City of Boulder
2014 Community Survey

Report of Results

April 2014

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Prepared by:

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

NOTE: This is the letter from 2011, only changing the number of survey iterations and changing 2011 to 2014. If you want a letter like this again, it will need to be updated.

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 2014 Community Survey is the tenth 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 2014 Community Survey represents the tenth 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 also allows Boulder residents to provide feedback on the quality of life in the city and use of various community amenities.

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, 3,017 households were randomly selected to participate in the survey. A total of 785 surveys were returned from households. After accounting for undeliverable surveys, the response rate from Boulder households was 27%. 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 six focus areas:

- Livable Community
- 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 two themes:

- Relations and Communication between Residents and Boulder City Government
- 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 2011 to 2014 are greater than five percentage points or three points on the 100-point scale, they can be considered significantly higher or lower.

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Livable Community

Boulder residents continued to give high ratings to the quality of life in the community. In 2007, quality of life and neighborhood quality ratings had increased to their highest levels since the survey was first implemented. These high ratings were maintained in 2011 and 2014, with 86 and 79 points on the 100-point scale in 2014, respectively. The quality of life and neighborhood ratings in Boulder were significantly higher than the average ratings given by residents other jurisdictions across North America.

Healthy and Socially Thriving Community

Those completing the survey were asked to rate the sense of community in Boulder. Over 6 in 10 (65%) felt the sense of community was "very good" or "good," a similar rating compared to the national average and the 2011 rating.

Ratings of the opportunities to attend arts and cultural activities were above the national benchmark comparison; however, ratings declined from 2011 to 2014. Access to a variety of housing options received a rating that was lower than in 2011 and the national comparison.

When asked to rate the overall quality of indoor and outdoor recreation in Boulder, nearly all survey respondents viewed the quality as "very good" or "good," and no one gave a "very bad" rating. This rating was much higher than the national benchmark comparison.

Nearly all respondents reported visiting open space and mountain parks in the year prior to the survey, which is one of the most valued assets of the Boulder community. A large majority also had visited a neighborhood park and about half had used a Parks and Recreation field or court.

Safe Community

Ratings of feelings of safety from both violent crime and property crime improved in 2014 compared to 2011. These ratings were higher than the national benchmark and higher than had been observed in several previous implementations of the survey.

About 8 in 10 respondents felt at least "somewhat safe" from structural or house fires, similar to the national benchmark. About 4 in 10 felt at least "somewhat safe" from floods, a significant decrease from previous years, and likely attributed to the September 2013 flood. Less than half of respondents (38%) felt safe from traffic-related incidents, similar to 2011.

A new set of questions on the 2014 survey asked residents to rate how safe they felt in 10 different areas in Boulder. At the top of the list, with nearly all residents feeling at least "usually safe," were Downtown Commercial Areas during the day and respondents' neighborhoods during the day. Nearly 9 in 10 residents felt safe in their neighborhood at night. Where benchmark comparisons were available, Boulder received ratings that were higher or much higher than other communities across the nation.

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Accessible and Connected Community

When asked to assess the overall ease of getting to the places they usually have to visit, 7 in 10 survey respondents reported this as "very good" or "good." This question was new in 2014 and was rated lower than the benchmark comparison.

Two-thirds of respondents had ridden a bus between Boulder and Denver, and 7 in 10 had ridden a high frequency transit network bus in the past 12 months. More reported that they had ridden a bus between Boulder and Denver in 2014 compared to 2011. Over half had ridden another RTD bus within Boulder and commuted to work by bicycle.

Nearly half of survey respondents reported they were eligible for some kind Eco-Pass; about one-third of those who were eligible said they used it more than once a week, while one in five had not picked it up. When asked how likely they would be to purchase a discounted transit pass similar to Eco-Passes if it were available, 7 in 10 reported they would be at least "somewhat likely" and 3 in 10 reported they would be "very likely."

Nearly all survey respondents (97%) had regular, convenient access to the internet. The most common way respondents got on the internet was at home (97%), an increase compared to 2011. About two-thirds of respondents said they accessed the internet at work or on a smart phone or other personal digital assistant. Regular internet access was available at a public facility such as a school or library for 27% of respondents, a decrease compared to 2011.

Economically Vital Community

Residents viewed Boulder as a good place to work. This aspect of an economically vital community received a rating of 74 points on a 100-point scale, similar to 2011 and much higher than the national benchmark.

Shopping opportunities were deemed "good," on average, by residents, but the rating was lower than in 2011. Employment opportunities were given a rating of 56 points on a 100-point scale, lower than in 2011. However, shopping opportunities and employment opportunities in Boulder both were rated much higher than the national benchmarks.

Nearly all respondents had visited the Pearl Street Mall at least once in the year prior to the survey. At least 8 in 10 respondents had visited the University Hill business district at least once in the previous year. Compared to 2011, a similar proportion in 2014 reported visiting the Pearl Street Mall at least once in the past 12 months, while more reported visiting the University Hill business district in 2014.

Environmentally Sustainable Community

When asked to rate the overall quality of the natural environment, nearly all survey respondents reported this as "very good" or "good." This question was new in 2014 and the rating was much higher than the benchmark comparison.

Survey respondents reported engaging in a number of environmentally responsible activities. Nearly all survey participants (98%) reported having recycled from their home at least once during the previous year, and about 6 in 10 had made an energy improvement to their home or business. Over half had used transit or commuted by bicycle at least once.

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Good Governance

Survey respondents were asked to rate their level or agreement with the statement, "I am pleased with the overall direction the city is taking." This aspect of good governance received an average rating of 63 points on a 100-point scale, which was higher than the benchmark comparisons and similar to the 2011 rating.

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," and these ratings have gradually increased over time since 1993 or 1999, respectively. The rating for spending tax dollars wisely was similar to the benchmark comparison. The average rating of Boulder city governments' efforts to inform the public about how their tax dollars are used was 52 points on the 100-point scale, an increase from 2011.

Relations and Communication between Residents and Boulder City Government

Residents' perceptions of Boulder city government responsiveness remained stable from 2011. Ratings were most positive for the city's provision of access to information about issues, events and meetings and effectively planning for the future (66 and 64 points, respectively, on a 100-point scale). These ratings remained stable compared to 2011. The rating for gathering feedback from residents and conducting public processes was higher than the benchmark comparison.

When asked whether they informed themselves about the major issues in the City of Boulder, about 66% agreed that they did so, which was higher compared to 2011 and has improved significantly since it was first asked in 2001. At least one-quarter of those completing the survey had attended a public meeting or event about city matters in the past year, had watched a news program on cable TV Channel 8 and had watched a City Council meeting on cable TV Channel 8.

City Employees

City employees received fairly high ratings from those who had interacted with them in the 12 months prior to the survey. In 2014, the average rating for city employees being courteous, respectful and professional was 81points on a 100-point scale, a "good" rating, on average, on the scale from "very bad" to "very good" and similar to the benchmark comparison. This rating remained stable since 2011 but increased compared to 2001 when this question was first asked.

For the first time on the 2014 survey, respondents who had phone, in-person or email contact with an employee in the last 12 months were asked to indicate the quality of the assistance they received. This aspect of good governance received an average rating of 77 points on a 100-point scale, a "good" rating.

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Priorities for City Services

The average rating of Boulder city government operations was 62 points on the 100-point scale, lower than what was observed in 2011. This rating was above the national benchmark.

Residents completing the questionnaire were asked to rate the quality of 53 different city services. Of these, 31 had been included on the questionnaire in 2011. Ten items were rated lower in 2014 than in 2011, two were rated higher and the remaining services were given similar ratings. The services rated higher or lower in 2014 compared to 2011 are shown below.

Quality of City Services Rated Significantly Higher in 2014 than in 2011	Quality of City Services Rated Significantly Lower in 2014 than in 2011
• Mosquito or pest control programs • Noise control enforcement	• Snow and ice control on major streets • Street repair (potholes, crack repair, etc.) • Sidewalk maintenance • City of Boulder Web site (www.bouldercolorado.gov) • Boulder Public Libraries & library services • Services for youth (age 13 to 21) • Median maintenance • Flood or natural hazard education • Fire response • Emergency medical services

Of the 53 city services evaluated, 28 could be compared to a national benchmark. Of these, seven were significantly higher than the benchmark comparison, 12 were significantly lower and the remaining services were similar to the benchmark. The services rated higher than the benchmark and those rated lower are shown below.

Quality Ratings Significantly Higher than Benchmark	Quality Ratings Significantly Lower than Benchmark
• Sidewalk maintenance • Recycling and composting collection services • Neighborhood parks (play areas and playgrounds) • Crime prevention • Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis) • Services for low-income families • Mosquito or pest control programs	• Street repair (potholes, crack repair, etc.) • Street sweeping • Street lighting • Police traffic enforcement • Managing congestion and traffic flow • Snow and ice control on major streets • City of Boulder Web site (www.bouldercolorado.gov) • Boulder Public Libraries & library services • Building and housing code enforcement • Fire safety education • Fire response • Emergency medical services

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SURVEY BACKGROUND

What the Survey Was About

The 2014 Community Survey represents the tenth in a series. The first survey was administered in 1987, and periodically since then. The Boulder Community Survey serves as a scorecard for the Boulder community by identifying what residents think is working well and what is not in city service delivery. Those completing the survey also assess the quality of life 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 2014 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; 3,017 of these households were randomly selected to receive the survey (referred to as "scientific sampling"). Each selected household was contacted three times during January 2014. 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 link was provided on the cover letters for residents to complete the survey online. 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% (121) of the 3,017 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,896 households presumed to have received a survey, 785 completed the survey, providing a response rate of 27%. This is a good response rate; typical response rates for a mailed resident survey range from 20% to 40%.

Additional surveys were collected through special outreach efforts with the youth of Boulder and the Immigrant community. These questionnaires were nearly identical to the community survey questionnaire. As these surveys were not collected through the scientific sampling method, these results can be found under separate cover in a document called *Boulder Community Survey 2014 Supplemental Report.*

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

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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 six focus areas:

- Livable Community
- Healthy and Socially Thriving Community
- Safe Community
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Good Governance does not have focus areas, but the survey results have been categorized into two themes:

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

The final section of the report reviews the quality and importance ratings given to a variety of City services.

The responses to all questions can be found in *Appendix A: All Results from Community Survey*. *Appendix C: Selected Results by Subcommunity* contains selected results for each subcommunity and *Appendix D: Selected Results by Demographic Subgroups* displays selected results by certain respondent characteristics. In addition, results from the other data collection efforts can be found in a supplemental report (*Boulder Community Survey 2014 Supplemental Report*). That report includes tables of results from the youth survey, the immigrant survey and the "open" (non-scientific) web survey. In addition, responses from survey respondents who indicated they were a student at the University of Colorado Boulder were pulled from the mailed and open web survey results. A comparison of the results across all five survey types also is included in the supplemental report.

"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 A: All Results from Community Survey*.

However, these responses have been removed from the analyses presented in the body of the report. 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

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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 ±4 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 2011 to 2014 are greater than five 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," "strongly agree," "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 two 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

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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 "higher" than the benchmark, "lower" than the benchmark or "similar to" the benchmark. This evaluation of "higher," "lower" 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). In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). Differences of more than two 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 "higher" or "lower" 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.*

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SURVEY RESULTS

Livable Community

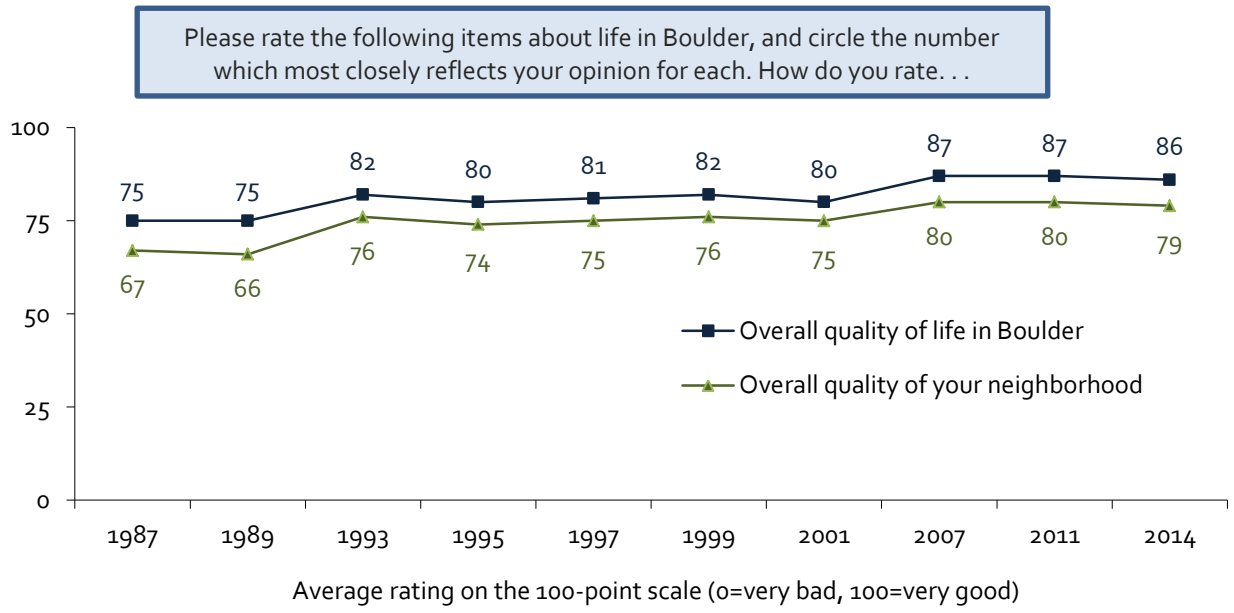
The City of Boulder seeks to maintain and improve the quality of life of the residents. In order to gauge how residents view their community and the quality of life in Boulder, survey respondents were asked to rate their perception of the overall quality of life in Boulder and the overall quality of their neighborhood.

Boulder residents continued to give high ratings to the quality of life in the community. The high levels seen in 2007 and 2011 were maintained in 2014. The quality of life and neighborhood ratings were significantly higher than the average ratings received by other jurisdictions across North America (see Table 2 in *Appendix A: All Results from Community Survey*).

When results were compared by respondent demographics, white respondents tended to give higher ratings of quality of life and neighborhood quality compared to their counterparts. Women awarded higher marks for neighborhood quality compared to men. In general, residents with children and residents with higher household incomes tended to give higher ratings to aspects of quality of life in Boulder. For additional comparisons, see *Appendix D: Selected Results by Demographic Subgroups.*

When results were compared by geography, residents in the Crossroads & CU area rated the quality of their neighborhoods lower than respondents in other areas of the city. Respondents in Central Boulder gave the highest ratings to their neighborhoods. For additional comparisons, see *Appendix C: Selected Results by Subcommunity.*

Figure 1: Overall Quality of Life Compared Over Time



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Healthy and Socially Thriving Community

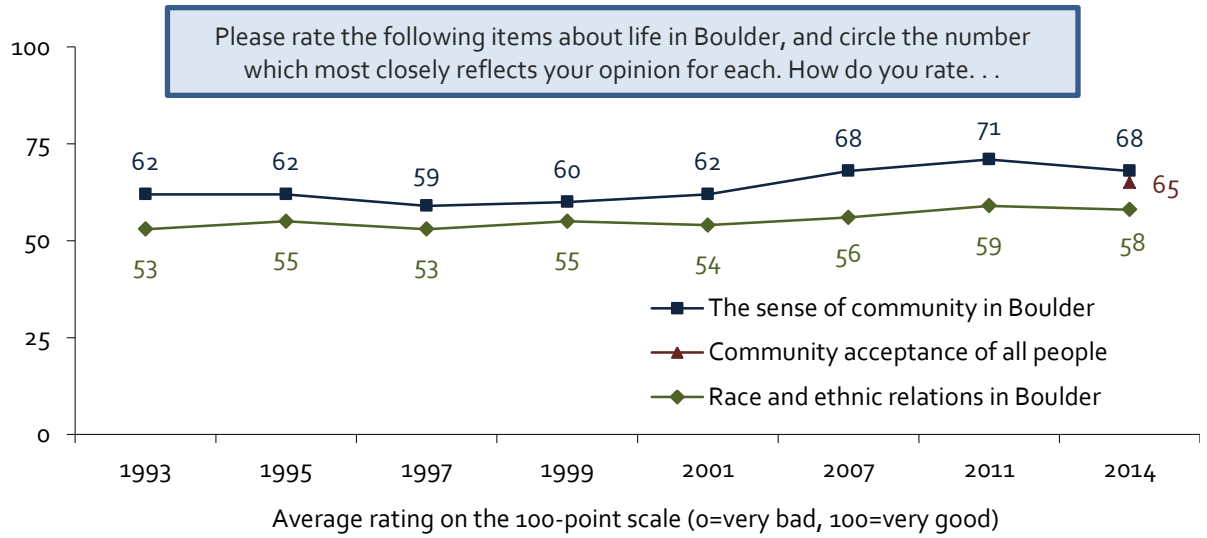
As defined by the City of Boulder, a healthy and socially thriving community is one that: cultivates a wide-range of recreational, cultural, educational and social opportunities; supports the physical and mental well-being of its community members and actively partners with others to improve the welfare 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.

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' rating of the sense of community in Boulder was 68 points on a 100-point scale in 2014; this is roughly a "good" rating. This rating represented a significant improvement since 2001, although the change since 2011 was not statistically significant. Ratings of race and ethnic relations also have trended upward since 2001, although 2014 ratings were similar to 2011.

Survey respondents were asked to rate the quality of community acceptance of all people in Boulder for the first time on the 2014 survey. This aspect of a healthy and socially thriving community received a rating of 65 on a 100-point scale; this was close to a "good" rating and similar to the rating for the sense of community in Boulder. Ratings of sense of community and community acceptance of all people were similar to benchmark comparisons (see Table 2 in *Appendix A: All Results from Community Survey*).

When results were compared by respondent demographics, men gave higher marks for race and ethnic relations compared to women. Residents who had lived in the city less than 5 years held more favorable views of community acceptance (see *Appendix D: Selected Results by Demographic Subgroups* for additional comparisons).

Figure 2: Social Quality of Life Compared Over Time



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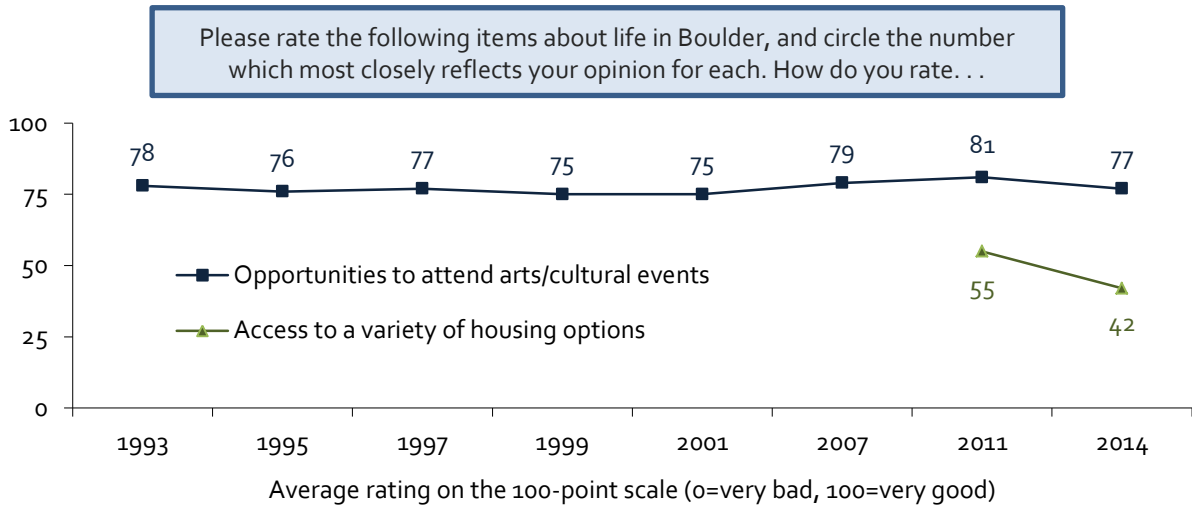
Part of the definition of a healthy and socially thriving community is one that provides a wide range of recreational, cultural, educational and social opportunities, and one which facilitates housing options to accommodate a diverse community. Community characteristics related to these features were assessed through the survey. Ratings of the opportunities to attend arts and cultural activities received high marks from residents; although ratings fell from 2011 to 2014, they remained higher than the national benchmark comparison (see Table 2 in *Appendix A: All Results from Community Survey*). Access to a variety of housing options received a lower rating in 2014 compared to 2011 and was below the national benchmark.

When results were compared by respondent demographics, white respondents tended to give higher ratings to opportunities to attend arts and cultural events than their counterparts. Ratings of opportunities to attend arts and cultural events tended to decrease with respondent age. (See *Appendix D: Selected Results by Demographic Subgroups* for additional comparisons).

Figure 3: Cultural Opportunities and Variety of Housing Compared Over Time



Survey respondents were asked to indicate how likely they would be to use a variety of programs and services if they were available at the Boulder Public Library. Of the nine potential programs and services listed, streaming or downloadable movies and downloadable e-books and/or audiobooks were the two potential offerings that received at least half of respondents reporting they would be "very likely" or "likely" to use these services. Between 34% and 43% reported being "very likely" or "likely" to use the other seven listed potential offerings. (Please see Table 37 in *Appendix A: All Results from Community Survey* for the full frequencies for this question.) Survey respondents also were given the opportunity to write in an "other" program or service that they would like to see offered by the Boulder Public Library. These responses can be found in *Appendix B: Verbatim Responses to Open-Ended Questions.*

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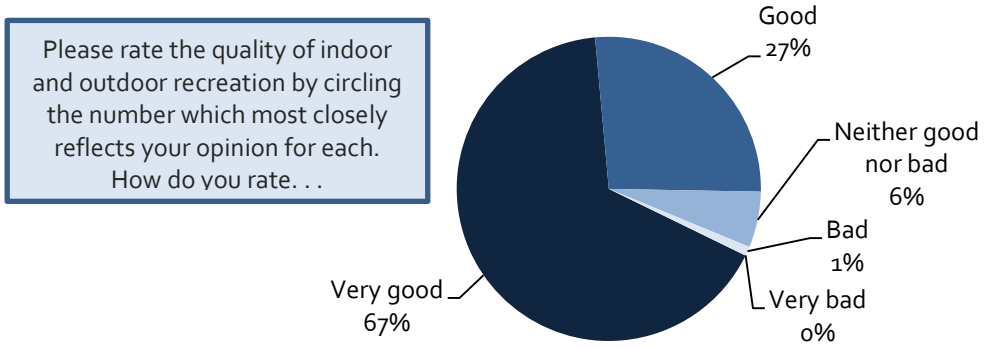
When asked to rate the overall quality of indoor and outdoor recreation in Boulder, nearly all survey respondents reported the quality as "very good" or "good" and no one gave a "very bad" rating. This rating was much higher than the national benchmark comparisons (see Table 2 in *Appendix A: All Results from Community Survey*). This was a new question on the 2014 survey.

Women awarded higher marks for quality of recreation compared to men. Ratings of quality of recreation tended to decrease with respondent age. (See *Appendix D: Selected Results by Demographic Subgroups* for additional comparisons).

Figure 4: Overall Quality of Indoor and Outdoor Recreation



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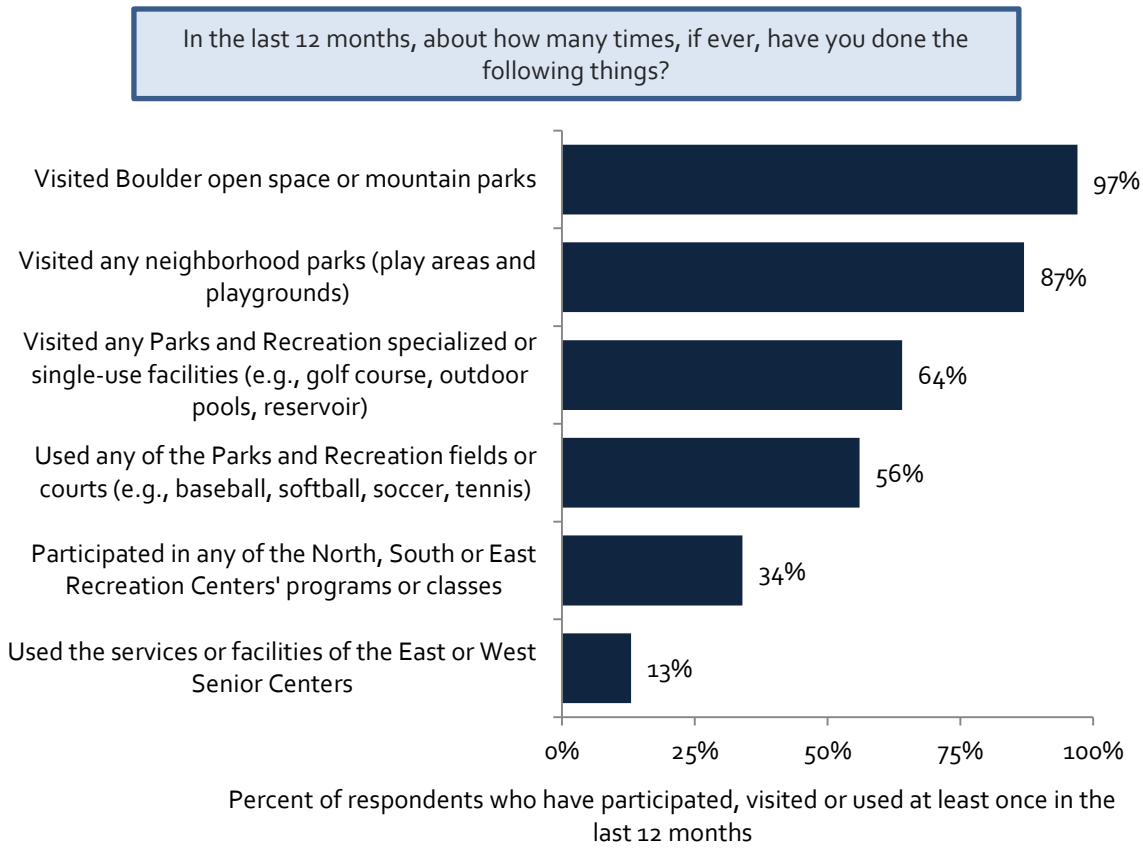
In the year prior to the survey, nearly all respondents reported visiting open space and mountain parks, often cited as one of the assets of the Boulder community. A large majority of respondents also had visited a neighborhood park and a lesser majority had visited a Parks and Recreation specialized or single-use facility. More than half had used a Parks and Recreation field or court and one-third had participated in any of the North, South or East Recreation Center programs or classes. Only 13% had used the services or facilities at the North, South or East Senior Centers.

When compared to the 2011 ratings, more survey respondents reported that they had used the Parks and Recreation fields or courts in the year prior to the survey and fewer had participated in any of the North, South or East Recreation Centers' programs or classes. (Please see Table 10 in *Appendix A: All Results from Community Survey* for results compared by year.)

Residents' level of participation in recreation activities was compared by respondent characteristics. Use of Parks and Recreation facilities and classes was reported more often by residents age 35-54, homeowners, respondents with children or teens and higher income residents. As might be expected, use of the services and facilities at the East or West Senior Centers was much higher for older residents than the population as a whole, with about a third of those 55 or older having used the services or facilities in the past year. (For additional comparisons, see *Appendix D: Selected Results by Demographic Subgroups*).

Figure 5: Respondent's Use of Leisure Time and Community Amenities



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Safe Community

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

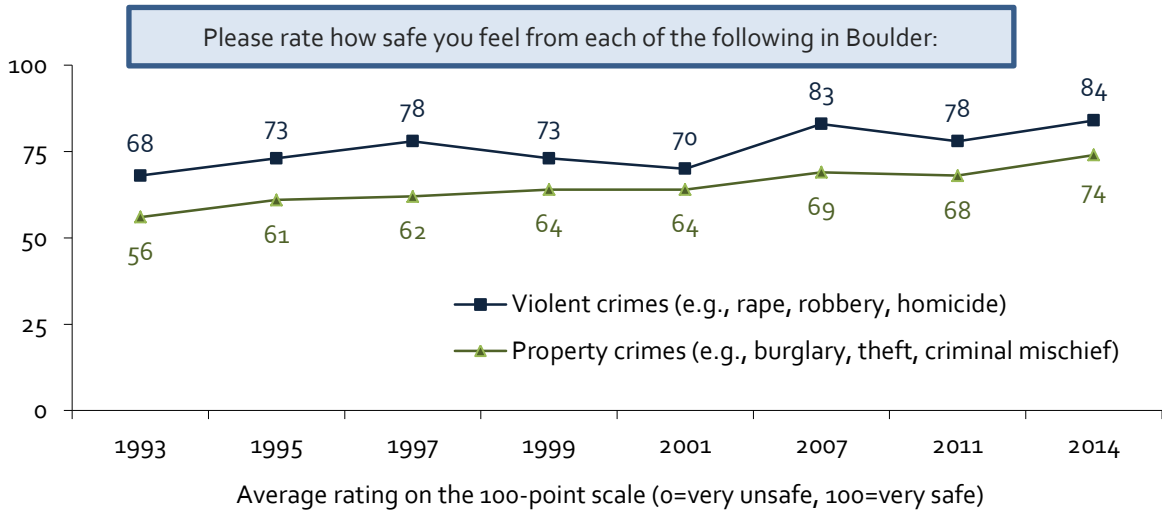
When asked to rate the importance of 53 items, the three receiving the highest importance ratings were emergency medical services, crime prevention and fire response, with at least 9 in 10 residents saying these were "essential" or "very important" (see Table 26 in *Appendix A: All Results from Community Survey*).

Ratings of feelings of safety from both violent crime and property crime increased in 2014 compared to 2011. About 9 in 10 respondents reported they felt at least "somewhat safe" from violent crimes and 8 in 10 felt at least "somewhat safe" from property crimes (see Figure 7 on the following page). These evaluations of safety were higher than the national benchmark and higher than had been observed in several previous implementations of the survey (see Table 5 and Table 6 in *Appendix A: All Results from Community Survey*).

When results were compared by respondent demographics, men, newer residents, non-students, wealthier residents and those with children tended to feel safer from violent crime compared to their counterparts; newer residents and wealthier respondents also felt safer from property crime (see *Appendix D: Selected Results by Demographic Subgroups*).

Few differences in safety ratings were observed across subcommunities. Respondents in Central Boulder and Southeast Boulder felt the least safe from property crimes, while East Boulder & Gunbarrel and North Boulder & Palo Park felt the safest from both property crimes and violent crimes (please see *Appendix C: Selected Results by Subcommunity*).

Figure 6: Safety Ratings Compared Over Time



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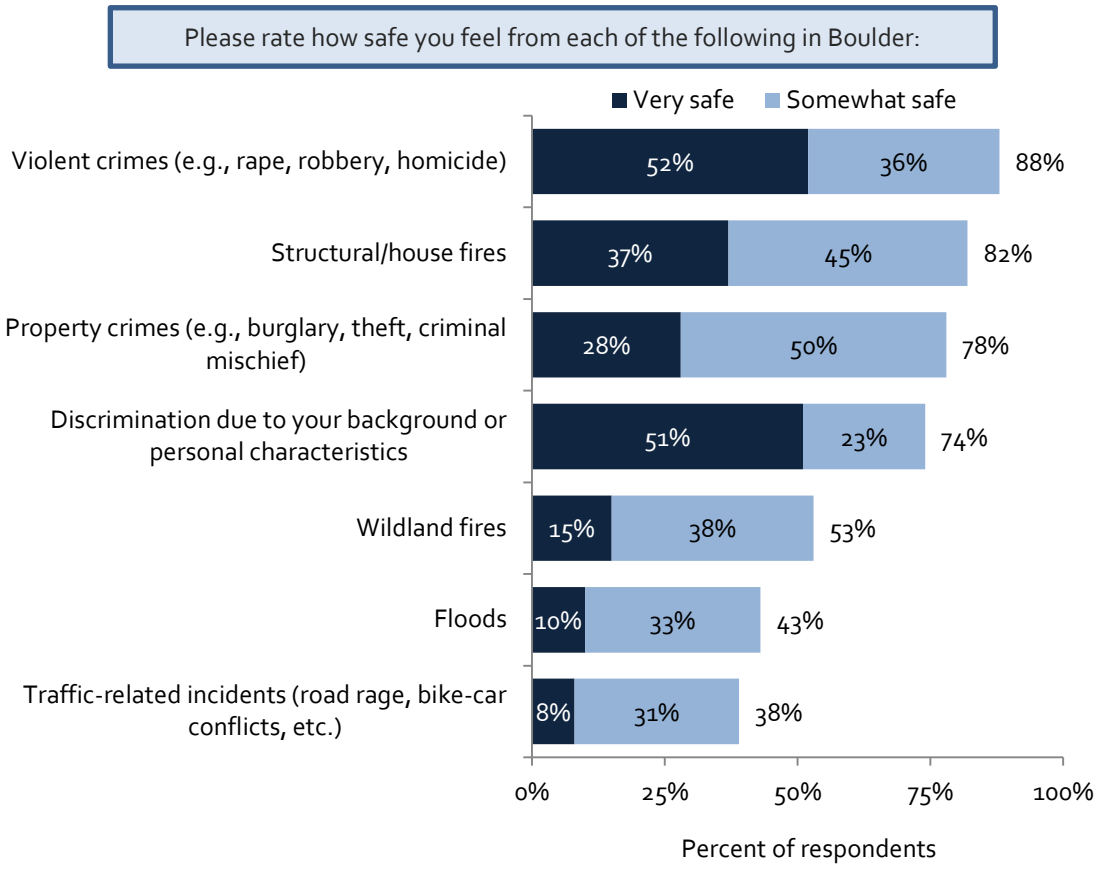
About 8 in 10 respondents reported they felt at least "somewhat safe" from structural or house fires, a rating that was similar to the national benchmark (see Table 5 in *Appendix A: All Results from Community Survey*). Nearly three-quarters of survey respondents felt safe from discrimination due to their background or personal characteristics and just over half felt at least "somewhat safe" from wildland fires. About 4 in 10 felt at least "somewhat safe" from floods, a significant decrease from previous years (see Table 6 in *Appendix A: All Results from Community Survey*), and likely a result of the September 2013 flood. Less than half of respondents (38%) felt safe from traffic-related incidents, similar to 2011.

Renters and CU students felt less safe from floods than did homeowners and non-students. Non-white respondents, those earning less than $25,000 and respondents over age 34 felt less safe from discrimination in Boulder (please see *Appendix D: Selected Results by Demographic Subgroups)*. South Boulder residents felt the least safe from traffic-related incidents while those in Central Boulder felt the most safe (please see *Appendix C: Selected Results by Subcommunity)*.

Figure 7: Feelings of Safety



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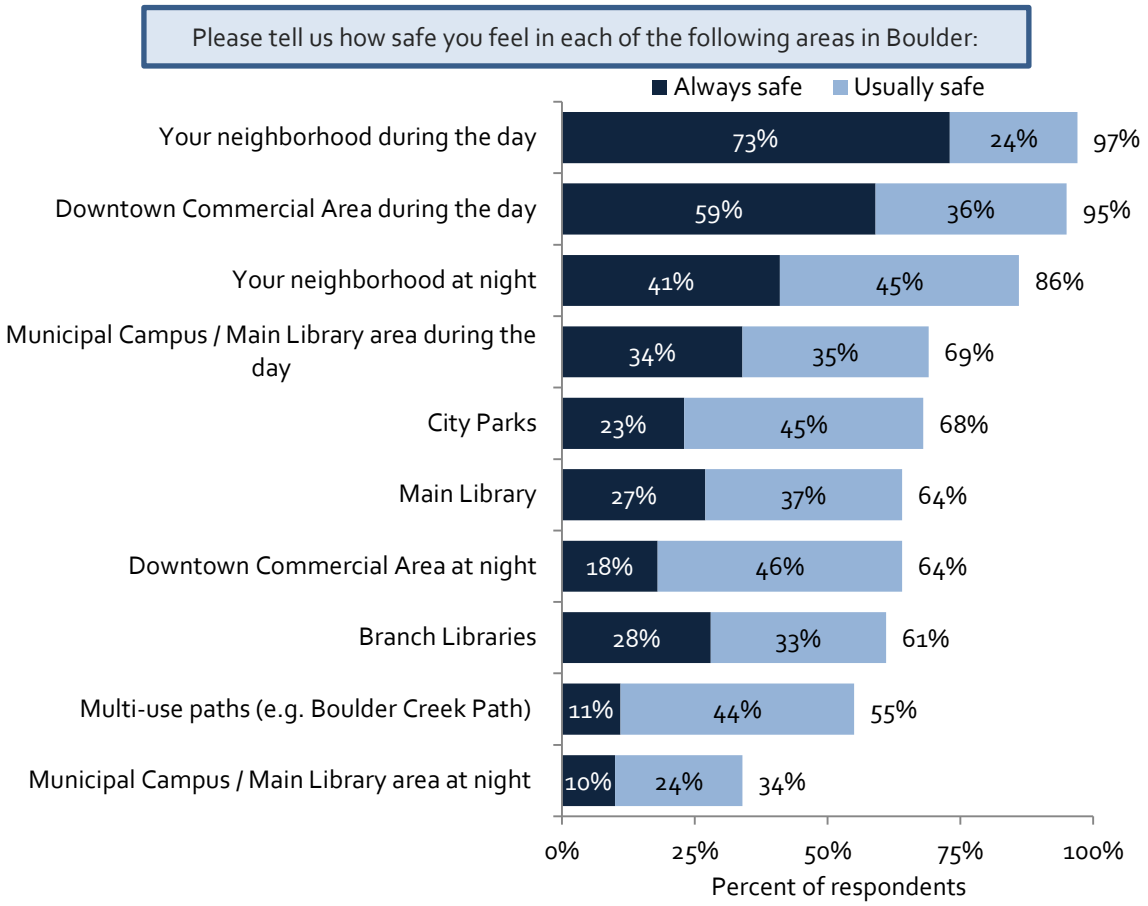
A new set of questions on the 2014 survey asked those completing the questionnaire to rate how safe they felt in 10 different areas in Boulder. At the top of the list, with nearly all respondents feeling at least "usually safe," were Downtown Commercial Areas during the day and residents' neighborhoods during the day. About 9 in 10 felt at least "usually safe" in their neighborhood at night. Seven in 10 felt at least "usually safe" in the Municipal Campus/Main Library area during the day and in City parks, and slightly fewer felt at least safe in the Main Library and in Downtown Commercial Areas at night. One-third of respondents (34%) felt safe in Municipal Campus/Main Library area at night.

Where benchmark comparisons were available, Boulder received safety ratings that were higher or much higher than in communities across the nation. The ratings for safety in Downtown Commercial Areas during the day and in their neighborhood during the day were higher than the benchmark, while ratings of safety in Downtown Commercial Areas at night, their neighborhood at night and City parks were much higher. (Please see Table 8 in *Appendix A: All Results from Community Survey*.)

In general, respondents who were Hispanic, female, older and of lower-income felt less safe in the community compared to their counterparts. Renters felt safer than homeowners' downtown during the day but less safe in their neighborhood at night. Residents with children and non-students felt less safe in the Municipal Campus/Main Library area during the day. (Please see *Appendix D: Selected Results by Demographic Subgroups* for additional comparisons.)

Figure 8: Feelings of Safety in Areas of Boulder



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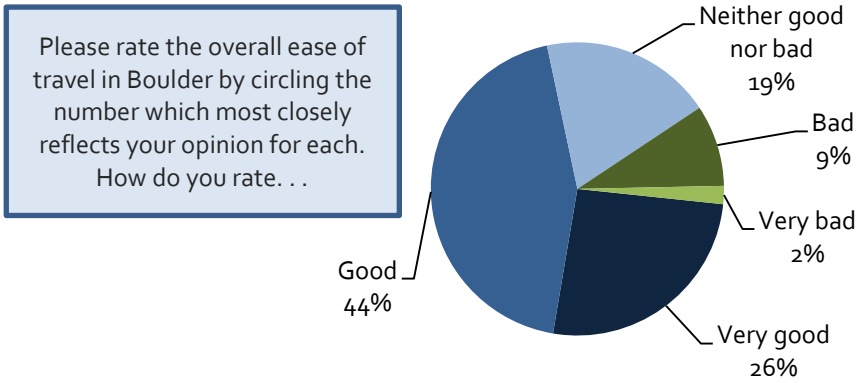
Accessible and Connected Community

The aspects 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 questions related to Eco-Passes and 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 *Good Governance*.

When asked to rate the importance of snow and ice control on major streets, high frequency transit routes and bike and pedestrian facilities, at least 8 in 10 residents deemed each as "essential" or "very important" (see Table 21 in *Appendix A: All Results from Community Survey*).

Mobility and transportation are important components of a sustainable community. When asked to rate the overall ease of getting to the places they usually have to visit, 7 in 10 survey respondents viewed this as "very good" or "good." This question was new in 2014 and the rating was lower than the benchmark comparison (see Table 2 in *Appendix A: All Results from Community Survey)*.

Figure 9: Overall Ease of Travel



Eco-Pass

Nearly half of survey respondents reported that they were eligible for some kind Eco-Pass (see Table 38 in *Appendix A: All Results from Community Survey*). About one-fourth, however, were not sure whether they were eligible. More survey respondents in 2014 compared to 2011 were eligible for an Eco-Pass through their employer (see Table 39 in *Appendix A: All Results from Community Survey*). Those who had an Eco-Pass were asked how often they used it. About one-third said they used it more than once a week, while one in five had not picked it up (see Table 40 in *Appendix A: All Results from Community Survey*). When asked how likely they would be to purchase a discounted transit pass similar to Eco-Passes if it were available, 7 in 10 reported they would be at least "somewhat likely" and 3 in 10 reported they would be "very likely" (see Table 43 in *Appendix A: All Results from Community Survey*).

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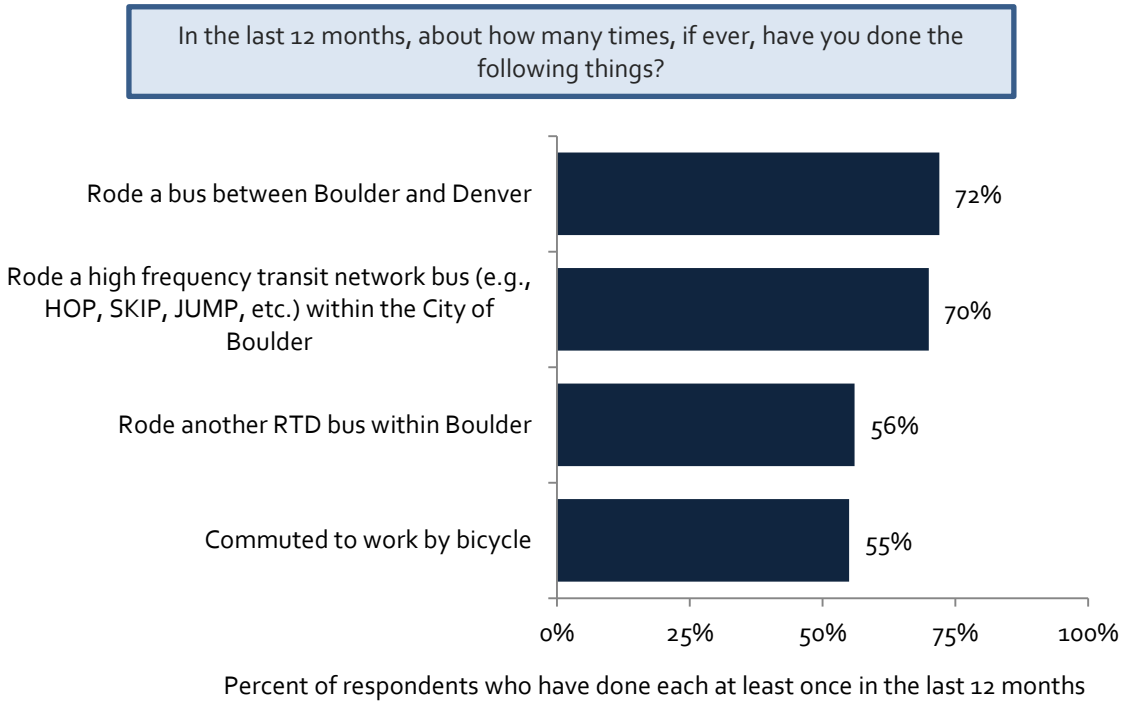
Transportation Behaviors

About 7 in 10 respondents had ridden a bus between Boulder and Denver and had ridden a high frequency transit network bus in the past 12 months. More residents reported that they had ridden a bus between Boulder and Denver in 2014 compared to 2011 (see Table 10 in *Appendix A: All Results from Community Survey*). Over half had ridden another RTD bus within Boulder or commuted to work by bicycle. More than one-quarter of those who had commuted to work by bicycle in the past 12 months had done so more than 26 times, or two or more times per month (see Table 9 in *Appendix A: All Results from Community Survey*).

Residents' transportation behaviors were compared by respondent characteristics. Riding a bus was more common among residents who had lived in Boulder 6-20 years, were younger, rented their homes, did not have children in their household, identified as non-white, earned less and were students. Commuting by bike was more common among men, younger respondents, renters and CU students. For additional comparisons, see *Appendix D: Selected Results by Demographic Subgroups*.

Perceptions about accessibility and connectedness varied across subcommunities. Respondents in East Boulder and Gunbarrel were less likely to have ridden a high frequency transit network bus within the City of Boulder and commute to work by bicycle than respondents in other areas of the city. Those living in Central Boulder and South Boulder were most likely to have ridden a high frequency transit network bus, while those living in the Crossroads and CU subcommunity were most likely to have commuted to work by bicycle within the last 12 months. For additional comparisons, see *Appendix C: Selected Results by Subcommunity*.

Figure 10: Respondent's Transportation Behaviors



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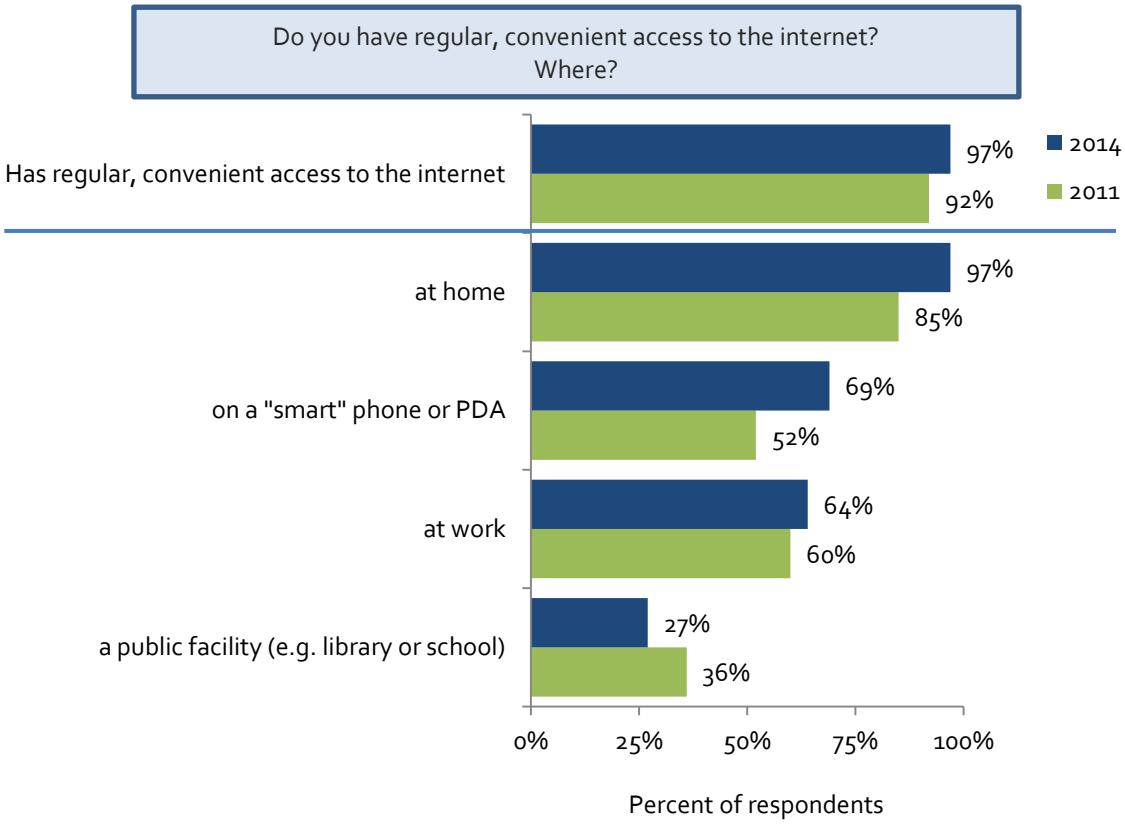
Internet Access

The survey assessed whether survey participants 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 11 below first shows the proportion of respondents who had regular, convenient access to the internet and then shows the proportion of all respondents accessing the internet in various ways (meaning that the 3% who said they did not have regular, convenient internet 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 (97%). About 7 in 10 respondents said they accessed the internet on a "smart" phone or PDA and two-thirds accessed the internet at work. Regular internet access was available at school or a library for 27% of respondents. Compared to 2011, more survey respondents had accessed the internet at home and on a "smart" phone or PDA and fewer reported having access to the internet at school or a library in 2014.

Figure 11: Internet Access



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

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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.

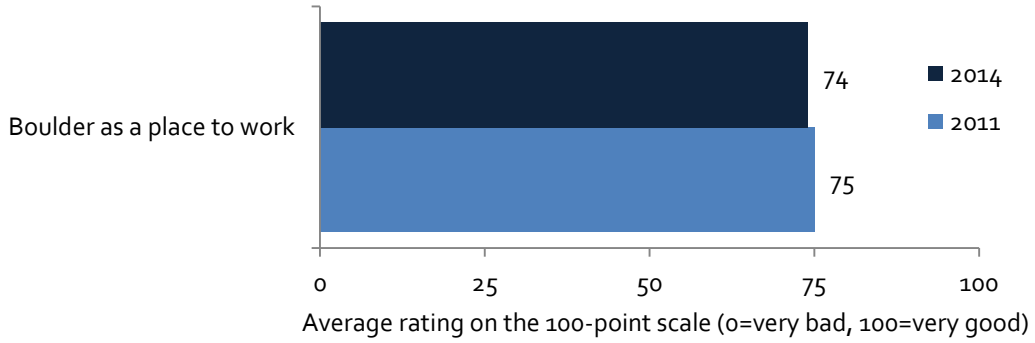
When asked to rate the importance of 53 items related to City of Boulder services, about 9 in 10 residents deemed assistance to businesses to keep them in Boulder as "essential" or "very important" (see Table 21 in *Appendix A: All Results from Community Survey*). This received the fifth highest rating out of the 53 listed items.

Several survey questions assessed resident opinion about the economic vitality of Boulder. Those completing the questionnaire rated Boulder as a place to work, giving this aspect of an economically vital community a rating of 74 points on a 100-point scale, a "good" rating. This was similar to 2011 and much higher than the national benchmark (see Table 2 in *Appendix A: All Results from Community Survey*).

When results were compared by respondent demographics, white respondents tended to give higher ratings to Boulder as a place to work than their counterparts. See *Appendix D: Selected Results by Demographic Subgroups* for additional comparisons.

Figure 12: Boulder as a Place to Work Compared Over Time

Please rate the following items about life in Boulder, and circle the number which most closely reflects your opinion for each. How do you rate. . .



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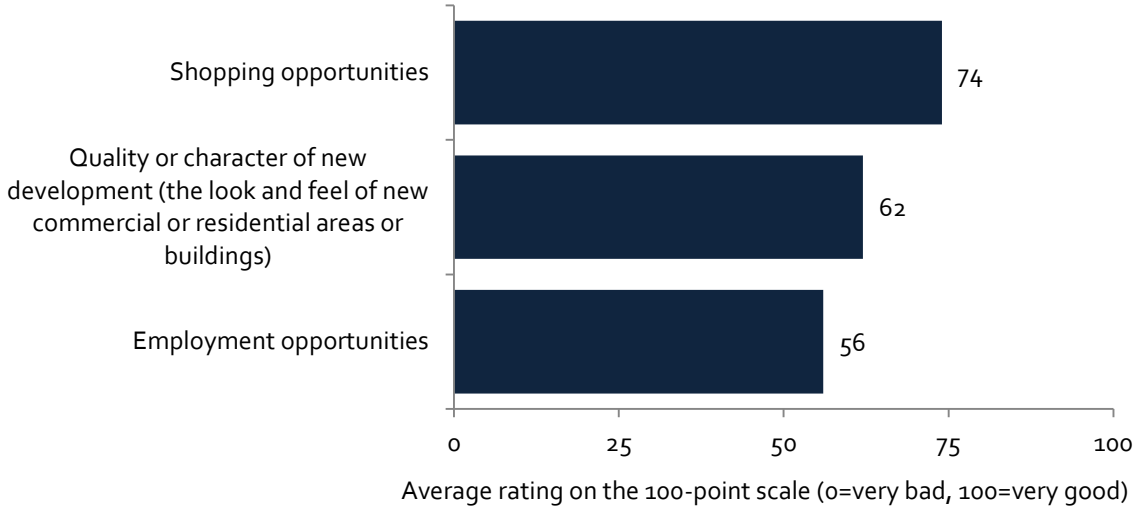
Shopping opportunities were deemed "good," on average, by residents, a rating lower than in 2011 (see Table 3). Employment opportunities were given a rating of 56 on the 100-point scale ("neither good nor bad"), lower than that observed in 2011. However, shopping opportunities and employment opportunities in Boulder both were rated much higher than the national benchmarks (see Table 2). The quality or character of new development was deemed slightly less than "good" by respondents (62 points), similar to the national benchmark.

