Boulder City Council
STUDY SESSION

Tuesday
May 13, 2014

5-6 PM
Council Briefing
Boulder's Energy Future, Transition Work Plan

6-6:30 PM
2014 Community Survey Results

6:30-9 PM
Human Services Strategy

Council Chambers
Municipal Building
1777 Broadway

Submit Comments to City Council
Email: council @bouldercolorado.gov
or
Attention: Alisa Lewis, City Clerk
PO Box 791, Boulder, CO 80306
Fax: 303-441-4478

MEMORANDUM

TO: **Members of City Council**

FROM: Jane S. Brautigam, City Manager
Patrick von Keyserling, Communications Director
Jean Gatza, Sustainability Planner

DATE: **May 13, 2014**

SUBJECT: **Presentation of the 2014 Community Survey results.**

I. PURPOSE

The purpose of this City Council discussion item is to present the results of the 2014 Community Survey (**Attachment A)** and solicit feedback. On Dec. 17, 2013, City Council provided feedback on the draft survey and process.

The 2014 Community Survey was conducted in January and February 2014, and a 27 percent response rate was obtained. The survey contained a broad range of questions including quality of life, priorities for city government, ratings of city services, communication and outreach, use of city facilities and programs, and demographics. Boulder residents continue to give high ratings to the quality of life in the community. The project also included an open web survey and survey results for immigrants and youth.

Results from the community survey will be used in various ways to inform the budget process, project planning and outreach in 2014.

II. DISCUSSION QUESTION

1. Does the City Council have any questions or comments about the 2014 Community Survey?

III. BACKGROUND

The City of Boulder has conducted a community survey about every two years from 1987 to 2001 and then again in 2007 and 2011. All community-wide surveys conducted since 1987 were mail surveys sent randomly to households in late spring or early fall.

The city conducted an informal bid process and contracted with National Research Center (NRC) to conduct the survey and prepare the report of results. The 2014 community survey was mailed

to over 3,000 households. All households within Boulder's nine sub communities were eligible to receive the survey. Attached (multi-family) housing units were over sampled to compensate for detached (single-family) housing units residents' tendency to return surveys at a higher rate. The mailings were sent in January and February 2014. A full description of survey methodology is included in Appendix F of the report.

The council budget sub-committee (Jones, Young) reviewed the draft survey and provided feedback. The final version of the survey was reviewed and discussed by the full council on Dec. 17, 2013.

IV. OVERVIEW OF RESULTS

Survey Statistics

A total of 785 surveys were returned resulting in a 27 percent response rate which is considered a good rate of return by the industry. Typical response rates for a mailed resident survey range from 20 to 40 percent. Most respondents filled out the paper copy of the survey that was sent in the mail, but they had an option to fill out the survey online; 66 respondents completed the survey online. No online Spanish surveys were completed.

Regarding margin of error, in theory, in 19 cases out of 20, the results based on a sample like the one drawn for the Boulder Community Survey will differ by no more than three percentage points in either direction from what would have been obtained by seeking out all Boulder adults. 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.

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. Results were statistically adjusted, known as "weighting", to reflect the larger population when necessary. Survey results were weighted by gender and age. For example, it is assumed that young males would answer survey questions more similarly to males of the same age than of older females. If a higher number of older females completed the survey than their proportion in the entire population, the results would be skewed to that perspective. The weighting gives proportionate weight to under-responding subsets of the population so that the reported results are assumed to appropriately reflect the full population.

Survey Results

The Report of Results included in **Attachment A**, is organized around the Sustainability Framework categories and Priority-based Budgeting (PBB) overarching objectives, called "results." These include:

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

The report includes trend-line data for questions that have been asked over many surveys as well as national benchmark comparisons. Verbatim responses to the open-ended question asking about people's priorities for city services and their ratings of services are included in Appendix B of the report. Selected results by subcommunity are included in Appendix C. Selected results by

demographic subgroups (i.e. gender, age, race/ethnicity, housing tenure, CU student status, and income) are included in Appendix D. Selected results for city service and government ratings by user status are included in Appendix E. The Supplemental Report of selected results by survey type is included in **Attachment B**.

Observations from the Results

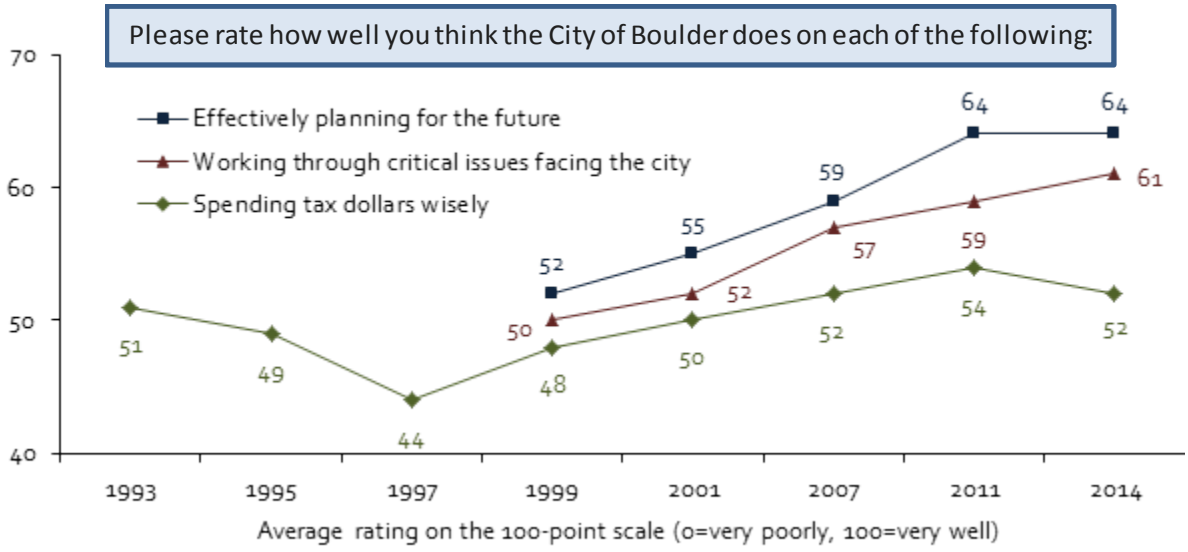
- People's perceptions of the **quality of life**, quality of neighborhoods and sense of community in Boulder remain high. Results of satisfaction are generally positive and in some areas improved from 2007. **Employment and business** related ratings were also high with 74 percent of respondents rating Boulder "very good" or "good" as a place to work and 69 percent of respondents rating Boulder "very good" or "good" as a place to do business. (*Table 1, page 42)*

- Respondents rated the quality and importance of 53 **city services**. City services given the highest ratings include:
    - Managing and acquiring Open Space and Mountain Parks lands
    - Bike and pedestrian facilities
    - Neighborhood Parks
    - Parks and Recreation fields and courts
    - Recycling and composting collection services
    - Boulder Public Libraries and library services

  City services receiving the highest marks for importance include:
    - Public safety (emergency medical services, fire response, crime prevention, and police response)
    - Drinking water services
    - Retention and expansion of quality jobs in Boulder

- Perceptions of the **effectiveness of city government** has improved or is holding steady over the past few survey cycles. *(Table 16, page 51)*

Effectiveness of City Government Compared Over Time



- Asked for first time in 2014, 43 percent of survey respondents "agree" or "strongly agree" that "**Boulder's City Council** implements policies that reflect the values of the Boulder community" however 18 percent "disagree" or "strongly disagree". *(Table 11, page 50)*

- **Feelings of safety** from violent crimes, property crimes and structural/ house fires are higher in 2014. A new question about safety was included in the 2014 survey. People were asked to rate how safe they felt in 10 different areas in Boulder.
    - Ninety seven percent of respondents feel "always" or "usually safe" in their neighborhood during the day.
    - Sixty nine percent feel safe in the Municipal Campus/Main Library area during the day, however, 34 percent feel safe there at night. *(Figure 8, page 18)*

- Eighty three percent of respondents gave Boulder city government's response to the **September 2013 floods** a good or very good rating. Respondents were split on support for increased taxes or fees to fund more flood mitigation improvements. *(Tables 59 and 60, page 73)*

- When asked if a **city-wide Eco Pass program** were available, how likely they would be to purchase discounted transit passes for their entire household, 46 percent would be likely or very likely; 24 percent somewhat likely; and 30 percent not at all likely. *(Tables 66 and 67, page 75)*

Open Web Survey

In addition to the scientific survey a web version was available from Feb. 2 through Feb. 28, 2014 on the city's website. **Over 600 residents took the survey on the city's website**. Respondents to the web survey tended to be older than respondents to the scientific survey. There were a greater number of home-owners who live in single family homes than in the scientific survey. The results of this survey are presented in Appendix L of the Supplemental Report (Attachment C) and compared to the full survey results in Appendix H. These results are not weighted by demographic categories. Most of the respondents to the web survey provided responses to open-ended questions which are included in Appendix H.

Observations include:

- Results were statistically different from the scientific survey in many areas – some by a large margin.

- Web survey respondents indicate that they **inform themselves** about major issues at a higher level than did scientific survey respondents (84 percent vs. 66 percent agree or strongly agree). They express that they agree with the overall direction the city is taking at a lower rate than those taking the scientific survey (53 percent vs. 61 percent) and they also let officials know what they think at a higher rate (35 percent vs. 23 percent). (*Table 5, page 7 Supplemental Report)*

- Web survey respondents gave high ratings for the quality of **economic vitality** services – 84 percent "good" or "very good" to assistance to businesses to keep them in Boulder. Only 42 percent of scientific survey respondents rated this service "good" or "very

good". Results for attracting affordable shopping opportunities and retention and expansion of quality jobs had similar differences. *(Table 7, page 8 Supplemental Report)*

- The **city's website** ranked very high in importance to those taking the web survey with 79 percent saying it is an "essential" or "very important" service. Seventy percent of these respondents indicated that they obtain information from the city's website, however, only 18 percent rated the quality of the city's website "very good" or "good" where 54 percent of the scientific survey gave a "very good" or "good" rating. (*Table 8, page 10; Table 12 page 13 Supplemental Report)*

Immigrants

Traditionally very few non-English speakers respond to the scientific survey. In order to hear from immigrants a questionnaire similar to the random sample survey was distributed to immigrants through members of the Immigrant Advisory Committee, local organizations and city staff connections and relationships. A total of 34 completed surveys were received. These results were compiled separately from the random sample scientific survey and are presented in Appendix J of the Supplemental Report (Attachment C) and compared to the full survey results in Appendix H.

Observations include:

- Respondents to the immigrant survey rated overall quality of life and overall quality of neighborhoods a little lower than those in the scientific or web surveys, however, they gave a higher rating to the **sense of community in Boulder** than the other groups *(Table 1, page 4 Supplemental Report).*

- Ninety percent of respondents to the immigrant survey **rode buses** in Boulder. This is higher than the 70 percent of scientific or web survey respondents. *(Table 4, page 6 Supplemental Report)*
- Sixty three percent of the immigrant respondents agreed or strongly agreed with the statement "**I feel included in the Boulder community**" which is significantly higher than that of the general population of respondents in either the scientific or web surveys. (*Table 5, page 7 Supplemental Report)*

Results from the full survey and immigrant survey results will be shared and discussed with the Immigrant Advisory Committee.

Boulder Youth

Since the survey specifically requests that the respondent is over 18, a slightly revised version of the survey was distributed to Boulder youth. A total of 195 completed surveys were received. This information will provide useful information for planning around youth concerns and needs. The results were complied separately from the random sample and are presented in Appendix I of the Supplemental Report and compared to the full survey results in Appendix H.

Observations include:

- Boulder youth are generally positive about school; 91 percent rate Boulder as good or very good as a place to go to school. *(Table 21, page 18 Supplemental Report)*

- Priorities or concerns for youth listed in the open-ended question include: education, mental health, safety, improving recreation or activities for youth; jobs; and discrimination or equity issues. *(pages 19-23 Supplemental Report)*

- Ninety five percent of youth respondents feel safe in their neighborhood during the day; 95 percent feel safe in the Downtown Commercial area during the day but 54 percent feel safe there at night. Sixty seven percent feel safe from bullying and harassment. *(Tables 2 and 3, page 5 Supplemental Report)*

Results from the youth survey will be discussed with the Youth Opportunities Advisory Board (YOAB). YOAB will help share results with survey respondents and youth in general.

VI . NEXT STEPS

Results from the community survey will be used in various ways to inform the budget process, project planning and outreach in 2014. Ratings for city services, use of services and priorities will be carefully reviewed to inform plans for service delivery approaches and work plans.

The results will be shared on the city site, distributed to the city's boards and commissions as well as staff throughout the organization and to community members and organizations. For many topics, the community survey provides information at a high level, identifying themes for which additional outreach will be conducted at the project level to provide deeper understanding of Boulder residents' values and priorities.

ATTACHMENTS
Attachment A: Report of Results
Attachment B: Supplemental Report

City of Boulder
2014 Community Survey

Report of Results

April 2014

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

Dear Boulder community members,

We are pleased to present to the community the results from the recent Community Survey. The responses indicate that residents continue to rate the quality of life very highly in our community. Most people rate their neighborhoods positively, give high marks to the city's parks, recreation facilities, bike and pedestrian facilities and open space, and consider Boulder a good place to work. People's feelings of safety are higher in many categories than in past surveys however safety around flooding has changed significantly.

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 city's Sustainability Framework categories and 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 (39%) 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.

About 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," with 3 in 10 reporting 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 1999 or 1993, 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 81 points 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 the rating of 68 and 69 observed in 2011 and 2007, but about the same or slightly higher than what had been observed from 1989 to 2001. The 2014 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. Eleven items were rated lower in 2014 than in 2011, three were rated higher and the remaining services were given similar ratings.

City Services Rated Significantly Higher in 2014 than in 2011	City Services Rated Similarly in 2014 and 2011	City Services Rated Significantly Lower in 2014 than in 2011
• Mosquito or pest control programs • Noise control enforcement • Boulder Municipal Court	• Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir) • Services for low-income families • Water conservation programs • Building and housing code enforcement • Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis) • Energy conservation and efficiency programs • Services for seniors (age 65 and older) • Fire safety education • Enforcement of residential over-occupancy regulations • Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.) • Recycling and composting collection services • North, South or East Recreation Centers' programs and classes • Police response to community problems or needs • Street sweeping • Ice and snow removal, trash and weed control enforcement • Drinking water services • Police traffic enforcement	• Snow and ice control on major streets • Street repair (potholes, crack repair, etc.) • Sidewalk maintenance • Street lighting • 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

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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.

Services Significantly Higher than Benchmark	Services Similar to the Benchmark	Services Significantly Lower than Benchmark
• Crime prevention • Mosquito or pest control programs • Neighborhood parks (play areas and playgrounds) • Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis) • Recycling and composting collection services • Services for low-income families • Sidewalk maintenance	• Boulder Municipal Court • Cable TV Channel 8 (council coverage, city news, local talk shows) • Drinking water services • Emergency Preparation • North, South or East Recreation Centers' programs and classes • Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.) • Preserving the city's historic features and attributes • Services for seniors (age 65 and older) • Services for youth (age 13 to 21)	• Boulder Public Libraries & library services • Building and housing code enforcement • City of Boulder Web site (www.bouldercolorado.gov) • Emergency medical services • Fire response • Fire safety education • Managing congestion and traffic flow • Police traffic enforcement • Snow and ice control on major streets • Street lighting • Street repair (potholes, crack repair, etc.) • Street sweeping

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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 Sustainability Framework categories and 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 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

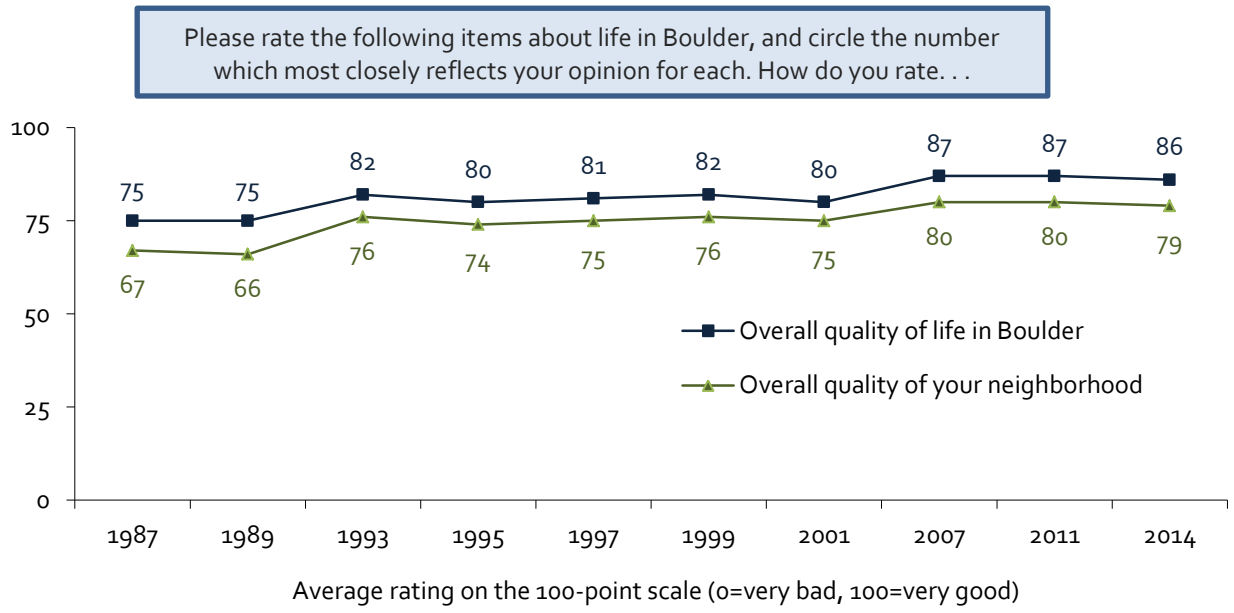
The City of Boulder seeks to maintain and improve the quality of life of the residents. In order to gauge how residents view their community and the quality of life in Boulder, survey respondents were asked to rate their perception of the overall quality of life in Boulder and the overall quality of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

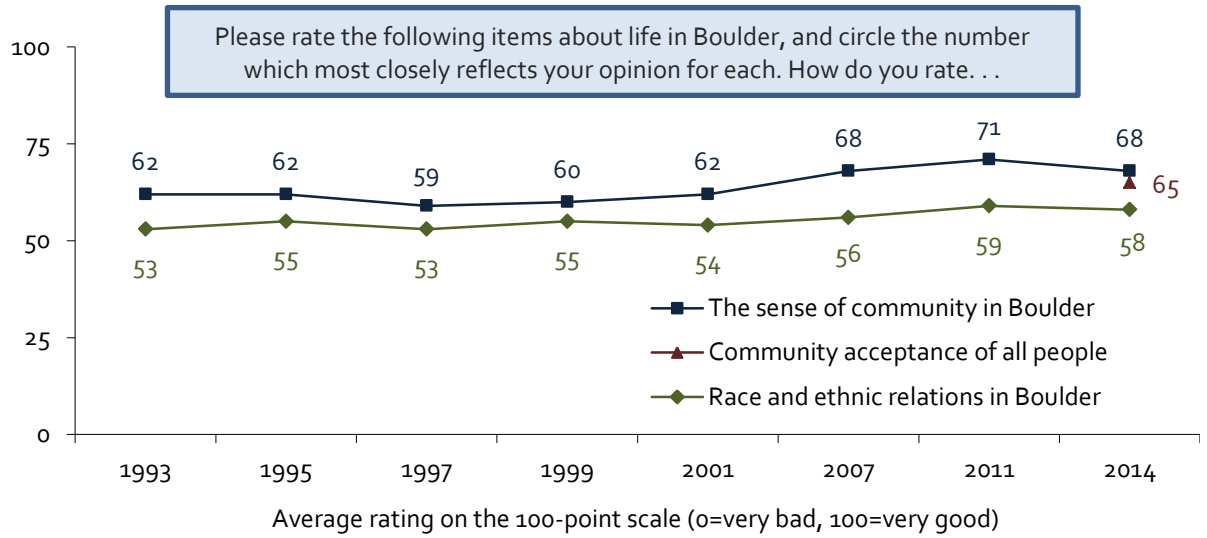
As defined by the City of Boulder, a healthy and socially thriving community is one that: cultivates a wide-range of recreational, cultural, educational and social opportunities; supports the physical and mental well-being of its community members and actively partners with others to improve the welfare 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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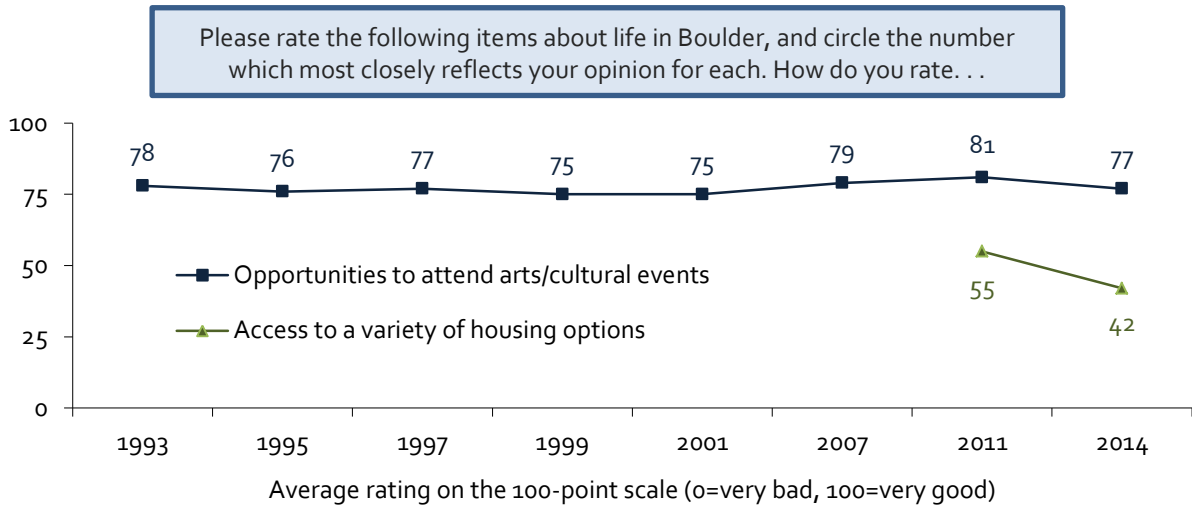
Part of the definition of a healthy and socially thriving community is one that provides a wide range of recreational, cultural, educational and social opportunities, and one which facilitates housing options to accommodate a diverse community. Community characteristics related to these features were 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 61 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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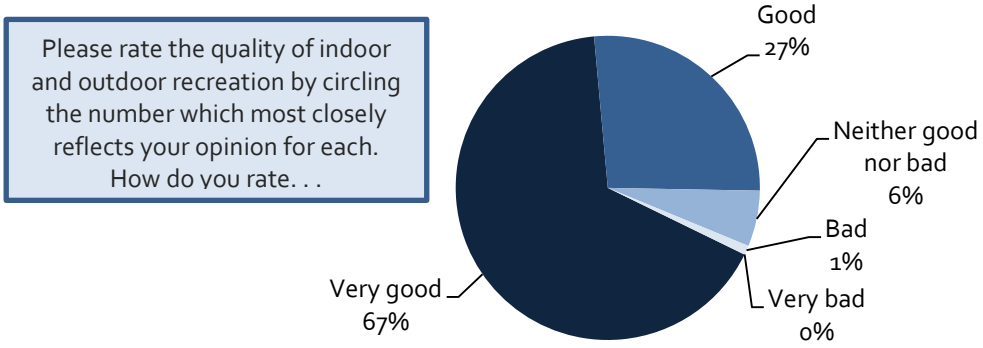
When asked to rate the overall quality of indoor and outdoor recreation in Boulder, nearly all survey respondents reported the quality as "very good" or "good" and no one gave a "very bad" rating. This rating was much higher than the national benchmark comparisons (see Table 2 in *Appendix A: All Results 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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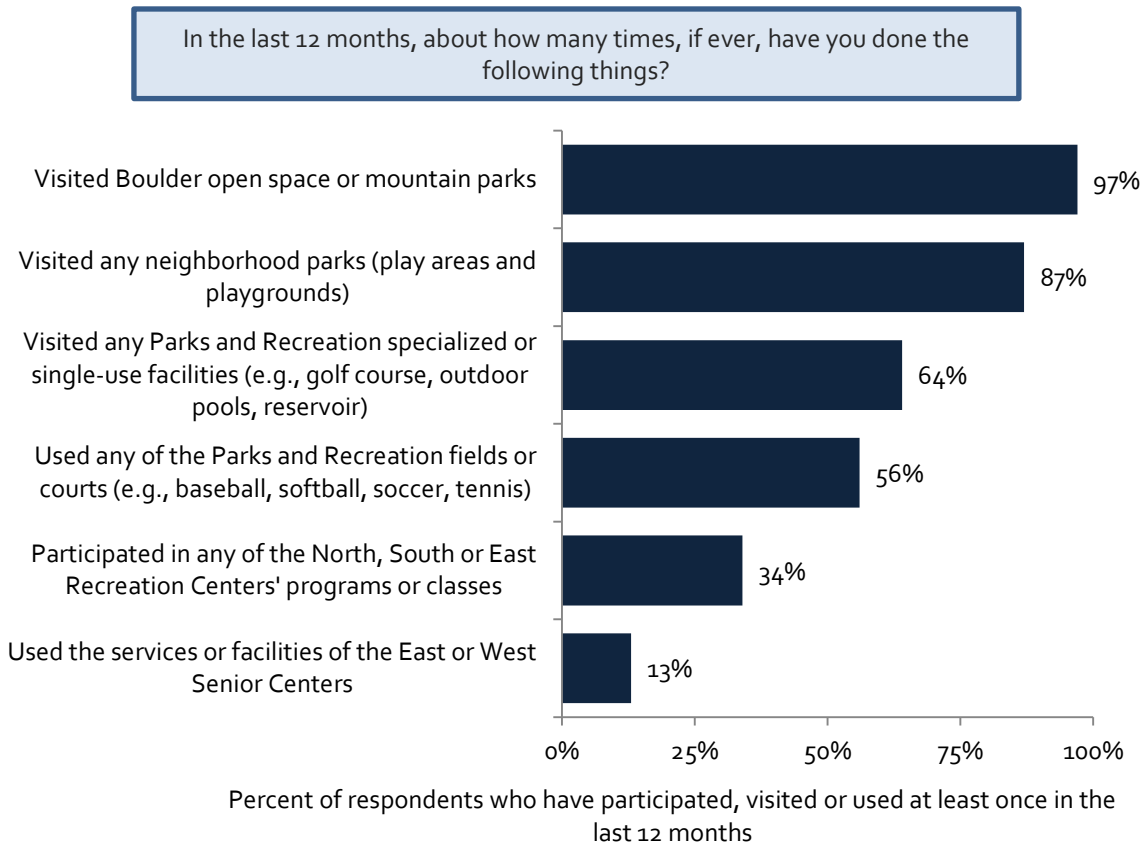
In the year prior to the survey, nearly all respondents reported visiting open space and mountain parks, often cited as one of the assets of the Boulder community. A large majority of respondents also had visited a neighborhood park and a lesser majority had visited a Parks and Recreation specialized 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.

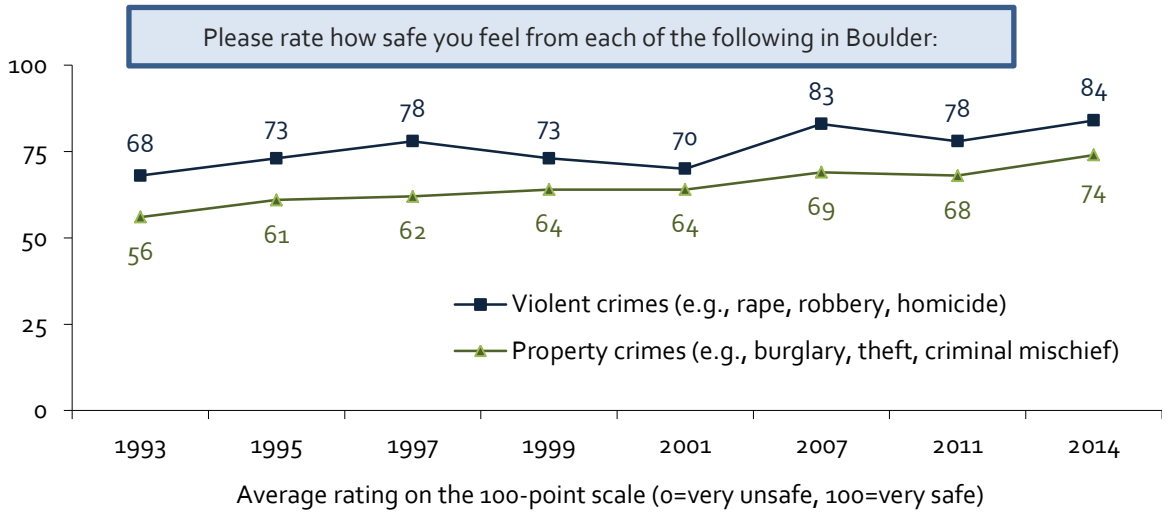
When asked to rate the importance of 53 items, the three receiving the highest importance ratings were emergency medical services, crime prevention and fire response, with at least 9 in 10 residents saying these were "essential" or "very important" (see Table 50 in *Appendix A: All Results from Community 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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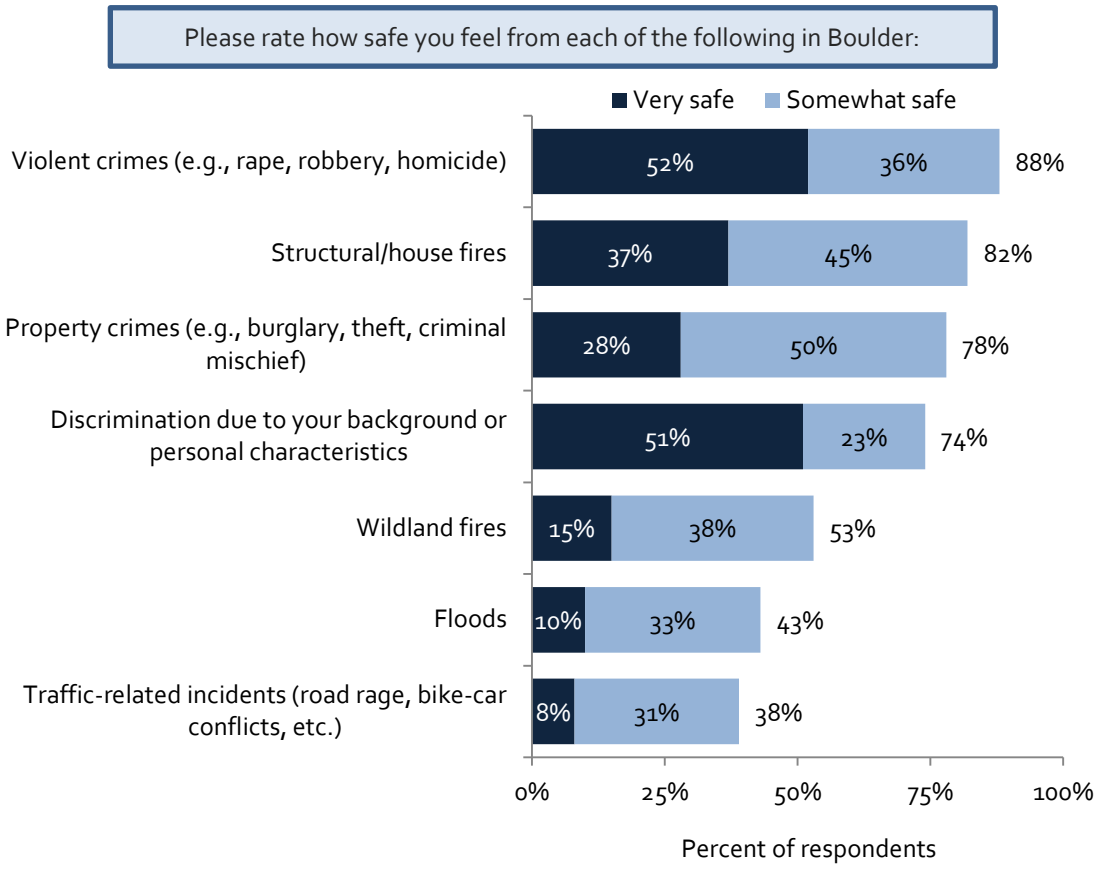
About 8 in 10 respondents reported they felt at least "somewhat safe" from structural or house fires, a rating that was similar to the national benchmark (see Table 5 in *Appendix A: All Results from Community Survey*). Nearly three-quarters of survey respondents felt safe from discrimination due to 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 (39%) 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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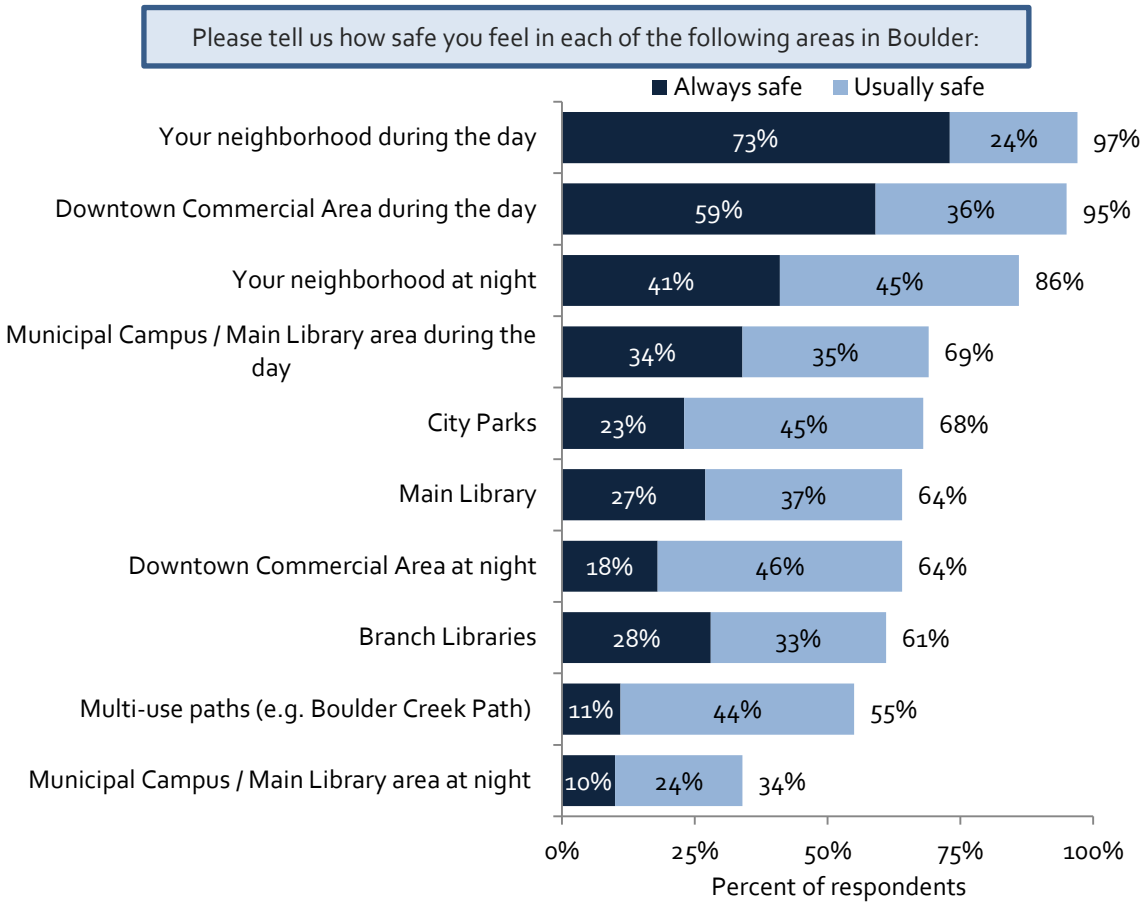
A new set of questions on the 2014 survey asked those completing the questionnaire to rate how safe they felt in 10 different areas in Boulder. At the top of the list, with nearly all respondents feeling at least "usually safe," were Downtown Commercial Areas during the day and residents' neighborhoods 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. Four in 10 respondents (40%) 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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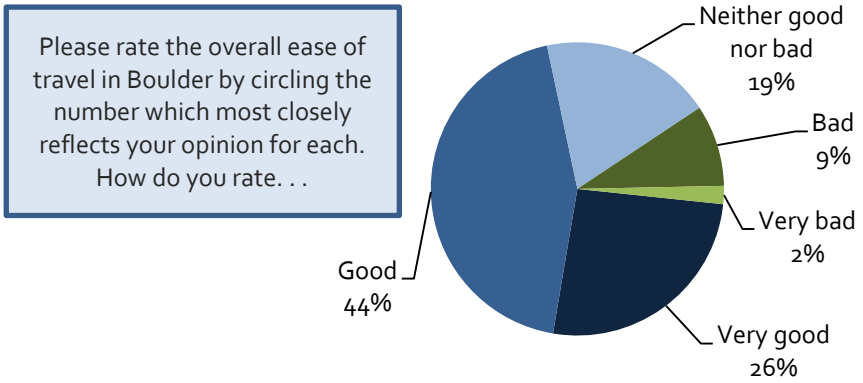
Accessible and Connected Community

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 62 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 63 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 64 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," 3 in 10 reporting they would be "very likely" (see Table 67 in *Appendix A: All Results from Community Survey*).

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Transportation Behaviors

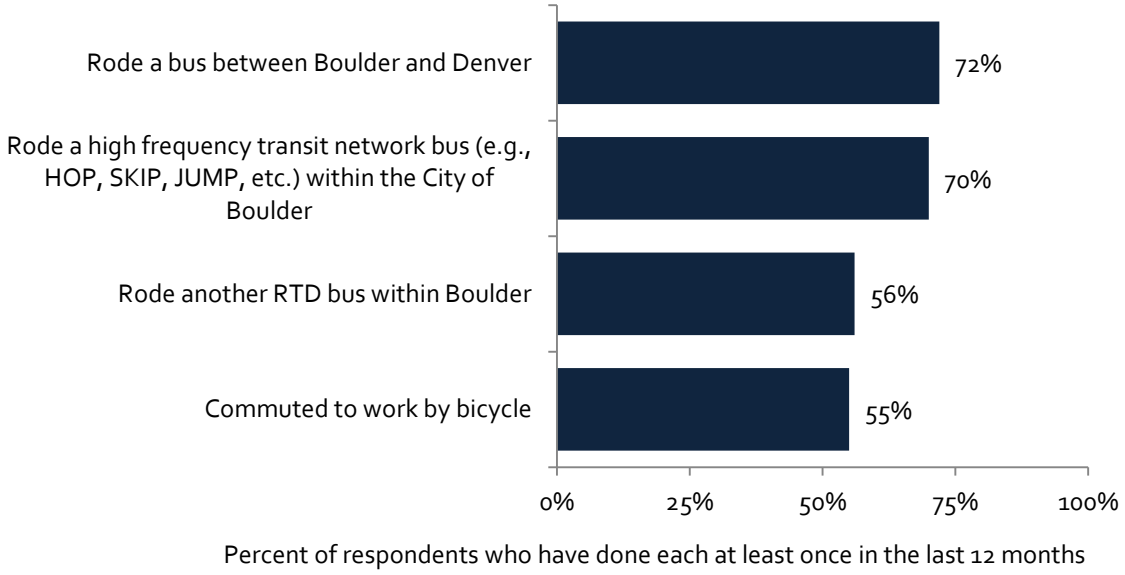
About 7 in 10 respondents had ridden a bus between Boulder and Denver and had ridden a high frequency transit network bus in the past 12 months. More residents reported that they had ridden a bus between Boulder and Denver in 2014 compared to 2011 (see Table 10 in *Appendix A: All Results from Community 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

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



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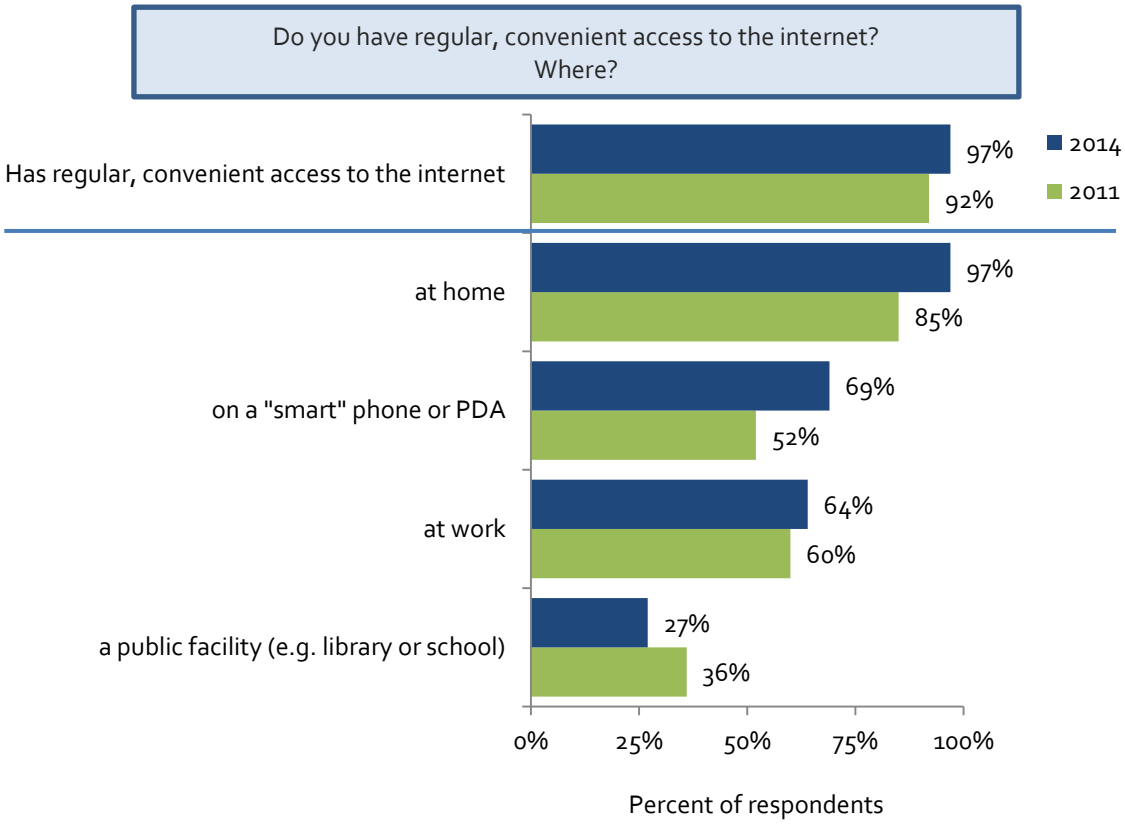
Internet Access

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.

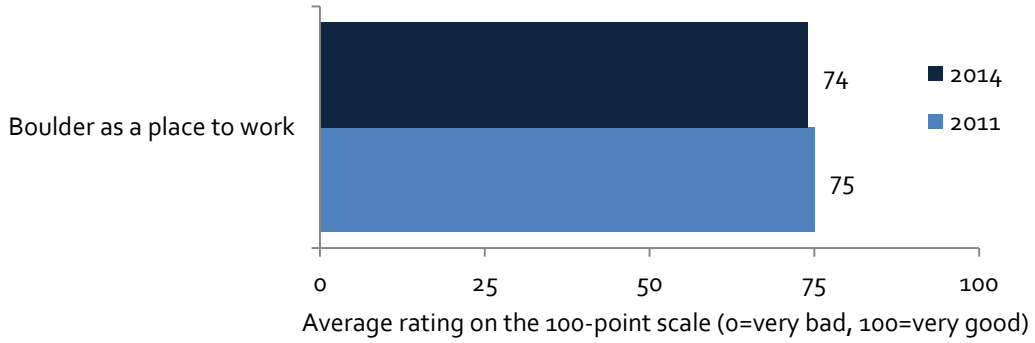
When asked to rate the importance of 53 items related to City of Boulder services, about 9 in 10 residents deemed retention and expansion of quality jobs in Boulder as "essential" or "very important" (see Table 25 in *Appendix A: All Results from Community Survey*). This received the fifth highest importance 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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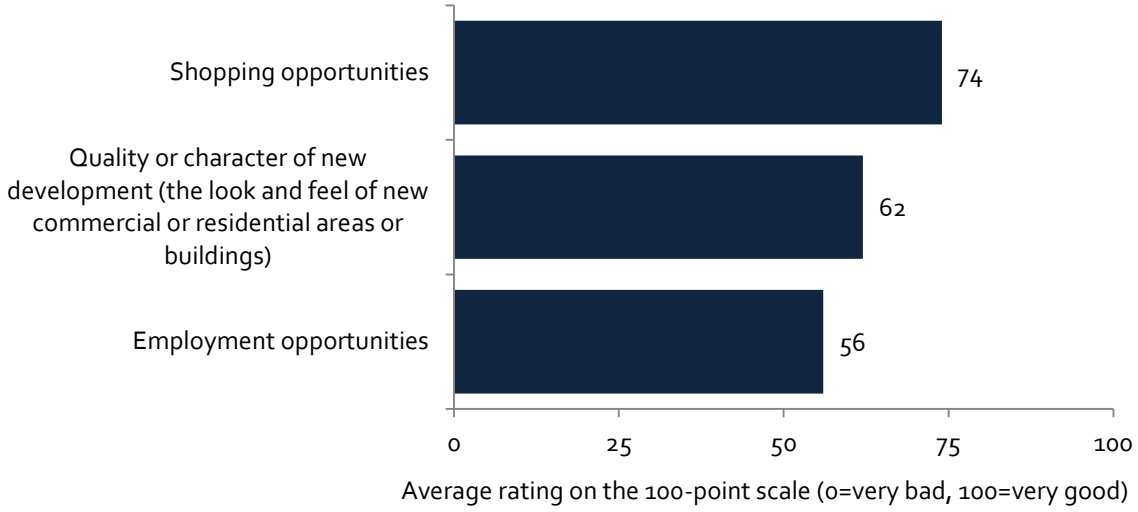
Shopping opportunities were deemed "good," on average, by residents, a rating lower than in 2011 (see Table 3). Employment opportunities were given a rating of 56 on the 100-point scale ("neither good nor bad"), lower than that observed in 2011. However, shopping opportunities and employment opportunities 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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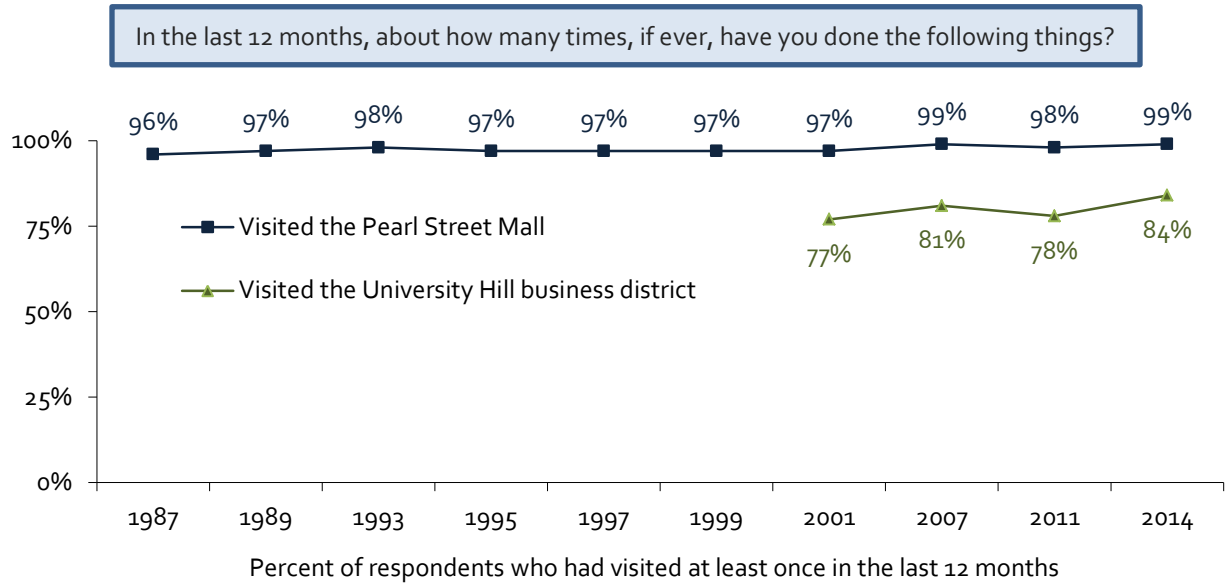
Nearly all respondents reported they had visited the Pearl Street Mall at least once in the previous year (see Figure 14). At least 8 in 10 respondents had visited the University Hill business district at least once in the previous year. Compared to 2011, a similar proportion in 2014 reported visiting 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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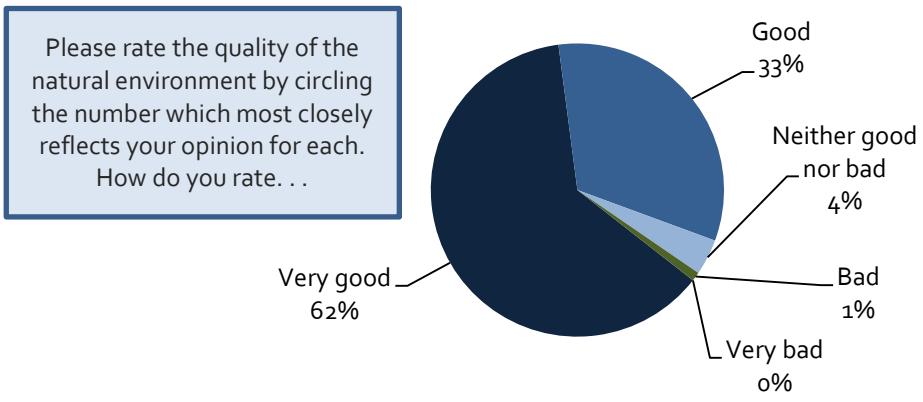
Environmentally Sustainable Community

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 30 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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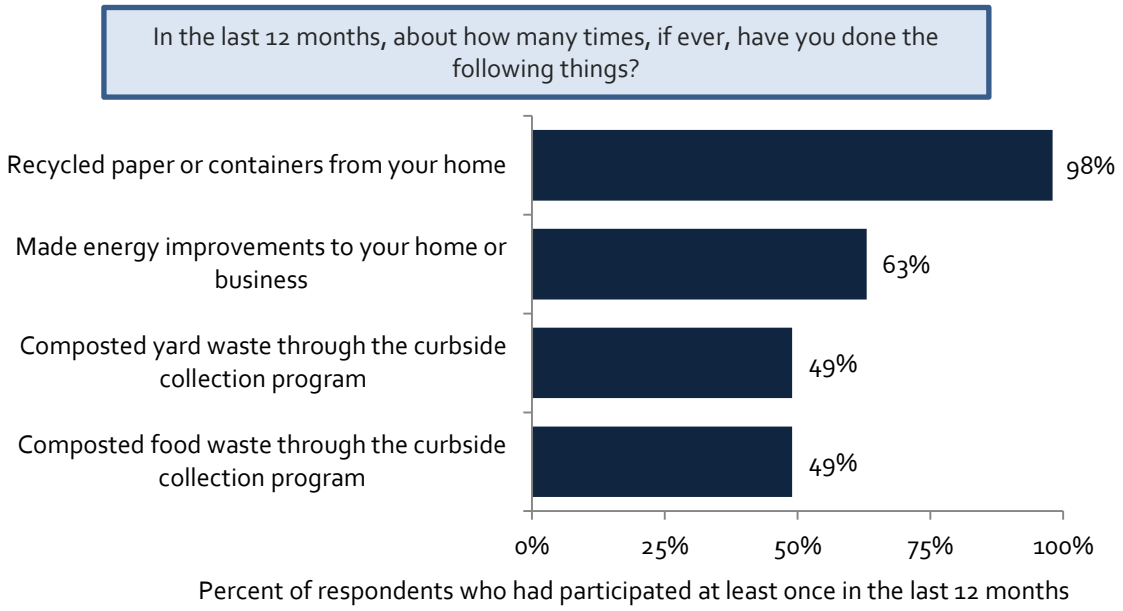
Survey respondents reported engaging in a number of environmentally responsible activities. Nearly all survey participants (98%) reported having recycled from their home at least once during the previous year, with 86% having done so more than 26 times (see Table 9). About 6 in 10 had made an energy 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.