When results were compared by respondent demographics, ratings of employment opportunities and shopping opportunities tended to decrease with respondent age. (See *Appendix D: Selected Results by Demographic Subgroups* for additional comparisons.) Respondents in East Boulder and Gunbarrel rated shopping opportunities lower than respondents in other areas. (For additional comparisons, see *Appendix C: Selected Results by Subcommunity*.)

Figure 13: Ratings of Community Characteristics Related to Economic Vitality

Please rate the following items about life in Boulder, and circle the number which most closely reflects your opinion for each. How do you rate. . .



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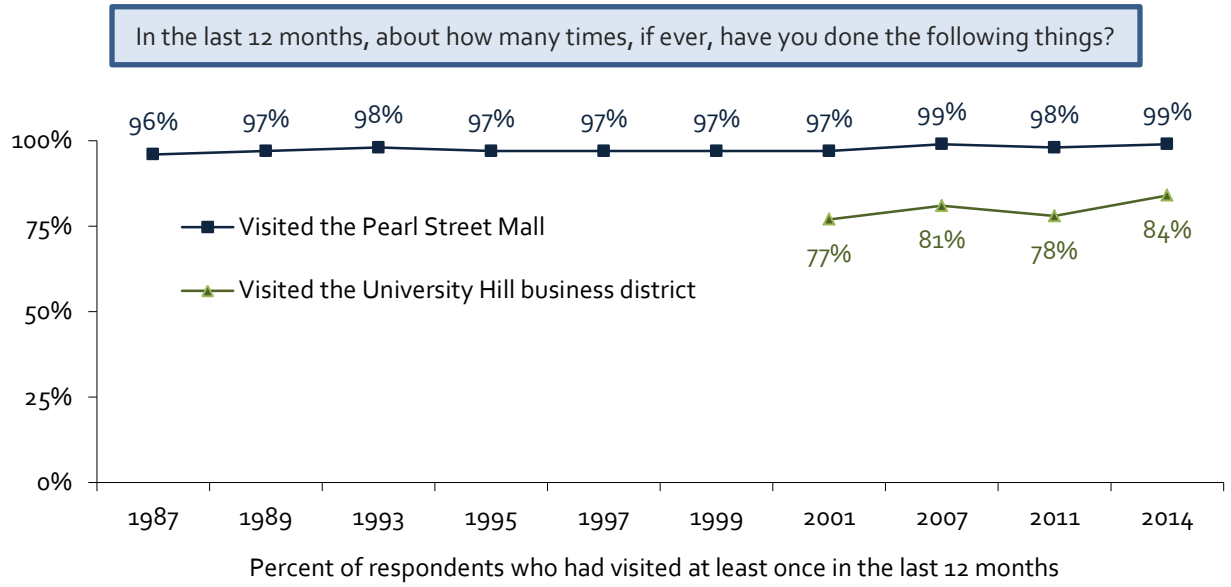
Nearly all respondents reported they had visited the Pearl Street Mall at least once in the previous year (see Figure 14). At least 8 in 10 respondents had visited the University Hill business district at least once in the previous year. Compared to 2011, a similar proportion in 2014 reported visiting the Pearl Street Mall at least once in the past 12 months, while more reported visiting the University Hill business district in 2014.

Residents' level of visitation of Boulder shopping areas was compared by respondent characteristics. As may be expected, visiting the University Hill business district was more common among residents who had lived in Boulder 6-20 years, were ages 18 to 34, male, rented their homes and were CU students. Those 55 years of age or older were less likely to have visited the Pearl Street Mall in the past 12 months (see *Appendix D: Selected Results by Demographic Subgroups* for additional comparisons).

Residents living in East Boulder & Gunbarrel were less likely to have visited the Pearl Street Mall in the past 12 months than their counterparts. There were no significant differences for the rate of visitation to the Pearl Street Mall based on geographic area of the survey respondents' household. For additional comparisons, please see *Appendix C: Selected Results by Subcommunity*.

Figure 14: Respondents' Visitation of Boulder Shopping Areas



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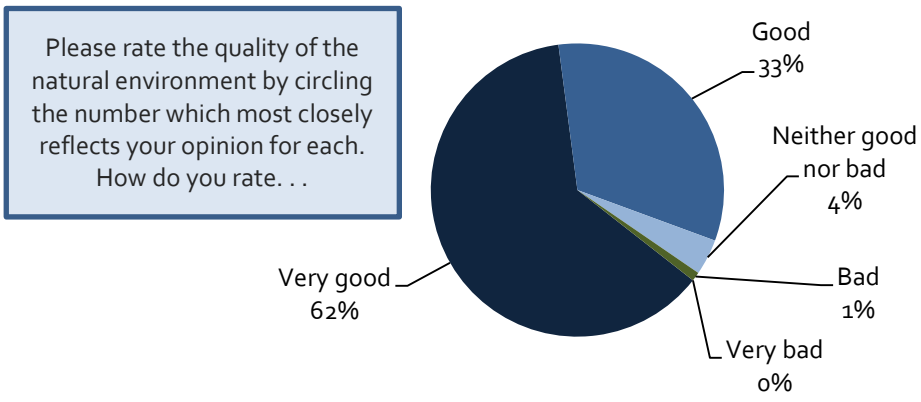
Environmentally Sustainable Community

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.

Survey respondents evaluated the importance of 53 City of Boulder services. About 8 in 10 residents deemed energy conservation and efficiency programs, water conservation programs, renewable energy programs and recycling and composting collection services as "essential" or "very important" (see Table 21 in *Appendix A: All Results from Community Survey*).

When asked to rate the overall quality of the natural environment, nearly all survey respondents reported this as "very good" or "good." This question was new in 2014 and the rating was much higher than the benchmark comparison (see Table 2 in *Appendix A: All Results from Community Survey)*.

Figure 15: Quality of the Natural Environment



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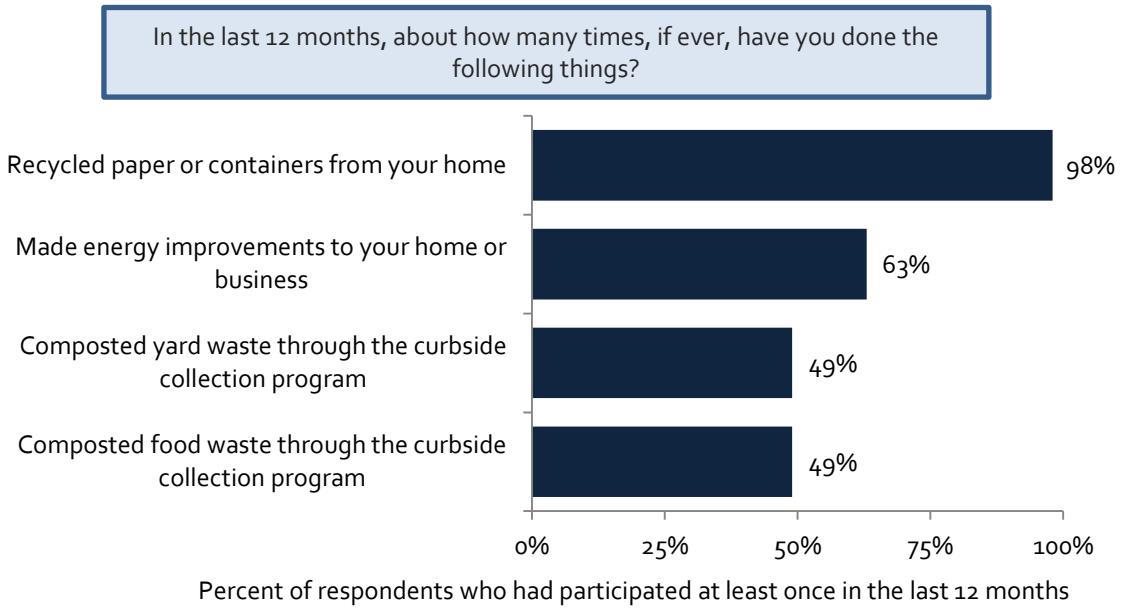
Survey respondents reported engaging in a number of environmentally responsible activities. Nearly all survey participants (98%) reported having recycled from their home at least once during the previous year, and 86% had done so more than 26 times (see Table 9). About 6 in 10 had made an energy improvement to their home or business. Over half had used transit or commuted by bicycle at least once (see *Transportation Behaviors*).

Respondents over 35, homeowners, those with children, higher-income respondents and non-students were more likely to engage in environmentally-friendly practices such as composting and conserving energy (for additional comparisons, see *Appendix D: Selected Results by Demographic Subgroups*).

Figure 16: Respondent's Environmental Sustainability Behaviors



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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.

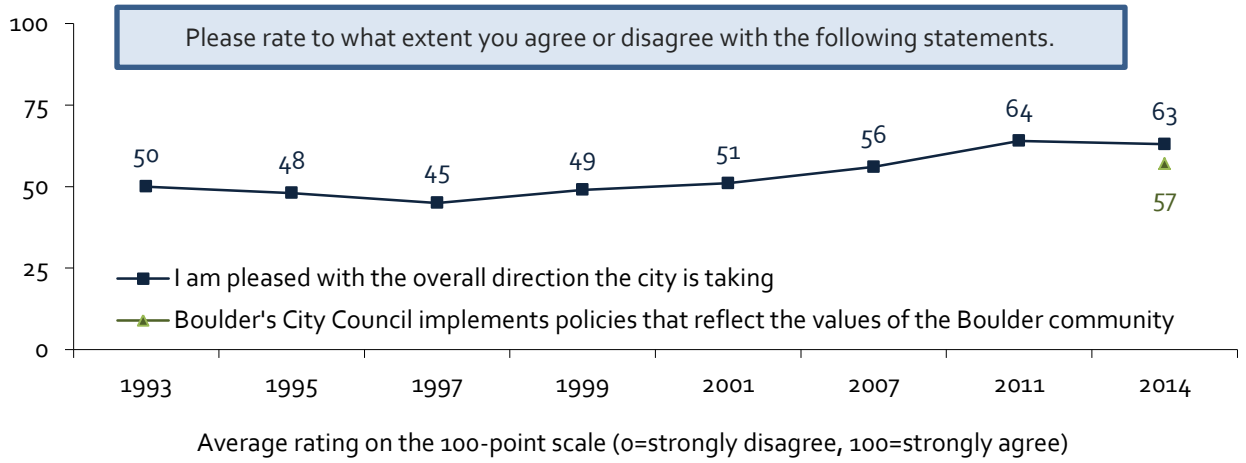
Survey respondents were asked to rate their level or agreement with the statement, "I am pleased with the overall direction the city is taking." This aspect of good governance received a rating of 63 points on a 100-point scale (between "agree" and "neither agree nor disagree") and was higher than the benchmark comparisons (see Table 12 in *Appendix A: All Results from Community Survey*). This rating remained stable from 2011 to 2014, having improved significantly since the question was first asked in 1993.

Residents also were asked to assess their level or agreement with the statement "Boulder's City Council implements policies that reflect the values of the Boulder community" for the first time on the 2014 survey. This received a rating of 57 points on a 100-point scale, which was lower compared to the rating for the overall direction the city is taking.

Comparisons by respondent characteristics revealed that renters, younger residents, students and respondents without teens in their household were more likely to feel positively about the overall direction the city is taking. Women, younger residents and renters were more likely to feel that the City Council implements policies that reflect Boulder's values. See *Appendix D: Selected Results by Demographic Subgroups* for additional comparisons.

East Boulder and Gunbarrel residents were less pleased with the direction the City of Boulder is taking overall, and were less inclined to think that Boulder City Council implements policies that reflect the values of the Boulder community than were respondents in other areas of the city. Residents of the Crossroads and CU subcommunity were most likely to feel positively about the overall direction the City of Boulder is taking. See *Appendix C: Selected Results by Subcommunity* for additional comparisons.

Figure 17: Overall Direction and Council Reflecting Boulder Values Compared Over Time



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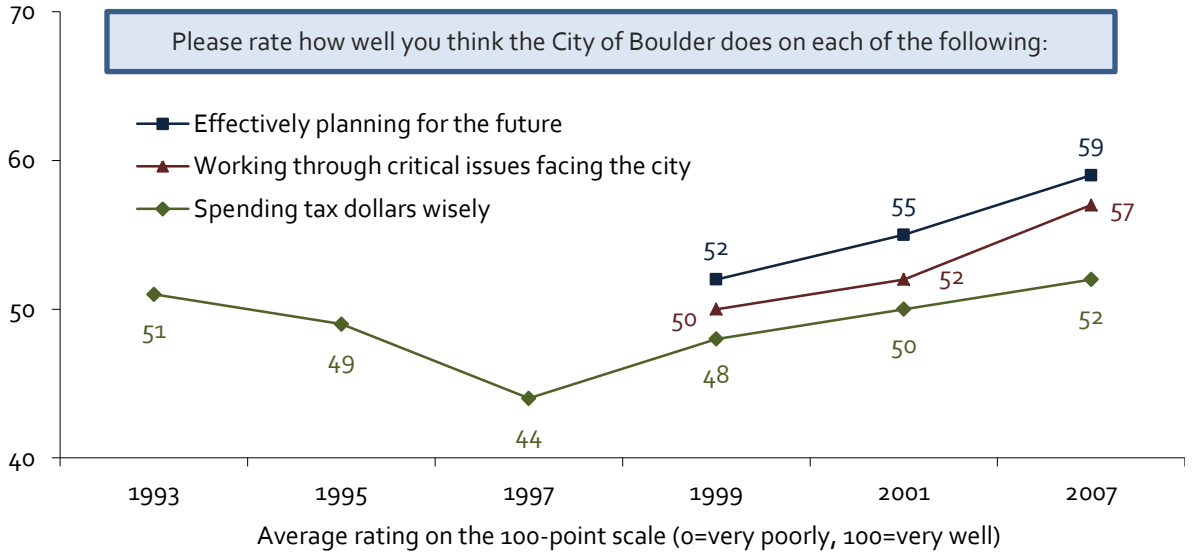
Survey respondents were given the opportunity to write in their own comments about the job the City of Boulder is doing. Out of the 785 residents who completed the questionnaire, 290 elected to write in a response for this question. These responses were reviewed and categorized into groups. About 1 in 10 survey respondents who answered this question indicated they support more attention to helping the homeless, are pleased with city government and city government actions, and had concerns with the utility municipalization. The other categories received less than 10% of respondents making a related comment. A fifth of responses were categorized into "other" comments due to the variation and infrequency among responses. (Please see *Appendix A: All Results from Community Survey* for the number of responses categorized to each response and *Appendix B: Verbatim Responses to Open-Ended Questions* for the written responses.)

Those completing the questionnaire were asked to evaluate how well the city government does at 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." For these items, ratings have been gradually increasing since 1993 or 1999. From 2011 to 2014, the average ratings of effectively planning for the future and working through critical issues facing the city improved significantly. Only one of these items could be compared to a national benchmark; the rating for spending tax dollars wisely was similar to the benchmark comparison (see Table 15 in *Appendix A: All Results from Community Survey*).

Younger residents and renters awarded higher marks to the job the City of Boulder does at planning for the future and working through issues. When it came to spending tax dollars wisely, women, residents under 55, renters, respondents with children and those earning less than $50,000 a year were more likely to feel the City was doing well. See *Appendix D: Selected Results by Demographic Subgroups* for additional comparisons.

Residents living in East Boulder & Gunbarrel felt the City does not do as good of a job at spending tax dollars wisely than did residents in other subcommunities (see *Appendix C: Selected Results by Subcommunity* for additional comparisons).

Figure 18: Effectiveness of City Government Compared Over Time



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Relations and Communication between Residents and Boulder City Government

Many questions on the survey 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.

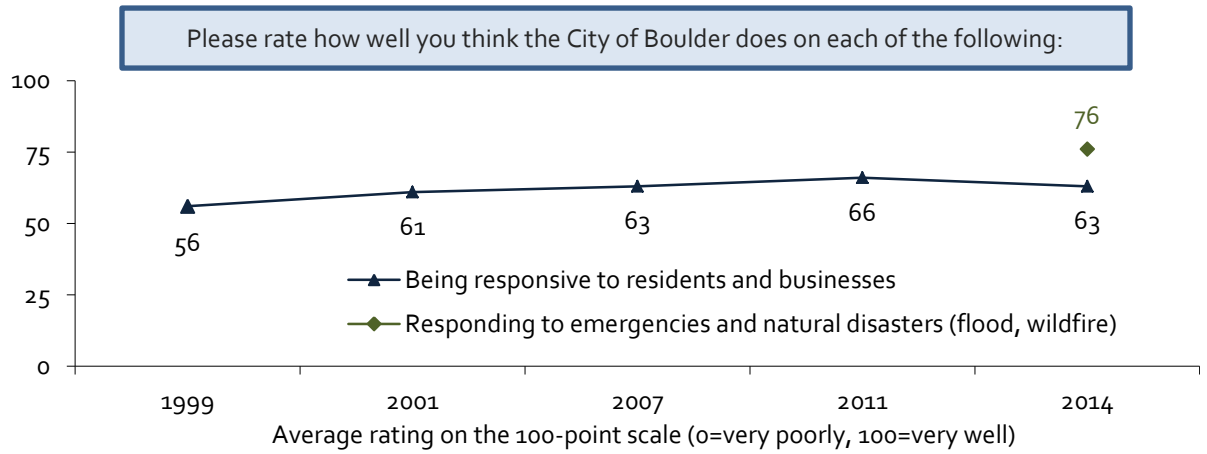
Residents' perceptions of Boulder city government responsiveness remained stable compared to 2011 ratings. While nearly 6 in 10 survey respondents indicated the city does "very well" or "well" at being responsive, only 1 in 10 reported "poorly" or "very poorly," with the remaining 3 in 10 reporting the middle response of "neither well nor poorly" (see Table 14 in *Appendix A: All Results from Community Survey*).

For the first time on the 2014 survey, respondents were asked to rate how well or poorly the Boulder city government does at responding to emergencies and natural disasters. This received a rating of 76 points on a 100-point scale, which was higher compared to the rating for government responsiveness to residents and businesses.

Younger residents and renters awarded higher marks to the job the City of Boulder does at being responsive to residents and businesses. Those with children gave better ratings for responding to emergencies. See *Appendix D: Selected Results by Demographic Subgroups* for additional comparisons.

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 as did those in Central Boulder and Crossroads & CU (see *Appendix C: Selected Results by Subcommunity* for additional comparisons).

Figure 19: Government Responsiveness Compared Over Time



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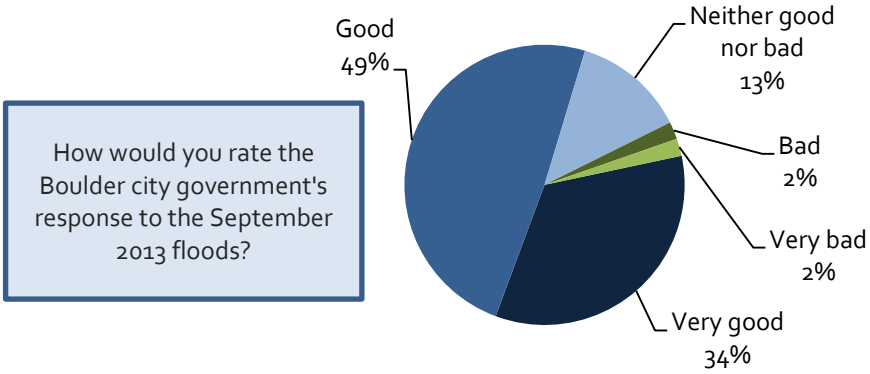
In addition to rating the City's general response to emergencies and natural disasters, 83% of survey respodents indicated that the city government's response to the September 2013 floods was "very good" or "good." When asked if they would support increased taxes or fees to fund even more flood mitigation improvements, about half reported "no," but about 4 in 10 reported that they would support increased taxes of up to "double the current amount" (see Table 35 in *Appendix A: All Results from Community Survey*).

Southeast Boulder residents tended to view the Boulder city government's response to the September 2013 floods less favorably than the rest of the subcommunities (see *Appendix C: Selected Results by Subcommunity* for additional comparisons).

Figure 20: City Government Response to September Floods



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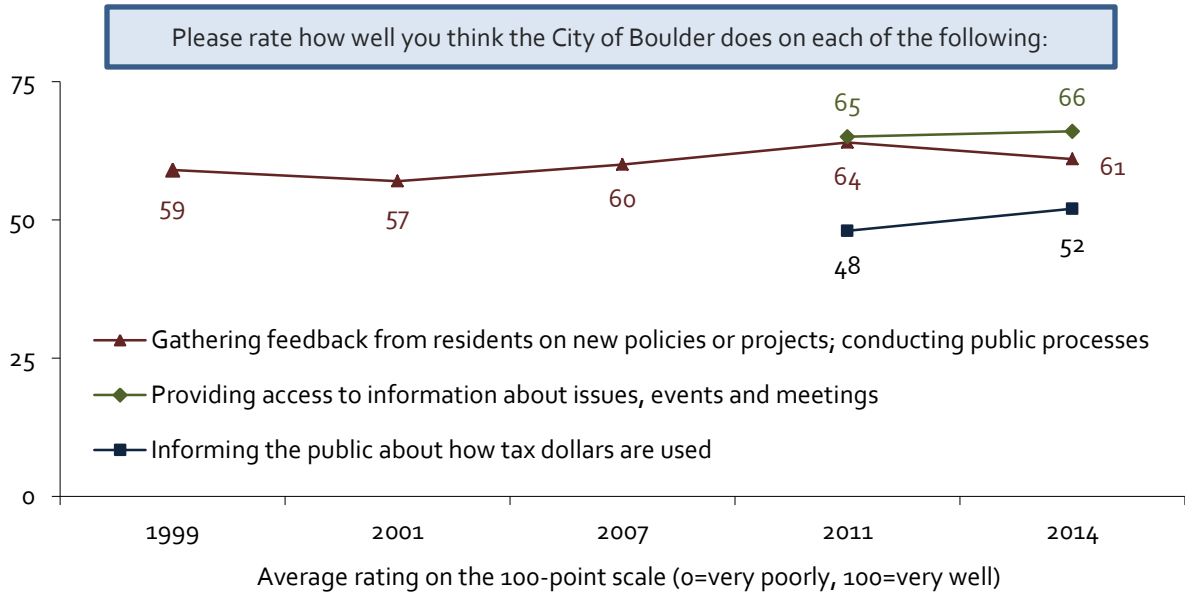
The average rating of Boulder city governments' efforts to inform the public about how their tax dollars are used was 52 points on the 100-point scale, representing an improvement from 2011. Ratings were more positive for the city's provision of access to information about issues, events and meetings and for gathering feedback from residents and conducting public processes (66 and 61 points, respectively, on the 100-point scale). These ratings remained stable compared to 2011. The rating for gathering feedback from residents and conducting public processes was higher than the benchmark comparison (Table 15 in *Appendix A: All Results from Community Survey*).

Younger residents and renters awarded higher marks to the job the City of Boulder does at gathering resident feedback than their counterparts. Respondents with children gave better ratings for informing the public than did those without children. See *Appendix D: Selected Results by Demographic Subgroups* for additional comparisons.

Residents in East Boulder & Gunbarrel and North Boulder & Palo Park did not feel the city does as good a job of gathering feedback from residents on new policies or projects than did those in Central Boulder and Crossroads & CU. Those in East Boulder & Gunbarrel also felt the City does not do as good of informing the public of how tax dollars are used than did residents in other subcommunities. See *Appendix C: Selected Results by Subcommunity* for additional comparisons.

Figure 21: Government Receptiveness and Communication Compared Over Time



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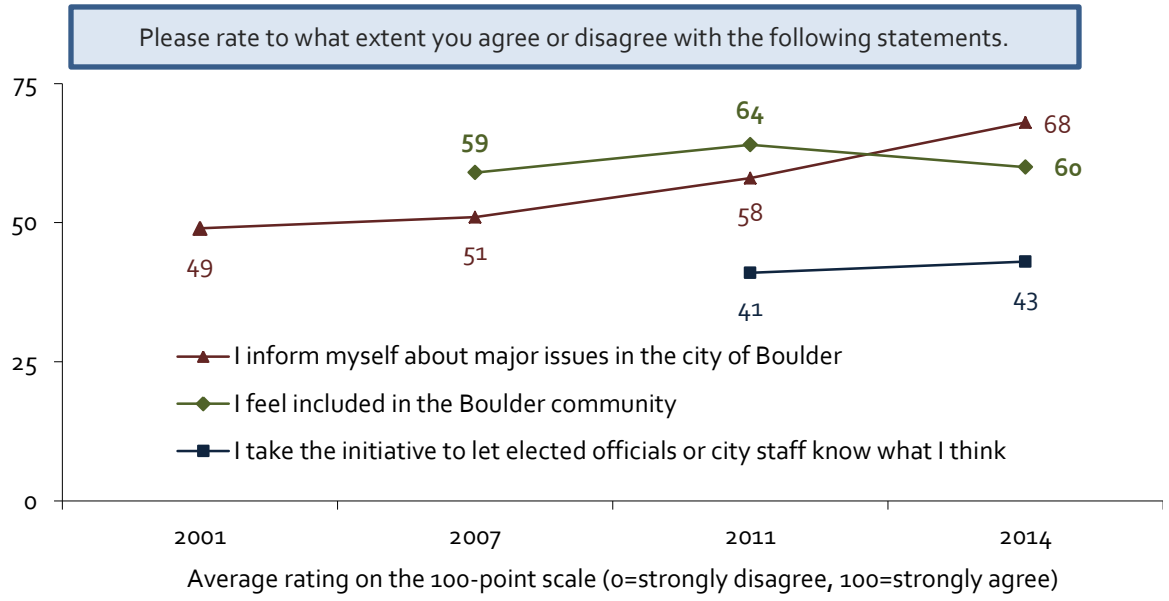
When asked whether they informed themselves about the major issues in the City of Boulder, about 66% of those completing the survey agreed that they did so (see Table 11 in *Appendix A: All Results from Community Survey*). This aspect of good governance received an average rating of 68 points on a 100-point scale, or "agree," was higher when compared to 2011 and showed significant improvement since the question was first asked in 2001.

Only about 2 in 10 respondents thought they took initiative to let elected officials or city staff know what they think (Table 11 in *Appendix A: All Results from Community Survey*). This rating was similar to the 2011 rating, when this question was first asked.

Survey respondents were asked to assess whether they felt included in the Boulder community or not. This received a rating of 60 points on a 100-point scale, lower than the 2011 rating but similar to 2007.

Comparisons by respondent characteristics revealed that older residents, those living in Boulder 6-20 years, homeowners, those with teens, higher-income residents and non-students were more likely to stay informed about major issues in their community; older residents, homeowners and non-students also were more likely to communicate their opinions to elected officials or city staff. Non-white respondents (particularly Hispanic respondents) were less likely to feel included in the Boulder community than their counterparts. See *Appendix D: Selected Results by Demographic Subgroups* for additional comparisons.

Figure 22: Resident Civic Involvement Compared Over Time



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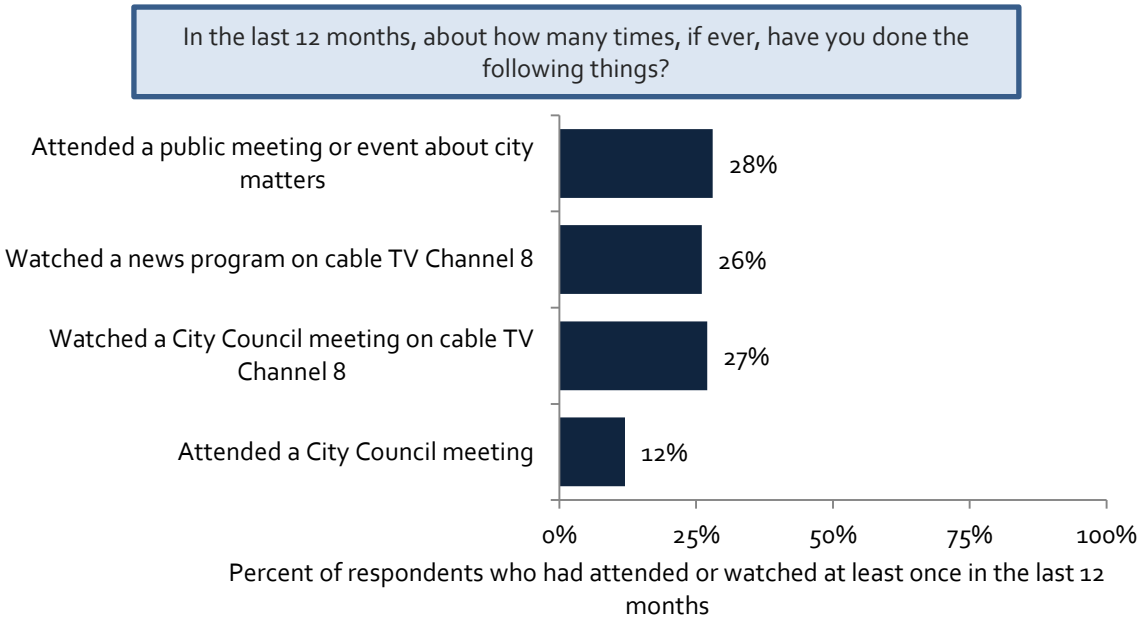
About 3 in 10 survey respondents had attended a public meeting or event about city matters in the past year, had watched a news program on cable TV Channel 8 and had watched a City Council meeting on cable TV Channel 8. About 1 in 10 had attended a City Council meeting. Most ratings were similar to 2011; however, more reported they had attended a public meeting about city matters compared to when this question was first asked in 1987, and fewer had watched a news program on Channel 8 compared to when it was first asked in 2001 (see Table 10 in *Appendix A: All Results from Community Survey*).

These civic engagement activities saw higher rates of participation among older residents and homeowners (for additional comparisons, see *Appendix D: Selected Results by Demographic Subgroups*).

Figure 23: Respondent's Use of Media and Attendance at Public Meetings



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When asked how likely they would be to use various media to obtain information from the city, the *Boulder Daily Camera* newspaper (63% "very likely" or "likely"), the City of Boulder Web site (63%) and mailings to their home address (58%) were the most commonly reported sources. The likelihood of using the website has increased significantly over time, from only 3% reporting this as a format to obtain City information in 2001 to 63% in 2014. Fewer survey respondents in 2014 reported being likely to obtain information from the city through mailings to their home address, the *Colorado Daily* and the *Boulder Daily Camera* compared to 2011. (Please see Figure 24 on the following page.)

Residents over 55 and those earning less than $25,000 were more likely to obtain information about the city from cable TV Channel 8 than their counterparts. Women, residents under 55 and those earning $25,000-$49,999 were more likely to get information from the City of Boulder Web site than were men, younger residents, and those earning higher incomes. City social media was more likely to be used among younger residents, renters, students and those earning less than $50,000 a year. Women, those living in Boulder over 20 years, homeowners, higher income respondents and non-students were more likely to receive information from the Boulder Daily Camera. Younger residents, white respondents and those earning less than $25,000 were less likely to receive information via mailings to their home address. See *Appendix D: Selected Results by Demographic Subgroups* for additional comparisons.

Residents in East Boulder & Gunbarrel were more likely to obtain information about the city from cable TV Channel 8 and least likely to receive information from social media outlets. Respondents in the Crossroads & CU subcommunity were least likely to obtain information about the city from inserts in the water utility bill or mailings to their home address, but most likely from social media. See *Appendix C: Selected Results by Subcommunity* for additional comparisons.

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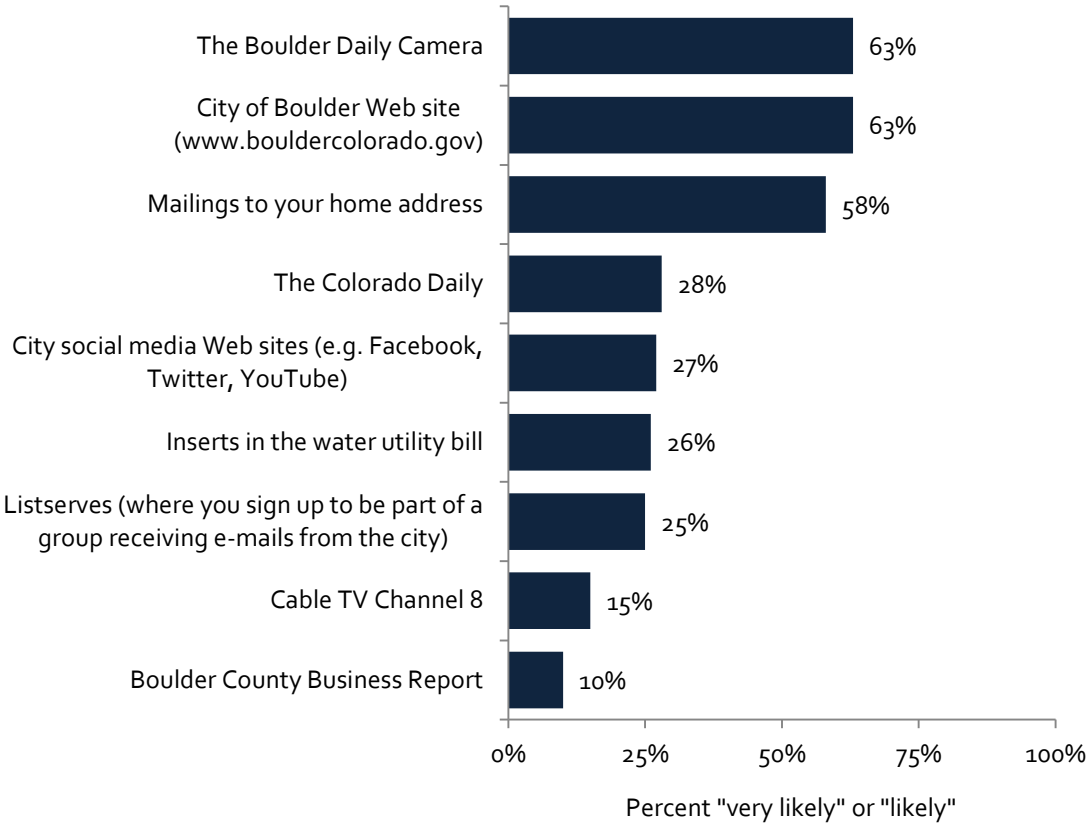
Figure 24: How Likely Respondent's would be to Obtain Information from the City

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 from the following formats?



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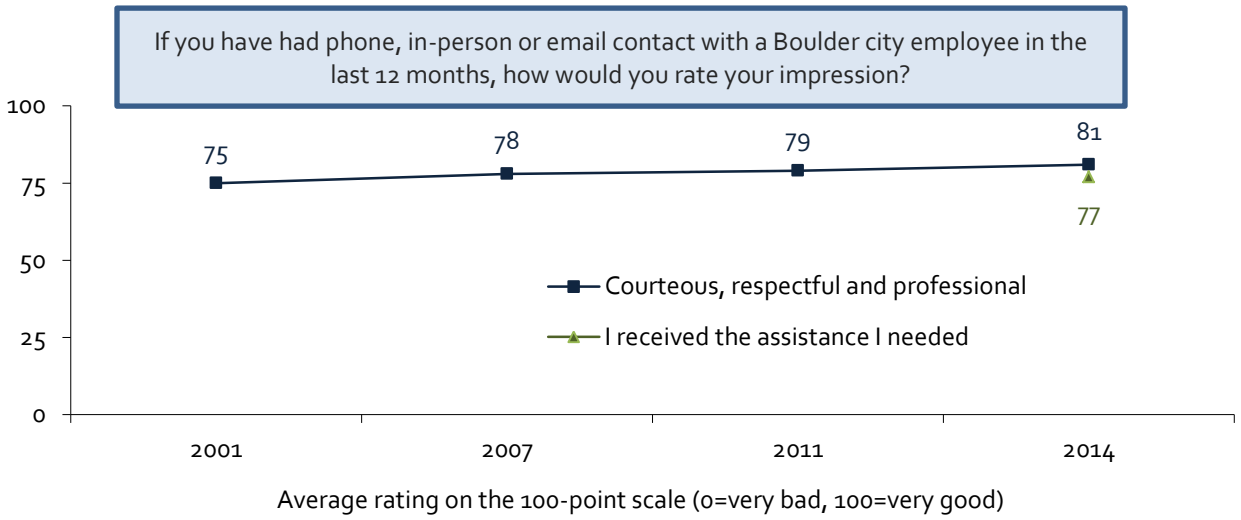
City Employees

City employees received fairly high ratings from those who had interacted with them in the 12 month period prior to the survey. In 2014, the average rating for city employees being courteous, respectful and professional was 81 points on a 100-point scale, an above "good" rating, and similar to the benchmark comparison (see Table 31 in *Appendix A: All Results from Community Survey*). This rating has remained stable since 2011 but increased compared to 2001 when this question was first asked.

For the first time on the 2014 survey, respondents who had phone, in-person or email contact with an employee in the last 12 months were asked to indicate the quality of the assistance they received. This aspect of good governance received a rating of 77 points on a 100-point scale, a "good" rating.

For those who had phone, in-person or email contact with a City employee in the last 12 months, residents in the Crossroads & CU area gave the highest ratings to having an experience that was courteous, respectful and professional and receiving the assistance they needed, while those in East Boulder and Gunbarrel tended to view those experiences less favorably. See *Appendix C: Selected Results by Subcommunity* for additional comparisons.

Figure 25: Impressions of City Employees Compared Over Time



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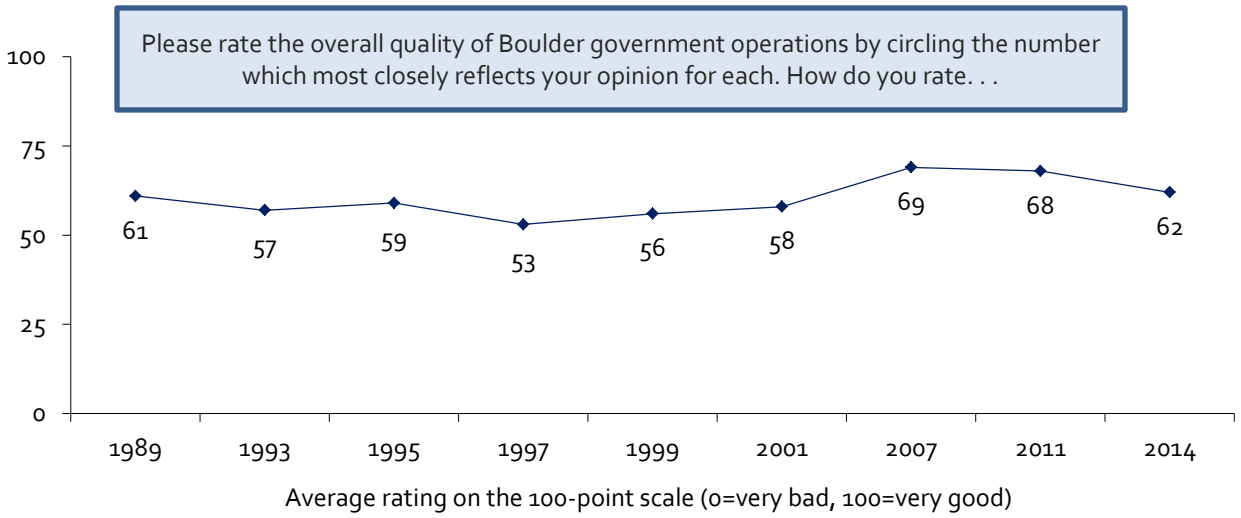
Priorities for City Services

Since 1989, those completing Boulder's resident survey have been asked to rate how well or poorly the Boulder city government operates. In 2007, 2011 and 2014, 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 but decreased from 2011 to 2014. However, this rating was higher than the national benchmark (Table 2 in *Appendix A: All Results from Community Survey*).

Figure 26: Overall Quality of Boulder Government Operations Compared Over Time



In 2001 and prior this question was asked on a scale of very well, well, neither well nor poorly, poorly, very poorly and was worded "In general, how well or poorly does the Boulder City government operates."

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Balancing Quality and Importance

For the first time on the 2014 survey, ratings of importance were compared to ratings of quality to help guide City staff and officials with decisions on future resource allocation. Most government services are considered to be important, but when competition for limited resources demands that efficiencies or cutbacks be instituted, it is wise not only to know what services are deemed most important to residents' quality of life, but which services among the most important are perceived to be delivered with the lowest quality. It is these services – more important services delivered with lower quality – to which attention may need to be paid first.

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

Ratings of importance were compared to ratings of quality (see the chart on the next page). Services were classified as "more important" if they were rated as "essential" or "very important" by 75% or more respondents. Services were rated as "less important" if they received ratings of essential or very important by less than 75% of respondents. Services receiving a quality evaluation of 56% "very good" or "good" or higher were considered of "higher quality" and those with a rating lower than 56% as "lower quality." This classification divided the services in half.

Services which were categorized as <u>higher in importance and higher in quality</u> were: EMS; fire response; crime prevention; drinking water services; police response; open space management; recycling services; high frequency transit routes; water conservation programs; libraries; bike lanes; emergency preparation; energy efficiency programs; neighborhood parks; renewable energy programs; services for seniors; services for youth; services for children; and Courts.

<u>Higher in importance, lower in quality</u>: expand/retain jobs; snow removal on major streets; managing traffic; programs for the homeless; services for low-income; flood/natural hazard education; fire safety education; and affordable housing for low-income. Snow removal on major streets received a quality rating that was lower than the 2011 rating and lower than the benchmark. Flood/natural hazard education received a lower quality rating in 2014 compared to 2011.

<u>Lower in importance, higher in quality</u>: police presence in business/shopping districts; parks and Recreation fields/courts; sidewalk maintenance; cultural activity opportunities; parks and recreation single-use facilities; recreation center programs/classes; historic preservation; and art in public places.

<u>Lower in importance, lower in quality</u>: business assistance/retention; weed/trash control; street repair; street lighting; City Web site; mosquito control programs; affordable housing for middle-income; police presence in neighborhood; police traffic enforcement; building/housing code enforcement; noise control; discount shopping retention; residential over-occupancy enforcement; street sweeping; median maintenance; City social media; home business enforcement; and Cable TV Channel 8.

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Figure 27: Balancing Quality and Importance

	Higher Quality Ratings (56% or more rated as "very good" or "good")	**Lower Quality Ratings** (Less than 56% rated as "very good" or "good")
High Importance (75% or more rated as "essential" or "very important")	• EMS • Fire response • Crime prevention • Drinking water services • Police response • Open space management • Recycling services • High frequency transit routes • Water conservation programs • Libraries • Bike lanes • Emergency preparation • Energy efficiency programs • Neighborhood parks • Renewable energy programs • Services for seniors • Services for youth • Services for children • Courts	• *Expand/retain jobs* • *Snow removal on major streets* • *Managing traffic* • *Programs for homeless* • *Services for low-income* • *Flood/natural hazard education* • *Fire safety education* • *Affordable housing for low-income*
Lower Importance (Less than 75% rated as "essential" or "very important")	• Police presence in business/shopping districts • Parks and Recreation fields/courts • Sidewalk maintenance • Cultural activity opportunities • Parks and Recreation single-use facilities • Recreation Center programs/classes • Historic preservation • Art in public places	• Business assistance/retention • Weed/trash control • Street repair • Street lighting • City Web site • Mosquito control programs • Affordable housing for middle-income • Police presence in neighborhood • Police traffic enforcement • Building/housing code enforcement • Noise control • Discount shopping retention • Residential over-occupancy enforcement • Street sweeping • Median maintenance • City social media • Home business enforcement • Cable TV Channel 8

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Digging Deeper

Trends emerged when the quality and importance ratings of these services were reviewed by the subcommunity of the respondents' household and demographic characteristics of the respondent. Please see *Appendix C: Selected Results by Subcommunity* and *Appendix D: Selected Results by Demographic Subgroups* for additional comparisons.

Quality of Services

Women gave higher ratings than men for a number of services, including environmental services, the City Website and services for children. Younger residents gave higher quality marks for services to improve local jobs, open space, energy conservation and streets but lower marks for recreation center programs, managing traffic and programs to reduce homelessness. Renters and lower-income residents gave less favorable marks for services for low-income families. Younger residents, Hispanic residents, students, renters and lower-income respondents gave lower quality ratings of affordable housing programs for low- and middle-income people compared to their counterparts. Older residents had more favorable views of natural hazard education and emergency preparation but less favorable views of median maintenance and police presence in business/shopping districts. Those living in Boulder 6-20 years tended to award higher marks for services like noise control enforcement and emergency preparation than those living in Boulder for 5 years or less or more than 20 years.

Residents in East Boulder and Gunbarrel rated the quality of managing congestion and traffic flow and high frequency transit routes lower than residents in other subcommunities, while residents in Central Boulder, Crossroads and CU and South Boulder had the highest ratings for those government services. Residents in North Boulder & Palo Park awarded higher marks to the quality of affordable housing for low and middle income people than did residents in other areas, while those in the Crossroads & CU subcommunity rated those services the lowest.

Importance of Services

Women and respondents with children in their household rated most City services as more important than their counterparts. Respondents over 55 years of age placed greater importance on street repair and lighting and discount shopping opportunities, but less importance on bike and pedestrian facilities, acquiring and managing open space, environmental services such as renewable energy programs, the City Website and programs to reduce homelessness than did younger respondents. In general, higher income residents gave lower ratings of importance to City services, including renewable energy programs, water conservation programs and services for seniors and low-income families. Not surprisingly, renters and those with lower household incomes were more likely to feel it was important to provide affordable housing programs for low- and middle-income people. Those living in Boulder more than 20 years rated ice and snow removal, trash and weed control enforcement as more important and emergency preparation as less important than did those who had lived in Boulder for a shorter period.

North Boulder & Palo Park rated the importance of street repair and street sweeping as well as Parks and Recreation fields and courts higher than other subcommunities. The importance of services for children, youth, seniors and low-income families generally were rated higher in Central Boulder and South Boulder than other areas within the City. In general, residents in East Boulder & Gunbarrel viewed City services as less important than their counterparts, rating the importance of affordable quality housing for low- and middle-income people, noise

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control, crime prevention, police response to community problems or needs and emergency preparation, among others, lower than other subcommunities.

Additional Comments

Survey respondents were given the opportunity to write-in their own comments, first about their quality ratings for the list of programs and services and then about their importance ratings of these programs and services. These responses were reviewed and categorized into groups.

Out of the 785 residents who completed the questionnaire, 224 elected to write-in a response about their service and program quality ratings. About one-quarter of survey respondents who gave a response made comments about housing issues in the community and the lack of affordable housing for the low- and middle-class. Slightly fewer mentioned increasing police presence and commented on the quality of police and safety in Boulder. About 1 in 10 wrote in comments about their concerns with congestion, traffic and roads and another 1 in 10 mentioned improving the quality of snow and ice control. The other categories received less than 10% of respondents making a related comment. A quarter of responses were categorized into "other" comments due to the variation and infrequency among responses. (Please see Table 28 *Appendix A: All Results from Community Survey* for the number of responses categorized to each response and *Appendix B: Verbatim Responses to Open-Ended Questions* for the written responses.)

Out of the 785 residents who completed the questionnaire, 141 elected to write in a response about their importance ratings. About 2 in 10 survey respondents making a comment noted the importance of decreasing the cost of living, including housing costs. Slightly fewer commented about the importance of safety and effective police efforts, the need to improve housing and building code enforcement and the importance of focusing on the essentials (infrastructure, safety, health, etc.). The other categories received less than 10% of respondents making a related comment. About 15% of responses were categorized into "other" comments due to the variation and infrequency among responses. Please see Table 29 *Appendix A: All Results from Community Survey* for the number of responses categorized to each response and *Appendix B: Verbatim Responses to Open-Ended Questions* for the written responses.

At the close of the survey, respondents were given a final oportunity to write in any other comments they might like to make. Out of the 785 residents who completed the questionnaire, 229 elected to write in additional comments. There was some overlap and similarities from other written comments to the two questions above, as well as to Question 7 where respondents were asked to comment specifically about the job the city government is doing (see *Good Governance*). About 2 in 10 survey respondents, who elected to comment, referenced the Eco-Pass and public transportation; this could be due, in large part, to the structure of the survey where four questions about the Eco-Pass immediately preceded this open-ended question. About 1 in 10 wrote-in comments about the cost of living and issues related to the homeless population of Boulder. The other categories received less than 10% of respondents making a related comment. A quarter of responses were categorized into "other" comments due to the variation and infrequency among responses. Please see Table 44 in *Appendix A: All Results from Community Survey* for the number of responses categorized to each response and *Appendix B: Verbatim Responses to Open-Ended Questions* for the written responses.

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APPENDIX A: ALL RESULTS FROM COMMUNITY SURVEY

Responses to survey questions excluding "don't know" responses, with comparisons to previous years' survey results and other communities

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. In addition to tables of frequencies, this appendix also contains tables showing comparisons of the 2014 survey results to those obtained on previous surveys, where these comparisons are available. Finally, tables showing Boulder's ratings compared to benchmark ratings also are included.

Following these tables are a set of tables for the 2014 data showing the percent and number of respondents giving each answer, including "don't know" responses.