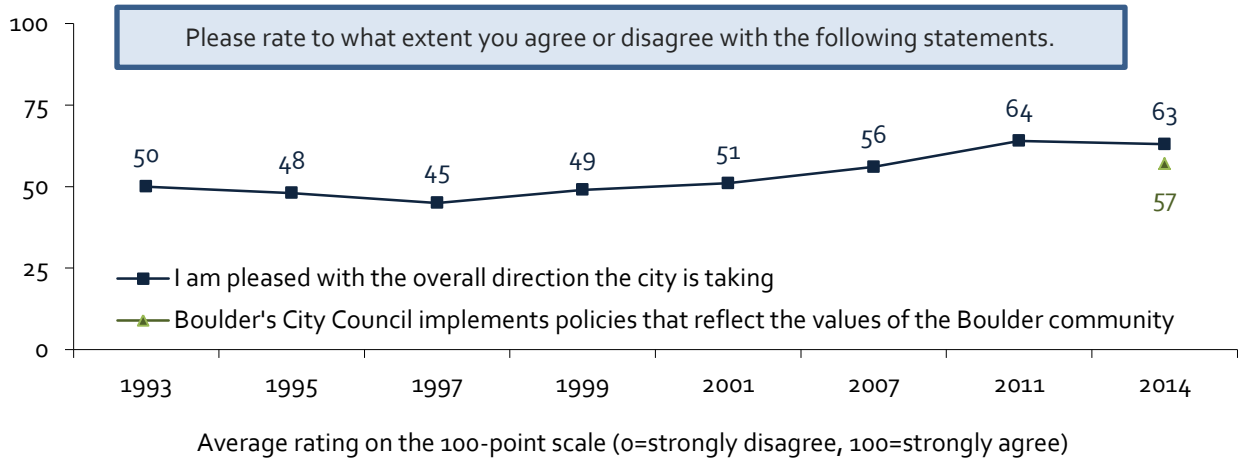
Survey respondents were asked to rate their level or agreement with the statement, "I am pleased with the overall direction the city is taking." This aspect of good governance received a rating of 63 points on a 100-point scale (between "agree" and "neither agree nor disagree") and was higher than the 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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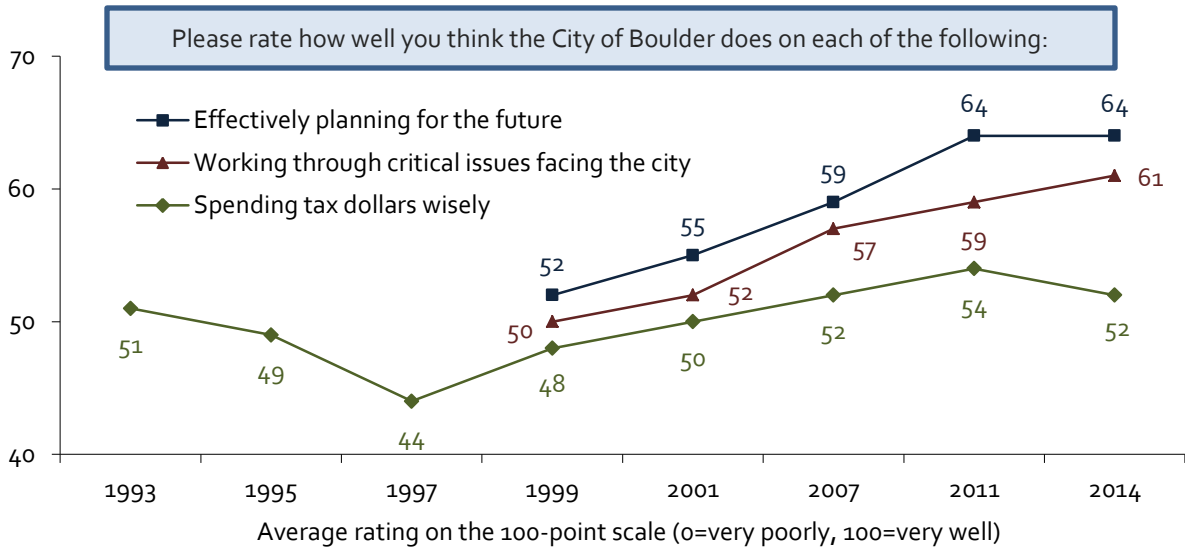
Survey respondents were given the opportunity to write in their own comments about the job the City of Boulder is doing. Out of the 785 residents who completed the questionnaire, 290 elected to write in a response for this question. These responses were reviewed and categorized into groups. About 1 in 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 each remained stable. 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.

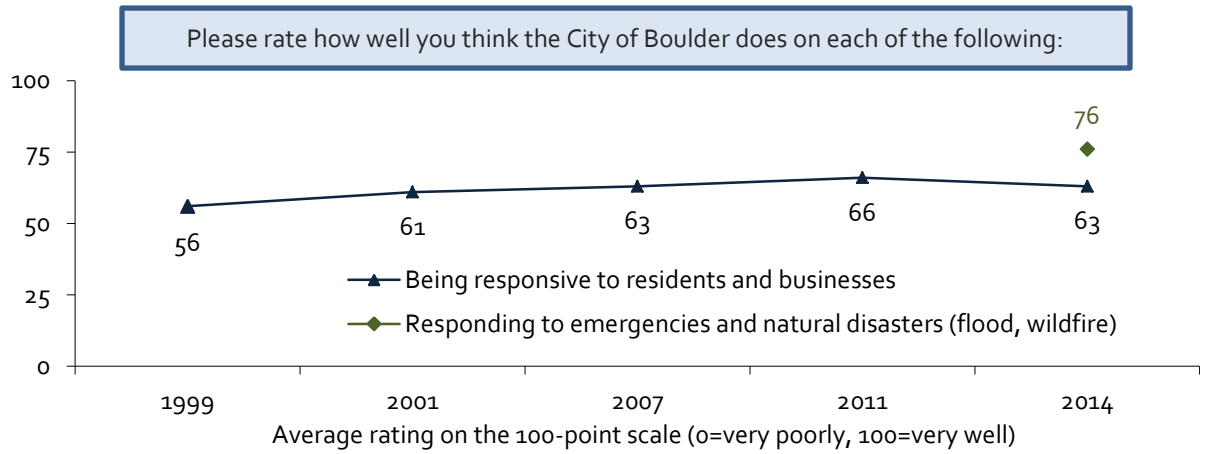
Residents' perceptions of Boulder city government responsiveness remained stable compared to 2011 ratings. While nearly 6 in 10 survey respondents indicated the city does "very well" or "well" at being responsive, only 1 in 10 reported "poorly" or "very poorly," with the remaining 3 in 10 reporting the 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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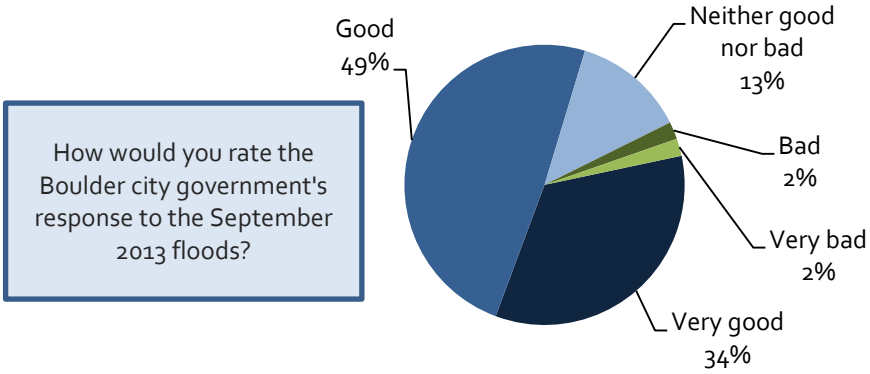
In addition to rating the City's general response to emergencies and natural disasters, 83% of survey respondents indicated that the city government's response to the September 2013 floods was "very good" or "good." When asked if they would support increased taxes or fees to fund even more flood mitigation 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 59 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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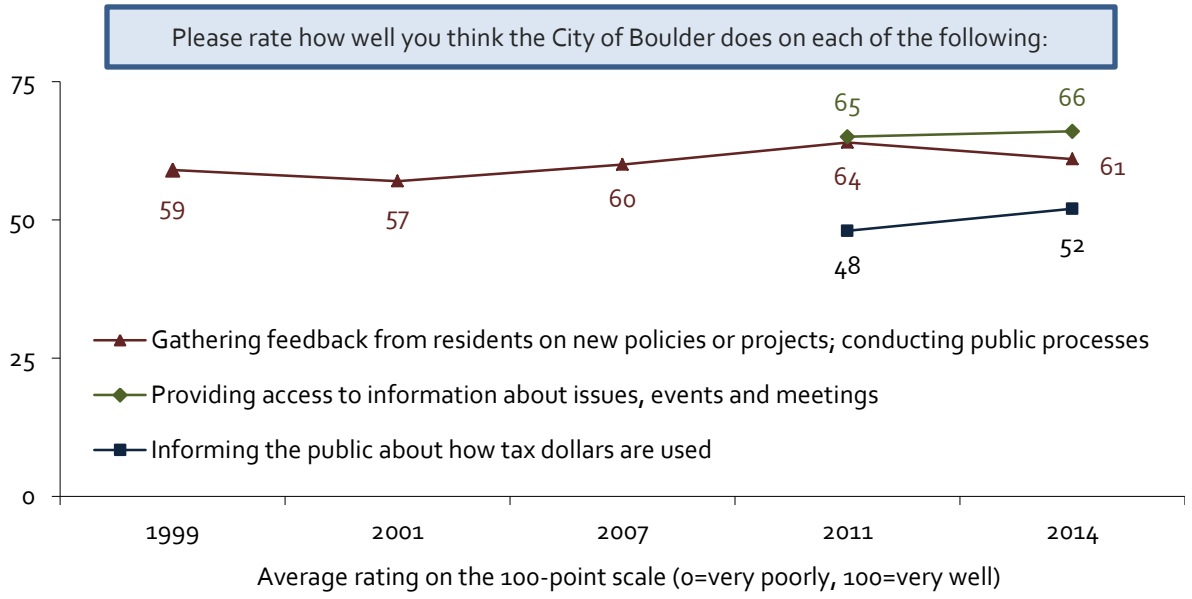
The average rating of Boulder city governments' efforts to inform the public about how their tax dollars are used was 52 points on the 100-point scale, representing an improvement from 2011. Ratings were more positive for the city's provision of access to information about issues, events and meetings 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 (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 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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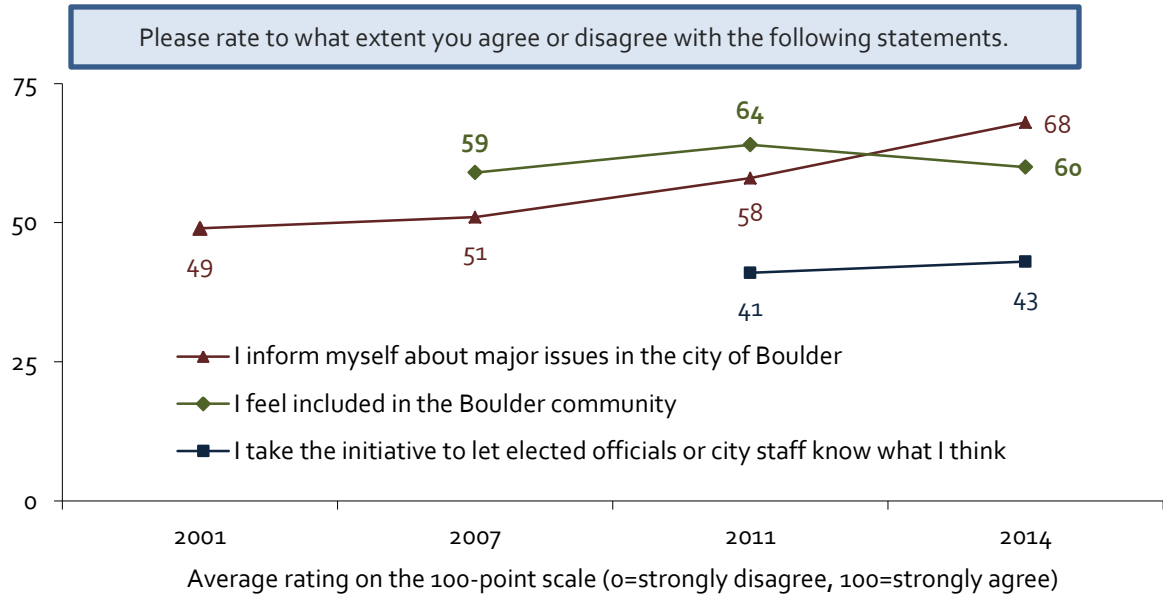
When asked whether they informed themselves about the major issues in the City of Boulder, about 66% of those completing the survey agreed that they did so (see Table 11 in *Appendix A: All Results from Community Survey*). This aspect of good governance received an average rating of 68 points on a 100-point 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 (see 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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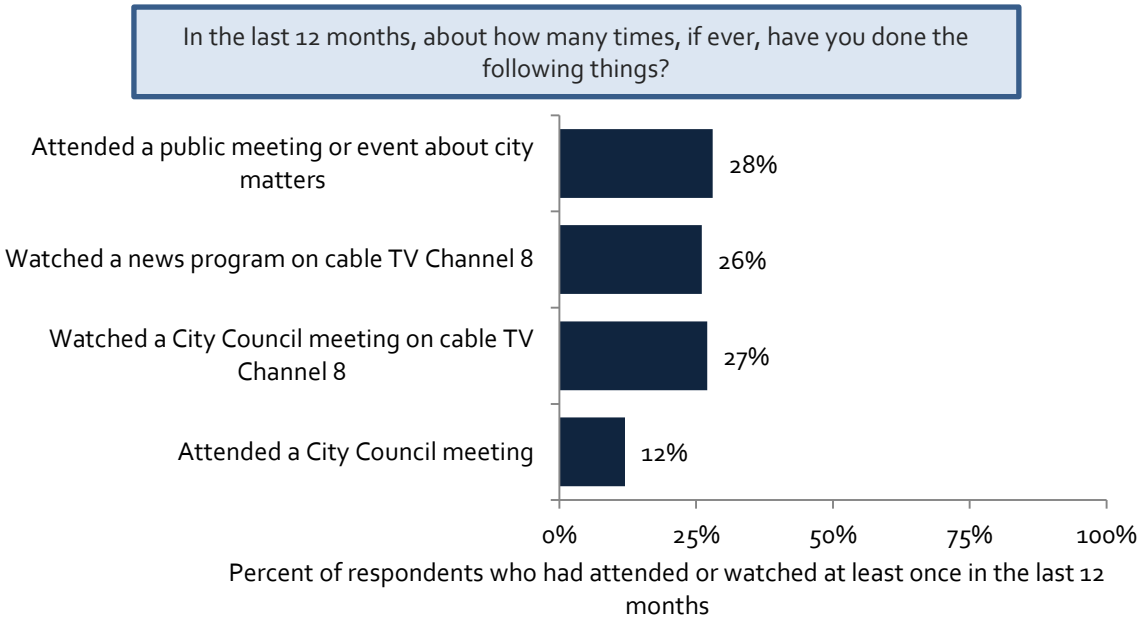
About 3 in 10 survey respondents had attended a public meeting or event about city matters in the past year, had watched a news program on cable TV Channel 8 and had watched a City Council meeting on cable TV Channel 8. About 1 in 10 had attended a City Council meeting. Most ratings were similar to 2011; 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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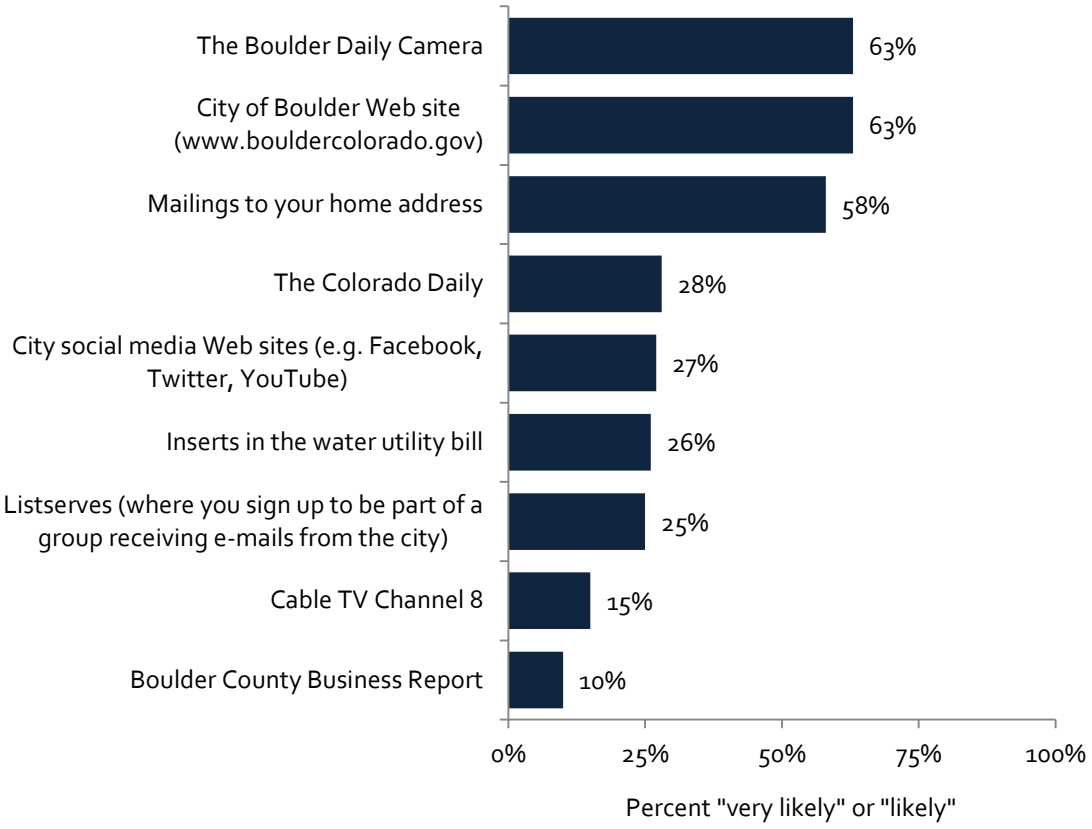
Figure 24: How Likely Respondent's would be to Obtain Information from the City

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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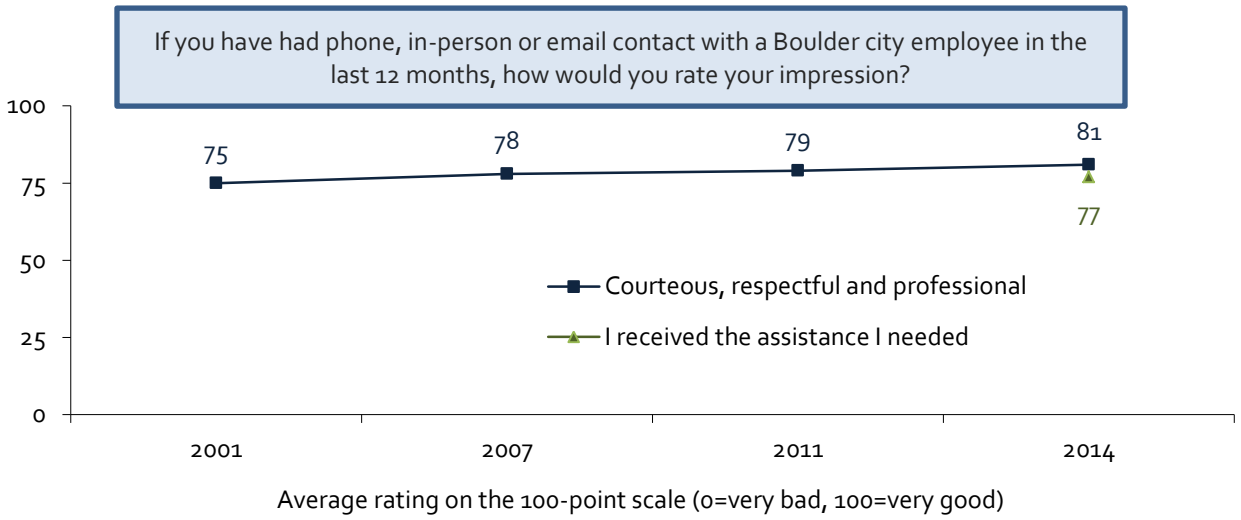
City Employees

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 55 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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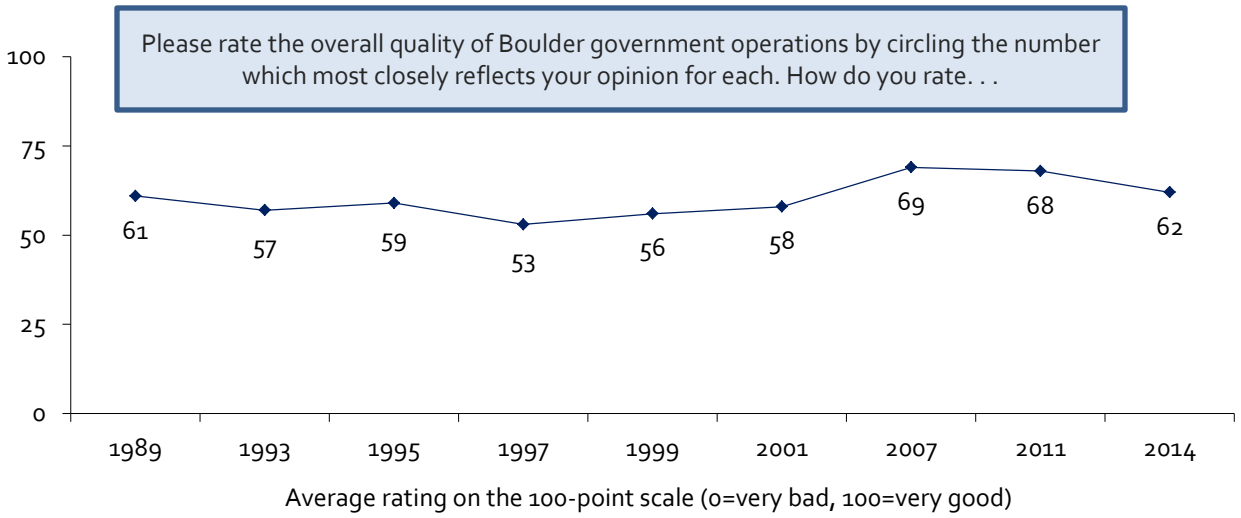
Priorities for City Services

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 operate."

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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. Therefore, these two service areas, in particular, may benefit from additional attention and resources from the City.

<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 52 *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 53 *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 68 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): Accessible and Connected Community

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

Table 19: Question 8 (Quality) Benchmark Comparisons: Accessible and Connected Community

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
Street sweeping	62	172	260	Lower
Street lighting	61	187	290	Lower
Sidewalk maintenance	63	103	264	Higher

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Table 20: Question 8a (Quality of Service) Compared by Year: Accessible and Connected Community

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

Table 21: Question 8b (Importance of Service) : Accessible and Connected Community

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

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Table 22: Question 8b (importance of Service) Compared by Year: Accessible and Connected Community

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	--	--	--	--	--	--	--	--	--	--	--

**In 2007, the question asked traffic congestion and flow separately and is presented as an average of the two items here.*

Table 23: Question 8a (Quality of Service): Economically Vital Community

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	
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

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Table 24: Question 8a (Quality of Service) Compared by Year: Economically Vital Community

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	--	--	--	--	--	--	--	--	--	--	--

Table 25: Question 8b (Importance of Service) : Economically Vital Community

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	
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

Table 26: Question 8b (importance of Service) Compared by Year: Economically Vital Community

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		
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

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Table 27: Question 8a (Quality of Service): Environmentally Sustainable Community

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	
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

Table 28: Question 8 (Quality) Benchmark Comparisons: Environmentally Sustainable Community

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
Recycling and composting collection services	79	148	322	Higher

Table 29: Question 8a (Quality of Service) Compared by Year: Environmentally Sustainable Community

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		
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

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Table 30: Question 8b (Importance of Service): Environmentally Sustainable Community

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	
Acquiring and managing open space and mountain parks lands	47%	N=312	39%	N=256	12%	N=79	2%	N=16	100%	N=663
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

Table 31: Question 8b (importance of Service) Compared by Year: Environmentally Sustainable Community

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		
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	--	--	--	--	--	--	--	--	--	--	--

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Table 32: Question 8a (Quality of Service): Good Governance

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	
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

Table 33: Question 8 (Quality) Benchmark Comparisons: Good Governance

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
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

Table 34: Question 8a (Quality of Service) Compared by Year: Good Governance

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		
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	--	--	--	--	--	--	--	--	--	--	--

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Table 35: Question 8b (Importance of Service): Good Governance

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	
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

Table 36: Question 8b (importance of Service) Compared by Year: Good Governance

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		
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	--	--	--	--	--	--	--	--	--	--	--

Table 37: Question 8a (Quality of Service): Healthy and Socially Thriving Community

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

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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	
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 38: Question 8 (Quality) Benchmark Comparisons: Healthy and Socially Thriving Community

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
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

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Table 39: Question 8a (Quality of Service) Compared by Year: Healthy and Socially Thriving Community

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		
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
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."*

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Table 40: Question 8b (Importance of Service): Healthy and Socially Thriving Community

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	
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

Table 41: Question 8b (importance of Service) Compared by Year: Healthy and Socially Thriving Community

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

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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		
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.)."*

Table 42: Question 9a (Quality of Service): Livable Community

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

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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	
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

Table 43: Question 9 (Quality) Benchmark Comparisons: Livable Community

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

Table 44: Question 9a (Quality of Service) Compared by Year: Livable Community

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

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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		
Ice and snow removal, trash and weed control enforcement	52	55	50	50	--	--	--	--	--	--	-2	2
Median maintenance	63	70	69	--	--	--	--	--	--	--	-7	-6

Table 45: Question 9b (Importance of Service): Livable Community

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
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

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Table 46: Question 9b (importance of Service) Compared by Year: Livable Community

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	--	--	--	--	--	--	--	--	--	--	--
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	--	--	--	--	--	--	--	--	--	--	--

Table 47: Question 9a (Quality of Service): Safe Community

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	
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

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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	
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

Table 48: Question 9 (Quality) Benchmark Comparisons: Safe Community

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
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 49: Question 9a (Quality of Service) Compared by Year: Safe Community

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		
Crime prevention	71	--	--	--	--	--	--	--	--	--	--	--
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

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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		
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 50: Question 9b (Importance of Service): Safe Community

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	
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

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Table 51: Question 9b (importance of Service) Compared by Year: Safe Community

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		
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 52: 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 53: 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 54: 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 55: 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

Table 56: 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	--	--	--	--	--	--	--	--	--	--	--

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Table 57: 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

Table 58: 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.

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Table 59: 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 60: 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

Table 61: 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

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Table 62: 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.

Table 63: 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 64: 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

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Table 65: 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%

Table 66: 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 67: 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 68: 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.

Table 69: 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 70: Question 23

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

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Table 71: 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 72: 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

Table 73: 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 74: 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.

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Table 75: 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 76: 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 77: 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 78: 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 79: 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 80: 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 81: 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 82: 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

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Table 83: 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 84: 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 85: 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 86: 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 87: 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 88: 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 89: 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 90: 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 91: 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 92: 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 93: 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 94: 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 95: 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 96: 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 97: 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 98: 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 99: 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 100: 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

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Table 101: 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
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 102: 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

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Table 103: 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

Table 104: 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

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Table 105: 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.

Table 106: 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

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Table 107: 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 108: 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 109: 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 110: 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 111: Question 23

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

Table 112: 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 113: 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 114: 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 115: 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 116: 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 117: 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 118: 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 119: 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 120: 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 121: 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 122: 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 123: 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 124: 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 125: 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 126: 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

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Table 127: 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 128: 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

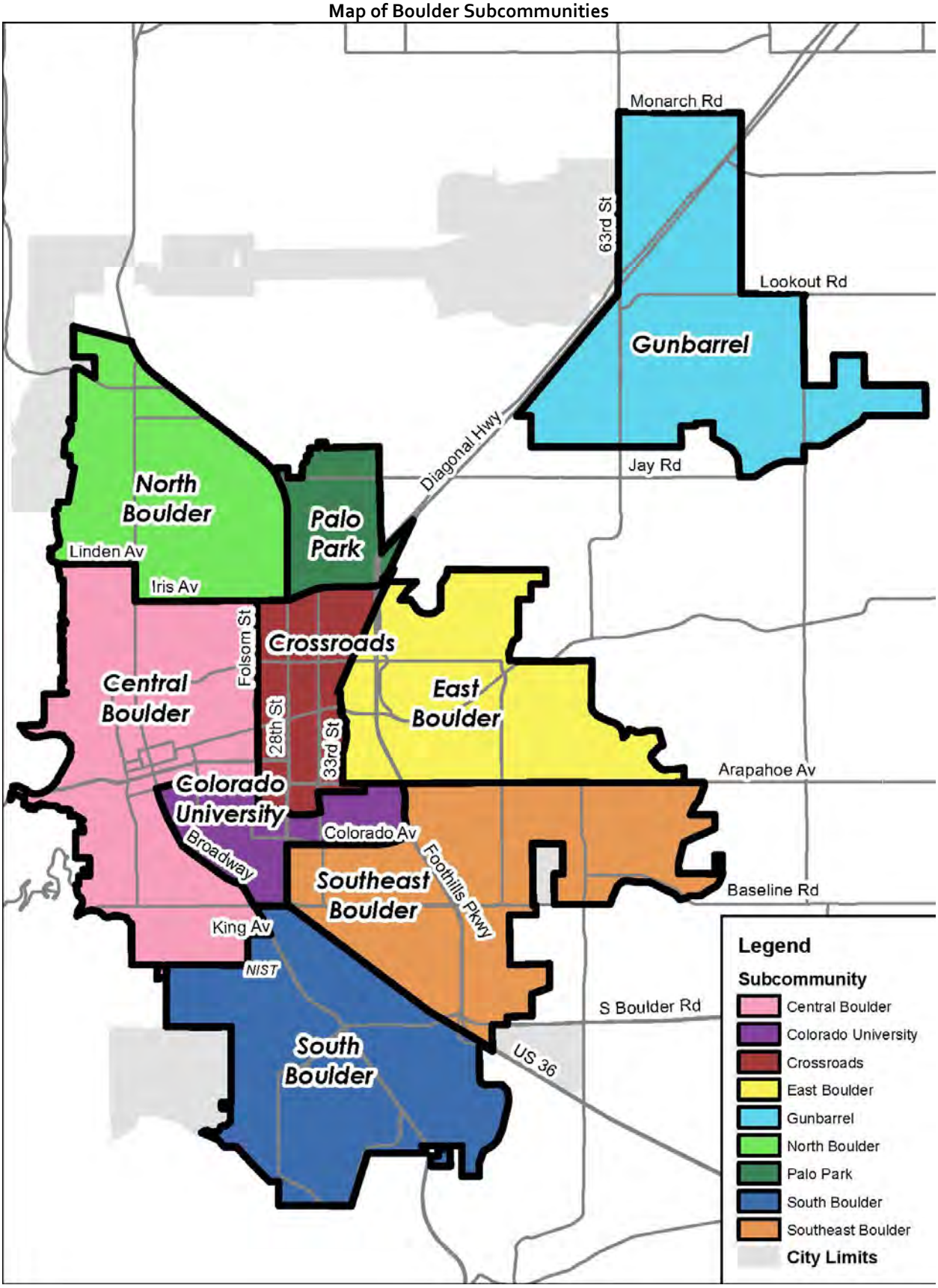

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Table 129: Question 1 by Subcommunity

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 130: 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 131: 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 132: 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 133: 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 134: 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 135: 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 136: 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 137: 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 138: 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 139: 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 140: 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 141: 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 142: 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 143: 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 144: 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 145: 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 146: 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 147: 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 148: 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 149: 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 150: 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 151: 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 152: 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 153: 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 154: 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 155: 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 156: 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 157: 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 158: 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		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	
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 159: 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			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	
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 160: 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 161: 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 162: 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 163: 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 164: 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 165: 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 166: 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 167: 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 168: 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 169: 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 170: 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 171: 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 172: 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 173: 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 174: 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 175: 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 176: 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 177: 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 178 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 178: 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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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

---

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

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

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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Atentamente,

Matthew Applebaum, *Mayor, City of Boulder*

CITY OF BOULDER, COLORADO
c/o National Research Center, Inc.
2955 Valmont Road, Suite 300
Boulder, CO 80301

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2955 Valmont Road, Suite 300
Boulder, CO 80301

City of Boulder
2014 Community Survey

Report of Results

April 2014

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Prepared by:

NRC
National Research Center Inc

2955 Valmont Rd., Suite 300 • Boulder, Colorado 80301 • t: 303-444-7863 • f: 303-444-1145 • www.n-r-c.com

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

Dear Boulder community members,

We are pleased to present to the community the results from the recent Community Survey. The responses indicate that residents continue to rate the quality of life very highly in our community. Most people rate their neighborhoods positively, give high marks to the city's parks, recreation facilities, bike and pedestrian facilities and open space, and consider Boulder a good place to work. People's feelings of safety are higher in many categories than in past surveys however safety around flooding has changed significantly.

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 city's Sustainability Framework categories and 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 (39%) 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.

About 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," with 3 in 10 reporting 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 1999 or 1993, 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 81 points 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 the rating of 68 and 69 observed in 2011 and 2007, but about the same or slightly higher than what had been observed from 1989 to 2001. The 2014 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. Eleven items were rated lower in 2014 than in 2011, three were rated higher and the remaining services were given similar ratings.

City Services Rated Significantly Higher in 2014 than in 2011	City Services Rated Similarly in 2014 and 2011	City Services Rated Significantly Lower in 2014 than in 2011
• Mosquito or pest control programs • Noise control enforcement • Boulder Municipal Court	• Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir) • Services for low-income families • Water conservation programs • Building and housing code enforcement • Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis) • Energy conservation and efficiency programs • Services for seniors (age 65 and older) • Fire safety education • Enforcement of residential over-occupancy regulations • Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.) • Recycling and composting collection services • North, South or East Recreation Centers' programs and classes • Police response to community problems or needs • Street sweeping • Ice and snow removal, trash and weed control enforcement • Drinking water services • Police traffic enforcement	• Snow and ice control on major streets • Street repair (potholes, crack repair, etc.) • Sidewalk maintenance • Street lighting • 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

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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.

Services Significantly Higher than Benchmark	Services Similar to the Benchmark	Services Significantly Lower than Benchmark
• Crime prevention • Mosquito or pest control programs • Neighborhood parks (play areas and playgrounds) • Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis) • Recycling and composting collection services • Services for low-income families • Sidewalk maintenance	• Boulder Municipal Court • Cable TV Channel 8 (council coverage, city news, local talk shows) • Drinking water services • Emergency Preparation • North, South or East Recreation Centers' programs and classes • Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.) • Preserving the city's historic features and attributes • Services for seniors (age 65 and older) • Services for youth (age 13 to 21)	• Boulder Public Libraries & library services • Building and housing code enforcement • City of Boulder Web site (www.bouldercolorado.gov) • Emergency medical services • Fire response • Fire safety education • Managing congestion and traffic flow • Police traffic enforcement • Snow and ice control on major streets • Street lighting • Street repair (potholes, crack repair, etc.) • Street sweeping

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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 Sustainability Framework categories and 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
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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

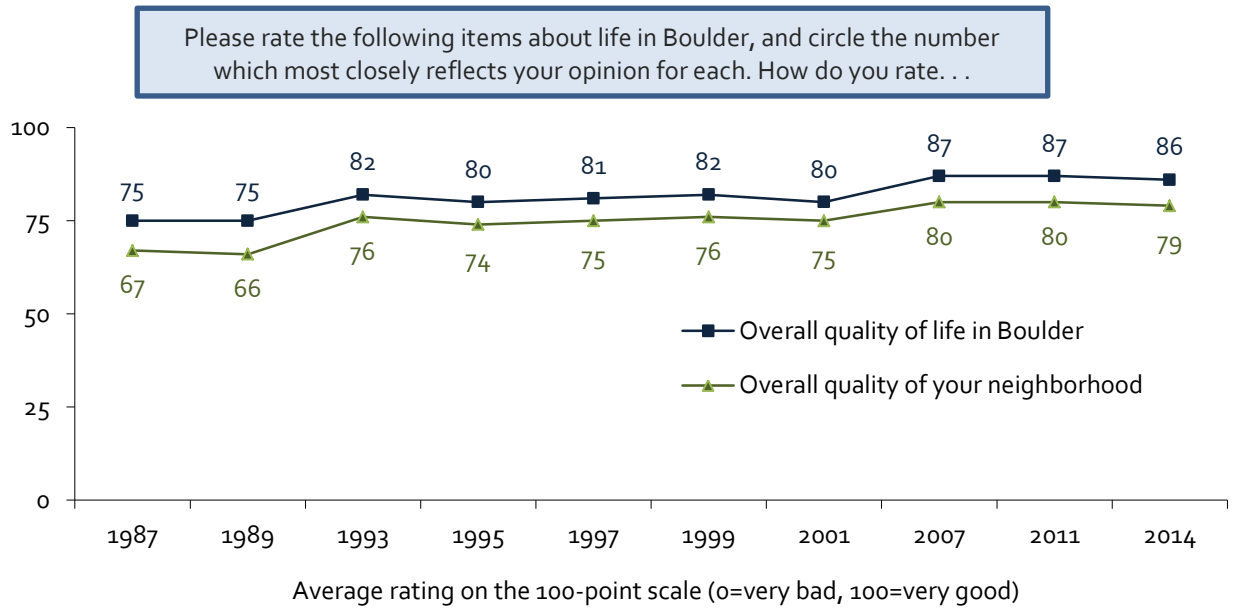
The City of Boulder seeks to maintain and improve the quality of life of the residents. In order to gauge how residents view their community and the quality of life in Boulder, survey respondents were asked to rate their perception of the overall quality of life in Boulder and the overall quality of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

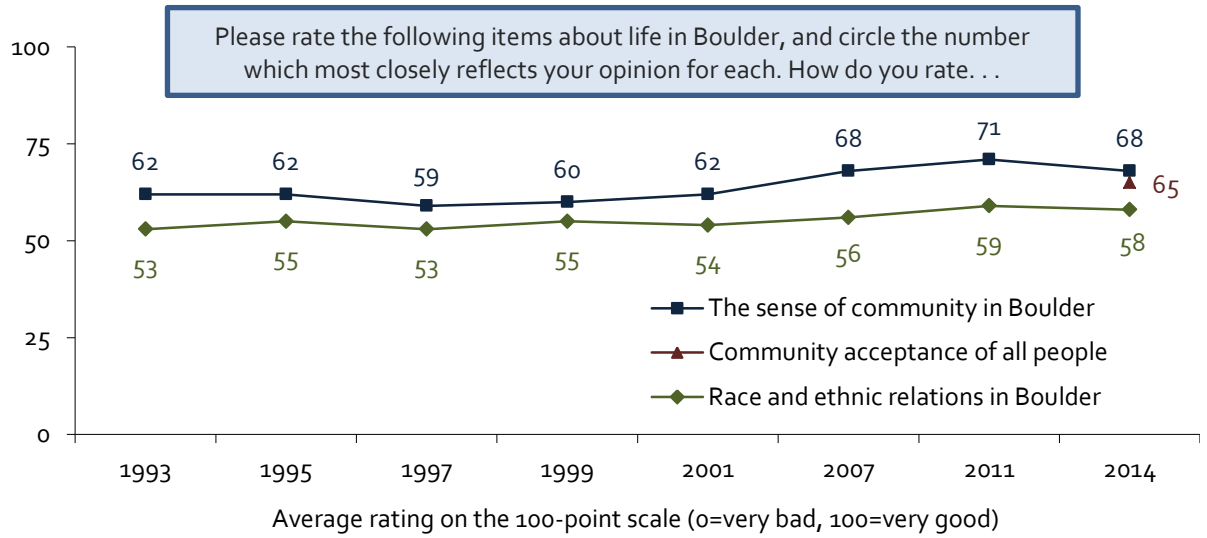
As defined by the City of Boulder, a healthy and socially thriving community is one that: cultivates a wide-range of recreational, cultural, educational and social opportunities; supports the physical and mental well-being of its community members and actively partners with others to improve the welfare 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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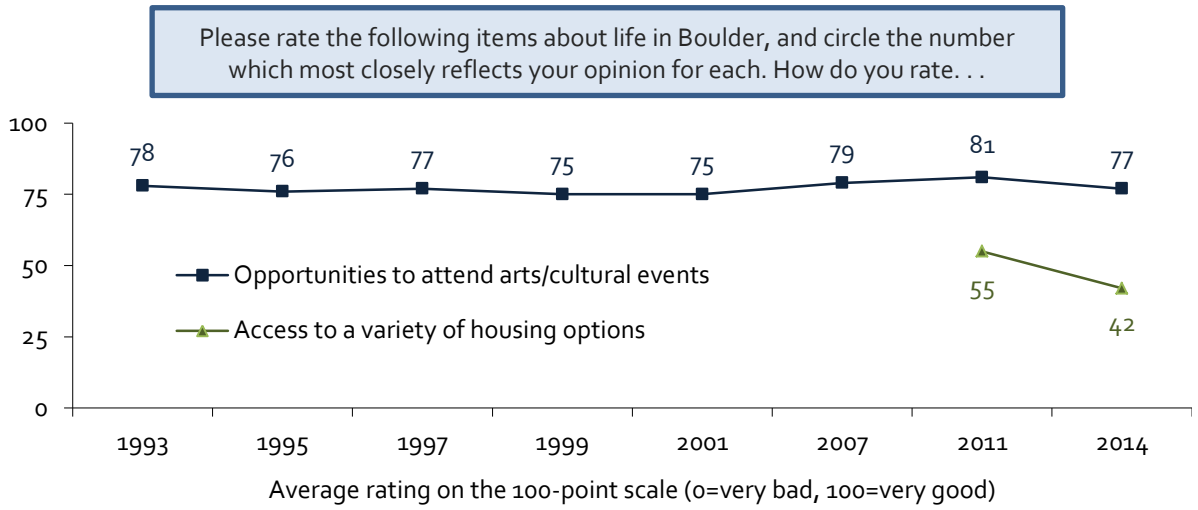
Part of the definition of a healthy and socially thriving community is one that provides a wide range of recreational, cultural, educational and social opportunities, and one which facilitates housing options to accommodate a diverse community. Community characteristics related to these features were 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 61 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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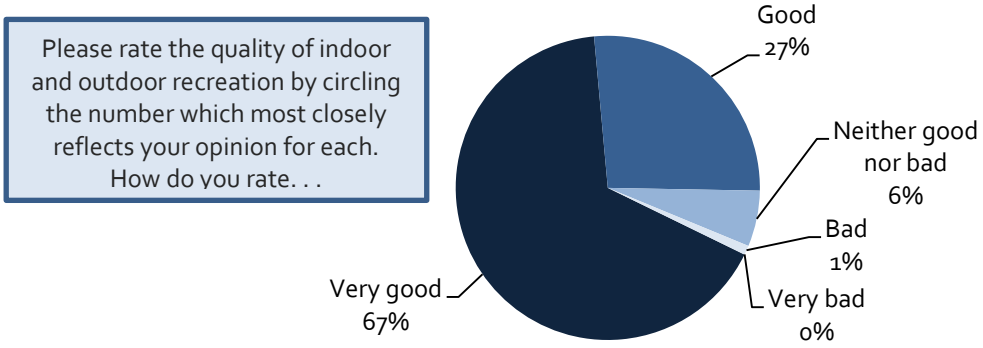
When asked to rate the overall quality of indoor and outdoor recreation in Boulder, nearly all survey respondents reported the quality as "very good" or "good" and no one gave a "very bad" rating. This rating was much higher than the national benchmark comparisons (see Table 2 in *Appendix A: All Results 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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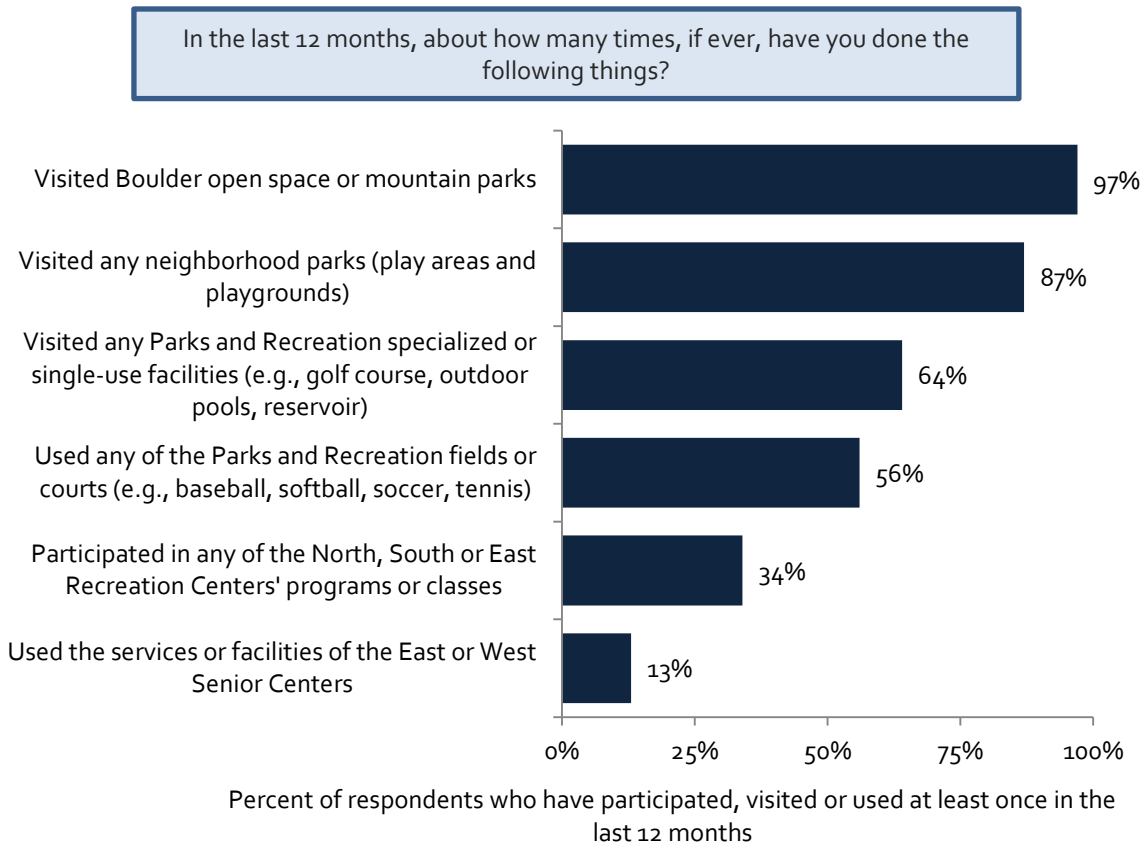
In the year prior to the survey, nearly all respondents reported visiting open space and mountain parks, often cited as one of the assets of the Boulder community. A large majority of respondents also had visited a neighborhood park and a lesser majority had visited a Parks and Recreation specialized 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.