Table 1: Question 1

Please rate the following items about life in Boulder, and circle the number which most closely reflects your opinion for each. How do you rate . . .	Very good		Good		Neither good nor bad		Bad		Very bad		Total	
Your overall quality of life in Boulder, taking all things into consideration	51%	N=397	43%	N=334	5%	N=35	0%	N=4	0%	N=2	100%	N=772
Overall quality of your neighborhood	34%	N=264	53%	N=409	9%	N=72	2%	N=17	1%	N=8	100%	N=771
The sense of community in Boulder	18%	N=139	47%	N=357	27%	N=204	7%	N=56	1%	N=9	100%	N=765
Community acceptance of all people	16%	N=122	42%	N=312	29%	N=215	12%	N=87	2%	N=15	100%	N=751
Race and ethnic relations in Boulder	11%	N=75	31%	N=220	41%	N=289	15%	N=107	3%	N=18	100%	N=711
Boulder as a place to work	30%	N=207	47%	N=320	16%	N=110	6%	N=41	2%	N=11	100%	N=689
Overall Boulder city government operations	10%	N=73	45%	N=318	33%	N=233	8%	N=60	4%	N=29	100%	N=713
Overall ease of getting to the places you usually visit	26%	N=204	44%	N=339	19%	N=148	9%	N=69	2%	N=15	100%	N=775
Quality of the natural environment	63%	N=485	33%	N=252	4%	N=28	1%	N=6	0%	N=0	100%	N=770
Quality of indoor and outdoor recreation	67%	N=506	27%	N=200	6%	N=44	1%	N=7	0%	N=0	100%	N=756
Opportunities to attend arts/cultural events	33%	N=248	45%	N=333	18%	N=134	3%	N=25	0%	N=1	100%	N=742
Quality or character of new development (the look and feel of new commercial or residential areas or buildings)	15%	N=110	41%	N=303	29%	N=218	10%	N=75	5%	N=40	100%	N=745
Access to a variety of housing options	7%	N=46	19%	N=131	26%	N=185	34%	N=240	15%	N=102	100%	N=704
Employment opportunities	9%	N=57	34%	N=220	33%	N=214	21%	N=136	3%	N=21	100%	N=649
Shopping opportunities	25%	N=193	52%	N=398	18%	N=135	5%	N=38	1%	N=4	100%	N=770

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Table 2: Question 1 Benchmark Comparisons

Please rate the following items about life in Boulder, and circle the number which most closely reflects your opinion for each. How do you rate. . .	City of Boulder average rating	Rank	Number of communities in comparison	Comparison to benchmark
Your overall quality of life in Boulder, taking all things into consideration	86	66	409	Much higher
Overall quality of your neighborhood	79	6	14	Much higher
The sense of community in Boulder	68	124	274	Similar
Community acceptance of all people	65	152	255	Similar
Race and ethnic relations in Boulder	58	NA	NA	NA
Boulder as a place to work	74	75	305	Much higher
Overall Boulder city government operations	62	2	5	Higher
Overall ease of getting to the places you usually visit	71	20	33	Lower
Quality of the natural environment	89	12	239	Much higher
Quality of indoor and outdoor recreation	90	1	11	Much higher
Opportunities to attend arts/cultural events	77	26	270	Much higher
Quality or character of new development (the look and feel of new commercial or residential areas or buildings)	62	136	252	Similar
Access to a variety of housing options	42	222	227	Much lower
Employment opportunities	56	49	275	Much higher
Shopping opportunities	74	46	258	Much higher

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Table 3: Question 1 Compared by Year

Please rate the following items about life in Boulder, and circle the number which most closely reflects your opinion for each. How do you rate . . .	Average Rating on a 100-point Scale (0=very bad, 100=very good)										Change 2011 to 2014	Change baseline to 2014
	2014	2011	2007	2001	1999	1997	1995	1993	1989	1987		
Your overall quality of life in Boulder, taking all things into consideration	86	87	87	80	82	81	80	82	75	75	-1	11
Overall quality of your neighborhood	79	80	80	75	76	75	74	76	66	67	0	12
The sense of community in Boulder	68	71	68	62	60	59	62	62	--	--	-2	6
Community acceptance of all people	65	--	--	--	--	--	--	--	--	--	--	--
Race and ethnic relations in Boulder	58	59	56	54	55	53	55	53	--	--	-1	5
Boulder as a place to work	74	75	--	--	--	--	--	--	--	--	-1	--
Overall Boulder city government operations	62	68	69	58	56	53	59	57	61	--	-6	1
Overall ease of getting to the places you usually visit	71	--	--	--	--	--	--	--	--	--	--	--
Quality of the natural environment	89	--	--	--	--	--	--	--	--	--	--	--
Quality of indoor and outdoor recreation	90	--	--	--	--	--	--	--	--	--	--	--
Opportunities to attend arts/cultural events	77	81	79	75	75	77	76	78	--	--	-4	-1
Quality or character of new development (the look and feel of new commercial or residential areas or buildings)	62	62	--	--	--	--	--	--	--	--	0	--
Access to a variety of housing options	42	55	--	--	--	--	--	--	--	--	-13	--
Employment opportunities	56	60	61	--	--	--	--	--	--	--	-4	-5
Shopping opportunities	74	78	77	70	65	76	80	81	--	--	-4	-7

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Table 4: Question 2

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)	52%	N=405	36%	N=279	7%	N=55	4%	N=35	0%	N=4	100%	N=778
Property crimes (e.g., burglary, theft, criminal mischief)	28%	N=216	50%	N=390	12%	N=95	9%	N=69	1%	N=8	100%	N=778
Structural/house fires	37%	N=286	45%	N=343	15%	N=112	3%	N=23	1%	N=4	100%	N=768
Wildland fires	15%	N=119	38%	N=292	28%	N=216	17%	N=135	2%	N=12	100%	N=773
Floods	10%	N=77	33%	N=249	24%	N=181	27%	N=205	7%	N=51	100%	N=762
Traffic-related incidents (road rage, bike-car conflicts, etc.)	8%	N=59	31%	N=238	28%	N=217	27%	N=206	7%	N=54	100%	N=774
Discrimination due to your background or personal characteristics	51%	N=396	23%	N=176	17%	N=132	6%	N=45	3%	N=20	100%	N=768

Table 5: Question 2 Benchmark Comparisons

Please rate how safe you feel from each of the following in Boulder:	City of Boulder average rating	Rank	Number of communities in comparison	Comparison to benchmark
Violent crimes (e.g., rape, robbery, homicide)	84	62	253	Much higher
Property crimes (e.g., burglary, theft, criminal mischief)	74	50	254	Much higher
Structural/house fires	79	8	15	Similar

Table 6: Question 2 Compared by Year

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 2011 to 2014	Change baseline to 2014
	2014	2011	2007	2001	1999	1997	1995	1993	1989	1987		
Violent crimes (e.g., rape, robbery, homicide)	84	78	83	70	73	78	73	68	--	--	5	16
Property crimes (e.g., burglary, theft, criminal mischief)	74	68	69	64	64	62	61	56	--	--	6	18
Structural/house fires	79	78	78	72	75	74	74		--	--	1	4
Wildland fires	62	64	72	71	74	76	77	75	--	--	-2	-15
Floods	53	70	68	70	72	74	76	74	--	--	-17	-21

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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 2011 to 2014	Change baseline to 2014
	2014	2011	2007	2001	1999	1997	1995	1993	1989	1987		
Traffic-related incidents (road rage, bike-car conflicts, etc.)	51	51	48	--	--	--	--	--	--	--	0	3
Discrimination due to your background or personal characteristics*	79	79	77	84	--	--	--	--	--	--	0	-5

**In 2001 and 2007, the question asked about background and personal characteristics separately and is presented as an average of the two items here.*

Table 7: Question 3

Please tell us how safe you feel in each of the following areas in Boulder.	Always safe		Usually safe		Sometimes safe sometimes unsafe		usually unsafe		Always unsafe		Total	
Downtown Commercial Area during the day	60%	N=461	36%	N=276	3%	N=22	1%	N=5	0%	N=2	100%	N=765
Downtown Commercial Area at night	19%	N=141	48%	N=355	29%	N=212	4%	N=30	1%	N=5	100%	N=744
Municipal Campus / Main Library area during the day	37%	N=262	38%	N=269	18%	N=124	5%	N=37	2%	N=14	100%	N=706
Municipal Campus / Main Library area at night	12%	N=76	28%	N=183	32%	N=213	18%	N=119	10%	N=66	100%	N=658
Your neighborhood during the day	74%	N=568	24%	N=183	2%	N=13	1%	N=5	0%	N=4	100%	N=772
Your neighborhood at night	41%	N=317	45%	N=350	10%	N=79	3%	N=22	1%	N=5	100%	N=773
City Parks	24%	N=176	47%	N=349	24%	N=176	4%	N=30	1%	N=8	100%	N=739
Multi-use paths (e.g. Boulder Creek Path)	12%	N=88	46%	N=343	34%	N=258	6%	N=48	2%	N=12	100%	N=747
Main Library	29%	N=205	41%	N=287	22%	N=151	6%	N=42	2%	N=15	100%	N=701
Branch Libraries	40%	N=219	47%	N=257	11%	N=58	2%	N=10	1%	N=3	100%	N=548

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Table 8: Question 3 Benchmark Comparisons

Please tell us how safe you feel in each of the following areas in Boulder.	City of Boulder average rating	Rank	Number of communities in comparison	Comparison to benchmark
Downtown Commercial Area during the day	89	105	264	Higher
Downtown Commercial Area at night	70	101	263	Much higher
Your neighborhood during the day	92	91	307	Higher
Your neighborhood at night	81	73	291	Much higher
City Parks	72	14	36	Much higher

Table 9: Question 4

In the last 12 months, about how many times, if ever, have you done the following things?	Never		1 to 2 times		3 to 12 times		13 to 26 times		More than 26 times		Total	
Rode a high frequency transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the City of Boulder	30%	N=232	19%	N=149	25%	N=191	9%	N=73	17%	N=131	100%	N=777
Rode another RTD bus within Boulder	44%	N=335	22%	N=167	19%	N=144	6%	N=43	10%	N=80	100%	N=769
Rode a bus between Boulder and Denver	28%	N=221	27%	N=209	31%	N=237	7%	N=58	6%	N=50	100%	N=776
Commuted to work by bicycle	45%	N=345	7%	N=53	12%	N=92	8%	N=60	28%	N=215	100%	N=764
Visited the Pearl Street Mall	1%	N=5	6%	N=38	28%	N=166	32%	N=187	32%	N=190	100%	N=585
Visited the University Hill business district	16%	N=121	23%	N=178	28%	N=218	16%	N=120	17%	N=130	100%	N=768
Visited Boulder open space or mountain parks	3%	N=25	8%	N=61	25%	N=191	22%	N=173	42%	N=325	100%	N=776
Recycled paper or containers from your home	2%	N=15	1%	N=4	3%	N=22	8%	N=63	86%	N=668	100%	N=773
Composted food waste through the curbside collection program	51%	N=390	3%	N=25	6%	N=43	6%	N=44	35%	N=270	100%	N=771
Composted yard waste through the curbside collection program	51%	N=392	4%	N=33	9%	N=68	8%	N=65	27%	N=211	100%	N=769
Made energy improvements to your home or business	37%	N=288	36%	N=274	18%	N=140	3%	N=24	6%	N=45	100%	N=772
Attended a public meeting or event about city matters	72%	N=560	20%	N=158	6%	N=48	1%	N=4	0%	N=3	100%	N=774
Attended a City Council meeting	88%	N=679	9%	N=69	2%	N=19	0%	N=1	0%	N=2	100%	N=770

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In the last 12 months, about how many times, if ever, have you done the following things?	Never		1 to 2 times		3 to 12 times		13 to 26 times		More than 26 times		Total	
Watched a City Council meeting on cable TV Channel 8	73%	N=562	17%	N=134	8%	N=63	1%	N=7	1%	N=8	100%	N=774
Watched a news program on cable TV Channel 8	74%	N=570	14%	N=109	9%	N=68	2%	N=13	2%	N=13	100%	N=773
Used any of the Parks and Recreation fields or courts (e.g., baseball, softball, soccer, tennis)	44%	N=338	18%	N=136	20%	N=158	8%	N=62	10%	N=79	100%	N=774
Participated in any of the North, South or East Recreation Centers' programs or classes	66%	N=509	10%	N=79	11%	N=86	4%	N=34	9%	N=67	100%	N=776
Visited any Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	36%	N=276	29%	N=226	23%	N=179	6%	N=45	6%	N=48	100%	N=773
Visited any neighborhood parks (play areas and playgrounds)	13%	N=99	18%	N=136	33%	N=256	16%	N=126	20%	N=153	100%	N=771
Used the services or facilities of the East or West Senior Centers	87%	N=672	6%	N=49	4%	N=32	1%	N=10	2%	N=13	100%	N=776

Table 10: Question 4 Compared by Year

In the last 12 months, about how many times, if ever, have you done the following things?	Percent of respondents reporting at least once in the last 12 months										Change 2011 to 2014	Change baseline to 2014
	2014	2011	2007	2001	1999	1997	1995	1993	1989	1987		
Rode a high frequency transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the City of Boulder	70%	66%	70%	60%	--	43%	33%	--	--	--	4%	37%
Rode another RTD bus within Boulder	56%	55%	57%	46%	61%	52%	52%	49%	47%	48%	2%	8%
Rode a bus between Boulder and Denver	72%	62%	63%	56%	53%	55%	49%	49%	49%	53%	9%	19%
Commuted to work by bicycle	55%	55%	50%	--	--	--	--	--	--	--	0%	5%
Visited the Pearl Street Mall	99%	98%	99%	97%	97%	97%	97%	98%	97%	96%	1%	3%
Visited the University Hill business district	84%	78%	81%	77%	--	--	--	--	--	--	6%	7%

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In the last 12 months, about how many times, if ever, have you done the following things?	Percent of respondents reporting at least once in the last 12 months										Change 2011 to 2014	Change baseline to 2014
	2014	2011	2007	2001	1999	1997	1995	1993	1989	1987		
Visited Boulder open space or mountain parks	97%	92%	96%	92%	94%	93%	92%	--	--	--	5%	5%
Recycled paper or containers from your home	98%	95%	97%	93%	96%	95%	90%	97%	89%	78%	3%	20%
Composted food waste through the curbside collection program	49%	--	--	--	--	--	--	--	--	--	--	--
Composted yard waste through the curbside collection program	49%	--	--	--	--	--	--	--	--	--	--	--
Made energy improvements to your home or business	63%	63%	--	--	--	--	--	--	--	--	-1%	--
Attended a public meeting or event about city matters	28%	23%	14%	15%	16%	17%	20%	20%	18%	19%	4%	9%
Attended a City Council meeting	12%	9%	9%	10%	9%	11%	11%	12%	13%	13%	2%	-1%
Watched a City Council meeting on cable TV Channel 8	27%	27%	34%	49%	49%	55%	43%	39%	35%	27%	0%	0%
Watched a news program on cable TV Channel 8	26%	26%	23%	43%	--	--	--	--	--	--	1%	-17%
Used any of the Parks and Recreation fields or courts (e.g., baseball, softball, soccer, tennis)*	56%	45%	51%	47%	49%	52%	51%	50%	47%	50%	11%	6%
Participated in any of the North, South or East Recreation Centers' programs or classes	34%	49%	42%	36%	40%	38%	37%	41%	34%	--	-15%	0%
Visited any Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	64%	--	--	--	--	--	--	--	--	--	--	--
Visited any neighborhood parks (play areas and playgrounds)	87%	84%	91%	89%	--	--	--	--	--	--	4%	-2%
Used the services or facilities of the East or West Senior Centers	13%	11%	9%	11%	--	--	--	--	--	--	2%	2%

**Prior to 2014, this question was worded, "used the North, South or East Boulder Recreation Centers."*

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Table 11: Question 5

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	12%	N=94	48%	N=374	25%	N=192	10%	N=79	4%	N=34	100%	N=773
I inform myself about major issues in the city of Boulder	17%	N=131	49%	N=383	23%	N=181	10%	N=75	1%	N=6	100%	N=776
I take the initiative to let elected officials or city staff know what I think	4%	N=33	19%	N=145	33%	N=255	33%	N=255	11%	N=85	100%	N=772
Boulder's City Council implements policies that reflect the values of the Boulder community	5%	N=41	38%	N=292	39%	N=303	15%	N=112	3%	N=23	100%	N=772
I feel included in the Boulder community	9%	N=68	41%	N=321	35%	N=270	11%	N=84	4%	N=34	100%	N=776

Table 12: Question 5 Benchmark Comparisons

Please rate to what extent you agree or disagree with the following statements.	City of Boulder average rating	Rank	Number of communities in comparison	Comparison to benchmark
I am pleased with the overall direction the city is taking	63	132	294	Higher

Table 13: Question 5 Compared by Year

Please rate to what extent you agree or disagree with the following statements.	Average Rating on a 100-point Scale (0=strongly disagree, 100=strongly agree)										Change 2011 to 2014	Change baseline to 2014
	2014	2011	2007	2001	1999	1997	1995	1993	1989	1987		
I am pleased with the overall direction the city is taking	63	64	56	51	49	45	48	50	--	--	0	13
I inform myself about major issues in the city of Boulder	68	58	51	49	--	--	--	--	--	--	10	19
I take the initiative to let elected officials or city staff know what I think	43	41	--	--	--	--	--	--	--	--	2	--
Boulder's City Council implements policies that reflect the values of the Boulder community	57	--	--	--	--	--	--	--	--	--	--	--
I feel included in the Boulder community	60	64	59	--	--	--	--	--	--	--	-4	1

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Table 14: Question 6

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	9%	N=52	50%	N=306	30%	N=185	9%	N=57	3%	N=17	100%	N=616
Effectively planning for the future	11%	N=78	52%	N=351	22%	N=148	11%	N=72	4%	N=30	100%	N=679
Working through critical issues facing the city	8%	N=50	46%	N=299	31%	N=199	11%	N=72	4%	N=26	100%	N=646
Gathering feedback from residents on new policies or projects; conducting public processes	11%	N=73	45%	N=295	25%	N=167	13%	N=88	6%	N=36	100%	N=659
Providing access to information about issues, events and meetings	13%	N=84	52%	N=348	24%	N=161	10%	N=64	2%	N=14	100%	N=671
Spending tax dollars wisely	4%	N=27	34%	N=208	37%	N=226	14%	N=87	10%	N=64	100%	N=611
Informing the public about how tax dollars are used	5%	N=28	31%	N=193	40%	N=250	17%	N=107	7%	N=46	100%	N=625
Responding to emergencies and natural disasters (flood, wildfire)	31%	N=233	52%	N=388	11%	N=85	3%	N=26	2%	N=18	100%	N=750

Table 15: Question 6 Benchmark Comparisons

Please rate how well you think the City of Boulder does on each of the following:	City of Boulder average rating	Rank	Number of communities in comparison	Comparison to benchmark
Gathering feedback from residents on new policies or projects; conducting public processes	61	92	275	Higher
Spending tax dollars wisely	52	11	19	Similar

Table 16: Question 6 Compared by Year

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 2011 to 2014	Change baseline to 2014
	2014	2011	2007	2001	1999	1997	1995	1993	1989	1987		
Being responsive to residents and businesses	63	66	63	61	56	--	--	--	--	--	-3	7
Effectively planning for the future	64	64	59	55	52	--	--	--	--	--	0	12
Working through critical issues facing the city	61	59	57	52	50	--	--	--	--	--	2	11

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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 2011 to 2014	Change baseline to 2014
	2014	2011	2007	2001	1999	1997	1995	1993	1989	1987		
Gathering feedback from residents on new policies or projects; conducting public processes	61	64	60	57	59	--	--	--	--	--	-3	2
Providing access to information about issues, events and meetings	66	65	--	--	--	--	--	--	--	--	0	--
Spending tax dollars wisely	52	54	52	50	48	44	49	51	--	--	-2	1
Informing the public about how tax dollars are used	52	48	--	--	--	--	--	--	--	--	4	--
Responding to emergencies and natural disasters (flood, wildfire)	76	--	--	--	--	--	--	--	--	--	--	--

Table 17: Question 7

Do you have any other comments about the job that the City of Boulder is doing?	Percent	Number
Improve communication efforts and make efforts to listen to all residents	6%	N=17
Concerns with municipalization of utility	9%	N=25
Pleased with city government and city government actions	9%	N=26
Concerns about traffic, transportation planning and street maintenance	6%	N=18
Concerns about cost of living	6%	N=15
Concerns with too much development/growth	5%	N=13
More attention to helping the homeless	10%	N=27
Improvements for snow and ice removal	8%	N=23
Housing concerns	6%	N=17
Increase economic development/local economy	4%	N=12
Concerns about government spending, focus and regulation	5%	N=14
Flood recovery concerns	3%	N=9
Other	21%	N=56
Total	100%	N=273

The verbatim responses can be found in Appendix B: Verbatim Responses to Open-Ended Questions.

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Table 18: Question 8a (Quality of Service)

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Very good		Good		Neither good nor bad		Bad		Very bad		Total	
Managing congestion and traffic flow	3%	N=26	31%	N=231	30%	N=225	27%	N=202	8%	N=58	100%	N=741
High frequency transit routes	10%	N=69	47%	N=319	27%	N=179	12%	N=84	3%	N=21	100%	N=671
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	35%	N=266	50%	N=379	10%	N=77	3%	N=19	1%	N=10	100%	N=751
Snow and ice control on major streets	9%	N=71	38%	N=287	23%	N=177	19%	N=146	10%	N=79	100%	N=761
Street repair (potholes, crack repair, etc.)	5%	N=37	34%	N=250	35%	N=263	19%	N=140	7%	N=53	100%	N=743
Street sweeping	9%	N=58	45%	N=292	36%	N=231	7%	N=47	3%	N=20	100%	N=648
Street lighting	7%	N=53	47%	N=350	31%	N=226	11%	N=82	4%	N=28	100%	N=739
Sidewalk maintenance	11%	N=82	46%	N=335	31%	N=227	9%	N=62	3%	N=23	100%	N=728
Assistance to businesses to keep them in Boulder	11%	N=45	31%	N=122	37%	N=147	13%	N=51	7%	N=29	100%	N=394
Attracting/retaining 'discount' or 'affordable' shopping opportunities	8%	N=48	25%	N=148	37%	N=218	21%	N=126	9%	N=54	100%	N=594
Retention and expansion of quality jobs in Boulder	16%	N=80	29%	N=150	35%	N=182	15%	N=76	5%	N=26	100%	N=514
Acquiring and managing open space and mountain parks lands	45%	N=329	44%	N=319	8%	N=60	2%	N=14	1%	N=6	100%	N=729
Energy conservation and efficiency programs	26%	N=166	52%	N=339	18%	N=116	4%	N=24	1%	N=4	100%	N=649
Renewable energy programs	20%	N=126	44%	N=273	27%	N=166	7%	N=41	2%	N=10	100%	N=615
Recycling and composting collection services	38%	N=272	43%	N=306	15%	N=109	3%	N=21	0%	N=1	100%	N=709
Water conservation programs	19%	N=112	43%	N=252	31%	N=182	6%	N=37	2%	N=10	100%	N=594
Cable TV Channel 8 (council coverage, city news, local talk shows)	11%	N=34	39%	N=124	39%	N=125	8%	N=24	3%	N=9	100%	N=317
City of Boulder Web site (www.bouldercolorado.gov)	9%	N=49	45%	N=242	34%	N=185	10%	N=53	2%	N=11	100%	N=540
City social media Web sites (e.g. Facebook, Twitter, YouTube)	9%	N=26	35%	N=100	46%	N=133	8%	N=23	3%	N=8	100%	N=290

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Very good		Good		Neither good nor bad		Bad		Very bad		Total	
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	27%	N=169	55%	N=349	14%	N=92	2%	N=12	2%	N=12	100%	N=634
North, South or East Recreation Centers' programs and classes	26%	N=134	49%	N=255	20%	N=104	4%	N=21	1%	N=7	100%	N=522
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	23%	N=129	55%	N=307	18%	N=102	2%	N=13	1%	N=8	100%	N=559
Neighborhood parks (play areas and playgrounds)	27%	N=181	57%	N=384	15%	N=102	1%	N=6	1%	N=5	100%	N=679
Boulder Public Libraries & library services	28%	N=175	52%	N=330	15%	N=93	3%	N=19	3%	N=17	100%	N=634
Services for children (age 12 and under)	19%	N=59	45%	N=139	28%	N=88	5%	N=15	3%	N=10	100%	N=312
Services for youth (age 13 to 21)	17%	N=55	39%	N=122	32%	N=100	8%	N=26	4%	N=12	100%	N=315
Services for seniors (age 65 and older)	17%	N=55	46%	N=153	31%	N=103	4%	N=14	1%	N=5	100%	N=330
Services for low-income families	20%	N=75	34%	N=125	26%	N=97	12%	N=46	7%	N=25	100%	N=368
Providing spaces for and access to a variety of arts/cultural events	19%	N=122	48%	N=313	25%	N=161	7%	N=44	2%	N=12	100%	N=652
Art in public places	15%	N=100	44%	N=292	29%	N=188	9%	N=58	3%	N=20	100%	N=657
Programs to reduce homelessness	12%	N=64	23%	N=126	31%	N=167	17%	N=93	17%	N=93	100%	N=543
Drinking water services	27%	N=160	43%	N=253	23%	N=133	4%	N=21	3%	N=15	100%	N=583
Mosquito or pest control programs	10%	N=41	37%	N=151	39%	N=159	9%	N=35	4%	N=17	100%	N=403

Table 19: Question 8 (Quality) Benchmark Comparisons

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	City of Boulder average rating	Rank	Number of communities in comparison	Comparison to benchmark
Managing congestion and traffic flow	49	218	297	Much lower
Snow and ice control on major streets	54	225	267	Much lower
Street repair (potholes, crack repair, etc.)	53	248	389	Lower

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	City of Boulder average rating	Rank	Number of communities in comparison	Comparison to benchmark
Street sweeping	62	172	260	Lower
Street lighting	61	187	290	Lower
Sidewalk maintenance	63	103	264	Higher
Recycling and composting collection services	79	148	322	Higher
Cable TV Channel 8 (council coverage, city news, local talk shows)	62	16	27	Similar
City of Boulder Web site (www.bouldercolorado.gov)	62	60	73	Much lower
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	76	10	43	Much higher
North, South or East Recreation Centers' programs and classes	73	143	293	Similar
Neighborhood parks (play areas and playgrounds)	77	5	9	Higher
Boulder Public Libraries & library services	75	246	308	Much lower
Services for youth (age 13 to 21)	64	108	242	Similar
Services for seniors (age 65 and older)	68	131	263	Similar
Services for low-income families	62	51	220	Much higher
Drinking water services	72	11	28	Similar
Mosquito or pest control programs	60	3	7	Much higher

Table 20: Question 8a (Quality of Service) Compared by Year

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Average Rating on a 100-point Scale (0=very bad, 100=very good)										Change 2011 to 2014	Change baseline to 2014
	2014	2011	2007	2001	1999	1997	1995	1993	1989	1987		
Managing congestion and traffic flow	49	--	--	--	--	--	--	--	--	--	--	--
High frequency transit routes	62	--	--	--	--	--	--	--	--	--	--	--
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	79	81	81	74	81	--	--	--	--	--	-2	-2
Snow and ice control on major streets	54	63	59	70	70	64	65	67	58	54	-9	0
Street repair (potholes, crack repair, etc.)	53	57	51	50	54	51	53	49	56	49	-4	4
Street sweeping	62	65	65	63	64	62	65	57	63	63	-2	-1
Street lighting	61	64	66	64	62	62	62	60	61	64	-4	-3
Sidewalk maintenance	63	69	70	65	65	--	--	--	--	--	-6	-2

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Average Rating on a 100-point Scale (0=very bad, 100=very good)										Change 2011 to 2014	Change baseline to 2014
	2014	2011	2007	2001	1999	1997	1995	1993	1989	1987		
Assistance to businesses to keep them in Boulder	56	--	--	--	--	--	--	--	--	--	--	--
Attracting/retaining "discount" or "affordable" shopping opportunities	50	--	--	--	--	--	--	--	--	--	--	--
Retention and expansion of quality jobs in Boulder	59	--	--	--	--	--	--	--	--	--	--	--
Acquiring and managing open space and mountain parks lands	83	--	--	--	--	--	--	--	--	--	--	--
Energy conservation and efficiency programs	75											
Renewable energy programs	69	70	65	--	--	--	--	--	--	--	-1	4
Recycling and composting collection services	79	82	78	66	--	--	--	--	--	--	-2	13
Water conservation programs	68	68	65	55	60	--	--	--	--	--	0	8
Cable TV Channel 8 (council coverage, city news, local talk shows)	62	--	--	--	--	--	--	--	--	--	--	--
City of Boulder Web site (www.bouldercolorado.gov)	62	68	68	--	--	--	--	--	--	--	-5	-6
City social media Web sites (e.g. Facebook, Twitter, YouTube)	60	--	--	--	--	--	--	--	--	--	--	--
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)*	76	76	--	--	--	--	--	--	--	--	-1	--
North, South or East Recreation Centers' programs and classes**	73	75	77	74	--	--	--	--	--	--	-2	0
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	74	72	72	67	70	--	--	--	--	--	2	4
Neighborhood parks (play areas and playgrounds)	77	--	--	--	--	--	--	--	--	--	--	--
Boulder Public Libraries & library services	75	79	81	80	80	82	82	80	76	73	-4	2
Services for children (age 12 and under)	68											
Services for youth (age 13 to 21)	64	70	71	56	64	64	66	66	68	--	-6	-4

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Average Rating on a 100-point Scale (0=very bad, 100=very good)										Change 2011 to 2014	Change baseline to 2014
	2014	2011	2007	2001	1999	1997	1995	1993	1989	1987		
Services for seniors (age 65 and older)	68	70	68	67	69	70	73	72	65	--	-1	3
Services for low-income families	62	61	56	--	--	--	--	--	--	--	1	6
Providing spaces for and access to a variety of arts/cultural events	69	--	--	--	--	--	--	--	--	--	--	--
Art in public places	65	--	--	--	--	--	--	--	--	--	--	--
Programs to reduce homelessness	49	--	--	--	--	--	--	--	--	--	--	--
Drinking water services	72	75	72	66	66	--	--	--	--	--	-3	6
Mosquito or pest control programs	60	55	--	--	--	--	--	--	--	--	5	--

**This was "athletic fields."*
***This was "Parks and Recreation programs and classes."*

Table 21: Question 8b (Importance of Service)

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Essential		Very important		Somewhat important		Not at all important		Total	
Managing congestion and traffic flow	36%	N=251	47%	N=330	16%	N=112	1%	N=10	100%	N=703
High frequency transit routes	39%	N=250	46%	N=295	14%	N=91	1%	N=7	100%	N=642
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	49%	N=349	34%	N=241	13%	N=90	4%	N=29	100%	N=709
Snow and ice control on major streets	46%	N=332	40%	N=290	13%	N=97	0%	N=2	100%	N=722
Street repair (potholes, crack repair, etc.)	25%	N=180	47%	N=337	24%	N=167	4%	N=27	100%	N=711
Street sweeping	11%	N=73	30%	N=202	49%	N=331	11%	N=74	100%	N=680
Street lighting	26%	N=177	45%	N=310	26%	N=179	3%	N=21	100%	N=686
Sidewalk maintenance	22%	N=158	49%	N=347	27%	N=194	2%	N=11	100%	N=710
Assistance to businesses to keep them in Boulder	29%	N=180	45%	N=278	22%	N=133	4%	N=22	100%	N=614
Attracting/retaining "discount" or "affordable" shopping opportunities	17%	N=110	35%	N=235	35%	N=235	12%	N=83	100%	N=663
Retention and expansion of quality jobs in Boulder	43%	N=262	45%	N=275	11%	N=64	1%	N=5	100%	N=605
Acquiring and managing open space and mountain parks lands	47%	N=312	39%	N=256	12%	N=79	2%	N=16	100%	N=663

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Essential		Very important		Somewhat important		Not at all important		Total	
Energy conservation and efficiency programs	40%	N=254	42%	N=269	16%	N=104	2%	N=11	100%	N=639
Renewable energy programs	40%	N=256	39%	N=254	17%	N=108	5%	N=29	100%	N=647
Recycling and composting collection services	47%	N=328	39%	N=274	13%	N=89	2%	N=13	100%	N=704
Water conservation programs	43%	N=296	42%	N=287	13%	N=90	2%	N=11	100%	N=685
Cable TV Channel 8 (council coverage, city news, local talk shows)	7%	N=37	22%	N=112	53%	N=275	18%	N=94	100%	N=519
City of Boulder Web site (www.bouldercolorado.gov)	29%	N=176	40%	N=244	27%	N=165	4%	N=23	100%	N=607
City social media Web sites (e.g. Facebook, Twitter, YouTube)	6%	N=31	26%	N=135	46%	N=242	22%	N=113	100%	N=521
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	24%	N=154	49%	N=321	26%	N=167	1%	N=10	100%	N=652
North, South or East Recreation Centers' programs and classes	18%	N=109	48%	N=287	29%	N=172	4%	N=25	100%	N=593
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	16%	N=100	50%	N=312	32%	N=197	2%	N=13	100%	N=623
Neighborhood parks (play areas and playgrounds)	33%	N=224	48%	N=327	18%	N=122	1%	N=4	100%	N=677
Boulder Public Libraries & library services	43%	N=283	41%	N=276	14%	N=94	2%	N=12	100%	N=665
Services for children (age 12 and under)	31%	N=166	46%	N=246	19%	N=99	4%	N=19	100%	N=529
Services for youth (age 13 to 21)	32%	N=174	47%	N=256	19%	N=104	3%	N=14	100%	N=548
Services for seniors (age 65 and older)	32%	N=177	47%	N=259	18%	N=102	3%	N=15	100%	N=553
Services for low-income families	34%	N=203	45%	N=269	18%	N=107	4%	N=25	100%	N=603
Providing spaces for and access to a variety of arts/cultural events	22%	N=149	48%	N=327	26%	N=177	4%	N=26	100%	N=679
Art in public places	17%	N=114	38%	N=259	37%	N=251	9%	N=61	100%	N=685
Programs to reduce homelessness	36%	N=240	44%	N=297	16%	N=109	3%	N=23	100%	N=669
Drinking water services	58%	N=379	33%	N=215	8%	N=53	1%	N=8	100%	N=655
Mosquito or pest control programs	24%	N=155	45%	N=286	27%	N=175	4%	N=23	100%	N=639

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Table 22: Question 8b (importance of Service) Compared by Year

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Average Rating on a 100-point Scale (0=not at all important, 100=essential)										Change 2011 to 2014	Change baseline to 2014
	2014	2011	2007	2001	1999	1997	1995	1993	1989	1987		
Managing congestion and traffic flow*	72	64	72	78	82	--	--	--	--	--	8	-10
High frequency transit routes	74	76	64	68	--	--	--	--	--	--	-1	6
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	76	77	--	--	--	--	--	--	--	--	-1	--
Snow and ice control on major streets	77	--	--	--	--	--	--	--	--	--	--	--
Street repair (potholes, crack repair, etc.)	65	--	--	--	--	--	--	--	--	--	--	--
Street sweeping	47	--	--	--	--	--	--	--	--	--	--	--
Street lighting	65	--	--	--	--	--	--	--	--	--	--	--
Sidewalk maintenance	64	--	--	--	--	--	--	--	--	--	--	--
Assistance to businesses to keep them in Boulder	67	66	67	63	60	--	--	--	--	--	1	7
Attracting/retaining "discount" or "affordable" shopping opportunities	52	48	48	54	--	--	--	--	--	--	4	-2
Retention and expansion of quality jobs in Boulder	77	77	--	73	58	--	--	--	--	--	0	19
Acquiring and managing open space and mountain parks lands	77	57	67	73	73	--	--	--	--	--	20	4
Energy conservation and efficiency programs	73	71	79	--	--	--	--	--	--	--	3	-6
Renewable energy programs	71	--	--	--	--	--	--	--	--	--	--	--
Recycling and composting collection services	77	74	--	72	72	--	--	--	--	--	3	5
Water conservation programs	76	--	--	--	--	--	--	--	--	--	--	--
Cable TV Channel 8 (council coverage, city news, local talk shows)	39	--	--	--	--	--	--	--	--	--	--	--
City of Boulder Web site (www.bouldercolorado.gov)	65	--	--	--	--	--	--	--	--	--	--	--
City social media Web sites (e.g. Facebook, Twitter, YouTube)	39	--	--	--	--	--	--	--	--	--	--	--

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Average Rating on a 100-point Scale (0=not at all important, 100=essential)										Change 2011 to 2014	Change baseline to 2014
	2014	2011	2007	2001	1999	1997	1995	1993	1989	1987		
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)**	65	60	51	61	59	--	--	--	--	--	5	6
North, South or East Recreation Centers' programs and classes	60	--	--	--	--	--	--	--	--	--	--	--
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	60	--	--	--	--	--	--	--	--	--	--	--
Neighborhood parks (play areas and playgrounds)	71	70	60	65	68	--	--	--	--	--	1	3
Boulder Public Libraries & library services	75	62	51	--	--	--	--	--	--	--	13	24
Services for children (age 12 and under)	68	57	53	56	--	--	--	--	--	--	12	13
Services for youth (age 13 to 21)	69	60	61	61	--	--	--	--	--	--	9	8
Services for seniors (age 65 and older)	69	57	56	--	--	--	--	--	--	--	12	13
Services for low-income families	69	--	--	--	--	--	--	--	--	--	--	--
Providing spaces for and access to a variety of arts/cultural events	63	58	53	57	--	--	--	--	--	--	5	6
Art in public places	54	45	50	57	54	--	--	--	--	--	9	0
Programs to reduce homelessness	71	62	66	--	--	--	--	--	--	--	9	5
Drinking water services	82	--	--	--	--	--	--	--	--	--	--	--
Mosquito or pest control programs	63	--	--	--	--	--	--	--	--	--	--	--

**In 2007, the question asked traffic congestion and flow separately and is presented as an average of the two items here.*
*** This was "active recreational facilities (such as ballfields, play areas or playgrounds, etc.)."*

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Table 23: Question 9a (Quality of Service)

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Very good		Good		Neither good nor bad		Bad		Very bad		Total	
Preserving the city's historic features and attributes	15%	N=94	55%	N=353	25%	N=159	3%	N=22	2%	N=12	100%	N=640
Affordable housing programs for low income people	8%	N=46	31%	N=165	29%	N=156	24%	N=128	8%	N=44	100%	N=538
Affordable housing programs for middle income people	3%	N=18	21%	N=114	31%	N=170	29%	N=161	16%	N=89	100%	N=552
Building and housing code enforcement	8%	N=33	39%	N=168	35%	N=151	12%	N=51	7%	N=30	100%	N=433
Enforcement of residential over-occupancy regulations	5%	N=16	27%	N=90	40%	N=135	16%	N=54	12%	N=40	100%	N=336
Enforcement of home business regulations	7%	N=15	25%	N=50	57%	N=116	7%	N=14	4%	N=9	100%	N=203
Noise control enforcement	6%	N=27	39%	N=186	41%	N=196	10%	N=49	4%	N=20	100%	N=477
Ice and snow removal, trash and weed control enforcement	5%	N=34	37%	N=247	31%	N=204	16%	N=106	11%	N=72	100%	N=662
Median maintenance	10%	N=62	43%	N=259	38%	N=225	6%	N=38	2%	N=13	100%	N=596
Crime prevention	19%	N=124	52%	N=338	25%	N=164	4%	N=24	1%	N=6	100%	N=656
Police presence in your neighborhood	12%	N=77	36%	N=237	44%	N=290	6%	N=41	3%	N=18	100%	N=663
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	19%	N=126	45%	N=300	28%	N=185	7%	N=44	1%	N=5	100%	N=660
Police traffic enforcement	13%	N=83	41%	N=268	37%	N=244	7%	N=47	3%	N=19	100%	N=662
Police response to community problems or needs	17%	N=93	47%	N=253	26%	N=139	7%	N=38	2%	N=13	100%	N=536
Flood or natural hazard education	14%	N=83	34%	N=200	36%	N=211	12%	N=69	5%	N=31	100%	N=593
Emergency Preparation	16%	N=89	43%	N=245	31%	N=178	7%	N=42	2%	N=13	100%	N=567
Fire safety education	13%	N=63	38%	N=190	40%	N=200	8%	N=39	2%	N=12	100%	N=504
Fire response	29%	N=146	48%	N=237	18%	N=87	4%	N=19	1%	N=7	100%	N=497
Emergency medical services	26%	N=139	53%	N=283	17%	N=89	2%	N=12	1%	N=6	100%	N=529
Boulder Municipal Court	12%	N=42	48%	N=166	33%	N=113	5%	N=18	2%	N=8	100%	N=347

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Table 24: Question 9 (Quality) Benchmark Comparisons

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	City of Boulder average rating	Rank	Number of communities in comparison	Comparison to benchmark
Preserving the city's historic features and attributes	69%	9	12	Similar
Building and housing code enforcement	57%	24	31	Much lower
Enforcement of residential over-occupancy regulations	49%	NA	NA	NA
Crime prevention	71%	146	311	Higher
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	69%	27	51	Similar
Police traffic enforcement	63%	219	333	Lower
Emergency Preparation	66%	124	250	Similar
Fire safety education	63%	247	256	Much lower
Fire response	75%	47	50	Much lower
Emergency medical services	75%	279	300	Much lower
Boulder Municipal Court	65%	100	179	Similar

Table 25: Question 9a (Quality of Service) Compared by Year

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Average Rating on a 100-point Scale (0=very bad, 100=very good)										Change 2011 to 2014	Change baseline to 2014
	2014	2011	2007	2001	1999	1997	1995	1993	1989	1987		
Preserving the city's historic features and attributes	69	--	--	--	--	--	--	--	--	--	--	--
Affordable housing programs for low income people	52	--	--	--	--	--	--	--	--	--	--	--
Affordable housing programs for middle income people	41	--	--	--	--	--	--	--	--	--	--	--
Building and housing code enforcement	57	57	59	55	57	--	--	--	--	--	0	0
Enforcement of residential over-occupancy regulations	49	50	52	47	--	--	--	--	--	--	-1	2
Enforcement of home business regulations	56	--	--	--	--	--	--	--	--	--	--	--
Noise control enforcement	58	53	58	51	--	--	--	--	--	--	5	7
Ice and snow removal, trash and weed control enforcement	52	55	50	50	--	--	--	--	--	--	-2	2
Median maintenance	63	70	69	--	--	--	--	--	--	--	-7	-6
Crime prevention	71	--	--	--	--	--	--	--	--	--	--	--

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Average Rating on a 100-point Scale (0=very bad, 100=very good)										Change 2011 to 2014	Change baseline to 2014
	2014	2011	2007	2001	1999	1997	1995	1993	1989	1987		
Police presence in your neighborhood	62	--	--	--	--	--	--	--	--	--	--	--
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	69	--	--	--	--	--	--	--	--	--	--	--
Police traffic enforcement	63	66	65	60	56	55	59	57	61	60	-3	3
Police response to community problems or needs	67	69	70	62	60	--	--	--	--	--	-2	7
Flood or natural hazard education	60	65	--	--	--	--	--	--	--	--	-5	--
Emergency Preparation	66	--	--	--	--	--	--	--	--	--	--	--
Fire safety education	63	63	--	--	--	--	--	--	--	--	-1	--
Fire response	75	81	79	76	--	--	--	--	--	--	-6	-2
Emergency medical services	75	79	77	--	--	--	--	--	--	--	-4	-2
Boulder Municipal Court	65	62	60	--	--	--	--	--	--	--	4	5

Table 26: Question 9b (Importance of Service)

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Essential		Very important		Somewhat important		Not at all important		Total	
Preserving the city's historic features and attributes	17%	N=116	41%	N=288	37%	N=260	5%	N=37	100%	N=701
Affordable housing programs for low income people	27%	N=186	42%	N=289	25%	N=173	6%	N=38	100%	N=686
Affordable housing programs for middle income people	32%	N=218	43%	N=288	21%	N=140	4%	N=30	100%	N=676
Building and housing code enforcement	16%	N=99	45%	N=280	35%	N=218	4%	N=25	100%	N=621
Enforcement of residential over-occupancy regulations	10%	N=61	33%	N=211	41%	N=257	16%	N=101	100%	N=631
Enforcement of home business regulations	8%	N=42	24%	N=121	49%	N=254	19%	N=98	100%	N=515
Noise control enforcement	16%	N=103	42%	N=271	36%	N=233	5%	N=33	100%	N=640

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Essential		Very important		Somewhat important		Not at all important		Total	
Ice and snow removal, trash and weed control enforcement	27%	N=186	47%	N=320	25%	N=169	2%	N=11	100%	N=685
Median maintenance	8%	N=51	30%	N=187	52%	N=323	9%	N=55	100%	N=617
Crime prevention	57%	N=398	35%	N=242	7%	N=51	0%	N=2	100%	N=693
Police presence in your neighborhood	22%	N=150	42%	N=284	32%	N=219	5%	N=31	100%	N=685
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	31%	N=213	43%	N=304	23%	N=160	3%	N=22	100%	N=699
Police traffic enforcement	17%	N=118	44%	N=306	33%	N=227	6%	N=43	100%	N=693
Police response to community problems or needs	42%	N=279	46%	N=304	12%	N=77	1%	N=7	100%	N=667
Flood or natural hazard education	29%	N=195	49%	N=328	19%	N=130	3%	N=20	100%	N=674
Emergency Preparation	40%	N=271	43%	N=291	16%	N=111	1%	N=7	100%	N=680
Fire safety education	28%	N=185	48%	N=312	22%	N=146	2%	N=11	100%	N=655
Fire response	60%	N=394	32%	N=209	8%	N=51	1%	N=5	100%	N=659
Emergency medical services	64%	N=423	30%	N=198	6%	N=42	0%	N=3	100%	N=666
Boulder Municipal Court	28%	N=166	48%	N=279	23%	N=133	1%	N=5	100%	N=584

Table 27: Question 9b (importance of Service) Compared by Year

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Average Rating on a 100-point Scale (0=not at all important, 100=essential)										Change 2011 to 2014	Change baseline to 2014
	2014	2011	2007	2001	1999	1997	1995	1993	1989	1987		
Preserving the city's historic features and attributes	56	62	68	75	72	--	--	--	--	--	-5	-16
Affordable housing programs for low income people	64					--	--	--	--	--	0	-14
Affordable housing programs for middle income people	68	64	62	70	78	--	--	--	--	--	--	--
Building and housing code enforcement	58	--	--	--	--	--	--	--	--	--	--	--
Enforcement of residential over-occupancy regulations	46	--	--	--	--	--	--	--	--	--	--	--

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Average Rating on a 100-point Scale (0=not at all important, 100=essential)										Change 2011 to 2014	Change baseline to 2014
	2014	2011	2007	2001	1999	1997	1995	1993	1989	1987		
Enforcement of home business regulations	40	--	--	--	--	--	--	--	--	--	--	--
Noise control enforcement	56	--	51	64	--	--	--	--	--	--	--	-7
Ice and snow removal, trash and weed control enforcement	66	--	--	--	--	--	--	--	--	--	--	--
Median maintenance	46	--	--	--	--	--	--	--	--	--	--	--
Crime prevention	83	79	63	71	72	--	--	--	--	--	4	11
Police presence in your neighborhood	60	52	29	--	--	--	--	--	--	--	8	31
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	67	58	41	--	--	--	--	--	--	--	9	27
Police traffic enforcement	57	--	--	--	--	--	--	--	--	--	--	--
Police response to community problems or needs	76	--	--	--	--	--	--	--	--	--	--	--
Flood or natural hazard education	68	--	--	--	--	--	--	--	--	--	--	--
Emergency Preparation	74	--	--	--	--	--	--	--	--	--	--	--
Fire safety education	67	--	--	--	--	--	--	--	--	--	--	--
Fire response	84	--	--	--	--	--	--	--	--	--	--	--
Emergency medical services	85	--	--	--	--	--	--	--	--	--	--	--
Boulder Municipal Court	68	--	--	--	--	--	--	--	--	--	--	--

Table 28: Question 10

Do you have specific comments about your quality ratings for these programs and services?	Percent	Number
Concerns with congestion, traffic and roads	12%	N=24
Homelessness and lack of programs to solve this issue	5%	N=11
Housing issues and lack of affordable housing for low and middle class	23%	N=47
Increase police presence and quality of police and safety	17%	N=34
Improve snow and ice control on streets and sidewalks	13%	N=26
In general service quality is well received	3%	N=6
Concerns with building and housing -related code enforcement	6%	N=12
Other	23%	N=47
Total	100%	N=208

The verbatim responses can be found in Appendix B: Verbatim Responses to Open-Ended Questions.

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Table 29: Question 11

Do you have specific comments about your answers on the importance of these programs and services?	Percent	Number
Managing homelessness should be a priority	7%	N=8
Cost of living and housing costs need to be addressed	19%	N=24
Safety and effective police efforts	16%	N=20
Snow and ice control efforts need improvement	4%	N=5
All services are important	7%	N=8
Improving housing and building code programs should be a priority	14%	N=17
Efforts should be focused on the essentials (infrastructure, safety, health, etc.)	13%	N=16
Maintaining a healthy amount of parks and open space is important	5%	N=6
Other	15%	N=19
Total	100%	N=124

The verbatim responses can be found in Appendix B: Verbatim Responses to Open-Ended Questions.

Table 30: Question 12

If you have had phone, in-person or email contact with a Boulder city employee in the last 12 months, how would you rate your impression?	Very good		Good		Neither good nor bad		Bad		Very bad		Total	
Courteous, respectful and professional	44%	N=170	41%	N=157	10%	N=40	4%	N=15	1%	N=4	100%	N=386
I received the assistance I needed	41%	N=154	39%	N=143	12%	N=44	5%	N=17	4%	N=13	100%	N=372

Table 31: Question 12 Benchmark Comparisons

If you have had phone, in-person or email contact with a Boulder city employee in the last 12 months, how would you rate your impression?	City of Boulder average rating	Rank	Number of communities in comparison	Comparison to benchmark
Courteous, respectful and professional	81	131	238	Similar

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Table 32: Question 12 Compared by Year

If you have had phone, in-person or email contact with a Boulder city employee in the last 12 months, how would you rate your impression?	Average Rating on a 100-point Scale (0=very bad, 100=very good)										Change 2011 to 2014	Change baseline to 2014
	2014	2011	2007	2001	1999	1997	1995	1993	1989	1987		
Courteous, respectful and professional	81	79	78	75	--	--	--	--	--	--	1	5
I received the assistance I needed	77	--	--	--	--	--	--	--	--	--	--	--

Table 33: Question 13

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 from the following formats?	Very likely		Likely		Somewhat likely		Not at all likely		Total	
Cable TV Channel 8	6%	N=41	9%	N=58	13%	N=88	72%	N=478	100%	N=665
City of Boulder Web site (www.bouldercolorado.gov)	37%	N=260	25%	N=177	23%	N=157	15%	N=101	100%	N=695
City social media Web sites (e.g. Facebook, Twitter, YouTube)	12%	N=80	15%	N=100	20%	N=132	53%	N=357	100%	N=669
The Boulder Daily Camera	36%	N=260	27%	N=191	24%	N=169	13%	N=92	100%	N=712
The Colorado Daily	12%	N=80	16%	N=113	28%	N=190	44%	N=303	100%	N=687
Boulder County Business Report	2%	N=12	8%	N=55	18%	N=121	72%	N=471	100%	N=659
Inserts in the water utility bill	9%	N=60	17%	N=114	21%	N=144	52%	N=350	100%	N=668
Mailings to your home address	27%	N=193	31%	N=215	24%	N=168	18%	N=126	100%	N=702
Listserves (where you sign up to be part of a group receiving e-mails from the city)	11%	N=69	14%	N=90	20%	N=128	55%	N=345	100%	N=633

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Table 34: Question 13 Compared by Year

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 from the following formats?	Percent ("very likely" or "likely")										Change 2011 to 2014	Change baseline to 2014
	2014	2011	2007	2001	1999	1997	1995	1993	1989	1987		
Cable TV Channel 8	15%	19%	17%	9%	--	--	--	--	--	--	-4%	6%
City of Boulder Web site (www.bouldercolorado.gov)	63%	54%	46%	3%	--	--	--	--	--	--	8%	59%
City social media Web sites (e.g. Facebook, Twitter, YouTube)	27%	24%	--	--	--	--	--	--	--	--	3%	--
The Boulder Daily Camera	63%	72%	47%	59%	--	--	--	--	--	--	-9%	5%
The Colorado Daily	28%	38%	39%	--	--	--	--	--	--	--	-10%	-11%
Boulder County Business Report	10%	14%	--	--	--	--	--	--	--	--	-4%	--
Inserts in the water utility bill	26%	30%	35%	17%	--	--	--	--	--	--	-4%	9%
Mailings to your home address	58%	65%	73%	--	--	--	--	--	--	--	-7%	-15%
Listserves (where you sign up to be part of a group receiving e-mails from the city)	25%	26%	29%	--	--	--	--	--	--	--	-1%	-4%

In 2001, the question asked the Daily Camera separately and is presented as an average of the two items here.

Table 35: Question 14

Currently, an average single-family homeowner pays about $8 per month on their city utility bill to a fund used for flood mitigation projects and improvements to the stormwater collection system. Would you support increased taxes or fees to fund even more flood mitigation improvements?	Percent	Number
No	53%	N=384
Yes, up to double the current amount	43%	N=306
Yes, up to triple the current amount	4%	N=28
Total	100%	N=718

Table 36: Question 15

How would you rate the Boulder city government's response to the September 2013 Floods?	Percent	Number
Very good	34%	N=242
Good	49%	N=351
Neither good nor bad	13%	N=90
Bad	2%	N=15
Very bad	2%	N=12
Total	100%	N=711

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Table 37: Question 16

The library offers or is considering offering the following programs and services some with access from home. How likely are you to use each?	Very likely		Likely		Somewhat likely		Not at all likely		Total	
Streaming or downloadable movies	34%	N=237	20%	N=140	17%	N=121	29%	N=203	100%	N=700
Streaming or downloadable music	26%	N=177	17%	N=115	20%	N=138	38%	N=262	100%	N=691
Downloadable e-books and/or audiobooks	35%	N=244	23%	N=160	18%	N=127	24%	N=171	100%	N=701
e-Magazines for computer, tablet or phone	23%	N=157	16%	N=109	23%	N=160	38%	N=265	100%	N=691
Online video classes/courses	16%	N=110	18%	N=123	29%	N=198	38%	N=260	100%	N=689
Research databases for school or business	20%	N=137	20%	N=135	24%	N=165	36%	N=246	100%	N=682
Literary, film, or concert programs	18%	N=122	24%	N=169	29%	N=200	29%	N=203	100%	N=692
Dance, theater, history or science programming	19%	N=122	23%	N=153	26%	N=174	32%	N=209	100%	N=659

Table 38: Question 17

Are you eligible to have an Eco-Pass, an annual pass that allows you unlimited bus rides? (Please check all that apply.)	Percent	Number
don't know if I am eligible for an Eco-Pass	26%	N=191
no, I am not eligible for an Eco-Pass	26%	N=194
yes, through my employer	21%	N=155
yes, through my neighborhood program	10%	N=74
yes, a CU Boulder student Buff One pass	11%	N=81
yes, a CU Boulder faculty/staff Buff One pass	7%	N=52
yes, other pass:	2%	N=12

Total may exceed 100% as respondents could select more than one answer. Verbatim responses for "yes, other pass" can be found in Appendix B: Verbatim Responses to Open-Ended Questions.