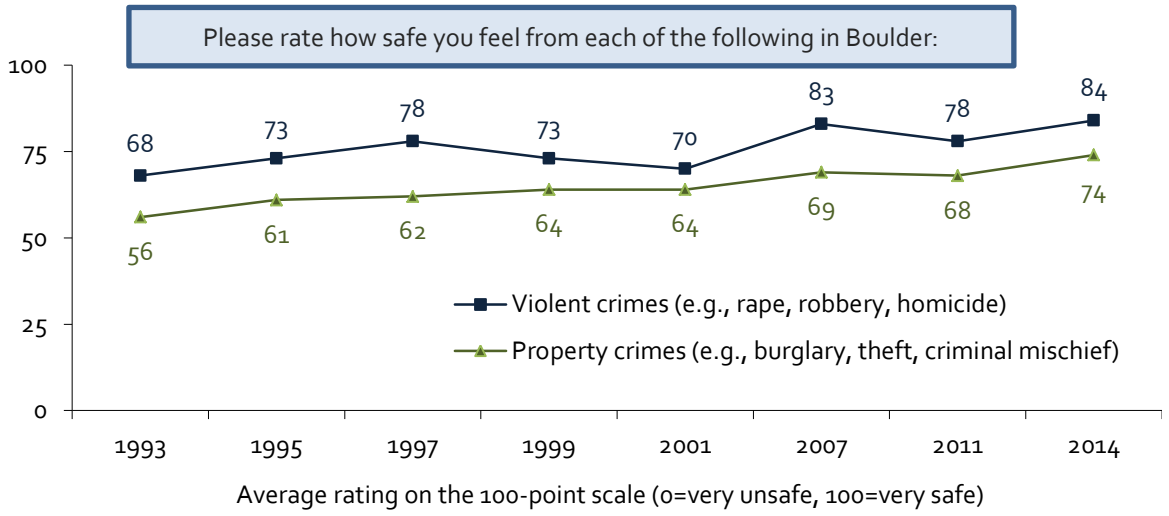
When asked to rate the importance of 53 items, the three receiving the highest importance ratings were emergency medical services, crime prevention and fire response, with at least 9 in 10 residents saying these were "essential" or "very important" (see Table 50 in *Appendix A: All Results from Community 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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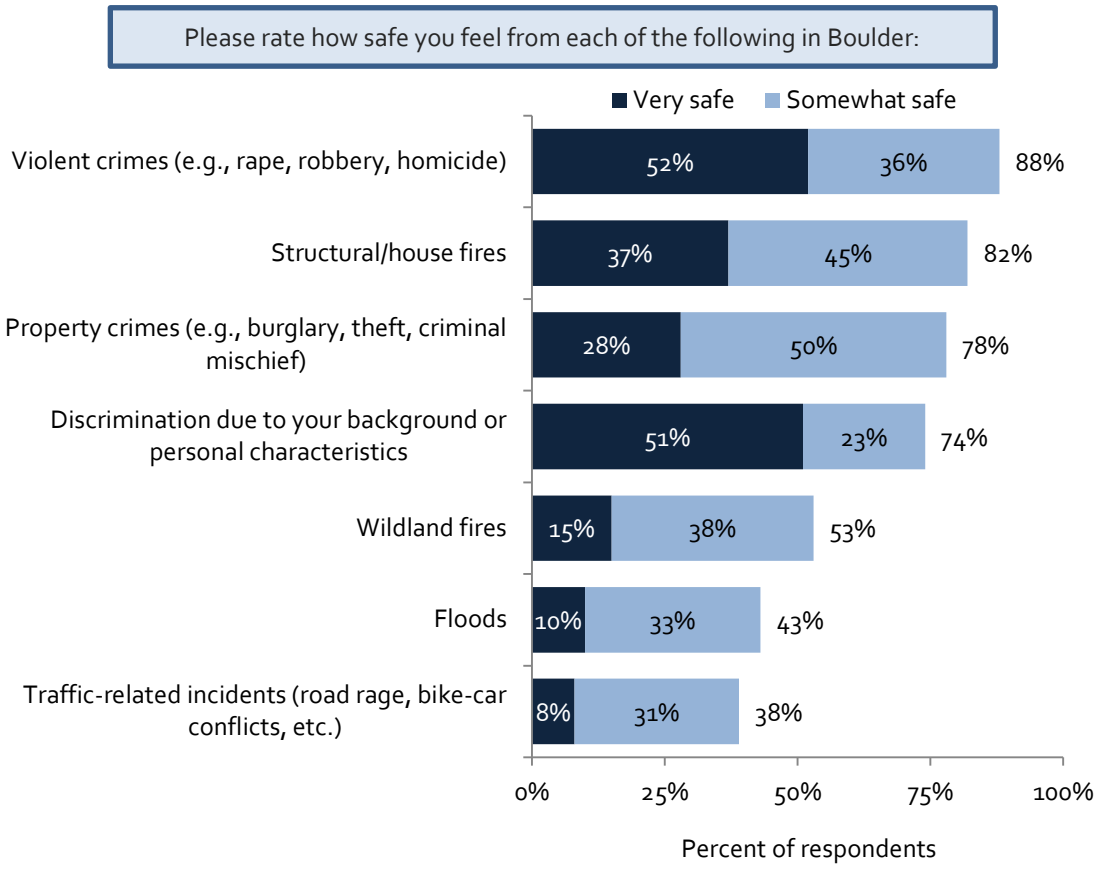
About 8 in 10 respondents reported they felt at least "somewhat safe" from structural or house fires, a rating that was similar to the national benchmark (see Table 5 in *Appendix A: All Results from Community Survey*). Nearly three-quarters of survey respondents felt safe from discrimination due to 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 (39%) 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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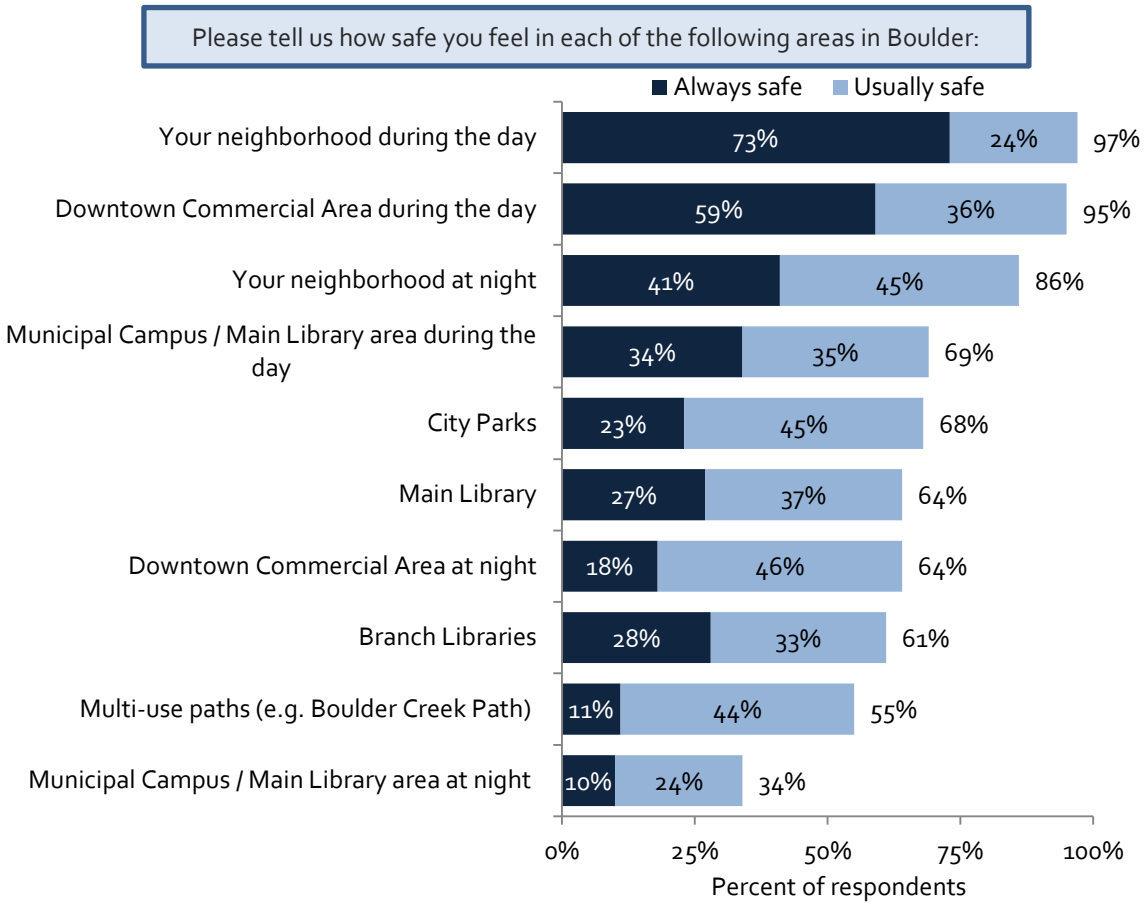
A new set of questions on the 2014 survey asked those completing the questionnaire to rate how safe they felt in 10 different areas in Boulder. At the top of the list, with nearly all respondents feeling at least "usually safe," were Downtown Commercial Areas during the day and residents' neighborhoods 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. Four in 10 respondents (40%) 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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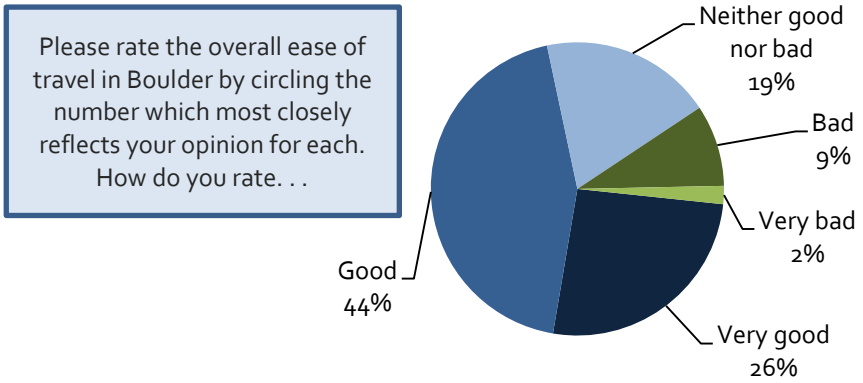
Accessible and Connected Community

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 62 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 63 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 64 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," 3 in 10 reporting they would be "very likely" (see Table 67 in *Appendix A: All Results from Community Survey*).

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Transportation Behaviors

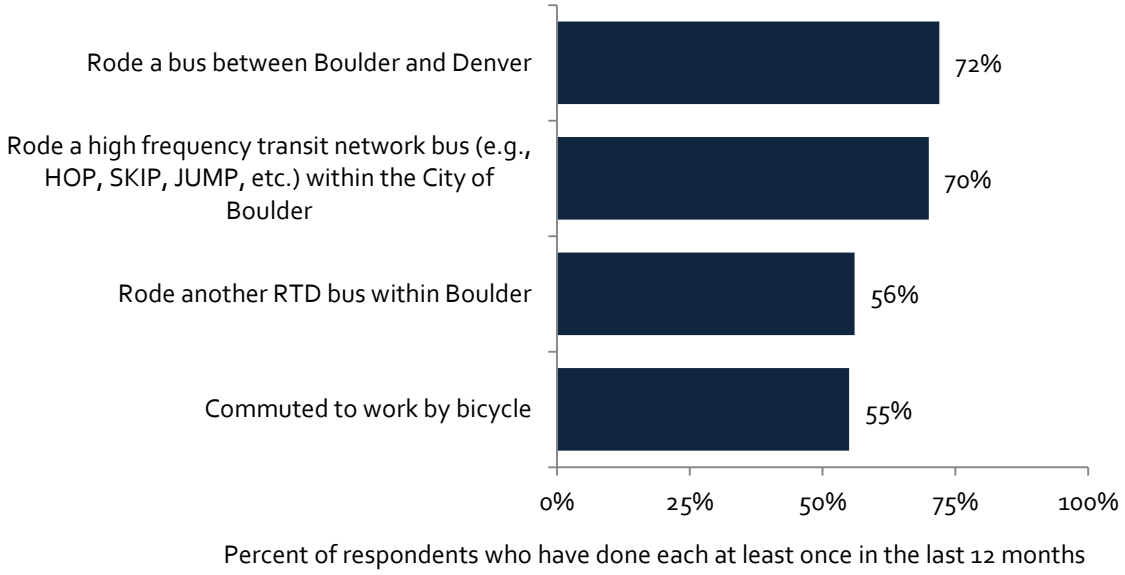
About 7 in 10 respondents had ridden a bus between Boulder and Denver and had ridden a high frequency transit network bus in the past 12 months. More residents reported that they had ridden a bus between Boulder and Denver in 2014 compared to 2011 (see Table 10 in *Appendix A: All Results from Community 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

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



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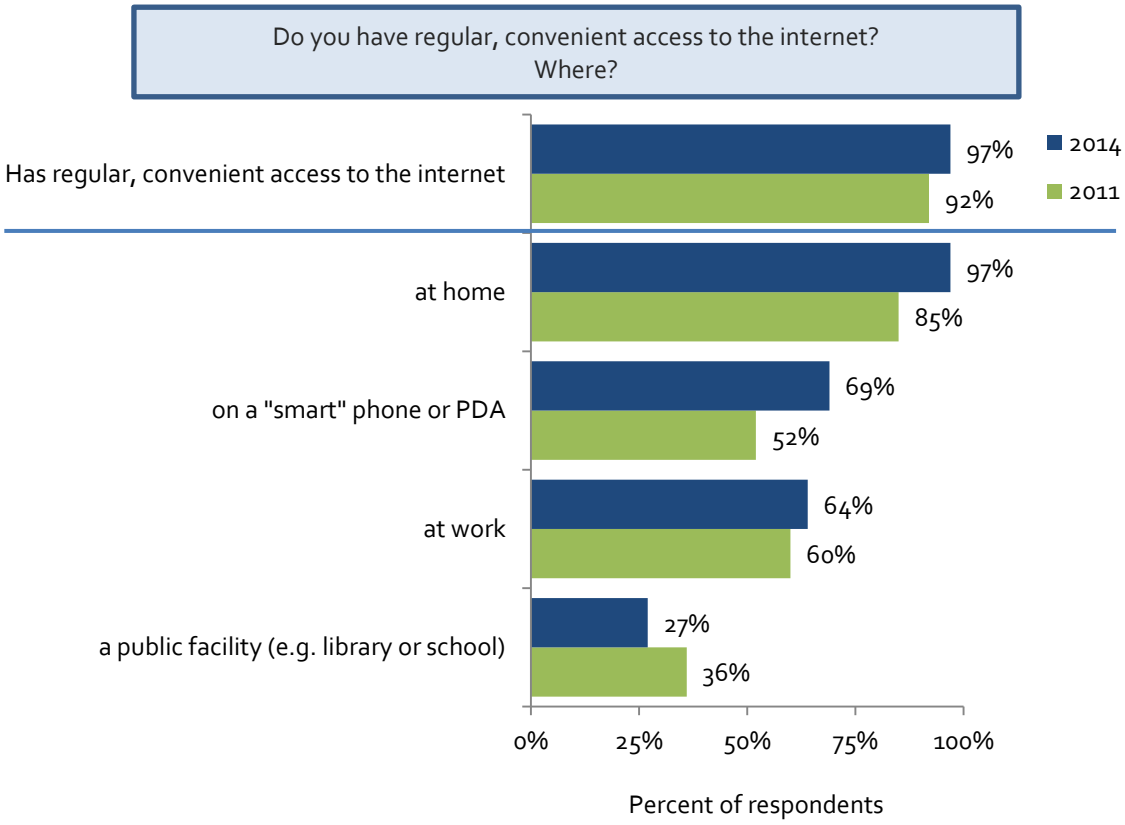
Internet Access

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.

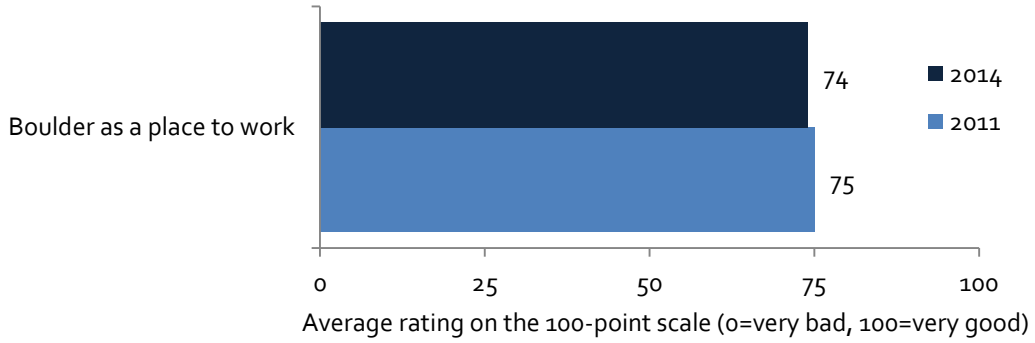
When asked to rate the importance of 53 items related to City of Boulder services, about 9 in 10 residents deemed retention and expansion of quality jobs in Boulder as "essential" or "very important" (see Table 25 in *Appendix A: All Results from Community Survey*). This received the fifth highest importance 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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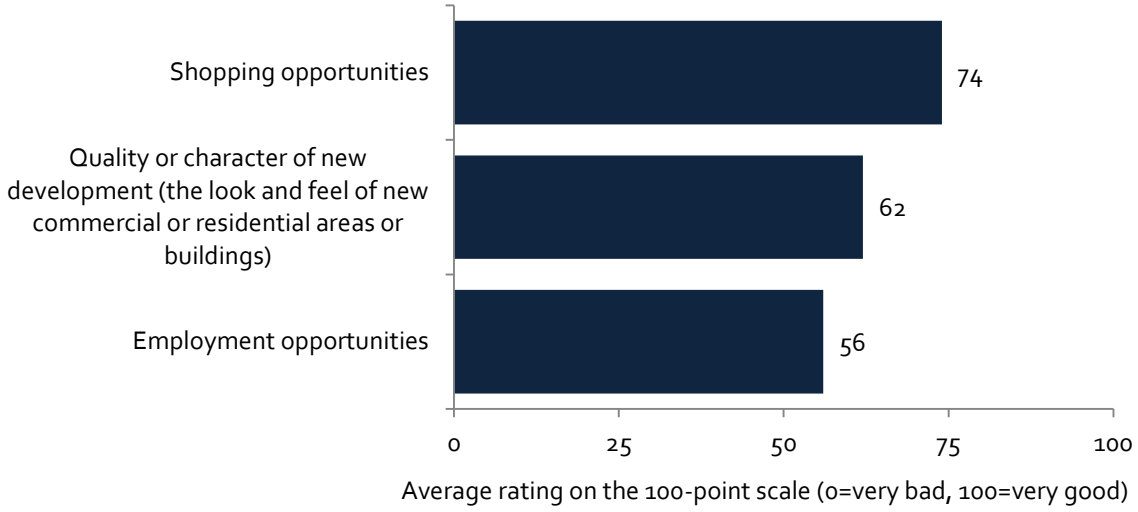
Shopping opportunities were deemed "good," on average, by residents, a rating lower than in 2011 (see Table 3). Employment opportunities were given a rating of 56 on the 100-point scale ("neither good nor bad"), lower than that observed in 2011. However, shopping opportunities and employment opportunities 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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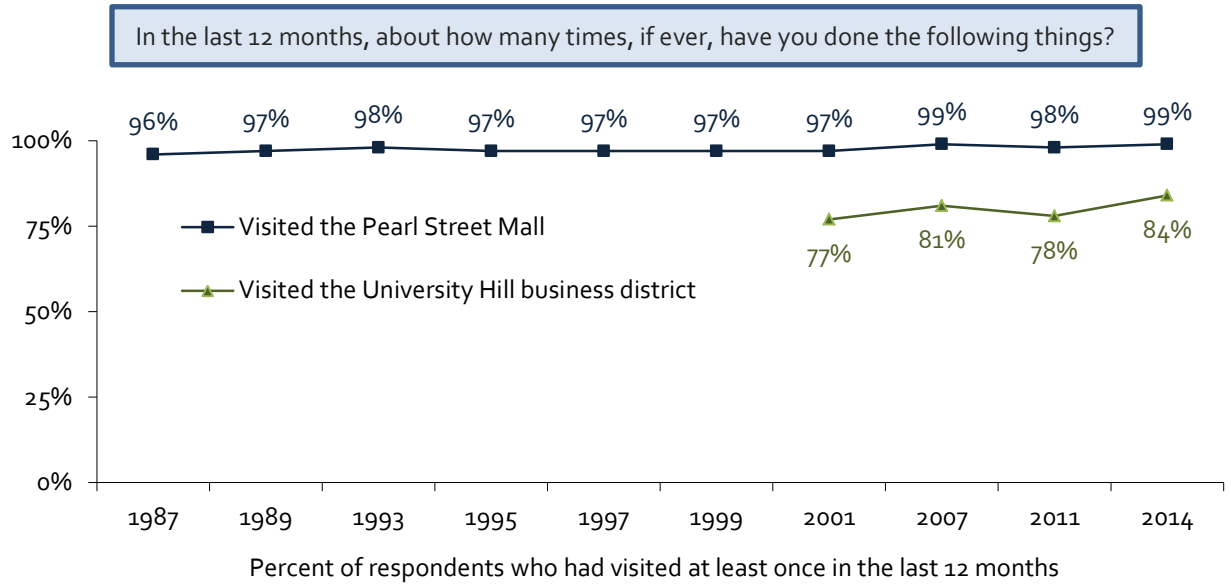
Nearly all respondents reported they had visited the Pearl Street Mall at least once in the previous year (see Figure 14). At least 8 in 10 respondents had visited the University Hill business district at least once in the previous year. Compared to 2011, a similar proportion in 2014 reported visiting 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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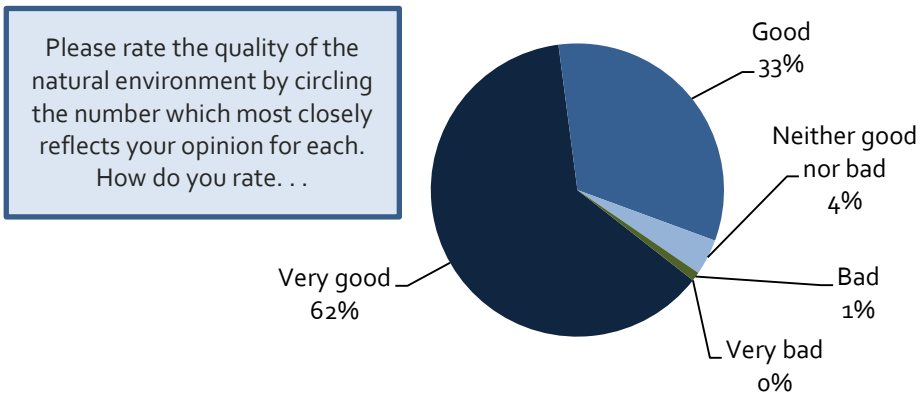
Environmentally Sustainable Community

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 30 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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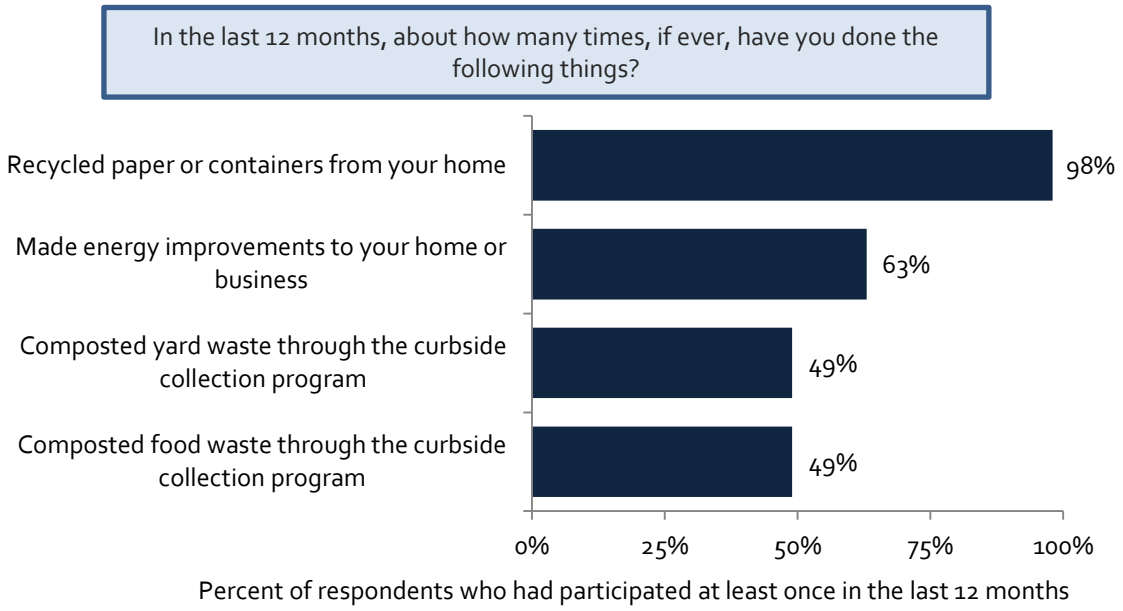
Survey respondents reported engaging in a number of environmentally responsible activities. Nearly all survey participants (98%) reported having recycled from their home at least once during the previous year, with 86% having done so more than 26 times (see Table 9). About 6 in 10 had made an energy 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.

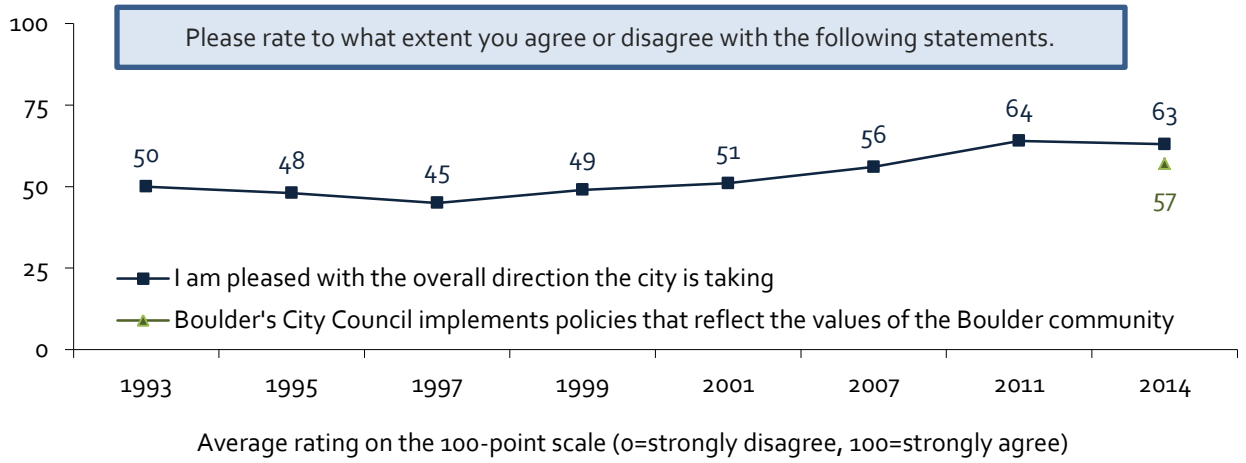
Survey respondents were asked to rate their level or agreement with the statement, "I am pleased with the overall direction the city is taking." This aspect of good governance received a rating of 63 points on a 100-point scale (between "agree" and "neither agree nor disagree") and was higher than the 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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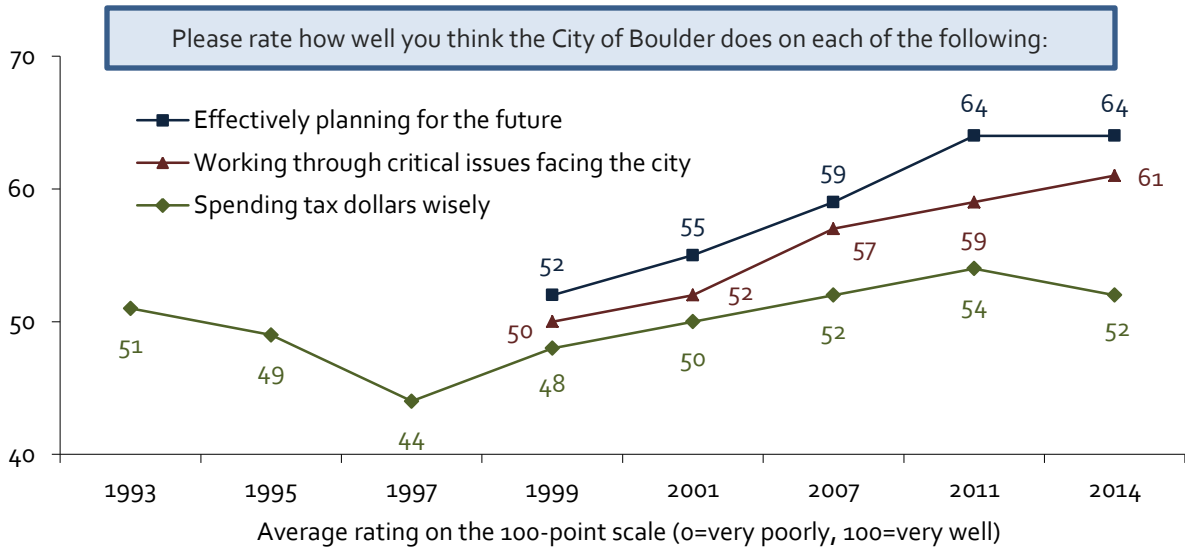
Survey respondents were given the opportunity to write in their own comments about the job the City of Boulder is doing. Out of the 785 residents who completed the questionnaire, 290 elected to write in a response for this question. These responses were reviewed and categorized into groups. About 1 in 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 each remained stable. 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.

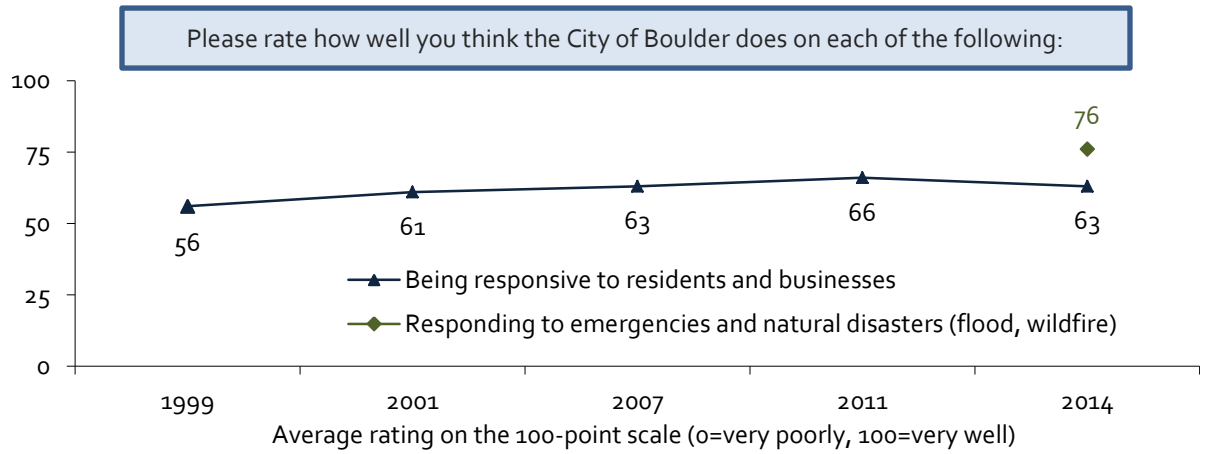
Residents' perceptions of Boulder city government responsiveness remained stable compared to 2011 ratings. While nearly 6 in 10 survey respondents indicated the city does "very well" or "well" at being responsive, only 1 in 10 reported "poorly" or "very poorly," with the remaining 3 in 10 reporting the 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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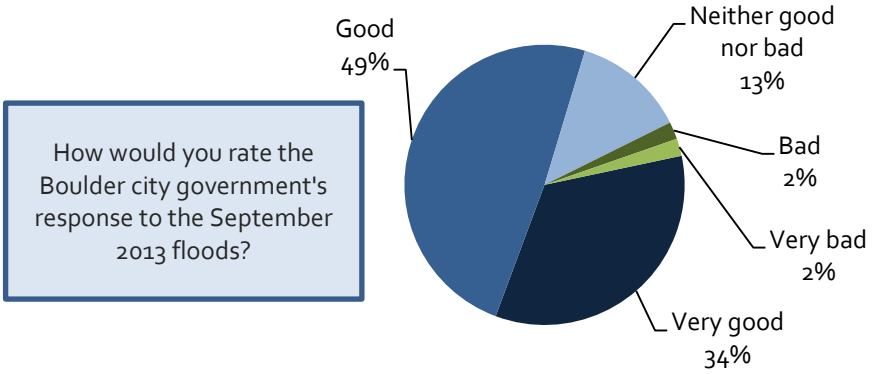
In addition to rating the City's general response to emergencies and natural disasters, 83% of survey respondents indicated that the city government's response to the September 2013 floods was "very good" or "good." When asked if they would support increased taxes or fees to fund even more flood mitigation 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 59 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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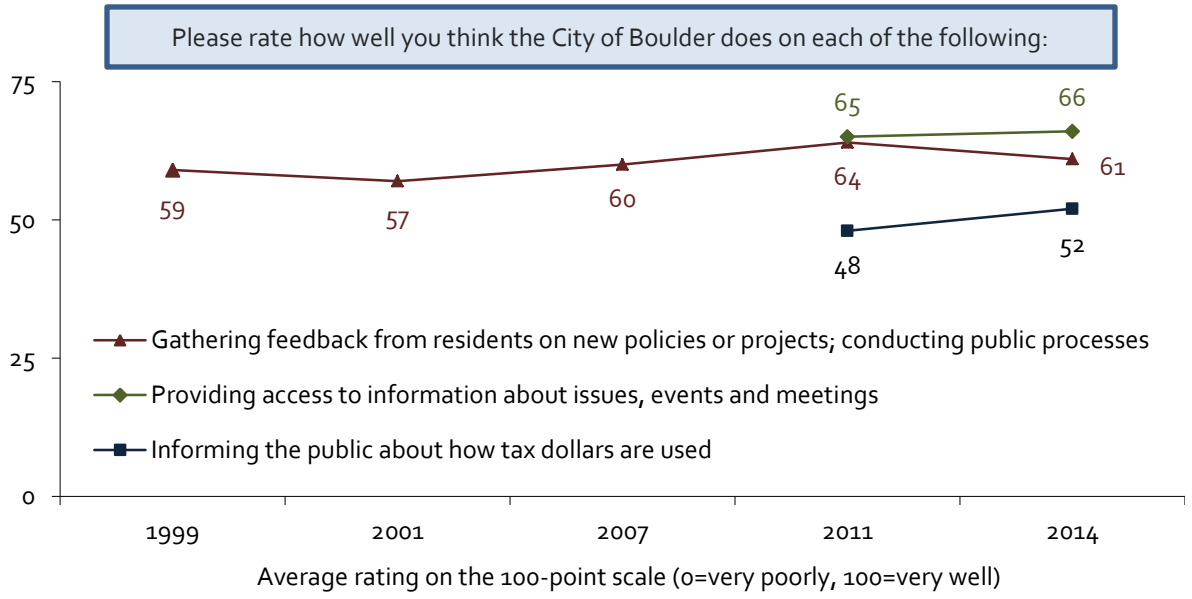
The average rating of Boulder city governments' efforts to inform the public about how their tax dollars are used was 52 points on the 100-point scale, representing an improvement from 2011. Ratings were more positive for the city's provision of access to information about issues, events and meetings 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 (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 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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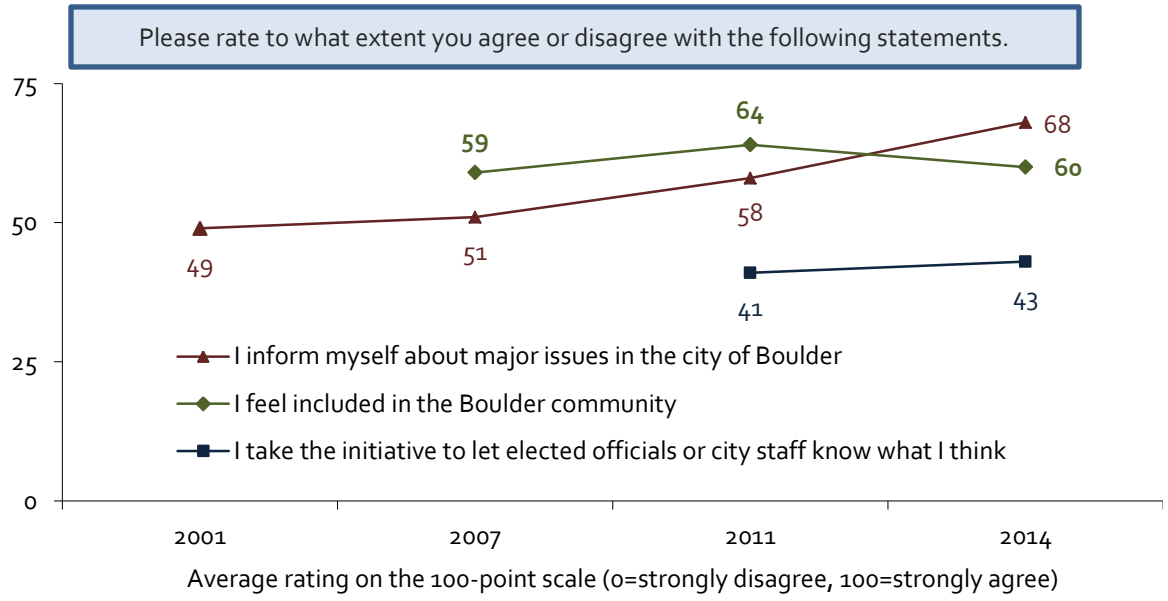
When asked whether they informed themselves about the major issues in the City of Boulder, about 66% of those completing the survey agreed that they did so (see Table 11 in *Appendix A: All Results from Community Survey*). This aspect of good governance received an average rating of 68 points on a 100-point 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 (see 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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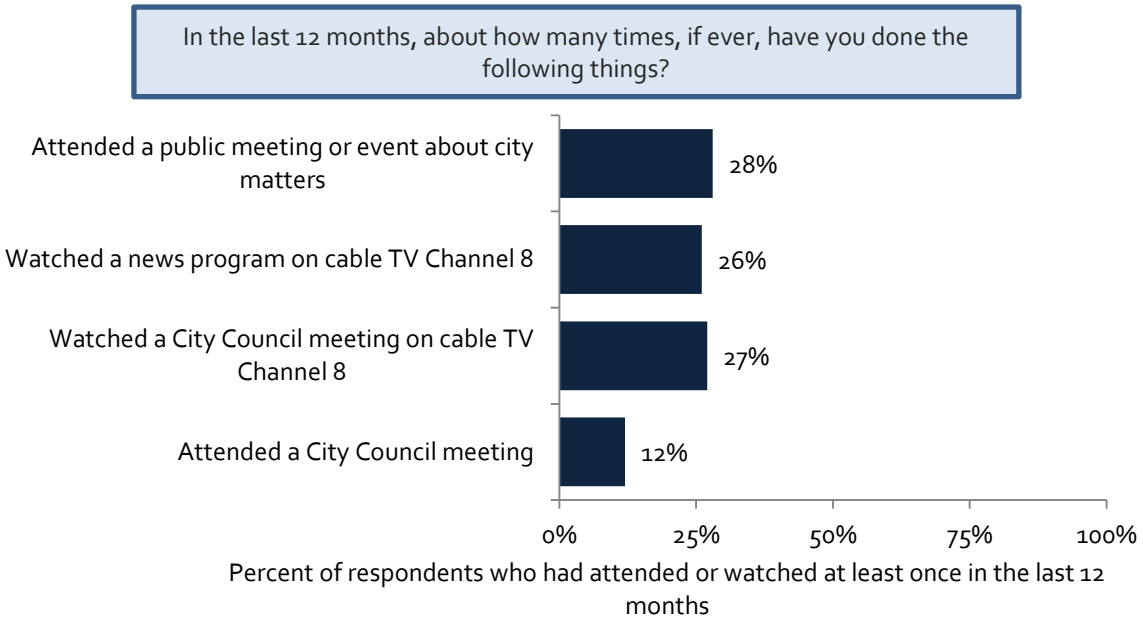
About 3 in 10 survey respondents had attended a public meeting or event about city matters in the past year, had watched a news program on cable TV Channel 8 and had watched a City Council meeting on cable TV Channel 8. About 1 in 10 had attended a City Council meeting. Most ratings were similar to 2011; 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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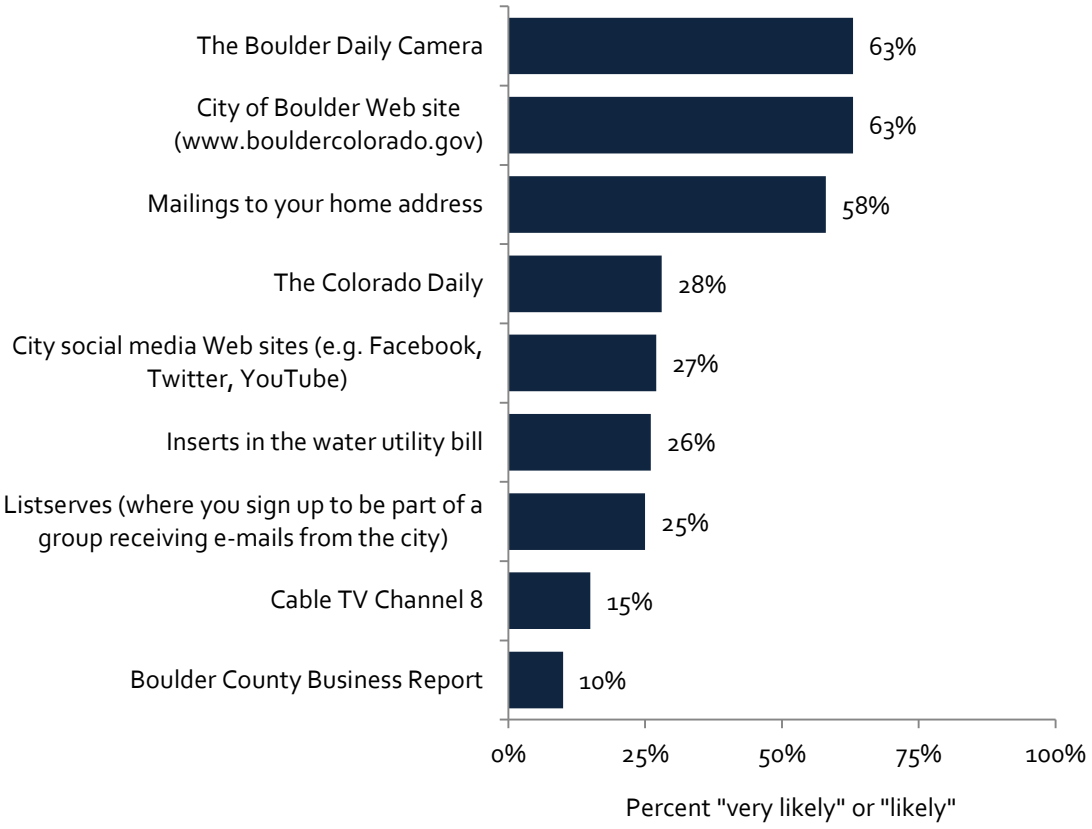
Figure 24: How Likely Respondent's would be to Obtain Information from the City

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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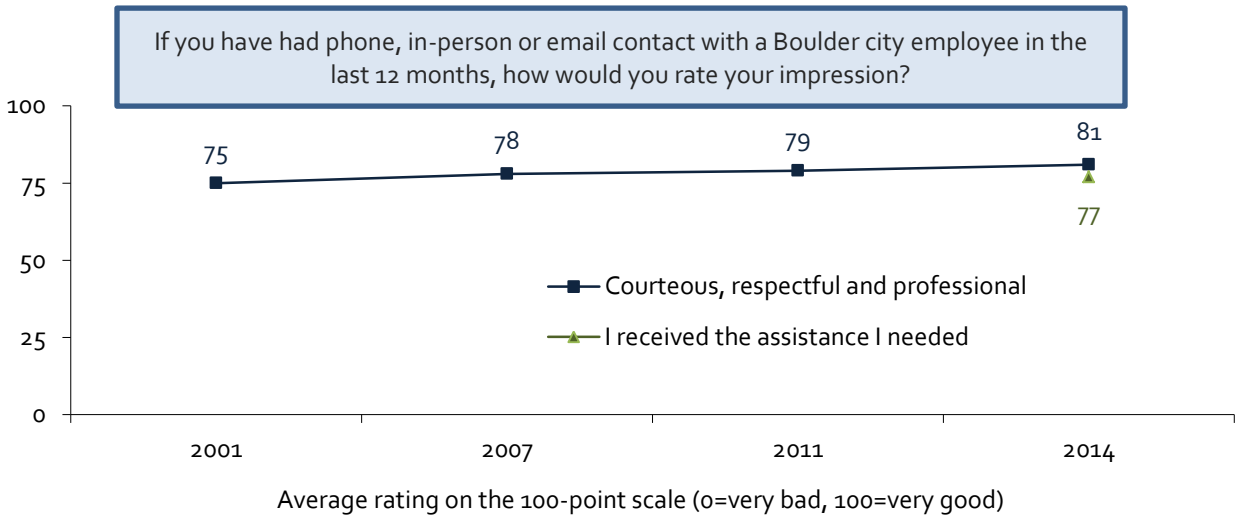
City Employees

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 55 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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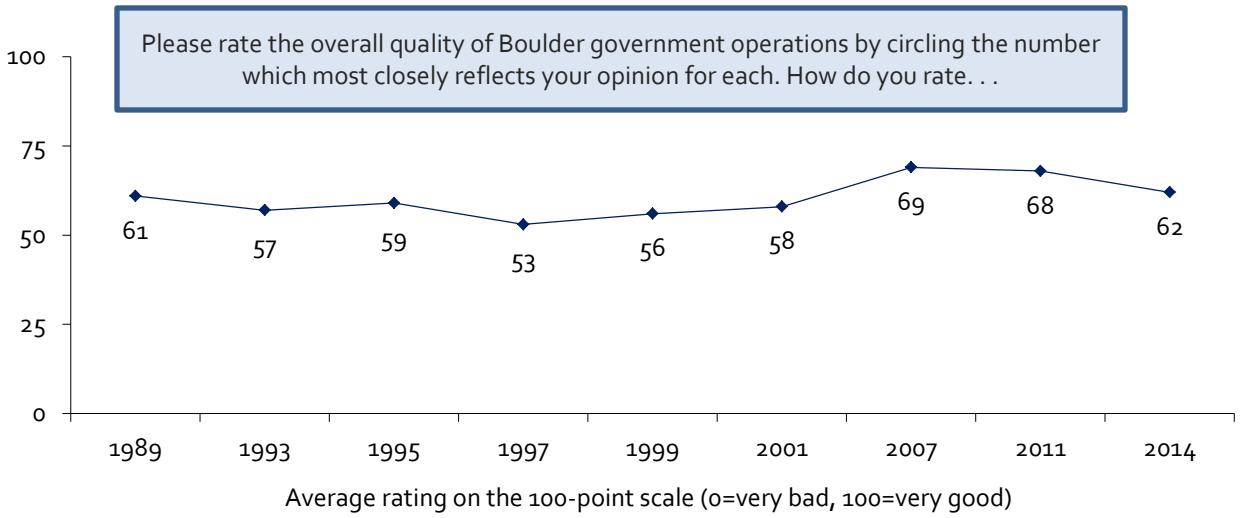
Priorities for City Services

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 operate."