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Table 39: Question 17 Compared by Year

Are you eligible to have an Eco-Pass, an annual pass that allows you unlimited bus rides?	2014	2011	2007	2001	1999	1997	1995	1993	1989	1987	Change 2011 to 2014	Change baseline to 2014
don't know if I am eligible for an Eco-Pass	26%	27%	--	--	--	--	--	--	--	--	-1%	-1%
no, I am not eligible for an Eco-Pass	26%	24%	--	--	--	--	--	--	--	--	2%	2%
yes, through my employer	21%	14%	--	--	--	--	--	--	--	--	7%	7%
yes, through my neighborhood program	10%	11%	--	--	--	--	--	--	--	--	-1%	-1%
yes, a CU Boulder student Buff One pass	11%	20%	--	--	--	--	--	--	--	--	-9%	-9%
yes, a CU Boulder faculty/staff Buff One pass	7%	6%	--	--	--	--	--	--	--	--	1%	1%
yes, other pass:	2%	1%	--	--	--	--	--	--	--	--	1%	1%

Table 40: Question 18

On average, how often do you use your Eco-Pass?	Percent	Number
I did not pick up my Eco Pass	18%	N=66
Less often than once a month	20%	N=76
About once every two weeks	10%	N=39
About once a month	10%	N=36
About once a week	11%	N=40
More than once a week	32%	N=119
Total	100%	N=376

Table 41: Question 18 Compared by Year

On average, how often do you use your Eco-Pass?	2014	2011	2007	2001	1999	1997	1995	1993	1989	1987	Change 2011 to 2014	Change baseline to 2014
I did not pick up my Eco Pass	18%	25%	--	--	--	--	--	--	--	--	-7%	-7%
Less often than once a month	20%	12%	--	--	--	--	--	--	--	--	8%	8%
About once every two weeks	10%	9%	--	--	--	--	--	--	--	--	1%	1%
About once a month	10%	11%	--	--	--	--	--	--	--	--	-1%	-1%
About once a week	11%	11%	--	--	--	--	--	--	--	--	--	--
More than once a week	32%	33%	--	--	--	--	--	--	--	--	-1%	-1%

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Table 42: Question 19

If you have school-aged children in your household, how likely would you be to purchase discounted transit passes similar to Eco Passes for them?	Percent	Number
Don't have school aged children	80%	N=559
Already have neighborhood Eco Pass for whole household	2%	N=11
Very likely to purchase for school age children	6%	N=41
Likely to purchase for school age children	3%	N=19
Somewhat likely to purchase for school age children	4%	N=26
Not at all likely to purchase for school age children	6%	N=39
Total	100%	N=696

Table 43: Question 20

If a city-wide Eco Pass program were available, how likely would you be to purchase discounted transit passes similar to Eco Passes for your entire household?	Percent	Number
Very likely	29%	N=209
Likely	17%	N=121
Somewhat likely	24%	N=173
Not at all likely	30%	N=215
Total	100%	N=719

Table 44: Question 21

Do you have any other comments you would like to make?	Percent	Number
Homeless population issues	12%	N=31
Municipalization of utility concerns	4%	N=10
Eco-pass and public transportation	21%	N=54
Cost of living and housing costs are too high	10%	N=25
Boulder is a great place to live	8%	N=20
Parking, roads, traffic and traffic control	4%	N=10
Flood mitigation	4%	N=10
Comments about questionnaire	8%	N=20
Parks and recreation	6%	N=16
Other	23%	N=58
Total	100%	N=254

The verbatim responses can be found in Appendix B: Verbatim Responses to Open-Ended Questions.

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Table 45: Question 22

About how many years have you lived in Boulder?	Percent	Number
One year or less	11%	N=83
2 to 5 years	30%	N=226
6 to 10 years	18%	N=138
11 to 15 years	6%	N=48
16 to 20 years	7%	N=53
More than 20 years	27%	N=200
Total	100%	N=749
Average number of years		*14.09*

Table 46: Question 23

Are you employed?	Percent	Number
Yes	79%	N=585
No	21%	N=158
Total	100%	N=743

Table 47: Question 24

Where do you work?	Percent	Number
Boulder	81%	N=465
Louisville	4%	N=24
Broomfield/Interlocken	1%	N=7
Denver, excluding Tech Center	3%	N=18
Tech Center/Southeast Denver	0%	N=1
Other	5%	N=28
Lafayette	1%	N=7
Longmont	2%	N=12
Jefferson County	2%	N=14
Total	100%	N=577

Table 48: Question 25

Do you work at your home?	Percent	Number
No	62%	N=380
Yes, my business is out of my home	11%	N=69
Yes, I always work at home instead of my employer's location	2%	N=13
Yes, sometimes I work at home instead of my employer's location, sometimes at my employer's location	23%	N=139
Other	2%	N=11
Total	100%	N=612

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Table 49: Question 26

Are you a full- or part-time University or college student?	Percent	Number
No	84%	N=629
Yes, at the University of Colorado Boulder campus	13%	N=96
Yes, at Naropa	1%	N=9
Yes, somewhere else	2%	N=18
Total	100%	N=752

Table 50: Question 27

Please check the one box that most closely describes the type of housing unit you live in.	Percent	Number
A detached single family home	38%	N=290
An apartment in an apartment complex	33%	N=252
An apartment in a single family home	2%	N=14
A condominium or town house	25%	N=185
A mobile home	0%	N=0
Group quarters (sorority/fraternity house, dorm, nursing home)	1%	N=4
Other	1%	N=10
Total	100%	N=754

Verbatim responses for "other, please specify" can be found in Appendix B: Verbatim Responses to Open-Ended Questions.

Table 51: Question 28

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.)	Percent	Number
Rent	51%	N=380
Own	49%	N=369
Total	100%	N=749

Table 52: Question 29

Do any of the following live in your household?	Yes		No		Total	
Children aged 12 or younger	16%	N=105	84%	N=570	100%	N=674
Teenagers age 13 to 18	11%	N=68	89%	N=580	100%	N=648
Adults age 65 or older	18%	N=114	82%	N=533	100%	N=647
Anyone with a long-term disability	4%	N=28	96%	N=592	100%	N=620

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Table 53: Question 30

About how much was the TOTAL 2013 INCOME BEFORE TAXES for your household as a whole?	Percent	Number
Less than $15,000	11%	N=79
$15,000 - $24,999	9%	N=65
$25,000 - $34,999	8%	N=56
$35,000 - $49,999	10%	N=69
$50,000 - $74,999	15%	N=108
$75,000 - $99,999	13%	N=93
$100,000 - %149,999	16%	N=112
$150,000 - $199,999	8%	N=57
$200,000 - $249,999	4%	N=26
$250,000 or more	6%	N=45
Total	100%	N=710

Table 54: Question 31

Do you have regular, convenient access to the internet?	Percent	Number
No	3%	N=20
Yes	97%	N=727
Total	100%	N=748

Table 55: Question 31b

Where?	Percent	Number
at home	97%	N=675
at work	64%	N=447
on a "smart" phone or PDA	69%	N=483
a public facility (e.g. library or school)	27%	N=189

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

Table 56: Question 32

What is your age?	Percent	Number
18-24 years old	13%	N=97
25-34 years old	35%	N=262
35-44 years old	13%	N=99
45-54 years old	15%	N=114
55-64 years old	10%	N=74
65-74 years old	8%	N=64
75 or older	5%	N=41
Total	100%	N=751

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Table 57: Question 33

What is the highest level of education you have completed?	Percent	Number
0-11 years, no diploma	0%	N=3
High school graduate	3%	N=22
Some college, no degree	13%	N=96
Associate Degree	2%	N=18
Bachelor's Degree	39%	N=292
Master's Degree	29%	N=217
Doctorate Degree	14%	N=105
Total	100%	N=754

Table 58: Question 34

Are you of Chicano/Chicana/Mexican-American, Latino/Latina, or Hispanic origin?	Percent	Number
Yes	6%	N=45
No	94%	N=687
Total	100%	N=732

Table 59: Question 35

Which best describes your race?	Percent	Number
American Indian, Eskimo or Aleut	2%	N=17
Asian or Pacific Islander	4%	N=29
Black or African American	2%	N=16
White	91%	N=666
Other, please specify	4%	N=32

Total may exceed 100% as respondents could select more than one answer. Verbatim responses for "other, please specify" can be found in Appendix B: Verbatim Responses to Open-Ended Questions.

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Table 60: Question 36

What is your preferred language?	Percent	Number
English	97%	N=729
Arabic	0%	N=0
Chinese	0%	N=0
French	0%	N=3
German	0%	N=1
Hebrew	0%	N=0
Italian	0%	N=0
Japanese	0%	N=0
Other	1%	N=11
Korean	0%	N=0
Mia, Hmong	0%	N=0
Portuguese	0%	N=0
Russian	0%	N=1
Spanish	0%	N=3
Vietnamese	0%	N=1
Scandinavian languages	0%	N=1
Total	100%	N=750

Verbatim responses for "other" can be found in Appendix B: Verbatim Responses to Open-Ended Questions.

Table 61: Question 37

Did you receive help completing this questionnaire in English?	Percent	Number
Yes	2%	N=4
No	98%	N=181
Total	100%	N=185

Table 62: Question 38

What is your gender?	Percent	Number
Male	51%	N=379
Female	49%	N=365
Total	100%	N=744

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Responses to survey questions including "don't know" responses

The tables that follow include the percent and number of respondents answering each question on the 2014 survey.

Table 63: Question 1

Please rate the following items about life in Boulder, and circle the number which most closely reflects your opinion for each. How do you rate . . .	Very good		Good		Neither good nor bad		Bad		Very bad		N/A or don't know		Total	
Your overall quality of life in Boulder, taking all things into consideration	51%	N=397	43%	N=334	5%	N=35	0%	N=4	0%	N=2	0%	N=0	100%	N=772
Overall quality of your neighborhood	34%	N=264	53%	N=409	9%	N=72	2%	N=17	1%	N=8	0%	N=2	100%	N=773
The sense of community in Boulder	18%	N=139	46%	N=357	26%	N=204	7%	N=56	1%	N=9	1%	N=6	100%	N=770
Community acceptance of all people	16%	N=122	40%	N=312	28%	N=215	11%	N=87	2%	N=15	3%	N=22	100%	N=773
Race and ethnic relations in Boulder	10%	N=75	28%	N=220	37%	N=289	14%	N=107	2%	N=18	9%	N=66	100%	N=777
Boulder as a place to work	27%	N=207	42%	N=320	14%	N=110	5%	N=41	1%	N=11	11%	N=83	100%	N=772
Overall Boulder city government operations	9%	N=73	41%	N=318	30%	N=233	8%	N=60	4%	N=29	7%	N=58	100%	N=771
Overall ease of getting to the places you usually visit	26%	N=204	44%	N=339	19%	N=148	9%	N=69	2%	N=15	0%	N=0	100%	N=775
Quality of the natural environment	63%	N=485	33%	N=252	4%	N=28	1%	N=6	0%	N=0	0%	N=0	100%	N=770
Quality of indoor and outdoor recreation	65%	N=506	26%	N=200	6%	N=44	1%	N=7	0%	N=0	2%	N=17	100%	N=773
Opportunities to attend arts/cultural events	32%	N=248	43%	N=333	17%	N=134	3%	N=25	0%	N=1	4%	N=28	100%	N=770
Quality or character of new development (the look and feel of new commercial or residential areas or buildings)	14%	N=110	39%	N=303	28%	N=218	10%	N=75	5%	N=40	4%	N=27	100%	N=772
Access to a variety of housing options	6%	N=46	17%	N=131	24%	N=185	31%	N=240	13%	N=102	8%	N=65	100%	N=769
Employment opportunities	7%	N=57	29%	N=220	28%	N=214	18%	N=136	3%	N=21	16%	N=124	100%	N=772
Shopping opportunities	25%	N=193	51%	N=398	17%	N=135	5%	N=38	1%	N=4	1%	N=6	100%	N=776

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Table 64: Question 2

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)	52%	N=405	36%	N=279	7%	N=55	4%	N=35	0%	N=4	100%	N=778
Property crimes (e.g., burglary, theft, criminal mischief)	28%	N=216	50%	N=390	12%	N=95	9%	N=69	1%	N=8	100%	N=778
Structural/house fires	37%	N=286	45%	N=343	15%	N=112	3%	N=23	1%	N=4	100%	N=768
Wildland fires	15%	N=119	38%	N=292	28%	N=216	17%	N=135	2%	N=12	100%	N=773
Floods	10%	N=77	33%	N=249	24%	N=181	27%	N=205	7%	N=51	100%	N=762
Traffic-related incidents (road rage, bike-car conflicts, etc.)	8%	N=59	31%	N=238	28%	N=217	27%	N=206	7%	N=54	100%	N=774
Discrimination due to your background or personal characteristics	51%	N=396	23%	N=176	17%	N=132	6%	N=45	3%	N=20	100%	N=768

Table 65: Question 3

Please tell us how safe you feel in each of the following areas in Boulder.	Always safe		Usually safe		Sometimes safe sometimes unsafe		usually unsafe		Always unsafe		N/A or don't know		Total	
Downtown Commercial Area during the day	59%	N=461	36%	N=276	3%	N=22	1%	N=5	0%	N=2	1%	N=10	100%	N=775
Downtown Commercial Area at night	18%	N=141	46%	N=355	28%	N=212	4%	N=30	1%	N=5	4%	N=28	100%	N=772
Municipal Campus / Main Library area during the day	34%	N=262	35%	N=269	16%	N=124	5%	N=37	2%	N=14	9%	N=69	100%	N=775
Municipal Campus / Main Library area at night	10%	N=76	24%	N=183	28%	N=213	15%	N=119	9%	N=66	15%	N=112	100%	N=770
Your neighborhood during the day	73%	N=568	24%	N=183	2%	N=13	1%	N=5	0%	N=4	0%	N=3	100%	N=774
Your neighborhood at night	41%	N=317	45%	N=350	10%	N=79	3%	N=22	1%	N=5	0%	N=3	100%	N=776
City Parks	23%	N=176	45%	N=349	23%	N=176	4%	N=30	1%	N=8	4%	N=30	100%	N=770
Multi-use paths (e.g. Boulder Creek Path)	11%	N=88	44%	N=343	33%	N=258	6%	N=48	2%	N=12	3%	N=26	100%	N=774
Main Library	27%	N=205	37%	N=287	20%	N=151	5%	N=42	2%	N=15	9%	N=72	100%	N=773
Branch Libraries	28%	N=219	33%	N=257	8%	N=58	1%	N=10	0%	N=3	29%	N=223	100%	N=770

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Table 66: Question 4

In the last 12 months, about how many times, if ever, have you done the following things?	Never		1 to 2 times		3 to 12 times		13 to 26 times		More than 26 times		Total	
Rode a high frequency transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the City of Boulder	30%	N=232	19%	N=149	25%	N=191	9%	N=73	17%	N=131	100%	N=777
Rode another RTD bus within Boulder	44%	N=335	22%	N=167	19%	N=144	6%	N=43	10%	N=80	100%	N=769
Rode a bus between Boulder and Denver	28%	N=221	27%	N=209	31%	N=237	7%	N=58	6%	N=50	100%	N=776
Commuted to work by bicycle	45%	N=345	7%	N=53	12%	N=92	8%	N=60	28%	N=215	100%	N=764
Visited the Pearl Street Mall	1%	N=5	6%	N=38	28%	N=166	32%	N=187	32%	N=190	100%	N=585
Visited the University Hill business district	16%	N=121	23%	N=178	28%	N=218	16%	N=120	17%	N=130	100%	N=768
Visited Boulder open space or mountain parks	3%	N=25	8%	N=61	25%	N=191	22%	N=173	42%	N=325	100%	N=776
Recycled paper or containers from your home	2%	N=15	1%	N=4	3%	N=22	8%	N=63	86%	N=668	100%	N=773
Composted food waste through the curbside collection program	51%	N=390	3%	N=25	6%	N=43	6%	N=44	35%	N=270	100%	N=771
Composted yard waste through the curbside collection program	51%	N=392	4%	N=33	9%	N=68	8%	N=65	27%	N=211	100%	N=769
Made energy improvements to your home or business	37%	N=288	36%	N=274	18%	N=140	3%	N=24	6%	N=45	100%	N=772
Attended a public meeting or event about city matters	72%	N=560	20%	N=158	6%	N=48	1%	N=4	0%	N=3	100%	N=774
Attended a City Council meeting	88%	N=679	9%	N=69	2%	N=19	0%	N=1	0%	N=2	100%	N=770
Watched a City Council meeting on cable TV Channel 8	73%	N=562	17%	N=134	8%	N=63	1%	N=7	1%	N=8	100%	N=774
Watched a news program on cable TV Channel 8	74%	N=570	14%	N=109	9%	N=68	2%	N=13	2%	N=13	100%	N=773
Used any of the Parks and Recreation fields or courts (e.g., baseball, softball, soccer, tennis)	44%	N=338	18%	N=136	20%	N=158	8%	N=62	10%	N=79	100%	N=774
Participated in any of the North, South or East Recreation Centers' programs or classes	66%	N=509	10%	N=79	11%	N=86	4%	N=34	9%	N=67	100%	N=776
Visited any Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	36%	N=276	29%	N=226	23%	N=179	6%	N=45	6%	N=48	100%	N=773
Visited any neighborhood parks (play areas and playgrounds)	13%	N=99	18%	N=136	33%	N=256	16%	N=126	20%	N=153	100%	N=771
Used the services or facilities of the East or West Senior Centers	87%	N=672	6%	N=49	4%	N=32	1%	N=10	2%	N=13	100%	N=776

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Table 67: Question 5

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	12%	N=94	48%	N=374	25%	N=192	10%	N=79	4%	N=34	100%	N=773
I inform myself about major issues in the city of Boulder	17%	N=131	49%	N=383	23%	N=181	10%	N=75	1%	N=6	100%	N=776
I take the initiative to let elected officials or city staff know what I think	4%	N=33	19%	N=145	33%	N=255	33%	N=255	11%	N=85	100%	N=772
Boulder's City Council implements policies that reflect the values of the Boulder community	5%	N=41	38%	N=292	39%	N=303	15%	N=112	3%	N=23	100%	N=772
I feel included in the Boulder community	9%	N=68	41%	N=321	35%	N=270	11%	N=84	4%	N=34	100%	N=776

Table 68: Question 6

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		N/A or don't know		Total	
Being responsive to residents and businesses	7%	N=52	40%	N=306	24%	N=185	7%	N=57	2%	N=17	20%	N=152	100%	N=768
Effectively planning for the future	10%	N=78	45%	N=351	19%	N=148	9%	N=72	4%	N=30	12%	N=93	100%	N=772
Working through critical issues facing the city	6%	N=50	39%	N=299	26%	N=199	9%	N=72	3%	N=26	16%	N=124	100%	N=770
Gathering feedback from residents on new policies or projects; conducting public processes	10%	N=73	38%	N=295	22%	N=167	11%	N=88	5%	N=36	14%	N=108	100%	N=768
Providing access to information about issues, events and meetings	11%	N=84	45%	N=348	21%	N=161	8%	N=64	2%	N=14	12%	N=96	100%	N=766
Spending tax dollars wisely	4%	N=27	27%	N=208	29%	N=226	11%	N=87	8%	N=64	20%	N=156	100%	N=768
Informing the public about how tax dollars are used	4%	N=28	25%	N=193	32%	N=250	14%	N=107	6%	N=46	19%	N=146	100%	N=770
Responding to emergencies and natural disasters (flood, wildfire)	30%	N=233	50%	N=388	11%	N=85	3%	N=26	2%	N=18	3%	N=21	100%	N=770

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Table 69: Question 7

Do you have any other comments about the job that the City of Boulder is doing?	Percent	Number
Improve communication efforts and make efforts to listen to all residents	6%	N=17
Concerns with municipalization of utility	9%	N=25
Pleased with city government and city government actions	9%	N=26
Concerns about traffic, transportation planning and street maintenance	6%	N=18
Concerns about cost of living	5%	N=15
Concerns with too much development/growth	5%	N=13
More attention to helping the homeless	10%	N=27
Improvements for snow and ice removal	8%	N=23
Housing concerns	6%	N=17
Increase economic development/local economy	4%	N=12
Concerns about government spending, focus and regulation	5%	N=14
Flood recovery concerns	3%	N=9
Don't know	2%	N=5
Other	20%	N=56
Total	100%	N=278

The verbatim responses can be found in Appendix B: Verbatim Responses to Open-Ended Questions.

Table 70: Question 8a (Quality of Service)

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
Managing congestion and traffic flow	3%	N=26	30%	N=231	29%	N=225	26%	N=202	8%	N=58	4%	N=28	100%	N=769
High frequency transit routes	9%	N=69	42%	N=319	24%	N=179	11%	N=84	3%	N=21	12%	N=89	100%	N=760
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	35%	N=266	50%	N=379	10%	N=77	2%	N=19	1%	N=10	2%	N=12	100%	N=763
Snow and ice control on major streets	9%	N=71	38%	N=287	23%	N=177	19%	N=146	10%	N=79	0%	N=3	100%	N=764
Street repair (potholes, crack repair, etc.)	5%	N=37	33%	N=250	34%	N=263	18%	N=140	7%	N=53	2%	N=19	100%	N=762

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
Street sweeping	8%	N=58	38%	N=292	30%	N=231	6%	N=47	3%	N=20	15%	N=115	100%	N=763
Street lighting	7%	N=53	46%	N=350	30%	N=226	11%	N=82	4%	N=28	3%	N=22	100%	N=761
Sidewalk maintenance	11%	N=82	44%	N=335	30%	N=227	8%	N=62	3%	N=23	5%	N=35	100%	N=763
Assistance to businesses to keep them in Boulder	6%	N=45	16%	N=122	20%	N=147	7%	N=51	4%	N=29	47%	N=353	100%	N=747
Attracting/retaining 'discount' or 'affordable' shopping opportunities	6%	N=48	20%	N=148	29%	N=218	17%	N=126	7%	N=54	20%	N=152	100%	N=746
Retention and expansion of quality jobs in Boulder	11%	N=80	20%	N=150	24%	N=182	10%	N=76	4%	N=26	31%	N=234	100%	N=749
Acquiring and managing open space and mountain parks lands	43%	N=329	42%	N=319	8%	N=60	2%	N=14	1%	N=6	4%	N=29	100%	N=757
Energy conservation and efficiency programs	22%	N=166	45%	N=339	16%	N=116	3%	N=24	1%	N=4	13%	N=100	100%	N=750
Renewable energy programs	17%	N=126	36%	N=273	22%	N=166	5%	N=41	1%	N=10	18%	N=134	100%	N=749
Recycling and composting collection services	36%	N=272	41%	N=306	15%	N=109	3%	N=21	0%	N=1	5%	N=40	100%	N=749
Water conservation programs	15%	N=112	34%	N=252	24%	N=182	5%	N=37	1%	N=10	21%	N=158	100%	N=752
Cable TV Channel 8 (council coverage, city news, local talk shows)	5%	N=34	17%	N=124	17%	N=125	3%	N=24	1%	N=9	58%	N=434	100%	N=751
City of Boulder Web site (www.bouldercolorado.gov)	6%	N=49	32%	N=242	25%	N=185	7%	N=53	2%	N=11	28%	N=212	100%	N=752
City social media Web sites (e.g. Facebook, Twitter, YouTube)	3%	N=26	13%	N=100	18%	N=133	3%	N=23	1%	N=8	61%	N=454	100%	N=744
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	23%	N=169	47%	N=349	12%	N=92	2%	N=12	2%	N=12	14%	N=105	100%	N=739
North, South or East Recreation Centers' programs and classes	18%	N=134	34%	N=255	14%	N=104	3%	N=21	1%	N=7	30%	N=219	100%	N=741
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	17%	N=129	41%	N=307	14%	N=102	2%	N=13	1%	N=8	25%	N=182	100%	N=741

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
Neighborhood parks (play areas and playgrounds)	24%	N=181	52%	N=384	14%	N=102	1%	N=6	1%	N=5	8%	N=61	100%	N=740
Boulder Public Libraries & library services	24%	N=175	45%	N=330	13%	N=93	3%	N=19	2%	N=17	13%	N=93	100%	N=728
Services for children (age 12 and under)	8%	N=59	19%	N=139	12%	N=88	2%	N=15	1%	N=10	58%	N=425	100%	N=737
Services for youth (age 13 to 21)	7%	N=55	16%	N=122	14%	N=100	3%	N=26	2%	N=12	57%	N=425	100%	N=740
Services for seniors (age 65 and older)	7%	N=55	20%	N=153	14%	N=103	2%	N=14	1%	N=5	56%	N=416	100%	N=746
Services for low-income families	10%	N=75	17%	N=125	13%	N=97	6%	N=46	3%	N=25	50%	N=367	100%	N=735
Providing spaces for and access to a variety of arts/cultural events	16%	N=122	42%	N=313	22%	N=161	6%	N=44	2%	N=12	12%	N=90	100%	N=743
Art in public places	13%	N=100	39%	N=292	25%	N=188	8%	N=58	3%	N=20	11%	N=83	100%	N=740
Programs to reduce homelessness	9%	N=64	17%	N=126	22%	N=167	13%	N=93	12%	N=93	27%	N=201	100%	N=744
Drinking water services	21%	N=160	34%	N=253	18%	N=133	3%	N=21	2%	N=15	22%	N=165	100%	N=748
Mosquito or pest control programs	5%	N=41	20%	N=151	21%	N=159	5%	N=35	2%	N=17	46%	N=350	100%	N=753

Table 71: Question 8b (Importance of Service)

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Managing congestion and traffic flow	35%	N=251	47%	N=330	16%	N=112	1%	N=10	1%	N=5	100%	N=709
High frequency transit routes	37%	N=250	44%	N=295	14%	N=91	1%	N=7	5%	N=31	100%	N=673
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	48%	N=349	33%	N=241	12%	N=90	4%	N=29	3%	N=18	100%	N=727
Snow and ice control on major streets	45%	N=332	40%	N=290	13%	N=97	0%	N=2	1%	N=10	100%	N=732
Street repair (potholes, crack repair, etc.)	25%	N=180	46%	N=337	23%	N=167	4%	N=27	2%	N=17	100%	N=728
Street sweeping	10%	N=73	29%	N=202	47%	N=331	10%	N=74	3%	N=25	100%	N=705
Street lighting	26%	N=177	45%	N=310	26%	N=179	3%	N=21	1%	N=5	100%	N=691

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Sidewalk maintenance	22%	N=158	49%	N=347	27%	N=194	2%	N=11	0%	N=3	100%	N=713
Assistance to businesses to keep them in Boulder	26%	N=180	39%	N=278	19%	N=133	3%	N=22	13%	N=91	100%	N=705
Attracting/retaining "discount" or "affordable" shopping opportunities	16%	N=110	33%	N=235	33%	N=235	12%	N=83	6%	N=45	100%	N=709
Retention and expansion of quality jobs in Boulder	40%	N=262	42%	N=275	10%	N=64	1%	N=5	8%	N=53	100%	N=659
Acquiring and managing open space and mountain parks lands	46%	N=312	38%	N=256	12%	N=79	2%	N=16	2%	N=11	100%	N=674
Energy conservation and efficiency programs	39%	N=254	41%	N=269	16%	N=104	2%	N=11	3%	N=19	100%	N=658
Renewable energy programs	38%	N=256	38%	N=254	16%	N=108	4%	N=29	4%	N=30	100%	N=676
Recycling and composting collection services	46%	N=328	38%	N=274	12%	N=89	2%	N=13	1%	N=10	100%	N=714
Water conservation programs	42%	N=296	40%	N=287	13%	N=90	2%	N=11	4%	N=26	100%	N=711
Cable TV Channel 8 (council coverage, city news, local talk shows)	5%	N=37	16%	N=112	40%	N=275	14%	N=94	25%	N=175	100%	N=694
City of Boulder Web site (www.bouldercolorado.gov)	25%	N=176	35%	N=244	24%	N=165	3%	N=23	14%	N=95	100%	N=702
City social media Web sites (e.g. Facebook, Twitter, YouTube)	5%	N=31	20%	N=135	35%	N=242	17%	N=113	24%	N=162	100%	N=683
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	22%	N=154	46%	N=321	24%	N=167	1%	N=10	6%	N=41	100%	N=693
North, South or East Recreation Centers' programs and classes	16%	N=109	41%	N=287	25%	N=172	4%	N=25	14%	N=100	100%	N=693
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	14%	N=100	44%	N=312	28%	N=197	2%	N=13	12%	N=81	100%	N=704
Neighborhood parks (play areas and playgrounds)	32%	N=224	47%	N=327	17%	N=122	1%	N=4	3%	N=21	100%	N=698
Boulder Public Libraries & library services	41%	N=283	40%	N=276	14%	N=94	2%	N=12	4%	N=30	100%	N=695
Services for children (age 12 and under)	24%	N=166	35%	N=246	14%	N=99	3%	N=19	25%	N=172	100%	N=702
Services for youth (age 13 to 21)	25%	N=174	36%	N=256	15%	N=104	2%	N=14	22%	N=158	100%	N=705
Services for seniors (age 65 and older)	25%	N=177	37%	N=259	14%	N=102	2%	N=15	22%	N=152	100%	N=706
Services for low-income families	29%	N=203	38%	N=269	15%	N=107	4%	N=25	15%	N=105	100%	N=709

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Providing spaces for and access to a variety of arts/cultural events	21%	N=149	46%	N=327	25%	N=177	4%	N=26	4%	N=26	100%	N=704
Art in public places	16%	N=114	36%	N=259	35%	N=251	9%	N=61	4%	N=25	100%	N=710
Programs to reduce homelessness	34%	N=240	42%	N=297	15%	N=109	3%	N=23	6%	N=40	100%	N=709
Drinking water services	53%	N=379	30%	N=215	7%	N=53	1%	N=8	8%	N=58	100%	N=713
Mosquito or pest control programs	22%	N=155	40%	N=286	24%	N=175	3%	N=23	11%	N=78	100%	N=716

Table 72: Question 9a (Quality of Service)

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
Preserving the city's historic features and attributes	12%	N=94	47%	N=353	21%	N=159	3%	N=22	2%	N=12	15%	N=113	100%	N=753
Affordable housing programs for low income people	6%	N=46	22%	N=165	21%	N=156	17%	N=128	6%	N=44	29%	N=219	100%	N=758
Affordable housing programs for middle income people	2%	N=18	15%	N=114	23%	N=170	21%	N=161	12%	N=89	27%	N=202	100%	N=754
Building and housing code enforcement	4%	N=33	23%	N=168	20%	N=151	7%	N=51	4%	N=30	42%	N=311	100%	N=743
Enforcement of residential over-occupancy regulations	2%	N=16	12%	N=90	18%	N=135	7%	N=54	5%	N=40	55%	N=414	100%	N=749
Enforcement of home business regulations	2%	N=15	7%	N=50	16%	N=116	2%	N=14	1%	N=9	73%	N=541	100%	N=743
Noise control enforcement	4%	N=27	25%	N=186	26%	N=196	7%	N=49	3%	N=20	36%	N=267	100%	N=745
Ice and snow removal, trash and weed control enforcement	5%	N=34	33%	N=247	27%	N=204	14%	N=106	10%	N=72	11%	N=85	100%	N=746
Median maintenance	8%	N=62	35%	N=259	30%	N=225	5%	N=38	2%	N=13	20%	N=149	100%	N=745
Crime prevention	17%	N=124	46%	N=338	22%	N=164	3%	N=24	1%	N=6	11%	N=83	100%	N=738
Police presence in your neighborhood	10%	N=77	32%	N=237	39%	N=290	6%	N=41	2%	N=18	10%	N=72	100%	N=735

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	17%	N=126	41%	N=300	25%	N=185	6%	N=44	1%	N=5	10%	N=76	100%	N=736
Police traffic enforcement	11%	N=83	37%	N=268	33%	N=244	6%	N=47	3%	N=19	10%	N=71	100%	N=734
Police response to community problems or needs	13%	N=93	35%	N=253	19%	N=139	5%	N=38	2%	N=13	27%	N=197	100%	N=733
Flood or natural hazard education	11%	N=83	27%	N=200	29%	N=211	9%	N=69	4%	N=31	19%	N=136	100%	N=730
Emergency Preparation	12%	N=89	34%	N=245	25%	N=178	6%	N=42	2%	N=13	22%	N=160	100%	N=727
Fire safety education	9%	N=63	26%	N=190	27%	N=200	5%	N=39	2%	N=12	31%	N=224	100%	N=728
Fire response	20%	N=146	32%	N=237	12%	N=87	3%	N=19	1%	N=7	32%	N=233	100%	N=730
Emergency medical services	19%	N=139	38%	N=283	12%	N=89	2%	N=12	1%	N=6	29%	N=213	100%	N=742
Boulder Municipal Court	6%	N=42	23%	N=166	15%	N=113	2%	N=18	1%	N=8	53%	N=390	100%	N=738

Table 73: Question 9b (Importance of Service)

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Preserving the city's historic features and attributes	16%	N=116	40%	N=288	36%	N=260	5%	N=37	2%	N=13	100%	N=715
Affordable housing programs for low income people	26%	N=186	40%	N=289	24%	N=173	5%	N=38	4%	N=32	100%	N=719
Affordable housing programs for middle income people	31%	N=218	41%	N=288	20%	N=140	4%	N=30	4%	N=31	100%	N=707
Building and housing code enforcement	14%	N=99	40%	N=280	31%	N=218	4%	N=25	11%	N=78	100%	N=699
Enforcement of residential over-occupancy regulations	9%	N=61	30%	N=211	36%	N=257	14%	N=101	11%	N=78	100%	N=709
Enforcement of home business regulations	6%	N=42	18%	N=121	37%	N=254	15%	N=98	24%	N=162	100%	N=678
Noise control enforcement	15%	N=103	40%	N=271	34%	N=233	5%	N=33	7%	N=45	100%	N=685
Ice and snow removal, trash and weed control enforcement	27%	N=186	46%	N=320	24%	N=169	2%	N=11	2%	N=13	100%	N=698
Median maintenance	8%	N=51	28%	N=187	48%	N=323	8%	N=55	8%	N=53	100%	N=670

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Crime prevention	57%	N=398	34%	N=242	7%	N=51	0%	N=2	1%	N=9	100%	N=703
Police presence in your neighborhood	22%	N=150	41%	N=284	32%	N=219	5%	N=31	1%	N=10	100%	N=694
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	30%	N=213	43%	N=304	22%	N=160	3%	N=22	2%	N=12	100%	N=711
Police traffic enforcement	17%	N=118	43%	N=306	32%	N=227	6%	N=43	2%	N=17	100%	N=710
Police response to community problems or needs	39%	N=279	43%	N=304	11%	N=77	1%	N=7	6%	N=41	100%	N=708
Flood or natural hazard education	28%	N=195	47%	N=328	18%	N=130	3%	N=20	4%	N=31	100%	N=705
Emergency Preparation	38%	N=271	41%	N=291	16%	N=111	1%	N=7	4%	N=25	100%	N=705
Fire safety education	26%	N=185	44%	N=312	21%	N=146	2%	N=11	7%	N=50	100%	N=705
Fire response	56%	N=394	30%	N=209	7%	N=51	1%	N=5	7%	N=50	100%	N=708
Emergency medical services	60%	N=423	28%	N=198	6%	N=42	0%	N=3	6%	N=41	100%	N=707
Boulder Municipal Court	24%	N=166	40%	N=279	19%	N=133	1%	N=5	16%	N=115	100%	N=700

Table 74: Question 10

Do you have specific comments about your quality ratings for these programs and services?	Percent	Number
Concerns with congestion, traffic and roads	11%	N=24
Homelessness and lack of programs to solve this issue	5%	N=11
Housing issues and lack of affordable housing for low and middle class	21%	N=47
Increase police presence and quality of police and safety	15%	N=34
Improve snow and ice control on streets and sidewalks	12%	N=26
In general service quality is well received	3%	N=6
Concerns with building and housing -related code enforcement	5%	N=12
Don't know	8%	N=19
Other	21%	N=47
Total	100%	N=227

The verbatim responses can be found in Appendix B: Verbatim Responses to Open-Ended Questions.

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Table 75: Question 11

Do you have specific comments about your answers on the importance of these programs and services?	Percent	Number
Managing homelessness should be a priority	6%	N=8
Cost of living and housing costs need to be addressed	19%	N=24
Safety and effective police efforts	15%	N=20
Snow and ice control efforts need improvement	4%	N=5
All services are important	7%	N=8
Improving housing and building code programs should be a priority	13%	N=17
Efforts should be focused on the essentials (infrastructure, safety, health, etc.)	12%	N=16
Maintaining a healthy amount of parks and open space is important	5%	N=6
Don't know	4%	N=5
Other	14%	N=19
Total	100%	N=128

The verbatim responses can be found in Appendix B: Verbatim Responses to Open-Ended Questions.

Table 76: Question 12

If you have had phone, in-person or email contact with a Boulder city employee in the last 12 months, how would you rate your impression?	Very good		Good		Neither good nor bad		Bad		Very bad		N/A or don't know		Total	
Courteous, respectful and professional	25%	N=170	23%	N=157	6%	N=40	2%	N=15	1%	N=4	44%	N=305	100%	N=691
I received the assistance I needed	23%	N=154	21%	N=143	6%	N=44	3%	N=17	2%	N=13	46%	N=311	100%	N=683

Table 77: Question 13

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 from the following formats?	Very likely		Likely		Somewhat likely		Not at all likely		N/A or don't know		Total	
Cable TV Channel 8	6%	N=41	8%	N=58	12%	N=88	65%	N=478	10%	N=74	100%	N=739
City of Boulder Web site (www.bouldercolorado.gov)	35%	N=260	24%	N=177	21%	N=157	14%	N=101	6%	N=44	100%	N=740
City social media Web sites (e.g. Facebook, Twitter, YouTube)	11%	N=80	14%	N=100	18%	N=132	49%	N=357	8%	N=57	100%	N=727

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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 from the following formats?	Very likely		Likely		Somewhat likely		Not at all likely		N/A or don't know		Total	
The Boulder Daily Camera	35%	N=260	26%	N=191	23%	N=169	12%	N=92	4%	N=27	100%	N=739
The Colorado Daily	11%	N=80	15%	N=113	26%	N=190	41%	N=303	6%	N=48	100%	N=734
Boulder County Business Report	2%	N=12	8%	N=55	17%	N=121	65%	N=471	9%	N=68	100%	N=727
Inserts in the water utility bill	8%	N=60	15%	N=114	20%	N=144	48%	N=350	9%	N=67	100%	N=735
Mailings to your home address	26%	N=193	29%	N=215	23%	N=168	17%	N=126	4%	N=31	100%	N=733
Listserves (where you sign up to be part of a group receiving e-mails from the city)	10%	N=69	13%	N=90	18%	N=128	48%	N=345	12%	N=86	100%	N=718

Table 78: Question 14

Currently, an average single-family homeowner pays about $8 per month on their city utility bill to a fund used for flood mitigation projects and improvements to the stormwater collection system. Would you support increased taxes or fees to fund even more flood mitigation improvements?	Percent	Number
No	53%	N=384
Yes, up to double the current amount	43%	N=306
Yes, up to triple the current amount	4%	N=28
Total	100%	N=718

Table 79: Question 15

How would you rate the Boulder city government's response to the September 2013 Floods?	Percent	Number
Very good	32%	N=242
Good	47%	N=351
Neither good nor bad	12%	N=90
Bad	2%	N=15
Very bad	2%	N=12
Don't know	5%	N=38
Total	100%	N=749

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Table 80: Question 16

The library offers or is considering offering the following programs and services some with access from home. How likely are you to use each?	Very likely		Likely		Somewhat likely		Not at all likely		N/A or don't know		Total	
Streaming or downloadable movies	32%	N=237	19%	N=140	16%	N=121	27%	N=203	5%	N=39	100%	N=739
Streaming or downloadable music	24%	N=177	16%	N=115	19%	N=138	36%	N=262	6%	N=44	100%	N=735
Downloadable e-books and/or audiobooks	33%	N=244	22%	N=160	17%	N=127	23%	N=171	5%	N=39	100%	N=739
e-Magazines for computer, tablet or phone	21%	N=157	15%	N=109	22%	N=160	36%	N=265	6%	N=44	100%	N=734
Online video classes/courses	15%	N=110	17%	N=123	27%	N=198	35%	N=260	6%	N=44	100%	N=733
Research databases for school or business	19%	N=137	18%	N=135	23%	N=165	34%	N=246	6%	N=47	100%	N=730
Literary, film, or concert programs	17%	N=122	23%	N=169	27%	N=200	28%	N=203	5%	N=36	100%	N=729
Dance, theater, history or science programming	17%	N=122	22%	N=153	25%	N=174	30%	N=209	7%	N=50	100%	N=709

Table 81: Question 17

Are you eligible to have an Eco-Pass, an annual pass that allows you unlimited bus rides? (Please check all that apply.)	Percent	Number
don't know if I am eligible for an Eco-Pass	26%	N=191
no, I am not eligible for an Eco-Pass	26%	N=194
yes, through my employer	21%	N=155
yes, through my neighborhood program	10%	N=74
yes, a CU Boulder student Buff One pass	11%	N=81
yes, a CU Boulder faculty/staff Buff One pass	7%	N=52
yes, other pass:	2%	N=12

Total may exceed 100% as respondents could select more than one answer. Verbatim responses for "yes, other pass" can be found in Appendix B: Verbatim Responses to Open-Ended Questions.

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Table 82: Question 18

On average, how often do you use your Eco-Pass?	Percent	Number
I did not pick up my Eco Pass	18%	N=66
Less often than once a month	20%	N=76
About once every two weeks	10%	N=39
About once a month	10%	N=36
About once a week	11%	N=40
More than once a week	32%	N=119
Total	100%	N=376

Table 83: Question 19

If you have school-aged children in your household, how likely would you be to purchase discounted transit passes similar to Eco Passes for them?	Percent	Number
Don't have school aged children	80%	N=559
Already have neighborhood Eco Pass for whole household	2%	N=11
Very likely to purchase for school age children	6%	N=41
Likely to purchase for school age children	3%	N=19
Somewhat likely to purchase for school age children	4%	N=26
Not at all likely to purchase for school age children	6%	N=39
Total	100%	N=696

Table 84: Question 20

If a city-wide Eco Pass program were available, how likely would you be to purchase discounted transit passes similar to Eco Passes for your entire household?	Percent	Number
Very likely	29%	N=209
Likely	17%	N=121
Somewhat likely	24%	N=173
Not at all likely	30%	N=215
Total	100%	N=719

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Table 85: Question 21

Do you have any other comments you would like to make?	Percent	Number
Homeless population issues	12%	N=31
Municipalization of utility concerns	4%	N=10
Eco-pass and public transportation	21%	N=54
Cost of living and housing costs are too high	10%	N=25
Boulder is a great place to live	8%	N=20
Parking, roads, traffic and traffic control	4%	N=10
Flood mitigation	4%	N=10
Comments about questionnaire	8%	N=20
Parks and recreation	6%	N=16
Don't know	3%	N=7
Other	22%	N=58
Total	100%	N=261

The verbatim responses can be found in Appendix B: Verbatim Responses to Open-Ended Questions.

Table 86: Question 22

About how many years have you lived in Boulder?	Percent	Number
One year or less	11%	N=83
2 to 5 years	30%	N=226
6 to 10 years	18%	N=138
11 to 15 years	6%	N=48
16 to 20 years	7%	N=53
More than 20 years	27%	N=200
Total	100%	N=749
Average number of years		*14.09*

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Table 87: Question 23

Are you employed?	Percent	Number
Yes	79%	N=585
No	21%	N=158
Total	100%	N=743

Table 88: Question 24

Where do you work?	Percent	Number
Boulder	81%	N=465
Louisville	4%	N=24
Broomfield/Interlocken	1%	N=7
Denver, excluding Tech Center	3%	N=18
Tech Center/Southeast Denver	0%	N=1
Other	5%	N=28
Lafayette	1%	N=7
Longmont	2%	N=12
Jefferson County	2%	N=14
Total	100%	N=577

Table 89: Question 25

Do you work at your home?	Percent	Number
No	62%	N=380
Yes, my business is out of my home	11%	N=69
Yes, I always work at home instead of my employer's location	2%	N=13
Yes, sometimes I work at home instead of my employer's location, sometimes at my employer's location	23%	N=139
Other	2%	N=11
Total	100%	N=612

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Table 90: Question 26

Are you a full- or part-time University or college student?	Percent	Number
No	84%	N=629
Yes, at the University of Colorado Boulder campus	13%	N=96
Yes, at Naropa	1%	N=9
Yes, somewhere else	2%	N=18
Total	100%	N=752

Table 91: Question 27

Please check the one box that most closely describes the type of housing unit you live in.	Percent	Number
A detached single family home	38%	N=290
An apartment in an apartment complex	33%	N=252
An apartment in a single family home	2%	N=14
A condominium or town house	25%	N=185
A mobile home	0%	N=0
Group quarters (sorority/fraternity house, dorm, nursing home)	1%	N=4
Other	1%	N=10
Total	100%	N=754

Verbatim responses for "other, please specify" can be found in Appendix B: Verbatim Responses to Open-Ended Questions.

Table 92: Question 28

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.)	Percent	Number
Rent	51%	N=380
Own	49%	N=369
Total	100%	N=749

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Table 93: Question 29

Do any of the following live in your household?	Yes		No		Total	
Children aged 12 or younger	16%	N=105	84%	N=570	100%	N=674
Teenagers age 13 to 18	11%	N=68	89%	N=580	100%	N=648
Adults age 65 or older	18%	N=114	82%	N=533	100%	N=647
Anyone with a long-term disability	4%	N=28	96%	N=592	100%	N=620

Table 94: Question 30

About how much was the TOTAL 2013 INCOME BEFORE TAXES for your household as a whole?	Percent	Number
Less than $15,000	11%	N=79
$15,000 - $24,999	9%	N=65
$25,000 - $34,999	8%	N=56
$35,000 - $49,999	10%	N=69
$50,000 - $74,999	15%	N=108
$75,000 - $99,999	13%	N=93
$100,000 - %149,999	16%	N=112
$150,000 - $199,999	8%	N=57
$200,000 - $249,999	4%	N=26
$250,000 or more	6%	N=45
Total	100%	N=710

Table 95: Question 31

Do you have regular, convenient access to the internet?	Percent	Number
No	3%	N=20
Yes	97%	N=727
Total	100%	N=748

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Table 96: Question 31b

Where? (check all that apply)	Percent	Number
at home	97%	N=675
at work	64%	N=447
on a "smart" phone or PDA	69%	N=483
a public facility (e.g. library or school)	27%	N=189

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

Table 97: Question 32

What is your age?	Percent	Number
18-24 years old	13%	N=97
25-34 years old	35%	N=262
35-44 years old	13%	N=99
45-54 years old	15%	N=114
55-64 years old	10%	N=74
65-74 years old	8%	N=64
75 or older	5%	N=41
Total	100%	N=751

Table 98: Question 33

What is the highest level of education you have completed?	Percent	Number
0-11 years, no diploma	0%	N=3
High school graduate	3%	N=22
Some college, no degree	13%	N=96
Associate Degree	2%	N=18
Bachelor's Degree	39%	N=292
Master's Degree	29%	N=217
Doctorate Degree	14%	N=105
Total	100%	N=754

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Table 99: Question 34

Are you of Chicano/Chicana/Mexican-American, Latino/Latina, or Hispanic origin?	Percent	Number
Yes	6%	N=45
No	94%	N=687
Total	100%	N=732

Table 100: Question 35

Which best describes your race?	Percent	Number
American Indian, Eskimo or Aleut	2%	N=17
Asian or Pacific Islander	4%	N=29
Black or African American	2%	N=16
White	91%	N=666
Other, please specify	4%	N=32

Total may exceed 100% as respondents could select more than one answer. Verbatim responses for "other, please specify" can be found in Appendix B: Verbatim Responses to Open-Ended Questions.

Table 101: Question 36

What is your preferred language?	Percent	Number
English	97%	N=729
Arabic	0%	N=0
Chinese	0%	N=0
French	0%	N=3
German	0%	N=1
Hebrew	0%	N=0
Italian	0%	N=0
Japanese	0%	N=0
Other	1%	N=11
Korean	0%	N=0

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What is your preferred language?	Percent	Number
Mia, Hmong	0%	N=0
Portuguese	0%	N=0
Russian	0%	N=1
Spanish	0%	N=3
Vietnamese	0%	N=1
Scandinavian languages	0%	N=1
Total	100%	N=750

Verbatim responses for "other" can be found in Appendix B: Verbatim Responses to Open-Ended Questions.

Table 102: Question 37

Did you receive help completing this questionnaire in English?	Percent	Number
Yes	2%	N=4
No	98%	N=181
Total	100%	N=185

Table 103: Question 38

What is your gender?	Percent	Number
Male	51%	N=379
Female	49%	N=365
Total	100%	N=744

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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 7. Do you have any other comments about the job that the City of Boulder is doing?

Improve communication efforts and make efforts to listen to all residents

- A bit too heavy handed for me.
- Do you offer a newsletter via email?
- Don't just listen or respond to the usual crowd try to bring in more diverse opinions. Have city council members more responsive to everyone
- Elitist takes advantage of inside info. Macon cowles and selling his home. 10 cents per plastic bag, new roofs.
- I cannot believe the planning board is so shallow, and special interest oriented
- I feel that boulder city council is run by an elitist group that doesn't reflect the values of the majority of the residents. I believe term limits would be a good idea, to eliminate the "lifers" on council.
- I sometimes feel that although the city and parks/rec do gather feedback it is often irrelevant as decisions have already been made.
- I think the city makes up its mind proceeds in that direction. Regardless
- I think the council's actions reflect the values and opinions of only the liberal green, wealthy segment of a varied (in every way) city of 100,000 honest!
- It is not clear to us who makes policy decisions for the city government, the staff or council? Staff appears to be in a strong policy role for which they have very little business - economic experience.
- Lid was poorly presented at election time; issues were hidden and not openly discussed. How could boulder tax $ for lid be spent on other projects and no accountability.
- need to be more transparent and update its operations
- New to neighborhood, pamphlet on civic opportunities would be helpful
- Poor communication re:reentry of ses offenders (several) from prison. Note- assault in holiday neighborhood
- Seems to be run by a clique of people pushing their own agendas and not open to differing views.
- Since i discontinued the paper (daily camera) I am winging my answers strictly on my own experience plus some news heard on kgnu radio so I am not really that aware of city of boulder government news.
- The city council appears to listen only to those pushing a liberal agenda. How about some balance?
- The city council does not pay attention to res. Needs and concerns
- The city does a very good job getting input and feedback from residents but then ignores it. Example: columbine park, where are the promised swings, slide and turtle?
- The city of boulder is good at sending out questionnaires whether by phone or mail. I never see any results.
- They city can be heavy handed with residents.
- Too responsive, reactive to citizen complaints, enable whiners. Tries too hard to solve peoples problems

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- Would be nice if city council didn't read pre-prepared statements after listen to public comment

Concerns with municipalization of utility

- Against municipalization! Strongly!
- Can't run a utility company.
- Council spends too much time on forcing their will on municipal energy on the citizens of boulder. I believe most prefer excel.
- Do not agree with taking over excel
- Doing a good job overall, but forget forcing excel out of power business.
- Don't get into the electricity business!!
- From info. I have, I feel electric municipalization is a poor direction for us to go in.
- Gambling on the cost to consumers taking over excel's customers with the city
- I am terrified by the city's intention to assume management of electric power service.
- I don't live in the city of boulder so I don't get to vote in city council elections. Or the electrical municipality but I'm impacted by the decision making this is a sore issue.
- I do not live in the city although we are on city water and subject to utility situation and the lid.
- I find it laughable when the city says it already runs a utility, when it speaks about municipalization, I wasn't aware that the electrical and was a gravity fed system like the city's water and waste water, storm water utilities.
- I think it doesn't understand the complexity of running a municipal utility and will make a mess of it.
- I think that taking over the electric utility is a huge mistake and not the best way to achieve the stated objective.
- I think the city taking over excel is a huge mistake.
- I voted against municipalization as did almost 1/2 of boulder i resented the city's giving only lip service to no. Boulder homeowners very comprehensive objections to adding homeless housing to problems in their neighborhood.
- I'm still not convinced that a municipal electric utility is a good idea, but I trust the city government to make the right decisions for the city.
- Leave my electricity alone, I like excel
- Really feel municpilization is not the way to go. The city is facing it down our throats.
- Stop wasting public money on the electrical muni boondoggle.
- The city has lost focus of basic needs because of its emphasis on municpilization. It is wasting money that could improve needed sem.
- The city has no business trying to become a utility and spending millions in litigation in the process
- The City of Boulder has no business taking the electric utility. We are being well served by XCEL. The city has not enough resources to cope with storm-caused repairs and the city council won't leave rates alone because they will use rates to force environmental agendas on the citizenry. Even though the citizenry forced this through it was the electors at the University who don't have a stake in the day-to-day operation of the electric utility that forced the program on property owning citizens.
- The mun. Is a big mistake. Access to a variety of housing is an issue.
- The muni is a disaster in the works.
- Too much emphasis on municipalization and environment, not enough on human services and quality of life.
- Trying to develop and run energy delivery for the city is unrealistic and idealistic, it could be financially disastrous.
- Trying to start a municipal utility is crazy

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- Waste of time and money. Spending $1,000 to save a prairie dog. Thinking you can do better than xcel
- Wasting $ trying to be own utility. Need $ for sidewalks and streets
- Wasting money on municipalization. Invest in energy conservation not old poles!
- Wasting money on trying to take over energy production
- Wasting too much time and money trying to form municipal utility does not seem to be working with neighboring towns or county areas.
- When I disagree with city policy it is because I want to continue using xcel and gunbarrel is forced to accept city policy without a note. Also 30th and pearl is very over developed now.

Pleased with city government and city government actions

- Boulder has done a great job of maintaining and purchasing new open space since the 1970's I moved here in 1979 and the open space, parks and bike paths make it a great place to live.
- Boulder is very nice due to its local gov't and quality people and high education.
- Everything is well
- Go municipalization!
- High 5 for the flood response
- I feel good about boulder views and man. It offers
- I have lived in boulder for 5 1/2 years and still love my experience.
- I love Boulder
- I love living in Boulder. Property Laws are a little bit ridiculous. Great active community.
- I think boulder does a good job in fostering a healthy community.
- I'm really glad I live here. I was quite impressed with how the city handled the flood.
- It's very good
- Overall I am very pleased. Need to do more to stratify incomes in the future
- Overall pretty good. More focus on youth activities and more focus on developing a more active night life.
- Really great except the decision to not allow nablus to become a sister city, also teacher salaries should be higher.
- Thank you firefighters!
- The city does a great job in communicating with and engaging with the community
- The city really tries to communicate and inform and educate residents using various media and forms. Kudos!
- There are a lot of things I am unaware of because i don't have time, but it seems boulder is doing really well! Nature, is important tone, thank you
- We have been very satisfied with the city fares and public works in addressing issues that we have/had
- Would prefer not to have any issues with them.