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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. Therefore, these two service areas, in particular, may benefit from additional attention and resources from the City.

<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 52 *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 53 *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 68 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): Accessible and Connected Community

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

Table 19: Question 8 (Quality) Benchmark Comparisons: Accessible and Connected Community

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
Street sweeping	62	172	260	Lower
Street lighting	61	187	290	Lower
Sidewalk maintenance	63	103	264	Higher

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Table 20: Question 8a (Quality of Service) Compared by Year: Accessible and Connected Community

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

Table 21: Question 8b (Importance of Service) : Accessible and Connected Community

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

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Table 22: Question 8b (importance of Service) Compared by Year: Accessible and Connected Community

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	--	--	--	--	--	--	--	--	--	--	--

**In 2007, the question asked traffic congestion and flow separately and is presented as an average of the two items here.*

Table 23: Question 8a (Quality of Service): Economically Vital Community

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	
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

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Table 24: Question 8a (Quality of Service) Compared by Year: Economically Vital Community

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	--	--	--	--	--	--	--	--	--	--	--

Table 25: Question 8b (Importance of Service) : Economically Vital Community

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	
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

Table 26: Question 8b (importance of Service) Compared by Year: Economically Vital Community

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		
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

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Table 27: Question 8a (Quality of Service): Environmentally Sustainable Community

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	
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

Table 28: Question 8 (Quality) Benchmark Comparisons: Environmentally Sustainable Community

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
Recycling and composting collection services	79	148	322	Higher

Table 29: Question 8a (Quality of Service) Compared by Year: Environmentally Sustainable Community

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		
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

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Table 30: Question 8b (Importance of Service): Environmentally Sustainable Community

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	
Acquiring and managing open space and mountain parks lands	47%	N=312	39%	N=256	12%	N=79	2%	N=16	100%	N=663
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

Table 31: Question 8b (importance of Service) Compared by Year: Environmentally Sustainable Community

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		
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	--	--	--	--	--	--	--	--	--	--	--

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Table 32: Question 8a (Quality of Service): Good Governance

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	
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

Table 33: Question 8 (Quality) Benchmark Comparisons: Good Governance

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
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

Table 34: Question 8a (Quality of Service) Compared by Year: Good Governance

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		
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	--	--	--	--	--	--	--	--	--	--	--

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Table 35: Question 8b (Importance of Service): Good Governance

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	
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

Table 36: Question 8b (importance of Service) Compared by Year: Good Governance

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		
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	--	--	--	--	--	--	--	--	--	--	--

Table 37: Question 8a (Quality of Service): Healthy and Socially Thriving Community

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

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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	
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 38: Question 8 (Quality) Benchmark Comparisons: Healthy and Socially Thriving Community

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
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

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Table 39: Question 8a (Quality of Service) Compared by Year: Healthy and Socially Thriving Community

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		
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
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."*

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Table 40: Question 8b (Importance of Service): Healthy and Socially Thriving Community

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	
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

Table 41: Question 8b (importance of Service) Compared by Year: Healthy and Socially Thriving Community

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

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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		
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.)."*

Table 42: Question 9a (Quality of Service): Livable Community

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

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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	
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

Table 43: Question 9 (Quality) Benchmark Comparisons: Livable Community

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

Table 44: Question 9a (Quality of Service) Compared by Year: Livable Community

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

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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		
Ice and snow removal, trash and weed control enforcement	52	55	50	50	--	--	--	--	--	--	-2	2
Median maintenance	63	70	69	--	--	--	--	--	--	--	-7	-6

Table 45: Question 9b (Importance of Service): Livable Community

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
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

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Table 46: Question 9b (importance of Service) Compared by Year: Livable Community

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	--	--	--	--	--	--	--	--	--	--	--
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	--	--	--	--	--	--	--	--	--	--	--

Table 47: Question 9a (Quality of Service): Safe Community

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	
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

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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	
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

Table 48: Question 9 (Quality) Benchmark Comparisons: Safe Community

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
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 49: Question 9a (Quality of Service) Compared by Year: Safe Community

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		
Crime prevention	71	--	--	--	--	--	--	--	--	--	--	--
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

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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		
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 50: Question 9b (Importance of Service): Safe Community

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	
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

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Table 51: Question 9b (importance of Service) Compared by Year: Safe Community

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		
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 52: 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 53: 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 54: 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 55: 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

Table 56: 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	--	--	--	--	--	--	--	--	--	--	--

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Table 57: 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

Table 58: 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.

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Table 59: 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 60: 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

Table 61: 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

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Table 62: 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.

Table 63: 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 64: 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

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Table 65: 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%

Table 66: 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 67: 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 68: 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.

Table 69: 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 70: Question 23

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

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Table 71: 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 72: 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

Table 73: 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 74: 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.

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Table 75: 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 76: 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 77: 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 78: 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 79: 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 80: 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 81: 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 82: 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

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Table 83: 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 84: 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 85: 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 86: 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 87: 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 88: 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 89: 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 90: 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 91: 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 92: 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 93: 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 94: 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 95: 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 96: 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 97: 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 98: 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 99: 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 100: 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

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Table 101: 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
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 102: 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

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Table 103: 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

Table 104: 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

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Table 105: 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.

Table 106: 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

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Table 107: 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 108: 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 109: 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 110: 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 111: Question 23

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

Table 112: 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 113: 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 114: 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 115: 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 116: 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 117: 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 118: 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 119: 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 120: 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 121: 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 122: 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 123: 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 124: 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 125: 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 126: 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

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Table 127: 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 128: 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

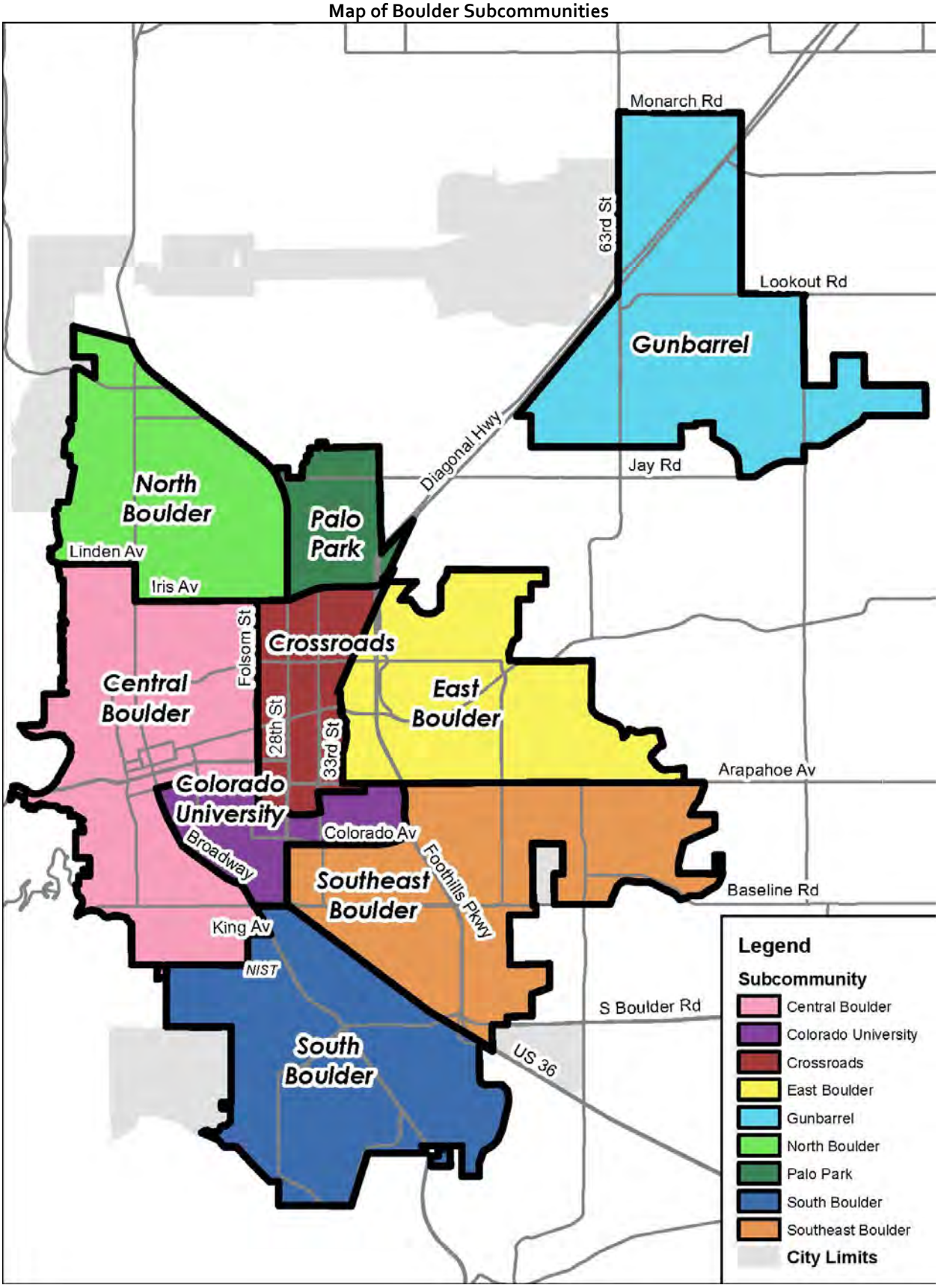

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Table 129: Question 1 by Subcommunity

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 130: 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 131: 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 132: 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 133: 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 134: 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 135: 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 136: 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 137: 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 138: 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 139: 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 140: 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 141: 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 142: 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 143: 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 144: 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 145: 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 146: 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 147: 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 148: 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 149: 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 150: 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 151: 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 152: 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 153: 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 154: 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 155: 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 156: 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		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	
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 157: 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			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	
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 158: 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 159: 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 160: 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 161: 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 162: 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 163: 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 164: 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 165: 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 166: 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 167: 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 168: 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 169: 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 170: 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 171: 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 172: 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 173: 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 174: 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 175: 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 176: 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 177: 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 178 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 178: 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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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

---

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

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

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

Atentamente,

Matthew Applebaum, *Mayor, City of Boulder*

City of Boulder

CITY OF BOULDER, COLORADO
c/o National Research Center, Inc.
2955 Valmont Road, Suite 300
Boulder, CO 80301

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c/o National Research Center, Inc.
2955 Valmont Road, Suite 300
Boulder, CO 80301

City of Boulder
2014 Community Survey

Report of Results

April 2014

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Prepared by:

NRC
National Research Center Inc

2955 Valmont Rd., Suite 300 • Boulder, Colorado 80301 • t: 303-444-7863 • f: 303-444-1145 • www.n-r-c.com

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

Dear Boulder community members,

We are pleased to present to the community the results from the recent Community Survey. The responses indicate that residents continue to rate the quality of life very highly in our community. Most people rate their neighborhoods positively, give high marks to the city's parks, recreation facilities, bike and pedestrian facilities and open space, and consider Boulder a good place to work. People's feelings of safety are higher in many categories than in past surveys however safety around flooding has changed significantly.

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 city's Sustainability Framework categories and 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 (39%) 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.

About 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," with 3 in 10 reporting 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 1999 or 1993, 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 81 points 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 the rating of 68 and 69 observed in 2011 and 2007, but about the same or slightly higher than what had been observed from 1989 to 2001. The 2014 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. Eleven items were rated lower in 2014 than in 2011, three were rated higher and the remaining services were given similar ratings.

City Services Rated Significantly Higher in 2014 than in 2011	City Services Rated Similarly in 2014 and 2011	City Services Rated Significantly Lower in 2014 than in 2011
• Mosquito or pest control programs • Noise control enforcement • Boulder Municipal Court	• Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir) • Services for low-income families • Water conservation programs • Building and housing code enforcement • Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis) • Energy conservation and efficiency programs • Services for seniors (age 65 and older) • Fire safety education • Enforcement of residential over-occupancy regulations • Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.) • Recycling and composting collection services • North, South or East Recreation Centers' programs and classes • Police response to community problems or needs • Street sweeping • Ice and snow removal, trash and weed control enforcement • Drinking water services • Police traffic enforcement	• Snow and ice control on major streets • Street repair (potholes, crack repair, etc.) • Sidewalk maintenance • Street lighting • 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

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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.

Services Significantly Higher than Benchmark	Services Similar to the Benchmark	Services Significantly Lower than Benchmark
• Crime prevention • Mosquito or pest control programs • Neighborhood parks (play areas and playgrounds) • Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis) • Recycling and composting collection services • Services for low-income families • Sidewalk maintenance	• Boulder Municipal Court • Cable TV Channel 8 (council coverage, city news, local talk shows) • Drinking water services • Emergency Preparation • North, South or East Recreation Centers' programs and classes • Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.) • Preserving the city's historic features and attributes • Services for seniors (age 65 and older) • Services for youth (age 13 to 21)	• Boulder Public Libraries & library services • Building and housing code enforcement • City of Boulder Web site (www.bouldercolorado.gov) • Emergency medical services • Fire response • Fire safety education • Managing congestion and traffic flow • Police traffic enforcement • Snow and ice control on major streets • Street lighting • Street repair (potholes, crack repair, etc.) • Street sweeping

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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 Sustainability Framework categories and 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 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

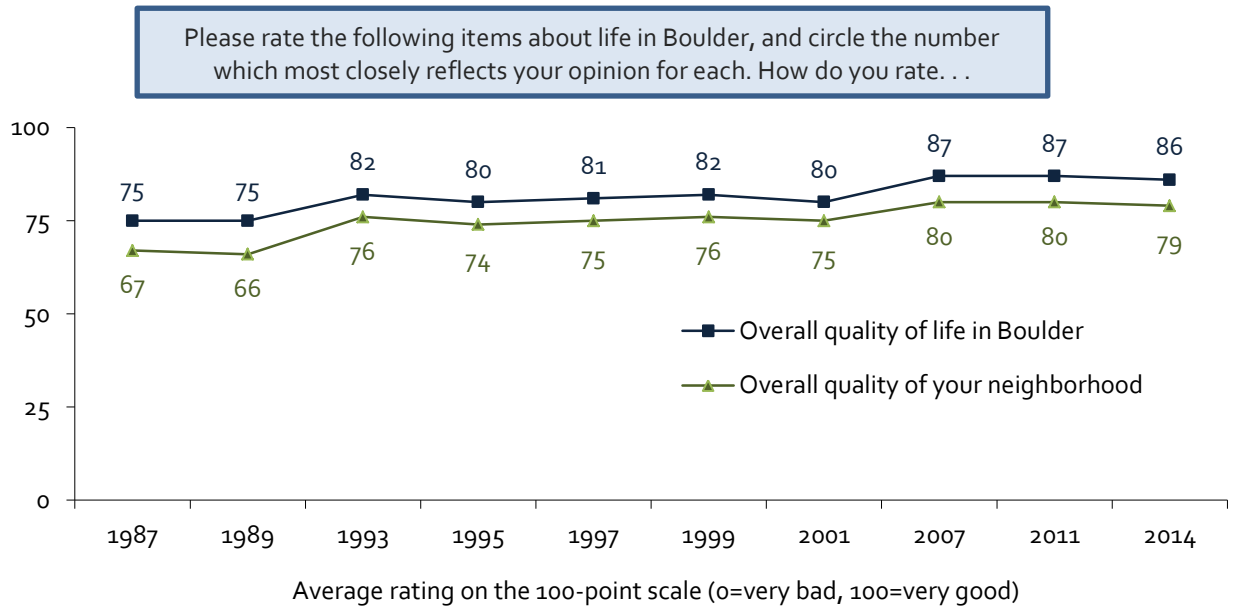
The City of Boulder seeks to maintain and improve the quality of life of the residents. In order to gauge how residents view their community and the quality of life in Boulder, survey respondents were asked to rate their perception of the overall quality of life in Boulder and the overall quality of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

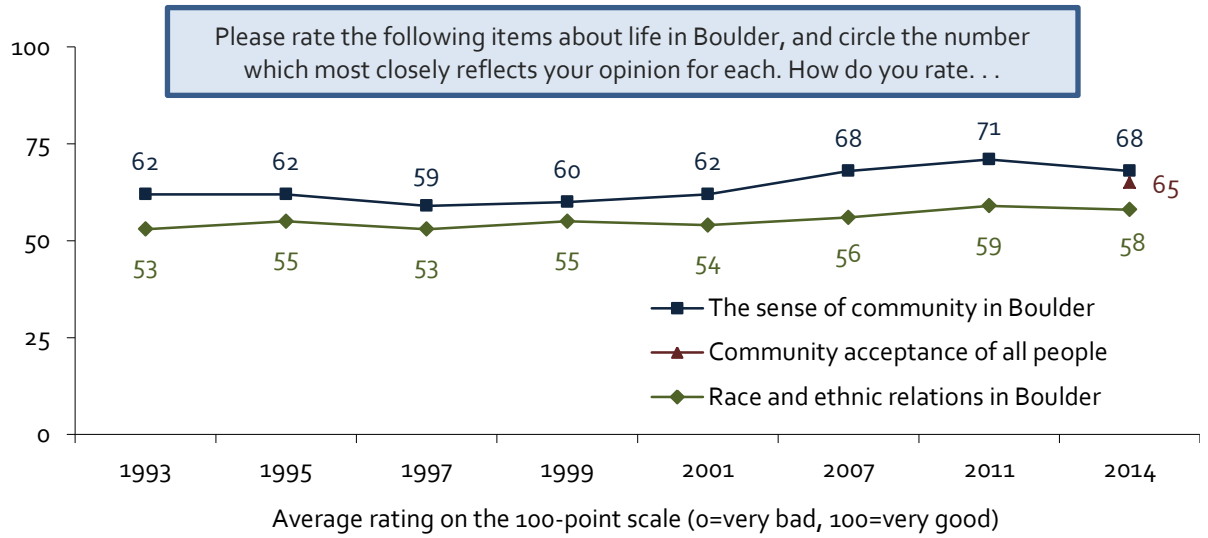
As defined by the City of Boulder, a healthy and socially thriving community is one that: cultivates a wide-range of recreational, cultural, educational and social opportunities; supports the physical and mental well-being of its community members and actively partners with others to improve the welfare 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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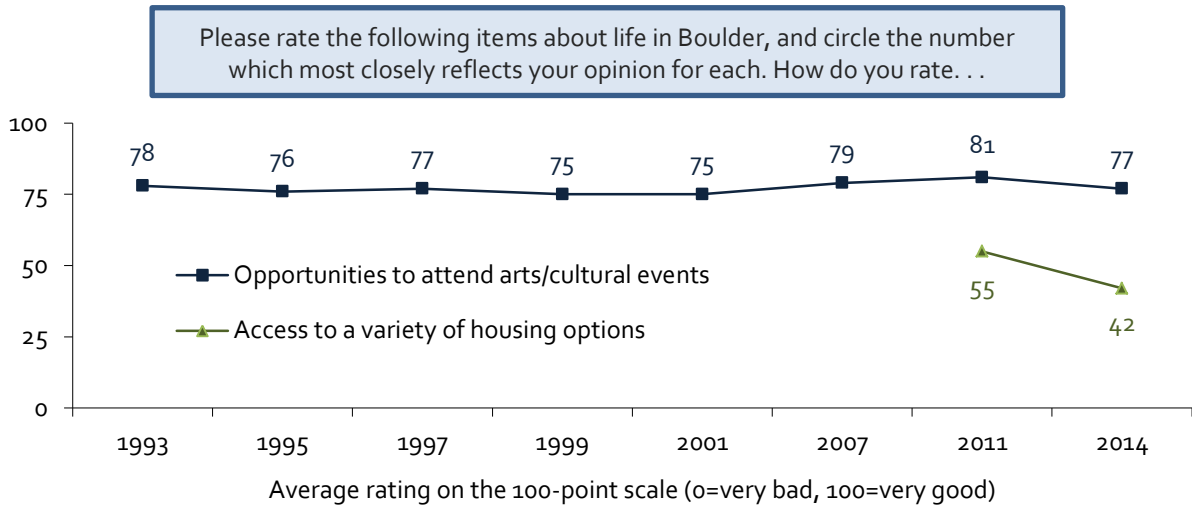
Part of the definition of a healthy and socially thriving community is one that provides a wide range of recreational, cultural, educational and social opportunities, and one which facilitates housing options to accommodate a diverse community. Community characteristics related to these features were 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 61 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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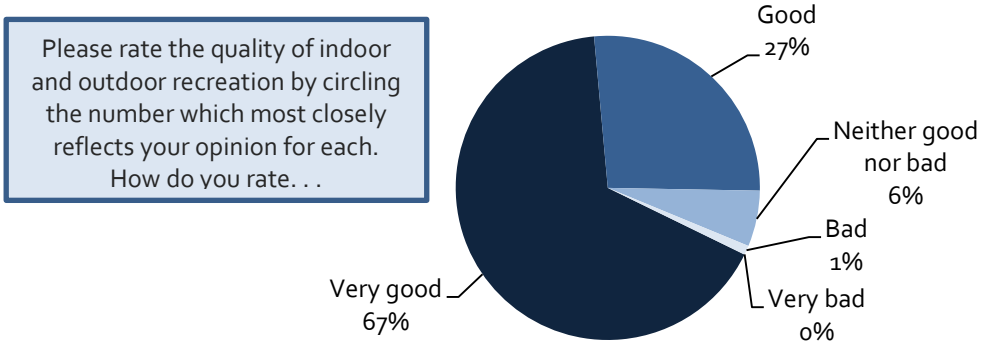
When asked to rate the overall quality of indoor and outdoor recreation in Boulder, nearly all survey respondents reported the quality as "very good" or "good" and no one gave a "very bad" rating. This rating was much higher than the national benchmark comparisons (see Table 2 in *Appendix A: All Results 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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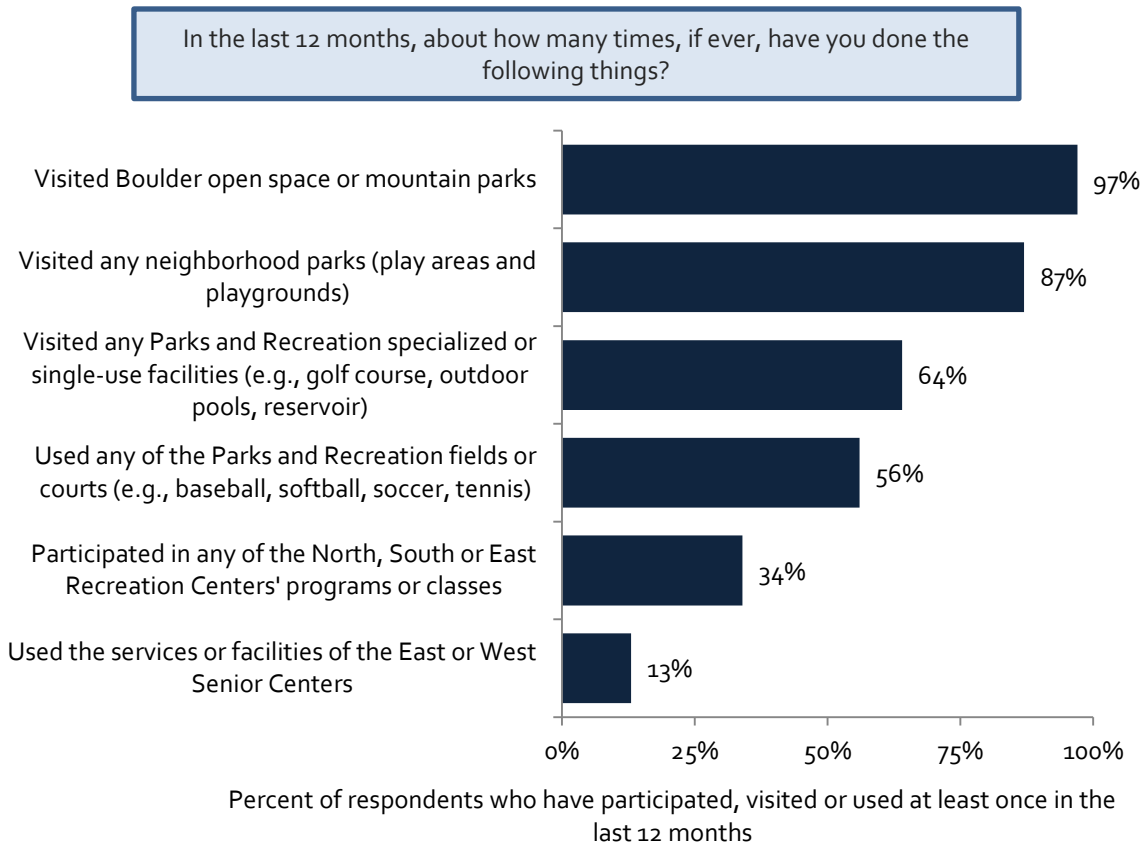
In the year prior to the survey, nearly all respondents reported visiting open space and mountain parks, often cited as one of the assets of the Boulder community. A large majority of respondents also had visited a neighborhood park and a lesser majority had visited a Parks and Recreation specialized 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.

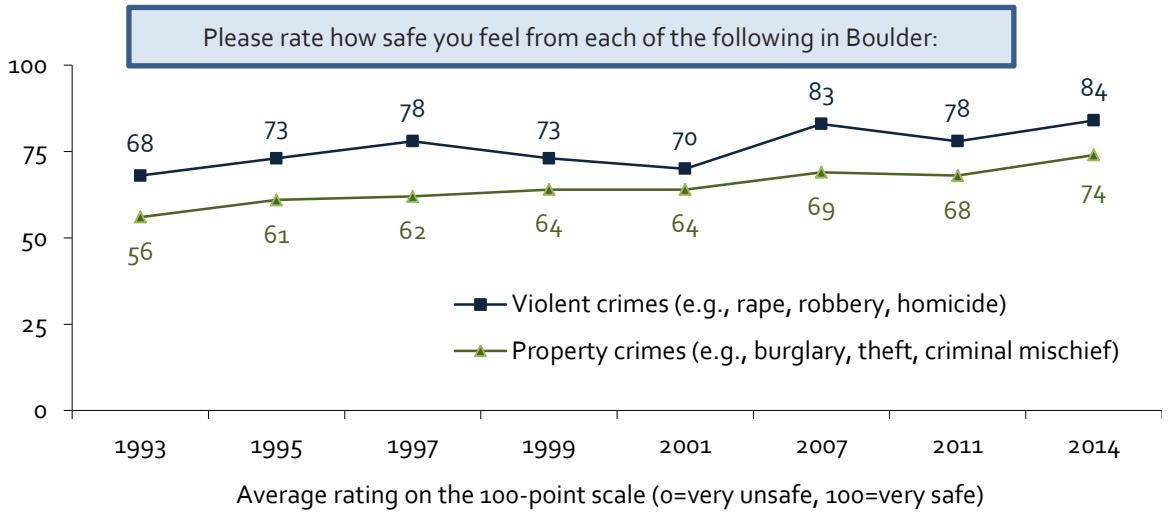
When asked to rate the importance of 53 items, the three receiving the highest importance ratings were emergency medical services, crime prevention and fire response, with at least 9 in 10 residents saying these were "essential" or "very important" (see Table 50 in *Appendix A: All Results from Community 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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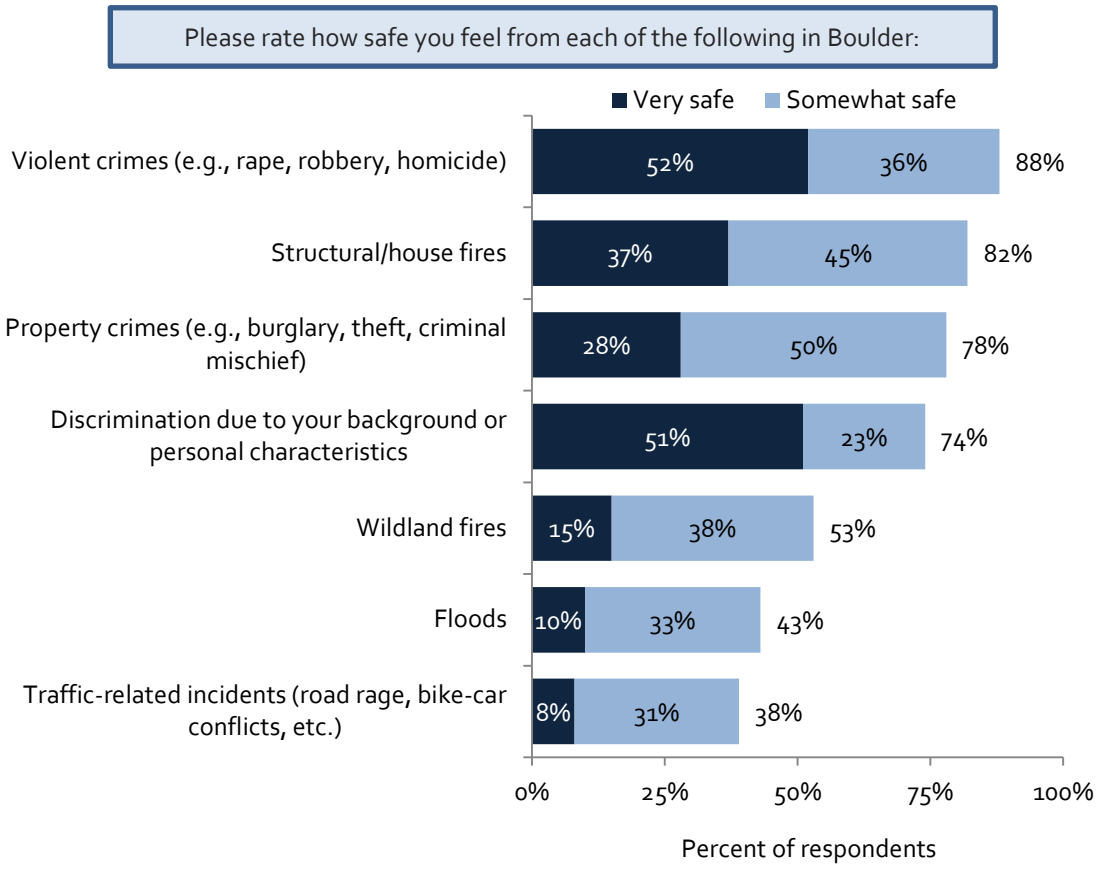
About 8 in 10 respondents reported they felt at least "somewhat safe" from structural or house fires, a rating that was similar to the national benchmark (see Table 5 in *Appendix A: All Results from Community Survey*). Nearly three-quarters of survey respondents felt safe from discrimination due to 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 (39%) 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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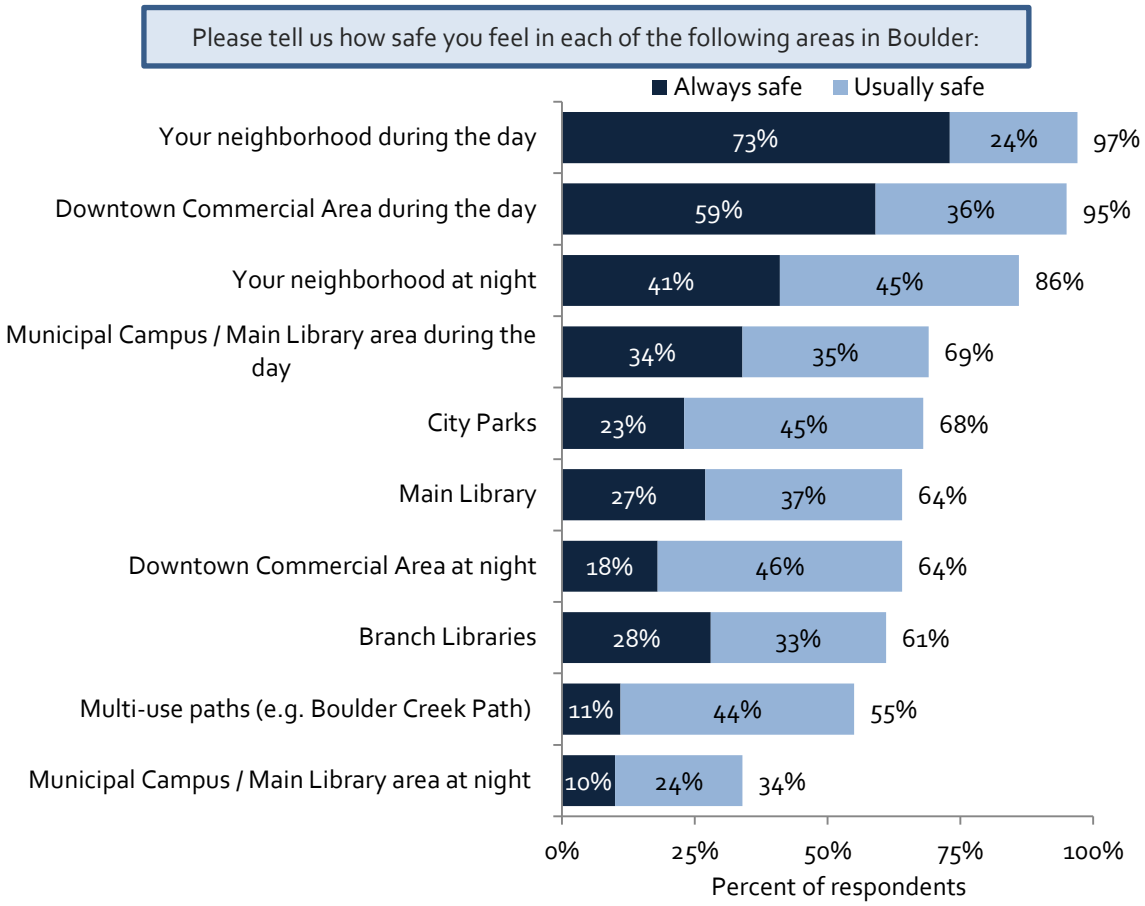
A new set of questions on the 2014 survey asked those completing the questionnaire to rate how safe they felt in 10 different areas in Boulder. At the top of the list, with nearly all respondents feeling at least "usually safe," were Downtown Commercial Areas during the day and residents' neighborhoods 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. Four in 10 respondents (40%) 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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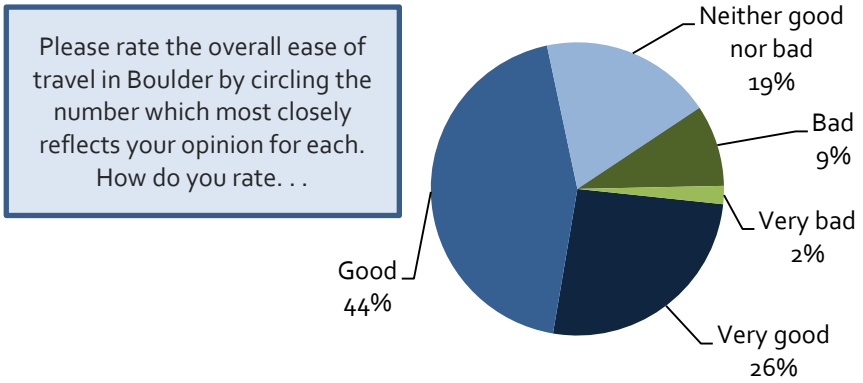
Accessible and Connected Community

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 62 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 63 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 64 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," 3 in 10 reporting they would be "very likely" (see Table 67 in *Appendix A: All Results from Community Survey*).

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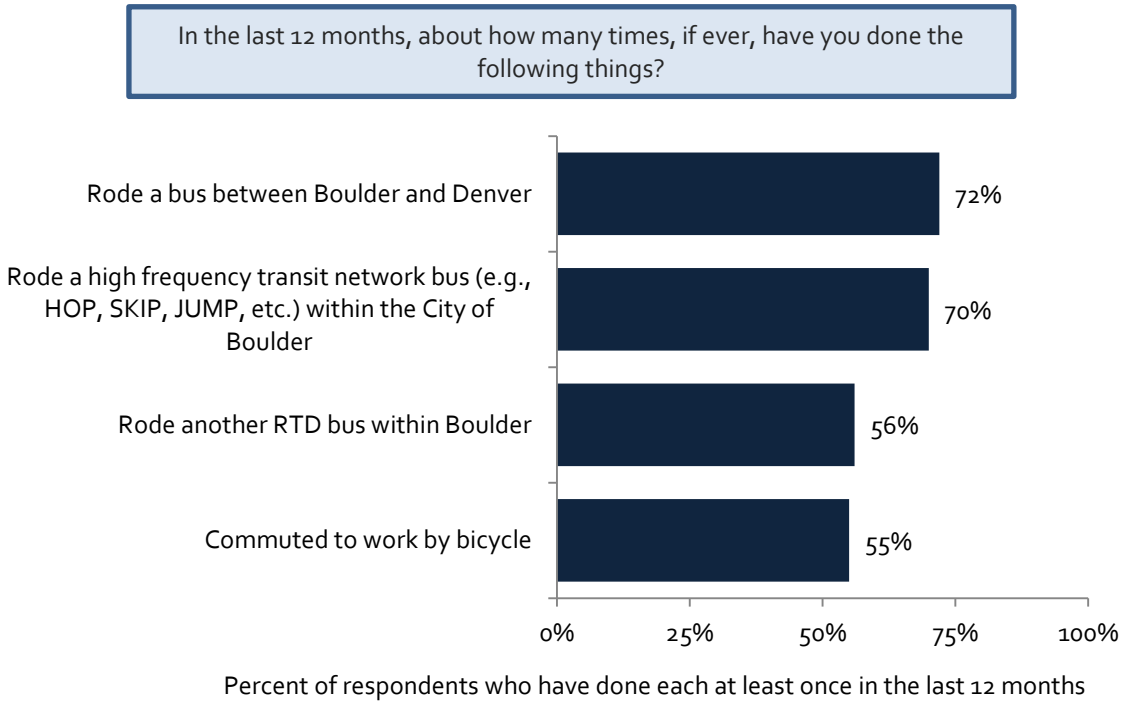
Transportation Behaviors

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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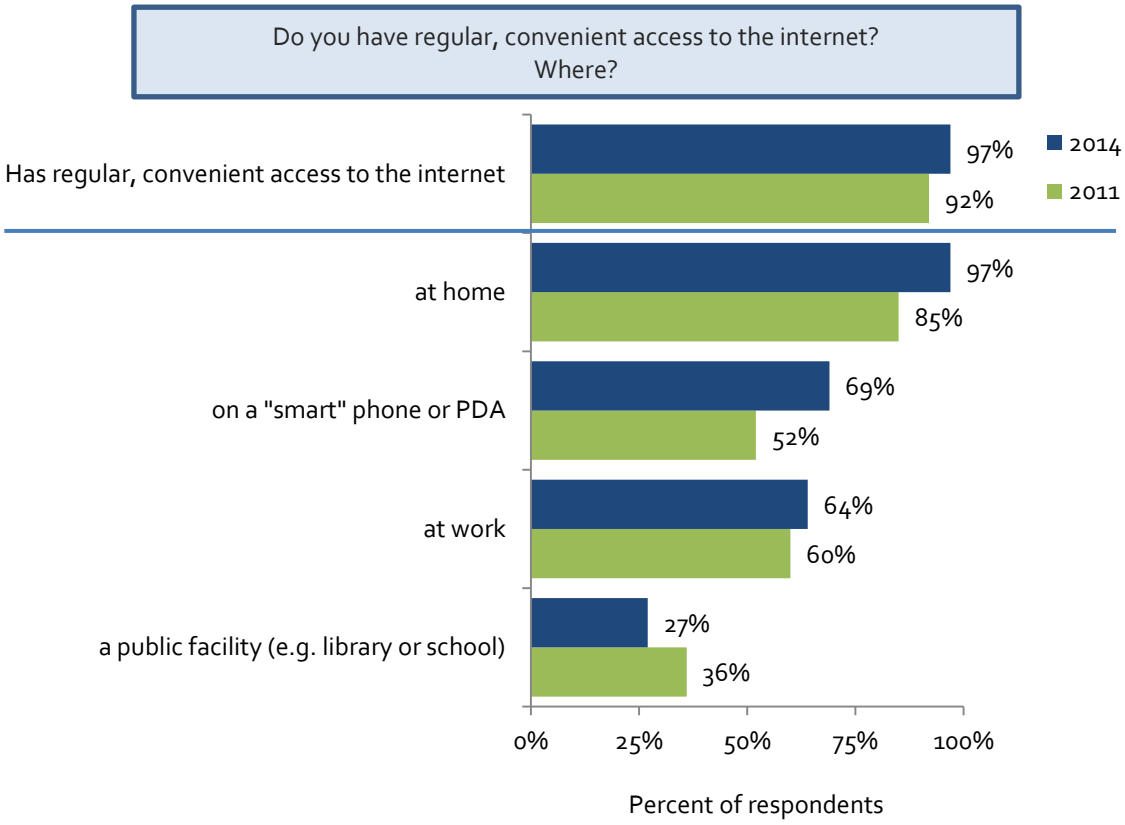
Internet Access

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.

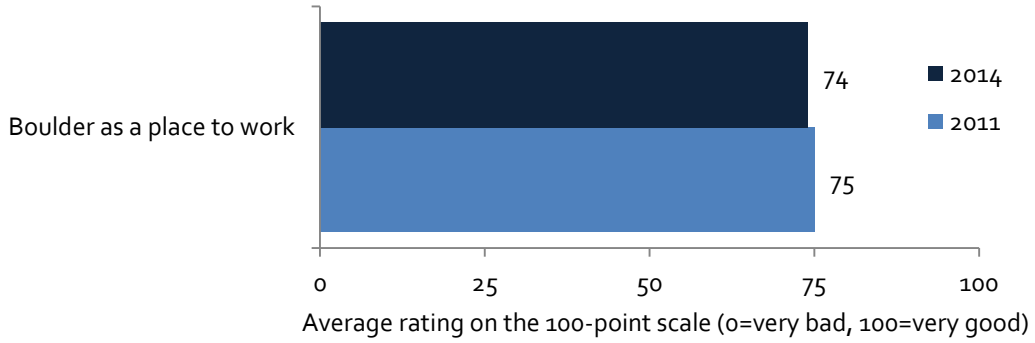
When asked to rate the importance of 53 items related to City of Boulder services, about 9 in 10 residents deemed retention and expansion of quality jobs in Boulder as "essential" or "very important" (see Table 25 in *Appendix A: All Results from Community Survey*). This received the fifth highest importance 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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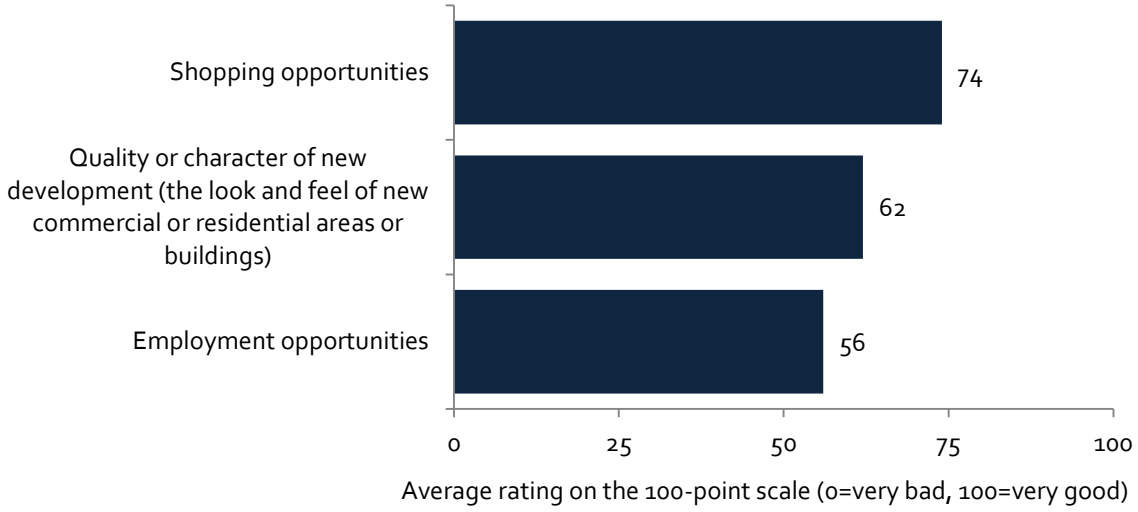
Shopping opportunities were deemed "good," on average, by residents, a rating lower than in 2011 (see Table 3). Employment opportunities were given a rating of 56 on the 100-point scale ("neither good nor bad"), lower than that observed in 2011. However, shopping opportunities and employment opportunities 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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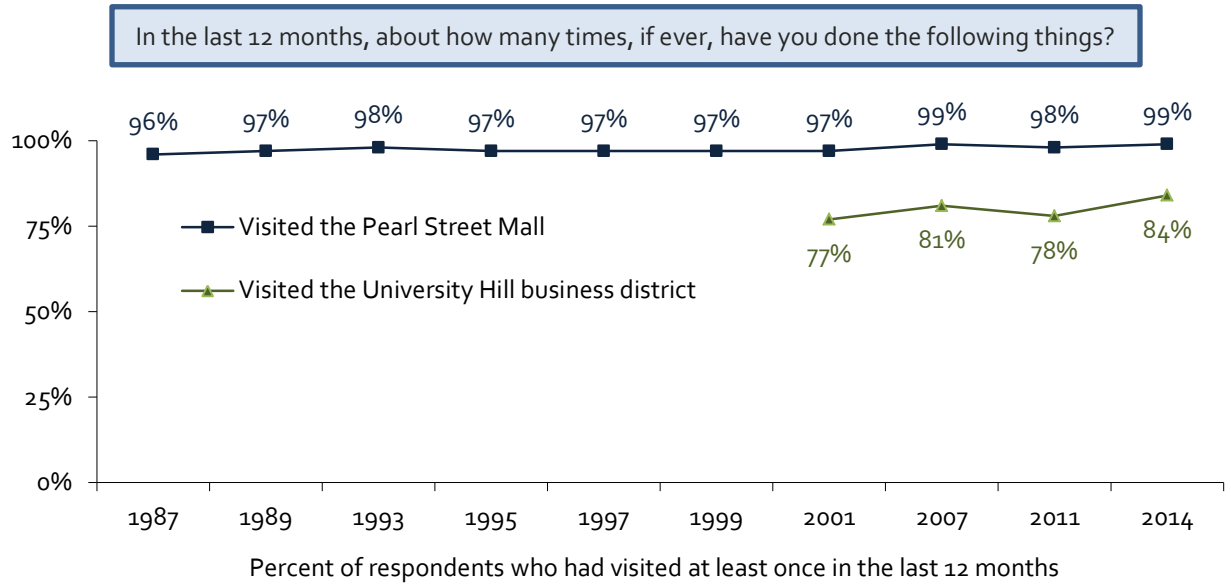
Nearly all respondents reported they had visited the Pearl Street Mall at least once in the previous year (see Figure 14). At least 8 in 10 respondents had visited the University Hill business district at least once in the previous year. Compared to 2011, a similar proportion in 2014 reported visiting 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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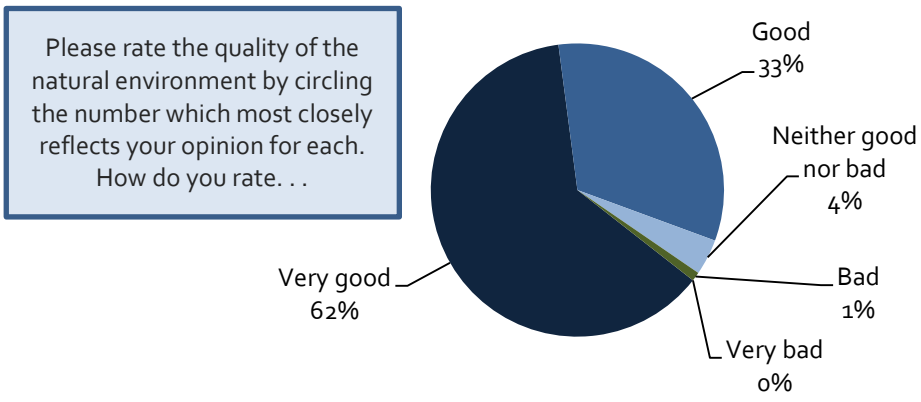
Environmentally Sustainable Community

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 30 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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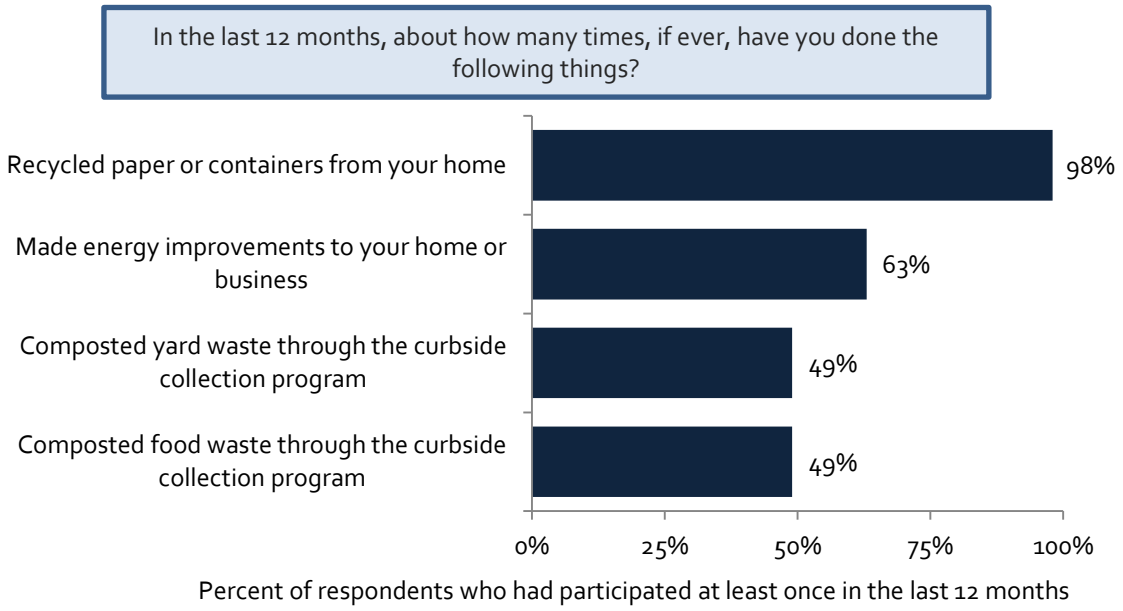
Survey respondents reported engaging in a number of environmentally responsible activities. Nearly all survey participants (98%) reported having recycled from their home at least once during the previous year, with 86% having done so more than 26 times (see Table 9). About 6 in 10 had made an energy 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.