Concerns about traffic, transportation planning and street maintenance

- Constant frivolous road construction, notoriously inept fire dept, ridiculous additions of traffic lights! Pedestrian lights, were getting patronized and $ wasted
- Coordinating road work often blocking multiple avenues into boulder at once instead of spacing properly.
- Excellent information and management of roadwork projects (Arapahoe, Pearl, Broadway)
- I really like the median plantings. Table mesa and Broadway needs work, but other roads good.
- I think the pedestrian crossing without a traffic light, where you push the buttons are very unsafe. Often times pedestrians path the button and immediately cross, and i have to slam on my brakes. I also feel unsafe using them as a pedestrian, both lanes of traffic do not stop always

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- More needs to be done about traffic congestion, including development that continues to impact traffic.
- Need to manage downtown traffic better. Do we really need 4 new hotels?
- No constant approach to traffic control, left turn arrow in particular, yellow flashing turn arrow, really??
- No onward, which there would be a better way to take care of manage the street people, they seem to be increasing fast in numbers.
- Open space management is fantastic. Transportation management not so much.
- Poor planning of public parkways, beautification of mediums etc.
- Some things needed in the 1950-1980's neighborhoods: cleaning, repair, road repair, sidewalks repairs, the recent big flood showed bad sewer mains in no. Boulder east of Broadway.
- Street maintenance in neighborhoods is poor and the manager of that department is relatively unresponsive.
- The city could use better policing of road rage and aggressive drivers.
- The city is getting too crowded. The roadwork everywhere is not helping
- The disruption and cost of pedestrian enhancements, especially around cu seems to be a poor use of resources , us students continue to ignore traffic signals, cross mid. Block…be 20 somethings
- There needs to be a crosswalk with blinky lights at 30th between iris & Glenwood. The light at Glenwood is poorly timed so people have to cross the street when traffic clears to get to the shopping center on the west side of the 30th as well as all the bus stops.
- They screwed up expansion of Arapahoe Ave. Narrow lanes with bike paths and sidewalk poor use of space.
- Traffic and Parking are a huge issue, I usually shop out of Boulder because of it
- Very tired of seeing photo radar vans in town.
- We intensely dislike the traffic cameras at intersections. The giant road signs indicating travel time to Westminster are unnecessary and obstructive

Concerns about cost of living

- Boulders city taxes are way too high on property, personal and business!!
- Cost of living is ridiculous compared to what employees will pay. Wages for most average folks $10.00
- Espically appreciate the affordable division. More real estate caps will continue to diversify our community
- I am concerned that the City Council reflects the wealthy residents and their own pet projects. This community is not nearly as diverse as it should/could be, and although they pretend to be concerned/aware of this, policies continue to reflect their ignorance of a significant, voiceless part of the community. Why is this town so white?
- I feel the city is best suited for wealthy individuals . The average person can't even shop in town most shopping is specialty stores
- I think that their doing a very poor job every year my rent goes up and now I have to leave the city of boulder, cause I'm paying more than i should.
- Interested in a salt water pool at rec centers. Cost of living and buying a home is high. Whit low income services comes a gap where it is more difficult for a middle income family to buy a home.
- My fear is that the city is becoming too elite and expensive facing a crisis similar to San Francisco. Not my little home town anymore.
- Parking needs greatly improved. Newer homes need built. Costs need decreased. All crosswalks need lights signals etc!!
- Problem with increasing apartment rent.
- The disparity between wealth and the other 99% is extremely distressing to me in boulder. Lots of rich people, crumbs shared by everybody else.

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- The only goals of city .gov and council seems to be increasing the property values of a handful of elite whites. The occasionally meaningless symbolic gesture that doesn't change anything is the only variance I see from these goals.

Concerns with too much development/growth

- Building guidelines for homes seem unfair. Restrictions placed on some while others build whatever they want, don't understand.
- Constantly expanding building and generally taking up land with commerce is not a good thing.
- Difficult challenges with diverse desires of community, generally i wish they would restrict growth development
- I disagree with the amount that the city council ignores the height ordinance and exempts future building from it.
- I feel you are letting buildings get too tall.
- I'd like less growth. The economy is not why i'm here. Lifestyle has considerably degraded over last 3 decades.
- Please- less density. This town in which I have lived for 35 years is becoming much too dense!! / Please stop the construction/destruction of this town...Though I fear it is too late.
- Promote too much development
- The city is too focused on business to the exclusion of people who live here. Many neighborhoods are declining due to increased traffic and subsequent loss of existing treasures like 4th street.
- There is too much emphasis on development and not enough consideration put towards preservation, what it is that makes boulder special
- Too many high rise buidings blocking out scenic vistas that made boulder unique.
- Too much urban development, bigger isn't always better. Its either high rise or large yard, more inbetween, would be good!
- Would it be possible to slow the growth of commercial building? Would that be feasible? Would it be possible to discourage the extended use of the municipal campus/ library area by homeless and transients?

More attention to helping the homeless

- Close libraries a few days or provide social services for the primary user at bpl, homeless, transient
- Do something constructive for the homeless the shelter concept is invalid.
- Do something to discourage the begging/loitering/camping going on at boulder creek and downtown boulder
- Getting too restrictive on people and development. Nanny state mentality. Get the homeless off the downtown areas, stop making boulder so nice for them.
- Homeless: I do not fear these people nor find there unsightly. I do object to how we are considering this issue. Need more creative ideas.
- I am a mother of a 3 year old. My biggest concerns are the homeless population in parks, on trails, and at the library, making us feel unsafe. Also passing progressive ordinances regarding the safety of bears and humans in interactions, as well as healthy environments like the no smoking bans... good! I'm also very pro-bicycling and hope for continued efforts to improve safety and involvement
- I don't go to the main library anymore, I don't feel safe in there….. I think this is a real problem
- I see homeless as the #1 thing boulder needs to address. The number of homeless people in our community is heartbreaking.
- -I think the city should put a high priority into addressing the transient/homeless population issues. It seems to be on the rise. / -I think housing type selection could be improved. It seems most new development is either dense apartment or condos with n
- I would like to see a community kitchen that helps feed hungry people and that also provides take home groceries. Also another program that helps people find jobs and offers education to those in need.

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- I'm highly concerned with homelessness in central park and library area. This is a beautiful, central part of community, ruined by their drug abuse and disruption
- Lack of enforcement with people sleeping and camping along boulder creek. Heavy disregard by transients on a daily basis of rules and regulations. Few city patrols
- More attention /govern. Needs to be paid to homeless/vagrants loitering/ asking for money/smoking pot in public areas and streets.
- More needs to be done about helping the homeless off the street and into jobs.
- More social programs to aid the homeless , please!
- Our city is attracting transients to our downtown, we provide too many feel good services and need to refer them to mental health and substance abuse program.
- Our transient population occupies many downtown city areas and prevent the law abiding tax payers from enjoying our city. It is out of control! I hate having to walk downtown with my family when I know I will be approached many times by beggars! Can we please take back our city parks?
- Pan handlers, solicitors need to be banned.
- Please do what you can to make the park outside your offices safe and respectable again. Way too many homeless people there.
- Something needs to be done about how many homeless people are all over boulder begging.
- Sometimes, particularly with respect to the homeless population, I do not think Boulder lives up to its liberal, kindly image. I would be very likely to attend meetings, write letters to the editor, etc. if proposals to cleanse certain areas of the homeless were to come before the city council.
- Terrible job at monitoring homeless in boulder. Police rarely respond to sleeping homeless or groups of homeless begging for money near Dakota Ridge. Too many homeless on corners and throughout all of boulder.
- The city needs to address transients. I don't feel safe walking to work in the early morning. Transient yelling at the top of his lungs at Broadway and canyon. Another transient yelling on the corner of 9th and pearl everyday at lunch. I won't walk over there anymore. Transients congregating at the bus terminal. It has gotten worse over the years.
- The city needs to take some action on dealing with the transient population. All of the city parks are overrun with impaired, obnoxious transients.
- The panhandlers all over the municipal campus and about every adjacent corner leave a poor impression of the city. Don't facilitate bad behaviors.
- The two things that come up for me: / 1. The elk shooting happened right around the corner from my a apartment. Made me feel unsafe that our law enforcement had the audacity to do this and that the initial response from the city was poor. / 2. Due to the very high number of homeless I feel unsafe in many areas around the creek path around and after dark. It is also upsetting that there isn't anything done to try to discourage them from panhandling and/or loitering on the pearl street mall and around the creek path.
- Would like to see a decrease in groups of transient people taking over public-family spaces.

Improvements for snow and ice removal

- Could use more help / follow through with hoa's and snow removal/ building code laws
- Enforcing sidewalk snow removal
- I feel the snow and ice on the roads should be cleared more often. For safety reasons
- I love living in boulder. Please do a better job of plowing side streets. Please fix roundabouts on pine st. They are somewhat unsafe, people don't drive them carefully
- Lack of enforcement for the law for people to shovel sidewalks infront of their houses, its not safe after snow/ice to walk
- Plow the roads when it snows!
- Response to snow removal is terrible.
- Snow management is terrible

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- Snow plowing among the worst cities in usa. Don't keep the roads clear. Go to the ne and learn how its done.
- Snow removal could be enforced.
- Snow removal is inaddequate at best. Worst city streets.
- Snow removal is terrible! All other front range municipal. Remove and plow snow. Boulder is dangerous after snow, even a week after.
- Snow removal needs improvement.
- Snow removal terrible, wasting water and $ on mediuns and other areas, watering weeds!
- The only thing that could be improved is snow clearance. Roads in our neighborhood are frequently dangerously slippery
- When the snow plows plow the city streets, they need to also plow on street bike lanes instead of piling all the sow there forcing bikes to deal with extended ice or merge with traffic.

Housing concerns

- Affordable housing should be #1 priority, followed closely by social services.
- build more single-family homes that professors could buy on their salary in nice neighborhoods -- many creative professionals are forced to live outside of the city or in rentals/condos
- Community does not offer affordable (small) housing opt. For seniors and minorities. Both rental and purchase.
- Do not approve of high density housing that continues to be developed. Specifically in north boulder.
- Housing density seems like the only value. Parks is not keeping up and what will traffic on 28th and 30th street be like when the transit village is done?
- Housing options for middle class is poor. More lenient adu in homes would facilitate middle class housing options.
- I feel that city should do more about slum lords
- I support the continued expansion of low income housing options in boulder
- I think boulder has allowed way too much residential development before planning for it. Traffic is egregious, i regret moving downtown, now.
- Many of us are concerned about the number of new apartments going up for traffic reasons. Many residents will have 2 cars per apartment, what does that do for Broadway, foothills, downtown parking? Etc. Please watch what happened in Washington dc. Fairfax!
- Move mixed use housing-low income opps. The trailer parks could be eliminated.
- Need more mid-low income housing. This town is like NY city!! More bike lanes on streets. Multifamily compost!
- Need to plan for higher occupancy in housing as currently requested in the future needed housing.
- Way too many low income affordable residences, city cheapened by the large, national business: Yankee candle, Walmart, etc.
- We need affordable housing like the ones offered by the boulder housing coalition and we must do away w/occupancy limits and parking reg. And housing developments.
- We need more affordable housing

Increase economic development/local economy

- Boulder does a great job of getting business in, poor job of keeping it as businesses grow.
- I'd love to see more development (retail, restaurants) in north boulder and less affordable housing. More shopping areas like Pearl Street.
- Improve opportunities for business growth, expand opportunities for mountain biking on city open space, reduce traffic congestion.
- Keep companies in boulder

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- Making job accessibility easy for everyone transparent, based on merits and experience not who you know.
- Over regulating businesses and constantly raising taxes that are too high then spending them on pipedream projects with no input from the people.
- Small business development could be strengthened
- There wasn't a space to include it online, unlike the paper survey. However, there needs to be more composting around the neighborhood of Eisenhower and Arapahoe. Also, we might as well mention it now. Between Arapahoe and Boulder, there's a few farm stands. It would be great to give support to The Second Kitchen Co-op, though they aren't soliciting this comment. They should be supported in expanding to East Boulder around Arapahoe and 55th to help people get organic goods in one place and to support the local economy. The Safeway in Boulder is a big chain. Supporting small groceries is essential and between 48th and 63rd on Arapahoe, there's nothing there.
- They city should do more to support local small businesses outside of downtown, eg. 28th st.
- You have cut out the middle class in this community and you show growth policy has been no growth.

Concerns about government spending, focus and regulation

- "If in doubt, pass a tax". Boulder considers itself progressive, but is very old-school: it just throws money at every issue. This lurches along because we have a piles of money, but is very unsustainable and unreplicable in any other city. / / NIMBY's run the town. They say "No" to outdoor recreation, "No" to contemporary development, "No" to essentially anything that will move the town into the 21st century - "Just Say No" didn't work for Nancy Reagan and won't work for us. / / Boulder became great because of bold and creative ideas - freeze-drying the past will not take us into the future.
- City is way too intrusive in citizens rights! City is very poor at efficient us of taxes!!
- City spends too much time/effort/resources on social engineering and not enough on providing services for the entire community. Way too much emphasis on affordable housing, homeless bums, control of energy sources, garbage cans, mega-housing projects, bike/ped transportation, etc. and way too little effort on cheap, reliable energy, free-flowing auto transportation, market control of housing prices, supporting business success, encouraging major retail shopping, etc.
- Core government responsibilities are neglected for global affairs which is ridiculous when you think about it.
- Discussing this topic with a broad spectrum of friends, family and business associates from all walks of life, the common sentiment is "tone deaf" citizens want effective municipal basic services, not all the "feel good" efforts that distract from core responsibilities.
- East boulder rec. Ctr. Renovation. City of boulder habitually wastes taxpayers $ in unneeded projects ie. Electric municipalization, arapahoe rd. Project. Pearl st. Road project and 30th
- For the amount of taxes we pay, i'd like to see the rec centers updated and outside pools. We go to broomfield (paul derda) because their facilities are better
- I agree with funding police, fire but not library investments/renovations. Homeless population out of control-bike paths downtown and west boulder. Rents too high, need more housing and office space or will keep getting worse.
- I don't think it is ok that we spend money on surveys like this. But fail to improve roads in unincorporated areas
- I feel the City of Boulder does not spend wisely, is not equitable in how its resources are managed and is only interested in keeping the rich people of Boulder happy.
- I'd like to see more education on issues and community pressure to do the right thing rather than more ordinances.
- I'd like to see the city devote less time to idiologreal matters and more time making improvements for all who live here.
- Poor management and accountability of public funds.

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- Priorities skewed toward government control (energy infrastructure, transportation without cars, open space purchases, garbage cans, homeless-enabling, mega-housing projects, etc.) vs providing services (cheap energy, free-flowing traffic, market control of housing and shopping, getting scuzzy bums out of downtown, driving panhandlers away, etc)
- Stop wasting money relocating prairie dogs and on neighborhood traffic mitigation, (ie. Rotaries on small residential streets)
- Taxes should be spent only on city issues, not on problems other cities, states, and countries my have. Let individuals and other organisations do the "good works things"
- Too many laws inacted in boulder, it feels like micromanagement.
- Too many resources devoted to "extras" to little devoted to "basics" like roads, water and sewer
- Too many rules and not enough follow through. Rules that make sense aught to be enforced.
- Too much regulations and ordinances where education would serve better. Its becoming the "nanny" town.
- You spend a lot of time/money on low income. If i made a little less- boulder would be great.

Flood recovery concerns

- City must check conditions of sewer back up due to flooding
- Generally doing good, however, with respect to the recent flooding, it seems Boulder needs to be a little more proactive. There were creek beds that had not been kept clear of debris, that should have been the city's responsibility, and which caused major damage. Now, after the flood, suddenly, it's doubled in size in some area, but not followed through further down the stream, which would cause just as much damage in the next flood.
- Great job during the flood but what is the current status of improvements?
- Great on fires and flood and redoing the damaged landscape. Be more aggressive on removing prairie dogs.
- I felt the city was outstanding in the flood response.
- The city of boulder does many things very well and I love living in the city, two things in the last year have been so bad that it is hard to rate the city well. City council restrictive policies: re open space mtn park use. Handling, of commercial use of OSMP after the flood
- The city response to the September 2013 sewer backups has been ab. Poor.
- The COB government needs a complete overhaul. This city has no clue how to manage flood control. I ride my bike along Boulder Creek every day and up until the flood there was no hazard mitigation conducted along that waterway. As a result debris clogged the waterway and caused the flood waters to seek different paths other than the creek bed. This city thinks it can legislate carbon emission upon the citizenry -- a process that I am vehemently against. If they end up managing an electrical utility like they did the natural disaster of the September flood, God have mercy on all our souls. I'm waiting for Barker Dam to bust due to the ineptitude of this city government to plan for and execute a sound, common sense preventive management plan to maintain existing infrastructure rather than spend all its time and tax payer monies saving the planet from nasty carbon footprints and acquiring open-space. I still believe that the Boulder County Comprehensive Plan has artificially inflated the real estate prices here in our area so the average Joe cannot afford to live here. I have a few years left before I join the ranks of the retired. After living here for 56 years I plan on spending that well-earned pension outside of the City of Boulder. I can't wait to vote each and every time an election opportunity presents itself.
- The September flood was somewhat unexpected. Many residents felt helpless while they waited for answers and aid
- They need to pay more attention to multiunit rentals in the post-flood period
- We were flooded by broken sewer pipes during heavy rains, sewer system not updated for all new development, city took no responsibility. Loss to citizens.

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- When my neighbor was concerned in 2012 about potential flood water going through my neighborhood he was told "the water has to go somewhere!" so it went through my neighborhood just as the city planned!!

Other

- All my answers are now heavily tainted by the continued smell of pot from facility in gun barrel, it has ruined living here.
- Appreciate call back for weed control in neighborhood and traffic light problems.
- Boulder reservoir is bad. No power boating.
- Bus access to east boulder could be improved boulder res. should have boats in it.
- City is a head of citizens in areas like sustainability.
- City planners for remodels get too involved with design, keep to code issues. I like the uniqueness.
- Composting should be an option for all residents, including at apartment complexes
- Developers seem to be able to avoid zoning restrictions whereas residents have to obey. We support have the rec. Facilities even though we do not currently use them.
- I am treated badly as a senior
- I don't think a question are like this, gets to questions, mere is no possibility to explain why you answer as you do
- I feel like south boulder is treated like a unwanted step child. What about turning shannahan farm into open space?
- I feel more businesses need to be more gay friendly and provide a night life for gay women and men.
- I feel safe here. This is my first experience living in an apartment and i am enjoying living here. I know it is paroled in the evenings.
- I feel that the City of Boulder isn't doing enough to protect Boulder's image of being close to nature. Buildings are receiving variances to the height ordinances which are making the mountains harder to see. It's like there isn't a height restriction at all. Dealing with the fracking issue was a nightmare, had it not been for the citizens, tracking would have commenced on our open space. If you can't drink the water or see the mountains, are we still in Boulder?
- I fully support the city's goal toward zero waste. My household produces little to no waste as we reuse and recycle consequently, we don't purchase westerns trash, curbside option. I would be interested in utilizing/purchase only food waste collection which is not an option at this point. Other options would be helpful.
- I have mostly been involved in plastic/paper bags discussions. Could have been more aggressive. Development along hwy 36 is depressing too many shopping areas. Yuck.
- I support whole heardedly the shift to being our own electric municipality. We need to maintain an anti-fracking stance and spead knowledge of the damage fracking does. We must stand up to and against our gov. On this and consider getting someone else into the office if he insists on being blind to the truth.
- I walk to and from work nearly every day but this was not even considered in this survey. I am surprised that the city does not value walking as an energy efficient mode of transportation.
- I want to be more active in community politics. I should take more initiative to do so.
- I wish it was more racially and economically diverse.
- I would like to mention that you didn't rate safety on the creek path at night. After dark, I won't go anywhere near there.
- I would like to see safe bike paths, not lanes, connecting the neighborhoods around jay road to the city.
- Keep municipalization process going!
- Keep the city medical mm3 use only. Good job with the pot stuff.
- Love the facebook page!

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- More bike paths please! Not bike lanes, these are incredibly un-safe, the bike lane on iris? Really
- Not enough attention to problems of cu student behavior,- noise, trash in neighborhoods, too much help for cars, otherwise traffic city government.
- Not enough senior citizens discounts
- Not providing enough security to long term residents of boulder. People who have lived, worked, gone to school in boulder for years, decades.
- Offer more community programs, concert in park. Learn from Longmont.
- Paper/plastic bag fee at supermarkets is a misguided mistake.
- Parks rec centers open space are all very good
- Please do not allow ideal market to have noisy refrigerated trucks in parking lot.
- Please encourage landlords to make their properties energy efficient. Needs more enforcement
- Please incorporate the rest of gun barrel into the city. Our local business (IBM) are providing huge revenue, but we don't see any services to make up for heavy use.2
- Please. No electric bikes on multiuse paths. I am 81 years old and feel very unsafe on paths as they are now.
- Pleased with plan for city electric/utilities
- Promote volunteerism. The west side of morgan dr. Has numerous electrical outages. Can't this be fixed? Bury lines e.g. updating of park east park is very nice.
- Should allow electric bikes on all bike paths. I am over 65 and use my bike to commute and run errands my arthritis prevents me from using a regular bike.
- Somewhat difficult to determine as were in unincorporated boulder county vs. City of boulder
- The bike lanes/paths are wonderful! Keep expanding!
- The city attorney does not prosecute people who sell drugs.
- The city continues to give the impression that it is exceptional when in fact it resembles many places of similar socio economic condition
- The city seems to care more about regulating pot sales than reducing visibility and presence of guns.
- The co b has made itself accessible to college students and wealthy families. Everyone else is left on the wayside particular middle income 25-40 year old.
- The introduction of facilities selling recreational marijuana has been way too slow.
- The mayor and council members should be fired!!
- The police can be a little ridiculous at times.
- These questions need to diff. Between the direction given by city council and the job by city staff.
- Very well overall. It would be nice to have a safer, wider, better maintained bike paths (i.e. boulder to Longmont please!)
- We need more amenities for children baseball field, roller skating, bowling, water park etc. To attract families with children
- We should never kill our bears who are just trying to survive the hell with 2 strikes and their dead. I would pay more in taxes to always save them.
- Whenever contacting police regarding noise complaints the person at the call center and the responding police are polite and responsive to my needs.
- Why are employees union-makes no sense - does not hold them accountable.
- wish there were more opportunities for kids - children's museum or indoor play spaces

Don't know

- I don't live within the city of boulder so don't pay as much attention to specifically city issues.
- I read the daily camera online. That's about all I know.
- I was a nonresident for 30 years.

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- no
- None at this time

Question 10. Do you have specific comments about your quality ratings for these programs and services?

Concerns with congestion, traffic and roads

- 19th st between bluff and alpine is in need of repair
- Affordable housing is a waste of time and money. Enough open space, already. Fix the roads.
- Awareness for bikers and cross walk safety are major issues for me as a pedestrian
- Congested areas are not safe. 30th and pearl 28th and walnut. Canyon and 28th are all areas to avoid. Safer in Lafayette or Longmont. The ideas of old boulder are gone. It has become more pleasant to spend time and money out of boulder
- Far too much traffic in boulder.
- I do not think the city should worry of focus on pres. The "historic" character of poorly constructed 60-70 era like martin acres. Would like to see better traffic control on residential streets like lehigh st.
- In reference to police traffic enforcement bpd does not really do traffic enforcement. What they do is "traffic" enforcement which is really just drunk checking. Bpd need to be more honest about this.
- Minus 100 on all the work on our roads at the same time.
- Optimize lights to keep traffic moving. Bicycles should yield to peds on paths, no enforcement. Bicycles use both paths and sidewalks, dangerous and confusing.
- Roads and sidewalks are awfully in need of repairs.
- Roads are terrible. Neglect due to poor attitude toward basic government responsibilities.
- Street sweeping, need to inform neighborhoods so cars can be cleared from street for effective sweeping! Need to improve snow/ice removal on major streets!
- The city seems to believe making driving inconvenient will reduce traffic congestion….ha! Time to stop acquiring open space….ned to manage it! City historic preservation program is not protecting the historic character of our city.
- The corner of Euclid and 30th is very dangerous, it is a high density area. Students and also elderly from golden west. Areas near campus have lights you can press to cross street but city says the corner can't have one.
- Traffic circles are a waste and bad. Why wasn't Arapahoe 4 lanes from 63rd to 75th? Who ever came up with this plan should be deported.
- Traffic enforcement, noticing more cars running red lights. Please enforce posted speed limits! Perhaps a big town wide PR effort through radio, newspaper, etc. For a limited time period.
- Traffic in boulder is getting ridiculous. Expand the bus system, public transportation system.
- Traffic management and prospective road construction projects are a joke: see Arapahoe Ave between 55th and 95th- us 36/failed mass transit via RTD
- We are seniors and walk from our home near cu campus to many activities and that is great! But driving and trying to avoid bikers who use bike lanes, pedestrian's sidewalks and paths seem very dangerous.

Homelessness and lack of programs to solve this issue

- Diversity populous is low in the holiday neighborhood. Sex offenders and criminals being able to stay at the homeless shelter is a serious problem. Transients and criminals hang out in holiday-Dakota neighborhood during day and night.
- Bums, mentally ill and homeless have overrun main library and grounds. This must change. Main library should be safe, welcoming and clean at all hours of operations to families not to focus on disruptive vagrants!
- Do not concentrate homeless facilities in north boulder

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- Homelessness seems to be a problem in boulder.
- I have a concern about the vagrants in city parks. I don't feel totally comfortable in some areas with my kids (younger than 12) specifically downtown near library, creek area.
- I think boulder is a beautiful place to live and raise a family. It is unfortunate that the city has allowed the municipal campus and creek path to be overcome by the homeless-transient population. Those areas no longer feel safe nor are they enjoyable as places to spend time.
- Quit ignoring the homeless people. Be more protective with them because if you have nothing, you have nothing to lose, so they can be harmful
- Terrible response to calls on homeless living in Dakota Ridge-homeless wonder through neighborhood to camp in hills in open space and beg for money regularly at Broadway and 28th very dangerous.
- The homelessness problem is out of control. We need a way to determine whether a homeless person is a transient or a Boulder resident. Then we need to provide services to the latter but not the former. The no-camping ordinance is a good one and should be enforced. As it stands now, the homeless are trashing the parks and streams and making them unattractive to everyone else. I assume that Boulder's attractiveness as a tourist destination is important to the community and especially to businesses, and we need to stop being a homeless person magnet to remain a tourist destination. We need to find a way to treat Boulder residents who become homeless in a humane way, but without offering the same to homeless people from other communities.
- There is a need for more policing of homeless/ vagrants loitering/ asking for money/smoking pot in boulder public areas.
- Too much pan handling on Pearl St mall. Library and muni campus over run by transient types.
- Your support for homeless people is too much. The shelter is located in one of the most affluent neighborhoods causing crime to go up there and impacting property values.

Housing issues and lack of affordable housing for low and middle class

- Affordable housing it's too hard to create. Too hard to find affordable housing if you not wealthy. This must change!
- Affordable housing programs for low income do exist but wait list are lengthy. Affordable housing for middle income folks seems to be difficult to find, I know that if we had not purchased our home in the early 90's we would be living in another community. Aging out in our home may not be an option.
- Affordable housing programs keep middle class people the same or worse by not letting them experience $ appreciation when they sell like the rest of us.
- Affordable housing seems to limited to families and people without pets. Single people with pets need affordable housing too.
- Affordable rent for middle income population declining as city becomes more congested it will get worse ie. Higher demand to rent.
- Again high density condos/apts. / houses there are too many. Needs to be more space/land preserved instead of allowing developers to do this for their own benefit.
- Although there is a lot of housing in boulder, there is bad access to it. Primarily through cost (too high) and very low vacancy rates, hard to find a place available.
- Apartment rent is too much.
- Boulder is better than most places. But like everywhere else, the wealthy and there ar a lot of them here. Get better services than the poor.
- Boulder is too expensive for most people who are n. To live in. I've lived in boulder for 10 years and i am leaving because it is too expensive to pay for housing.
- Boulder tries to do too many things, and ends up doing many of them poorly. Boulder is pricey and elite as a result of long-term city policies to reduce housing options and throttle development. Fine, that's the Boulder brand. Don't compound the problem by extorting money out of builders so the City can get into the business of running subsidized housing. just one example

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- Do not get or stay in the housing business.
- Even residents with an above average income are strained with high rent
- Excellent services provided by boulder city affordable housing program, particulary allyssa ostrander and bonnie logan
- Housing cost (renting and owning) are way too high for a middle class person working in boulder
- Housing for middle income not a focus. Hard for me to find quality rent at reasonable price. Focus student and low income.
- I know of abuse of the low income housing program by acquaintances. People should not be allowed to rent out permanently affordable housing units while they live elsewhere for extra income. Abuse should be checked.
- I love boulder and all it has to offer, but i rate some questions harshly because it seems inaccessible to live here. I bought my condo almost 5 years ago and my husband and i make a very decent living but do not qualify for any of the housing programs and cannot afford a single family style house. And even when we did have 100k and for a down payment. I'm not sure its right to spend 500k on a home. Seems like a town only for millionaires. For that reason i wouldn't be surprised if we left in 6 mos. To a year.
- I think the city needs to focus more on low income housing and the police need to have a great presence downtown. The main library area doesn't feel safe.
- I wish there were more middle income jobs and housing opportunities get Walmart out!
- I'm on disability and have looked for low income housing for 2 1/2 years. With no success. 3/4 of my income on ss goes strictly for rent. I also care for my grandchildren. And if i don't find help soon I and my family will be homeless.
- It is very difficult for middle income individuals (not families) to find affordable housing within boulder city limits.
- It seems that the City of Boulder is very concerned about low income people, but neglects the middle class.
- Many I have yet to try out dut to the feet. I have only lived here 1 1/2 years while working and going to school. Cost of living could be cheaper. Important so that people of my financial status can live here.
- Middle income housing (50k to 80k) nonexistent in boulder, no housing options for 65 moving to area
- More affordable housing instead of constant development of high end homes making it less and impossible to live in boulder without money.
- No middle income housing and a housing monopoly by property management co. Snow plow residential streets!! Please!
- Regarding housing much of the city is centered at cu, and the students pay a lot to attend. We need more affordable student housing within a reasonable distance from campus
- Should be more housing for low and middle income people. / Ice and snow removal on sidewalks not done and not enforced.
- Sometimes i wonder if people in affordable housing need to relocate due to their finances improving. How do you figure that out? Some have nicer vehicles than regular tenants.
- The over occupancy regulations need to change to create more affordable housing for low-mid range incomer.
- There is much I don't have enough information and comments on. I feel the middle class is over looked in boulder. For instance that kindergarten is not free is a sign that the middle class struggles here.
- There is no affordable middle income housing in boulder. Traffic flow is a mess! Time the lights. The flashing yellow turn arrows are confusing and hazardous!
- There needs to be affordable housing options for families. I am a teacher my husband works at n. And there is no way we can afford to buy a house in boulder. I have significant savings excellent

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credit yet i am unable to buy property in this town. We are renting a 2 bedroom apartment but will move next year because we have a new baby and it's too expensive.

- There should be more effort put into housing not free but good quality and affordable housing for all.
- This is a very expensive town to live in. And the standard wages at many businesses do not reflect this.
- To explain my quality and importance ratings, with imagination many of boulders public goals can be funded privately to reduce city expenses and taxes. For instance many affordable housing units will be provided if small units more occupants per unit, and more units per. Acre are allowed. The county might also be encouraged to allow these and related uses on less expansive land. If these developments are screened by landscaped parkways, existing open spaces could be used to connect to many more city and county neighborhoods, shopping areas and workplace, with trails and bike paths, and mountain views maximized for all these and neighboring uses. Optimum building safety investments will be fully funded by insurance savings so this information and proof of adequate insurance could improve safety and compliance, while greatly reducing inspection costs. A far more basic suggestion, planning and building procedures allow the rights and the protections of neighbors to remain forever certain. Bitter disputes, potential abuses, favoritism then corruption will continue to increase as the economic stakes increase. By retaining the reasoning of all participants, those that seem fair and pleasing to most participants will emerge. Subject to these reasons, new projects will increase the flexibility to provide attractive buffers, compensation and other imaginative solutions. We will also restore the rule of law and a genuine sense of community.
- We need more affordable housing for the working poor.
- We need to support the middle class more. A lot of programs seem to publically support homelessness and low income.
- What happened to train serv. To Denver and DIA? Seems like there are plenty of low income affordable housing options, not much for middle income.
- Your median income people are starting to fall through the cracks. No one even notices. You have the poor and immigrants and the rich. The median groups are being downsized and groceries have been largely unaffordable.

Increase police presence and quality of police and safety

- As a pedestrian, I am most afraid of bikers and dogs, all running amuck, each doing whatever they wish. No obvious police or law enforcement.
- Bikers need to be ticketed for traffic violations.
- Boulder police and prosecutors are awesome. Fair, professional. If boulder is going to spend millions of dollars on open space that sends housing prices thru the roof it must provide housing opportunities for homeless. Very off balanced priorities.
- Boulder rural fire dept. Is amazing. They are very responsive! Trash removal and sidewalk plowing in Gunbarrel needs to be enforced.
- Fire dept. Is an industry wide joke. Amr is know for its poorly equipped staff. Our police dept. Has got to solve high profile crimes but concentrate their energy on traffic stops. Were an embarrassment.
- For the taxes we pay services are poor, police are bullies, setting speed traps to make $ for city. Too much crime, police should spend time dealing with terrible drug problems here. Lack of support by city for flood victims
- I am curious as to why a fire engine responds to a request for a paramedic. It appears to be a waste of resources. It sure seems to cost a lot to provide potable water (for average quality)
- I believe that police and fire protection is as good as it can get, the city should not spend more on either. Photo radar will still increase revenue without adding more people on city payroll.
- I don't like photo red lights.
- I have enjoyed the increase of police officers on the pearl street mall.

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- I have had great interactions with the police and firemen in some very unfortunate experiences, very professional and helpful
- I have never seen a police officer on foot on the Pearl St. Mall or 29th st mall or anywhere else. They are always in cars or on motorcycles.
- I see a lot of reactionary responses to crime, not prevention.
- I think the police need to enforce the laws about drivers parking in fire lanes. There's a big problem in willow springs shopping center between murphys and the gym. Cars (abo's employees) also park on sidewalks with handicapped ramps in the same shopping center.
- I think there should be police on Pearl St. Mall. This area feels somewhat unsafe day or night.
- I would like to see more of a presence in the community between government officials and employees like police and fire to bring community programs and awareness to important issues through programs offered at schools and community centers
- increase police presence at night; relocate all the homeless people/drifters AWAY from the Boulder public library and the Boulder creek path -- when we use the path, we meet about 100 homeless/vagrant people/drifters, many of whom are intoxicated, ond rugs or have dogs -- awful places for children and families! Build more homeless shelters, give them counselling, medical services and other opportunities and move them away from where families recreate, especially BPl-main and the Boulder creek path
- Leaf blowers create noise and air pollution, and dust. Police presence could perhaps be lower key "friendlier" but mor of it? It is sad to see so much litter and trash, particulary along the creek, perhaps more receptacles?
- Living on the hill is like living in a zoo. Fireworks, drunken individuals etc. More police would be great.
- My neighborhood is very nice but at night lots of people often walk up and down the streets screaming, yes, screaming, yelling at all hours, i think they are coming from bars.
- Parking violations over enforced, while kids still get jumped on the hill at night.
- Please put lights along the creek path.
- Police department are often overbearing and act more as a nuisance than community employees.
- Police response has been slow (1/2 hour) on a few incidents I've witnessed or heard about a couple comments on this was "they don't care" " no sense of urgency"
- Police seem to have too many resources, there are too many cop cars sitting idle doing nothing around town.
- Police traffic cameras are terrible and should be abolished.
- Rarely see police very small presence in the community
- Stop arresting all the drunk kids and pay attention to sexual assaults, rapist, robbers.
- The drug trafficking by adults to minors is totally appalled. Openly in parks, mall and city.
- The police have failed to prevent or solve 3 burglaries and a sexual assault in my apartment complex alone and spend all their time writing traffic tickets which is appalling.

Improve snow and ice control on streets and sidewalks

- Besides the transient issues that I have already mentioned. I am appalled at how poorly boulder does with removing snow. It is dangerous to not remove snow and treat roads for ice is totally unacceptable.
- Coordination with ice and snow with trash enforcement.
- Despite numerous people calling code enforcement for ice and snow removal the scofflaws never seem to get ticketed or shovel their sidewalks.
- Enforcement of snow and ice removal, some sidewalks along Lehigh and Juilliard (where I walk often) are not cleared within time limits.
- Has the city stopped giving tickets to businesses and homeowners who don't clear their sidewalks of ice and snow? There are a few places in the block that don't seem to do their part.

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- Have lived in nine towns-cities ranging from 5,000 to 1,000,000 boulder has without question, the most pathetic and irresponsible snow policy of any and seems proud of it! And tickets citizens for failing to do what should be a municipal duty.
- I think snow removal in boulder is abysmal and quite frankly dangerous to residents, that we live in the foothills and the streets and sidewalks are so poorly cleared and embarrassing.
- I think this was a very slow response to an overnight storm. Boulder officials first deployed the city's 16-plow fleet at 11 pm. Wednesday, according to public works spokesman mike banuelos and those plows set out on a second 12- hour shift at 11 a.m. Thursday. Why so late?
- I would prefer major/minor (not including neighborhood streets) roads were plowed during and after a snow storm.
- Ice and snow maintenances is horrible. Not plowing side street inexcusable, not sanding icy areas inexcusable, affordable housing for ordinary citizens is totally lacking.
- Ice and snow removal, trash has improved but trash and weed control gone down. A lot of areas along hwy 36, foothills and table mesa drive not taken care of.
- Improve sidewalks clear snow and mud maintain landscape - trees and grass, clear weeds.
- Improve snow removal and street maintenance.
- More enforcement of sidewalk snow removal please. I'm not a big fan of historic districts. New city website less user friendly, then old one. Please open library at 9 am. Could library on Canyon Theater be open Friday and Saturday nights?
- Need better snow removal on large, heavy volume streets.
- Plow/snow removal is terrible for bike commuters.
- Preparation of anticipating snowstorm-lacking. Police are too aggressive on hwy36
- Sidewalk over us 36 between table mesa park and ride and Moorhead is never shoveled. Its too dark on thunderbird drive.
- Sidewalks are not shoveled, weeds and brush block sidewalks, rented houses are often over occupied 6-8 students to a house is common.
- Snow is supposed to be off sidewalks in 24 hrs. I would say about half the city's sidewalks are covered in snow or ice, days after a storm.
- Snow removal here sucks to put it bluntly
- Snow removal, noise control, over occupancy, and basic maintenance are growing concerns and could use closer attention.
- Snow-ice removal has been poor and driving dangerous this winter. When the flood occurred, our neighborhood was not prepared- educated.
- The driver who normally plows on our street goes too fast and throws snoe-ice back on cleaned sidewalks.
- They don't seem to be enforcing sidewalk snow removal I believe property owners are supposed to clean them 24 after the last snow has fallen.
- Weed control on city pathways and city peop along roads need addressing, snow removal along entrances to pathways, everyone abides but the city. Ex. 30th at Goose Creek.

In general service quality is well received

- Boulder in generally a high quality community
- Boulder is a wonderful place to live.
- For a super large city bureaucracy, the city still manages pretty well- given especially that so few staffers work on providing /improving basic service. Poor value for tax payers.
- Given the transient nature of Boulderites (scientists, laborers, students, et al.) The city is generally doing a very good job overall.
- I am thankful for the quality of life we have in Boulder.
- Quality of service is good. Proliferation of service and staff is bad. Stick to the basics, safety and mitigation. Avoid micro regulation.

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- Thank you for your great work and dedication! These services are very good.

Concerns with building and housing -related code enforcement

- Boulders obsession with "over occupancy" is increasing our carbon footprint, increasing the cost of housing and limiting the arts/ culture community.
- Building and housing code needs to ease up
- Building permits are out of control expensive. Too many big re deals.
- Enforcing home building regulations. I don't want to be experiencing pot smoke in public hallways or residential buildings.
- I think the building codes for residences are far too restrictive and arbitrary. For example, my neighbor could have a certain size house or garage, but mine can't be that big/small/wide, etc., because the laws were changed. it's just too strict.
- In my neighborhood enforcement of laws about storage parking of cars and stuff left in the street only happens if multiple neighbors complain repeatedly, huge cracks in streets (in the city limits) complaining no change.
- It seems imperative boulder thrive to allow more businesses, and new homes in!
- Landlords should be required to provide trash service and yard maintenance including watering mowing and keeping trees cut. Maybe city needs inspection outside as well as inside dwellings. Do not lift occupancy limits!
- Like all or most communities in the us the fees associated with building permits and unassociated community fees tacked on, provide contractors a valid reason to opt out of the process thus leaving the public at risk for poor workmanship and risk of life, in course this is not usual and licensed contractors must comply with city regulations to pull permits(or worse let an uneducated homeowner do this!) But who is watching and assisting homeowners when violations occur? The building dept. Is under staffed to assist in a manner to be of aide to the public.
- My neighborhood is martin arces, over occupancy is simply not regulated. Houses are sold as 5 and 6 bedroom for rental purposes, which means 5 and 6 cars per rental.
- Way too much oversight and regulations related to new construction. The city is making new construction and neighborhood improvements too expensive.
- Went through permitting process for home improvements. I had heard boulder had one of the most restrictive building/housing versions in the country. The process was not positive.

Other

- "Enforcement of residential over-occupancy regulations" - this survey can be very misleading - I think these regulations are very bad and should not be enforced - so how does one answer that question?
- All buses really should have bike racks.
- Bad website! Landmarks preservation is out of control leave martin acres alone! Preserve only most important structures.
- Being in unincorporated Gunbarrel we receive very poor roads, sidewalks (missing in many places) police visibility, and ancient street lights. Please incorporate Gunbarrel to help bring us up to the rest of the city.
- Boulder needs to work more on cleaning up the city and repairing infrastructure. The city needs to focus on this more and less on art classes and buying parks.
- Cannot allow businesses in residential areas create noise pollution. Please ask ideal market to remove refrigerated trucks.
- City staff recommends and make decisions which can in many cases, are not beneficial to boulder. One case and point staff was way off base on their recommendation to allow building on the hogan pan. Site. Due to serious flooding issues and traffic.
- Don't like radar enforced speed limits.
- Emergency medical services is a bad joke. Very bad, recent experience, i had to walk out!

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- Environmentally sustainability very important. Water use reduction especially.
- Excel, emergency service, poor noise control enforcement, too much noise from students living in residential neighborhoods.
- For emergency preparation i think boulder responded quickly and effectively to the flood but I was disappointed that flood mitigation projects seemed to have been on the back burner and neighborhoods that thought they were not at risk for flooding due to not being in the flood plain were affected.
- For water conservation, boulder should require sub metering to reduce water use by 20-30% at multifamily properties
- Give more importance to the hill and not always focusing more on downtown area.
- High frequency transit service hop is great!
- How can you even consider allowing variances for the zero baseline project.
- How many buildings that were damaged in 2013 floods were not in compliance with flood plain regulations?
- I am a senior
- I don't answer all questions. On the grounds that is incriminating me.
- I don't think the "neither good nor bad" type category seems very accurate description in almost all cases.
- I hope the city isn't wasting time with home based business! Municipal court administration is a train wreck!
- I think the city did a great job during the recent floods and fires. But where is Jean Bennett Ramsey?
- I think the parks and rec department fails to provide semles to teens. The city should make more efforts to provide positive, healthy affordable activities for this at risk group.
- I work in the emergency department at boulder community hospital and as a forensic nurse. I see both the good and bad of pretty much everything in boulder.
- I worked for A-1 Ambulance back in the day. Pridemark was lame and AMR is not much better. Boulder Community Hospital isn't what it used to be and I'd hate to have to solicit their services if needed. Boulder has priced itself out of the business of creating and maintaining any sense of 'community'.
- Iris between 28th and Broadway has bad weeds at sides of linden between Broadway and Pinebrook-weeds!
- Items I rate 3 or worse, I find city staff to be either incompetent to do an excellent job.
- Keep boulder unique, encourage local businesses not national chains, no Walmart
- Lafayette traffic court is a fraud. So are Lafayette police.
- More water conservation education and programs needed.
- Mosquito control needs attention.
- None, except that it would be nice to see more respect for what was here before the influx of wealth and athletics, as a native of Colorado I feel unwelcome in the town where i spent much of my childhood.
- North boulder rec center services are superb! New bldr. Web site is much improved. Communication by web notifications would help turnout for public meetings and events.
- Not all areas have enough recycling bins or compost bins. There is way too much trash on paths and curbs due to excessive homeless people
- Regarding dog enforcement and non-flood related OSMP trail/improvements: seems like we are spending a lot of time/money fixing problems that are minor. The non-flood related improvements of upper bluestem and skunk canyon trails seemed unnecessary.
- Section 1: the use of the word "bad" in not appropriate for a survey.
- See my comment above

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- Thank you for doing so much flood mitigation over the years.
- That's a lot of questions to not include even one concerning access for disabled! There are not nearly enough handicapped parking spaces downtown.
- The city continues to become less diverse economically
- The city does a very poor job of providing quality outdoor sports facilities for youth (see aurora and gold crown-Denver) very poor job of housing for middle income people, very poor enforcement of over occupancy and ice/snow removal.
- There is no balance on needs; the city only recognizes their liberal agenda.
- This survey is too complicated and time consuming, your results will be statistical garbage.
- Too much focus is spent on environmental issues and not enough on the people and growth across the board.
- Truthfully i don't see many kids -youths -seniors out and about in boulder, compared to a city like ft. Collins. The demographics of boulder run 20-50
- Utilize the libraries as day shelters with proper professional trained staff in social services, not clerks
- Virtually every area is over regulated.
- We love the dog parks.
- We should expect to keep the things already in place to be maintained before buying more to add to what has to be maintained.
- We were not aware that we are living in an area prone to flooding until we were flooded.
- Who makes up these things? I did the best I could but please don't ask me again.
- Why did the city spend several $m's to remodel the down town library when north boulder has not received one as promised?

Don't know

- A 3 means either ok or don't know
- Awareness is important, many of my ratings in this are were "don't know" the city may be doing them and doing them well, residents just don't know of the efforts.
- Because I haven't been exposed or had to use these services I don't know about them. Why isn't there year round farmers market?
- For the programs rated g or don't know I haven't any need/use so I don't know about the quality of services.
- Hard to quantify
- Have not experienced majority of services, therefore cannot comment on their quality
- Have not lived here long enough to experience these services.
- Have not spent enough time in the county to evaluate.
- Haven't had too much experience with above services.
- Having only lived in boulder for 6 months I don't feel I can
- I am new here that I am unfamiliar.
- I am not very much aware of the city's programs.
- I do not have complete thorough knowledge of them all so it's hard to say/
- I have no knowledge of it.
- I live in a retirement community. So I have not had personal contacts with many of the programs mentioned above.
- I lived in boulder 37 years, then moved to Gunbarrel one mile outside city limits. For the next 26 years. So actually I'm not a resident!
- I moved here may 2013 unfamiliar with a lot
- I only responded to those programs and services I have experience with or participated in.

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- It's hard to answer some because I've not encountered a need for them yet.
- It's hard to rate programs and services I haven't had int. With or heard about.
- n/a
- no
- Not at this time.
- The majority of these services are good and are very important to me as a long time citizen of the city. I do not have firsthand knowledge of all but friends/neighbors have.
- Well, I feel I don't get out much, trying to answer your questions, sorry, communities are too big these days to stay connected.

Question 11. Do you have specific comments about your answers on the importance of these programs and services?

Managing homelessness should be a priority

- Case in point, recent rape attempts in north boulder and sacred heart requiring to install extra security to keep homeless people out of the school
- Homeless services are best served by nonprofit communities. Object to taxes being spent on homeless shelters.
- Homeless should not be allowed to gather and sit in areas all day long and should not be allowed to beg for money anywhere in boulder. It should be outlawed. Sets a very poor image to encourage people to live in boulder.
- Homeless, homeless, homeless, and the mentally ill
- Homelessness is a problem and very visible in the community. I am not sure how the city can best tackle the problem. It is hard for me to know who is actually choosing to be homeless and who has become homeless and has no other choices. I do not like the requests for assistance on the street corners; I never know who truly needs the help. I support the homeless shelter and the new facility next to it. I live north of Wonderland Lake. I support us, as a community, helping people to stabilize their lives if they truly have no other options.
- I personally have been helping the homeless and for the entire programs boulder has they have yet to have a place where they can safely camp. They are always treated as unwelcomed visitors. Some cannot live in enclosed places. Many will not seek out your services. If we provide a safe camping area that would help those that are paranoid of services. And yet be available for those that wish to help. The reasons people become homeless are a varied as society in general.
- I think the largest issue that affects our community safety and quality are over homeless policies. Boulder is overly lenient on their dominance of our public places, trash can policies related to bear prevention also big issue.
- Make civic park and paths safe from transients!
- Panhandling -make illegal. Too much. Definitely need to address homelessness. I want to help those who are homeless, but not those who choose homelessness/panhandling.
- Pearl St mall is a travesty-homeless-vagrants should not be tolerated. Less emphasis and dollars on non-English speakers and non-citizens.
- The homeless on Pearl Street, make this area seem unsafe when I have my children. One guy stole my son's little plastic sword in broad daylight.

Cost of living and housing costs need to be addressed

- Boulder has a huge problem with affordable housing. Not just for low income people but also middle income people.
- Cost % old homes and then renovating is getting unaffordable.
- Essential to provide more affordable housing opportunities.
- Extremely important, keeps boulder accessible!
- Help those with little income. We've nearly slipped through the cracks. As bright, shiny, happy, and healthy Boulder tries to be, there are people hurting around here. We came from the Midwest,

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and in some ways the last 19 months being here have been very scary and lonely as money dissipated. Through various circumstances, we haven't found jobs in our field, and we notice how many are minimum wage, part-time jobs that don't pay much. Not everybody is a food start up or solar engineer. We don't have enough knowledge to scream about economic policies or privatized care for the poor. However, there are a vast number of people who can't get good places to live, and the rental companies rip them off, knowing it's their market, not the renters. Moreover, helping the poor will boost all of society, not just the rich. If you want to keep people living and working in Boulder, consider starting a program like the WPA during the Depression.

- Housing and health care should be top priorities.
- I think boulder has too much affordable housing.
- If you don't have affordable rent, you have one kind of person. A rich person.
- I'm also not certain about the structure of the affordable housing program. People don't get to capture much interest on their investment. Plus its hard to move up and out of the program. Which eventually defeats the purpose of keeping folks of a lot of different income levels in town. There is a huge gap in housing 300k-500k
- It is important to give lower and middle income residents more housing, jobs and access to cultural activities.
- It is important to have a diverse community and boulder is very expensive so affordable housing is very important.
- It is important to have housing options for middle class families, not just the wealthy. The min. House price is $400,000 absurd! Otherwise boulder is just an elitist town where only the privileged can be homeowners.
- It's too bad that vast majority of people who work in boulder and keep the city going can't afford to live here!
- More affordable housing is essential otherwise thousands will continue to commute into boulder, worsening traffic and pollution.
- More and more middle income living/housing is important if this community is to maintain its welcoming and balanced feel.
- More middle income housing. Library downtown is treacherous as is central park after dark.
- Pedestrian amenities are imperative! Affordable housing = equality
- Some programs are very important to the health of the city, it is just a matter of use. Some things that are essential to folks are not necessarily essential to me. Affordable housing- low income
- Sustainable community oriented affordable housing options are most important; if we work on this we can get a diversity and inclusiveness.
- The wrong entities are managing affordable housing programs.
- Too much affordable housing some of these affordable people have very nice cars!!
- We need more affordable housing for low and middle income people.

Safety and effective police efforts

- Again as assure, deal with more violence and homelessness than average citizen of boulder.
- All the crime stuff is of course, essential, but I may have marked things of less importance. Because I feel like I live in a reasonably safe area and I don't see police here a lot.
- As important as the quality questions. Police presence can be good but is that important? No, it is not important, the police usually stand and wait for a complaint anyhow.
- As seniors we believe our lives are at stake when we venture out to the sidewalks. Too many cell phone user-drivers not yielding to pedestrians, too many jaywalkers.
- Boulder has to do a better job making the city a safe place to walk in at night and in the early morning when it is dark. I don't feel safe at these times walking in boulder. Too many transients and mentally ill people lurking around.

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- Crime prevention and effective programs are very important. Also, the homeless are now living, sleeping in neighborhoods (e.g. near table mesa and west side of Broadway) I have had 2 interactions by homeless on side streets and the only option is to call the police.
- Feeling safe from crime in boulder is one of the reasons that I love it here.
- Had multiple car break ins (over 10) within a week timeframe and not notified by police in my area. Park East townhomes. Also some home break ins per neighbors.
- How do we keep boulder quiet? And downtown more peaceful and sober?
- hugely important -- many times I don't take my daughter to these places even though I would otherwise want to, because of what an awful environment the city has allowed to persist in these places
- I do not feel safe in my neighborhood anymore. Do not allow children to visit park and walk in neighborhood alone.
- I know it is an expense to increase police patrol on the pearl street mall but i feel it is essential to the quality of my family and friends experience.
- I think the city needs to put safety and housing as a higher priority than environmental sustainability. I should be able to let my kids go to the library on their own, but they are scared.
- Important to support community, to build community, to keep boulder safe for kids. Terrible drug problems, gangs and cartels.
- It seems there should be some rules for bikers as avoiding them on the city streets seems nerve racking since they seem to have no rules. I do not want to see motorized bikes on pedestrian paths, i think that would be scary for peds.
- More support for police, firemen, medical environmental services.
- Please enforce bicycles without lights at dusk, dark!
- Police should not harass cyclists on thursday nights.
- Police staff and fire response important to me. Would like to see rent control implemented in newer apartments being built, not just for the sec. 8 folks. Subsidized for extreme low income.
- Safety is key, cleanliness is key. Interconnectedness of urban is key. Public facilities are key. Attractiveness if these areas creates more desirability of the community. Enforcement of dogs off leash and other simple issues might be helpful
- Still problems with safety on the hill and on bike paths need better education about citizen preparedness and response to food issues or freak disaster affecting a large area.
- The deficiencies noted above are very important to add to the diversity and safety of our community
- There isn't anything listed about enforcing laws around pot smoking bothering neighbors…..maybe there aren't laws for this, but there should be.
- Well, regarding police presence, I am not at all for a heavy duty law enforcement environment. However I des. Presence can be reassuring especially at night. For instance a squad car has been driving through our parking garage at least once a night. After a number of cars were broken into and bicycles

Snow and ice control efforts need improvement

- A relatively new program is citizens being able to call for snow removal in neighborhoods. Unfortunately they pushed large amounts of snow and ice towards curbs which made them terribly unsafe.
- Boulder snow removal downtown is very poor
- Ditto on snow above. Plus, nothing but lip service and hand wringing over business (anti business) climate and low -medium income housing opportunities.
- Don’t feel weed control is important, but snow removal control is. Received un unfair code enforcement ticket of a tipped over trash can siting bears as the reason. No warning and can was picked up already when went back to look at it.

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- Snow and ice, one needs to be able to get to work, small business are really hurts when customers cannot get to them. Housing, people cannot live and work here, have to live outside and drive in to work
- Snow removal enforces the law respond to phone complaints on un-shoveled walks and driveways.
- The building ice on sidewalks is a dangerous problem. The ice is a hazard and prevents trips outside so resident become seriously isolated. Egregious and unnecessary condition, I hope to be out of boulder and co by next winter.

All services are important

- All are important.
- All these programs have a place in our community and make it a better place to live. I hate to see the city focus more on any program or service just because of a survey. All these programs / services have validity and merit.
- I think everything listed above is more important than municipalization of electric service.
- If the above concerns aren't addressed, boulder will be a less attractive place to live.
- These services are probably of equal importance as the rest of boulder, but we receive so few of them in unincorporated gunbarrel. Please incorporate gunbarrel into boulder.
- They all seem important.
- This is a community and we pay high taxes and expect excellent, high level service.

Improving housing and building code programs should be a priority

- Does the city rely wholly on the public to report over occupancy concerns? If not, what is the policy for enforcement? There are many rentals near and around our home and in our neighborhood.
- I believe the over-occupancy regulations are unreasonable and make affordable living difficult.
- I don't know this lat had but the reputation on building code enforcement is overly intrusive.
- I think boulder residential occupancy regulations are too strict.
- It's our experience that the city turns a blind eye to noise issues and over occupancy issues as evidenced by complaints to the city and police in which nothing is done.
- Over-occupancy regulations are a running joke, everybody thinks they are stupid and everyone ignores them.
- Owner occupied accessry dwelling units increase in a way to increase level of service density without excessive paving over of permeable ground re-subdivide lots to create sfd building g.
- Some of the Occupancy regulations are absurd.
- Who cares about over-occupancy. Not an issue especially when there is no housing.
- Would like the city to encourage higher density, in residential areas and more mixed use. Impacts of traffic congestion vehicle speed, and traffic noise should be managed, reduced.
- You shut down Juanita's because it didn't match despite the fact it was a historic building in its own right. The new restaurant doesn't make half the money and looks fake. If you want to preserve historic buildings don't tear down historic buildings to create a fantasy.

Efforts should be focused on the essentials (infrastructure, safety, health, etc.)

- Basic responsibilities safety, protection, utilities and transportation.
- Boulder traffic is becoming too crowded. More local business and less chains.
- Good water, good fire protection, and a police force that keeps out of the face of the law abiding citizen are an agenda that I could support.
- Healthy and socially thriving community have the highest importance for me.
- I can't leave/enter my neighborhood at rush hour due to traffic congestion so reduction is important. Were losing the visual evidence and sense of boulder history….do we really want to become just another quaint cute town?

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- I think ensuring high quality essential services fire, police ambulance, roadways and community services, parks and recreation is more important than the municipal utility distraction.
- I think most of the questions are looking for a certain response and lack context. The city council is so focused on being an "example" they miss the basics.
- Kids gets their bike wheels caught in the cracks, street maintenance is boring but important.
- Look at 1 and 2 rated items above and put more budget $ there. 3 and below: cut back
- Maintaining and improving infrastructure and public safety need to be considered first.
- Many programs and services help specific groups, but at everyone's expense, cut taxes, do less
- Must have municipal services health, safety and welfare. Everything else should be "budget available" so police, fire, sanitation, health department.
- Need to maintain roads as well as open space. I'm glad you changed building codes to prohibit mega-mansions in small house communities.
- Support local healthcare and hospitals. Do you realize how fortunate we are? Time for more business people on city government. And I am not a business person.
- The city does not need to be everything to everyone. Libraries and recreation services are on outdated model for cities. Let private companies address these needs.
- Traffic congestion due to poor traffic light management can and does delay emergency response. I see poor traffic mgmt. As the greatest, failing, time lights!
- Traffic especially pedestrians and bikers, is difficult to maneuver and dangerous. I am constantly concerned that even when following traffic laws I am going to hit a pedestrian or bicycle due to their lack of attention.

Maintaining a healthy amount of parks and open space is important

- Boulder spends too much on open space purchase (enough already) and not enough on maintenance. Municipalization is driven by anti-business bias under the guise of "saving the planet". Carbon dioxide does not drive climate - even Trenberth and other NCARs are admitting that now. What we all need is cheap, reliable energy, which windmills and solar panels do not produce
- Closing all trails after the flood was ridiculous. Many trails remained closed though not damaged for weeks. A simple sign of "at you own risk" would have been enough, rather than the $1000 fine threat.
- Don't get cable and don't do twitter, Facebook etc., these are not important communication. City has enough parks and open spaces. And prairie dogs are rodents not endangered. Why do we have special places for them?
- I feel the city of boulder should spend less tax dollars on acquiring and maintaining its open space programs.
- I love boulders trails, parks and open space. I'd love to see more businesses like trader joe's- especially in north boulder. Perhaps a district of fancy restaurants.
- More small dog parks
- Please protect nature, wildlife, health and well-being, above all
- Thank god the environment of boulder is beautiful! It almost makes up for the ugly new architecture!
- To reduce the small percentage of conflicts between hikers/bikers/dogs. I would suggest spending our money and resources on increasing the number of OSMP trails available to the public, not creating more rules.
- Too many houses do not keep landscape, plants, trees, bushes, etc. Out-off sidewalk spaces.

Other

- "Somewhat Important" has been cut off in by browser window
- Also, other companies are profiting. For example the resource yard. It feels like a scam between the city and many of these businesses.

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- Both these are very important enforcement issues.
- City has done flood mitigation over the years. Thanks! Continue with more and more. Does it make sense to encourage so much basement use? So many basements, were flooded!
- Do not fold the demands for low income housing.
- Environmental programs and clean energy should be a priority. Development often seems to be a priority. Who is this development in service op? Boulder seems like a place to shop and eat primarily. Consumption cannot define a community.
- For a wealthy community were in sad shape.
- I don't think boulder should try so hard to bring more low income people into the community. Too much bottom-level growth
- I think essential and very important are about the same!
- I think my comments speak for themselves.
- If you (the city) want to keep businesses as well as rich diverse community you need to be truly inclusive.
- Jobs in boulder should go to people living in boulder. Too many people are brought in from other areas.
- Plastic bags, I buy my groceries in superior, except for quick pickups and essentials, I will not buy plastic bags for garbage
- Programs that help our city minimize climate change and adapt to it are very important.
- Quality of life and values would be higher if martin acres were not providing students housing to an unregulated degree.
- Service for the elderly is particularly important to me.
- The quality of life within the town is affected by this. Tourism is also affected. This needs to be addressed.
- The web screen cut off the third column in most of the survey, so I could not rate most of the programs and services that I felt fell into that third category.
- There is low morale among city staff and staff is not treated respectfully by the manager's office. Other cities staff have better morale. Shocking since boulder sees it as a trend seller
- There is no consistency
- This #10 is essential to keep neighborhoods appearance and value for home owners.
- Too many touchy feely efforts
- We need public arts building that is a combo of theater and studio, not the dairy or boulder theater. Something brand new.
- Weed control helps mitigate fire dangers. I saw water pipes-sprinkler systems reinstalled in area but grass was not re-planted and sprinklers running and watering bare ground with weeds scattered all over the place.
- Yes, please improve where it is feasible, possible as soon as you can!!
- Yes, the importance rating buttons were cut off by my browser.
- You have a huge amount in this survey that could have been more specific

Don't know

- I am not very much aware of the city's programs.
- I don't live in the city limits, but do keep up with what's going on through the newspaper
- n/a
- No
- Not at this time

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Question 13. 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 from the following formats?

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

- 12
- 1) messages tied to flaming arrows fired at my door, 2) bums tasked with delivering word-of-mouth news to me while in front of the grocery store
- Advertising posters around town.
- Announce over emergency broadcast speakers
- Announcements/ updates on kgnu radio
- Boulder does a fine job communicating with community
- Boulder weekly
- Boulder Weekly
- Candy gram
- Channel 8 is my preferred and is underutilized for current projects and issues.
- City of boulder blog?
- Condo owners don receive water bills.
- Daily camera and email is best for me.
- Daily camera used to be much better, now very weak!
- Denver post
- direct contact by email
- Direct email
- Do the list serves exist?
- Don't have cable. Internet or phone app
- Email
- Email
- Email
- Email
- email
- E-mail blasts
- Email especially for sex offenders released into community
- Email? Cable TV channels? What is this in 90s? Nobody uses that crap besides old geezers.
- Fliers in Starbucks
- I can't believe you didn't put boulder weekly.
- I don't have a computer
- I follow some boulder related accounts on twitter for info on open space parks and trail conditions.
- I have no idea. I am one of the invisible people.
- I think TV 8 is a terrible waste of $$
- I would like the website to be easier to use. It is very poorly laid out and designed.
- I'd like channel 8 to be informative.
- In any manner which doesn't waste paper and postage
- I've never heard of list serves, but it sounds good.
- KGNU
- KGNU OR KBCO
- Kgnu radio, boulder weekly

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- Mail is preferred.
- Mail or tv is best
- Mail service
- Mail, ideally city updates could be e-mailed
- My neighborhood has a fabulous email list.
- Neighborhood associations?
- Neighborhood
- News
- No, you have done an excellent job in this area.
- No. Info provisions are great!
- Not by drones, that's for sure.
- One basic phone information service about city is helpful
- Other people
- Our condo property manager gets utility inserts. If you mailed it with tax bills, they might get to us
- Pick one option at a time.
- Programs set up at schools and community centers
- public forums/debates outside council meetings
- Radio
- SMS when rec center classes are canceled.
- Text messaging emergency alerts
- Text or email
- these are sufficient
- This survey is great!
- TV station newscast
- Using all available newspaper and TV media
- Web site is easiest for me.
- Websites and newspapers are much better than Channel 8. Should put programming on YouTube/vimeo for watching, not on cable TV.
- With a bag of weed! Joking, i don't smoke. Social media sites are the most important. They get new to youth who would not otherwise care to find out.
- Yes
- Yes

Question 16. The library offers or is considering offering the following programs and services some with access from home. How likely are you to use each?

Are there other services that you would like to see offered by the Boulder Public library?

- 1,000 books before kindergarten program.
- A book club, e-book club
- A branch in my neighborhood
- A library is a highly respected tradition in our culture - but I'm not sure what the point is anymore - all the information in the world is available on the 'Net from my home. I do not think libraries are a good place for an adult to find information. Unless they are homeless, but then you don't need such a huge building; all you need is free access to computers.
- Access to academic journals
- Access to people who need it!
- Additional hours at the main library.

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- Arts and ip is everything!
- Banning of drugs being sold in cafeteria area!!
- Before expanding, they need to increase cap. Of e-book access.
- Better maintained and smelling study/work areas
- Better quality media and books stopped using 6 years ago when they fell behind.
- Book delivery to county, north boulder branch or book drop off
- Book download is impossible.
- Book readings by author
- Capping the downloadable albums to 1 song takes a lot of time and effort in collecting the music in one place over time. Maybe a person could have access to fewer albums over a month if bandwidth is a concern, but have a several hour block to download the entire album. It would be great if it were unfettered, but another solution would be that a person checks out internet access to the downloadable material for a day or two, downloads it, and then it's automatically free for another person.
- Children's books research resources for young children to use on ipads/tablets
- Continue your Tues. and Sunday music programs.
- Do not use public library
- Don't de-emphasize books!
- Don't feel safe outside of library.
- Educational programs for children of all ages
- Excellent library and branches.
- Find a way for the main branch to not be a homeless refuge.
- Fine arts showing showcase artists.
- Free concealed handgun classes
- Free printing for those out of work specifically related to job search and free printing for households with bvsd students and no computer
- get the homeless bums out of the building and I may return
- Hope our library rocks. Aside from all the homeless outside.
- I doubt our library could effectively provide any of these services better.
- I enjoy the art exhibits
- I love the events at the library theater
- I would like it to be clean and safe.
- I would like to see a branch in gunbarrel
- It is scary to park there. The homeless are getting aggressive.
- It would be nice to be able to get into the library without being bombarded by transients.
- Its 2014 what a library?
- Libraries are useless historical artifacts, start phasing them out of the city plan.
- Library collection is diminishing.
- Live classes
- Local and regional authors (adults and children)
- Lots of reference assistance, classes for kids 10-16 ie, how to reference materials
- Mail delivery and return of books
- Make it feel safer.
- Make it safe to go there.
- Meeting space for neighborhood groups
- meetings/discussions with authors, especially for children and youth

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- More attention to children who are our future.
- More books in foreign languages, French, German, etc.
- More books or cd's
- More dvd's to borrow. Hardly any good movies to borrow.
- More free parking
- more interactive events for children, more foreign languages classes (especially in the less common languages), more programs for homeschoolers
- More learning labs.
- More programs for kids.
- More security. Showers, lockers for vagrants.
- No
- No- libraries are old technology and should be phased out over next 10 years!
- No, I find the library very helpful
- No, it's great already
- No, the library model is outdated find to keep the main library open but not expand services.
- No. The library is a great service.
- None I can think of.
- North boulder bricks and morter library
- Not at this time
- Note: I use a similar library services already
- Offering other housing for the homeless.
- Online book club! Offer these to home addresses who cannot get there. It's a good idea.
- Prof. Staffing
- Prospector service, books from other co libraries.
- Quiet, comfortable, clean reading areas
- Re-instate the children stories lady who was let go
- Research databases for journal articles
- Safer facil. Not a homeless shelter, that should be elsewhere.
- Should connect more with business starups
- Spiritual material especially e. Baseol spirituality
- Stronger s.t.e.m. focus
- The children's programs are great, more would even be better
- The library is great. More audio books!
- There would be fabulous!!
- Tighter regulation on computer use for games and other non-essentials
- Updated, contemporary services
- Video game rentals.
- Writing workshops
- Yes! All great ideas! Love them!
- Yes, sounds great
- Yes. How about a branch lib. North of Arapahoe?
- You have to make it mac compatible.

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Question 17. Are you eligible to have an Eco-Pass, an annual pass that allows you unlimited bus rides?

Yes, other pass:

- Bvsd employee
- Cu denver student
- I usually use via or rtd.
- Naropa
- Naropa
- Naropa university
- Old age
- Senior
- Senior
- Special district tax forest glen neighborhood
- Sr. Discount books
- With SS discount pass don't have one

Question 21. Do you have any other comments you would like to make?

Homeless population issues

- Boulder is an incredible place to live, all things considered. However the homeless, transients situation is out of control. Understand the appeal of boulder and everyones rights, but for the population, its absurd.
- Boulder services for the homeless area magnet for vagrants. It is important to provide these services to boulder residents. However providing these services to vagrants only enables their destructive life style and takes needed resources from residents.
- Daily camera used to be good source of community info. Its now pretty lame! Too many homeless services attracts homeless, fair amount of pan handling. What's going on with privatization of i36? 1-36 road work and still no train?
- Get drugs and homeless out of our parks and communities!
- get the Social Services involved to help the homeless/drifters in the BPL-main and Boulder creek path areas, relocate them to appropriate housing, involve them in programs -- it's a shame to the city that nothing has been done about them -- the environment it created looks unsafe and inappropriate for children and families
- Homeless on corners should be addressed. Sometimes i think it's a business by these people. Pidgeons should be addressed, could carry diseases.
- Homeless/vagrancy a huge problem. I can no longer enjoy my city. Dogs off limits too many places. I can't have a weed (unknown) in my yard but the planning committee will consider parking and hight variances to baseline zero
- Homelessness is a big problem in our community the creek path is not safe at night. The daily migr. Of the homeless from north boulder really makes nobo less desireable.
- How can we get beggars off of street corners? I understand they are not homeless. Thanks for your work on climate change, keep it up!
- I also feel to me like the panhandling is gotten to be a little to lubiquitous. I would like to feel more comfortable spending time with my kids along creek paths, west of broadway, but it does not always feel like a family friendly place during the summer with the "party like" atmosphere of tubers and loitering vagrants.
- I do not feel safe in areas of high transient/panhandlers populations. This is a different situation that what has been addressed with homelessness, which has been handled well. Specific areas: boulder creek path, pearl st. Mall, library.

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- I feel unsafe around the library area. It's a mom with young kids, it is sad that i do not feel safe hanging out by the river or playground because of transients. They city website has the worst user interface i have ever seen!
- I think its reprehensible that the city of boulder allows transients to gather in large number in what i consider to be our best park across the creek from the library. I have been robbed several times and the other issues are numerous!!!
- I think the bums, pan handling and drugged out creeps are spoiling the downtown, parks, and libraries areas. How many really homeless have boulder ties?
- I think the City, like every other City in this country, has a homeless problem. I don't know the right answer but some of these people seem harmless, and some need to be in programs and off the street where they are a harm to themselves or others because they are ill.
- I think we should try to clean out the area by the library and the city municipal buildings. That area doesn't feel as safe as other parts of Boulder, and as a women I would not go into any of those areas at night by myself.
- I use bike paths daily to commute to work. It is disappointing to see homeless people harassing people and littering. It makes me uncomortable to use the paths with my kids.
- I'm afraid we have gone overboard on homeless services and have ended up attracting a lot of transients, hobos here. The boulder creek path is practically unusable now.
- I'm disturbed by the effort to take homeless people off the streets, out of parks. I think city is over reaching, trying to hide the presence of homeless, leave them be! What i need is not allowing them to stand on corners and camp in prks etc. What's the harm?
- More support to the libraries regarding the homeless in the cafeteria area. I have seen drugs sold there.
- Myself and all I know in boulder city are most concerned about the criminal transient persons who come intentionally to boulder and are not respectful of residents.
- Please address the transient issue in the downtown library area and near by parks.
- Please stop the homeless/ traveler, people from coming to boulder creek bike path, the pearl street mall and boulder in general. This has gotten to be a big problem in recent years. Please address it!!!
- Probably received this survey because we own property in boulder but would never again live in boulder. We do not fit the typical boulder resident profile. Elitist, liberal, wealthy, white people.
- Reducing homeless population and controlling their menace is boulders biggest problem. Both for image and safety.
- The amount of transients in boulder is a major problem. Most are from out of state but end up staying in boulder because they get a hand out here. Boulder attracts homeless people and is doing nothing to combat it.
- The homeless are a bummer. One day i saw 2 different transients projectile vomiting in 2 different areas of town. They have made us question our decision to move here.
- The panhandlers population around the library is swelling and discourages me visiting the facility
- There's a difference between homelessness and vagrancy. Help the homeless. Prohibit begging on street corners. Make boulder a lot less attractive to vagabonds.
- Too much bum trash in the city!
- Transient population around bike path and library is scary. Too many cigarrete smokers and pot smoke makes it unpleasant, and seems dangerous at night.
- What is the plan to stop downtown boulder from becoming a hobo camp? As sean maher wrote, these are not our neighbors fallen on hard times, they are men with serious problems attracted to our community
- Work on city laws to outlaw pan handling this is hugely important to image of boulder. Police areas where homeless congregate and move them along to not endanger neighborhoods. Dakota ridge 28th and Broadway

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Municipalization of utility concerns

- Boulder municipal utility= stupid idea. Better to spend $$investing in fiber network (like Longmont) and supporting distributed elec. Generat. Tech.
- City has wasted a lot of $ pursuing municipal utility when that money could be going to needs identified in earlier sections. The cit. Is watching closely and will not forget, including the small cadre of players pulling strings behind the scenes.
- Do not get in the electric utility business, enormously expensive and a huge distraction from city needs, city obligations-huge risk
- Don't believe city should run electric or utility
- I am not confident that the city of boulder can handle our utilities. The drinking water is awful. The streets don't get plowed. And transients have taken over the best parts of boulder. Housing is so expensive I can't move into a nicer condo.
- I would like the city to drop its pursuit of a municipal electric utility. I am significantly concerned about city staffs role in recommending the utility. Cities have very talented technical staff but lack the entrepreneurial skills to supplement consultants who generally tell them what they want to hear.
- I'm extremely disappointed with the city's efforts to municipalize our electric utility. I don't believe they're taking into consideration real costs and controls, but instead have gotten caught up in their own ideology and political agendas. Macon cowels and lisa morzel need to step back and join the real world again.
- Municipalization is a huge waste of time and likely a dead end. Boulder would have a much bigger impact on carbon as an excel customer.
- Some questions don't apply since i don't live within the city limits (i live in Gunbarrel), although i have lived within the city limits for most of the time i've been in the area. The city seems to think they can control parts of my life without giving me any say, e.g., the municipalization issue. Seems to me the city, to be fair, should annex us and give us a say by letting us vote for city council members and on important issues that affect us - or leave us alone.
- Stop wasting pulic money on the muni electrical utility
- Theres no way this community with its current leadership could run a municipal utility company. Its money wastes to try. We need to retire matt applebaum. He's lazy and patronizing. Makes me want to vote republican to unfuse our local govt with new blood.
- This is a fantastic city and it is well managed at all levels. We are concerned that utility municipalization problems might change the equation. Another concern is height van. Development. Resist the pressure from cu and re developers.
- Why do you want to take over the electrical system in boulder? The reasons given by you in the paper don't deal with reality.

Eco-pass and public transportation

- An express bus to Louisville downtown would be nice
- Buses are great, but do not run on time.
- Buses are too inconvenient to get to and from my house especially if i need to carry anything which is most of the time. Re #35 theres no such thing as "race" if you would like to research this issue, I'll be happy to suggest some sources.
- Citywide eco pass would be great! Would it replace neighborhood system?
- Community wide eco pass programs need to provide some remedy for the fact that many receive passes already through employers, some sort of opt-out that m. Monetary kick back
- Encourage neighborhood eco passes
- Everyone should be able to get a eco-pass
- Everyone should have equal opportunity to have an eco-pass!
- Expanded bus service and affordability should be a priority, people will not start taking the bus more unless it becomes more convenient and affordable. There should be more buses more often

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especially on the weekends. Eco-passes should be available for high school students. Should be more and brighter streetlights so pedestrians, bikers and bus riders feel more confident and safe from cars.

- High frequency services like the skip are unreliable, inconsistent and of limited utility for connecting to regularly schedule regional bus service, like the gs. Also on inconsistent service for getting to scheduled meetings or appointments due to poor time reliability.
- Hop works well, skip and jump buses are too big and should run on 10 min. Frequencies.
- How do I qualify for Eco pass if I'm low income?
- I am a federal employee and they make it so difficult to get an eco-pass but it is not worth the effort. If it were easy to get discount passes of any sort. I would get them for the whole family
- I buy monthly passes, i cannot afford an eco-pass
- I do not use eco pass because the senior discount gives me a better deal.
- I don't have a car. My choice, i walk, ride my bike, ride the bus. I make it convenient; i don't live above my means.
- I have not possessed a vehicle since june 1992. I use my cu eco bus pass extensively for local and regional bus service. Thank you for providing good bus service in boulder and the surrounding area
- I left my part time job last summer but because i had worked less than full time and on contract for a small business in boulder, i was not eligible for an eco-pass and thus had to pay more $ to ride the bus and spend 3x the time to get to and from, this was a loose, loose, no incentive so i drove back and forth to downtown boulder, paid to park.
- I love the bus system. Very efficient!
- I need rapid transit between boulder and Denver, train
- I support a city county wide taxation in order to make eco passes available to everyone. If everyone had access to free passes cpd through property or sales tax, ridership would increase and service frequency would also increase.
- I want an eco-pass!
- I will avail myself of the good bus service when i can no longer drive. It just doesn't have the convince of driving
- I would like the city to support city wide eco pass. Improved city park facilities (rsp baseball fields) mental health and homeless situations. Stop focusing on regulations interfering with dogs. Stop having to crack down on businesses on uni hill! Allow group homes on the hill.
- I would like to see eco passes available for all residents of the city to purchase at a reasonable price.
- I would love to purchase an eco-pass!
- I'd love an Eco-Pass! (For the AB bus to DIA)
- If you want to get people out of cars and into buses make them free and frequent. Many routes have buses that are too big. Make them smaller. There are many good things about boulder, but Lafayette and Longmont are catching up.
- I'm a senior and have reduced fares.
- Improvements need to be made on bus stops and sidewalks on Broadway between quince and violet. Discourages useage if you live in that area.
- It is important to have protective shelters at bus stop areas and lighting
- Kids are too young to ride bus alone. If asked again in 3 years, i'd be very likely to purchase an eco-pass for my kids.
- Local buses need to start earlier during the week and on weekends. Local buses need to increase frequency at night and on weekends.
- Making transit more affordable and easier to access would be a massive improvement.
- My children are too young to ride a bus by themselves (5 and 7) but in another 6 or 7 years. I'd by them an eco-pass

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- My children frequently use the eco-pass
- My husband has a eco pass form his work in Denver.
- Need more bus service gunbarrel, jay and carter trail. Expensive to use parking at bus barns. Rtd, times are not reliable.
- Neighborhood eco pass not convenient to get. Paid$$ and was given a form to be used to get pass within 30 days. Schedule for when you could go to bus station to get pass very restricted, lines long. Could not fit into schedule, never picked up. Wasted $$
- Our transportation in gunbarrel, twin lakes, is very spotty, bus times are rare and there is no bicycle path from gunbarrel to boulder. Please finish the path from andrus rd. To boulder creek path! Also, plase add sidewalks (complete missing) on kalua.
- Please expand 206 rtd line to its original route through the boulder t. Center (central ave)
- Rtd: convert over next years to all hybrid buses. The majority and fleet like skip rumble through our quiest neighborhood belching diesel fuel. The new hybrids don't and are more welcome.
- The busing program is too expensive from rtd without an eco pass for kids going to school.
- The eco-pass program should be more accessible to the residents and expanded. However more routes have to be added and accountability of rtd. Must be answered for.
- Via bus is a great service i have used.
- -We need more north to south bike routes and to separate bikes and cars. / -All of the car dealership lots seem an awful use of space. It feels like there are massive parking lots everywhere and on an individual basis utilizes the business relatively inf
- We travel from north to south in east boulder a lot. For example, gunbarrel to Louisville. I don't believe there is a convenient, direct bus route. If there was, we would use it.
- We use the bike paths extensively so don't need a bus pass. Nowhere are we not able to bike, then we would use the bus or car about equally.
- We will be interested in eco pass when kids are in middle and high school.
- We would love to have eco passes but can't afford them. As long as they cost us more than driving, we can't justify the expense, and I'm one of the greenest people i know.
- While i love the idea of any eco-pass currently it is inconvenient for me to take a bus to work. When i had a pass and worked downtown so that the bus route was direct, it was a nice option
- Wish the bus system would stop using cash and go to transit card that customers put money on.
- Would be way more helpful if the bus system ran a late night ride on Friday and Saturday that left pearl about 2:30 that serviced outlying areas of boulder.
- Would like to see fast tracks completed as promised!
- Would use eco pass but bus service is too far away from home to go to work in less than 1 hour by car, 10 min. We have 8 people and 3 generations living in home and 4 work fulltime and 1 part time, to be able to afford to live here.
- Yes, city wide eco pass!! I have not ridden the buss except to airport in years. With eco-pass, i would try the bus

Cost of living and housing costs are too high

- Although i currently rent in gunbarrel my partner and i are hoping to purchase a house this year. We are assuming that we will have to leave boulder because we can't imagine that we'll be able to afford a house here.
- Boulder seems like it is for the very rich or the very poor. Sometimes boulder forgets about the middle class.
- Due to high number of regulations and restrictions around building the supply of homes-buildings is too low for demand causing prices to be too high for the middle class to afford, thus driving the middle class from boulder
- Generally very happy in boulder, but housing prices are so high! The library, and bike paths are great.

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- I don't think middle income families are interested in high density / condo type housing. I see a need for more modest homes. With at least a small yard. I would like to see commuter traffic reduced in boulder, and have a more balanced income community.
- I love living in boulder, however, there is not enough affordable housing for middle income families. And singles, nor in boulder, very business friendly. I applaude boulders enthusiasm for renewable energy, but i do not feel that municipality is the answer.
- I wish the city of boulder could offer renters in this city some protection from the rent increases that i've been subject to between $130-$150 yearly increases with no end in sight.
- I'm a boulder native and i am proud of my city with the influx of very wealthy citizens, i am wary of elitism, influencing our community decisions. Many of the people i grew up with cant afford to live here anymore and it makes our town feel less real. My neighbors used to be teachers and office managers and now they are independently wealthy or "consult"
- I'm happy that trader joe's has arrived in town. I appreciate the discount rate at the rec centers for low income users.
- Many boulder rentals charge exorbitant amounts for slums. I would like to see student housing co-operaties similar to berkeley ca. The city should look at its facist stand on art. (where's waldo)
- My husband and i are retire's on a very limited budget. We are finding it harder to live in boulder. Shopping cost more, traffic is more congested and when we can afford it, it is hard to find a reasonable restaurant. We find it easier to go to longmont for most things.
- My main concern is safety. Theres this guy stalking me and no one seems to care and my rent is supposed to be 30% of my income yet i pay 30% plus an additional 70.00 for utilities and i'm on section 8 and receiving social security is not fare.
- Need more middle income single family housing! I want to raise my children where i grew up but is is expensive!
- Our city council is not particularly diverse, however i feel strongly that to serve on council or on boards and commissions you should be registured to vote with in the city. Affordable housing: payment in lieu, just is not working….require developers to provide affordable units.
- Please make it more affordable to rent or buy in boulder! Currently its so expensive only rich people can live here.
- Please try to address the affordable housing shortage in Boulder for working families. We love living, working, going to school in the city, yet we may not be able to buy a house and stay in the city.
- Rent is very high and i expect my ren to increase each year which is making living in boulder a challenge. A 30 something adult doesn't want to live in a commune in order to pay the bills
- Rentals not to be confused with real estate., are not affordable, want the city to do whatever it can to keep property tax affordable for the future. Ie. Don't become new jersey. Address homeless problem faster than current. It's bad. We are wasting money creating unsafe conditions.
- So far as i can tell, there are no home owndership opportunities for middle income residents 2,000 sq ft /$500k. Please implement eco pass for all. The city of boulder is doing a stupendous job. No place i'd rather be. Thank you
- The lack of middle income housing for nucleas families is boulders biggest challenge. It is simply not possible to afford a home in boulder, not much is available in the 250-400k range. I'm shopping for a new home and will leave boulder because of this.
- The two areas i feel most strongly about are increased affordable housing options for middle income households and art opportunities for children and adults, especially children from diverse backgrounds.
- Traffic is horrible. Cost of housing, outrageous. Please remember not everyone in boulder county is a trust fund baby, we are being squeezed out.
- We are 3 people, my wife my daughter and me, but in boulder the apartment is to expensive.

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Boulder is a great place to live

- Boulder is a fantastic place to live.
- Boulder is a great small city! We are fortunate that our home is very walkable to goods, services, recreational areas and the like. We sometimes with it were a little cleaner (air pollution, litter, trash, dog waste and the like) city of boulder does a great job overall!
- Boulder is to nice and i feel my complaints need to be tempered with the fact that i like it here, but the way it favors the rich and self-serving is frustrating. City council included.
- Boulder rocks. We are all spoiled, but most don't know it.
- City is great!
- first time I have seen a survey like this after living here 24 years. glad to see it happening
- Great place to live but frustrating to get around particularly when 28th or 30th streets are involved. Traffic signals need to be timed/sequenced, to enhance traffic flow, rather than imped.now rtd has the same problem.
- I love boulder i love living here and i feel that it's important to continue to do things that enable trust and community building, like funding community gardens, farmers markets, parks and other areas for people to gather, build, hope and share.
- I love boulder. We are the nexus of the universe. There is no place in the world that is more beautiful than boulder, Colorado.
- I love living in boulder!
- I really like living in boulder. I'm not as knowledgeable as i should be about the inner workings, of city operations and i apologize. Keep up good, compassionate, knowledgeable and fair work.
- I think boulders city government works well, in general. I think taxes are well spent, and i think that much can be accomplished by collective action.
- I'm a near native (2 years old) this is home, hope to die here!
- Need more policies to up composting and water use and single occupancy vehicle use. Great job in general.
- No thank you
- No, thank you for making a surrey so our voices will be heard.
- Thank you for all you do
- Thanks for doing a great job!
- We'd be living in boulder for 18 months now, before we visited twice. It's a wonderful place to raise our kids. But there's always room for improvement.

Parking, roads, traffic and traffic control

- Auto, bicycle and pedestrian traffic is out of control. Especially when school is in session. Allowing electric powered bicycles on the creek path along with other bicycles going too fast, is a safety hazard, allowing bicycles too ignore traffic rules is not smart, contributes to road rage!
- City has too much emphasis on affordable housing developments are tight, difficult parking, too dense.
- I don't like the "mobile van speed cop" gives boulder a bad name. They don't have that nuisance in Longmont where i work for 20 years.
- I have complained about the dangerous intersection of Broadway and Linden to councilmembers. The light leaves little time for pedestrians to cross the street, especially the old and infirm. During and after snow storms the light becomes a flashing yellow on Broadway and a flashing red on Linden. This makes it damn near impossible to cross the street, and of course it becomes jaywalking. A "sanctuary" island in the middle of Broadway would make the intersection much safer.
- I live on the hill and would like to see my block become one of the blocks that requires resident permits (limits parking for nonresidents to 2 hours.) I live at 11th and college/11th Pennsylvania

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- I would like covered bike parking at my apartment building 505 27th way. Please allow for more housing co-ops
- I would like to see boulder get smarter traffic signals. I would like to see boulder develop downtown night life.
- More cheaper parking in commercial areas would be a huge plus! Also more intelligent traffic lights. Miss one light on 28th you miss all the rest for example. Compared to Denver, boulder traffic flow is super primitive! Boulder isn't a quaint little village any longer folks!
- We need more parking areas in north boulder.
- Yes drivers are not waiting to allow pedestrians to cross. They start their turn and pressure us!

Flood mitigation

- City needs to update sewer/water system for flood. Stop developing boulder!! What happened to cap on buildings over 2 stories. Too much development keep boulder open-open space! Land! More resources to build community more walking/bike paths that are safe.
- Floods were hard to prepare fo but boulder did a good job responding especially considering what a difficult situation it was.
- I cannot comment on the flood mitigation tax as i do not know the amount brought in yearly and do not know how exactly it is spent. Maybe a 1-2 year tax to cover the recent disaster but not a permanent tax increase.
- I think more notice on significance of flood damage would have been helpful to avoid so many people losing their lives.
- My household is open to increasing the fee to about one half the current amount of flood mitigation but not double or triple the fee. During the flood, many of our street neighbors experienced basement flooding and if we hadn't done our own mitigation the same flooding could have occurred in our home
- Re: flood, ems services did a fantastic job. Response to backed up sewage was not good, flood mitigation in our neighborhood has been bad
- Rre-flood too aggressive closing roads, parks, facilities closed to long.
- The flood was a very rare occurrence.
- We live in palo park on 4 mile creek. Due to the floods the creek has 2-3 ft of extra mud and silt. Haven't heard from anyone as to what is the plan to restore the creek. On a good note the creek was built to contain a 100 yr flood and it did do just that. Thanks
- We try ch. 8 during fire and flood, but find no relevance. Ch. 8 should use this to inform emergencies.

Comments about questionnaire

- Far too many survey questions and they are repetitive! Respondents get to tired of answering them all.
- I am surprised that while this survey asks "how many children aged 12 or younger" etc, it never makes any other attempt to know how many adults are in my household. Husband and i might have different opinions in some of these questions.
- I think this survey is too long, it's intim. To people due to length. I think you would be more successful with return rates if it were shorter and more sufficient.
- Portions of the survey are cut off. / Most trips inside the city limits are by bicycle. That does not seem to be addressed in the survey. / Commute outside the city for work, also not addressed in the survey.
- Questionnaire is too long
- Questions that should have another answer category: / Under accessibility and connectedness: Commuted to work by bicycle. What if you work at home?? / Under Environmental Sustainability: Composted food and yard wast. What if you compost in your own yard?? / The way I had to answer these 2 questions, saying never, sounds like I don't care at all, but I really do care!

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- Some places to make responses were cut off - importance ratings. Also, It would be very helpful (and would likely increase your response rate) if you had a status bar showing how much of the survey had been completed and how much is left to still complete. I was about to abandon it. If you would like some help, please contact me (Karen@alquemiestudio.com)
- Survey could have been more focused and logical and is way different to the mail in ballot (which has the old councilors names on it)
- Survey is too long, to many q's/?
- Surveys like this are a good idea but this one has some general questions that don't pinpoint specific issues e.g. #14,#15
- The Spanish language letter explaining this survey is listed as from 2011 not 2014 also, there are some errors i corrected in red
- They survey is way too long. The city should stop with the over-reach. Like outlawing smoking anywhere including parks and open space. We pay for this stuff. Get out of the way!
- This form is much too long
- This is too long. Make this/ask people to do this survey online. No postage, paper waste and more convenient.
- This survey could be distilled down to 2 pages with space for comments. Its length is a deterrent for completion. Also, the formatting is hard on the eyes.
- This survey is a steaming pile of shit. The design is awful and I have to scroll horizontally to read all the options on some radio buttons. Did anyone actually try to take this survey after building it? My god that was a horrible experience.
- This survey is too long!
- You should do extensive focus groups. The survey questions themselves reflect an agenda about what is important, I'd like minimal services and lower taxes so i can afford to live here for natural attributes and location, not all your services.

Parks and recreation

- Chihuahua play group
- I paid a lot to live in boulder to enjoy its recreational opportunities & proximity to the mtns. I enjoy the liberal environment. I have been disappointed watching boulder become too big too crowded and too noisy. I'd like to see less growth more stewardship of open space & nature.
- Open space is to use… not just to look at. Open space control is too strict.
- Over regulation of the parks, trails, streets. Having a warrant check done on you for dog walking infractions is psycho putting my name in the system because of my dog chasing a squirrel is over the top. Rangers on power trips like city cops.
- Parket parks, gathering for gunbarrel like areas so neighborhoods can meet each other. I see some rtd buses often almost empty in Falls Church and arlington va they've started a program using smaller buses like the viva bus size, that has many more neighborhood side streets stops, especially near schools and hospital, but also to sub. And many more folks started using the bus rather than driving. It was on a frequent schedule at commute times, less often mid day.
- Parking at the rec centers is terrible, especially east and north. / It would be great if there was a bike path connecting the Goose Creek and wonderland creek bike paths. There is, but its very sketchy, involving parking lots, alleys, etc. / City wide internet! We want a fiber ring or a google fiber style development. Comcast service is very spooty and poor.
- Please build a bike path between boulder and Longmont. It would get so much use and cut traffic cnsiderably
- Please grade the path between tamarack ave and upland ave just east of crestview park. Still rutted from floods.
- Please enforce dog regulations, i have seen women shreik, children cry, frightened people go up hillsides in open space as snarling, aggressive dogs lunge. Seems every 3 in 4 visits to open space i see this. Also dogs attack dogs. Maybe signs to report aggressive or unleashed dogs.

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- Please make sure the recreation facilities got adequate funding, especially south boulder rec. Center. They are wonderful assets to the city
- Senior programs are boring. Some of us love controversy. I find boulder very full of itself, over rated and lacking, but i am from NY. San Francisco and la so boulder seems very small and backward to me. In fact boulder/Denver area is skipped by many retail corp. Restaurants, are tasteless, ethnic food is dumbed down to suit bland Midwestern taste, such a shame.
- Spend money /resources on open space/parks and preserving land and not over building condos, apts, houses with no yard or land preserved.
- Stop buying open space!
- Thank you for keeping boulder beautiful, for open space!! For defending wildlife, please, please, please protect our water and esp. Fracking! Thank you for letting us have access for dogs!! Housing is too expensive.
- The city councils restrictive OSMP stances from obstructing trail use. Events like the pro cycling challenge, commercial use after the flood, off leash policies are not aiding in conservative efforts. People take care of the lands they love, enjoy and use. Spend $$ on education for outdoor recreation not restrictions.
- The conservation constituent has too much influence w OSMP. The city can protect the most sensitive areas and virtually every user will respect that. People moved here to use open space. Not view it from a distance.
- Warm water pool! Indoor

Other

- Aforementioned concerns regarding safety in my neighborhood. And aforementioned concerns regarding continued construction on every single piece of land left in this city!
- As a long time resident of boulder that rarely leaves boulder, works in boulder, lives in boulder went to school in boulder, i had a serious accident and need the assistance for hous. I have found out that the city of boulder has given all hous. Away to the wealthy and not citizens.
- As a resident of gunbarrel i have little voice in decessions.boulder is too crowded!
- At the very time when i have become medically disabled and unemployable the city is threating to require me to provide costly "bearproof" outdoor storage of food waste. It is cruel to force me to do sush a dangerous and expensive thing with stuff that belongs indoors.
- Be more proactive and conservative, so we do not get any property tax increase. Taxes are too high.
- Boulder sales tax rate drives people away from shopping in boulder. Taxes that are collected are inappropriately used. City council priorities and emphasis many times is in the wrong direction or just plain silly and stupid
- Boulderites come across as entitled and elitest as a group
- City has world famous citizens.
- City needs to have new policies regarding re-zoning.
- Could use better enforcement of trash in yards and alleys on the hill. Would like to see more public art, more support for local artists.
- Enforce smoking ban on pearl st.
- I am discouraged with the city. As a home owner in north boulder, i feel like a second class citizen in this city. Those in businesses and lower income high rise building have the city's eye. As these areas have grown and grown, traffic has increased horrendously along residential streets....all with no traffic enforcement. There appears to be no end in sight. Take my street, (kalmia) as an example. Several years ago, i called the city about speeding vehicles along out street. The lady was very nice and took my complaint. First the city set up an electronic speed indicator on the street, then they erected a "residential" speed sign near broadway. These had no effect. The speeding continued, especially around commute times. I gave up, thinking i was the only one concerned. Then i talked with my neighbor, only to discover, that he too had contacted the city with no results. Recently, i

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learned that the city plans to widen the streets, put sidewalks and curbs along my street....egad! The street is on a downhill grade from 4th st. To broadway, which is the main reason that cars speed. Widening the street and installing curbs will only encourage people to travel even faster. Who is planning this? Who cares? Along with problems on our street is the demise of 4th street as a "multi-use" roadway for bicyclists, pedestrians and cars. It is a treasure that should be protected. Instead, it seems to be ignored. I have that feeling that the increase in high density housing areas and traffic flow is so important in boulder, the city is willing to sacrifice everything that made it great.

- I am tired of the heavy handed over regulation of city government in boulder. In my opinion its out of hand and getting worse
- I cant stand the self indulgent whiney boulderites who feel they're so intitled. License cyclists
- I don't understand where my taxes go..sales tax is the highest in the state, property taxes are not exactly low and the police sets up speed traps with a vengeance. Why?
- I feel the city should make greater strides to identify unlicensed landlords. For example leases are provided for neighborhood parking passes.
- I had the worst landlord i ever had in 10 years of renting. She refused to fix broken locks and deal with residents. A reporting line for people like this would be helpful or a way to regulate relicensing landlords.
- I just want to stress how important it is to get the money out of politics and higher human values back in front and center. We must replace the present ignorance of placing high regard for "the bottom line" the rallying cry of the corporations and all the insane acts and attitudes manifesting from this thought. Inhuman stance. And reestablish kindness, care for the less fortunate, concern for the purity of our air, water, earth, food.the well being freedoms, health and happiness of the children of the planet and all the humans, animals and significat beings.
- I lean conservative. City council policies rarely reflect my ideals but rather far left liberal ideals. I know lots of people here that feel dismissed as fellow citizens because of being constrict or conservative. Channel 8 could reflect these ideals and ideas. The daily camera rarly does. We are here too.
- I like green tags for dogs. Leave em alone please
- I no longer recommend people to move to boulder. The air pollution of pot. As we are known as healthy- why go down a road that does not head toward that now.
- I would appreciate courtesy, healthy treatment by authority i appreciate service to the poor.
- I would like to see no more high rise bldgs. Over 3 stories, built in boulder and serious that given to not build a 4 story hotel on the 27th way/baseline rd. Property. Our neighborhood (martin park) would suffer traffic etc.!!!
- I'd like the marijuana excise tax repealed.
- I'd love to see more entertainment- a cute main street with shops and restaurants. More farmers markets. More health and fitness oriented businesess true food kitchen, boulder whole foods in north boulder.
- Increasing deer population is feeling like it is out of control. Landscaping around on and off ramps of 36 and baseline. This is most peoples first impression -looks terrible!
- It feel like the developers are running boulder. And using up every squre foot of open land i've lived in boulder over 40 years, raised 7 children and i'm sad to see the way it has been developed.
- Its about the city-organization that is fixing gas problems they finished this street end of december and still reserve whole blocks of parking and are never here. No one can park. It was fine when they were working, but they keep extending the signs for no apparent reason.
- Lack of care of city mediums. The weeds are terrible around town. Boulder is not a beautiful city anymore.
- Leave local businesses be. Lower taxes. Open up construction and building permits. Don't attempt to restrict drinking and or smoking. The local PD should offer free concealed handgun permit courses. Repair the roads. Privatize the water utility. Allow fracking.

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- More mental health services offered in the public school system is critical with current state of our school crises ranging from individual to universal needs. I would like to see more of a focus there.
- More support for local business. Support for a train thru boulder and denver. Less taxes
- My experiences at the valmont post office has been dismal. The staff there are rude, disinterested and unhelpful. My postman doesn't even pick up my outgoing mail for days at my home. Downtown p.o. employees have been delightful
- Night lighting-full cutoff fixtures should be enforced, 29th st mall should be pedestrian frendly more buses, ban cars. Women should feel safer in trails, parks, etc.
- People need cars to live their lives. How about some service? / Most bike riders are recreationalists. Very few are doing things by bike rather than by car. Riding your bike one day a year to work does not justify >50% of the transportation budget for bike paths/lanes/services - and I'm a bicyclist / "Green" energy is just a way of putting consequences "out of sight". Solar panels made in China with rare earths; windmills on the eastern plains still have to be backed up by fossil-fuel generation somewhere. etc.
- Please do a better job of snow removal!!! Include neighborhood streets!!! Also eliminate boulders aggressive and unnecessary ticketing of dogs off leash.! Animal control should be there when called not out patrolling and issuing tickets for dogs playing in parks!
- Please have the city work to stop doing social engineering feel good projects and get back to running an efficient city, welcoming to business and growth. Provide services well, not agendas on social issues.
- Please make ideal market remove the noisy refrigerated trucks. Do not allow them to destroy peace in the residential neighborhood.
- Promote Jewish co-housing near the area of Arapahoe and Cherryvale. There's a field area that seems to be abandoned by the Granville-Phillips company that would be great. Also, an area of the city website devoted to business practices would be great. For example, it would be moderated like Yelp, but if someone were ripped off by a local company, they could tell others. If someone received great service from a small company, they could mention it. The point is that local or regional businesses would have a chance to be highlighted for exceptionally good or bad behavior, especially if there were health or safety infractions.
- Relax adu requirements
- Repeat: too many jaywalkers unleashed dogs, some on 10' leashes, dogs in businesses and stores. Keep me from shopping there, ie. Mcguckins, doctors offices, no enforcement of no smoke rule at cu. Bikers must have warning-alert bells or get them off the sidewalks
- Ridiculous to penalize bar owners on the hill for student behavior. Problem is house parties. Unintended consequence of danish plan=pricing low and mid-income people out of housing market. Council must do something about providing more low-mid income housing
- Sidewalks on 28th and 30th should change radically increase option for small scale density attached to sfd instead of breaking up residential lots into multiple sfd building sites.
- Snow removal from roads needs to be changed. There should not be packed ice on roads 5 days after snow! All surrounding cities have taken care of their snow on roads!
- Streets are too dark at night for safety. We live in boulder as adults with no kids and enjoy it very much but we are glad we raised our kids in louisville, before moving here. Boulder has too many transients on its streets for kids to be playing around.
- Thanks for this chance to give feedback. When cu ups enrollment it should also build dorms to relieve pressure on neighborhoods in which single occupancy homes become mini dorms causing more pets, more parking more noise and less neighborhood involvment. Cu should distribute flyers to students telling behavior expected in off campus housing. Also more publicity on this at the start of semester. Baseline between 30th and 28th and broadway is becoming too congested and unsafe. Should have no more development. Also do not allow building height to go up. Views of flatirons are priceless and for all to enjoy. Building to close to street, makes one feel like their in a canyon or prison. Keep set backs bigger.

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- The 29th street development is the biggest mess, boulder has yet made for it's self. Home depot in the heart of town….bs!!!
- The bag tax is pointless. Get to the root of the problem and just outlaw plastic bags. Parking fines and their issuance are ridiculous. It seems that to live in the town you not only have to pay taxes but also multiple fees for daily living.
- The building of extremely large housing developments (apts.) In already overly congested areas is a disaster. 30th-31st and pearl suggested devl. At 27th and moorhead etc.
- The city has a lot of rules, sidewalk ice removal etc. That it doesn't enforce. I think these rules are important for an excellent city but they are violated.
- The city issues a time to residents at our address when someone else dumps garbage on our property. Why are we punished for a crime that we didn't commit?
- The City needs to figure out how to plow the roads without creating a berm at the mouth of the cul-de-sacs that line the major roads. I just shoveled the end of our street of a 2' berm. I end up doing this every snow storm. Not good especially as the City can cite us if we do not shovel our walks. There needs to be some sort of equity in the snow removal area.
- The City of Boulder used to be a nice place to live. Now the Eco-Nazis have taken over and ran good business out of town. Costco, Lowes, and yes WALMART (what is here in town isn't a REAL WALMART) and as a result the quality of life is suffering due to the financial requirements placed on the average homeowner. The CoB wants to have all the amenities but there isn't the tax base to support all the frivolous crap programs the city seems to deem necessary. Until the city makes a hardcore attempt to attract business that pays sales tax to the city i will continue to hop in my Toyota 4Runner and drive outside the city limits to conduct my business. Get the picture?
- The doesn't treat business equally an example Walmart had a box truck that had painted "wall mart store open" they city made them stop its use. At the same time several city buses past by with advertisements plastered all over them also dozen of trucks. I am not a big fan of Walmart but what fair for should be for all. I have heard that a majority of the city fire fighters apply and get disability when they retire. This appears to be a scam, maybe time to hire a new medical facility. The city gov. Boards are very incestuous friends and social contacts. The police dept. Seems to be well run officers are respectful and helpful. I can't say the same for the fire dept. They seem to be rude and arrogant. I needed to get in touch with the chief building inspector, i call and left messages 5 times in several weeks, no response. I called the city managers office an administrator very politely intervened. I got my appointment and the man was very polite, that's more than i can say for the inspector who was wrong and arrogant. The city seems to care about runners and bicycles then people whom can't participate. We use to have a rodeo, kinetics race, Halloween etc. All cancelled they were fun to watch i isn't fun to watch bikes zoom by in 1 sec. Or a bunch of sweaty people.
- This city seriously needs some kind of regulation regarding housing. Landlords and property companies have 100% of the bargaining power. It's impossible to find reasonable housing mid-year (e.g. right now, Jan.) unless you want to "pre-lease" for August. Some complexes also enforce ridiculous criteria via their "applications" (e.g. proof of monthly income that is three times the rent) . They also make ads for properties that simply are not available, instead claiming that it's just listing "what they manage". There needs to be some way to put more power back in the hands of tenants and potential tenants. No more pre-leasing. No more false advertising. No more stupid discrimination and invasive investigations.
- This may sound weird but i wish boulder was nearly as concerned about basic city services and reflecting the attitudes and values of all citizens, as it seems to be with being a shining beacon to the world on newewables, sister cities, bike races, bike lanes, bike statues, animal deaths, et al. There is no single boulder set of values.
- Too much regulation too much government, too many city employees. Do we really need so many hands on, in the city?
- We quit stopping in boulder grocery stores since the 10 cent bag fee was imposed. We found Walmart a much better deal. City should stay out of gunbarrel!!