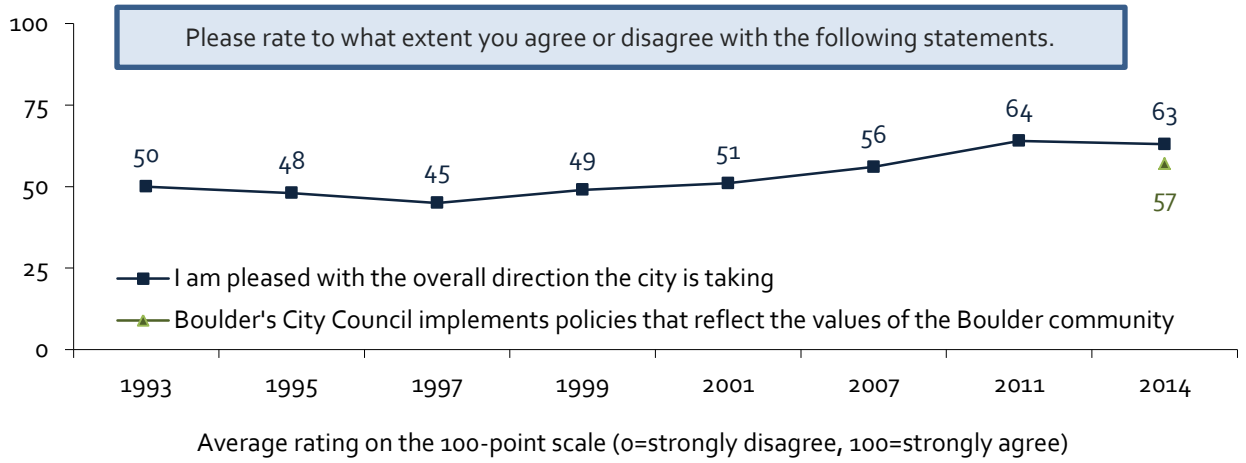
Survey respondents were asked to rate their level or agreement with the statement, "I am pleased with the overall direction the city is taking." This aspect of good governance received a rating of 63 points on a 100-point scale (between "agree" and "neither agree nor disagree") and was higher than the 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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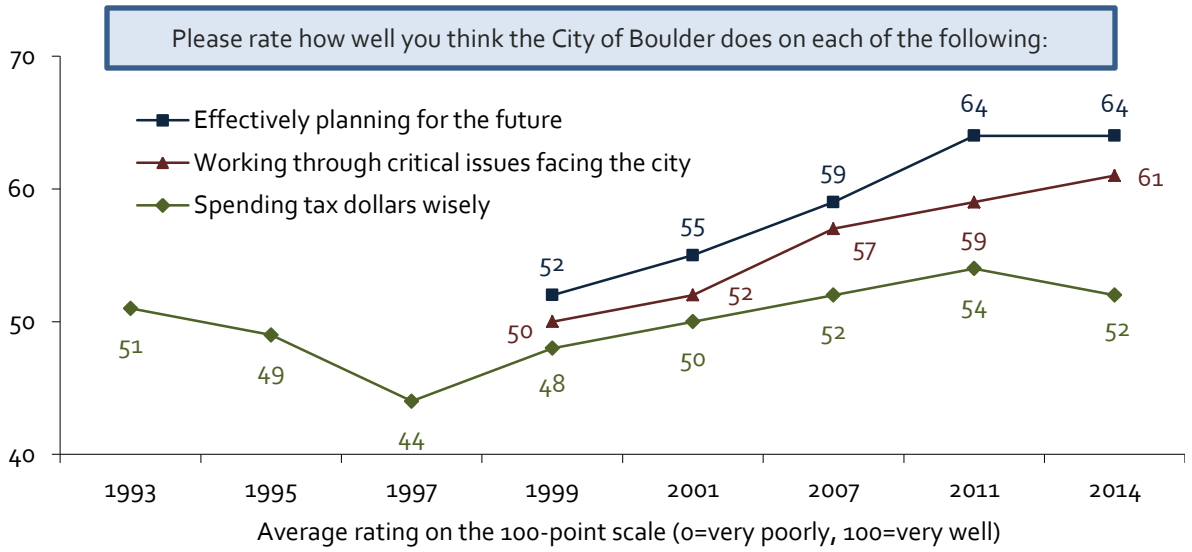
Survey respondents were given the opportunity to write in their own comments about the job the City of Boulder is doing. Out of the 785 residents who completed the questionnaire, 290 elected to write in a response for this question. These responses were reviewed and categorized into groups. About 1 in 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 each remained stable. 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.

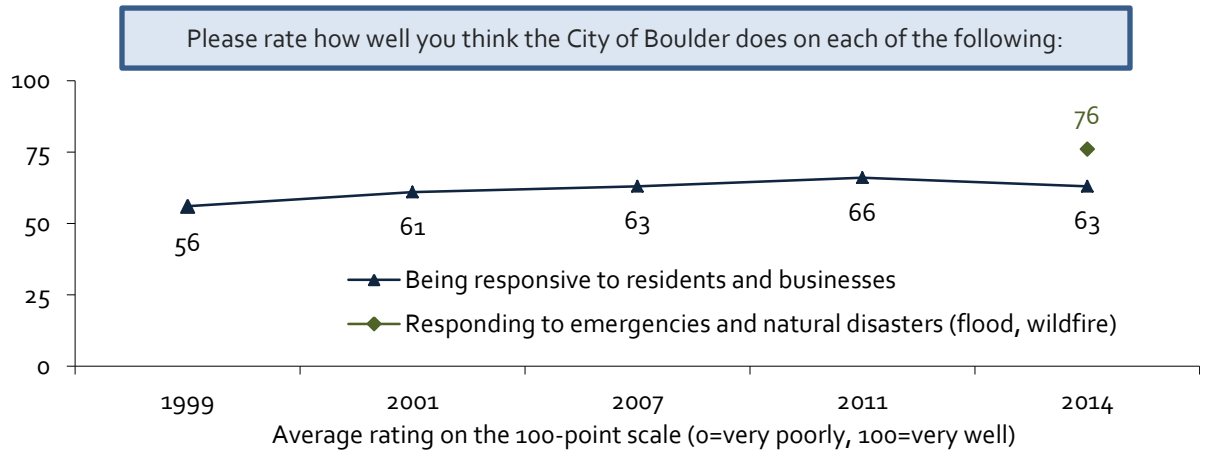
Residents' perceptions of Boulder city government responsiveness remained stable compared to 2011 ratings. While nearly 6 in 10 survey respondents indicated the city does "very well" or "well" at being responsive, only 1 in 10 reported "poorly" or "very poorly," with the remaining 3 in 10 reporting the 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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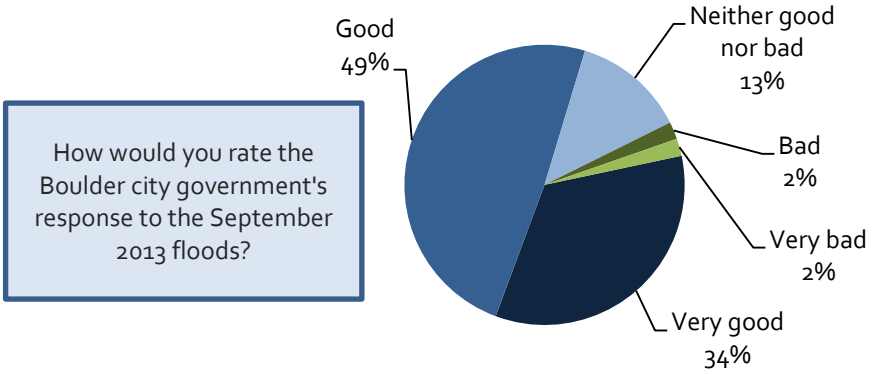
In addition to rating the City's general response to emergencies and natural disasters, 83% of survey respondents indicated that the city government's response to the September 2013 floods was "very good" or "good." When asked if they would support increased taxes or fees to fund even more flood mitigation 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 59 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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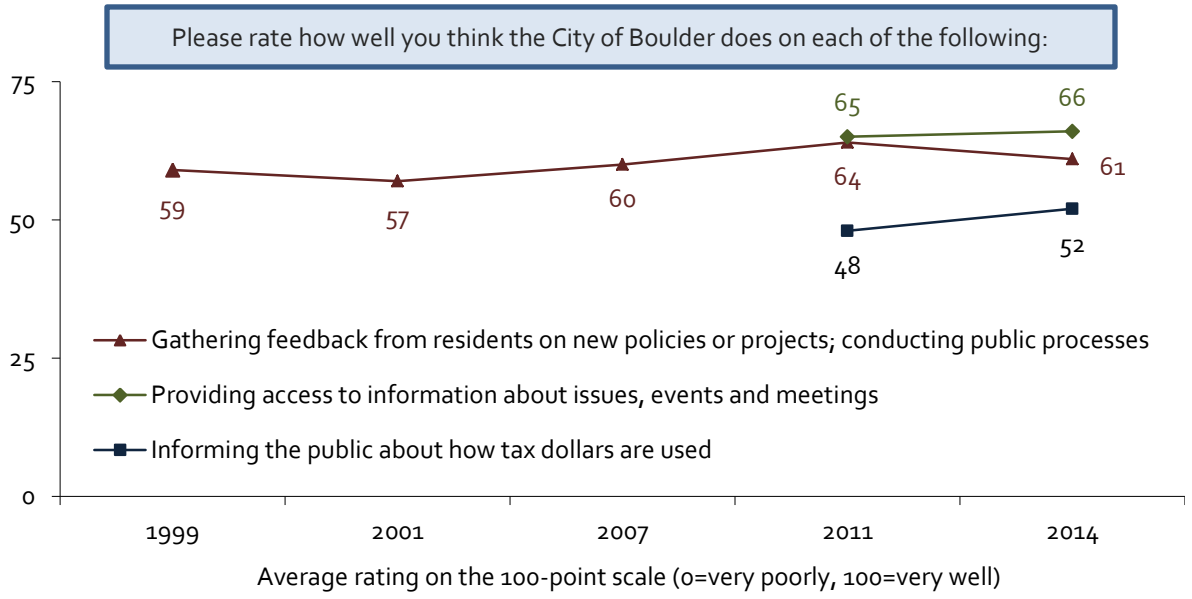
The average rating of Boulder city governments' efforts to inform the public about how their tax dollars are used was 52 points on the 100-point scale, representing an improvement from 2011. Ratings were more positive for the city's provision of access to information about issues, events and meetings 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 (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 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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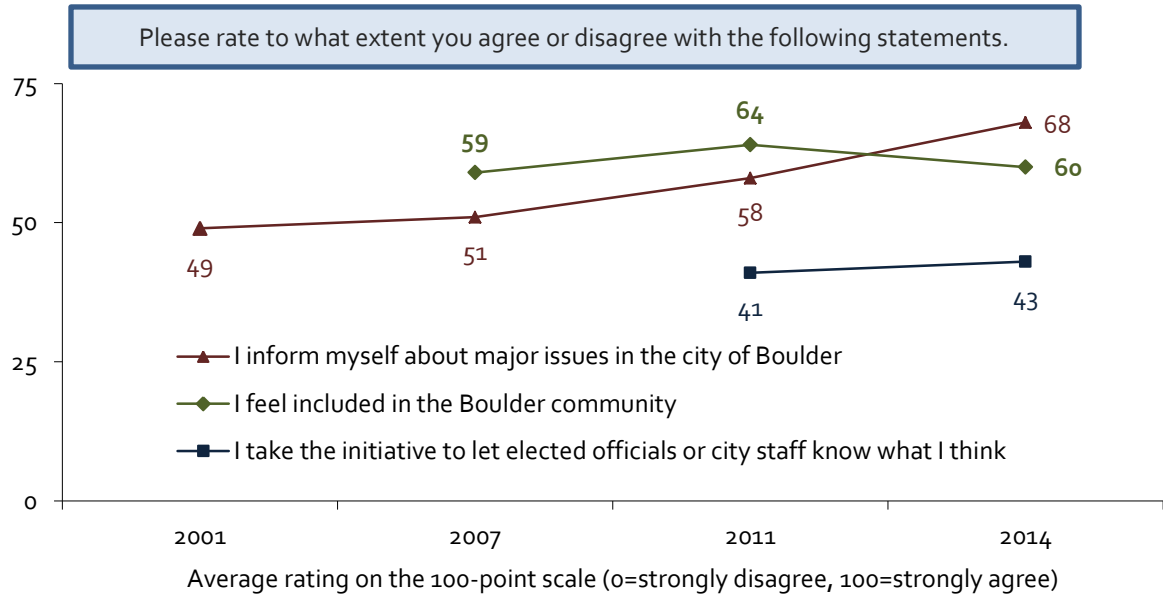
When asked whether they informed themselves about the major issues in the City of Boulder, about 66% of those completing the survey agreed that they did so (see Table 11 in *Appendix A: All Results from Community Survey*). This aspect of good governance received an average rating of 68 points on a 100-point 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 (see 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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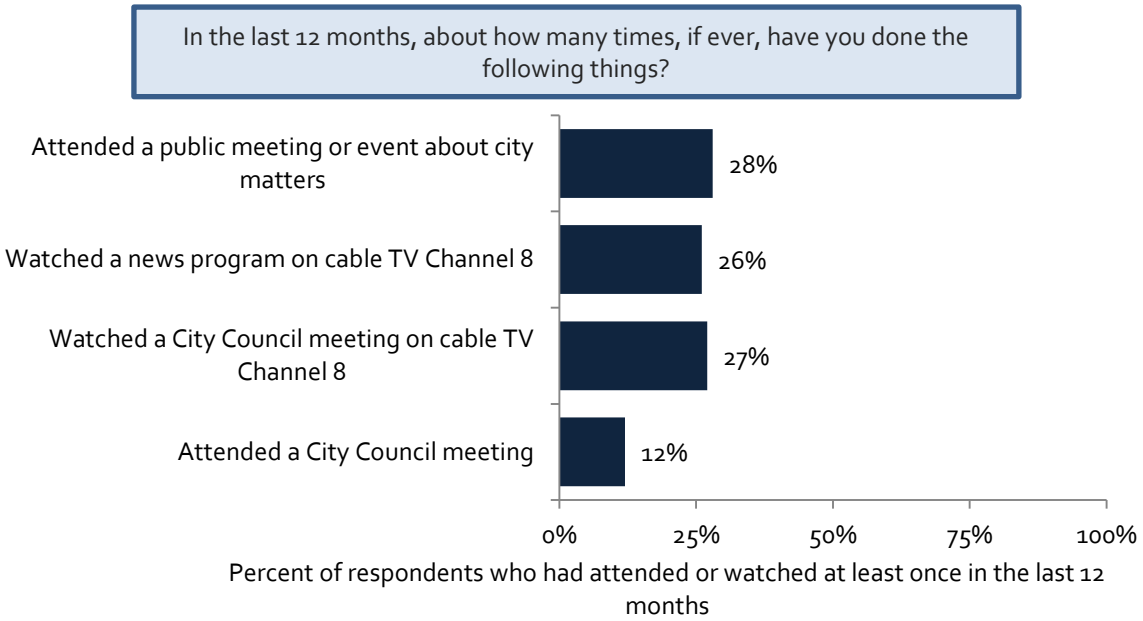
About 3 in 10 survey respondents had attended a public meeting or event about city matters in the past year, had watched a news program on cable TV Channel 8 and had watched a City Council meeting on cable TV Channel 8. About 1 in 10 had attended a City Council meeting. Most ratings were similar to 2011; 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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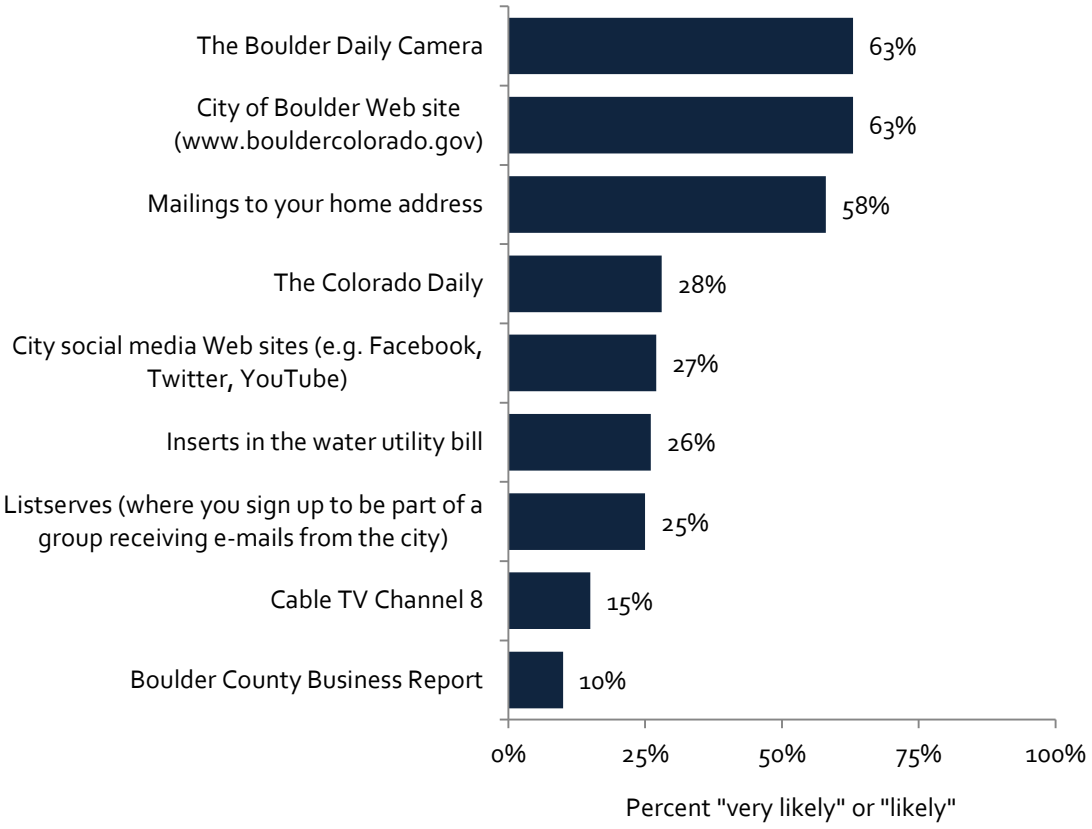
Figure 24: How Likely Respondent's would be to Obtain Information from the City

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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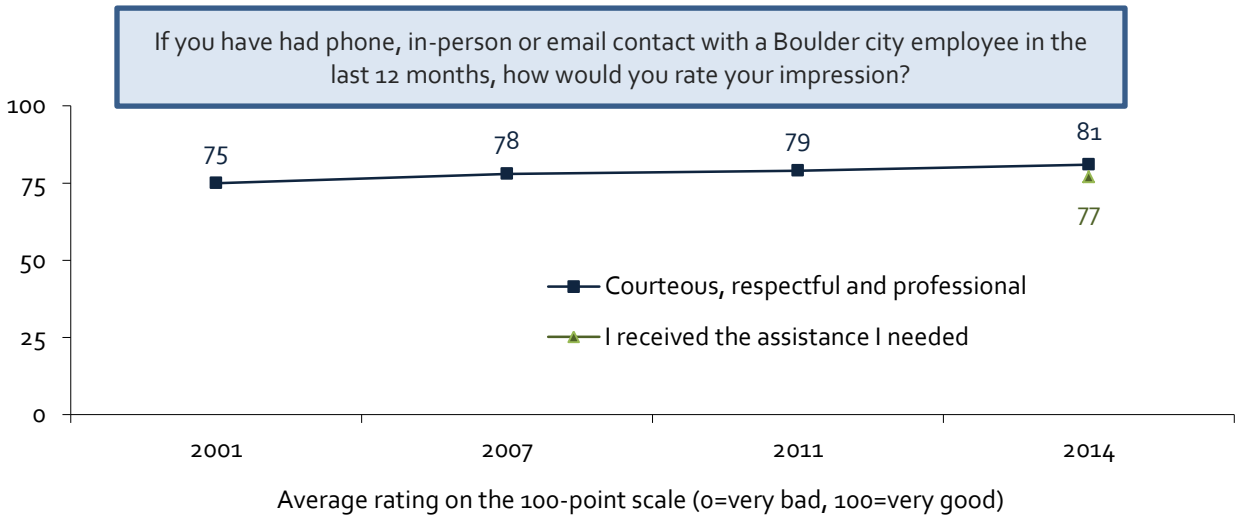
City Employees

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 55 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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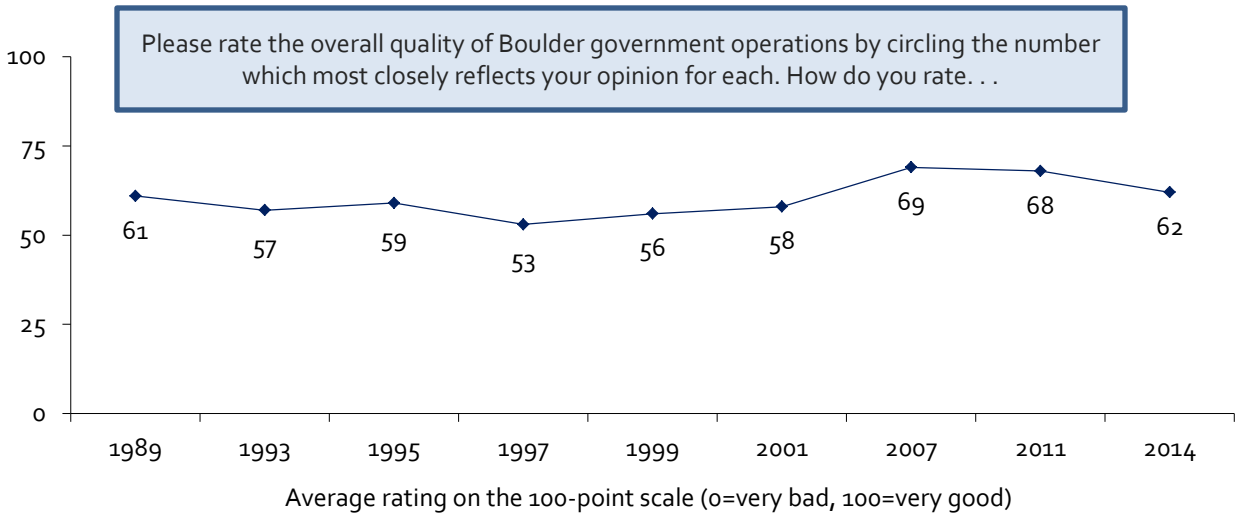
Priorities for City Services

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 operate."

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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. Therefore, these two service areas, in particular, may benefit from additional attention and resources from the City.

<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 52 *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 53 *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 68 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): Accessible and Connected Community

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

Table 19: Question 8 (Quality) Benchmark Comparisons: Accessible and Connected Community

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
Street sweeping	62	172	260	Lower
Street lighting	61	187	290	Lower
Sidewalk maintenance	63	103	264	Higher

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Table 20: Question 8a (Quality of Service) Compared by Year: Accessible and Connected Community

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

Table 21: Question 8b (Importance of Service) : Accessible and Connected Community

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

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Table 22: Question 8b (importance of Service) Compared by Year: Accessible and Connected Community

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	--	--	--	--	--	--	--	--	--	--	--

**In 2007, the question asked traffic congestion and flow separately and is presented as an average of the two items here.*

Table 23: Question 8a (Quality of Service): Economically Vital Community

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	
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

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Table 24: Question 8a (Quality of Service) Compared by Year: Economically Vital Community

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	--	--	--	--	--	--	--	--	--	--	--

Table 25: Question 8b (Importance of Service) : Economically Vital Community

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	
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

Table 26: Question 8b (importance of Service) Compared by Year: Economically Vital Community

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		
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

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Table 27: Question 8a (Quality of Service): Environmentally Sustainable Community

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	
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

Table 28: Question 8 (Quality) Benchmark Comparisons: Environmentally Sustainable Community

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
Recycling and composting collection services	79	148	322	Higher

Table 29: Question 8a (Quality of Service) Compared by Year: Environmentally Sustainable Community

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		
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

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Table 30: Question 8b (Importance of Service): Environmentally Sustainable Community

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	
Acquiring and managing open space and mountain parks lands	47%	N=312	39%	N=256	12%	N=79	2%	N=16	100%	N=663
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

Table 31: Question 8b (importance of Service) Compared by Year: Environmentally Sustainable Community

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		
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	--	--	--	--	--	--	--	--	--	--	--

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Table 32: Question 8a (Quality of Service): Good Governance

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	
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

Table 33: Question 8 (Quality) Benchmark Comparisons: Good Governance

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
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

Table 34: Question 8a (Quality of Service) Compared by Year: Good Governance

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		
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	--	--	--	--	--	--	--	--	--	--	--

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Table 35: Question 8b (Importance of Service): Good Governance

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	
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

Table 36: Question 8b (importance of Service) Compared by Year: Good Governance

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		
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	--	--	--	--	--	--	--	--	--	--	--

Table 37: Question 8a (Quality of Service): Healthy and Socially Thriving Community

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

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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	
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 38: Question 8 (Quality) Benchmark Comparisons: Healthy and Socially Thriving Community

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
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

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Table 39: Question 8a (Quality of Service) Compared by Year: Healthy and Socially Thriving Community

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		
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
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."*

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Table 40: Question 8b (Importance of Service): Healthy and Socially Thriving Community

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	
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

Table 41: Question 8b (importance of Service) Compared by Year: Healthy and Socially Thriving Community

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

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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		
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.)."*

Table 42: Question 9a (Quality of Service): Livable Community

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

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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	
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

Table 43: Question 9 (Quality) Benchmark Comparisons: Livable Community

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

Table 44: Question 9a (Quality of Service) Compared by Year: Livable Community

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

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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		
Ice and snow removal, trash and weed control enforcement	52	55	50	50	--	--	--	--	--	--	-2	2
Median maintenance	63	70	69	--	--	--	--	--	--	--	-7	-6

Table 45: Question 9b (Importance of Service): Livable Community

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
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

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Table 46: Question 9b (importance of Service) Compared by Year: Livable Community

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	--	--	--	--	--	--	--	--	--	--	--
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	--	--	--	--	--	--	--	--	--	--	--

Table 47: Question 9a (Quality of Service): Safe Community

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	
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

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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	
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

Table 48: Question 9 (Quality) Benchmark Comparisons: Safe Community

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
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 49: Question 9a (Quality of Service) Compared by Year: Safe Community

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		
Crime prevention	71	--	--	--	--	--	--	--	--	--	--	--
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

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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		
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 50: Question 9b (Importance of Service): Safe Community

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	
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

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Table 51: Question 9b (importance of Service) Compared by Year: Safe Community

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		
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 52: 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 53: 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 54: 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 55: 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

Table 56: 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	--	--	--	--	--	--	--	--	--	--	--

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Table 57: 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

Table 58: 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.

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Table 59: 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 60: 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

Table 61: 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

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Table 62: 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.

Table 63: 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 64: 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

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Table 65: 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%

Table 66: 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 67: 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 68: 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.

Table 69: 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 70: Question 23

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

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Table 71: 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 72: 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

Table 73: 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 74: 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.

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Table 75: 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 76: 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 77: 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 78: 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 79: 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 80: 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 81: 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 82: 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

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Table 83: 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 84: 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 85: 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 86: 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 87: 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 88: 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 89: 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 90: 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 91: 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 92: 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 93: 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 94: 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 95: 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 96: 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 97: 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 98: 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 99: 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 100: 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

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Table 101: 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
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 102: 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

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Table 103: 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

Table 104: 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

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Table 105: 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.

Table 106: 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

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Table 107: 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 108: 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 109: 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 110: 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 111: Question 23

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

Table 112: 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 113: 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 114: 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 115: 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 116: 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 117: 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 118: 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 119: 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 120: 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 121: 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 122: 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 123: 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 124: 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 125: 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 126: 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

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Table 127: 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 128: 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

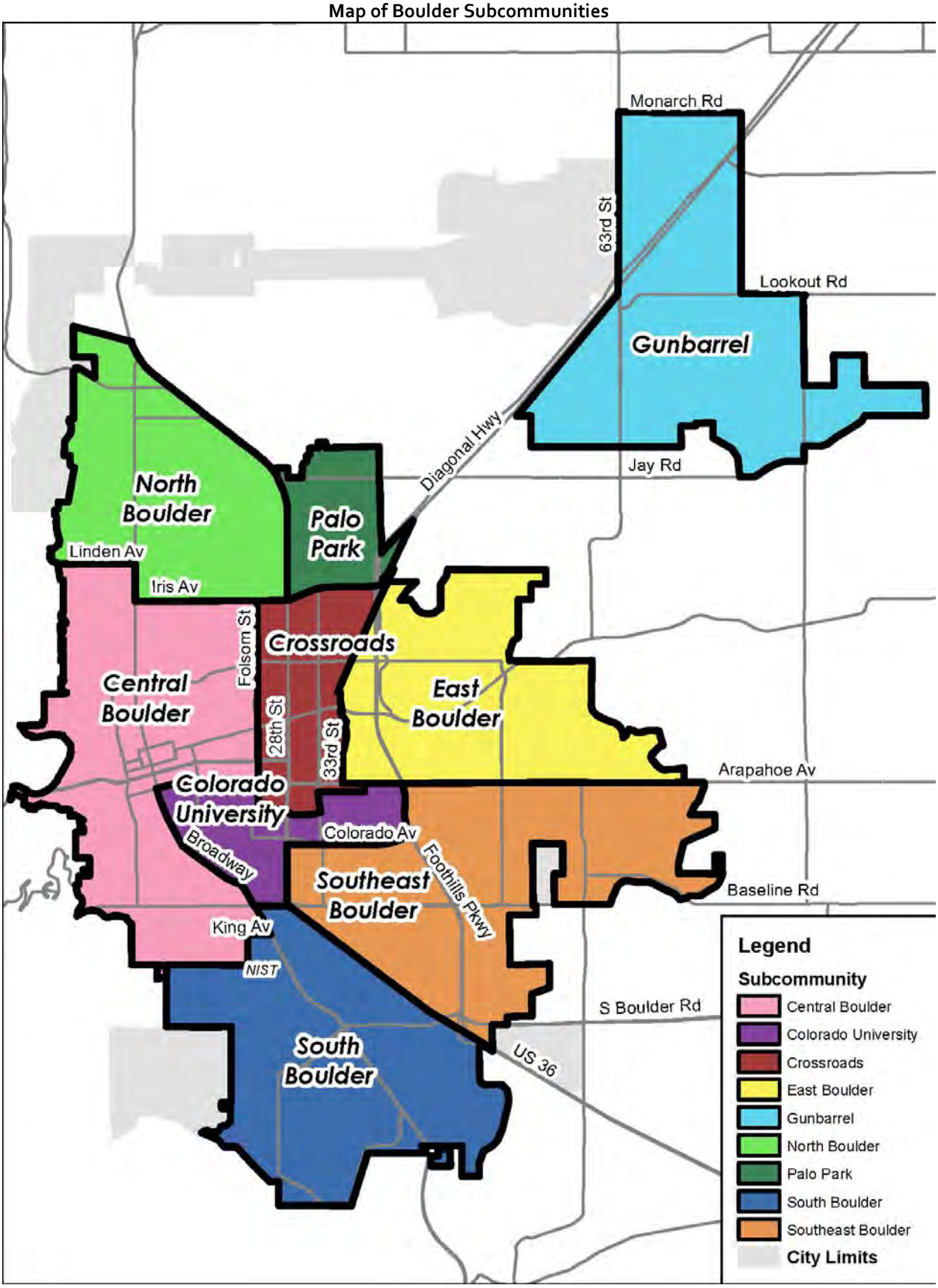

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Table 129: Question 1 by Subcommunity

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 130: 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 131: 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 132: 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 133: 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 134: 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 135: 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 136: 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 137: 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 138: 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 139: 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 140: 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 141: 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 142: 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 143: 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 144: 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 145: 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 146: 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 147: 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 148: 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 149: 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 150: 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 151: 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 152: 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 153: 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 154: 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 155: 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 156: 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 157: 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 158: 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 159: 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 160: 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 161: 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 162: 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 163: 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 164: 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 165: 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 166: 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 167: 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 168: 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 169: 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 170: 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 171: 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 172: 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 173: 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 174: 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 175: 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 176: 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 177: 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 178 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 178: 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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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

** N.A. = not applicable*

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
- ❑ Lafayette
- ❑ Louisville
- ❑ Longmont
- ❑ Broomfield/Interlocken
- ❑ 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

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:

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

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,

Matthew Applebaum, *Mayor, City of Boulder*

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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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.

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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*

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,

Matthew Applebaum, *Mayor, City of Boulder*

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.

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City of Boulder
2014 Community Survey

Supplemental Report

April 2014

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APPENDIX H: SELECTED RESULTS BY SURVEY TYPE

The tables in this appendix compare the results of the mailed "scientific" community survey (found in the main report of results) with the results from the open web survey (690 respondents), the youth survey (195 respondents), the immigrant survey (34 respondents) and with results from CU students who responded to the mailed survey or the open web survey (78 respondents). "Don't know" responses have been removed from these results, so that the information displayed in representative of only those who had an opinion about each item. When referring to *Appendix I: Results from Youth Survey*, *Appendix J: Results from Immigrant Survey*, *Appendix K: Survey Responses from CU Students* and *Appendix L: Results from "Open" Web survey*, please note that the results do include "don't know" responses and are representative of all survey respondents, (those who had an opinion, and those that did not) instead of only those who had an opinion.

In general terms, more similarities emerged when comparing survey results across each of the survey types. A variety of notable differences include the following:

- Open web survey respondents typically had lived in Boulder longer than respondents to the scientific community survey, immigrant survey, youth survey and CU student respondents.
- Immigrant survey respondents felt a higher sense of safety from wildland fires compared to survey respondents from the other types of surveys. Open web survey respondents felt less safe in the Municipal Campus/Main Library area during the day and open web and scientific community survey respondents felt less safe in these areas at night compared to immigrant, youth and CU student survey respondents. Youth and immigrant survey respondents felt safer on multi-use paths.
- Immigrant survey respondents and CU student respondents reported using a high frequency transit network bus, an RTD bus in Boulder, a bus between Boulder and Denver more often than respondents from other survey types along with commuting to work by bicycle.
- As expected, CU students were more likely to have visited the University Hill Business district and nearly all survey respondents, regardless of survey type, had visited the Pearl Street Mall in the last 12 months.
- Open web survey respondents and immigrant survey respondents were twice as likely as scientific survey respondents to have used services or facilities of the Senior Centers.
- Far fewer CU students had composted food or yard waste through a curbside collection program and most or all respondents of each type of survey had recycled.
- Few survey respondents regardless of survey type had attended a public meeting or a City Council meeting, however more open web survey respondents had attended these compared to respondents from other survey types.
- Youth survey respondents and CU students were more pleased with the overall direction the city is taking and indicated being less informed about major issues in the city of Boulder compared to the scientific and open web survey respondents. Immigrant and youth survey respondents were more likely to feel included in Boulder.
- Significantly more open web survey respondents gave high quality ratings to the assistance given to businesses to keep them in Boulder, attracting and retaining affordable shopping opportunities and the retention and expansion of quality jobs in

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Boulder compared to the scientific survey respondents. When looking at these items through the lens of importance, scientific survey respondents felt the retention and expansion of quality jobs in Boulder was more important compared to the open web survey respondents and the open web survey respondents felt attracting and retaining affordable shopping opportunities and assistance to businesses to keep them in Boulder were more important.

- CU students tended to give lower ratings of importance for most services related to children, youth, seniors, low-income and affordable housing programs.
- Scientific survey respondents gave higher quality ratings to police response to community problems or needs, flood or natural hazard education, and crime prevention compared to open web survey respondents and both survey types gave similar importance ratings to these services.
- Open web survey respondents were more likely to use the City of Boulder Web site to obtain information about the city while immigrant survey respondents were more likely to use the Colorado Daily, Boulder County Business report, inserts in the water utility bill and mailings to their home address.
- Immigrant survey respondents showed less support for increased taxes or fees to fund even more flood mitigation improvements and they gave lower ratings for the Boulder government's response to the September 2013 floods compared to survey respondents from the other survey types.
- Immigrant survey respondents were significantly more likely than others to use the listed programs and services the library is considering offering.

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Table 1: Question 1 by Survey Type

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. . .	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
Your overall quality of life in Boulder, taking all things into consideration	95%	92%	84%	95%	96%
Overall quality of your neighborhood	87%	87%	72%	92%	80%
The sense of community in Boulder	65%	64%	77%	81%	61%
Community acceptance of all people	58%	52%	53%	82%	53%
Race and ethnic relations in Boulder	42%	44%	53%	56%	50%
Boulder as a place to work	76%	78%	81%	82%	70%
Boulder as a place to go to school	NA	NA	NA	95%	NA
Overall Boulder city government operations	55%	56%	67%	70%	59%
Overall ease of getting to the places you usually visit	70%	65%	81%	84%	71%
Quality of the natural environment	96%	96%	87%	96%	94%
Quality of indoor and outdoor recreation	93%	95%	84%	94%	94%
Opportunities to attend arts/cultural events	78%	83%	70%	82%	71%
Quality or character of new development (the look and feel of new commercial or residential areas or buildings)	55%	50%	63%	NA	60%
Access to a variety of housing options	25%	20%	35%	60%	34%
Employment opportunities	43%	41%	61%	63%	44%
Shopping opportunities	77%	69%	80%	82%	69%

Percent "very good" or "good."

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Table 2: Question 2 by Survey Type

Please rate how safe you feel from each of the following in Boulder:	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
Violent crimes (e.g., rape, robbery, homicide)	88%	86%	88%	84%	76%
Property crimes (e.g., burglary, theft, criminal mischief)	78%	73%	74%	78%	75%
Structural/house fires	82%	80%	90%	80%	88%
Wildland fires	53%	51%	73%	57%	61%
Floods	43%	41%	38%	42%	35%
Traffic-related incidents (road rage, bike-car conflicts, etc.)	38%	41%	55%	55%	47%
Discrimination due to your background or personal characteristics	74%	65%	71%	75%	75%
Bullying and harassment	NA	NA	NA	67%	NA

Percent "very" or "somewhat" safe.

Table 3: Question 3 by Survey Type

Please tell us how safe you feel in each of the following areas in Boulder.	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
Downtown Commercial Area during the day	96%	91%	87%	95%	98%
Downtown Commercial Area at night	67%	61%	64%	54%	61%
Municipal Campus / Main Library area during the day	75%	62%	80%	80%	84%
Municipal Campus / Main Library area at night	39%	27%	50%	50%	43%
Your neighborhood during the day	97%	96%	87%	95%	94%
Your neighborhood at night	86%	87%	77%	87%	84%
City Parks	71%	65%	77%	81%	74%
Multi-use paths (e.g. Boulder Creek Path)	58%	51%	68%	73%	55%
Main Library	70%	61%	81%	76%	71%
Branch Libraries	87%	85%	81%	83%	79%
At your school	NA	NA	NA	89%	NA

Percent "always" or "usually" safe.

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Table 4: Question 4 by Survey Type

In the last 12 months, about how many times, if ever, have you done the following things?	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
Rode a high frequency transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the City of Boulder	70%	70%	90%	NA	90%
Rode another RTD bus within Boulder	56%	56%	90%	NA	73%
Rode a bus between Boulder and Denver	72%	68%	73%	NA	82%
Commuted to work by bicycle	55%	44%	53%	NA	76%
Visited the Pearl Street Mall	99%	98%	97%	NA	100%
Visited the University Hill business district	84%	77%	73%	NA	96%
Visited Boulder open space or mountain parks	97%	97%	93%	NA	98%
Recycled paper or containers from your home	98%	98%	93%	NA	96%
Composted food waste through the curbside collection program	49%	58%	69%	NA	31%
Composted yard waste through the curbside collection program	49%	61%	70%	NA	24%
Made energy improvements to your home or business	63%	70%	69%	NA	63%
Attended a public meeting or event about city matters	28%	49%	30%	NA	22%
Attended a City Council meeting	12%	27%	30%	NA	8%
Watched a City Council meeting on cable TV Channel 8	27%	43%	37%	NA	16%
Watched a news program on cable TV Channel 8	26%	40%	53%	NA	20%
Used any of the Parks and Recreation fields or courts (e.g., baseball, softball, soccer, tennis)	56%	52%	73%	NA	68%
Participated in any of the North, South or East Recreation Centers' programs or classes	34%	48%	53%	NA	14%
Visited any Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	64%	63%	60%	NA	57%
Visited any neighborhood parks (play areas and playgrounds)	87%	83%	82%	NA	86%
Used the services or facilities of the East or West Senior Centers	13%	29%	27%	NA	6%

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

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Table 5: Question 5 by Survey Type

Please rate to what extent you agree or disagree with the following statements.	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
I am pleased with the overall direction the city is taking	61%	53%	63%	75%	73%
I inform myself about major issues in the city of Boulder	66%	84%	50%	42%	53%
I take the initiative to let elected officials or city staff know what I think	23%	35%	20%	19%	16%
Boulder's City Council implements policies that reflect the values of the Boulder community	43%	36%	33%	59%	45%
I feel included in the Boulder community	50%	51%	63%	72%	53%
I know that YOAB (Youth Opportunities Advisory Board) represents youth voice in city government	NA	NA	NA	63%	NA

Percent "strongly agree" or "agree."

Table 6: Question 6 by Survey Type

Please rate how well you think the City of Boulder does on each of the following:	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
Being responsive to residents and businesses	58%	54%	67%	NA	63%
Effectively planning for the future	63%	56%	63%	NA	72%
Working through critical issues facing the city	54%	49%	69%	NA	71%
Gathering feedback from residents on new policies or projects; conducting public processes	56%	53%	61%	NA	57%
Providing access to information about issues, events and meetings	64%	64%	52%	NA	65%
Spending tax dollars wisely	38%	40%	48%	NA	49%
Informing the public about how tax dollars are used	35%	36%	38%	NA	31%
Responding to emergencies and natural disasters (flood, wildfire)	83%	84%	79%	NA	88%

Percent "very well" or "well."

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Table 7: Question 8 (Quality) by Survey Type

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.	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
Managing congestion and traffic flow	35%	32%	53%	54%	30%
High frequency transit routes	58%	58%	59%	66%	63%
Bus routes and schedules	NA	NA	NA	78%	NA
Affordability of bus passes/bus fares	NA	NA	NA	69%	NA
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	86%	82%	67%	71%	84%
Snow and ice control on major streets	47%	44%	55%	NA	57%
Street repair (potholes, crack repair, etc.)	39%	37%	47%	NA	29%
Street sweeping	54%	48%	53%	NA	60%
Street lighting	54%	55%	54%	74%	54%
Sidewalk maintenance	57%	52%	66%	NA	56%
Assistance to businesses to keep them in Boulder	42%	84%	46%	NA	50%
Attracting/retaining "discount" or "affordable" shopping opportunities	33%	83%	42%	62%	43%
Retention and expansion of quality jobs in Boulder	45%	79%	40%	NA	39%
Acquiring and managing open space and mountain parks lands	89%	86%	79%	80%	89%
Helping Boulder to be an environmentally sustainable community	NA	NA	NA	88%	NA
Energy conservation and efficiency programs	78%	77%	64%	NA	83%
Renewable energy programs	65%	33%	56%	NA	69%
Recycling and composting collection services	81%	66%	46%	NA	76%
Water conservation programs	61%	65%	62%	NA	67%
Cable TV Channel 8 (council coverage, city news, local talk shows)	50%	39%	41%	NA	50%
City of Boulder Web site (www.bouldercolorado.gov)	54%	18%	39%	NA	62%
City social media Web sites (e.g. Facebook, Twitter, YouTube)	43%	37%	40%	NA	56%
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	82%	64%	71%	86%	76%
North, South or East Recreation Centers' programs and classes	75%	46%	60%	92%	52%

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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.	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	78%	82%	64%	90%	79%
Neighborhood parks (play areas and playgrounds)	83%	88%	59%	86%	84%
Boulder Public Libraries & library services	80%	75%	71%	90%	84%
Services for children (age 12 and under)	64%	68%	50%	70%	74%
Services for youth (age 13 to 21)	56%	87%	50%	68%	85%
Services for seniors (age 65 and older)	63%	61%	59%	NA	59%
Services for low-income families	54%	78%	50%	60%	46%
Providing spaces for and access to a variety of arts/cultural events	67%	74%	40%	81%	67%
Art in public places	60%	72%	46%	76%	62%
Programs to reduce homelessness	35%	81%	42%	47%	30%
Drinking water services	71%	81%	61%	NA	71%
Mosquito or pest control programs	48%	56%	50%	NA	52%

Percent "very good" or "good."

Table 8: Question 8 (Importance) by Survey Type

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.	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
Managing congestion and traffic flow	83%	61%	85%	63%	84%
High frequency transit routes	85%	42%	92%	79%	87%
Bus routes and schedules	NA	NA	NA	76%	NA
Affordability of bus passes/bus fares	NA	NA	NA	68%	NA
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	83%	33%	81%	87%	77%
Snow and ice control on major streets	86%	75%	81%	NA	87%
Street repair (potholes, crack repair, etc.)	73%	29%	85%	NA	67%
Street sweeping	41%	87%	60%	NA	48%
Street lighting	71%	83%	79%	77%	71%
Sidewalk maintenance	71%	74%	85%	NA	72%
Assistance to businesses to keep them in Boulder	75%	86%	70%	NA	66%

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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.	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
Attracting/retaining "discount" or "affordable" shopping opportunities	52%	80%	80%	70%	59%
Retention and expansion of quality jobs in Boulder	89%	67%	79%	NA	91%
Acquiring and managing open space and mountain parks lands	86%	52%	87%	84%	92%
Helping Boulder to be an environmentally sustainable community	NA	NA	NA	83%	NA
Energy conservation and efficiency programs	82%	72%	71%	NA	85%
Renewable energy programs	79%	50%	83%	NA	82%
Recycling and composting collection services	85%	60%	72%	NA	81%
Water conservation programs	85%	48%	87%	NA	84%
Cable TV Channel 8 (council coverage, city news, local talk shows)	29%	35%	50%	NA	28%
City of Boulder Web site (www.bouldercolorado.gov)	69%	79%	52%	NA	63%
City social media Web sites (e.g. Facebook, Twitter, YouTube)	32%	53%	52%	NA	35%
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	73%	67%	81%	77%	57%
North, South or East Recreation Centers' programs and classes	67%	68%	83%	78%	38%
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	66%	58%	78%	66%	44%
Neighborhood parks (play areas and playgrounds)	81%	87%	84%	74%	64%
Boulder Public Libraries & library services	84%	89%	85%	87%	72%
Services for children (age 12 and under)	78%	82%	79%	80%	56%
Services for youth (age 13 to 21)	78%	84%	83%	88%	54%
Services for seniors (age 65 and older)	79%	85%	70%	NA	62%
Services for low-income families	78%	80%	73%	87%	68%
Providing spaces for and access to a variety of arts/cultural events	70%	68%	72%	77%	59%
Art in public places	54%	50%	76%	68%	42%
Programs to reduce homelessness	80%	76%	80%	66%	71%
Drinking water services	91%	91%	81%	NA	88%
Mosquito or pest control programs	69%	64%	71%	NA	68%

Percent "essential" or "very important."

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Table 9: Question 9 (Quality) by Survey Type

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.	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
Preserving the city's historic features and attributes	70%	67%	62%	84%	65%
Affordable housing programs for low income people	39%	43%	37%	NA	15%
Affordable housing programs for middle income people	24%	29%	33%	NA	21%
Building and housing code enforcement	46%	43%	48%	NA	42%
Enforcement of residential over-occupancy regulations	32%	26%	58%	NA	30%
Enforcement of home business regulations	32%	26%	48%	NA	29%
Noise control enforcement	45%	44%	63%	NA	69%
Ice and snow removal, trash and weed control enforcement	42%	37%	69%	NA	43%
Median maintenance	54%	50%	57%	NA	44%
Crime prevention	70%	54%	73%	80%	51%
Police presence in your neighborhood	47%	71%	61%	59%	60%
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	65%	75%	69%	80%	71%
Police presence in and around your school	NA	NA	NA	77%	NA
Police traffic enforcement	53%	57%	59%	NA	58%
Police response to community problems or needs	65%	36%	75%	NA	57%
Flood or natural hazard education	48%	24%	52%	NA	41%
Emergency Preparation	59%	51%	65%	NA	42%
Fire safety education	50%	68%	61%	NA	57%
Fire response	77%	33%	67%	NA	53%
Emergency medical services	80%	72%	67%	NA	67%
Boulder Municipal Court	60%	40%	52%	NA	64%

Percent "very good" or "good."

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Table 10: Question 9 (Importance) by Survey Type

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.	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
Preserving the city's historic features and attributes	58%	60%	79%	73%	54%
Affordable housing programs for low income people	69%	51%	88%	NA	71%
Affordable housing programs for middle income people	75%	66%	76%	NA	70%
Building and housing code enforcement	61%	60%	65%	NA	50%
Enforcement of residential over-occupancy regulations	43%	72%	64%	NA	42%
Enforcement of home business regulations	32%	60%	62%	NA	21%
Noise control enforcement	58%	86%	73%	NA	53%
Ice and snow removal, trash and weed control enforcement	74%	82%	75%	NA	63%
Median maintenance	39%	62%	69%	NA	31%
Crime prevention	92%	91%	87%	92%	85%
Police presence in your neighborhood	63%	61%	81%	55%	60%
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	74%	73%	74%	78%	67%
Police presence in and around your school	NA	NA	NA	79%	NA
Police traffic enforcement	61%	60%	81%	NA	54%
Police response to community problems or needs	87%	87%	79%	NA	74%
Flood or natural hazard education	78%	77%	65%	NA	65%
Emergency Preparation	83%	87%	82%	NA	77%
Fire safety education	76%	76%	74%	NA	67%
Fire response	92%	96%	78%	NA	80%
Emergency medical services	93%	96%	76%	NA	83%
Boulder Municipal Court	76%	79%	89%	NA	61%

Percent "essential" or "very important."

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Table 11: Question 12 by Survey Type

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?	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
Courteous, respectful and professional	85%	90%	64%	80%	89%
I received the assistance I needed	80%	83%	64%	79%	79%

Percent "very good" or "good."

Table 12: Question 13 by Survey Type

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?	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
Cable TV Channel 8	15%	17%	32%	18%	11%
City of Boulder Web site (www.bouldercolorado.gov)	63%	70%	50%	57%	59%
City social media Web sites (e.g. Facebook, Twitter, YouTube)	27%	23%	41%	57%	37%
The Boulder Daily Camera	63%	76%	64%	65%	57%
The Colorado Daily	28%	22%	64%	33%	43%
Boulder County Business Report	10%	13%	38%	NA	7%
Inserts in the water utility bill	26%	26%	50%	NA	22%
Mailings to your home address	58%	56%	53%	NA	55%
Listserves (where you sign up to be part of a group receiving e-mails from the city)	25%	39%	38%	19%	22%

Percent "very likely" or "likely."

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Table 13: Question 14 by Survey Type

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?	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
No	53%	44%	63%	NA	50%
Yes, up to double the current amount	43%	52%	33%	NA	46%
Yes, up to triple the current amount	4%	4%	4%	NA	4%
Total	100%	100%	100%	NA	100%

Table 14: Question 15 by Survey Type

	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
How would you rate the Boulder city government's response to the September 2013 Floods?	83%	84%	63%	NA	87%

Percent "very good" or "good."

Table 15: Question 16 by Survey Type

The library offers or is considering offering the following programs and services some with access from home. How likely are you to use each?	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
Streaming or downloadable movies	54%	57%	74%	53%	57%
Streaming or downloadable music	42%	41%	76%	48%	50%
Downloadable e-books and/or audiobooks	58%	60%	83%	47%	62%
e-Magazines for computer, tablet or phone	39%	43%	59%	34%	38%
Online video classes/courses	34%	39%	74%	41%	40%
Research databases for school or business	40%	43%	74%	67%	50%
Literary, film, or concert programs	42%	45%	70%	46%	48%
Dance, theater, history or science programming	42%	41%	75%	39%	53%

Percent "very likely" or "likely."

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Table 16: Question 17 by Survey Type

Are you eligible to have an Eco-Pass, an annual pass that allows you unlimited bus rides? (Please check all that apply.)	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
don't know if I am eligible for an Eco-Pass	26%	13%	36%	55%	13%
no, I am not eligible for an Eco-Pass	26%	27%	11%	16%	3%
yes, through my employer	21%	36%	4%	6%	7%
yes, through my neighborhood program	10%	19%	7%	19%	5%
yes, a CU Boulder student Buff One pass	11%	3%	29%	3%	72%
yes, a CU Boulder faculty/staff Buff One pass	7%	5%	4%	0%	5%
yes, other pass:	2%	2%	11%	3%	1%

Table 17: Question 18 by Survey Type

On average, how often do you use your Eco-Pass?	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
I did not pick up my Eco Pass	18%	12%	36%	NA	8%
Less often than once a month	20%	31%	14%	27%	14%
About once every two weeks	10%	13%	9%	7%	11%
About once a month	10%	10%	5%	5%	5%
About once a week	11%	7%	0%	20%	9%
More than once a week	32%	29%	36%	41%	54%
Total	100%	100%	100%	100%	100%

Youth respondents did not have the option "I did not pick up my Eco Pass."

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Table 18: Question 22 by Survey Type

About how many years have you lived in Boulder?	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
One year or less	11%	9%	19%	7%	17%
2 to 5 years	30%	15%	30%	13%	58%
6 to 10 years	18%	15%	33%	22%	10%
11 to 15 years	6%	12%	15%	30%	3%
16 to 20 years	7%	10%	4%	28%	3%
More than 20 years	27%	39%	0%	0%	9%
Total	100%	100%	100%	100%	100%

Table 19: Question 27 by Survey Type

Please check the one box that most closely describes the type of housing unit you live in.	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
A detached single family home	38%	57%	14%	74%	23%
An apartment in an apartment complex	33%	8%	34%	6%	48%
An apartment in a single family home	2%	3%	0%	2%	5%
A condominium or town house	25%	28%	7%	11%	19%
A mobile home	0%	1%	34%	5%	0%
Group quarters (sorority/fraternity house, dorm, nursing home)	1%	0%	7%	NA	1%
Other	1%	2%	3%	1%	3%
Total	100%	100%	100%	100%	100%

Youth respondents did not have the option of "Group Quarters."

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Table 20: Question 31 by Survey Type

Do you have regular, convenient access to the internet?	Survey Type				
	Scientific Community Survey	Open Web Survey	Immigrant Survey	Youth Survey	CU Students
Yes	97%	98%	100%	100%	97%
Where? (check all that apply)					
at home	97%	97%	88%	99%	100%
at work	64%	68%	48%		72%
at school	NA	NA	NA	95%	NA
on a "smart" phone or PDA	69%	67%	44%	80%	65%
a public facility (e.g. library or school)	27%	27%	28%	78%	71%

A public facility was "at the library" on the Youth survey.

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APPENDIX I: RESULTS FROM YOUTH SURVEY

A total of 195 completed surveys were received from Boulder youth; 96 of these were completed online.

Table 21: 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 . . .	N/A or don't know		Very good		Good		Neither good nor bad		Bad		Very bad		Total	
Your overall quality of life in Boulder, taking all things into consideration	1%	N=2	61%	N=115	34%	N=64	4%	N=7	1%	N=1	1%	N=1	100%	N=190
Overall quality of your neighborhood	3%	N=6	51%	N=96	38%	N=72	6%	N=11	1%	N=2	1%	N=1	100%	N=188
The sense of community in Boulder	2%	N=3	34%	N=64	46%	N=87	16%	N=30	2%	N=3	1%	N=2	100%	N=189
Community acceptance of all people	4%	N=7	32%	N=61	47%	N=90	13%	N=25	3%	N=6	1%	N=2	100%	N=191
Race and ethnic relations in Boulder	6%	N=11	15%	N=28	38%	N=72	33%	N=63	7%	N=13	2%	N=3	100%	N=190
Boulder as a place to work	26%	N=49	26%	N=48	35%	N=65	12%	N=23	1%	N=1	1%	N=1	100%	N=187
Boulder as a place to go to school	4%	N=7	66%	N=125	25%	N=48	3%	N=6	1%	N=1	1%	N=2	100%	N=189
Overall Boulder city government operations	24%	N=45	11%	N=21	42%	N=79	19%	N=35	3%	N=5	2%	N=3	100%	N=188
Overall ease of getting to the places you usually visit	2%	N=3	40%	N=75	43%	N=82	12%	N=23	2%	N=4	1%	N=2	100%	N=189
Quality of the natural environment	2%	N=4	62%	N=118	31%	N=59	3%	N=5	0%	N=0	2%	N=3	100%	N=189
Quality of indoor and outdoor recreation	3%	N=5	60%	N=114	31%	N=59	5%	N=9	1%	N=1	1%	N=1	100%	N=189
Opportunities to attend arts/cultural events	5%	N=10	42%	N=79	36%	N=68	14%	N=27	2%	N=4	1%	N=1	100%	N=189
Access to a variety of housing options	26%	N=48	15%	N=28	30%	N=56	14%	N=26	13%	N=24	3%	N=5	100%	N=187
Employment opportunities	29%	N=54	12%	N=22	33%	N=61	19%	N=35	6%	N=12	1%	N=2	100%	N=186
Shopping opportunities	4%	N=7	36%	N=67	44%	N=82	15%	N=28	1%	N=2	1%	N=2	100%	N=188

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Table 22: Question 2

Please rate to what extent you agree or disagree with the following statements.	N/A or don't know		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		Total	
I am pleased with the overall direction the city is taking	14%	N=24	15%	N=26	50%	N=89	16%	N=29	4%	N=7	1%	N=2	100%	N=177
I inform myself about major issues in the city of Boulder	10%	N=17	10%	N=18	28%	N=49	33%	N=58	17%	N=30	2%	N=3	100%	N=175
I take the initiative to let elected officials or city staff know what I think	14%	N=25	5%	N=8	12%	N=21	20%	N=35	37%	N=65	12%	N=21	100%	N=175
Boulder's City Council implements policies that reflect the values of the Boulder community	26%	N=45	12%	N=20	32%	N=55	23%	N=40	6%	N=11	1%	N=1	100%	N=172
I feel included in the Boulder community	6%	N=10	17%	N=30	51%	N=87	22%	N=38	3%	N=5	1%	N=2	100%	N=172
I know that YOAB (Youth Opportunities Advisory Board) represents youth voice in city government	16%	N=27	26%	N=45	28%	N=48	19%	N=33	9%	N=16	3%	N=5	100%	N=174

Question 3: What do you think should be the top three priorities on the Boulder City Council related to youth issues?

First priority:

- ?
- Abuse of illegal substances, not necessarily use
- Academic studies
- Bad influences in living areas
- Better roads in some communities
- Better student bus passes, they can get pricey if you ride the bus too and from school everyday
- Bus times
- Buses run later
- college funding
- Community
- connection to outdoors
- Destroying drug dudes
- Discrimination
- Drug education
- drug use
- Education
- education
- Education
- education
- Education
- Education on suicide and depression
- Education-particularly in elementary schools and minorities
- Emotional Health
- Employment
- Employment
- Employment opportunities
- Ending discrimination
- Engagement with undocumented immigrant/ Latino community
- Ensuring that the schools are thought of as safe
- Environmental

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- equality
- Equity
- Events catered to youth
- Finding better housing opportunities
- Fun events for teens
- Get kids outside
- Give minors pensions
- Have more shopping opportunities for the youth
- Help the students with school/college related issues
- Helping students who suffer with mental illness
- Homeless youth
- Homeless youth
- Homelessness
- Homelessness
- Homelessness
- I want a playground, high school
- Inclusion and closing the achievement gap between different parts of Boulder
- Increasing places for youths to go
- Inter-school cooperation
- Involvement and promotion of the arts
- Job opportunities
- Job opportunities for youth
- Less homeless people. S
- LGBT Groups
- Make sure that kids aren't homeless
- Making sure they aren't homeless
- making sure youth have a voice (YOAB, this survey, etc.)
- marijuana education
- Mental health
- Mental health
- Mental health
- Mental Health
- Mental health awareness
- More after school programs
- More buses
- More buses
- More convenient to travel by bus
- More integration between boulder city and school programs
- More job opportunities
- More multi use trails that includes mountain bikes
- More opportunities for jobs
- More outdoor recreation
- More teen opportunities for activities; not much.
- More youth art activities
- New skate park
- Nike store at 29th
- Not sure
- Noun
- Out of school education opportunities
- Parks
- Parks
- Parks in neighborhood
- Places to hang out
- Places to hang out
- Pot
- potato
- Preventing substance abuse
- Publicize youth board member options
- Recreational activities
- Recreational Opportunities
- Recreational options
- Rehab programs
- Revamp south boulder rec center w spin room? Bigger pool?
- RTD Improvements
- RTD transportation can always be improved
- Safe places for teens
- Safety
- Safety on busses
- School
- School funding
- School funding
- School Quality
- School/funding
- School-Related Stress
- Schools
- Schools
- Schools
- Self love
- Self love/mental health
- Sex ed.
- Sexual orientation
- Stabilizing school budgets

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- Standardized tests
- Stopping bullying
- Substance control in schools
- Suicide
- Suicide awareness
- Teen homelessness
- Teen homelessness
- Teen Pregnancy
- Transportation
- Transportation
- Transportation timing
- underage drinking/drug use
- Underage drug use
- Warm buses
- Yes
- Youth center
- youth community
- Youth involvement in their education such as youth led classes
- Youth job opportunities

Second priority:

- ?
-
- Academic/Extracurricular assistance
- Accentuating art education
- activities
- Activities for youth to become united
- Addiction education
- anti-bullying
- Art opportunities
- Availability to obtain a job
- Better sex education gay/straight
- Bring a Nike outlet to boulder
- Cheaper youth access to RTD (not just $40 monthly passes)
- college funding
- continuing to improve the quality of things like city green space and bus routes, that many youth use often
- Create free programs for them to attend
- Dealing with discrimination issues
- Drug Abuse
- Drug awareness
- Drug rehab programs
- easily accessible information for teen job opportunities
- education
- education
- Education
- Education
- education
- education
- Education Improvements
- Education on the GLBTGA community
- Employment
- Employment
- Employment opportunities
- Employment Opportunities
- Employment options
- Encouraging respect for the environment
- Environment-applies to everyone
- Extra cum. Activities.
- Fitness
- Fixing Arapahoe already
- focusing on certain topics in school
- Fun events for teens
- Fun safe club
- Fun safe club
- Getting kids involved in school activities early on
- Give kids a safe place to hang out
- Giving back
- Graffiti
- Guiding youth into jobs/summer programs
- Having more, affordable after school activities available.
- health
- how do apply/ where for jobs
- Inclusive and equitable Health Classes
- Increasing accessibility to such places
- involvement
- Job integration and internship opportunities
- Jobs
- Kids being over weight
- Latino Youth included
- Leadership
- Less prejudice of new ideas/styles
- Make sure kids get the best education possible

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- Marijuana
- Mental health
- Mental Health
- More after school activities
- More art type stuff, music etc.
- More art/cultural affairs
- More buses
- More buses on weekends
- More community clubs that would be attractive outside of CU
- More day to day activities
- More employment opportunities for the youth
- More fun things that teens can do
- More money for class rooms
- More places to chill at
- More public opportunities for showcasing talent, eg. Art contests.
- more reduced rate opportunities re: activities
- More school outreach
- More work opportunities
- New skate park
- New skate park
- No
- Non-english speaking students
- Opportunities for meeting new people
- Opportunity/fin. Support
- Organized activities
- Other opportunities to go hang out, not on the hill
- Panda express at 29th
- Parental abuse
- Plow the roads better
- potato
- Present more opportunities for after school activities.
- Pressure
- Prices
- Protection in the city of boulder
- Race roles
- Safe and fun place for kids to hang out
- Safe place for teens
- Safe places to hang out
- Safety
- Safety
- Safety in regard to homeless population
- School
- Sex education
- Shopping
- Shopping opportunities
- Sports
- Stress
- Studies
- Support
- Teachers living in boulder
- Teen pregnancy
- Transportation
- Transportation
- Transportation
- Transportation to school
- Verb
- Volunteer and job opportunities for teens
- Youth Discrimination
- Youth discrimination in public accommodation
- Youth leadership positions in government/ school board
- Youth rights in the community

Third priority:

- ?
-
- A fun safe environment
- Activities
- Adjective
- Alcohol use
- Anti-bullying should be enforced in middle schools
- Appropriate support systems
- Becoming global/community oriented citizens
- Better, more class options
- Big pool parties
- Bike paths
- Body Image
- building a sense of community
- Bullying and how to prevent it
- Charity
- Civil rights
- Closer liaison with student population

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- Community
- community service
- Community service
- connection with the outdoors
- Coping with extreme social adversity
- Drug abuse
- Drug awareness
- Drug/alcohol free activities that are fun
- drugs
- Drugs
- Educate high school kids on how to live on their own after they finish school
- educating about the dangers of drugs and alcohol
- Education about environment
- Employment Opportunities
- Employment opportunities career
- Ensuring adequate transportation opportunities
- Ethnic recreations in boulder
- Free stuff
- Have more jobs open during the summer
- Health
- Health
- Helping out in the community
- Home situations
- HOMELESSNESS
- I don't know
- Improving relationships between business owners and younger customers
- Interventions for teens
- involvement in extracurricular activities
- Job opportunities
- Job Opportunities
- Less marijuana regulations for teens.
- Low cost apartment for students
- Low cost of places to live for students
- Maintaining wellness
- Make Public transportation as cheap, save and easy as possible.
- Make them interact in any fun or helpful activity
- Make this shorter!!!
- Making sure they go to school
- mental health
- Mental health
- Mental health
- Mental Health Issues
- More access to variety of housing options
- More educational programs about what boulder offers
- More money for educational programs
- More opportunities for high schoolers to work
- More sport leagues
- More tax money to hire more teachers
- New skate park
- New skate park
- No drugs
- No more gluten free!!!
- Opportunity
- Outside of school nonacademic opportunities, clubs, etc.
- Perhaps
- Political difference
- Pressure
- Racial minority youth support
- Raise Minimum Wage/ Lessen Restrictions on Minors Working
- Restaurant Options
- Restaurant options
- Restaurant options
- Restorative Justice in school
- Safe, fun environment to hang out
- Safe/fun environment for kids to hangout
- Scholarship opportunities
- School
- School
- sexual health
- Snow days
- Snow days
- Social acceptance
- Spreading word about the library and the fact that there is a place for teens to go.
- student involvement in the community
- suicide prevention
- Support youth who do not come from wealthy families
- The bridge beanery
- tomato
- Transportation
- Transportation (rtd)

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- Underaged Smoking
- Youth involvement in city affairs
- Youth Participation in City of Boulder Events

Table 23: Question 4a (Quality of Service)

For each of the following services provided by the City of Boulder, first please rate the quality of the service and then how important each of these services are to the Boulder community.	Don't know		Very good		Good		Neither good nor bad		Bad		Very bad		Total	
Preserving the city's historic features and attributes	25%	N=39	17%	N=27	46%	N=71	10%	N=15	1%	N=1	2%	N=3	100%	N=156
Managing congestion and traffic flow	7%	N=10	18%	N=27	32%	N=48	28%	N=42	12%	N=18	2%	N=3	100%	N=148
High frequency transit routes (like the HOP,LEAP, BOUND, etc.)	7%	N=11	23%	N=36	38%	N=59	21%	N=32	8%	N=12	3%	N=4	100%	N=154
Bus routes and schedules	5%	N=8	25%	N=38	49%	N=75	14%	N=21	6%	N=9	1%	N=1	100%	N=152
Affordability of bus passes/bus fares	7%	N=11	14%	N=21	50%	N=74	20%	N=29	7%	N=10	2%	N=3	100%	N=148
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	9%	N=14	28%	N=43	37%	N=56	18%	N=27	4%	N=6	5%	N=7	100%	N=153
Street lighting	9%	N=13	25%	N=38	42%	N=64	15%	N=22	5%	N=7	5%	N=7	100%	N=151
Attracting/retaining "discount" or "affordable" shopping opportunities	13%	N=20	12%	N=18	41%	N=62	23%	N=35	9%	N=14	1%	N=1	100%	N=150
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	5%	N=8	36%	N=53	46%	N=68	11%	N=16	1%	N=2	1%	N=2	100%	N=149
North, South or East Recreation Centers' programs and classes	11%	N=16	43%	N=63	39%	N=58	6%	N=9	1%	N=1	1%	N=1	100%	N=148
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	14%	N=20	33%	N=49	45%	N=66	7%	N=11	1%	N=1	1%	N=1	100%	N=148
Neighborhood parks (play areas and playgrounds)	8%	N=12	32%	N=48	47%	N=69	9%	N=14	2%	N=3	1%	N=2	100%	N=148
Boulder Public Libraries & library services	7%	N=10	49%	N=72	35%	N=51	7%	N=10	1%	N=2	1%	N=1	100%	N=146
Services for children (age 12 and under)	18%	N=27	21%	N=31	36%	N=53	22%	N=33	1%	N=2	1%	N=1	100%	N=147
Services for youth (age 13 to 21)	16%	N=24	8%	N=12	49%	N=72	19%	N=28	7%	N=10	1%	N=2	100%	N=148
Services for low-income families	26%	N=37	9%	N=13	35%	N=51	24%	N=35	5%	N=7	1%	N=1	100%	N=144

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For each of the following services provided by the City of Boulder, first please rate the quality of the service and then how important each of these services are to the Boulder community.	Don't know		Very good		Good		Neither good nor bad		Bad		Very bad		Total	
Providing spaces for and access to a variety of arts/cultural events	15%	N=23	24%	N=36	45%	N=67	13%	N=20	1%	N=2	1%	N=2	100%	N=150
Art in public places	19%	N=29	21%	N=31	41%	N=61	16%	N=24	2%	N=3	1%	N=2	100%	N=150
Reducing homelessness	23%	N=35	12%	N=18	25%	N=37	25%	N=37	9%	N=14	7%	N=10	100%	N=151
Acquiring open space lands	20%	N=30	23%	N=34	41%	N=62	13%	N=19	1%	N=1	3%	N=4	100%	N=150
Helping Boulder to be an environmentally sustainable community	7%	N=10	35%	N=53	47%	N=70	7%	N=11	2%	N=3	2%	N=3	100%	N=150
Crime prevention	29%	N=43	18%	N=27	39%	N=57	11%	N=17	1%	N=2	1%	N=2	100%	N=148
Police presence in your neighborhood	17%	N=25	13%	N=20	36%	N=53	21%	N=32	9%	N=13	4%	N=6	100%	N=149
Police presence in and around your school	22%	N=33	27%	N=40	33%	N=48	12%	N=18	3%	N=5	2%	N=3	100%	N=147
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	16%	N=23	23%	N=33	45%	N=66	12%	N=17	4%	N=6	1%	N=1	100%	N=146

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Table 24: Question 4b (Importance of Service)

For each of the following services provided by the City of Boulder, first please rate the quality of the service and then how important each of these services are to the Boulder community.	Don't know		Essential		Very important		Somewhat important		Not at all important		Total	
Preserving the city's historic features and attributes	14%	N=18	22%	N=28	42%	N=54	22%	N=28	2%	N=2	100%	N=130
Managing congestion and traffic flow	12%	N=15	18%	N=23	37%	N=46	18%	N=23	14%	N=18	100%	N=125
High frequency transit routes (like the HOP, LEAP, BOUND, etc.)	6%	N=8	35%	N=45	39%	N=50	19%	N=24	1%	N=1	100%	N=128
Bus routes and schedules	9%	N=11	30%	N=38	39%	N=50	21%	N=27	1%	N=1	100%	N=127
Affordability of bus passes/bus fares	10%	N=12	29%	N=36	33%	N=41	26%	N=33	2%	N=3	100%	N=125
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	6%	N=7	36%	N=45	47%	N=59	11%	N=14	1%	N=1	100%	N=126
Street lighting	10%	N=12	32%	N=40	38%	N=47	19%	N=24	2%	N=2	100%	N=125
Attracting/retaining "discount" or "affordable" shopping opportunities	17%	N=21	26%	N=32	32%	N=40	22%	N=27	3%	N=4	100%	N=124
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	10%	N=13	34%	N=43	35%	N=45	18%	N=23	2%	N=3	100%	N=127
North, South or East Recreation Centers' programs and classes	13%	N=16	41%	N=51	27%	N=33	19%	N=23	1%	N=1	100%	N=124
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	13%	N=16	26%	N=33	31%	N=39	27%	N=34	2%	N=3	100%	N=125
Neighborhood parks (play areas and playgrounds)	6%	N=8	32%	N=40	37%	N=46	23%	N=29	1%	N=1	100%	N=124
Boulder Public Libraries & library services	9%	N=11	41%	N=50	38%	N=46	12%	N=14	0%	N=0	100%	N=121

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For each of the following services provided by the City of Boulder, first please rate the quality of the service and then how important each of these services are to the Boulder community.	Don't know		Essential		Very important		Somewhat important		Not at all important		Total	
Services for children (age 12 and under)	25%	N=32	24%	N=31	36%	N=47	15%	N=19	1%	N=1	100%	N=130
Services for youth (age 13 to 21)	15%	N=19	36%	N=46	40%	N=51	10%	N=13	0%	N=0	100%	N=129
Services for low-income families	16%	N=20	44%	N=56	29%	N=37	9%	N=12	2%	N=2	100%	N=127
Providing spaces for and access to a variety of arts/cultural events	11%	N=14	39%	N=49	29%	N=37	17%	N=22	3%	N=4	100%	N=126
Art in public places	18%	N=23	21%	N=27	35%	N=46	22%	N=28	5%	N=6	100%	N=130
Reducing homelessness	16%	N=20	35%	N=45	21%	N=27	22%	N=29	6%	N=8	100%	N=129
Acquiring open space lands	16%	N=21	32%	N=41	38%	N=49	10%	N=13	3%	N=4	100%	N=128
Helping Boulder to be an environmentally sustainable community	11%	N=14	38%	N=49	36%	N=47	12%	N=16	2%	N=3	100%	N=129
Crime prevention	8%	N=10	54%	N=68	30%	N=38	7%	N=9	0%	N=0	100%	N=125
Police presence in your neighborhood	10%	N=12	22%	N=27	27%	N=33	37%	N=45	4%	N=5	100%	N=122
Police presence in and around your school	5%	N=6	39%	N=49	37%	N=47	17%	N=22	2%	N=3	100%	N=127
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	9%	N=12	28%	N=35	43%	N=55	15%	N=19	5%	N=6	100%	N=127

Question 5: Do you have any specific comments about your quality ratings for these programs and services?

- Animal control does a good job
- Bound is late a lot at night.
- Busses are horrible and i feel uneasy
- Classes at the rec center are often full or inaccessible due to demand.
- Especially in regards to the environmental category, improvement is needed. Specifically, steps should be taken to measure the success and failure of laws based on quantitative results rather than things just sounding good.

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- Good quality services
- Have affordable bus passes
- I barely see policemen on pearl at night when it gets scary to be a woman w all the homeless men
- I believe there needs to be more attention to housing issues... homelessness, low income housing availability, ongoing rent assistance.
- I don't like it in boulder
- I feel that there have been bills passed recently (i.e. the ban on smoking around the library) that have been targeted towards the homeless to move them away from sight but none to really help alleviate the problem.
- I just moved here, thus I'm not an expert
- I think that incorporating more art around the city is good because it makes the environment better
- I think that most of these programs are great for the youth because of its many activities that teens are being involved in
- I think the city needs a performance hall that's not huge like Mackey or small like the dairy center
- Improve lighting at crosswalks
- its good
- library needs improvement, very few books left / more public art/ student involvement in the art community
- Make the bus driver nicer
- More buses
- Nay
- New skate park
- No
- No
- No
- None
- Nope.
- Not all the programs that boulder makes are usually really good
- Please make the area surrounding the Main Boulder Public Library a more safe and enjoyable area. This area is known among many high school students as a place to purchase drugs.
- Police seem too preoccupied with teenagers.
- Police training with special needs and the mentally ill
- Skatepark
- Some recreation centers need to build more room for kick boxing or whatever instead of kicking people out of the basketball cours.
- The Boulder Police have a good presence at Fairview high school. The school resources officers who both protect and counsel are great at their job. I also appreciate the police presence on the Hill.
- The bridge is a non profit, coffee house being started with a vision to be a fun place for high schoolers
- The city needs to address homelessness in a rehab. Manner, please increase housing services.
- The hill is a fun place to hang out. Pearl St. Is scary at night
- The SKIP tends to come irregularly during the morning hours, where the bus that arrives downtown is bogged down and thus arrives late. This congestion leads me to either get to the bus stop much earlier than should be necessary or not take the bus from South Boulder.
- There are only a select number of teens who are actively involved in their communities, try recruiting more.

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- There's so much construction everywhere but some streets have a lot of potholes that should be fixed
- we are all out of lemon pledge
- We need to get some more parks and fields for kids and sports opportunities
- yes

Question 6: Do you have any specific comments about your answers on the importance of these programs and services?

- Better traffic timing
- I believe, as previously stated that opportunities for the youth of Boulder are essential to create a safer and more connected and communal environment.
- I think having police around University Hill especially at night really helps to make the city safer
- If I could give an "especially essential" importance rating to "Acquiring open space lands," I would have.
- It is absolutely essential that city funding first is focused on necessities, (e.g. Road maintenance) before it is focused on salaries of employees promoting municipalization or open space
- its good
- Keep boulder centered around the outdoors and protecting the environment
- Less police fotolites and shootings
- More buses in less populace neighborhoods
- Nay
- no
- No
- No
- No
- no no I clean now
- none
- Nope.
- Not really.
- Public transportation is very important in the city of boulder
- Safety
- Services that directly help people should be a higher priority
- Sport facilities are essential and provide a great outlet for kids
- The bus system is very important for me as a youth without a car
- The difference between boulder and other communities is our open space and conservation/ecofriendly mentality. We need to conserve our land and keep boulder small and different
- They are important to me
- Very important
- Very important to have these services
- Very important
- Very simple as humans are dependent upon the planet, environmental services are essential
- We don't have much for it
- While there are many services for college students age 18-21 through both the University and the City, I find programs in the 14-17 age range lacking or provided by other nonprofits. I consider YOAB's support of these nonprofits through their grant making program essential.

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Table 25: Question 7

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?	N/A or don't know		Very good		Good		Neither good nor bad		Bad		Very bad		Total	
Courteous, respectful and professional	53%	N=78	23%	N=34	15%	N=22	6%	N=9	1%	N=2	2%	N=3	100%	N=148
I received the assistance I needed	52%	N=75	20%	N=29	18%	N=26	8%	N=11	1%	N=2	1%	N=2	100%	N=145

Table 26: Question 8

How likely, if at all, would you be to seek out information from the city about things like City Council meetings, community meetings, upcoming programs and events in the following formats?	N/A or don't know		Very likely		Likely		Somewhat likely		Not at all likely		Total	
Cable TV Channel 8	28%	N=43	5%	N=8	7%	N=11	15%	N=22	44%	N=67	100%	N=151
City of Boulder Web site (www.bouldercolorado.gov)	19%	N=29	23%	N=35	23%	N=34	19%	N=28	17%	N=25	100%	N=151
City social media Web sites (e.g. Facebook, Twitter, YouTube)	15%	N=23	27%	N=41	21%	N=32	17%	N=26	19%	N=28	100%	N=150
The Boulder Daily Camera	9%	N=14	29%	N=44	29%	N=44	23%	N=34	9%	N=14	100%	N=150
The Colorado Daily	17%	N=26	11%	N=17	16%	N=24	20%	N=30	35%	N=52	100%	N=149
Listserves (where you sign up to be part of a group receiving e-mails from the city)	23%	N=34	5%	N=8	10%	N=14	15%	N=22	47%	N=69	100%	N=147

Question 8: Are there any other ways you'd like to receive information?

- a Council member friend
- a person coming to my door every day and tell me about what's up.
- Emails, mail
- no
- No
- No
- No
- no
- no
- No
- No
- No thanks
- None come to mind.
- nope
- person to come over and tell me about the news
- Social media is the fastest and the most reliable source
- tamto vines
- Through the school
- Word of mouth

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Table 27: Question 9

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)	48%	N=74	36%	N=55	8%	N=13	6%	N=9	1%	N=2	100%	N=153
Property crimes (e.g., burglary, theft, criminal mischief)	37%	N=56	41%	N=63	15%	N=23	6%	N=9	1%	N=2	100%	N=153
Structural/house fires	41%	N=63	38%	N=58	14%	N=22	4%	N=6	2%	N=3	100%	N=152
Wildland fires	21%	N=32	36%	N=55	27%	N=42	13%	N=20	3%	N=4	100%	N=153
Floods	17%	N=26	25%	N=38	30%	N=46	16%	N=24	12%	N=19	100%	N=153
Traffic-related incidents (road rage, bike-car conflicts, etc.)	12%	N=19	42%	N=65	21%	N=32	19%	N=29	5%	N=8	100%	N=153
Discrimination due to your background or personal characteristics	50%	N=76	25%	N=39	18%	N=28	5%	N=8	1%	N=2	100%	N=153
Bullying and harassment	33%	N=51	34%	N=52	22%	N=34	8%	N=12	3%	N=4	100%	N=153

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Table 28: Question 10

Please tell us how safe you feel in each of the following areas in Boulder.	N/A or don't know		Always safe		Usually safe		Sometimes safe sometimes unsafe		usually unsafe		Always unsafe		Total	
Downtown commercial area (Pearl St. Mall) during the day	3%	N=5	50%	N=77	42%	N=64	3%	N=5	1%	N=2	1%	N=1	100%	N=154
Downtown commercial area (Pearl St. Mall) at night	4%	N=6	15%	N=24	36%	N=56	34%	N=52	9%	N=14	2%	N=3	100%	N=155
Municipal Campus / Main Library area during the day	7%	N=11	33%	N=50	42%	N=64	11%	N=17	5%	N=7	3%	N=4	100%	N=153
Municipal Campus / Main Library area at night	13%	N=19	17%	N=26	26%	N=40	26%	N=40	11%	N=16	7%	N=11	100%	N=152
Your neighborhood during the day	3%	N=4	77%	N=118	16%	N=25	2%	N=3	1%	N=1	2%	N=3	100%	N=154
Your neighborhood at night	3%	N=4	56%	N=85	29%	N=45	8%	N=13	2%	N=3	2%	N=3	100%	N=153
City Parks	7%	N=10	33%	N=50	43%	N=66	12%	N=19	4%	N=6	1%	N=2	100%	N=153
Multi-use paths (e.g. Boulder Creek Path)	4%	N=6	22%	N=33	48%	N=73	18%	N=27	6%	N=9	2%	N=3	100%	N=151
In the parking lots and inside the Main Library	11%	N=17	27%	N=42	40%	N=61	14%	N=22	4%	N=6	3%	N=5	100%	N=153
In the parking lots and inside the branch libraries	15%	N=23	31%	N=47	39%	N=60	11%	N=16	2%	N=3	2%	N=3	100%	N=152
At your school	3%	N=5	62%	N=96	24%	N=37	9%	N=14	0%	N=0	1%	N=2	100%	N=154

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Table 29: Question 11

In the last 12 months, about how many times, if ever, have you done the following things?	N/A or don't know		Very likely		Likely		Somewhat likely		Not at all likely		Total	
Rode a local transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the City of Boulder	9%	N=13	38%	N=56	17%	N=25	15%	N=22	21%	N=31	100%	N=147
Rode another RTD bus within Boulder	17%	N=24	37%	N=53	18%	N=26	11%	N=16	18%	N=26	100%	N=145
Rode a bus between Boulder and Denver	23%	N=33	24%	N=35	14%	N=21	11%	N=16	28%	N=41	100%	N=146
Used a bicycle as transportation	12%	N=18	25%	N=37	21%	N=30	16%	N=24	25%	N=37	100%	N=146
Used any of the Parks and Recreation fields or courts (e.g., baseball, softball, soccer, tennis)	15%	N=22	35%	N=50	23%	N=33	11%	N=16	16%	N=23	100%	N=144
Participated in any of the North, South or East Recreation Centers' programs or classes	24%	N=35	30%	N=43	17%	N=24	8%	N=12	21%	N=30	100%	N=144
Visited any Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	16%	N=23	30%	N=43	26%	N=38	15%	N=22	13%	N=19	100%	N=145
Visited any neighborhood parks (play areas and playgrounds)	8%	N=11	35%	N=51	33%	N=48	14%	N=21	10%	N=14	100%	N=145
Participated in volunteer service	12%	N=17	41%	N=59	22%	N=32	13%	N=19	12%	N=18	100%	N=145
Visited the Pearl Street Mall	3%	N=4	49%	N=71	15%	N=22	11%	N=16	22%	N=31	100%	N=144
Visited the University Hill business district	8%	N=11	37%	N=53	22%	N=31	17%	N=24	17%	N=24	100%	N=143
Visited Boulder open space or mountain parks	3%	N=4	43%	N=62	20%	N=29	16%	N=23	18%	N=26	100%	N=144

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Table 30: Question 12

The library offers or is considering offering the following programs and services some with access from home. How likely are you to use each?	N/A or don't know		Very likely		Likely		Somewhat likely		Not at all likely		Total	
Streaming or downloadable movies	18%	N=26	27%	N=39	16%	N=23	17%	N=24	22%	N=32	100%	N=144
Streaming or downloadable music	16%	N=23	28%	N=40	13%	N=18	16%	N=23	28%	N=40	100%	N=144
Downloadable e-books and/or audiobooks	17%	N=24	22%	N=32	17%	N=24	22%	N=32	22%	N=31	100%	N=143
e-Magazines for computer, tablet or phone	17%	N=24	12%	N=17	17%	N=24	20%	N=29	35%	N=50	100%	N=144
Online video classes/courses	16%	N=23	15%	N=22	19%	N=27	22%	N=31	27%	N=39	100%	N=142
Research databases for school or business	13%	N=19	31%	N=45	27%	N=38	17%	N=24	12%	N=17	100%	N=143
Literary, film, or concert programs	15%	N=21	20%	N=28	20%	N=28	22%	N=31	24%	N=35	100%	N=143
Dance, theater, history or science programming	14%	N=20	13%	N=19	20%	N=28	26%	N=37	26%	N=37	100%	N=141

Question 12: Are there any other services not currently offered you would like to see offered by the Boulder library?

- Book Delivery would be cool.
- Community Art Projects
- Creative unity class
- more adult classes
- More teen programs at the branch libraries!
- New vista high school is awesome. It's the best school ever.
- No
- No
- No
- No
- no
- Nope.
- Not that I can think of. I really appreciate the Boulder Library.
- Pole dancing

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Question 13: Do you have any other comments you would like to make?

- Better traffic timing Boulder does a great job at everything it tries to do!
- Boulder's the best
- First off, boulder meter maids are soulless people. Secondly parking at boulder high for students is a goddamn disgrace. And anywhere in the city in general especially for college and high school kids.
- good survey
- I am disappointed with the city's closed mindedness in regards to boulders energy future municipalization was the only option which was considered, not thought was given to options which were more economical, such as staying with excel but encouraging the building of a renewable energy solar and wind plant. The city's unprofessional behavior regarding this issue, especially their use of propaganda to spread exclusively their view points, is disappointing and makes me feel disenfranchised in my city government.
- i hate parking cops. Also, parking in the city is almost impossible. I am tired of seeing bums fights on the creek path every other day.
- I live in Louisville
- I love Boulder!
- I think boulder should have a fun safe place for teens to hang out on Friday/Saturday nights
- I think the city is doing a great job trying to encourage alternative forms of transportation. It would be very cool if Boulder followed through on the idea of providing free wireless.
- It's understandable that as a city survey, this instrument primarily measures are satisfaction with the city services. But this is a very limited view of the community quality and quality of life in Boulder. It would be very helpful if the survey also measured some aspects of social connectedness and social capital - the more experiential measures of belonging and social fit, Stronger focus on the issues of social class and affordability would be very much appreciated, since these issues perpetuate the insularity of Boulder (cultural, ethnic, and racial) and very much inform our sense of healthy community.
- Love the busses and the hospitals, more skip busses
- More money for schools, please. New Vista didn't have heat in a few rooms for a couple weeks. That wasn't fun.
- My main concern for the future of Boulder is the push to municipalize. I feel that going 200-400 million in debt, as opposed to negotiating with xcel, would be a misuse of city funds. I'm sure the benefits of putting that kind of money towards affordable housing, ending homelessness, or lowering taxes for small businesses.
- No
- No
- no
- Nope.
- Please address discrimination against Latin individuals and the homeless, that all.
- Thanks for creating this survey!
- The dance program is very good
- word

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Table 31: Question 14

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 eligible for an Eco-Pass	55%	N=81
No, I am not eligible for an Eco-Pass	16%	N=23
Yes, through my employer	6%	N=9
Yes, through my neighborhood program	19%	N=28
Yes, a CU Boulder student Buff One pass	3%	N=5
Yes, a CU Boulder faculty/staff Buff One pass	0%	N=0
Yes, other pass:	3%	N=4

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

Question 14: Yes, other pass:

- through YOAB
- YOAB
- YOAB
- YOAB

Table 32: Question 15

Did you pick up your Eco-Pass?	Percent	Number
Yes	38%	N=30
No	62%	N=49
Total	100%	N=79

Table 33: Question 16

On average, how often do you use your Eco-Pass?	Percent	Number
More than once a week	41%	N=17
About once a week	20%	N=8
About once every two weeks	7%	N=3
About once a month	5%	N=2
Less often than once a month	27%	N=11
Total	100%	N=41

Table 34: Question 17

How likely would you be to use a middle or high school student Eco-Pass?	Percent	Number
Very likely	48%	N=69
Likely	17%	N=25
Somewhat likely	16%	N=23
Not at all likely	19%	N=28
Total	100%	N=145

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Table 35: Question 18

Do you have regular, convenient access to the internet?	Percent	Number
No	0%	N=0
Yes	100%	N=152
Total	100%	N=152

Table 36: Question 18b

Where? (check all that apply)	Percent	Number
at home	99%	N=149
at school	95%	N=142
at the library	78%	N=117
on a smart phone	80%	N=120

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

Table 37: Question 19

About how many years have you lived in Boulder?	Percent	Number
One year or less	7%	N=10
2 to 5 years	13%	N=18
6 to 10 years	22%	N=30
11 to 15 years	30%	N=41
16 to 20 years	28%	N=38
More than 20 years	0%	N=0
Total	100%	N=137
Average number of years		*11.2*

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Table 38: Question 20

What school do you attend?	Percent	Number
Arapahoe Campus	2%	N=3
Boulder High School	34%	N=51
Boulder Preparatory High School	0%	N=0
Casey Middle School	0%	N=0
Centennial Middle School	0%	N=0
Fairview High School	43%	N=65
Horizons K-8 School	1%	N=1
Justice High School	0%	N=0
Manhattan School of Arts and Academics	0%	N=0
New Vista High School	14%	N=22
Platt CHOICE Program	0%	N=0
Platt Middle School	1%	N=1
Southern Hills Middle School	0%	N=0
Summit Charter Middle School	0%	N=0
I am home schooled	1%	N=1
Other	5%	N=8
Total	100%	N=152

Question 20: Other:

- Centaurus High School
- Centaurus high school
- CU Boulder
- CU Boulder
- My entire life
- Teacher
- Water. School

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Table 39: Question 21

Are you eligible to get free/reduced lunch at school?	Percent	Number
No	79%	N=117
Yes	21%	N=32
Total	100%	N=149

Table 40: Question 22

Please check the one box that most closely describes the type of housing unit you live in.	Percent	Number
A detached single family home	74%	N=109
An apartment in an apartment complex	6%	N=9
An apartment in a single family home	2%	N=3
A condominium or town house	11%	N=16
A mobile home	5%	N=8
Other	1%	N=2
Total	100%	N=147

Question 22: Other, please specify:

- 2 detached single family homes.
- A house
- A house
- Nice house
- triplex

Table 41: Question 23

What is your age?	Percent	Number
11 years old or less	1%	N=1
12 years old	1%	N=1
13 years old	0%	N=0
14 years old	6%	N=9
15 years old	19%	N=29
16 years old	20%	N=30
17 years old	30%	N=46
18 years old	20%	N=31
Over 18 years old	3%	N=5
Total	100%	N=152

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Table 42: Question 24

Are you of Chicano/Mexican-American, Latino/Latina, or Hispanic origin?	Percent	Number
Yes	18%	N=26
No	82%	N=120
Total	100%	N=146

Table 43: Question 25

Which best describes your race? (Please check all that apply)	Percent	Number
American Indian, Eskimo or Aleut	3%	N=5
Asian or Pacific Islander	11%	N=16
Black or African American	5%	N=7
White	83%	N=118
Other, please specify	6%	N=9

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

Question 25: Other, please specify:

- American Badass
- Latina
- Mexican
- Mexican
- Mexican
- Mexican-American
- Puerta Rican
- Scottish
- Turkish

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Table 44: Question 26

What is the primary language spoken at home?	Percent	Number
English	84%	N=124
Arabic	0%	N=0
Chinese	0%	N=0
French	0%	N=0
German	1%	N=1
Hebrew	0%	N=0
Italian	0%	N=0
Scandinavian languages	0%	N=0
Other	4%	N=6
Korean	0%	N=0
Mia, Hmong	0%	N=0
Portuguese	1%	N=1
Russian	1%	N=2
Spanish	7%	N=11
Vietnamese	0%	N=0
Japanese	2%	N=3
Total	100%	N=148

Question 26: Other, please specify:

- American
- American
- Both English and Korean
- Dutch
- French, Spanish
- German
- German and English
- Hebrew
- Irish
- Napali
- Napali
- Napali
- Napali
- Nepalese
- Spanish

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Table 45: Question 27

What is your gender?	Percent	Number
Male	37%	N=56
Female	63%	N=96
Total	100%	N=152

Table 46: Question 28

What is your sexual orientation?	Percent	Number
LGBT	14%	N=20
Heterosexual	86%	N=120
Total	100%	N=140

Table 47: Question 29

Do you have a job?	Percent	Number
No	67%	N=101
Yes	33%	N=49
Total	100%	N=150

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APPENDIX J: RESULTS FROM IMMIGRANT SURVEY

A total of 34 completed surveys were received from the Immigrant community; 4 of these were completed online.