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- Weeds are unsightly during summer months in neighborhoods and med. Across the city. Often embarrassed for visitors coming to town.
- when I said that shopping choices in Boulder is bad, I meant that there are TOO MANY shopping choices here in Boulder
- Would love the farmers market to be a year round. Also, better lighting on the boulder creek path would make it safer at night.

Don't know

- 3rd generation Boulderite lived away only about 8 years
- I am a senior citizen age 77 and just moved into boulder a year ago
- I am legally blind so some questions and answers are really hard for me to answer and showed not to be used or comparable to most persons.
- I do not live in the city of boulder. I live in unincorporated boulder county
- I only moved to boulder on sept. 13, i plan on staying for a while though!
- I've just moved into a senior apartment complex, so i don't know what my new life will be like.
- Not at this time
- Reason for "i don't know" answers, purchased a property in boulder in July 2013 currently spending 2-3 days mnt. In town. Lived in county in the 1980's
- We have a boulder mailing address but we live outside city limits in n. Boulder, we have lived here for 15 years.

Question 27. Please check the one box that most closely describes the type of housing unit you live in.

Other, please specify:

- All of the above
- Apartment above business
- Apartment in small building
- Asst. Living
- CU Family Housing, relocated after the flood
- Duplex
- Four-plex
- Home with roommates
- Low income
- Moving from condo in 1 month
- Senior complex

Question 35. Which best describes your race?

Other, please specify:

- All
- American Indian Mexican American,
- Andorian
- Arabian
- Brazilian/Italian
- Canadian!
- Caucasian
- Celtic
- Columbian
- Cuban
- Doesn't matter
- Duh, i live in boulder. We need more diversity!
- Dutch/Austrian
- Hispanic
- Hispanic
- Hispanic
- Hispanic/native American
- Human
- Human race
- Iranian-American
- Irish!
- It depends on whether you consider Jewish a race
- Mixed
- NA
- Polish
- Tan
- White, black, Jewish

Question 36. What is your preferred language?

Other, please specify:

- Argentina
- Hungarian
- Lithuanian
- Nepalis
- Sanskrit
- Spanglish
- Vulcan

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APPENDIX C: 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 (see the third column in the table below for the combined percentages). 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 104: Percent of Survey Responses from Each Subcommunity

Subcommunity	Percent of respondents	
Central Boulder	28%	28%
Colorado University	3%	
Crossroads	8%	11%
East Boulder	2%	
Gunbarrel	11%	13%
North Boulder	10%	
Palo Park	4%	15%
South Boulder	13%	13%
Southeast Boulder	19%	19%
TOTAL	100%	100%

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Map of Boulder Subcommunities

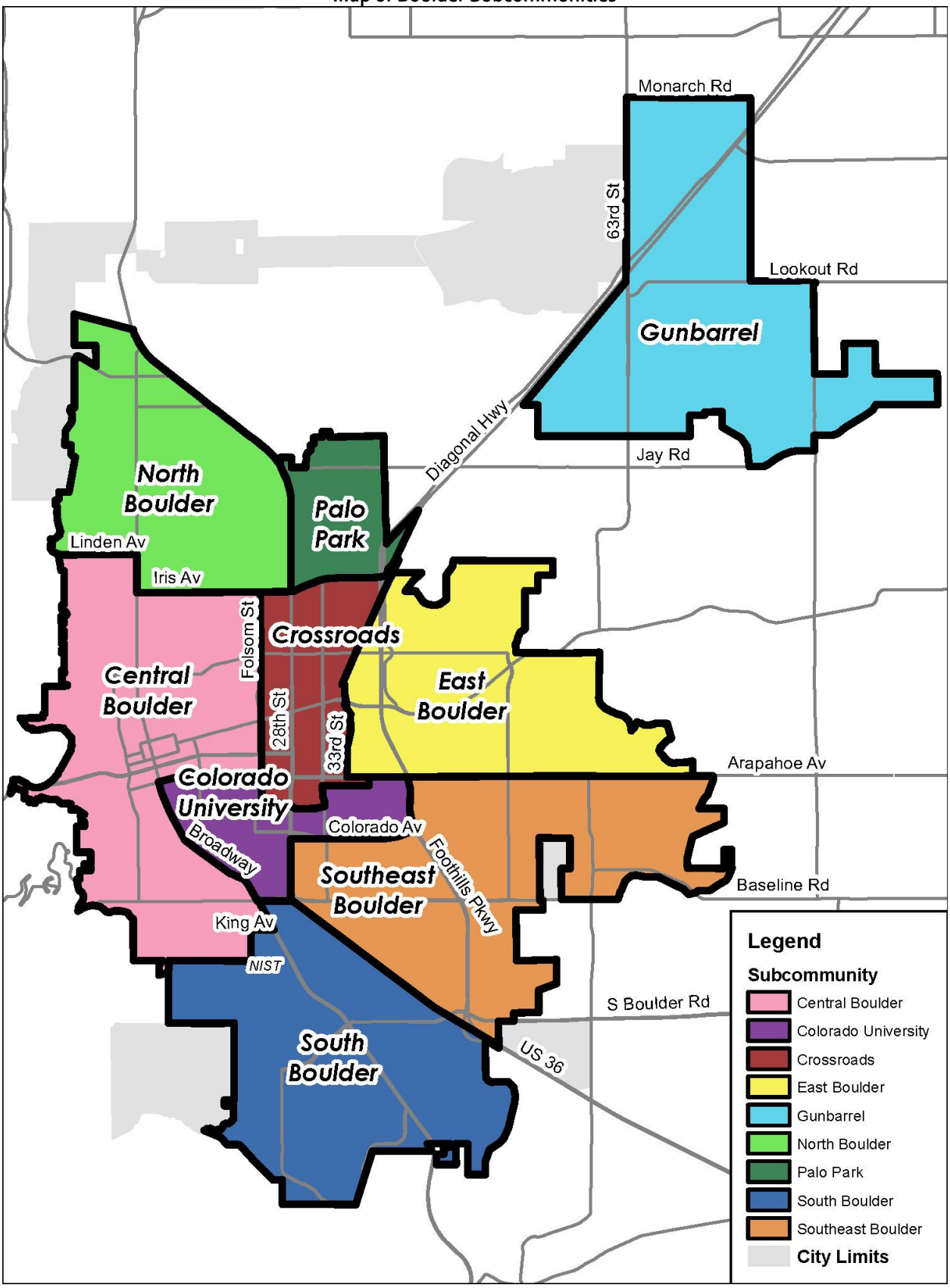

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Table 105: Question 1 by Subcommunity

Please rate the following items about life in Boulder, and circle the number which most closely reflects your opinion for each. How do you rate. . . Average rating (0=very bad, 100=very good)	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	Overall
Your overall quality of life in Boulder, taking all things into consideration	88	88	84	87	87	82	86
Overall quality of your neighborhood	82	73	80	81	81	77	79
The sense of community in Boulder	70	71	68	70	63	67	68
Community acceptance of all people	65	64	60	69	65	63	65
Race and ethnic relations in Boulder	56	57	58	60	59	58	58
Boulder as a place to work	77	76	71	73	74	74	74
Overall Boulder city government operations	65	65	56	61	66	58	62
Overall ease of getting to the places you usually visit	76	78	60	70	70	69	71
Quality of the natural environment	92	90	86	88	91	88	89
Quality of indoor and outdoor recreation	92	92	87	89	88	89	90
Opportunities to attend arts/cultural events	79	78	76	77	77	73	77
Quality or character of new development (the look and feel of new commercial or residential areas or buildings)	62	66	63	62	62	61	62
Access to a variety of housing options	42	37	39	47	42	44	42
Employment opportunities	58	62	56	56	52	53	56
Shopping opportunities	75	78	68	75	73	74	74

Table 106: Question 2 by Subcommunity

Please rate how safe you feel from each of the following in Boulder: Average rating (0=very unsafe, 100=very safe)	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	Overall
Violent crimes (e.g., rape, robbery, homicide)	84	84	85	87	83	80	84
Property crimes (e.g., burglary, theft, criminal mischief)	71	74	78	75	74	72	74
Structural/house fires	80	78	78	81	77	77	79
Wildland fires	62	64	60	64	56	66	62

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Please rate how safe you feel from each of the following in Boulder: Average rating (0=very unsafe, 100=very safe)	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	Overall
Floods	53	55	57	55	52	50	53
Traffic-related incidents (road rage, bike-car conflicts, etc.)	54	49	53	53	45	51	51
Discrimination due to your background or personal characteristics	81	77	76	83	77	76	79

Table 107: Question 3 by Subcommunity

Please tell us how safe you feel in each of the following areas in Boulder. Average rating (0=always unsafe, 100=always safe)	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	Overall
Downtown Commercial Area during the day	90	90	89	88	87	88	89
Downtown Commercial Area at night	72	71	71	72	69	66	70
Municipal Campus / Main Library area during the day	74	73	76	73	78	80	76
Municipal Campus / Main Library area at night	52	55	52	49	57	56	53
Your neighborhood during the day	93	91	93	94	94	91	92
Your neighborhood at night	79	74	86	86	82	80	81
City Parks	72	68	73	71	75	73	72
Multi-use paths (e.g. Boulder Creek Path)	65	61	68	66	66	64	65
Main Library	72	71	73	70	73	74	72
Branch Libraries	81	76	80	79	83	82	81

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Table 108: Question 4 by Subcommunity

In the last 12 months, about how many times, if ever, have you done the following things? Percent who participated at least once in the last 12 months	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	Overall
Rode a high frequency transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the City of Boulder	75%	69%	56%	70%	76%	72%	70%
Rode another RTD bus within Boulder	58%	61%	56%	56%	54%	55%	57%
Rode a bus between Boulder and Denver	79%	64%	63%	64%	72%	77%	72%
Commuted to work by bicycle	59%	69%	42%	51%	48%	58%	55%
Visited the Pearl Street Mall	99%	99%	99%	100%	99%	99%	99%
Visited the University Hill business district	88%	86%	74%	85%	90%	80%	84%
Visited Boulder open space or mountain parks	98%	96%	97%	97%	98%	95%	97%
Recycled paper or containers from your home	98%	91%	99%	98%	99%	99%	98%
Composted food waste through the curbside collection program	46%	39%	47%	64%	76%	33%	50%
Composted yard waste through the curbside collection program	46%	35%	53%	60%	74%	33%	49%
Made energy improvements to your home or business	54%	62%	67%	71%	74%	58%	62%
Attended a public meeting or event about city matters	28%	24%	26%	30%	28%	26%	27%
Attended a City Council meeting	16%	14%	10%	9%	9%	11%	12%
Watched a City Council meeting on cable TV Channel 8	26%	24%	31%	34%	29%	21%	27%
Watched a news program on cable TV Channel 8	27%	27%	22%	32%	26%	21%	26%
Used any of the Parks and Recreation fields or courts (e.g., baseball, softball, soccer, tennis)	63%	55%	51%	53%	62%	50%	57%
Participated in any of the North, South or East Recreation Centers' programs or classes	34%	24%	34%	45%	45%	26%	34%
Visited any Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	70%	68%	66%	62%	71%	51%	64%
Visited any neighborhood parks (play areas and playgrounds)	89%	80%	85%	91%	88%	86%	87%
Used the services or facilities of the East or West Senior Centers	11%	8%	7%	18%	20%	14%	13%

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Table 109: Question 5 by Subcommunity

Please rate to what extent you agree or disagree with the following statements. Average rating (0=strongly disagree, 100=strongly agree)	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	Overall
I am pleased with the overall direction the city is taking	64	69	57	63	64	64	63
I inform myself about major issues in the city of Boulder	71	66	69	71	69	61	68
I take the initiative to let elected officials or city staff know what I think	48	41	40	41	43	41	43
Boulder's City Council implements policies that reflect the values of the Boulder community	58	60	52	59	58	56	57
I feel included in the Boulder community	63	62	51	64	58	58	60

Table 110: Question 6 by Subcommunity

Please rate how well you think the City of Boulder does on each of the following: Average rating (0=very poorly, 100=very well)	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	Overall
Being responsive to residents and businesses	63	55	45	61	62	57	58
Effectively planning for the future	65	67	56	62	68	64	64
Working through critical issues facing the city	61	62	55	61	62	62	61
Gathering feedback from residents on new policies or projects; conducting public processes	65	64	51	55	63	63	61
Providing access to information about issues, events and meetings	69	63	60	65	70	64	66
Spending tax dollars wisely	54	57	46	52	53	50	52
Informing the public about how tax dollars are used	55	52	45	51	56	50	52
Responding to emergencies and natural disasters (flood, wildfire)	77	76	76	78	78	72	76

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Table 111: Question 8 (Quality) by Subcommunity

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community. Average rating (0=very bad, 100=very good)	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	Overall
Managing congestion and traffic flow	53	52	44	47	50	45	49
High frequency transit routes	64	64	54	62	65	61	62
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	81	82	76	76	80	78	79
Snow and ice control on major streets	54	57	50	52	62	51	54
Street repair (potholes, crack repair, etc.)	55	56	47	55	50	50	53
Street sweeping	61	65	61	62	63	62	62
Street lighting	62	60	61	59	64	59	61
Sidewalk maintenance	61	65	62	65	67	64	64
Assistance to businesses to keep them in Boulder	56	52	55	62	53	59	57
Attracting/retaining "discount" or "affordable" shopping opportunities	52	53	46	46	54	52	51
Retention and expansion of quality jobs in Boulder	56	64	57	60	57	62	59
Acquiring and managing open space and mountain parks lands	83	81	85	80	82	84	83
Energy conservation and efficiency programs	75	71	71	78	75	74	74
Renewable energy programs	72	66	60	72	71	66	69
Recycling and composting collection services	78	75	78	82	86	77	79
Water conservation programs	71	60	64	65	71	70	68
Cable TV Channel 8 (council coverage, city news, local talk shows)	66	61	59	61	57	63	62
City of Boulder Web site (www.bouldercolorado.gov)	63	61	64	65	60	60	62
City social media Web sites (e.g. Facebook, Twitter, YouTube)	62	65	55	58	59	57	60
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	77	71	77	73	80	74	76
North, South or East Recreation Centers' programs and classes	77	67	67	75	79	69	73
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	75	71	74	75	73	75	74
Neighborhood parks (play areas and playgrounds)	76	79	77	77	77	77	77
Boulder Public Libraries & library services	75	74	73	71	77	76	75

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community. Average rating (0=very bad, 100=very good)	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	Overall
Services for children (age 12 and under)	70	65	62	69	71	67	68
Services for youth (age 13 to 21)	65	69	62	59	64	68	64
Services for seniors (age 65 and older)	71	68	68	64	67	69	68
Services for low-income families	64	55	63	70	65	57	62
Providing spaces for and access to a variety of arts/cultural events	71	66	64	71	72	67	69
Art in public places	66	61	66	66	68	63	65
Programs to reduce homelessness	49	44	54	49	53	44	49
Drinking water services	75	68	76	72	72	69	72
Mosquito or pest control programs	63	61	58	57	62	59	60

Table 112: Question 8 (Importance) by Subcommunity

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community. Average rating (0=not at all important, 100=essential)	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	Overall
Managing congestion and traffic flow	71	70	71	72	75	74	72
High frequency transit routes	76	71	71	70	75	78	74
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	80	78	68	76	81	74	76
Snow and ice control on major streets	77	79	72	80	78	78	77
Street repair (potholes, crack repair, etc.)	67	61	63	68	67	60	65
Street sweeping	47	42	41	52	48	47	47
Street lighting	68	67	56	64	62	66	65
Sidewalk maintenance	65	65	56	65	67	65	64
Assistance to businesses to keep them in Boulder	64	66	69	68	67	69	67
Attracting/retaining "discount" or "affordable" shopping opportunities	53	52	48	49	55	55	52
Retention and expansion of quality jobs in Boulder	79	78	75	74	76	77	77
Acquiring and managing open space and mountain parks lands	79	84	71	74	78	75	77

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community. Average rating (0=not at all important, 100=essential)	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	Overall
Energy conservation and efficiency programs	73	76	69	75	73	74	73
Renewable energy programs	73	73	65	73	70	71	71
Recycling and composting collection services	80	76	73	76	78	73	77
Water conservation programs	79	79	75	73	73	73	76
Cable TV Channel 8 (council coverage, city news, local talk shows)	44	44	33	40	42	32	39
City of Boulder Web site (www.bouldercolorado.gov)	67	64	64	63	69	60	65
City social media Web sites (e.g. Facebook, Twitter, YouTube)	40	49	30	41	40	36	39
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	65	62	63	69	69	61	65
North, South or East Recreation Centers' programs and classes	62	56	55	65	66	55	60
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	62	60	55	61	65	56	60
Neighborhood parks (play areas and playgrounds)	72	67	66	76	78	68	71
Boulder Public Libraries & library services	78	71	70	79	78	72	75
Services for children (age 12 and under)	71	65	66	69	69	66	68
Services for youth (age 13 to 21)	72	67	66	69	72	65	69
Services for seniors (age 65 and older)	71	66	67	67	72	70	69
Services for low-income families	72	67	65	67	72	69	69
Providing spaces for and access to a variety of arts/cultural events	67	66	62	59	65	55	63
Art in public places	57	57	51	54	53	51	54
Programs to reduce homelessness	73	72	67	72	71	68	71
Drinking water services	85	81	79	83	82	81	82
Mosquito or pest control programs	63	66	64	59	66	63	63

Table 113: Question 9 (Quality) by Subcommunity

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community. Average rating (0=very bad, 100=very good)	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	Overall
Preserving the city's historic features and attributes	70	71	70	70	69	67	69
Affordable housing programs for low income people	54	44	53	65	53	41	52
Affordable housing programs for middle income people	39	34	45	50	48	36	42
Building and housing code enforcement	59	58	54	62	56	51	57
Enforcement of residential over-occupancy regulations	54	47	48	52	50	42	49
Enforcement of home business regulations	60	53	54	60	57	48	56
Noise control enforcement	59	61	55	56	60	55	58
Ice and snow removal, trash and weed control enforcement	51	58	49	52	56	51	53
Median maintenance	66	65	59	63	65	61	63
Crime prevention	72	72	67	74	70	69	71
Police presence in your neighborhood	64	61	57	60	62	64	62
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	69	65	70	69	70	70	69
Police traffic enforcement	62	59	65	64	66	64	63
Police response to community problems or needs	67	66	64	70	69	67	67
Flood or natural hazard education	64	59	54	61	63	55	60
Emergency Preparation	70	63	63	66	70	60	66
Fire safety education	67	57	58	64	65	62	63
Fire response	76	68	73	77	83	70	75
Emergency medical services	79	72	71	76	78	72	75
Boulder Municipal Court	69	59	65	65	67	64	65

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Table 114: Question 9 (Importance) by Subcommunity

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community. Average rating (0=not at all important, 100=essential)	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	Overall
Preserving the city's historic features and attributes	57	57	51	62	50	57	56
Affordable housing programs for low income people	66	61	59	61	66	65	64
Affordable housing programs for middle income people	71	74	62	68	64	66	68
Building and housing code enforcement	59	50	55	61	57	59	57
Enforcement of residential over-occupancy regulations	47	45	41	47	42	49	45
Enforcement of home business regulations	38	48	36	43	38	41	40
Noise control enforcement	57	60	51	54	57	57	56
Ice and snow removal, trash and weed control enforcement	65	69	63	67	62	71	66
Median maintenance	46	44	44	52	45	43	46
Crime prevention	86	83	80	81	84	83	83
Police presence in your neighborhood	62	59	59	61	61	57	60
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	68	63	66	68	71	66	67
Police traffic enforcement	56	61	55	59	60	55	57
Police response to community problems or needs	78	78	72	77	76	74	76
Flood or natural hazard education	68	71	64	70	68	67	68
Emergency Preparation	75	75	70	73	75	74	74
Fire safety education	66	68	65	70	68	67	67
Fire response	86	81	79	82	88	84	83
Emergency medical services	88	83	80	85	90	85	85
Boulder Municipal Court	69	65	66	70	70	65	68

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Table 115: Question 12 by Subcommunity

If you have had phone, in-person or email contact with a Boulder city employee in the last 12 months, how would you rate your impression? Average rating (0=very bad, 100=very good)	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	Overall
Courteous, respectful and professional	81	88	77	80	84	79	81
I received the assistance I needed	79	86	72	76	76	77	77

Table 116: Question 13 by Subcommunity

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 from the following formats? Average rating (0=not at all likely, 100=very likely)	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	Overall
Cable TV Channel 8	16	18	21	14	14	17	16
City of Boulder Web site (www.bouldercolorado.gov)	68	59	64	59	60	57	62
City social media Web sites (e.g. Facebook, Twitter, YouTube)	28	44	19	26	20	35	29
The Boulder Daily Camera	65	62	66	59	61	60	62
The Colorado Daily	32	35	32	30	28	34	32
Boulder County Business Report	11	14	16	16	12	14	13
Inserts in the water utility bill	25	20	33	36	30	23	27
Mailings to your home address	57	45	59	61	57	52	56
Listserves (where you sign up to be part of a group receiving e-mails from the city)	30	24	22	37	29	19	27

Table 117: Question 15 by Subcommunity

Average rating (0=very bad, 100=very good)	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	Overall
How would you rate the Boulder city government's response to the September 2013 Floods?	80	79	77	81	79	73	78

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Table 118: Question 16 by Subcommunity

The library offers or is considering offering the following programs and services some with access from home. How likely are you to use each? Average rating (0=not at all likely, 100=very likely)	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	Overall
Streaming or downloadable movies	56	64	51	50	45	52	53
Streaming or downloadable music	44	57	38	44	33	43	43
Downloadable e-books and/or audiobooks	54	63	55	59	55	55	56
e-Magazines for computer, tablet or phone	40	43	41	43	34	44	41
Online video classes/courses	39	47	36	38	30	35	37
Research databases for school or business	40	56	41	39	29	45	41
Literary, film, or concert programs	44	51	38	41	39	47	43
Dance, theater, history or science programming	44	45	38	44	38	45	43

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APPENDIX D: 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.

Table 119: Question 1 by Length of Residency, Sex, Age and Race/Ethnicity

Please rate the following items about life in Boulder, and circle the number which most closely reflects your opinion for each. How do you rate. . . Average rating (0=very bad, 100=very good)	Length of residency			Sex		Age			Race/Ethnicity			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other	
Your overall quality of life in Boulder, taking all things into consideration	85	85	89	85	87	86	87	85	88	78	81	86
Overall quality of your neighborhood	76	78	75	78	81	76	82	82	80	76	75	79
The sense of community in Boulder	72	71	68	67	70	70	67	67	69	61	68	68
Community acceptance of all people	70	63	62	66	64	66	65	64	65	66	64	65
Race and ethnic relations in Boulder	58	56	55	60	56	56	59	62	58	57	56	58
Boulder as a place to work	76	76	77	75	74	76	75	71	76	63	71	74
Overall Boulder city government operations	66	67	66	61	63	64	62	59	62	65	61	62
Overall ease of getting to the places you usually visit	76	76	73	70	72	72	71	69	72	71	70	71
Quality of the natural environment	91	92	88	89	90	89	91	88	90	88	87	89
Quality of indoor and outdoor recreation	91	93	86	88	92	91	90	87	90	90	88	90
Opportunities to attend arts/cultural events	75	77	80	76	78	76	75	81	79	72	67	77
Quality or character of new development (the look and feel of new commercial or residential areas or buildings)	67	62	68	62	63	66	63	55	62	68	62	62
Access to a variety of housing options	43	43	48	41	43	39	44	45	41	43	44	42
Employment opportunities	58	59	56	58	54	58	57	51	57	51	57	56
Shopping opportunities	77	76	70	74	74	77	75	68	75	71	75	74

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Table 120: Question 1 by Housing Tenure, Presence of Children, Presence of Teenagers, Household Income and Student Status

Please rate the following items about life in Boulder, and circle the number which most closely reflects your opinion for each. How do you rate. . . Average rating (0=very bad, 100=very good)	Housing Tenure		Children 12 and Under in Household		Teenagers 13-18 in Household		Household Income				CU Student Status		
	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	Overall
Your overall quality of life in Boulder, taking all things into consideration	85	87	91	85	86	86	83	87	86	89	86	86	86
Overall quality of your neighborhood	77	82	83	79	83	79	74	79	79	84	74	80	79
The sense of community in Boulder	69	68	73	67	64	68	67	71	67	70	68	68	68
Community acceptance of all people	66	64	65	64	66	64	65	68	62	66	66	65	65
Race and ethnic relations in Boulder	57	58	60	57	64	57	59	55	59	59	61	57	58
Boulder as a place to work	73	76	82	73	75	74	65	76	74	80	71	75	74
Overall Boulder city government operations	64	60	67	62	58	62	66	65	60	62	64	62	62
Overall ease of getting to the places you usually visit	75	67	77	70	66	71	76	71	70	71	75	70	71
Quality of the natural environment	90	89	93	89	91	89	86	92	90	91	88	90	89
Quality of indoor and outdoor recreation	91	89	92	90	90	90	88	91	89	91	90	90	90
Opportunities to attend arts/cultural events	76	78	76	77	72	77	75	76	78	77	73	77	77
Quality or character of new development (the look and feel of new commercial or residential areas or buildings)	65	59	68	62	60	62	62	63	60	65	66	62	62
Access to a variety of housing options	40	45	47	41	42	41	45	41	36	44	45	41	42
Employment opportunities	56	56	60	56	55	56	53	57	52	61	60	56	56
Shopping opportunities	76	72	79	73	71	74	76	76	72	76	73	74	74

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Table 121: Question 2 by Length of Residency, Sex, Age and Race/Ethnicity

Please rate how safe you feel from each of the following in Boulder: Average rating (0=very unsafe, 100=very safe)	Length of residency			Sex		Age			Race/Ethnicity			
	Less than 5 years	6 to 20 years	More than 20 years	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other	Overall
Violent crimes (e.g., rape, robbery, homicide)	89	83	79	86	82	85	84	82	84	77	86	84
Property crimes (e.g., burglary, theft, criminal mischief)	80	73	67	74	74	75	73	72	74	73	74	74
Structural/house fires	79	77	82	79	79	80	78	78	79	76	77	79
Wildland fires	66	59	64	63	62	65	59	63	62	67	66	62
Floods	48	49	47	53	53	53	53	55	54	50	49	53
Traffic-related incidents (road rage, bike-car conflicts, etc.)	51	53	49	52	52	50	52	54	51	53	52	51
Discrimination due to your background or personal characteristics	80	81	78	79	79	82	75	79	82	65	66	79

Table 122: Question 2 by Housing Tenure, Presence of Children, Presence of Teenagers, Household Income and Student Status

Please rate how safe you feel from each of the following in Boulder: Average rating (0=very unsafe, 100=very safe)	Housing Tenure		Children 12 and Under in Household		Teenagers 13-18 in Household		Household Income				CU Student Status		
	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	Overall
Violent crimes (e.g., rape, robbery, homicide)	83	85	88	83	80	84	76	86	85	87	78	84	84
Property crimes (e.g., burglary, theft, criminal mischief)	74	74	77	73	72	73	68	76	74	77	70	74	74
Structural/house fires	78	79	80	78	80	79	77	81	75	82	82	78	79
Wildland fires	64	61	59	64	57	63	66	62	62	61	69	61	62
Floods	51	56	54	54	48	54	48	54	52	56	47	54	53
Traffic-related incidents (road rage, bike-car conflicts, etc.)	51	52	54	51	50	52	49	52	50	54	53	51	51

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Please rate how safe you feel from each of the following in Boulder: Average rating (0=very unsafe, 100=very safe)	Housing Tenure		Children 12 and Under in Household		Teenagers 13-18 in Household		Household Income				CU Student Status		
	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	Overall
Discrimination due to your background or personal characteristics	77	81	81	79	78	79	73	80	78	84	75	80	79

Table 123: Question 3 by Length of Residency, Sex, Age and Race/Ethnicity

Please tell us how safe you feel in each of the following areas in Boulder. Average rating (0=always unsafe, 100=always safe)	Length of residency			Sex		Age			Race/Ethnicity			
	Less than 5 years	6 to 20 years	More than 20 years	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other	Overall
Downtown Commercial Area during the day	93	89	91	90	87	91	88	86	89	86	89	89
Downtown Commercial Area at night	74	68	71	72	68	72	70	65	70	67	73	70
Municipal Campus / Main Library area during the day	78	77	78	78	73	77	74	75	76	73	82	76
Municipal Campus / Main Library area at night	55	57	51	59	48	55	50	52	53	52	63	53
Your neighborhood during the day	92	93	93	94	91	94	92	91	93	84	90	92
Your neighborhood at night	78	80	84	84	77	81	82	79	82	73	78	81
City Parks	74	73	75	74	70	74	71	68	72	72	75	72
Multi-use paths (e.g. Boulder Creek Path)	67	67	68	67	63	67	65	61	65	64	67	65
Main Library	77	71	68	73	72	73	70	74	71	74	82	72
Branch Libraries	83	76	83	82	80	81	80	83	81	77	86	81

Table 124: Question 3 by Housing Tenure, Presence of Children, Presence of Teenagers, Household Income and Student Status

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Please tell us how safe you feel in each of the following areas in Boulder. Average rating (0=always unsafe, 100=always safe)	Housing Tenure		Children 12 and Under in Household		Teenagers 13-18 in Household		Household Income				CU Student Status		
	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	Overall
Downtown Commercial Area during the day	90	88	88	89	87	89	86	89	92	88	90	89	89
Downtown Commercial Area at night	71	69	70	70	69	70	66	71	73	70	70	70	70
Municipal Campus / Main Library area during the day	77	74	69	77	73	77	76	77	78	73	81	75	76
Municipal Campus / Main Library area at night	54	52	48	54	48	54	53	55	57	50	59	52	53
Your neighborhood during the day	91	93	95	92	92	92	87	92	93	95	91	93	92
Your neighborhood at night	79	83	86	80	83	80	74	81	81	86	79	81	81
City Parks	73	72	72	72	74	72	73	72	72	72	76	72	72
Multi-use paths (e.g. Boulder Creek Path)	66	64	64	65	64	65	66	64	65	65	67	65	65
Main Library	74	71	68	73	68	73	73	72	74	71	73	72	72
Branch Libraries	80	82	83	81	80	81	78	80	81	83	79	81	81

Table 125: Question 4 by Length of Residency, Sex, Age and Race/Ethnicity

In the last 12 months, about how many times, if ever, have you done the following things? Percent who participated at least once in the last 12 months	Length of residency			Sex		Age			Race/Ethnicity			
	Less than 5 years	6 to 20 years	More than 20 years	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other	Overall
Rode a high frequency transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the City of Boulder	70%	85%	68%	71%	70%	79%	66%	56%	70%	65%	81%	70%
Rode another RTD bus within Boulder	60%	71%	88%	61%	53%	67%	53%	39%	55%	73%	72%	56%
Rode a bus between Boulder and Denver	68%	79%	80%	70%	73%	80%	68%	57%	70%	79%	90%	72%
Commuted to work by bicycle	70%	65%	71%	60%	52%	72%	54%	23%	55%	55%	65%	55%

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In the last 12 months, about how many times, if ever, have you done the following things? Percent who participated at least once in the last 12 months	Length of residency			Sex		Age			Race/Ethnicity			
	Less than 5 years	6 to 20 years	More than 20 years	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other	Overall
Visited the Pearl Street Mall	100%	100%	100%	99%	99%	100%	100%	96%	99%	99%	100%	99%
Visited the University Hill business district	85%	96%	68%	87%	82%	91%	86%	69%	84%	95%	85%	84%
Visited Boulder open space or mountain parks	98%	99%	95%	96%	98%	99%	99%	90%	98%	92%	96%	97%
Recycled paper or containers from your home	97%	98%	99%	97%	99%	98%	99%	98%	98%	99%	96%	98%
Composted food waste through the curbside collection program	35%	42%	17%	46%	53%	37%	61%	59%	49%	52%	43%	49%
Composted yard waste through the curbside collection program	33%	35%	24%	46%	51%	30%	65%	65%	49%	57%	33%	49%
Made energy improvements to your home or business	49%	56%	62%	62%	64%	53%	69%	73%	63%	49%	69%	63%
Attended a public meeting or event about city matters	19%	26%	21%	29%	27%	21%	31%	36%	27%	15%	34%	28%
Attended a City Council meeting	5%	9%	13%	14%	10%	8%	13%	16%	12%	13%	11%	12%
Watched a City Council meeting on cable TV Channel 8	15%	22%	16%	29%	25%	18%	31%	41%	28%	16%	25%	27%
Watched a news program on cable TV Channel 8	18%	23%	10%	27%	25%	18%	29%	38%	26%	14%	34%	26%
Used any of the Parks and Recreation fields or courts (e.g., baseball, softball, soccer, tennis)	58%	62%	53%	63%	50%	62%	68%	31%	55%	66%	65%	56%
Participated in any of the North, South or East Recreation Centers' programs or classes	19%	28%	28%	27%	42%	19%	52%	44%	35%	24%	38%	34%
Visited any Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	55%	68%	71%	65%	65%	64%	77%	51%	66%	54%	65%	64%
Visited any neighborhood parks (play areas and playgrounds)	81%	91%	92%	87%	88%	89%	92%	77%	87%	87%	92%	87%
Used the services or facilities of the East or West Senior Centers	3%	3%	7%	9%	16%	2%	9%	37%	12%	4%	17%	13%

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Table 126: Question 4 by Housing Tenure, Presence of Children, Presence of Teenagers, Household Income and Student Status

In the last 12 months, about how many times, if ever, have you done the following things? Percent who participated at least once in the last 12 months	Housing Tenure		Children 12 and Under in Household		Teenagers 13-18 in Household		Household Income				CU Student Status		Overall
	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	
Rode a high frequency transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the City of Boulder	81%	59%	59%	72%	69%	72%	83%	75%	70%	62%	93%	66%	70%
Rode another RTD bus within Boulder	69%	44%	41%	60%	51%	59%	67%	64%	57%	49%	76%	54%	56%
Rode a bus between Boulder and Denver	77%	65%	60%	74%	68%	73%	73%	79%	77%	64%	85%	69%	72%
Commuted to work by bicycle	64%	47%	64%	57%	48%	57%	62%	57%	53%	56%	78%	53%	55%
Visited the Pearl Street Mall	99%	99%	99%	99%	99%	99%	99%	99%	100%	99%	100%	99%	99%
Visited the University Hill business district	90%	79%	83%	85%	87%	84%	92%	84%	83%	84%	98%	83%	84%
Visited Boulder open space or mountain parks	98%	97%	97%	97%	100%	97%	97%	96%	97%	99%	98%	97%	97%
Recycled paper or containers from your home	97%	99%	100%	98%	99%	98%	96%	98%	99%	99%	96%	98%	98%
Composted food waste through the curbside collection program	34%	64%	67%	44%	64%	44%	31%	42%	45%	66%	29%	52%	49%
Composted yard waste through the curbside collection program	28%	70%	76%	41%	73%	42%	27%	34%	43%	74%	20%	53%	49%
Made energy improvements to your home or business	49%	78%	76%	59%	67%	60%	51%	58%	59%	74%	62%	63%	63%
Attended a public meeting or event about city matters	21%	34%	32%	26%	34%	26%	26%	21%	22%	36%	21%	28%	28%
Attended a City Council meeting	12%	12%	15%	10%	16%	10%	15%	8%	8%	14%	8%	12%	12%
Watched a City Council meeting on cable TV Channel 8	21%	34%	24%	26%	31%	25%	24%	24%	26%	30%	15%	29%	27%

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In the last 12 months, about how many times, if ever, have you done the following things? Percent who participated at least once in the last 12 months	Housing Tenure		Children 12 and Under in Household		Teenagers 13-18 in Household		Household Income				CU Student Status		Overall
	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	
Watched a news program on cable TV Channel 8	22%	30%	22%	25%	28%	25%	29%	21%	25%	27%	21%	27%	26%
Used any of the Parks and Recreation fields or courts (e.g., baseball, softball, soccer, tennis)	58%	55%	78%	53%	84%	53%	63%	45%	52%	66%	69%	55%	56%
Participated in any of the North, South or East Recreation Centers' programs or classes	23%	46%	69%	27%	58%	28%	21%	26%	33%	49%	10%	38%	34%
Visited any Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	61%	69%	88%	60%	86%	61%	52%	68%	60%	76%	56%	66%	64%
Visited any neighborhood parks (play areas and playgrounds)	86%	89%	95%	86%	89%	87%	87%	87%	84%	93%	85%	87%	87%
Used the services or facilities of the East or West Senior Centers	9%	16%	7%	10%	13%	10%	14%	12%	12%	10%	3%	14%	13%

Table 127: Question 5 by Length of Residency, Sex, Age and Race/Ethnicity

Please rate to what extent you agree or disagree with the following statements. Average rating (0=strongly disagree, 100=strongly agree)	Length of residency			Sex		Age			Race/Ethnicity			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other	
I am pleased with the overall direction the city is taking	72	67	69	62	65	69	62	56	64	64	64	63
I inform myself about major issues in the city of Boulder	58	67	59	69	66	63	70	75	69	63	63	68
I take the initiative to let elected officials or city staff know what I think	40	37	41	43	43	38	45	50	43	41	40	43

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Please rate to what extent you agree or disagree with the following statements. Average rating (0=strongly disagree, 100=strongly agree)	Length of residency			Sex		Age			Race/Ethnicity			
	Less than 5 years	6 to 20 years	More than 20 years	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other	Overall
Boulder's City Council implements policies that reflect the values of the Boulder community	61	62	58	55	59	59	58	53	58	56	55	57
I feel included in the Boulder community	62	57	64	58	61	61	59	58	61	53	56	60

Table 128: Question 5 by Housing Tenure, Presence of Children, Presence of Teenagers, Household Income and Student Status

Please rate to what extent you agree or disagree with the following statements. Average rating (0=strongly disagree, 100=strongly agree)	Housing Tenure		Children 12 and Under in Household		Teenagers 13-18 in Household		Household Income				CU Student Status		
	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	Overall
I am pleased with the overall direction the city is taking	67	60	67	64	56	64	65	68	61	64	71	63	63
I inform myself about major issues in the city of Boulder	61	75	70	67	74	66	63	64	66	74	63	68	68
I take the initiative to let elected officials or city staff know what I think	40	46	44	41	44	42	42	40	41	44	33	44	43
Boulder's City Council implements policies that reflect the values of the Boulder community	60	54	56	58	54	58	58	60	55	58	59	57	57
I feel included in the Boulder community	60	59	64	59	59	60	59	61	57	63	63	59	60

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Table 129: Question 6 by Length of Residency, Sex, Age and Race/Ethnicity

Please rate how well you think the City of Boulder does on each of the following: Average rating (0=very poorly, 100=very well)	Length of residency			Sex		Age			Race/Ethnicity			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other	
Being responsive to residents and businesses	65	65	73	57	60	64	57	52	59	61	63	58
Effectively planning for the future	70	66	72	63	64	65	65	59	64	66	61	64
Working through critical issues facing the city	64	64	65	61	60	63	60	56	60	64	62	61
Gathering feedback from residents on new policies or projects; conducting public processes	65	64	69	59	62	63	60	57	61	63	63	61
Providing access to information about issues, events and meetings	63	68	67	64	67	64	67	67	66	62	66	66
Spending tax dollars wisely	56	55	57	49	55	54	54	46	53	54	48	52
Informing the public about how tax dollars are used	49	53	55	51	53	50	55	51	52	52	50	52
Responding to emergencies and natural disasters (flood, wildfire)	73	79	76	76	77	75	78	75	77	79	69	76

Table 130: Question 6 by Housing Tenure, Presence of Children, Presence of Teenagers, Household Income and Student Status

Please rate how well you think the City of Boulder does on each of the following: Average rating (0=very poorly, 100=very well)	Housing Tenure		Children 12 and Under in Household		Teenagers 13-18 in Household		Household Income				CU Student Status		Overall
	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	
Being responsive to residents and businesses	62	55	65	58	58	58	58	65	51	65	66	58	58
Effectively planning for the future	67	60	69	63	61	64	65	66	63	64	68	63	64
Working through critical issues facing the city	64	57	62	60	59	61	63	62	59	61	64	60	61
Gathering feedback from residents on new policies or projects; conducting public processes	65	57	64	60	56	61	64	60	60	62	63	60	61

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Please rate how well you think the City of Boulder does on each of the following: Average rating (0=very poorly, 100=very well)	Housing Tenure		Children 12 and Under in Household		Teenagers 13-18 in Household		Household Income				CU Student Status		
	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	Overall
Providing access to information about issues, events and meetings	65	66	69	65	65	65	64	64	65	69	65	66	66
Spending tax dollars wisely	55	50	60	51	49	52	56	56	48	54	59	51	52
Informing the public about how tax dollars are used	51	52	57	51	49	51	53	50	50	55	51	52	52
Responding to emergencies and natural disasters (flood, wildfire)	77	75	80	75	77	76	76	77	74	78	77	76	76

Table 131: Question 8 (Quality) by Length of Residency, Sex, Age and Race/Ethnicity

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community. Average rating (0=very bad, 100=very good)	Length of residency			Sex		Age			Race/Ethnicity			
	Less than 5 years	6 to 20 years	More than 20 years	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other	Overall
Managing congestion and traffic flow	50	51	54	48	50	47	49	53	50	44	45	49
High frequency transit routes	65	67	64	63	61	61	65	61	64	56	56	62
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	82	82	80	79	79	80	81	75	79	81	78	79
Snow and ice control on major streets	50	57	52	55	53	52	57	55	54	56	51	54
Street repair (potholes, crack repair, etc.)	53	56	54	53	53	55	54	48	53	48	51	53
Street sweeping	66	63	67	63	62	65	61	59	63	58	66	62
Street lighting	54	61	64	63	59	61	61	61	61	55	62	61
Sidewalk maintenance	65	67	68	64	63	67	63	58	64	63	66	63
Assistance to businesses to keep them in Boulder	63	58	60	55	59	60	56	50	56	51	65	56
Attracting/retaining "discount" or "affordable" shopping opportunities	55	53	57	50	51	54	52	42	51	47	58	50

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community. Average rating (0=very bad, 100=very good)	Length of residency			Sex		Age			Race/Ethnicity			
	Less than 5 years	6 to 20 years	More than 20 years	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other	Overall
Retention and expansion of quality jobs in Boulder	66	63	68	60	58	63	57	52	60	48	65	59
Acquiring and managing open space and mountain parks lands	84	84	87	81	84	85	84	77	82	89	83	83
Energy conservation and efficiency programs	78	75	74	74	75	77	75	69	74	79	80	75
Renewable energy programs	71	70	60	66	71	70	70	65	68	76	72	69
Recycling and composting collection services	77	77	71	77	81	78	81	79	79	81	76	79
Water conservation programs	67	67	62	64	71	67	69	66	67	72	70	68
Cable TV Channel 8 (council coverage, city news, local talk shows)	58	74	59	58	67	59	62	66	62	57	66	62
City of Boulder Web site (www.bouldercolorado.gov)	67	59	62	59	66	62	63	63	63	65	60	62
City social media Web sites (e.g. Facebook, Twitter, YouTube)	57	67	64	57	63	61	59	57	60	58	61	60
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	76	79	67	75	76	76	76	75	75	82	78	76
North, South or East Recreation Centers' programs and classes	70	74	65	72	74	70	74	77	74	74	72	73
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	74	72	79	73	75	75	74	72	74	75	80	74
Neighborhood parks (play areas and playgrounds)	80	78	75	75	79	78	77	75	77	79	76	77
Boulder Public Libraries & library services	79	79	74	73	76	74	76	75	75	76	72	75
Services for children (age 12 and under)	70	70	74	65	71	64	72	65	68	62	67	68
Services for youth (age 13 to 21)	71	71	70	63	66	67	63	62	65	51	65	64
Services for seniors (age 65 and older)	68	71	65	68	68	66	68	69	69	57	68	68
Services for low-income families	58	59	66	62	63	60	66	63	63	48	71	62
Providing spaces for and access to a variety of arts/cultural events	71	68	74	68	70	70	68	67	69	68	67	69
Art in public places	69	63	69	64	66	67	64	63	65	64	66	65
Programs to reduce homelessness	46	46	58	47	51	44	54	54	50	34	52	49
Drinking water services	69	70	77	71	74	70	74	75	73	68	76	72

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community. Average rating (0=very bad, 100=very good)	Length of residency			Sex		Age			Race/Ethnicity			
	Less than 5 years	6 to 20 years	More than 20 years	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other	Overall
Mosquito or pest control programs	55	66	63	60	61	63	60	57	60	62	62	60

Table 132: Question 8 (Quality) by Housing Tenure, Presence of Children, Presence of Teenagers, Household Income and Student Status

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community. Average rating (0=very bad, 100=very good)	Housing Tenure		Children 12 and Under in Household		Teenagers 13-18 in Household		Household Income				CU Student Status		
	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	Overall
Managing congestion and traffic flow	50	48	54	48	50	48	52	50	48	49	50	48	49
High frequency transit routes	64	61	70	61	64	62	63	63	64	61	66	61	62
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	81	77	82	79	78	79	78	79	80	81	78	79	79
Snow and ice control on major streets	55	53	59	53	57	53	58	53	54	52	61	53	54
Street repair (potholes, crack repair, etc.)	54	51	55	53	51	53	53	56	52	52	53	53	53
Street sweeping	64	61	63	64	59	63	68	62	61	62	69	62	62
Street lighting	61	61	63	61	63	61	62	63	57	63	62	61	61
Sidewalk maintenance	65	62	65	64	61	65	64	64	63	65	65	63	63
Assistance to businesses to keep them in Boulder	59	55	56	57	52	57	61	56	56	57	59	56	56
Attracting/retaining "discount" or "affordable" shopping opportunities	53	48	55	51	49	51	50	54	51	51	59	50	50
Retention and expansion of quality jobs in Boulder	60	58	64	59	53	60	57	64	55	62	60	59	59
Acquiring and managing open space and mountain parks lands	85	80	84	83	84	82	82	85	82	83	85	82	83
Energy conservation and efficiency programs	77	73	75	75	74	75	74	79	75	74	80	74	75

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community. Average rating (0=very bad, 100=very good)	Housing Tenure		Children 12 and Under in Household		Teenagers 13-18 in Household		Household Income				CU Student Status		
	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	Overall
Renewable energy programs	70	67	73	68	69	69	68	73	70	68	71	68	69
Recycling and composting collection services	77	81	84	78	84	78	75	80	79	82	76	79	79
Water conservation programs	68	67	72	67	71	67	65	71	65	70	70	67	68
Cable TV Channel 8 (council coverage, city news, local talk shows)	60	63	68	60	59	60	68	61	58	62	63	62	62
City of Boulder Web site (www.bouldercolorado.gov)	64	61	64	62	64	62	66	62	61	62	61	63	62
City social media Web sites (e.g. Facebook, Twitter, YouTube)	61	58	60	60	54	60	66	57	58	60	63	59	60
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	77	75	77	75	73	76	77	78	74	76	74	76	76
North, South or East Recreation Centers' programs and classes	72	74	77	72	76	72	73	73	72	75	66	74	73
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	74	74	77	74	71	75	75	71	72	77	76	74	74
Neighborhood parks (play areas and playgrounds)	77	77	81	76	75	77	78	76	78	77	76	77	77
Boulder Public Libraries & library services	77	72	78	74	71	74	75	77	76	72	77	74	75
Services for children (age 12 and under)	69	68	75	66	70	67	68	73	66	68	71	67	68
Services for youth (age 13 to 21)	66	63	69	65	54	67	72	63	64	62	77	63	64
Services for seniors (age 65 and older)	66	69	74	66	71	67	68	70	66	69	67	68	68
Services for low-income families	59	66	65	62	63	63	57	60	60	70	58	63	62
Providing spaces for and access to a variety of arts/cultural events	70	67	68	69	69	69	70	68	67	71	69	69	69
Art in public places	68	62	64	65	63	65	67	63	66	65	66	65	65
Programs to reduce homelessness	47	51	50	48	53	48	49	43	51	50	52	49	49

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community. Average rating (0=very bad, 100=very good)	Housing Tenure		Children 12 and Under in Household		Teenagers 13-18 in Household		Household Income				CU Student Status		
	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	Overall
Drinking water services	70	74	71	73	71	72	67	73	73	74	72	72	72
Mosquito or pest control programs	63	58	63	60	59	60	62	63	57	61	67	59	60

Table 133: Question 8 (Importance) by Length of Residency, Sex, Age and Race/Ethnicity

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community. Average rating (0=not at all important, 100=essential)	Length of residency			Sex		Age			Race/Ethnicity			
	Less than 5 years	6 to 20 years	More than 20 years	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other	Overall
Managing congestion and traffic flow	72	77	74	71	74	71	73	74	73	74	71	72
High frequency transit routes	73	78	75	74	75	75	76	72	75	72	71	74
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	75	88	72	75	78	78	79	72	77	79	78	76
Snow and ice control on major streets	84	80	74	74	82	77	78	78	77	83	80	77
Street repair (potholes, crack repair, etc.)	64	66	58	61	70	61	67	71	65	73	57	65
Street sweeping	48	49	59	46	48	44	49	50	47	41	49	47
Street lighting	63	63	59	59	70	63	64	69	64	66	65	65
Sidewalk maintenance	63	62	69	61	67	64	64	65	64	66	67	64
Assistance to businesses to keep them in Boulder	70	72	62	66	68	67	67	67	67	63	71	67
Attracting/retaining "discount" or "affordable" shopping opportunities	53	58	52	51	53	50	52	58	52	51	53	52
Retention and expansion of quality jobs in Boulder	80	80	80	76	78	79	76	74	77	79	75	77
Acquiring and managing open space and mountain parks lands	81	82	74	75	79	81	78	68	77	78	80	77
Energy conservation and efficiency programs	80	77	81	71	76	78	74	66	73	82	79	73
Renewable energy programs	78	77	76	69	74	77	70	63	71	78	78	71
Recycling and composting collection services	83	79	68	73	81	80	75	73	76	84	79	77

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community. Average rating (0=not at all important, 100=essential)	Length of residency			Sex		Age			Race/Ethnicity			
	Less than 5 years	6 to 20 years	More than 20 years	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other	Overall
Water conservation programs	80	78	68	72	79	78	75	73	75	84	76	76
Cable TV Channel 8 (council coverage, city news, local talk shows)	40	34	40	37	42	37	39	44	38	47	40	39
City of Boulder Web site (www.bouldercolorado.gov)	63	63	74	62	68	66	69	58	65	72	69	65
City social media Web sites (e.g. Facebook, Twitter, YouTube)	43	40	38	35	43	40	39	36	39	40	41	39
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	65	66	61	62	68	63	68	66	65	69	62	65
North, South or East Recreation Centers' programs and classes	58	61	48	54	66	54	65	65	60	67	59	60
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	58	58	56	54	66	57	63	61	60	67	56	60
Neighborhood parks (play areas and playgrounds)	72	73	72	67	76	69	75	71	72	74	70	71
Boulder Public Libraries & library services	73	79	67	71	80	73	77	77	75	76	78	75
Services for children (age 12 and under)	67	72	66	64	73	69	69	67	69	70	68	68
Services for youth (age 13 to 21)	66	71	66	65	73	69	70	69	69	81	68	69
Services for seniors (age 65 and older)	64	76	67	64	75	69	68	71	70	71	69	69
Services for low-income families	74	71	70	65	74	69	71	67	69	73	74	69
Providing spaces for and access to a variety of arts/cultural events	64	64	58	59	67	61	65	62	63	64	61	63
Art in public places	57	56	55	51	57	55	55	52	55	50	57	54
Programs to reduce homelessness	74	76	70	67	75	73	74	64	71	78	76	71
Drinking water services	81	85	82	80	85	81	84	83	83	84	79	82
Mosquito or pest control programs	67	60	64	61	66	62	62	67	62	68	69	63

Table 134: Question 8 (Importance) by Housing Tenure, Presence of Children, Presence of Teenagers, Household Income and Student Status

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of	Housing Tenure	Children 12 and Under in Household	Teenagers 13-18 in Household	Household Income	CU Student Status	Overall