Table 48: 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	25%	N=8	56%	N=18	9%	N=3	3%	N=1	3%	N=1	3%	N=1	100%	N=32
Overall quality of your neighborhood	20%	N=6	50%	N=15	20%	N=6	3%	N=1	3%	N=1	3%	N=1	100%	N=30
The sense of community in Boulder	19%	N=6	55%	N=17	19%	N=6	3%	N=1	0%	N=0	3%	N=1	100%	N=31
Community acceptance of all people	19%	N=6	34%	N=11	38%	N=12	6%	N=2	3%	N=1	0%	N=0	100%	N=32
Race and ethnic relations in Boulder	19%	N=6	34%	N=11	38%	N=12	6%	N=2	3%	N=1	0%	N=0	100%	N=32
Boulder as a place to work	25%	N=8	53%	N=17	13%	N=4	6%	N=2	0%	N=0	3%	N=1	100%	N=32
Overall Boulder city government operations	13%	N=4	50%	N=16	25%	N=8	6%	N=2	0%	N=0	6%	N=2	100%	N=32
Overall ease of getting to the places you usually visit	22%	N=7	56%	N=18	16%	N=5	3%	N=1	0%	N=0	3%	N=1	100%	N=32
Quality of the natural environment	52%	N=16	35%	N=11	6%	N=2	0%	N=0	6%	N=2	0%	N=0	100%	N=31
Quality of indoor and outdoor recreation	44%	N=14	38%	N=12	6%	N=2	9%	N=3	0%	N=0	3%	N=1	100%	N=32
Opportunities to attend arts/cultural events	31%	N=10	34%	N=11	28%	N=9	0%	N=0	0%	N=0	6%	N=2	100%	N=32
Quality or character of new development (the look and feel of new commercial or residential areas or buildings)	16%	N=5	47%	N=15	28%	N=9	3%	N=1	6%	N=2	0%	N=0	100%	N=32
Access to a variety of housing options	10%	N=3	26%	N=8	48%	N=15	13%	N=4	3%	N=1	0%	N=0	100%	N=31
Employment opportunities	3%	N=1	56%	N=18	28%	N=9	9%	N=3	0%	N=0	3%	N=1	100%	N=32
Shopping opportunities	13%	N=4	63%	N=20	13%	N=4	0%	N=0	6%	N=2	6%	N=2	100%	N=32

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Table 49: 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)	47%	N=15	41%	N=13	6%	N=2	6%	N=2	0%	N=0	100%	N=32
Property crimes (e.g., burglary, theft, criminal mischief)	29%	N=9	45%	N=14	19%	N=6	6%	N=2	0%	N=0	100%	N=31
Structural/house fires	29%	N=9	61%	N=19	10%	N=3	0%	N=0	0%	N=0	100%	N=31
Wildland fires	17%	N=5	57%	N=17	17%	N=5	10%	N=3	0%	N=0	100%	N=30
Floods	9%	N=3	28%	N=9	41%	N=13	16%	N=5	6%	N=2	100%	N=32
Traffic-related incidents (road rage, bike-car conflicts, etc.)	16%	N=5	39%	N=12	32%	N=10	13%	N=4	0%	N=0	100%	N=31
Discrimination due to your background or personal characteristics	23%	N=7	48%	N=15	16%	N=5	13%	N=4	0%	N=0	100%	N=31

Table 50: 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	35%	N=11	52%	N=16	6%	N=2	6%	N=2	0%	N=0	0%	N=0	100%	N=31
Downtown Commercial Area at night	19%	N=6	39%	N=12	26%	N=8	6%	N=2	0%	N=0	10%	N=3	100%	N=31
Municipal Campus / Main Library area during the day	29%	N=9	48%	N=15	16%	N=5	0%	N=0	3%	N=1	3%	N=1	100%	N=31
Municipal Campus / Main Library area at night	16%	N=5	29%	N=9	39%	N=12	6%	N=2	0%	N=0	10%	N=3	100%	N=31
Your neighborhood during the day	32%	N=10	55%	N=17	6%	N=2	6%	N=2	0%	N=0	0%	N=0	100%	N=31
Your neighborhood at night	27%	N=8	50%	N=15	10%	N=3	13%	N=4	0%	N=0	0%	N=0	100%	N=30
City Parks	17%	N=5	60%	N=18	17%	N=5	7%	N=2	0%	N=0	0%	N=0	100%	N=30
Multi-use paths (e.g. Boulder Creek Path)	24%	N=7	41%	N=12	17%	N=5	10%	N=3	3%	N=1	3%	N=1	100%	N=29
Main Library	29%	N=9	52%	N=16	13%	N=4	6%	N=2	0%	N=0	0%	N=0	100%	N=31
Branch Libraries	29%	N=9	39%	N=12	10%	N=3	0%	N=0	6%	N=2	16%	N=5	100%	N=31

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Table 51: 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	10%	N=3	23%	N=7	23%	N=7	10%	N=3	33%	N=10	100%	N=30
Rode another RTD bus within Boulder	10%	N=3	23%	N=7	23%	N=7	30%	N=9	13%	N=4	100%	N=30
Rode a bus between Boulder and Denver	27%	N=8	37%	N=11	17%	N=5	10%	N=3	10%	N=3	100%	N=30
Commuted to work by bicycle	47%	N=14	13%	N=4	17%	N=5	13%	N=4	10%	N=3	100%	N=30
Visited the Pearl Street Mall	3%	N=1	30%	N=9	37%	N=11	27%	N=8	3%	N=1	100%	N=30
Visited the University Hill business district	27%	N=8	13%	N=4	27%	N=8	20%	N=6	13%	N=4	100%	N=30
Visited Boulder open space or mountain parks	7%	N=2	37%	N=11	40%	N=12	17%	N=5	0%	N=0	100%	N=30
Recycled paper or containers from your home	7%	N=2	10%	N=3	33%	N=10	20%	N=6	30%	N=9	100%	N=30
Composted food waste through the curbside collection program	31%	N=9	21%	N=6	31%	N=9	10%	N=3	7%	N=2	100%	N=29
Composted yard waste through the curbside collection program	30%	N=9	27%	N=8	23%	N=7	7%	N=2	13%	N=4	100%	N=30
Made energy improvements to your home or business	31%	N=9	21%	N=6	34%	N=10	7%	N=2	7%	N=2	100%	N=29
Attended a public meeting or event about city matters	70%	N=21	13%	N=4	17%	N=5	0%	N=0	0%	N=0	100%	N=30
Attended a City Council meeting	70%	N=21	17%	N=5	3%	N=1	7%	N=2	3%	N=1	100%	N=30
Watched a City Council meeting on cable TV Channel 8	63%	N=19	17%	N=5	13%	N=4	3%	N=1	3%	N=1	100%	N=30
Watched a news program on cable TV Channel 8	47%	N=14	23%	N=7	20%	N=6	0%	N=0	10%	N=3	100%	N=30
Used any of the Parks and Recreation fields or courts (e.g., baseball, softball, soccer, tennis)	27%	N=8	33%	N=10	27%	N=8	7%	N=2	7%	N=2	100%	N=30
Participated in any of the North, South or East Recreation Centers' programs or classes	47%	N=14	17%	N=5	33%	N=10	3%	N=1	0%	N=0	100%	N=30
Visited any Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	40%	N=12	37%	N=11	17%	N=5	3%	N=1	3%	N=1	100%	N=30
Visited any neighborhood parks (play areas and playgrounds)	18%	N=5	29%	N=8	21%	N=6	32%	N=9	0%	N=0	100%	N=28
Used the services or facilities of the East or West Senior Centers	73%	N=22	10%	N=3	10%	N=3	3%	N=1	3%	N=1	100%	N=30

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Table 52: 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	7%	N=2	57%	N=17	23%	N=7	13%	N=4	0%	N=0	100%	N=30
I inform myself about major issues in the city of Boulder	10%	N=3	40%	N=12	37%	N=11	13%	N=4	0%	N=0	100%	N=30
I take the initiative to let elected officials or city staff know what I think	7%	N=2	13%	N=4	47%	N=14	33%	N=10	0%	N=0	100%	N=30
Boulder's City Council implements policies that reflect the values of the Boulder community	7%	N=2	27%	N=8	63%	N=19	3%	N=1	0%	N=0	100%	N=30
I feel included in the Boulder community	7%	N=2	57%	N=17	30%	N=9	7%	N=2	0%	N=0	100%	N=30

Table 53: 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	13%	N=4	53%	N=16	27%	N=8	7%	N=2	0%	N=0	0%	N=0	100%	N=30
Effectively planning for the future	13%	N=4	50%	N=15	30%	N=9	7%	N=2	0%	N=0	0%	N=0	100%	N=30
Working through critical issues facing the city	14%	N=4	55%	N=16	24%	N=7	7%	N=2	0%	N=0	0%	N=0	100%	N=29
Gathering feedback from residents on new policies or projects; conducting public processes	7%	N=2	50%	N=15	23%	N=7	10%	N=3	3%	N=1	7%	N=2	100%	N=30
Providing access to information about issues, events and meetings	10%	N=3	40%	N=12	37%	N=11	7%	N=2	3%	N=1	3%	N=1	100%	N=30
Spending tax dollars wisely	10%	N=3	33%	N=10	33%	N=10	13%	N=4	0%	N=0	10%	N=3	100%	N=30
Informing the public about how tax dollars are used	10%	N=3	23%	N=7	37%	N=11	17%	N=5	0%	N=0	13%	N=4	100%	N=30
Responding to emergencies and natural disasters (flood, wildfire)	33%	N=10	43%	N=13	10%	N=3	10%	N=3	0%	N=0	3%	N=1	100%	N=30

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

- Do a better job
- Driving needs to improve
- I'm worried about flood damage like boulder creek
- Must provide affordable or even free plans, including housing home n services, medical facilities, tax cut to lower, middle class families
- Planning is necessary before doing it
- Really difficult to the new comer
- So far good compared to the others

Table 54: 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	17%	N=5	37%	N=11	33%	N=10	3%	N=1	10%	N=3	0%	N=0	100%	N=30
High frequency transit routes	10%	N=3	47%	N=14	27%	N=8	7%	N=2	7%	N=2	3%	N=1	100%	N=30
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	33%	N=10	33%	N=10	23%	N=7	10%	N=3	0%	N=0	0%	N=0	100%	N=30
Snow and ice control on major streets	14%	N=4	41%	N=12	17%	N=5	14%	N=4	14%	N=4	0%	N=0	100%	N=29
Street repair (potholes, crack repair, etc.)	10%	N=3	37%	N=11	33%	N=10	17%	N=5	3%	N=1	0%	N=0	100%	N=30
Street sweeping	10%	N=3	43%	N=13	33%	N=10	7%	N=2	7%	N=2	0%	N=0	100%	N=30
Street lighting	14%	N=4	39%	N=11	32%	N=9	11%	N=3	4%	N=1	0%	N=0	100%	N=28
Sidewalk maintenance	20%	N=6	43%	N=13	23%	N=7	7%	N=2	3%	N=1	3%	N=1	100%	N=30
Assistance to businesses to keep them in Boulder	10%	N=3	29%	N=9	42%	N=13	3%	N=1	0%	N=0	16%	N=5	100%	N=31
Attracting/retaining "discount" or "affordable" shopping opportunities	7%	N=2	30%	N=9	30%	N=9	13%	N=4	7%	N=2	13%	N=4	100%	N=30
Retention and expansion of quality jobs in Boulder	10%	N=3	23%	N=7	33%	N=10	10%	N=3	7%	N=2	17%	N=5	100%	N=30
Acquiring and managing open space and mountain parks lands	30%	N=9	43%	N=13	20%	N=6	0%	N=0	0%	N=0	7%	N=2	100%	N=30
Energy conservation and efficiency programs	21%	N=6	34%	N=10	21%	N=6	7%	N=2	3%	N=1	14%	N=4	100%	N=29
Renewable energy programs	10%	N=3	38%	N=11	34%	N=10	0%	N=0	3%	N=1	14%	N=4	100%	N=29
Recycling and composting collection services	17%	N=5	27%	N=8	33%	N=10	10%	N=3	7%	N=2	7%	N=2	100%	N=30

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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	
Water conservation programs	17%	N=5	38%	N=11	31%	N=9	3%	N=1	0%	N=0	10%	N=3	100%	N=29
Cable TV Channel 8 (council coverage, city news, local talk shows)	10%	N=3	20%	N=6	23%	N=7	13%	N=4	7%	N=2	27%	N=8	100%	N=30
City of Boulder Web site (www.bouldercolorado.gov)	7%	N=2	24%	N=7	45%	N=13	0%	N=0	3%	N=1	21%	N=6	100%	N=29
City social media Web sites (e.g. Facebook, Twitter, YouTube)	7%	N=2	21%	N=6	28%	N=8	10%	N=3	3%	N=1	31%	N=9	100%	N=29
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	17%	N=5	50%	N=15	23%	N=7	3%	N=1	0%	N=0	7%	N=2	100%	N=30
North, South or East Recreation Centers' programs and classes	17%	N=5	33%	N=10	17%	N=5	7%	N=2	10%	N=3	17%	N=5	100%	N=30
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	10%	N=3	43%	N=13	23%	N=7	7%	N=2	0%	N=0	17%	N=5	100%	N=30
Neighborhood parks (play areas and playgrounds)	23%	N=7	33%	N=10	27%	N=8	7%	N=2	7%	N=2	3%	N=1	100%	N=30
Boulder Public Libraries & library services	27%	N=8	40%	N=12	20%	N=6	7%	N=2	0%	N=0	7%	N=2	100%	N=30
Services for children (age 12 and under)	17%	N=5	21%	N=6	28%	N=8	10%	N=3	0%	N=0	24%	N=7	100%	N=29
Services for youth (age 13 to 21)	13%	N=4	20%	N=6	20%	N=6	10%	N=3	3%	N=1	33%	N=10	100%	N=30
Services for seniors (age 65 and older)	13%	N=4	30%	N=9	17%	N=5	10%	N=3	3%	N=1	27%	N=8	100%	N=30
Services for low-income families	13%	N=4	30%	N=9	20%	N=6	13%	N=4	10%	N=3	13%	N=4	100%	N=30
Providing spaces for and access to a variety of arts/cultural events	17%	N=5	17%	N=5	38%	N=11	7%	N=2	7%	N=2	14%	N=4	100%	N=29
Art in public places	13%	N=4	27%	N=8	30%	N=9	10%	N=3	7%	N=2	13%	N=4	100%	N=30
Programs to reduce homelessness	13%	N=4	23%	N=7	26%	N=8	13%	N=4	10%	N=3	16%	N=5	100%	N=31
Drinking water services	27%	N=8	30%	N=9	27%	N=8	3%	N=1	7%	N=2	7%	N=2	100%	N=30
Mosquito or pest control programs	10%	N=3	27%	N=8	20%	N=6	10%	N=3	7%	N=2	27%	N=8	100%	N=30

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Table 55: 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	27%	N=7	58%	N=15	12%	N=3	4%	N=1	0%	N=0	100%	N=26
High frequency transit routes	35%	N=9	54%	N=14	4%	N=1	4%	N=1	4%	N=1	100%	N=26
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	48%	N=13	30%	N=8	19%	N=5	0%	N=0	4%	N=1	100%	N=27
Snow and ice control on major streets	42%	N=11	38%	N=10	8%	N=2	12%	N=3	0%	N=0	100%	N=26
Street repair (potholes, crack repair, etc.)	27%	N=7	58%	N=15	12%	N=3	4%	N=1	0%	N=0	100%	N=26
Street sweeping	27%	N=7	31%	N=8	35%	N=9	4%	N=1	4%	N=1	100%	N=26
Street lighting	33%	N=8	46%	N=11	13%	N=3	8%	N=2	0%	N=0	100%	N=24
Sidewalk maintenance	31%	N=8	54%	N=14	12%	N=3	4%	N=1	0%	N=0	100%	N=26
Assistance to businesses to keep them in Boulder	36%	N=9	28%	N=7	20%	N=5	8%	N=2	8%	N=2	100%	N=25
Attracting/retaining "discount" or "affordable" shopping opportunities	23%	N=6	54%	N=14	15%	N=4	4%	N=1	4%	N=1	100%	N=26
Retention and expansion of quality jobs in Boulder	50%	N=13	23%	N=6	8%	N=2	12%	N=3	8%	N=2	100%	N=26
Acquiring and managing open space and mountain parks lands	44%	N=11	40%	N=10	12%	N=3	0%	N=0	4%	N=1	100%	N=25
Energy conservation and efficiency programs	24%	N=6	44%	N=11	20%	N=5	8%	N=2	4%	N=1	100%	N=25
Renewable energy programs	28%	N=7	52%	N=13	12%	N=3	4%	N=1	4%	N=1	100%	N=25
Recycling and composting collection services	35%	N=9	35%	N=9	19%	N=5	8%	N=2	4%	N=1	100%	N=26
Water conservation programs	40%	N=10	40%	N=10	12%	N=3	0%	N=0	8%	N=2	100%	N=25
Cable TV Channel 8 (council coverage, city news, local talk shows)	12%	N=3	32%	N=8	44%	N=11	0%	N=0	12%	N=3	100%	N=25
City of Boulder Web site (www.bouldercolorado.gov)	12%	N=3	32%	N=8	28%	N=7	12%	N=3	16%	N=4	100%	N=25
City social media Web sites (e.g. Facebook, Twitter, YouTube)	12%	N=3	32%	N=8	32%	N=8	8%	N=2	16%	N=4	100%	N=25
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	38%	N=10	42%	N=11	12%	N=3	8%	N=2	0%	N=0	100%	N=26
North, South or East Recreation Centers' programs and classes	35%	N=9	42%	N=11	8%	N=2	8%	N=2	8%	N=2	100%	N=26
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	24%	N=6	48%	N=12	16%	N=4	4%	N=1	8%	N=2	100%	N=25

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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	
Neighborhood parks (play areas and playgrounds)	35%	N=9	46%	N=12	15%	N=4	0%	N=0	4%	N=1	100%	N=26
Boulder Public Libraries & library services	38%	N=10	46%	N=12	12%	N=3	4%	N=1	0%	N=0	100%	N=26
Services for children (age 12 and under)	33%	N=9	37%	N=10	11%	N=3	7%	N=2	11%	N=3	100%	N=27
Services for youth (age 13 to 21)	31%	N=8	42%	N=11	8%	N=2	8%	N=2	12%	N=3	100%	N=26
Services for seniors (age 65 and older)	35%	N=9	27%	N=7	23%	N=6	4%	N=1	12%	N=3	100%	N=26
Services for low-income families	35%	N=9	38%	N=10	12%	N=3	15%	N=4	0%	N=0	100%	N=26
Providing spaces for and access to a variety of arts/cultural events	19%	N=5	50%	N=13	27%	N=7	0%	N=0	4%	N=1	100%	N=26
Art in public places	19%	N=5	52%	N=14	19%	N=5	4%	N=1	7%	N=2	100%	N=27
Programs to reduce homelessness	31%	N=8	46%	N=12	15%	N=4	4%	N=1	4%	N=1	100%	N=26
Drinking water services	58%	N=15	23%	N=6	8%	N=2	12%	N=3	0%	N=0	100%	N=26
Mosquito or pest control programs	35%	N=9	31%	N=8	23%	N=6	4%	N=1	8%	N=2	100%	N=26

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Table 56: 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	23%	N=7	30%	N=9	30%	N=9	0%	N=0	3%	N=1	13%	N=4	100%	N=30
Affordable housing programs for low income people	7%	N=2	27%	N=8	37%	N=11	17%	N=5	3%	N=1	10%	N=3	100%	N=30
Affordable housing programs for middle income people	7%	N=2	23%	N=7	43%	N=13	7%	N=2	10%	N=3	10%	N=3	100%	N=30
Building and housing code enforcement	10%	N=3	27%	N=8	27%	N=8	3%	N=1	10%	N=3	23%	N=7	100%	N=30
Enforcement of residential over-occupancy regulations	20%	N=6	27%	N=8	27%	N=8	0%	N=0	7%	N=2	20%	N=6	100%	N=30
Enforcement of home business regulations	7%	N=2	27%	N=8	30%	N=9	3%	N=1	3%	N=1	30%	N=9	100%	N=30
Noise control enforcement	10%	N=3	40%	N=12	13%	N=4	10%	N=3	7%	N=2	20%	N=6	100%	N=30
Ice and snow removal, trash and weed control enforcement	13%	N=4	53%	N=16	13%	N=4	7%	N=2	10%	N=3	3%	N=1	100%	N=30
Median maintenance	10%	N=3	31%	N=9	21%	N=6	0%	N=0	10%	N=3	28%	N=8	100%	N=29
Crime prevention	13%	N=4	60%	N=18	13%	N=4	10%	N=3	3%	N=1	0%	N=0	100%	N=30
Police presence in your neighborhood	14%	N=4	45%	N=13	38%	N=11	0%	N=0	0%	N=0	3%	N=1	100%	N=29
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	20%	N=6	47%	N=14	27%	N=8	3%	N=1	0%	N=0	3%	N=1	100%	N=30
Police traffic enforcement	14%	N=4	41%	N=12	24%	N=7	7%	N=2	7%	N=2	7%	N=2	100%	N=29
Police response to community problems or needs	10%	N=3	60%	N=18	10%	N=3	10%	N=3	3%	N=1	7%	N=2	100%	N=30
Flood or natural hazard education	10%	N=3	33%	N=10	23%	N=7	10%	N=3	7%	N=2	17%	N=5	100%	N=30
Emergency Preparation	17%	N=5	34%	N=10	21%	N=6	3%	N=1	3%	N=1	21%	N=6	100%	N=29
Fire safety education	13%	N=4	33%	N=10	23%	N=7	3%	N=1	3%	N=1	23%	N=7	100%	N=30
Fire response	17%	N=5	43%	N=13	23%	N=7	3%	N=1	3%	N=1	10%	N=3	100%	N=30
Emergency medical services	17%	N=5	45%	N=13	7%	N=2	14%	N=4	10%	N=3	7%	N=2	100%	N=29
Boulder Municipal Court	10%	N=3	30%	N=9	23%	N=7	13%	N=4	0%	N=0	23%	N=7	100%	N=30

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Table 57: 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	28%	N=7	48%	N=12	12%	N=3	8%	N=2	4%	N=1	100%	N=25
Affordable housing programs for low income people	48%	N=12	40%	N=10	12%	N=3	0%	N=0	0%	N=0	100%	N=25
Affordable housing programs for middle income people	24%	N=6	52%	N=13	24%	N=6	0%	N=0	0%	N=0	100%	N=25
Building and housing code enforcement	22%	N=5	35%	N=8	17%	N=4	13%	N=3	13%	N=3	100%	N=23
Enforcement of residential over-occupancy regulations	20%	N=5	36%	N=9	28%	N=7	4%	N=1	12%	N=3	100%	N=25
Enforcement of home business regulations	24%	N=6	28%	N=7	16%	N=4	16%	N=4	16%	N=4	100%	N=25
Noise control enforcement	29%	N=7	38%	N=9	21%	N=5	4%	N=1	8%	N=2	100%	N=24
Ice and snow removal, trash and weed control enforcement	33%	N=8	42%	N=10	17%	N=4	8%	N=2	0%	N=0	100%	N=24
Median maintenance	18%	N=4	32%	N=7	14%	N=3	9%	N=2	27%	N=6	100%	N=22
Crime prevention	48%	N=11	39%	N=9	13%	N=3	0%	N=0	0%	N=0	100%	N=23
Police presence in your neighborhood	36%	N=8	41%	N=9	9%	N=2	9%	N=2	5%	N=1	100%	N=22
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	42%	N=10	29%	N=7	13%	N=3	13%	N=3	4%	N=1	100%	N=24
Police traffic enforcement	26%	N=6	48%	N=11	17%	N=4	0%	N=0	9%	N=2	100%	N=23
Police response to community problems or needs	42%	N=10	38%	N=9	13%	N=3	8%	N=2	0%	N=0	100%	N=24
Flood or natural hazard education	44%	N=11	16%	N=4	28%	N=7	4%	N=1	8%	N=2	100%	N=25
Emergency Preparation	40%	N=10	32%	N=8	8%	N=2	8%	N=2	12%	N=3	100%	N=25
Fire safety education	40%	N=10	28%	N=7	24%	N=6	0%	N=0	8%	N=2	100%	N=25
Fire response	40%	N=10	32%	N=8	16%	N=4	4%	N=1	8%	N=2	100%	N=25
Emergency medical services	44%	N=11	32%	N=8	24%	N=6	0%	N=0	0%	N=0	100%	N=25
Boulder Municipal Court	28%	N=7	36%	N=9	8%	N=2	0%	N=0	28%	N=7	100%	N=25

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

- "Seeking good quality life" is every ones dream, working and living without good quality is painful, rich people are always rich and poor are always poor. Any program for lower class or poor people are always highly rated.

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

- Assistance to businesses to keep them in boulder is essential. Help from city of boulder to small business is very crucial. High cost to run business in boulder means "failure of business"

Table 58: Question 12

When you have needed to access a city service, how easy or difficult was it?	Percent	Number
Very easy	18%	N=5
Somewhat easy	46%	N=13
Somewhat difficult	25%	N=7
Very difficult	0%	N=0
Didn't have to access a city service	11%	N=3
Total	100%	N=28

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Table 59: Question 13

Did you experience any problems due to language in accessing city services?	Percent	Number
Yes	23%	N=6
No	77%	N=20
Total	100%	N=26

Table 60: Question 14

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	19%	N=5	33%	N=9	26%	N=7	0%	N=0	4%	N=1	19%	N=5	100%	N=27
I received the assistance I needed	11%	N=3	41%	N=11	19%	N=5	7%	N=2	4%	N=1	19%	N=5	100%	N=27

Table 61: Question 15

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	3%	N=1	21%	N=6	38%	N=11	14%	N=4	24%	N=7	100%	N=29
City of Boulder Web site (www.bouldercolorado.gov)	14%	N=4	24%	N=7	28%	N=8	10%	N=3	24%	N=7	100%	N=29
City social media Web sites (e.g. Facebook, Twitter, YouTube)	10%	N=3	21%	N=6	38%	N=11	7%	N=2	24%	N=7	100%	N=29
The Boulder Daily Camera	14%	N=4	34%	N=10	21%	N=6	7%	N=2	24%	N=7	100%	N=29
The Colorado Daily	7%	N=2	41%	N=12	21%	N=6	7%	N=2	24%	N=7	100%	N=29
Boulder County Business Report	3%	N=1	24%	N=7	28%	N=8	17%	N=5	28%	N=8	100%	N=29
Inserts in the water utility bill	7%	N=2	29%	N=8	29%	N=8	7%	N=2	29%	N=8	100%	N=28
Mailings to your home address	7%	N=2	29%	N=8	18%	N=5	14%	N=4	32%	N=9	100%	N=28
Listserves (where you sign up to be part of a group receiving e-mails from the city)	4%	N=1	25%	N=7	29%	N=8	18%	N=5	25%	N=7	100%	N=28

Question 15: Are there any other ways you'd like to receive information?

- From other people here in Boulder

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Table 62: Question 16

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	63%	N=17
Yes, up to double the current amount	33%	N=9
Yes, up to triple the current amount	4%	N=1
Total	100%	N=27

Table 63: Question 17

How would you rate the Boulder city government's response to the September 2013 Floods?	Percent	Number
Very good	18%	N=5
Good	43%	N=12
Neither good nor bad	21%	N=6
Bad	7%	N=2
Very bad	7%	N=2
Don't know	4%	N=1
Total	100%	N=28

Table 64: Question 18

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	22%	N=6	41%	N=11	15%	N=4	7%	N=2	15%	N=4	100%	N=27
Streaming or downloadable music	15%	N=4	46%	N=12	12%	N=3	8%	N=2	19%	N=5	100%	N=26
Downloadable e-books and/or audiobooks	22%	N=6	48%	N=13	7%	N=2	7%	N=2	15%	N=4	100%	N=27
e-Magazines for computer, tablet or phone	19%	N=5	31%	N=8	23%	N=6	12%	N=3	15%	N=4	100%	N=26
Online video classes/courses	26%	N=7	37%	N=10	11%	N=3	11%	N=3	15%	N=4	100%	N=27
Research databases for school or business	26%	N=7	37%	N=10	7%	N=2	15%	N=4	15%	N=4	100%	N=27
Literary, film, or concert programs	26%	N=7	33%	N=9	19%	N=5	7%	N=2	15%	N=4	100%	N=27
Dance, theater, history or science programming	20%	N=5	40%	N=10	8%	N=2	12%	N=3	20%	N=5	100%	N=25

Question 18: Are there other services that you would like to see offered by the Boulder Public Library?

- Art and culture/diversity
- Art books
- Free educational books and cd's
- Free wi fi for boulder would be ideal

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Table 65: Question 19

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	36%	N=10
no, I am not eligible for an Eco-Pass	11%	N=3
yes, through my employer	4%	N=1
yes, through my neighborhood program	7%	N=2
yes, a CU Boulder student Buff One pass	29%	N=8
yes, a CU Boulder faculty/staff Buff One pass	4%	N=1
yes, other pass:	11%	N=3

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

Question 19: Yes, other pass:

- Cu Denver student
- University of Colorado
- University student not cu though

Table 66: Question 20

On average, how often do you use your Eco-Pass?	Percent	Number
I did not pick up my Eco Pass	36%	N=8
Less often than once a month	14%	N=3
About once every two weeks	9%	N=2
About once a month	5%	N=1
About once a week	0%	N=0
More than once a week	36%	N=8
Total	100%	N=22

Table 67: Question 21

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	69%	N=18
Already have neighborhood Eco Pass for whole household	4%	N=1
Very likely to purchase for school age children	8%	N=2
Likely to purchase for school age children	8%	N=2
Somewhat likely to purchase for school age children	0%	N=0
Not at all likely to purchase for school age children	12%	N=3
Total	100%	N=26

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Table 68: Question 22

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	43%	N=12
Likely	36%	N=10
Somewhat likely	11%	N=3
Not at all likely	11%	N=3
Total	100%	N=28

Question 23: Do you have any other comments you would like to make?

- City of boulder should provide more affordable housing programs because most of the lower class people are paying almost half of the income for rent etc. City must provide discount on groceries, gas and utilities for lower class (low income families)
- Some employee at sales tax division are rude.
- The bus fare is going high in the city it should be maintained because the average income is not going up

Table 69: Question 24

About how many years have you lived in Boulder?	Percent	Number
One year or less	19%	N=5
2 to 5 years	30%	N=8
6 to 10 years	33%	N=9
11 to 15 years	15%	N=4
16 to 20 years	4%	N=1
More than 20 years	0%	N=0
Total	100%	N=27
Average number of years		*6.4*

Table 70: Question 25

Are you employed?	Percent	Number
Yes	78%	N=21
No	22%	N=6
Total	100%	N=27

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Table 71: Question 26

Where do you work?	Percent	Number
Boulder	92%	N=22
Louisville	0%	N=0
Broomfield/Interlocken	4%	N=1
Denver, excluding Tech Center	0%	N=0
Tech Center/Southeast Denver	0%	N=0
Other	0%	N=0
Lafayette	0%	N=0
Longmont	4%	N=1
Jefferson County	0%	N=0
Total	100%	N=24

Table 72: Question 27

Do you work at your home?	Percent	Number
No	83%	N=20
Yes, my business is out of my home	0%	N=0
Yes, I always work at home instead of my employer's location	4%	N=1
Yes, sometimes I work at home instead of my employer's location, sometimes at my employer's location	8%	N=2
Other	4%	N=1
Total	100%	N=24

Table 73: Question 28

Are you a full- or part-time University or college student?	Percent	Number
No	45%	N=13
Yes, at the University of Colorado Boulder campus	45%	N=13
Yes, at Naropa	3%	N=1
Yes, somewhere else	7%	N=2
Total	100%	N=29

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Table 74: Question 29

Please check the one box that most closely describes the type of housing unit you live in.	Percent	Number
A detached single family home	14%	N=4
An apartment in an apartment complex	34%	N=10
An apartment in a single family home	0%	N=0
A condominium or town house	7%	N=2
A mobile home	34%	N=10
Group quarters (sorority/fraternity house, dorm, nursing home)	7%	N=2
Other	3%	N=1
Total	100%	N=29

Question 29: Other, please specify:

No responses were written in

Table 75: Question 30

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	79%	N=22
Own	21%	N=6
Total	100%	N=28

Table 76: Question 31

Do any of the following live in your household?	Yes		No		Total	
Children aged 12 or younger	36%	N=9	64%	N=16	100%	N=25
Teenagers age 13 to 18	30%	N=6	70%	N=14	100%	N=20
Adults age 65 or older	17%	N=3	83%	N=15	100%	N=18
Anyone with a long-term disability	0%	N=0	100%	N=18	100%	N=18

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Table 77: Question 32

About how much was the TOTAL 2013 INCOME BEFORE TAXES for your household as a whole?	Percent	Number
Less than $15,000	33%	N=8
$15,000 - $24,999	13%	N=3
$25,000 - $34,999	13%	N=3
$35,000 - $49,999	25%	N=6
$50,000 - $74,999	17%	N=4
$75,000 - $99,999	0%	N=0
$100,000 - %149,999	0%	N=0
$150,000 - $199,999	0%	N=0
$200,000 - $249,999	0%	N=0
$250,000 or more	0%	N=0
Total	100%	N=24

Table 78: Question 33

Do you have regular, convenient access to the internet?	Percent	Number
No	0%	N=0
Yes	100%	N=25
Total	100%	N=25

Table 79: Question 33b

Where? (check all that apply)	Percent	Number
at home	88%	N=22
at work	48%	N=12
on a "smart" phone or PDA	44%	N=11
a public facility (e.g. library or school)	28%	N=7

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

Table 80: Question 34

What is your age?	Percent	Number
18-24 years old	48%	N=14
25-34 years old	21%	N=6
35-44 years old	31%	N=9
45-54 years old	0%	N=0
55-64 years old	0%	N=0
65-74 years old	0%	N=0
75 or older	0%	N=0
Total	100%	N=29

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Table 81: Question 35

What is the highest level of education you have completed?	Percent	Number
0-11 years, no diploma	3%	N=1
High school graduate	14%	N=4
Some college, no degree	24%	N=7
Associate Degree	3%	N=1
Bachelor's Degree	31%	N=9
Master's Degree	24%	N=7
Doctorate Degree	0%	N=0
Total	100%	N=29

Table 82: Question 36

Are you of Chicano/Chicana/Mexican-American, Latino/Latina, or Hispanic origin?	Percent	Number
Yes	11%	N=3
No	89%	N=25
Total	100%	N=28

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Table 83: Question 37

What is your country of origin?	Percent	Number
United States	7%	N=2
Mexico	7%	N=2
China	3%	N=1
United Kingdom	0%	N=0
Korea	0%	N=0
Germany	0%	N=0
Canada	0%	N=0
India	0%	N=0
Nepal	72%	N=21
Netherlands	0%	N=0
Bosnia and Herzegovina	0%	N=0
Other	10%	N=3
Vietnam	0%	N=0
Iran	0%	N=0
Japan	0%	N=0
Russia	0%	N=0
France	0%	N=0
Poland	0%	N=0
Israel	0%	N=0
Hungary	0%	N=0
Colombia	0%	N=0
Australia	0%	N=0
Total	100%	N=29

Question 37: Other:

- Guatemala
- Italy

Table 84: Question 38

Did you receive help completing this questionnaire in English?	Percent	Number
Yes	7%	N=2
No	93%	N=25
Total	100%	N=27

Table 85: Question 39

What is your gender?	Percent	Number
Male	54%	N=15
Female	46%	N=13
Total	100%	N=28

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APPENDIX K: SURVEY RESPONSES FROM CU STUDENTS

The tables in this section display the survey responses given by CU students from both the "scientific" community survey and the open web survey. A total of 78 completed surveys were received from CU students from both these survey efforts.

Table 86: 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	50%	N=39	42%	N=33	3%	N=2	4%	N=3	0%	N=0	1%	N=1	100%	N=78
Overall quality of your neighborhood	29%	N=23	53%	N=41	12%	N=9	3%	N=2	3%	N=2	1%	N=1	100%	N=78
The sense of community in Boulder	19%	N=15	46%	N=36	23%	N=18	8%	N=6	3%	N=2	1%	N=1	100%	N=78
Community acceptance of all people	22%	N=17	32%	N=25	32%	N=25	9%	N=7	1%	N=1	3%	N=2	100%	N=77
Race and ethnic relations in Boulder	6%	N=5	40%	N=31	35%	N=27	9%	N=7	4%	N=3	6%	N=5	100%	N=78
Boulder as a place to work	22%	N=17	40%	N=31	14%	N=11	8%	N=6	4%	N=3	13%	N=10	100%	N=78
Overall Boulder city government operations	12%	N=9	42%	N=33	26%	N=20	5%	N=4	5%	N=4	10%	N=8	100%	N=78
Overall ease of getting to the places you usually visit	37%	N=29	36%	N=28	15%	N=12	9%	N=7	3%	N=2	0%	N=0	100%	N=78
Quality of the natural environment	60%	N=46	31%	N=24	9%	N=7	0%	N=0	0%	N=0	0%	N=0	100%	N=77
Quality of indoor and outdoor recreation	64%	N=50	26%	N=20	4%	N=3	0%	N=0	0%	N=0	6%	N=5	100%	N=78
Opportunities to attend arts/cultural events	31%	N=24	41%	N=32	18%	N=14	5%	N=4	0%	N=0	5%	N=4	100%	N=78
Quality or character of new development (the look and feel of new commercial or residential areas or buildings)	18%	N=14	35%	N=27	26%	N=20	10%	N=8	5%	N=4	6%	N=5	100%	N=78
Access to a variety of housing options	9%	N=7	19%	N=15	18%	N=14	29%	N=23	17%	N=13	8%	N=6	100%	N=78
Employment opportunities	10%	N=8	27%	N=21	28%	N=22	18%	N=14	3%	N=2	14%	N=11	100%	N=78
Shopping opportunities	26%	N=20	42%	N=33	23%	N=18	5%	N=4	0%	N=0	4%	N=3	100%	N=78

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Table 87: 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)	47%	N=37	33%	N=26	9%	N=7	8%	N=6	3%	N=2	100%	N=78
Property crimes (e.g., burglary, theft, criminal mischief)	23%	N=18	46%	N=36	12%	N=9	17%	N=13	3%	N=2	100%	N=78
Structural/house fires	41%	N=32	49%	N=38	6%	N=5	3%	N=2	1%	N=1	100%	N=78
Wildland fires	19%	N=15	37%	N=29	27%	N=21	15%	N=12	1%	N=1	100%	N=78
Floods	12%	N=9	23%	N=18	19%	N=15	38%	N=30	8%	N=6	100%	N=78
Traffic-related incidents (road rage, bike-car conflicts, etc.)	10%	N=8	36%	N=28	17%	N=13	22%	N=17	15%	N=12	100%	N=78
Discrimination due to your background or personal characteristics	46%	N=36	27%	N=21	10%	N=8	9%	N=7	8%	N=6	100%	N=78

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Table 88: 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	58%	N=45	38%	N=29	1%	N=1	1%	N=1	0%	N=0	1%	N=1	100%	N=77
Downtown Commercial Area at night	18%	N=14	41%	N=32	35%	N=27	1%	N=1	3%	N=2	3%	N=2	100%	N=78
Municipal Campus / Main Library area during the day	35%	N=27	40%	N=31	10%	N=8	5%	N=4	4%	N=3	6%	N=5	100%	N=78
Municipal Campus / Main Library area at night	13%	N=10	19%	N=15	29%	N=23	15%	N=12	10%	N=8	13%	N=10	100%	N=78
Your neighborhood during the day	69%	N=54	24%	N=19	4%	N=3	0%	N=0	1%	N=1	1%	N=1	100%	N=78
Your neighborhood at night	44%	N=34	38%	N=30	9%	N=7	5%	N=4	3%	N=2	1%	N=1	100%	N=78
City Parks	26%	N=20	44%	N=34	22%	N=17	1%	N=1	3%	N=2	4%	N=3	100%	N=77
Multi-use paths (e.g. Boulder Creek Path)	15%	N=12	36%	N=28	41%	N=32	3%	N=2	5%	N=4	0%	N=0	100%	N=78
Main Library	26%	N=20	34%	N=26	17%	N=13	5%	N=4	3%	N=2	16%	N=12	100%	N=77
Branch Libraries	25%	N=19	26%	N=20	8%	N=6	3%	N=2	0%	N=0	39%	N=30	100%	N=77

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Table 89: 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	8%	N=6	13%	N=10	23%	N=18	13%	N=10	44%	N=34	100%	N=78
Rode another RTD bus within Boulder	22%	N=17	17%	N=13	35%	N=27	9%	N=7	18%	N=14	100%	N=78
Rode a bus between Boulder and Denver	18%	N=14	24%	N=19	38%	N=30	4%	N=3	15%	N=12	100%	N=78
Commuted to work by bicycle	29%	N=23	10%	N=8	10%	N=8	3%	N=2	47%	N=37	100%	N=78
Visited the Pearl Street Mall	2%	N=1	9%	N=6	34%	N=22	25%	N=16	31%	N=20	100%	N=65
Visited the University Hill business district	4%	N=3	9%	N=7	31%	N=24	26%	N=20	31%	N=24	100%	N=78
Visited Boulder open space or mountain parks	4%	N=3	9%	N=7	29%	N=23	26%	N=20	32%	N=25	100%	N=78
Recycled paper or containers from your home	5%	N=4	0%	N=0	5%	N=4	9%	N=7	81%	N=63	100%	N=78
Composted food waste through the curbside collection program	67%	N=52	1%	N=1	6%	N=5	1%	N=1	24%	N=19	100%	N=78
Composted yard waste through the curbside collection program	74%	N=58	5%	N=4	6%	N=5	0%	N=0	14%	N=11	100%	N=78
Made energy improvements to your home or business	40%	N=31	37%	N=29	17%	N=13	1%	N=1	5%	N=4	100%	N=78
Attended a public meeting or event about city matters	77%	N=60	18%	N=14	5%	N=4	0%	N=0	0%	N=0	100%	N=78
Attended a City Council meeting	88%	N=69	9%	N=7	3%	N=2	0%	N=0	0%	N=0	100%	N=78
Watched a City Council meeting on cable TV Channel 8	86%	N=67	9%	N=7	5%	N=4	0%	N=0	0%	N=0	100%	N=78
Watched a news program on cable TV Channel 8	79%	N=62	9%	N=7	9%	N=7	1%	N=1	1%	N=1	100%	N=78
Used any of the Parks and Recreation fields or courts (e.g., baseball, softball, soccer, tennis)	35%	N=27	23%	N=18	22%	N=17	9%	N=7	10%	N=8	100%	N=77
Participated in any of the North, South or East Recreation Centers' programs or classes	85%	N=66	5%	N=4	6%	N=5	3%	N=2	1%	N=1	100%	N=78
Visited any Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	40%	N=31	32%	N=25	17%	N=13	4%	N=3	6%	N=5	100%	N=77
Visited any neighborhood parks (play areas and playgrounds)	15%	N=12	18%	N=14	36%	N=28	13%	N=10	18%	N=14	100%	N=78
Used the services or facilities of the East or West Senior Centers	92%	N=72	3%	N=2	3%	N=2	1%	N=1	1%	N=1	100%	N=78

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Table 90: 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	18%	N=14	54%	N=42	21%	N=16	4%	N=3	4%	N=3	100%	N=78
I inform myself about major issues in the city of Boulder	18%	N=14	43%	N=33	29%	N=22	9%	N=7	1%	N=1	100%	N=77
I take the initiative to let elected officials or city staff know what I think	4%	N=3	19%	N=15	28%	N=22	36%	N=28	13%	N=10	100%	N=78
Boulder's City Council implements policies that reflect the values of the Boulder community	6%	N=5	41%	N=32	37%	N=29	10%	N=8	5%	N=4	100%	N=78
I feel included in the Boulder community	15%	N=12	44%	N=34	27%	N=21	8%	N=6	6%	N=5	100%	N=78

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Table 91: 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	8%	N=6	41%	N=32	22%	N=17	6%	N=5	1%	N=1	22%	N=17	100%	N=78
Effectively planning for the future	12%	N=9	45%	N=35	17%	N=13	8%	N=6	4%	N=3	15%	N=12	100%	N=78
Working through critical issues facing the city	6%	N=5	47%	N=37	15%	N=12	8%	N=6	6%	N=5	17%	N=13	100%	N=78
Gathering feedback from residents on new policies or projects; conducting public processes	9%	N=7	37%	N=29	26%	N=20	10%	N=8	1%	N=1	17%	N=13	100%	N=78
Providing access to information about issues, events and meetings	13%	N=10	41%	N=32	18%	N=14	8%	N=6	1%	N=1	19%	N=15	100%	N=78
Spending tax dollars wisely	4%	N=3	31%	N=24	27%	N=21	5%	N=4	6%	N=5	27%	N=21	100%	N=78
Informing the public about how tax dollars are used	3%	N=2	19%	N=15	37%	N=29	12%	N=9	3%	N=2	27%	N=21	100%	N=78
Responding to emergencies and natural disasters (flood, wildfire)	32%	N=25	53%	N=41	10%	N=8	1%	N=1	1%	N=1	3%	N=2	100%	N=78

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Table 92: 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=2	29%	N=22	35%	N=27	26%	N=20	6%	N=5	1%	N=1	100%	N=77
High frequency transit routes	13%	N=10	49%	N=37	18%	N=14	14%	N=11	1%	N=1	4%	N=3	100%	N=76
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	31%	N=24	48%	N=37	13%	N=10	5%	N=4	0%	N=0	3%	N=2	100%	N=77
Snow and ice control on major streets	10%	N=8	43%	N=33	21%	N=16	13%	N=10	12%	N=9	1%	N=1	100%	N=77
Street repair (potholes, crack repair, etc.)	4%	N=3	33%	N=25	36%	N=27	22%	N=17	4%	N=3	1%	N=1	100%	N=76
Street sweeping	8%	N=6	39%	N=30	26%	N=20	4%	N=3	1%	N=1	21%	N=16	100%	N=76
Street lighting	5%	N=4	46%	N=35	25%	N=19	13%	N=10	7%	N=5	4%	N=3	100%	N=76
Sidewalk maintenance	10%	N=8	39%	N=30	26%	N=20	14%	N=11	6%	N=5	4%	N=3	100%	N=77
Assistance to businesses to keep them in Boulder	16%	N=12	27%	N=21	16%	N=12	4%	N=3	3%	N=2	35%	N=27	100%	N=77
Attracting/retaining 'discount' or 'affordable' shopping opportunities	18%	N=14	31%	N=24	22%	N=17	4%	N=3	6%	N=5	18%	N=14	100%	N=77
Retention and expansion of quality jobs in Boulder	26%	N=20	22%	N=17	16%	N=12	12%	N=9	1%	N=1	23%	N=18	100%	N=77
Acquiring and managing open space and mountain parks lands	53%	N=41	32%	N=25	6%	N=5	0%	N=0	1%	N=1	6%	N=5	100%	N=77
Energy conservation and efficiency programs	33%	N=25	42%	N=32	17%	N=13	3%	N=2	0%	N=0	5%	N=4	100%	N=76
Renewable energy programs	19%	N=14	29%	N=22	29%	N=22	5%	N=4	7%	N=5	11%	N=8	100%	N=75
Recycling and composting collection services	37%	N=28	32%	N=24	16%	N=12	7%	N=5	3%	N=2	7%	N=5	100%	N=76
Water conservation programs	21%	N=16	36%	N=27	24%	N=18	3%	N=2	3%	N=2	14%	N=11	100%	N=76
Cable TV Channel 8 (council coverage, city news, local talk shows)	5%	N=4	14%	N=11	20%	N=15	0%	N=0	3%	N=2	58%	N=44	100%	N=76
City of Boulder Web site (www.bouldercolorado.gov)	4%	N=3	33%	N=25	20%	N=15	12%	N=9	5%	N=4	26%	N=20	100%	N=76