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these services are to the Boulder community. Average rating (0=not at all important, 100=essential)	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	
Managing congestion and traffic flow	72	73	70	72	75	72	75	70	75	70	74	72	72
High frequency transit routes	74	75	71	74	74	74	76	73	73	75	74	74	74
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	78	75	83	75	80	76	77	82	74	77	73	77	76
Snow and ice control on major streets	80	75	80	77	80	77	79	80	81	72	80	77	77
Street repair (potholes, crack repair, etc.)	63	67	67	64	69	64	63	67	65	64	60	66	65
Street sweeping	47	46	49	45	47	46	47	45	48	47	46	47	47
Street lighting	66	63	61	65	65	65	64	68	66	61	63	65	65
Sidewalk maintenance	65	63	66	63	66	63	63	67	63	63	62	64	64
Assistance to businesses to keep them in Boulder	67	66	77	65	67	66	64	69	67	67	54	68	67
Attracting/retaining "discount" or "affordable" shopping opportunities	55	50	54	52	51	52	64	50	54	45	50	52	52
Retention and expansion of quality jobs in Boulder	79	75	77	77	79	77	78	75	79	75	73	77	77
Acquiring and managing open space and mountain parks lands	78	76	83	76	73	77	80	80	72	79	76	77	77
Energy conservation and efficiency programs	78	69	76	74	69	75	81	81	71	70	77	73	73
Renewable energy programs	76	67	73	72	68	73	80	77	70	68	77	71	71
Recycling and composting collection services	78	75	76	77	77	77	80	82	77	74	74	77	77
Water conservation programs	77	74	76	75	74	76	81	80	76	72	73	76	76
Cable TV Channel 8 (council coverage, city news, local talk shows)	41	37	37	39	40	39	49	39	36	36	37	40	39
City of Boulder Web site (www.bouldercolorado.gov)	65	65	64	65	70	65	66	68	63	65	62	66	65
City social media Web sites (e.g. Facebook, Twitter, YouTube)	42	36	35	39	41	39	45	44	36	36	41	39	39
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	64	66	72	63	69	64	63	63	67	65	57	66	65

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community. Average rating (0=not at all important, 100=essential)	Housing Tenure		Children 12 and Under in Household		Teenagers 13-18 in Household		Household Income				CU Student Status		
	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	Overall
North, South or East Recreation Centers' programs and classes	58	62	66	59	63	59	60	61	59	62	47	62	60
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	58	62	68	58	60	59	62	58	58	62	52	61	60
Neighborhood parks (play areas and playgrounds)	70	73	83	69	78	69	70	72	70	74	59	73	71
Boulder Public Libraries & library services	75	75	81	74	77	75	74	78	76	74	67	76	75
Services for children (age 12 and under)	69	68	75	67	69	68	70	72	68	67	59	70	68
Services for youth (age 13 to 21)	70	68	75	68	73	68	71	73	67	68	58	71	69
Services for seniors (age 65 and older)	71	68	74	68	67	69	73	76	68	66	61	70	69
Services for low-income families	72	66	73	69	69	69	73	78	68	64	62	70	69
Providing spaces for and access to a variety of arts/cultural events	63	62	68	62	64	62	67	69	59	60	58	64	63
Art in public places	56	52	57	54	54	54	60	62	49	52	51	55	54
Programs to reduce homelessness	75	67	74	71	74	71	75	77	70	69	68	72	71
Drinking water services	83	82	84	82	85	82	83	81	87	80	82	82	82
Mosquito or pest control programs	64	63	62	64	62	63	62	61	67	61	62	63	63

Table 135: Question 9 (Quality) by Length of Residency, Sex, Age and Race/Ethnicity

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community. Average rating (0=very bad, 100=very good)	Length of residency			Sex		Age			Race/Ethnicity			
	Less than 5 years	6 to 20 years	More than 20 years	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other	Overall
Preserving the city's historic features and attributes	70	67	73	70	69	70	69	70	70	72	66	69

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community. Average rating (0=very bad, 100=very good)	Length of residency			Sex		Age			Race/Ethnicity			
	Less than 5 years	6 to 20 years	More than 20 years	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other	Overall
Affordable housing programs for low income people	46	47	50	51	52	46	55	56	53	39	52	52
Affordable housing programs for middle income people	36	40	38	43	41	38	41	48	42	28	45	41
Building and housing code enforcement	53	61	57	58	56	55	59	57	59	42	55	57
Enforcement of residential over-occupancy regulations	50	57	58	48	50	51	50	47	50	48	49	49
Enforcement of home business regulations	50	67	57	57	56	56	61	52	56	48	56	56
Noise control enforcement	54	69	64	58	59	60	58	54	58	71	51	58
Ice and snow removal, trash and weed control enforcement	51	59	51	51	54	52	53	51	53	55	48	52
Median maintenance	65	71	57	63	64	66	62	59	64	65	59	63
Crime prevention	77	71	59	72	71	71	72	70	71	71	71	71
Police presence in your neighborhood	65	64	57	60	63	63	62	60	62	60	65	62
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	73	67	69	70	69	71	69	66	69	70	71	69
Police traffic enforcement	65	65	66	62	65	63	66	62	63	65	66	63
Police response to community problems or needs	67	67	62	64	71	66	66	71	67	70	68	67
Flood or natural hazard education	55	65	50	58	62	57	62	65	59	68	60	60
Emergency Preparation	59	70	60	65	66	62	69	68	65	71	66	66
Fire safety education	59	68	63	59	66	61	66	63	62	72	64	63
Fire response	70	74	67	74	75	72	76	76	75	77	72	75
Emergency medical services	70	73	78	75	75	74	76	76	76	74	69	75
Boulder Municipal Court	62	70	70	64	67	65	67	65	67	61	59	65

Table 136: Question 9 (Quality) by Housing Tenure, Presence of Children, Presence of Teenagers, Household Income and Student Status

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how	Housing Tenure	Children 12 and Under in Household	Teenagers 13-18 in Household	Household Income	CU Student Status	Overall

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important each of these services are to the Boulder community. Average rating (0=very bad, 100=very good)	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	
Preserving the city's historic features and attributes	71	68	68	69	70	69	68	70	70	71	66	70	69
Affordable housing programs for low income people	43	59	57	50	54	50	40	47	51	59	35	54	52
Affordable housing programs for middle income people	35	48	48	40	48	40	37	40	39	47	40	42	41
Building and housing code enforcement	57	57	64	55	61	55	57	57	57	58	52	57	57
Enforcement of residential over-occupancy regulations	51	47	55	48	54	48	51	52	46	49	47	50	49
Enforcement of home business regulations	55	57	65	55	61	55	60	54	52	58	55	56	56
Noise control enforcement	59	57	59	58	59	57	60	54	58	59	67	56	58
Ice and snow removal, trash and weed control enforcement	55	49	59	52	54	52	59	53	52	48	55	52	52
Median maintenance	66	61	66	63	62	63	65	64	64	62	64	63	63
Crime prevention	71	71	76	70	73	70	70	71	72	71	67	71	71
Police presence in your neighborhood	64	59	64	62	62	61	68	62	62	60	69	61	62
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	71	68	66	70	67	70	70	73	68	68	73	68	69
Police traffic enforcement	63	63	67	62	61	63	68	63	62	63	69	62	63
Police response to community problems or needs	68	67	68	67	72	67	68	67	67	67	66	67	67
Flood or natural hazard education	60	60	63	59	62	59	64	62	54	61	61	60	60
Emergency Preparation	65	66	72	64	68	65	66	65	62	68	63	66	66
Fire safety education	65	60	70	62	63	62	68	63	59	62	68	62	63
Fire response	75	75	77	73	82	73	74	75	71	77	69	75	75
Emergency medical services	75	76	78	74	77	74	73	77	75	76	72	75	75
Boulder Municipal Court	66	65	72	64	68	64	69	60	69	63	70	65	65

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Table 137: Question 9 (Importance) by Length of Residency, Sex, Age and Race/Ethnicity

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community. Average rating (0=not at all important, 100=essential)	Length of residency			Sex		Age			Race/Ethnicity			
	Less than 5 years	6 to 20 years	More than 20 years	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other	Overall
Preserving the city's historic features and attributes	60	58	68	55	58	57	56	57	56	50	66	56
Affordable housing programs for low income people	69	69	60	61	67	65	64	60	63	73	68	64
Affordable housing programs for middle income people	74	71	69	63	73	70	68	63	67	76	70	68
Building and housing code enforcement	60	57	53	55	60	54	60	61	56	67	66	58
Enforcement of residential over-occupancy regulations	48	46	36	45	45	40	47	54	45	41	49	46
Enforcement of home business regulations	43	42	29	39	40	39	39	42	39	46	44	40
Noise control enforcement	55	51	61	54	58	52	59	61	57	50	54	56
Ice and snow removal, trash and weed control enforcement	71	64	78	63	70	64	68	69	66	68	70	66
Median maintenance	49	48	52	42	50	44	45	50	46	42	49	46
Crime prevention	86	83	87	80	87	83	83	84	84	82	81	83
Police presence in your neighborhood	63	55	58	56	64	57	60	65	60	61	56	60
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	67	61	64	63	72	64	68	73	67	70	65	67
Police traffic enforcement	58	50	49	52	62	53	58	64	56	67	57	57
Police response to community problems or needs	78	75	76	72	81	77	76	75	76	79	75	76
Flood or natural hazard education	71	70	65	66	70	67	69	69	68	66	69	68
Emergency Preparation	79	74	67	70	78	74	76	73	74	71	76	74
Fire safety education	73	67	63	64	71	67	68	67	67	70	71	67
Fire response	85	85	88	81	86	83	83	84	84	80	80	84
Emergency medical services	87	87	88	84	87	87	84	85	87	83	77	85
Boulder Municipal Court	66	69	65	65	71	67	69	69	68	69	65	68

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Table 138: Question 9 (Importance) by Housing Tenure, Presence of Children, Presence of Teenagers, Household Income and Student Status

For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community. Average rating (0=not at all important, 100=essential)	Housing Tenure		Children 12 and Under in Household		Teenagers 13-18 in Household		Household Income				CU Student Status		
	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	Overall
Preserving the city's historic features and attributes	58	55	57	56	53	57	61	57	58	53	56	56	56
Affordable housing programs for low income people	69	59	64	63	63	64	73	71	63	57	64	64	64
Affordable housing programs for middle income people	72	63	69	68	66	68	70	73	71	62	63	69	68
Building and housing code enforcement	55	60	55	57	61	57	58	53	58	58	53	58	58
Enforcement of residential over-occupancy regulations	43	47	47	45	45	45	52	40	44	45	45	45	46
Enforcement of home business regulations	41	39	37	40	36	40	44	36	40	38	37	40	40
Noise control enforcement	54	58	61	55	56	56	56	55	56	56	49	57	56
Ice and snow removal, trash and weed control enforcement	68	65	66	67	69	66	62	72	68	64	59	68	66
Median maintenance	46	46	45	46	47	46	47	47	47	43	44	46	46
Crime prevention	83	83	85	83	84	83	82	84	84	83	80	84	83
Police presence in your neighborhood	59	61	61	59	65	59	58	60	58	61	57	60	60
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	65	69	69	66	74	66	64	67	65	71	63	68	67
Police traffic enforcement	56	59	58	57	59	56	56	55	57	58	52	58	57
Police response to community problems or needs	76	76	78	75	77	76	75	78	74	77	68	77	76
Flood or natural hazard education	69	66	69	67	70	67	68	73	67	67	60	69	68
Emergency Preparation	74	73	74	74	78	73	73	76	72	75	71	74	74
Fire safety education	69	66	67	67	73	67	70	70	65	67	64	68	67

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For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community. Average rating (0=not at all important, 100=essential)	Housing Tenure		Children 12 and Under in Household		Teenagers 13-18 in Household		Household Income				CU Student Status		
	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	Overall
Fire response	85	82	82	83	85	83	81	85	85	82	81	84	84
Emergency medical services	87	84	85	85	86	85	84	86	87	84	83	86	85
Boulder Municipal Court	68	68	68	67	75	67	67	66	69	68	65	68	68

Table 139: Question 12 by Length of Residency, Sex, Age and Race/Ethnicity

If you have had phone, in-person or email contact with a Boulder city employee in the last 12 months, how would you rate your impression? Average rating (0=very bad, 100=very good)	Length of residency			Sex		Age			Race/Ethnicity			
	Less than 5 years	6 to 20 years	More than 20 years	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other	Overall
Courteous, respectful and professional	83	82	81	79	82	79	82	82	82	80	77	81
I received the assistance I needed	79	75	85	75	80	76	79	78	78	76	77	77

Table 140: Question 12 by Housing Tenure, Presence of Children, Presence of Teenagers, Household Income and Student Status

If you have had phone, in-person or email contact with a Boulder city employee in the last 12 months, how would you rate your impression? Average rating (0=very bad, 100=very good)	Housing Tenure		Children 12 and Under in Household		Teenagers 13-18 in Household		Household Income				CU Student Status		
	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	Overall
Courteous, respectful and professional	81	81	85	79	81	80	78	81	82	81	82	81	81
I received the assistance I needed	79	76	81	76	76	77	80	81	76	78	81	77	77

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Table 141: Question 13 by Length of Residency, Sex, Age and Race/Ethnicity

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 from the following formats? Average rating (0=not at all likely, 100=very likely)	Length of residency			Sex		Age			Race/Ethnicity			
	Less than 5 years	6 to 20 years	More than 20 years	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other	Overall
Cable TV Channel 8	15	16	13	17	16	11	18	25	16	26	19	16
City of Boulder Web site (www.bouldercolorado.gov)	64	61	68	59	65	67	70	41	61	73	64	62
City social media Web sites (e.g. Facebook, Twitter, YouTube)	40	44	30	26	31	38	26	9	28	38	35	28
The Boulder Daily Camera	55	64	70	60	65	60	62	67	63	67	54	62
The Colorado Daily	35	43	44	33	31	38	29	23	32	42	31	32
Boulder County Business Report	15	9	15	15	12	11	17	14	13	14	16	13
Inserts in the water utility bill	21	14	32	27	29	19	32	40	27	37	25	28
Mailings to your home address	51	51	63	57	55	50	58	63	55	69	58	56
Listserves (where you sign up to be part of a group receiving e-mails from the city)	27	28	17	28	26	25	32	24	26	50	28	27

Table 142: Question 13 by Housing Tenure, Presence of Children, Presence of Teenagers, Household Income and Student Status

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 from the following formats? Average rating (0=not at all likely, 100=very likely)	Housing Tenure		Children 12 and Under in Household		Teenagers 13-18 in Household		Household Income				CU Student Status		
	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	Overall
Cable TV Channel 8	14	19	12	17	16	16	20	18	11	18	12	17	16
City of Boulder Web site (www.bouldercolorado.gov)	63	61	68	61	71	62	56	71	58	66	55	63	62
City social media Web sites (e.g. Facebook, Twitter, YouTube)	34	23	28	30	25	31	37	41	22	25	41	27	28
The Boulder Daily Camera	57	68	66	61	65	62	58	60	62	68	53	64	62
The Colorado Daily	38	26	25	34	29	33	46	40	26	26	44	30	32
Boulder County Business Report	11	16	14	13	20	12	14	17	9	15	13	14	13

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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 from the following formats? Average rating (0=not at all likely, 100=very likely)	Housing Tenure		Children 12 and Under in Household		Teenagers 13-18 in Household		Household Income				CU Student Status		
	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	Overall
Inserts in the water utility bill	17	38	33	24	35	24	23	22	21	37	23	28	28
Mailings to your home address	51	61	56	54	60	54	48	59	53	60	51	56	56
Listserves (where you sign up to be part of a group receiving e-mails from the city)	25	29	28	27	30	27	25	27	26	31	23	28	27

Table 143: Question 15 by Length of Residency, Sex, Age and Race/Ethnicity

Average rating (0=very bad, 100=very good)	Length of residency			Sex		Age			Race/Ethnicity			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other	
How would you rate the Boulder city government's response to the September 2013 Floods?	76	80	78	77	79	77	80	77	79	80	72	78

Table 144: Question 15 by Housing Tenure, Presence of Children, Presence of Teenagers, Household Income and Student Status

Average rating (0=very bad, 100=very good)	Housing Tenure		Children 12 and Under in Household		Teenagers 13-18 in Household		Household Income				CU Student Status		
	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	Overall
How would you rate the Boulder city government's response to the September 2013 Floods?	78	79	81	77	79	77	77	77	78	80	78	78	78

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Table 145: Question 16 by Length of Residency, Sex, Age and Race/Ethnicity

The library offers or is considering offering the following programs and services some with access from home. How likely are you to use each? Average rating (0=not at all likely, 100=very likely)	Length of residency			Sex		Age			Race/Ethnicity			
	Less than 5 years	6 to 20 years	More than 20 years	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other	Overall
Streaming or downloadable movies	56	57	60	50	56	61	54	34	52	65	58	53
Streaming or downloadable music	51	47	48	42	44	53	43	23	42	60	54	43
Downloadable e-books and/or audiobooks	58	60	71	54	58	62	59	38	55	57	63	56
e-Magazines for computer, tablet or phone	45	39	62	40	42	46	44	25	39	54	53	41
Online video classes/courses	42	35	51	35	40	41	38	27	36	49	45	37
Research databases for school or business	55	36	53	40	43	47	44	25	40	53	49	41
Literary, film, or concert programs	49	43	47	41	46	46	45	35	42	56	45	43
Dance, theater, history or science programming	47	42	46	41	45	46	45	32	41	60	52	43

Table 146: Question 16 by Housing Tenure, Presence of Children, Presence of Teenagers, Household Income and Student Status

The library offers or is considering offering the following programs and services some with access from home. How likely are you to use each? Average rating (0=not at all likely, 100=very likely)	Housing Tenure		Children 12 and Under in Household		Teenagers 13-18 in Household		Household Income				CU Student Status		
	Rent	Own	Yes	No	Yes	No	Less than $24,999	$25,000 to $49,999	$50,000 to $99,999	$100,000 or more	CU Student	Not	Overall
Streaming or downloadable movies	59	47	58	52	46	53	62	60	51	48	57	52	53
Streaming or downloadable music	51	35	41	44	37	44	55	55	39	36	50	42	43
Downloadable e-books and/or audiobooks	60	53	64	55	55	56	58	60	56	55	58	56	56
e-Magazines for computer, tablet or phone	44	38	47	40	39	41	45	44	39	39	43	41	41
Online video classes/courses	43	32	38	38	32	39	49	42	35	31	41	37	37
Research databases for school or business	46	37	46	41	44	41	51	47	38	37	49	40	41
Literary, film, or concert programs	48	38	50	42	43	43	48	56	38	38	46	43	43
Dance, theater, history or science programming	48	38	54	40	43	42	48	57	36	40	49	42	43

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

The tables in this appendix show selected results for City service and government ratings by user status. Where differences between subgroups are statistically significant (p<0.05), they are shaded with gray.

Table 147: Information Sources by How Well Informed Respondents Are About Issues Facing Boulder

	I inform myself about major issues in the city of Boulder	
Percent reporting "very likely" or "likely."	Agreement	Neutral/Disagreement
Cable TV Channel 8	18%	10%
City of Boulder Web site (www.bouldercolorado.gov)	63%	63%
City social media Web sites (e.g. Facebook, Twitter, YouTube)	28%	26%
The Boulder Daily Camera	71%	48%
The Colorado Daily	30%	25%
Boulder County Business Report	12%	6%
Inserts in the water utility bill	28%	22%
Mailings to your home address	64%	48%
Listserves (where you sign up to be part of a group receiving e-mails from the city)	27%	22%

Table 148: Responsiveness of City Government by Citizen Involvement

	Attended public meeting/event about city matters		Attended City council meeting		Watched City council meeting on cable TV Channel 8		I inform myself about major issues in the city of Boulder	
Average rating (0=very poorly, 100=very well)	Never	At least once	Never	At least once	Never	At least once	Agreement	Neutral/Disagreement
Being responsive to residents and businesses	63	62	64	57	64	60	64	61
Effectively planning for the future	64	62	65	55	65	59	63	66
Working through critical issues facing the city	62	58	62	52	62	57	60	63
Gathering feedback from residents on new policies or projects; conducting public processes	61	60	61	59	62	57	59	64

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Average rating (0=very poorly, 100=very well)	Attended public meeting/event about city matters		Attended City council meeting		Watched City council meeting on cable TV Channel 8		I inform myself about major issues in the city of Boulder	
	Never	At least once	Never	At least once	Never	At least once	Agreement	Neutral/Disagreement
Providing access to information about issues, events and meetings	65	67	66	63	66	65	67	63
Spending tax dollars wisely	52	51	53	46	53	49	52	52
Informing the public about how tax dollars are used	51	53	52	50	52	53	53	48
Responding to emergencies and natural disasters (flood, wildfire)	77	75	77	73	77	76	76	77

Table 149: Parks and Recreation Ratings by Use of Parks and Recreation Facilities and Services

Average rating (0=very bad, 100=very good)	Used any of the Parks and Recreation fields or courts		Participated in Recreation Centers' programs or classes		Visited any Parks and Recreation specialized or single-use facilities	
	Never	At least once	Never	At least once	Never	At least once
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	75	76	74	79	75	76
North, South or East Recreation Centers' programs and classes	73	74	70	77	73	74
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	73	74	73	76	71	75

Table 150: Ratings of Neighborhood Parks by Use of Neighborhood Parks

Average rating (0=very bad, 100=very good)	Visited any neighborhood parks	
	Never	At least once
Neighborhood parks (play areas and playgrounds)	74	77

Table 151: Ratings of Senior Services by Use of Senior Centers

Average rating (0=very bad, 100=very good)	Used services or facilities of the East or West Senior Centers	
	Never	At least once
Services for seniors (age 65 and older)	68	70

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Table 152: Ratings of Senior Services by Use of Senior Centers

Average rating (0=very bad, 100=very good)	Recycled paper or containers from your home		Composted food waste through curbside collection program		Composted yard waste through curbside collection program	
	Never	At least once	Never	At least once	Never	At least once
Recycling and composting collection services	69	79	74	84	75	83

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APPENDIX F: SURVEY METHODOLOGY

Survey Instrument Development

Prior to 2014, the City of Boulder conducted an "omnibus" resident survey nine times, most recently in 2011. These surveys ask recipients their perspectives about the quality of life in the community, use of community amenities, opinions on policy issues facing the city and assessment of city service delivery. In 2014, the City decided to conduct slightly different type of community survey that was less focused on policy-related topics and, instead, aimed to measure the performance of the city government. The 2014 community survey instrument was developed by starting with the 2011 survey, as retaining questions that would maintain important trendlines was a priority. Through an iterative process between City Council, city staff and National Research Center (NRC) staff, a number of questions were removed and new questions were added to craft the final seven-page questionnaire. The final questionnaire then was translated into Spanish.

Selecting Households to Receive Survey

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 household selection. Systematic sampling of households was used to choose addresses within these zip codes, which 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 selected addresses was completed by the city's GIS division. All addresses determined to be outside the study boundaries were eliminated from the potential mailing list. 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 3,017 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 do 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

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respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

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 link was provided on the cover letters for residents to complete the survey online. 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 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. 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 January 2014. About 4% (121) of the 3,017 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,896 households presumed to have received a survey, 785 completed the survey, providing a response rate of 27%. This is a good response rate; typical response rates for a mailed resident survey range from 20% to 40%. A total of 83 of the 785 surveys were completed online. Please refer to the table below for response rates by subcommunity.

Table 153: Response Rate by Subcommunity

Suncommunity	Number Mailed	Number Undeliverable	Number Returned	Response Rate
Central Boulder	788	36	220	29%
Colorado University	183	10	26	15%
Crossroads	277	17	62	24%
East Boulder	66	1	19	29%
Gunbarrel	350	8	85	25%
North Boulder	268	4	81	31%
Palo Park	102	5	33	34%
South Boulder	375	11	100	27%
Southeast Boulder	608	29	149	26%
Overall	3,017	121	785	27%

**11 surveys did not have an area identification.*

Additional surveys were collected through special outreach efforts with the youth of Boulder and the immigrant 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 and can be found under separate cover (see *Boulder Community Survey 2014 Supplemental Report*).

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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 ±4 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). The 95% confidence interval around an average rating on the 0-100 scale based on all respondents typically will be no greater than plus or minus two points on the 100-point scale.

Data Entry, Weighting and 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. Data collected online are automatically stored electronically. Those data were downloaded and added to the mail survey data.

The demographic characteristics of the survey sample were compared to those found in the 2010 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 (see Table 154 on the next page).

[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%**

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Table 154: Boulder Community Survey Weighting Table

Characteristic	Population Profile*	Unweighted Data	Weighted Data
Tenure in Housing Unit**			
Renter-Occupied	52%	37%	51%
Owner-Occupied	48%	63%	49%
Race/Ethnicity**			
Non-Hispanic White	85%	87%	85%
Hispanic	7%	5%	6%
Other	8%	7%	9%
Age**			
18-34 years of age	49%	23%	48%
35-54 years of age	28%	30%	28%
55+ years of age	23%	47%	24%
Sex**			
Male	52%	45%	51%
Female	48%	55%	49%

** 2010 Census*
*** Only of the population in housing units*

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 C: Selected Results by Subcommunity*) and by respondent characteristics (*Appendix D: 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 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.

Comparing Survey Results to Other Communities

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," "strongly agree," "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

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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 two points on the 100-point scale.

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.

NRC's 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

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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 "higher" than the benchmark, "lower" than the benchmark or "similar to" the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). This evaluation of "higher," "lower" 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 "higher" or "lower" than 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.*

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APPENDIX G: SURVEY QUESTIONNAIRE

The following pages contain a copy of the 2014 survey questionnaire and the mailing materials.

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A

CITY OF BOULDER
OFFICE OF THE CITY COUNCIL

Mayor Matthew Appelbaum
Mayor ProTem George Karakehian

Council Members: Macon Cowles, Suzanne Jones, Lisa Morzel, Tim Plass, Andrew Shoemaker, Sam Weaver, Mary Young

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Dear Boulder Resident:

We want to hear from you! Your household has been randomly selected to participate in the 2014 Boulder Community Survey. The City of Boulder is providing you with this important opportunity to tell us what you think of our service delivery and how you view the quality of life in Boulder. Your participation in this process is very important.

To get a representative sample of people living in the Boulder, this questionnaire should be completed by the adult (anyone 18 years or older) in your household who most recently had a birthday. That person's year of birth does not matter, as long as he or she is 18 years of age or older.

Please have this person take a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope to National Research Center, Inc., the organization compiling the survey results (2955 Valmont Road, Suite 300, Boulder, CO 80301).

Answers to the survey questions will help the Boulder City Council make decisions that affect our community and will provide crucial information that will help the city serve you in the best way possible.

If you prefer, you may complete the survey online at: www.n-r-c.com/survey/boulder1.htm
If you do not have Internet access at home, and do not wish to complete the enclosed paper version of the survey, you can use a computer for free at one of the Boulder Public Library locations at:

Main Library	George Reynolds Branch	Meadows Branch
1001 Arapahoe Avenue	3595 Table Mesa Drive	4800 Baseline Road

Your responses will remain completely anonymous; **none of your answers can be linked to who you are**. Responses will be reported in summary form only.

If you have any questions about this survey, please contact Patrick von Keyserling, the city's communication manager, at (303) 441-4959.

You will notice that several of the question sets on the survey are grouped into categories. These categories are used in planning and budgeting as desired community outcomes to ensure that the city thrives now and into the future. The category titles describe a community that is or has:

- good governance
- accessible and connected
- economic vitality
- environmentally sustainable
- healthy and socially thriving
- safe
- livable

The survey analysis and results will be included in a report that will be submitted to the City Council in spring 2014. The report will be available on the city's Web site at www.bouldercolorado.gov and hard copies also will be available at the Main Library or any branch for the public to read.

We are very excited about this survey and look forward to receiving your feedback. Your participation in this process will help us to continue to make Boulder a great place to live, work and visit.

Sincerely,

Matthew Appelbaum
Mayor

P.O. Box 791 · Boulder, Colorado 80306-0791 · www.bouldercolorado.gov · (303)441-3002 · Fax (303)441-4478

CITY OF BOULDER
OFFICE OF THE CITY COUNCIL

Mayor Matthew Appelbaum
Mayor ProTem George Karakehian

Council Members: Macon Cowles, Suzanne Jones, Lisa Morzel, Tim Plass, Andrew Shoemaker, Sam Weaver, Mary Young

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Querido Residente de Boulder:

¡Queremos saber de usted! Su hogar ha sido seleccionado al azar para participar en la Encuesta a la Comunidad de Boulder 2011. La Ciudad de Boulder le está brindando esta importante oportunidad para decirnos lo que usted piensa se los servicios que presta y cómo usted ve la calidad de la vida en Boulder. Su participación en este proceso es muy importante.

Para tomar una muestra representativa de las personas que viven en el Valle de Boulder, el cuestionario debe ser completado por el adulto (cualquiera mayor de 18 años de edad) de su hogar que haya celebrado su cumpleaños más recientemente. El año de nacimiento de esta persona no es importante, siempre y cuando él o ella tenga 18 años de edad o sea mayor.

Las respuestas a las preguntas de esta encuesta ayudarán al Concejo Municipal de la Ciudad de Boulder a tomar decisiones que afectan a nuestra comunidad y nos proporcionarán información importante que nos ayudará a servirle de la mejor manera posible.

Si usted no puede completar la encuesta anexa en Inglés, usted puede pedirle a un amigo o familiar que lo ayude y la regrese en el sobre pre-pagado que se anexa.

Usted también puede tomar la encuesta en Español en línea. Visite www.n-r-c.com/survey/boulderSpanish

Si usted no tiene acceso a internet en su casa, usted puede utilizar un computador de forma gratuita, en una de las sedes de la Biblioteca Pública de Boulder en:

Biblioteca Principal 1001 Arapahoe Avenue	Sede George Reynolds 3595 Table Mesa Drive	Sede Meadows 4800 Baseline Road

Sus respuestas se mantendrán anónimas; **ninguna de sus respuestas puede ser vinculada con usted**. Las respuestas serán reportadas únicamente en forma de resumen.

Notará que varios de los grupos de preguntas del cuestionario están organizados por categoría. Estas categorías se utilizan para identificar objetivos deseables para la comunidad y permiten que los procesos de planificación y presupuesto aseguren que la municipalidad siga progresando, tanto hoy como en el futuro. Estas categorías describen una comunidad que es o tiene:

- un buen sistema de gobierno
- accesibilidad y conectividad
- fuerza económica
- sustentabilidad ecológica
- saludable y con vitalidad social
- segura
- vivible

Estamos muy emocionados con esta encuesta y esperamos recibir su opinión muy pronto. Su participación en este proceso, nos ayudará a continuar haciendo de Boulder un gran lugar para vivir, trabajar y visitar.

Atentamente,

Matthew Appelbaum
Mayor

P.O. Box 791 · Boulder, Colorado 80306-0791 · www.bouldercolorado.gov · (303)441-3002 · Fax (303)441-4478

City of Boulder 2014 Community Survey

1. Please rate the following items about life in Boulder, and circle the number which most closely reflects your opinion for each.

How do you rate . . .	very good	good	neither good nor bad	bad	very bad	N.A.* or don't know
Your overall quality of life in Boulder, taking all things into consideration	1	2	3	4	5	6
Overall quality of your neighborhood	1	2	3	4	5	6
The sense of community in Boulder	1	2	3	4	5	6
Community acceptance of all people	1	2	3	4	5	6
Race and ethnic relations in Boulder	1	2	3	4	5	6
Boulder as a place to work	1	2	3	4	5	6
Overall Boulder city government operations	1	2	3	4	5	6
Overall ease of getting to the places you usually visit	1	2	3	4	5	6
Quality of the natural environment	1	2	3	4	5	6
Quality of indoor and outdoor recreation	1	2	3	4	5	6
Opportunities to attend arts/cultural events	1	2	3	4	5	6
Quality or character of new development (the look and feel of new commercial or residential areas or buildings)	1	2	3	4	5	6
Access to a variety of housing options	1	2	3	4	5	6
Employment opportunities	1	2	3	4	5	6
Shopping opportunities	1	2	3	4	5	6

2. 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
Violent crimes (e.g., rape, robbery, homicide)	1	2	3	4	5
Property crimes (e.g., burglary, theft, criminal mischief)	1	2	3	4	5
Structural/house fires	1	2	3	4	5
Wildland fires	1	2	3	4	5
Floods	1	2	3	4	5
Traffic-related incidents (road rage, bike-car conflicts, etc.)	1	2	3	4	5
Discrimination due to your background or personal characteristics	1	2	3	4	5

3. Please tell us how safe you feel in each of the following areas in Boulder.

	always safe	usually safe	sometimes safe sometimes unsafe	usually unsafe	always unsafe	N.A*. or don't know
Downtown Commercial Area during the day	1	2	3	4	5	6
Downtown Commercial Area at night	1	2	3	4	5	6
Municipal Campus / Main Library area during the day	1	2	3	4	5	6
Municipal Campus / Main Library area at night	1	2	3	4	5	6
Your neighborhood during the day	1	2	3	4	5	6
Your neighborhood at night	1	2	3	4	5	6
City Parks	1	2	3	4	5	6
Multi-use paths (e.g. Boulder Creek Path)	1	2	3	4	5	6
Main Library	1	2	3	4	5	6
Branch Libraries	1	2	3	4	5	6

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

	never	1 to 2 times	3 to 12 times	13 to 26 times	more than 26 times
Accessibility and Connectedness					
Rode a high frequency transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the City of Boulder	1	2	3	4	5
Rode another RTD bus within Boulder	1	2	3	4	5
Rode a bus between Boulder and Denver	1	2	3	4	5
Commuted to work by bicycle	1	2	3	4	5
Economic Vitality					
Visited the Pearl Street Mall	1	2	3	4	5
Visited the University Hill business district	1	2	3	4	5
Environmental Sustainability					
Visited Boulder open space or mountain parks	1	2	3	4	5
Recycled paper or containers from your home	1	2	3	4	5
Composted food waste through the curbside collection program	1	2	3	4	5
Composted yard waste through the curbside collection program	1	2	3	4	5
Made energy improvements to your home or business	1	2	3	4	5
Good Governance					
Attended a public meeting or event about city matters	1	2	3	4	5
Attended a City Council meeting	1	2	3	4	5
Watched a City Council meeting on cable TV Channel 8	1	2	3	4	5
Watched a news program on cable TV Channel 8	1	2	3	4	5
Healthy and Socially Thriving Community					
Used any of the Parks and Recreation fields or courts (e.g., baseball, softball, soccer, tennis)	1	2	3	4	5
Participated in any of the North, South or East Recreation Centers' programs or classes	1	2	3	4	5
Visited any Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	1	2	3	4	5
Visited any neighborhood parks (play areas and playgrounds)	1	2	3	4	5
Used the services or facilities of the East or West Senior Centers	1	2	3	4	5

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

	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree
I am pleased with the overall direction the city is taking	1	2	3	4	5
I inform myself about major issues in the city of Boulder	1	2	3	4	5
I take the initiative to let elected officials or city staff know what I think	1	2	3	4	5
Boulder's City Council implements policies that reflect the values of the Boulder community	1	2	3	4	5
I feel included in the Boulder community	1	2	3	4	5

6. 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	N.A.* or don't know
Being responsive to residents and businesses	1	2	3	4	5	6
Effectively planning for the future	1	2	3	4	5	6
Working through critical issues facing the city	1	2	3	4	5	6
Gathering feedback from residents on new policies or projects; conducting public processes	1	2	3	4	5	6
Providing access to information about issues, events and meetings	1	2	3	4	5	6
Spending tax dollars wisely	1	2	3	4	5	6
Informing the public about how tax dollars are used	1	2	3	4	5	6
Responding to emergencies and natural disasters (flood, wildfire)	1	2	3	4	5	6

** N.A. = not applicable*

7. Do you have any other comments about the job that the City of Boulder is doing?

_____

_____

8. For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.

	Quality of the service:						Importance of the service:				
	very good	good	neither good nor bad	bad	very bad	don't know	essential	very important	somewhat important	not at all important	don't know
Accessible and Connected Community											
Managing congestion and traffic flow	1	2	3	4	5	6	1	2	3	4	5
High frequency transit routes	1	2	3	4	5	6	1	2	3	4	5
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	1	2	3	4	5	6	1	2	3	4	5
Snow and ice control on major streets	1	2	3	4	5	6	1	2	3	4	5
Street repair (potholes, crack repair, etc.)	1	2	3	4	5	6	1	2	3	4	5
Street sweeping	1	2	3	4	5	6	1	2	3	4	5
Street lighting	1	2	3	4	5	6	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5	6	1	2	3	4	5
Economically Vital Community											
Assistance to businesses to keep them in Boulder	1	2	3	4	5	6	1	2	3	4	5
Attracting/retaining "discount" or "affordable" shopping opportunities	1	2	3	4	5	6	1	2	3	4	5
Retention and expansion of quality jobs in Boulder	1	2	3	4	5	6	1	2	3	4	5
Environmentally Sustainable Community											
Acquiring and managing open space and mountain parks lands	1	2	3	4	5	6	1	2	3	4	5
Energy conservation and efficiency programs	1	2	3	4	5	6	1	2	3	4	5
Renewable energy programs	1	2	3	4	5	6	1	2	3	4	5
Recycling and composting collection services	1	2	3	4	5	6	1	2	3	4	5
Water conservation programs	1	2	3	4	5	6	1	2	3	4	5
Good Governance											
Cable TV Channel 8 (council coverage, city news, local talk shows)	1	2	3	4	5	6	1	2	3	4	5
City of Boulder Web site (www.bouldercolorado.gov)	1	2	3	4	5	6	1	2	3	4	5
City social media Web sites (e.g. Facebook, Twitter, YouTube)	1	2	3	4	5	6	1	2	3	4	5
Healthy and Socially Thriving Community											
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	1	2	3	4	5	6	1	2	3	4	5
North, South or East Recreation Centers' programs and classes	1	2	3	4	5	6	1	2	3	4	5
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	1	2	3	4	5	6	1	2	3	4	5
Neighborhood parks (play areas and playgrounds)	1	2	3	4	5	6	1	2	3	4	5
Boulder Public Libraries & library services	1	2	3	4	5	6	1	2	3	4	5
Services for children (age 12 and under)	1	2	3	4	5	6	1	2	3	4	5
Services for youth (age 13 to 21)	1	2	3	4	5	6	1	2	3	4	5
Services for seniors (age 65 and older)	1	2	3	4	5	6	1	2	3	4	5
Services for low-income families	1	2	3	4	5	6	1	2	3	4	5
Providing spaces for and access to a variety of arts/cultural events	1	2	3	4	5	6	1	2	3	4	5
Art in public places	1	2	3	4	5	6	1	2	3	4	5
Programs to reduce homelessness	1	2	3	4	5	6	1	2	3	4	5
Drinking water services	1	2	3	4	5	6	1	2	3	4	5
Mosquito or pest control programs	1	2	3	4	5	6	1	2	3	4	5

** N.A. = not applicable*

9. For each of the following services provided by the City of Boulder, please rate the quality of the service. Then rate how important each of these services are to the Boulder community.

	Quality of the service:						Importance of the service:				
	very good	good	neither good nor bad	bad	very bad	don't know	essential	very important	somewhat important	not at all important	don't know
Livable Community											
Preserving the city's historic features and attributes	1	2	3	4	5	6	1	2	3	4	5
Affordable housing programs for low income people	1	2	3	4	5	6	1	2	3	4	5
Affordable housing programs for middle income people	1	2	3	4	5	6	1	2	3	4	5
Building and housing code enforcement	1	2	3	4	5	6	1	2	3	4	5
Enforcement of residential over-occupancy regulations	1	2	3	4	5	6	1	2	3	4	5
Enforcement of home business regulations	1	2	3	4	5	6	1	2	3	4	5
Noise control enforcement	1	2	3	4	5	6	1	2	3	4	5
Ice and snow removal, trash and weed control enforcement	1	2	3	4	5	6	1	2	3	4	5
Median maintenance	1	2	3	4	5	6	1	2	3	4	5
Safe Community											
Crime prevention	1	2	3	4	5	6	1	2	3	4	5
Police presence in your neighborhood	1	2	3	4	5	6	1	2	3	4	5
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	1	2	3	4	5	6	1	2	3	4	5
Police traffic enforcement	1	2	3	4	5	6	1	2	3	4	5
Police response to community problems or needs	1	2	3	4	5	6	1	2	3	4	5
Flood or natural hazard education	1	2	3	4	5	6	1	2	3	4	5
Emergency Preparation	1	2	3	4	5	6	1	2	3	4	5
Fire safety education	1	2	3	4	5	6	1	2	3	4	5
Fire response	1	2	3	4	5	6	1	2	3	4	5
Emergency medical services	1	2	3	4	5	6	1	2	3	4	5
Boulder Municipal Court	1	2	3	4	5	6	1	2	3	4	5

10. Do you have specific comments about your quality ratings for these programs and services?

_____

_____

_____

11. Do you have specific comments about your answers on the importance of these programs and services?

_____

_____

_____

12. If you have had phone, in-person or email contact with a Boulder city employee in the last 12 months, how would you rate your impression?

	very good	good	neither good nor bad	bad	very bad	N.A.* or don't know
Courteous, respectful and professional	1	2	3	4	5	6
I received the assistance I needed	1	2	3	4	5	6

13. 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 from the following formats?

	very likely	likely	somewhat likely	not at all likely	N.A. or don't know
Cable TV Channel 8	1	2	3	4	5
City of Boulder Web site (www.bouldercolorado.gov)	1	2	3	4	5
City social media Web sites (e.g. Facebook, Twitter, YouTube)	1	2	3	4	5
The Boulder Daily Camera	1	2	3	4	5
The Colorado Daily	1	2	3	4	5
Boulder County Business Report	1	2	3	4	5
Inserts in the water utility bill	1	2	3	4	5
Mailings to your home address	1	2	3	4	5
Listserves (where you sign up to be part of a group receiving e-mails from the city)	1	2	3	4	5

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

14. Currently, an average single-family homeowner pays about $8 per month on their city utility bill to a fund used for flood mitigation projects and improvements to the stormwater collection system. Would you support increased taxes or fees to fund even more flood mitigation improvements?

- ❑ No
- ❑ Yes, up to double the current amount
- ❑ Yes, up to triple the current amount

15. How would you rate the Boulder city government's response to the September 2013 Floods?

❑ Very good ❑ Good ❑ Neither good nor bad ❑ Bad ❑ Very Bad ❑ Don't know

16. The library offers or is considering offering the following programs and services some with access from home. How likely are you to use each?

	very likely	likely	somewhat likely	not at all likely	N.A. or don't know
Streaming or downloadable movies	1	2	3	4	5
Streaming or downloadable music	1	2	3	4	5
Downloadable e-books and/or audiobooks	1	2	3	4	5
e-Magazines for computer, tablet or phone	1	2	3	4	5
Online video classes/courses	1	2	3	4	5
Research databases for school or business	1	2	3	4	5
Literary, film, or concert programs	1	2	3	4	5
Dance, theater, history or science programming	1	2	3	4	5

Are there other services that you would like to see offered by the Boulder Public library? _____

17. Are you eligible to have an Eco-Pass, an annual pass that allows you unlimited bus rides? (Please check all that apply.)

- ❑ don't know if I am eligible for an Eco-Pass → **go to question #19**
- ❑ no, I am not eligible for an Eco-Pass → **go to question #19**
- ❑ yes, through my employer
- ❑ yes, through my neighborhood program
- ❑ yes, a CU Boulder student Buff One pass
- ❑ yes, a CU Boulder faculty/staff Buff One pass
- ❑ yes, other pass: _____

18. On average, how often do you use your Eco-Pass?

- ❑ I did not pick up my Eco Pass
- ❑ less often than once a month
- ❑ about once every two weeks
- ❑ about once a month
- ❑ about once a week
- ❑ more than once a week

19. If you have school-aged children in your household, how likely would you be to purchase discounted transit passes similar to Eco Passes for them?

- ❑ Don't have school aged children
- ❑ Already have neighborhood Eco Pass for whole household
- ❑ Very likely to purchase for school age children
- ❑ Likely to purchase for school age children
- ❑ Somewhat likely to purchase for school age children
- ❑ Not at all likely to purchase for school age children

20. If a city-wide Eco Pass program were available, how likely would you be to purchase discounted transit passes similar to Eco Passes for your entire household?

- ❑ Very likely
- ❑ Likely
- ❑ Somewhat likely
- ❑ Not at all likely

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

_____

_____

_____

_____

About you and your household

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

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

23. Are you employed?
- ❑ Yes
- ❑ No → **go to question #26**

24. Where do you work?
- ❑ Boulder
- ❑ Louisville
- ❑ Broomfield/Interlocken
- ❑ Lafayette
- ❑ Longmont
- ❑ Jefferson County
- ❑ Denver, excluding Tech Center
- ❑ Tech Center/Southeast Denver
- ❑ Other

25. Do you work at your home?
- ❑ No
- ❑ Yes, my business is out of my home
- ❑ Yes, I always work at home instead of my employer's location
- ❑ Yes, sometimes I work at home instead of my employer's location, sometimes at my employer's location
- ❑ Other

26. Are you a full- or part-time University or college student?
- ❑ No
- ❑ Yes, at the University of Colorado Boulder campus
- ❑ Yes, at Naropa
- ❑ Yes, somewhere else

27. Please check the one box that most closely describes the type of housing unit you live in.
- ❑ A detached single family home
- ❑ An apartment in an apartment complex
- ❑ An apartment in a single family home
- ❑ A condominium or town house
- ❑ A mobile home
- ❑ Group quarters (sorority/fraternity house, dorm, nursing home) → **go to question #31**
- ❑ Other, please specify _____

28. 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.)
- ❑ Rent
- ❑ Own

29. Do any of the following live in your household?

	yes	no
Children aged 12 or younger	❑	❑
Teenagers age 13 to 18	❑	❑
Adults age 65 or older	❑	❑
Anyone with a long-term disability	❑	❑

30. About how much was the TOTAL 2013 INCOME BEFORE TAXES for your household as a whole?
- ❑ Less than $15,000
- ❑ $15,000 - $24,999
- ❑ $25,000 - $34,999
- ❑ $35,000 - $49,999
- ❑ $50,000 - $74,999
- ❑ $75,000 - $99,999
- ❑ $100,000 - $149,999
- ❑ $150,000 - $199,999
- ❑ $200,000 - $249,999
- ❑ $250,000 or more

31. Do you have regular, convenient access to the internet?
- ❑ No → **go to question #32**
- ❑ Yes → **Where? (check all that apply)**
  - ❑ at home
  - ❑ at work
  - ❑ on a "smart" phone or PDA
  - ❑ a public facility (e.g. library or school)

32. What is your age?
- ❑ 18-24 years old
- ❑ 25-34 years old
- ❑ 35-44 years old
- ❑ 45-54 years old
- ❑ 55-64 years old
- ❑ 65-74 years old
- ❑ 75 or older

33. What is the highest level of education you have completed?
- ❑ 0-11 years, no diploma
- ❑ High school graduate
- ❑ Some college, no degree
- ❑ Associate Degree
- ❑ Bachelor's Degree
- ❑ Master's Degree
- ❑ Doctorate Degree

34. Are you of Chicano/Chicana/Mexican-American, Latino/Latina, or Hispanic origin?
- ❑ Yes
- ❑ No

35. Which best describes your race? (Please check all that apply)
- ❑ American Indian, Eskimo or Aleut
- ❑ Asian or Pacific Islander
- ❑ Black or African American
- ❑ White
- ❑ Other, please specify_____

36. What is your preferred language?
- ❑ English → **go to question #38**
- ❑ Arabic
- ❑ Chinese
- ❑ French
- ❑ German
- ❑ Hebrew
- ❑ Italian
- ❑ Japanese
- ❑ Korean
- ❑ Mia, Hmong
- ❑ Portuguese
- ❑ Russian
- ❑ Spanish
- ❑ Vietnamese
- ❑ Scandinavian languages
- ❑ Other, please specify_____

37. Did you receive help completing this questionnaire in English?
- ❑ Yes
- ❑ No

38. What is your gender?
- ❑ Male
- ❑ Female

Please return completed survey to:
National Research Center
2955 Valmont Road, Suite 300
Boulder, CO 80301

A

CITY OF BOULDER
OFFICE OF THE CITY COUNCIL

Mayor Matthew Appelbaum
Mayor ProTem George Karakehian

Council Members: Macon Cowles, Suzanne Jones, Lisa Morzel, Tim Plass, Andrew Shoemaker, Sam Weaver, Mary Young

Dear Boulder Resident:

About a week ago, you should have received a copy of the enclosed City of Boulder Community Survey. **Please disregard this letter if you have already completed the survey and returned it.**

If no one from your household has had an opportunity to complete the survey, we would appreciate it if you would do so now. We want to understand what people who live in Boulder think of the quality of services provided by the city government and what they like or do not like about living in Boulder.

To get a representative sample of people living in Boulder, this questionnaire should be completed by the adult (anyone 18 years or older) in your household who most recently had a birthday. That person's year of birth does not matter, as long as he or she is 18 years of age or older.

Please have this person take a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope to National Research Center, Inc., the organization compiling the survey results (2955 Valmont, Suite 300, Boulder, CO 80301).

If you prefer, you may complete the survey online at: www.n-r-c.com/survey/boulder1.htm
If you have any questions about this survey, please contact Patrick von Keyserling, the city's communication manager, at (303) 441-4959.

You will notice that several of the question sets on the survey are grouped into categories. These categories are used in planning and budgeting as desired community outcomes to ensure that the city thrives now and into the future. The category titles describe a community that is or has:

- good governance
- accessible and connected
- economic vitality
- environmentally sustainable
- healthy and socially thriving
- safe
- livable

The survey analysis and results will be included in a report that will be submitted to the City Council in late 2011. The report will be available on the city's Web site at www.bouldercolorado.gov and hard copies also will be available at the Main Library or any branch for the public to read.

We are very excited about this survey and look forward to receiving your feedback. Your participation in this process will help us to continue to make Boulder a great place to live, work and visit.

Sincerely,

Matthew Appelbaum
Mayor

P.O. Box 791 · Boulder, Colorado 80306-0791 · www.bouldercolorado.gov · (303)441-3002 · Fax (303)441-4478

CITY OF BOULDER
OFFICE OF THE CITY COUNCIL

Mayor Matthew Appelbaum
Mayor ProTem George Karakehian

Council Members: Macon Cowles, Suzanne Jones, Lisa Morzel, Tim Plass, Andrew Shoemaker, Sam Weaver, Mary Young

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Querido Residente de Boulder:

Hace alrededor de una semana, usted debe haber recibido una copia de la Encuesta de la Comunidad de Boulder. Por favor, ignore esta carta si usted ya ha llenado y regresado la encuesta.

Si usted aún no ha llenado la encuesta, ¡queremos saber de usted! Su hogar ha sido seleccionado al azar para participar en la Encuesta a la Comunidad de Boulder 2011. La Ciudad de Boulder le está brindando esta importante oportunidad para decirnos lo que usted piensa se los servicios que presta y cómo usted ve la calidad de la vida en Boulder. Su participación en este proceso es muy importante ya que sólo 3,500 hogares han sido seleccionados para llenar la encuesta.

Las respuestas a las preguntas de esta encuesta ayudarán al Concejo Municipal de la Ciudad de Boulder a tomar decisiones que afectan a nuestra comunidad y nos proporcionarán información importante que nos ayudará a servirle de la mejor manera posible.

Si usted no puede completar la encuesta anexa en Inglés, usted puede pedirle a un amigo o familiar que lo ayude y la regrese en el sobre pre-pagado que se anexa.

Usted también puede tomar la encuesta en Español en línea. Visite www.n-r-c.com/survey/boulderSpanish

Si usted no tiene acceso a internet en su casa, usted puede utilizar un computador de forma gratuita, en una de las sedes de la Biblioteca Pública de Boulder en:

Biblioteca Principal	Sede George Reynolds	Sede Meadows
1001 Arapahoe Avenue	3595 Table Mesa Drive	4800 Baseline Road

Sus respuestas se mantendrán anónimas; ninguna de sus respuestas puede ser vinculada con usted. Las respuestas serán reportadas únicamente en forma de resumen.

Notará que varios de los grupos de preguntas del cuestionario están organizados por categoría. Estas categorías se utilizan para identificar objetivos deseables para la comunidad y permiten que los procesos de planificación y presupuesto aseguren que la municipalidad siga progresando, tanto hoy como en el futuro. Estas categorías describen una comunidad que es o tiene:

- un buen sistema de gobierno
- accesibilidad y conectividad
- fuerza económica
- sustentabilidad ecológica
- saludable y con vitalidad social
- segura
- vivible

Estamos muy emocionados con esta encuesta y esperamos recibir su opinión muy pronto. Su participación en este proceso, nos ayudará a continuar haciendo de Boulder un gran lugar para vivir, trabajar y visitar.

Atentamente,

Matthew Appelbaum
Alcalde

P.O. Box 791 · Boulder, Colorado 80306-0791 · www.bouldercolorado.gov · (303)441-3002 · Fax (303)441-4478

Dear Boulder Resident,

We want to hear from you! Your household has been randomly selected to be part of a small group of those who will receive a questionnaire about the city of Boulder in the next week.

We want to know what you think about life in our community and about the quality of services provided by the city government.

All information you share will remain anonymous. Many thanks in advance for your feedback.

Sincerely,

Estimado Residente de Boulder,

¡Nos interesa su opinión! Su unidad familiar ha sido seleccionada al azar para formar parte de un pequeño grupo de quienes van a recibir un cuestionario acerca de la ciudad de Boulder la próxima semana.

Queremos saber lo que piensa acerca de la vida en nuestra comunidad y acerca de la calidad de los servicios que presta el gobierno municipal.

Toda la información que nos comunique permanecerá anónima. Agradecemos mucho de antemano sus comentarios.

Atentamente,

Matthew Applebaum, *Mayor, City of Boulder*

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