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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	
City social media Web sites (e.g. Facebook, Twitter, YouTube)	3%	N=2	25%	N=19	20%	N=15	5%	N=4	3%	N=2	45%	N=34	100%	N=76
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	20%	N=15	39%	N=29	23%	N=17	4%	N=3	4%	N=3	11%	N=8	100%	N=75
North, South or East Recreation Centers' programs and classes	12%	N=9	25%	N=19	27%	N=20	7%	N=5	4%	N=3	25%	N=19	100%	N=75
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	36%	N=27	36%	N=27	12%	N=9	0%	N=0	3%	N=2	14%	N=11	100%	N=76
Neighborhood parks (play areas and playgrounds)	30%	N=23	49%	N=37	11%	N=8	0%	N=0	0%	N=0	11%	N=8	100%	N=76
Boulder Public Libraries & library services	20%	N=15	45%	N=33	15%	N=11	1%	N=1	1%	N=1	18%	N=13	100%	N=74
Services for children (age 12 and under)	15%	N=11	25%	N=19	8%	N=6	7%	N=5	0%	N=0	45%	N=34	100%	N=75
Services for youth (age 13 to 21)	18%	N=14	29%	N=22	5%	N=4	5%	N=4	0%	N=0	42%	N=32	100%	N=76
Services for seniors (age 65 and older)	8%	N=6	18%	N=14	20%	N=15	4%	N=3	0%	N=0	50%	N=38	100%	N=76
Services for low-income families	26%	N=20	17%	N=13	13%	N=10	7%	N=5	5%	N=4	32%	N=24	100%	N=76
Providing spaces for and access to a variety of arts/cultural events	25%	N=19	42%	N=32	18%	N=14	4%	N=3	0%	N=0	11%	N=8	100%	N=76
Art in public places	21%	N=16	42%	N=32	20%	N=15	7%	N=5	0%	N=0	11%	N=8	100%	N=76
Programs to reduce homelessness	25%	N=19	16%	N=12	25%	N=19	8%	N=6	4%	N=3	21%	N=16	100%	N=75
Drinking water services	30%	N=23	29%	N=22	13%	N=10	7%	N=5	1%	N=1	20%	N=15	100%	N=76
Mosquito or pest control programs	5%	N=4	19%	N=14	16%	N=12	3%	N=2	0%	N=0	57%	N=43	100%	N=75

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Table 93: 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	26%	N=17	51%	N=33	20%	N=13	0%	N=0	3%	N=2	100%	N=65
High frequency transit routes	30%	N=17	52%	N=29	16%	N=9	2%	N=1	0%	N=0	100%	N=56
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	29%	N=21	29%	N=21	25%	N=18	4%	N=3	14%	N=10	100%	N=73
Snow and ice control on major streets	40%	N=29	38%	N=28	18%	N=13	0%	N=0	4%	N=3	100%	N=73
Street repair (potholes, crack repair, etc.)	14%	N=10	38%	N=27	35%	N=25	6%	N=4	8%	N=6	100%	N=72
Street sweeping	13%	N=8	42%	N=27	33%	N=21	8%	N=5	5%	N=3	100%	N=64
Street lighting	28%	N=15	42%	N=22	28%	N=15	2%	N=1	0%	N=0	100%	N=53
Sidewalk maintenance	19%	N=12	55%	N=35	25%	N=16	2%	N=1	0%	N=0	100%	N=64
Assistance to businesses to keep them in Boulder	14%	N=10	46%	N=32	17%	N=12	4%	N=3	17%	N=12	100%	N=69
Attracting/retaining "discount" or "affordable" shopping opportunities	16%	N=11	43%	N=30	20%	N=14	10%	N=7	10%	N=7	100%	N=69
Retention and expansion of quality jobs in Boulder	19%	N=9	50%	N=24	17%	N=8	0%	N=0	15%	N=7	100%	N=48
Acquiring and managing open space and mountain parks lands	31%	N=16	45%	N=23	12%	N=6	2%	N=1	10%	N=5	100%	N=51
Energy conservation and efficiency programs	41%	N=20	33%	N=16	20%	N=10	0%	N=0	6%	N=3	100%	N=49
Renewable energy programs	37%	N=20	35%	N=19	13%	N=7	6%	N=3	9%	N=5	100%	N=54
Recycling and composting collection services	33%	N=23	44%	N=31	20%	N=14	1%	N=1	1%	N=1	100%	N=70
Water conservation programs	32%	N=21	44%	N=29	17%	N=11	3%	N=2	5%	N=3	100%	N=66
Cable TV Channel 8 (council coverage, city news, local talk shows)	2%	N=1	17%	N=10	37%	N=22	20%	N=12	25%	N=15	100%	N=60
City of Boulder Web site (www.bouldercolorado.gov)	21%	N=14	36%	N=24	29%	N=19	2%	N=1	12%	N=8	100%	N=66

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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	
City social media Web sites (e.g. Facebook, Twitter, YouTube)	4%	N=2	28%	N=15	40%	N=21	15%	N=8	13%	N=7	100%	N=53
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	26%	N=19	30%	N=22	36%	N=26	3%	N=2	5%	N=4	100%	N=73
North, South or East Recreation Centers' programs and classes	14%	N=10	21%	N=15	39%	N=28	6%	N=4	21%	N=15	100%	N=72
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	15%	N=11	34%	N=25	41%	N=30	3%	N=2	8%	N=6	100%	N=74
Neighborhood parks (play areas and playgrounds)	22%	N=16	47%	N=35	28%	N=21	0%	N=0	3%	N=2	100%	N=74
Boulder Public Libraries & library services	40%	N=29	36%	N=26	15%	N=11	3%	N=2	6%	N=4	100%	N=72
Services for children (age 12 and under)	23%	N=17	25%	N=18	18%	N=13	8%	N=6	26%	N=19	100%	N=73
Services for youth (age 13 to 21)	26%	N=19	23%	N=17	25%	N=18	4%	N=3	22%	N=16	100%	N=73
Services for seniors (age 65 and older)	27%	N=20	28%	N=21	16%	N=12	4%	N=3	24%	N=18	100%	N=74
Services for low-income families	30%	N=22	32%	N=24	18%	N=13	4%	N=3	16%	N=12	100%	N=74
Providing spaces for and access to a variety of arts/cultural events	22%	N=16	39%	N=29	35%	N=26	0%	N=0	4%	N=3	100%	N=74
Art in public places	17%	N=12	26%	N=19	43%	N=31	8%	N=6	6%	N=4	100%	N=72
Programs to reduce homelessness	37%	N=26	32%	N=23	20%	N=14	3%	N=2	8%	N=6	100%	N=71
Drinking water services	53%	N=39	23%	N=17	10%	N=7	3%	N=2	11%	N=8	100%	N=73
Mosquito or pest control programs	19%	N=14	40%	N=29	21%	N=15	5%	N=4	15%	N=11	100%	N=73

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Table 94: 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	8%	N=6	47%	N=34	19%	N=14	0%	N=0	3%	N=2	23%	N=17	100%	N=73
Affordable housing programs for low income people	7%	N=5	12%	N=9	20%	N=15	21%	N=16	11%	N=8	29%	N=22	100%	N=75
Affordable housing programs for middle income people	3%	N=2	17%	N=13	21%	N=16	19%	N=14	15%	N=11	25%	N=19	100%	N=75
Building and housing code enforcement	1%	N=1	18%	N=13	11%	N=8	5%	N=4	8%	N=6	57%	N=42	100%	N=74
Enforcement of residential over-occupancy regulations	1%	N=1	11%	N=8	19%	N=14	1%	N=1	12%	N=9	55%	N=41	100%	N=74
Enforcement of home business regulations	1%	N=1	4%	N=3	14%	N=10	3%	N=2	1%	N=1	77%	N=57	100%	N=74
Noise control enforcement	12%	N=9	36%	N=27	20%	N=15	3%	N=2	4%	N=3	24%	N=18	100%	N=74
Ice and snow removal, trash and weed control enforcement	4%	N=3	39%	N=29	22%	N=16	16%	N=12	8%	N=6	11%	N=8	100%	N=74
Median maintenance	8%	N=6	27%	N=20	36%	N=27	4%	N=3	1%	N=1	24%	N=18	100%	N=75
Crime prevention	18%	N=13	30%	N=22	36%	N=26	8%	N=6	0%	N=0	8%	N=6	100%	N=73
Police presence in your neighborhood	27%	N=20	36%	N=26	23%	N=17	5%	N=4	0%	N=0	8%	N=6	100%	N=73
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	36%	N=26	36%	N=26	18%	N=13	6%	N=4	0%	N=0	4%	N=3	100%	N=72
Police traffic enforcement	21%	N=15	30%	N=21	32%	N=23	3%	N=2	6%	N=4	8%	N=6	100%	N=71
Police response to community problems or needs	18%	N=13	19%	N=14	27%	N=20	15%	N=11	4%	N=3	16%	N=12	100%	N=73
Flood or natural hazard education	13%	N=9	15%	N=11	36%	N=26	17%	N=12	10%	N=7	10%	N=7	100%	N=72
Emergency Preparation	21%	N=15	22%	N=16	40%	N=29	7%	N=5	4%	N=3	7%	N=5	100%	N=73
Fire safety education	27%	N=20	25%	N=18	21%	N=15	7%	N=5	3%	N=2	18%	N=13	100%	N=73
Fire response	18%	N=13	18%	N=13	32%	N=23	4%	N=3	6%	N=4	22%	N=16	100%	N=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.	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
Emergency medical services	19%	N=14	35%	N=25	24%	N=17	0%	N=0	1%	N=1	21%	N=15	100%	N=72
Boulder Municipal Court	11%	N=8	25%	N=18	22%	N=16	3%	N=2	4%	N=3	36%	N=26	100%	N=73

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Table 95: 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	18%	N=13	41%	N=29	31%	N=22	7%	N=5	3%	N=2	100%	N=71
Affordable housing programs for low income people	20%	N=14	43%	N=30	28%	N=19	3%	N=2	6%	N=4	100%	N=69
Affordable housing programs for middle income people	28%	N=19	40%	N=27	21%	N=14	4%	N=3	6%	N=4	100%	N=67
Building and housing code enforcement	13%	N=9	33%	N=23	38%	N=26	3%	N=2	13%	N=9	100%	N=69
Enforcement of residential over-occupancy regulations	13%	N=9	29%	N=20	38%	N=26	10%	N=7	10%	N=7	100%	N=69
Enforcement of home business regulations	6%	N=4	17%	N=11	45%	N=29	12%	N=8	20%	N=13	100%	N=65
Noise control enforcement	13%	N=8	46%	N=29	29%	N=18	8%	N=5	5%	N=3	100%	N=63
Ice and snow removal, trash and weed control enforcement	24%	N=15	43%	N=27	25%	N=16	6%	N=4	2%	N=1	100%	N=63
Median maintenance	11%	N=6	22%	N=12	50%	N=27	9%	N=5	7%	N=4	100%	N=54
Crime prevention	59%	N=41	27%	N=19	13%	N=9	1%	N=1	0%	N=0	100%	N=70
Police presence in your neighborhood	20%	N=14	38%	N=26	35%	N=24	4%	N=3	3%	N=2	100%	N=69
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	30%	N=21	36%	N=25	27%	N=19	6%	N=4	1%	N=1	100%	N=70
Police traffic enforcement	16%	N=11	36%	N=25	37%	N=26	9%	N=6	3%	N=2	100%	N=70
Police response to community problems or needs	41%	N=29	34%	N=24	14%	N=10	3%	N=2	7%	N=5	100%	N=70
Flood or natural hazard education	33%	N=23	36%	N=25	21%	N=15	9%	N=6	1%	N=1	100%	N=70
Emergency Preparation	43%	N=31	38%	N=27	18%	N=13	1%	N=1	0%	N=0	100%	N=72
Fire safety education	32%	N=23	35%	N=25	26%	N=19	4%	N=3	3%	N=2	100%	N=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.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Fire response	63%	N=44	19%	N=13	14%	N=10	0%	N=0	4%	N=3	100%	N=70
Emergency medical services	66%	N=47	18%	N=13	13%	N=9	0%	N=0	3%	N=2	100%	N=71
Boulder Municipal Court	30%	N=21	25%	N=18	27%	N=19	3%	N=2	15%	N=11	100%	N=71

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Table 96: 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	21%	N=15	23%	N=16	6%	N=4	3%	N=2	0%	N=0	48%	N=34	100%	N=71
I received the assistance I needed	23%	N=16	18%	N=13	10%	N=7	0%	N=0	1%	N=1	48%	N=34	100%	N=71

Table 97: 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	4%	N=3	8%	N=6	12%	N=9	69%	N=51	7%	N=5	100%	N=74
City of Boulder Web site (www.bouldercolorado.gov)	34%	N=25	22%	N=16	26%	N=19	14%	N=10	5%	N=4	100%	N=74
City social media Web sites (e.g. Facebook, Twitter, YouTube)	14%	N=10	21%	N=15	27%	N=20	36%	N=26	3%	N=2	100%	N=73
The Boulder Daily Camera	26%	N=19	34%	N=25	21%	N=15	16%	N=12	3%	N=2	100%	N=73
The Colorado Daily	9%	N=7	28%	N=21	26%	N=19	32%	N=24	4%	N=3	100%	N=74
Boulder County Business Report	0%	N=0	5%	N=4	16%	N=12	68%	N=50	11%	N=8	100%	N=74
Inserts in the water utility bill	3%	N=2	15%	N=11	18%	N=13	57%	N=42	8%	N=6	100%	N=74
Mailings to your home address	20%	N=15	28%	N=21	22%	N=16	23%	N=17	7%	N=5	100%	N=74
Listserves (where you sign up to be part of a group receiving e-mails from the city)	11%	N=8	18%	N=13	15%	N=11	48%	N=35	8%	N=6	100%	N=73

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Table 98: 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	50%	N=38
Yes, up to double the current amount	46%	N=35
Yes, up to triple the current amount	4%	N=3
Total	100%	N=76

Table 99: Question 15

How would you rate the Boulder city government's response to the September 2013 Floods?	Percent	Number
Very good	37%	N=28
Good	49%	N=37
Neither good nor bad	7%	N=5
Bad	0%	N=0
Very bad	4%	N=3
Don't know	4%	N=3
Total	100%	N=76

Table 100: 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	35%	N=26	14%	N=10	18%	N=13	26%	N=19	8%	N=6	100%	N=74
Streaming or downloadable music	28%	N=21	15%	N=11	16%	N=12	32%	N=24	8%	N=6	100%	N=74
Downloadable e-books and/or audiobooks	39%	N=29	18%	N=13	15%	N=11	22%	N=16	7%	N=5	100%	N=74
e-Magazines for computer, tablet or phone	24%	N=18	11%	N=8	20%	N=15	38%	N=28	7%	N=5	100%	N=74
Online video classes/courses	24%	N=18	16%	N=12	20%	N=15	32%	N=24	7%	N=5	100%	N=74
Research databases for school or business	36%	N=26	21%	N=15	19%	N=14	18%	N=13	7%	N=5	100%	N=73
Literary, film, or concert programs	23%	N=17	22%	N=16	22%	N=16	25%	N=18	8%	N=6	100%	N=73
Dance, theater, history or science programming	19%	N=14	30%	N=22	18%	N=13	24%	N=18	9%	N=7	100%	N=74

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Table 101: 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	13%	N=10
no, I am not eligible for an Eco-Pass	3%	N=2
yes, through my employer	7%	N=5
yes, through my neighborhood program	5%	N=4
yes, a CU Boulder student Buff One pass	72%	N=55
yes, a CU Boulder faculty/staff Buff One pass	5%	N=4
yes, other pass:	1%	N=1

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

Table 102: Question 18

On average, how often do you use your Eco-Pass?	Percent	Number
I did not pick up my Eco Pass	8%	N=5
Less often than once a month	14%	N=9
About once every two weeks	11%	N=7
About once a month	5%	N=3
About once a week	9%	N=6
More than once a week	54%	N=35
Total	100%	N=65

Table 103: 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	90%	N=65
Already have neighborhood Eco Pass for whole household	0%	N=0
Very likely to purchase for school age children	3%	N=2
Likely to purchase for school age children	1%	N=1
Somewhat likely to purchase for school age children	1%	N=1
Not at all likely to purchase for school age children	4%	N=3
Total	100%	N=72

Table 104: 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	30%	N=22
Likely	26%	N=19
Somewhat likely	19%	N=14
Not at all likely	26%	N=19
Total	100%	N=74

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Table 105: Question 22

About how many years have you lived in Boulder?	Percent	Number
One year or less	17%	N=13
2 to 5 years	58%	N=45
6 to 10 years	10%	N=8
11 to 15 years	3%	N=2
16 to 20 years	3%	N=2
More than 20 years	9%	N=7
Total	100%	N=77
Average number of years		*6.4*

Table 106: Question 23

Are you employed?	Percent	Number
Yes	74%	N=58
No	26%	N=20
Total	100%	N=78

Table 107: Question 24

Where do you work?	Percent	Number
Boulder	93%	N=54
Louisville	0%	N=0
Broomfield/Interlocken	2%	N=1
Denver, excluding Tech Center	2%	N=1
Tech Center/Southeast Denver	0%	N=0
Other	2%	N=1
Lafayette	0%	N=0
Longmont	2%	N=1
Jefferson County	0%	N=0
Total	100%	N=58

Table 108: Question 25

Do you work at your home?	Percent	Number
No	75%	N=44
Yes, my business is out of my home	2%	N=1
Yes, I always work at home instead of my employer's location	0%	N=0
Yes, sometimes I work at home instead of my employer's location, sometimes at my employer's location	24%	N=14
Other	0%	N=0
Total	100%	N=59

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Table 109: Question 26

Are you a full- or part-time University or college student?	Percent	Number
No	0%	N=0
Yes, at the University of Colorado Boulder campus	100%	N=78
Yes, at Naropa	0%	N=0
Yes, somewhere else	0%	N=0
Total	100%	N=78

Table 110: 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	23%	N=18
An apartment in an apartment complex	48%	N=37
An apartment in a single family home	5%	N=4
A condominium or town house	19%	N=15
A mobile home	0%	N=0
Group quarters (sorority/fraternity house, dorm, nursing home)	1%	N=1
Other	3%	N=2
Total	100%	N=77

Table 111: 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	81%	N=62
Own	19%	N=15
Total	100%	N=77

Table 112: Question 29

Do any of the following live in your household?	Yes		No		Total	
Children aged 12 or younger	7%	N=5	93%	N=69	100%	N=74
Teenagers age 13 to 18	4%	N=3	96%	N=66	100%	N=69
Adults age 65 or older	9%	N=6	91%	N=63	100%	N=69
Anyone with a long-term disability	4%	N=3	96%	N=66	100%	N=69

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Table 113: Question 30

About how much was the TOTAL 2013 INCOME BEFORE TAXES for your household as a whole?	Percent	Number
Less than $15,000	43%	N=31
$15,000 - $24,999	21%	N=15
$25,000 - $34,999	10%	N=7
$35,000 - $49,999	3%	N=2
$50,000 - $74,999	11%	N=8
$75,000 - $99,999	10%	N=7
$100,000 - %149,999	1%	N=1
$150,000 - $199,999	0%	N=0
$200,000 - $249,999	1%	N=1
$250,000 or more	0%	N=0
Total	100%	N=72

Table 114: Question 31

Do you have regular, convenient access to the internet?	Percent	Number
No	3%	N=2
Yes	97%	N=75
Total	100%	N=77

Table 115: Question 31b

Where? (check all that apply)	Percent	Number
at home	100%	N=75
at work	72%	N=54
on a "smart" phone or PDA	65%	N=49
a public facility (e.g. library or school)	71%	N=53

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

Table 116: Question 32

What is your age?	Percent	Number
18-24 years old	45%	N=35
25-34 years old	33%	N=26
35-44 years old	12%	N=9
45-54 years old	4%	N=3
55-64 years old	3%	N=2
65-74 years old	4%	N=3
75 or older	0%	N=0
Total	100%	N=78

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Table 117: Question 33

What is the highest level of education you have completed?	Percent	Number
0-11 years, no diploma	0%	N=0
High school graduate	5%	N=4
Some college, no degree	29%	N=23
Associate Degree	3%	N=2
Bachelor's Degree	26%	N=20
Master's Degree	29%	N=23
Doctorate Degree	8%	N=6
Total	100%	N=78

Table 118: Question 34

Are you of Chicano/Chicana/Mexican-American, Latino/Latina, or Hispanic origin?	Percent	Number
Yes	7%	N=5
No	93%	N=71
Total	100%	N=76

Table 119: Question 35

Which best describes your race?	Percent	Number
White	82%	N=62
Other, please specify	12%	N=9
Asian or Pacific Islander	5%	N=4
Black or African American	4%	N=3
American Indian, Eskimo or Aleut	3%	N=2

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

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Table 120: Question 36

What is your preferred language?	Percent	Number
English	96%	N=75
Arabic	0%	N=0
Chinese	0%	N=0
French	1%	N=1
German	1%	N=1
Hebrew	0%	N=0
Italian	0%	N=0
Japanese	1%	N=1
Other	0%	N=0
Korean	0%	N=0
Mia, Hmong	0%	N=0
Portuguese	0%	N=0
Russian	0%	N=0
Spanish	0%	N=0
Vietnamese	0%	N=0
Scandinavian languages	0%	N=0
Total	100%	N=78

Table 121: Question 37

Did you receive help completing this questionnaire in English?	Percent	Number
Yes	0%	N=0
No	100%	N=12
Total	100%	N=12

Table 122: Question 38

What is your gender?	Percent	Number
Male	48%	N=36
Female	52%	N=39
Total	100%	N=75

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APPENDIX L: RESULTS FROM "OPEN" WEB SURVEY

The tables in this section display the results from the "open" web survey. This survey effort was separate from the scientific mailed survey. A link was provided on the city of Boulder website. Several efforts were made to publicize the availability of the link, including emailing members of lists maintained by the city. A total of 650 surveys were completed.

Table 123: 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	45%	N=269	45%	N=266	6%	N=37	2%	N=11	0%	N=0	2%	N=11	100%	N=594
Overall quality of your neighborhood	36%	N=216	43%	N=256	9%	N=56	3%	N=15	0%	N=2	8%	N=47	100%	N=592
The sense of community in Boulder	17%	N=99	47%	N=278	26%	N=151	8%	N=47	2%	N=10	1%	N=6	100%	N=591
Community acceptance of all people	14%	N=82	37%	N=215	29%	N=168	14%	N=85	4%	N=23	3%	N=16	100%	N=589
Race and ethnic relations in Boulder	8%	N=49	33%	N=193	35%	N=209	14%	N=84	3%	N=16	6%	N=38	100%	N=589
Boulder as a place to work	29%	N=171	43%	N=250	14%	N=82	5%	N=30	1%	N=8	8%	N=46	100%	N=587
Overall Boulder city government operations	14%	N=83	40%	N=237	27%	N=157	11%	N=66	5%	N=27	4%	N=21	100%	N=591
Overall ease of getting to the places you usually visit	21%	N=123	44%	N=261	19%	N=114	13%	N=79	3%	N=15	0%	N=0	100%	N=592
Quality of the natural environment	64%	N=377	31%	N=185	4%	N=21	1%	N=3	0%	N=2	0%	N=1	100%	N=589
Quality of indoor and outdoor recreation	62%	N=363	32%	N=187	4%	N=22	1%	N=8	0%	N=0	2%	N=9	100%	N=589
Opportunities to attend arts/cultural events	35%	N=205	46%	N=273	13%	N=77	4%	N=22	0%	N=1	2%	N=12	100%	N=590

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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	
Quality or character of new development (the look and feel of new commercial or residential areas or buildings)	14%	N=82	35%	N=204	28%	N=164	15%	N=87	6%	N=36	3%	N=18	100%	N=591
Access to a variety of housing options	5%	N=27	15%	N=86	22%	N=132	33%	N=197	19%	N=111	7%	N=40	100%	N=593
Employment opportunities	6%	N=38	30%	N=177	30%	N=176	18%	N=104	4%	N=25	12%	N=71	100%	N=591
Shopping opportunities	18%	N=104	50%	N=296	24%	N=140	6%	N=33	1%	N=7	2%	N=11	100%	N=591

Table 124: 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)	41%	N=239	45%	N=266	7%	N=43	6%	N=36	0%	N=2	100%	N=586
Property crimes (e.g., burglary, theft, criminal mischief)	23%	N=133	50%	N=291	15%	N=87	11%	N=64	2%	N=9	100%	N=584
Structural/house fires	40%	N=233	41%	N=239	17%	N=97	2%	N=14	1%	N=4	100%	N=587
Wildland fires	14%	N=81	37%	N=219	17%	N=101	28%	N=164	4%	N=21	100%	N=586
Floods	9%	N=50	33%	N=191	23%	N=135	30%	N=177	6%	N=34	100%	N=587
Traffic-related incidents (road rage, bike-car conflicts, etc.)	8%	N=46	33%	N=193	18%	N=108	33%	N=192	8%	N=48	100%	N=587
Discrimination due to your background or personal characteristics	41%	N=239	24%	N=140	22%	N=131	10%	N=58	3%	N=17	100%	N=585

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Table 125: 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	46%	N=267	43%	N=249	7%	N=38	2%	N=10	1%	N=4	1%	N=7	100%	N=575
Downtown Commercial Area at night	15%	N=87	43%	N=247	28%	N=161	6%	N=34	3%	N=19	4%	N=25	100%	N=573
Municipal Campus / Main Library area during the day	23%	N=135	35%	N=204	22%	N=126	9%	N=51	6%	N=32	5%	N=27	100%	N=575
Municipal Campus / Main Library area at night	6%	N=35	18%	N=103	31%	N=180	20%	N=115	12%	N=71	12%	N=71	100%	N=575
Your neighborhood during the day	58%	N=335	31%	N=177	3%	N=17	1%	N=4	0%	N=0	7%	N=41	100%	N=574
Your neighborhood at night	38%	N=216	43%	N=246	10%	N=55	2%	N=9	1%	N=6	7%	N=43	100%	N=575
City Parks	16%	N=94	45%	N=256	26%	N=151	3%	N=18	3%	N=16	7%	N=39	100%	N=574
Multi-use paths (e.g. Boulder Creek Path)	10%	N=58	39%	N=227	36%	N=206	7%	N=41	5%	N=26	3%	N=17	100%	N=575
Main Library	21%	N=120	36%	N=207	26%	N=152	6%	N=35	4%	N=25	7%	N=39	100%	N=578
Branch Libraries	26%	N=151	33%	N=189	9%	N=51	1%	N=5	1%	N=3	30%	N=173	100%	N=572

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Table 126: 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=171	21%	N=120	23%	N=128	8%	N=48	17%	N=98	100%	N=565
Rode another RTD bus within Boulder	44%	N=245	21%	N=116	19%	N=103	7%	N=37	10%	N=55	100%	N=556
Rode a bus between Boulder and Denver	32%	N=181	25%	N=142	30%	N=171	5%	N=27	8%	N=43	100%	N=564
Commuted to work by bicycle	56%	N=311	8%	N=45	9%	N=53	7%	N=39	20%	N=110	100%	N=558
Visited the Pearl Street Mall	2%	N=13	7%	N=41	34%	N=190	28%	N=153	28%	N=158	100%	N=555
Visited the University Hill business district	23%	N=129	32%	N=180	30%	N=167	8%	N=43	7%	N=40	100%	N=559
Visited Boulder open space or mountain parks	3%	N=19	9%	N=52	25%	N=144	21%	N=118	41%	N=233	100%	N=566
Recycled paper or containers from your home	2%	N=12	1%	N=5	3%	N=17	8%	N=45	86%	N=481	100%	N=560
Composted food waste through the curbside collection program	42%	N=234	5%	N=29	5%	N=28	8%	N=44	40%	N=224	100%	N=559
Composted yard waste through the curbside collection program	39%	N=217	6%	N=36	11%	N=63	10%	N=57	33%	N=185	100%	N=558
Made energy improvements to your home or business	30%	N=170	38%	N=215	22%	N=124	3%	N=19	6%	N=31	100%	N=559
Attended a public meeting or event about city matters	51%	N=283	26%	N=144	20%	N=111	3%	N=15	1%	N=6	100%	N=559
Attended a City Council meeting	73%	N=407	17%	N=92	9%	N=50	1%	N=6	0%	N=2	100%	N=557
Watched a City Council meeting on cable TV Channel 8	57%	N=320	22%	N=124	17%	N=93	3%	N=16	1%	N=5	100%	N=558
Watched a news program on cable TV Channel 8	60%	N=335	21%	N=115	16%	N=88	2%	N=11	1%	N=7	100%	N=556
Used any of the Parks and Recreation fields or courts (e.g., baseball, softball, soccer, tennis)	48%	N=270	18%	N=104	17%	N=96	8%	N=44	9%	N=50	100%	N=564
Participated in any of the North, South or East Recreation Centers' programs or classes	52%	N=293	15%	N=82	13%	N=73	7%	N=42	13%	N=73	100%	N=563

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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	
Visited any Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	37%	N=207	23%	N=132	25%	N=139	9%	N=49	6%	N=35	100%	N=562
Visited any neighborhood parks (play areas and playgrounds)	17%	N=93	14%	N=79	32%	N=181	16%	N=92	21%	N=117	100%	N=562
Used the services or facilities of the East or West Senior Centers	71%	N=400	15%	N=87	7%	N=39	3%	N=15	4%	N=22	100%	N=563

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Table 127: 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	11%	N=64	41%	N=232	24%	N=136	18%	N=99	6%	N=31	100%	N=562
I inform myself about major issues in the city of Boulder	32%	N=181	51%	N=287	15%	N=83	1%	N=4	1%	N=3	100%	N=558
I take the initiative to let elected officials or city staff know what I think	8%	N=45	27%	N=153	38%	N=215	22%	N=122	5%	N=27	100%	N=562
Boulder's City Council implements policies that reflect the values of the Boulder community	7%	N=42	28%	N=160	40%	N=224	18%	N=101	6%	N=35	100%	N=562
I feel included in the Boulder community	12%	N=69	39%	N=218	30%	N=170	14%	N=79	5%	N=28	100%	N=564

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Table 128: 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	8%	N=46	41%	N=224	26%	N=146	12%	N=65	4%	N=20	9%	N=50	100%	N=551
Effectively planning for the future	11%	N=59	42%	N=228	23%	N=127	12%	N=68	5%	N=29	7%	N=38	100%	N=549
Working through critical issues facing the city	8%	N=46	37%	N=202	27%	N=150	14%	N=79	5%	N=30	7%	N=40	100%	N=547
Gathering feedback from residents on new policies or projects; conducting public processes	11%	N=63	37%	N=203	25%	N=139	13%	N=70	6%	N=31	9%	N=48	100%	N=554
Providing access to information about issues, events and meetings	14%	N=78	45%	N=250	25%	N=138	7%	N=38	2%	N=12	7%	N=38	100%	N=554
Spending tax dollars wisely	7%	N=36	30%	N=167	31%	N=169	15%	N=81	10%	N=53	8%	N=47	100%	N=553
Informing the public about how tax dollars are used	6%	N=31	27%	N=150	36%	N=198	17%	N=92	5%	N=27	10%	N=54	100%	N=552
Responding to emergencies and natural disasters (flood, wildfire)	37%	N=204	46%	N=253	10%	N=56	4%	N=22	1%	N=7	2%	N=11	100%	N=553

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

- I completely support the process of municipalization of power, the sooner the better. Would also like city provided internet service. Would like a requirement that all cable and satellite providers include the city tv channel in its lineup. Thanks for your service.
- 1) Driving while on the phone or texting should be outlawed and rules should be strongly enforced. It is too dangerous to be allowed. There needs to be a phone number that other drivers can call to report this (after pulling off reaching their destination or pulling off the road, of course.) 2) We desperately need mandatory registration, licensing (with license plates), rules and regulations for bicycles and strict enforcement. Every week I deal with bicycles going through stop signs, red lights, using no lights at night, riding 3-4 abreast, riding on sidewalks, riding on trails. As a driver I would get ticketed for doing these things, but I have never seen a cyclist get stopped. There are no consequences for them, except when there is a death, at which time it is always the driver's fault. They ride while using cell phones, head phones, riding carrying their kids using cellphones with no lights, no helmets. I have barely missed cyclists I couldn't see, who were going through signs and lights. As a "good Boulder progressive" (yuk) I'm sick of this, and I'm not voting for any new taxes until the city and county do something about it. 3) Welcome Boulderites back to the city. Get rid of the parking procedures and reinstate meters. It is now it's impossible to do what needs to be done, unless you're initially willing to pay for time you may not need. So the city gets more revenue from parking tickets or unused minutes and it becomes progressively more inconvenient for citizens. While I used to frequent Pearl on a daily basis and could find most of the people I knew there, now I rarely go downtown (in my own city) because I know most of the businesses are chains, most of the people there are tourists, and parking will be a nightmare. The outdoor mall at 29th is so uninviting that I don't even think of shopping there only for movies. End up spending most of my money elsewhere.
- 1. backlog/delays on approving/issuing building permits right now (after flood) is hurting local business and economy. 2. i do not agree with restrictions being put in place regarding issuing liquor licenses. 3. wish housing developments were accompanied by more commercial development in close proximity to each other, to create neighborhood feel, and reduce reliance on car for transportation
- 1. I have read in the paper that our affordable housing program is unsustainable (why, I don't know). This alarms me greatly as for years I have been trying to save enough money to buy a permanent home in the program for my disabled son to live in after I die. He only knows Boulder; his only friends, doctors, and other needed services are here. I have similar concerns for myself and my friends as we reach retirement. After decades living and working in Boulder, will we be forced to leave because we can't downsize within the town we love? / 2. I would love to see Boulder municipalize cable and internet access like Longmont has. The cost of cable is crazy and the financial relief would be very helpful. / 3. The attitude of City departments involved in permitting building projects, both commercial and private, is horrid and offensive. It's the opposite of customer service. They habitually don't return phone calls or emails; don't do what they say they will, and deny (and make citizens pay for) their errors. In many cities you can get residential building permits and approvals within days. It used to be 6 weeks in Boulder; now it's often 6 months. I heard one employee actually say "It's only been 4 months." That is cosmic cluelessness about the huge, often prohibitive multiple costs these delays cause. It's unconscionable. / 4. A similar concern is the hostile attitude of OSMP towards the 1/3 of residents who have dogs. We are persona non grata, straight out. With all the happy talk about recreation and fitness in Boulder there is no appreciation of the fact that for many of us, a hike on Open Space with our green-tagged dogs is our #1 outdoor activity. Dogs are not pests; they coevolved with humans and are as much a part of nature as we are. OSMP is overfunded and their attitude of entitlement is ridiculous. Are we a city or a subsidiary of the Audubon Society? / 5. I voted for municipalizaton of our utilities but have grave concerns that we could respond to large-scale problems effectively. The day after the Four Mile/Sunshine wildfire my friend reported 22 Xcel trucks headed up Sunshine Canyon Drive. Their response after the floods was also good. They flubbed on communications in the effort to get the gas back on in Gunbarrel during the recent outage, but it was a huge job and they did okay.

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How could Boulder possibly respond as well with only city resources? / 6. I want to give a giant thank you to the vast majority of city employees and Council members who work so hard to keep Boulder beautiful and running well. I can't imagine how tough it must be to field so many complaints and triage the concerns of varied interest groups and individuals. You do a great job. /

- A huge chasm continues to exist between what the city claims to be doing and what actually happens. Whether it's transients, building, land use and zoning rules, green energy, core city services, public input, etc., the city consistently talks a good game and misses the mark. Just today I was discussing micro-housing units with Michelle, the city's affordable housing person. Because our land use and zoning rules are so damn suburban, the very idea of real "inclusionary housing" is a bunch of BS. Instead people pay cash in lieu and ask for height variances and the cost of living continues to be artificially inflated. Our definition of progressive values is an oxymoron at best.
- Address housing. Now.
- ahold be more aggressive in urban planning (density) and transportation (few car trips):
- Appreciate closing of Central Park at night to vagrants. It is still a problem during the day with vagrants approaching and especially the uncontrolled dogs they have with them. All this makes for a very unsafe environment.
- As a Boulder native, I have watched the city government become more and more insular. The government is not open to diverse viewpoints and is not inclusive. As a true liberal (who has spent time in liberal areas of the county), I find Boulder city government dogmatic, often taking an "ends justifies the means" approach and intolerant of difference. There is a lack of concern with social justice issues, appropriate flood recovery resources and a singular obsession with Boulder's energy future. The city government is also extremely arrogant, always thinking that it can do things better than others and that the entire world is watching Boulder. While historically Boulder has done many things well (e.g., open space, parks, recreation, etc.), I am concerned that we are become a rigid, hypocritical community. Allow different voices to be heard and do not demonize people who have varied priorities. The City should focus on the basic, core functions and social justice issues.
- As a parent, 2yo and 4 yo, I won't take my children to the main library or the bike path in that region because there are too many homeless people and the areas are generally unsanitary.
- As a parent, I find it extremely frustrating that important meetings are often held during prime family time. It is very expensive and difficult for parents to find childcare to attend meetings. I would love it if you found innovative ways for more people to stay connected to their governments. Things like: make all meetings recorded and webcasted, allow meetings to be viewed at another time via web, solicit questions and feedback during meetings live via the internet and before the meeting via email etc, and/or provide childcare so lower income parents can attend in person.
- As a person who moved in order to pursue my Ph.D., I feel cut off from city life by my membership in the campus community.
- At times they seem obstructionist. The city workers can make things difficult because they have their agenda/work responsibilities an don't take time to think "why scan I do to really help tho person",
- At times, too much public process
- Better shopping in north Boulder geared to the aging population with big name stores like Sears, Penneys And Yes WAL-MART superstore. Big box stores are needed, you can start shopping in the morning put in a theater next to the stores and family dining and leave six hours later. This will leave cars off the road and tax dollars in Boulder
- Big fan of Matt Chasansky and the Boulder History Museum programs put together by Carol Taylor
- Boulder appears to be ruled by the rich and upper class and the middle class struggles to exist or be heard in city politics or decisions.After living here for 13 years, its feels less and less like" my city" and caters development and tax dollars to things they feel will enhance what the tourists and wealthy people moving to town want, not the real working class of Boulder.
- Boulder County road handling is very poor

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- Boulder does an incredible job. I am impressed about how well it disseminates information and the effectiveness of city and state services,
- Boulder has an entrenched city government that is interested in serving its own needs ahead of the citizens. There is a can't do attitude instead of a can do attitude and important issues are simply not addressed.
- Boulder is doing a very poor job with handling the homeless related issues. Things only seem to be getting worse as Boulder continues to cater to the homeless/criminals here in the city. I like how the City Manager is placing laws that cannot really be policed(i.e. no smoking on mall / muni campus) in an effort to remove the bums from her view, instead of properly dealing with the issues and putting "police-able" laws into place. / Also, Boulder has been doing very poorly with handling snow removal as of late. There has been an increase in accidents and complaints here in the city, see the numerous Daily Camera articles about citizens complaining.
- Boulder is neglecting essential City services because they focus on agenda-driven, ideological and personal matters mostly because City Council is out of touch with reality. Boulder City staff follows this direction and kowtows to Council's whims. Boulder is also ovestaffed and inefficient and does not use its funds wisely.
- Boulder is not very diverse. It's a rich white person's city and I am a rich white person. It is unusualt to see a minoirty in Boulder. We also seem to have busy bodies who like to pass unneccessary laws controlling what we can and can not do. I moved my business here from Ohio two years ago. I am a Republican. In Ohio I didn't like to pay more taxes as I didn't see a return for the money. In Boulder I am willing to pay more taxes because everyday I see how my tax dollars are used. Boulder has something to teach the rest of US about taxes.
- Boulder need s to do a very good job at it's current functions before taking on new responsibilities. I sold my beautiful home on the Hill last year, the Hill is a disaster waiting to happen in many areas. As a property owner I felt like a 2nd class citizen, the city did not adequately address rental/tenant/landlord issues, (the student ghetto is a disgrace) crime, trash, transportation and snow removal to start. Transportation is a big problem, construction everywhere, parking is difficult, just getting around is onerous. The over-emphasis on riding public transportation for in town commutes is just silly. My office is 3 miles from my home and 2 busses take over 45 minutes, if on time, and require about a mile of walking. And how is one supposed to run errands. Go home and get in the car? I could ride my bike to work, but not reasonable for professional work attire. How do we justify the empty buses for the bulk of the day? Finally, the unending signage is really ugly. Don't do this, don't do that.....when i visit other cities, I notice how much cleaner they look visually! Thanks for asking!
- Boulder needs to work on welcoming diversity by providing incentives for selfish rich, white people who have claimed this place as their own. I moved here 15 years ago and this was a different place--spiritual, open, welcoming (aside from welcoming communities of color, which also needs to be improved). Now, it's a bunch of young, rich, white people who are ridiculously out of touch with reality.
- Boulder tends to prioritized based on economic considerations which often upset community members. / When things are done to improve community it helps the economy more than deliberate attempts to help the local economy.
- Boulder's Climate Action Plan is visionary, but to truly address climate change at a local scale Boulder must do even more to live up to its reputation as a trendsetting, model community. If sustainability is truly a goal of our city, we should be scheming big, like Hamburg: http://www.bbc.com/future/story/20140204-can-a-city-really-go-car-free
- Building codes are very restrictive, making it too expensive. Why aren't city council members involved in the arts at all? Love open space team, but I'd like to see more money to monitor open space use for fires, etc. Love their volunteer program.
- Building Department should speed up building permit review times. Provide stronger enforcement of rules on the mall, smoking, dogs, bikes / Sleeping in cars campers should be legal on public parking spots. Provide access to RV dump station water. even with a fee. / Bike theft enforcement

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and punishment should be more severe. Legalize prostitution in a safe and regulated manner - amsterdam.

- Can boulder as a utility respond as well as Excel. Am I going to be calling a city council member to come and fix my gas leak? Boulder acts so inclusive but deep down they don't like the lower class being able to survive in Boulder. Walmart was a step in the right direction. The city is working to penalize transients but it is looked down upon if businesses try to do the same to reduce the menace. Notice I said the new Boulder T word?
- City Council members do not listen to contituants concerns. Density is a bad idea. The 60,000 a day in car communters to Boulder cause needless congestion and hostility on our roadways. Boulder is getting way to expensive for the average middle class person to live in and consequently it feels snobbish. If you want our great city to be freindly toward bicylists and pedestrians, the city ought to get more serious about transportation issues in and out of Boulder.
- City employees go out of their way to be disagreeable and obstructive.
- City employees have a reputation for being too comfortable in their jobs and have a strong good old boys network. Especially the planning dept which seems completely over funded compared to library's and rec centers. Also the parks maintenance dept crews have a reputation for landscaping their own yards, with Boulder parks materials. Under valued staff work at the library and rec centers and open space.
- City of Boulder needs to do more for displaced and homeless people. It would be great if they started by offering more mental health service channels. I live by the Homeless Shelter and the upcoming transitional housing community. I'm not scared about this development but I'm also not a fan of sexual predators using the shelter as an address. Crime rates in North Boulder have been increasing and it seems strange that such a high concentration of owner-occupied residences is also in the midst of trailer parks and homeless shelters. I also despise all of the new construction going on in NoBo. It's upsetting when the landscape changes and all of the new construction seems geared toward wealthy individuals and families. Not everyone in Boulder is wealthy but maybe that is Boulder's preference: that it be safe haven for wealthy people. Not a fan of new construction that caters to the rich or public services that don't help those who need it the most.
- City staff is too insulated from the community. There are primarily 1 or 2 stake holders who set agendas. It seems City Open Space has too much power. The housing decisions that are made give too much weight to affordable housing. An employed, middle class person with kids and a job that requires driving, has a tough time in this town.
- Consistently unreliable snow removal (from VG to poor) / quite substandard in access to quality golfing facilities... most limited in suburban Denver.. guess the game is not PC. / Valmont park development has been at a snails pace.... should be a centerpiece for recreational excellence, be more inviting including improved and denser ornamental vegetation with tree cover and shade for relaxation and contemplation. / Council tends toward upper-middle cliqueiness, which promotes a tunnel view of what the full spectrum of residents value. Despite these critical observations, Boulder is a very good place to live and work and play, but fails to achieve excellence in several respects owing to a somewhat politicized or formularized views in decision-making circles. /
- continue to work on more affordable housing specifically for seniors.
- Council is grossly irresponsible in how money is spent. Waste a fortune on foolish social programs with no benefit. City staff is grossly overstaffed.
- Create bike only trails within the county and create more connectivity with current trail networks for bikes. There's too much travel by car or roadway. We need trails!
- Create one homepage to go for status or information by listing links to more detailed websites
- Do I agree/disagree with that Boulder is responsive to residents and businesses is two questions that can be further divided into small business, big businesses, and renters or and home owners.. Will you please stop allowing "fluoride" in our water supply.! City of Boulder should do something to regulate the outrageous cost of home repairs esp. furnaces and plumbing companies that take advantage of people by taking their furnaces apart then asking for an outrageous sum of money to fix the furnace.
- Don't like the changes to the green tag program for dogs

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- During the Flood Channel 8 - did not give any information at all - such as limit your water use and emergency responses. I did not even hear about limiting water use to keep the sewers from backing up until Sunday and that was finally on 7 news.
- Electoral system is gamed by PLAN-Boulder to allow their Board to run the city. Democracy in Boulder is a farce, with one party rule for over 40 years. Public input and hearings are a facade when the decision making process is already pre-determined, like with the outcome on the homeless shelter at Lee Hill Rd. There's an unending stream of more regulations, more taxes, from city government, a constant over-reaching to modify behavior from the control freaks at PLAN-Boulder. Work on improving democracy and the electoral system to allow for a more independent and accountable city council.
- Employers need to increase pay and benefits for their employees. Service industry pays horrible in this town. / The schools should have more community support. / Teenagers have nowhere to go in this town. There are no commercial businesses offering a place for teenagers to hang out, there use to be bowling alleys, rollerskating rinks,etc.
- Feel that Boulder (esp City Council) spends too much time and $$ responding to few people who make the most noise and ignores the larger issues. Gets too involved in the weeds and doesn't look at the view from 30,000 feet.
- Flood planning and response was very good. Municipal utility issue seems way too expensive, time-consuming, risky, arrogant. I have stopped paying attention. People on west side of town should not have to pay extra for bear proof trash cans. If City wants to require them, City should subsidize extra cost. Otherwise, it is a tax on property owners in required areas.
- Generally speaking, Boulder's policies and actions appear to be geared towards the wishes and desires of certain interest groups within the city while ignoring many problems that regular residents of the city face day-to-day. I know more about the story of the Mapleton Elk (which was disappointing and yes, the employees responsible should have been punished, but in reality impacted a tiny, tiny, tiny group of Boulder residents) and less about for example, what the city plans to do to alleviate the ridiculous congestion on 28th Street (great, build more condos and apartments at Boulder Junction for our non-existent train - that will help!). We are all here for a reason and we love Boulder, but frequently the city's priorities seem a bit off from the average resident who, because of work, life, families, etc. doesn't have time to anguish over a statue for an elk but are directly or indirectly impacted by the policies of the city. In other words, continue to work harder to make things easier for the working people of Boulder to (A) stay informed and (B) participate in our government.
- get rid of Tom Carr and stop holding back recreational marijuana. Stop running meetings until after midnight.
- Great. Just please slow the rate of rent on Pearl Street and other places so that interesting family and unique businesses are not all replaced by chain stores, that reduces cultural flavor and diversity
- Group and committees, including City Council, have a tendency to over-intellectualize issues to the point of non-action. There needs to be more balance between analytical discussion and practical application. I also don't think they understand how to prioritize at times. For example, the lack of snow plowing in Boulder has been criticized often. This is not just a convenience issues, but a safety one. They should be plowing the slush daily so it will not refreeze into ice sheets and potholes.
- Have heard talk about a proposed non-profit creative reuse center. Seems like a good fit for Boulder; seems odd we don't have one.
- Have to address the major issue that the city is overrun with transients and panhandlers. Need to make the city more family friendly so families do not leave for east county. Need to rid the library and municipal area of bums who break laws, harass women and girls, smoke, urinate and deficate in creek, etc.
- Herding cats is never an easy business.
- Housing for the middle class is, for me, the biggest problem in Boulder. I make a good salary but cannot afford to buy here. I make a little bit too much for affordable housing programs but not enough to buy a market rate home or condo. Most new developments are luxury and very

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expensive (North Boulder, Peleton...). Also, I do not feel the new complexes reflect the small city character of Boulder. They are tending to be very modern and urban; I didn't move to Boulder to live in an urban loft or high-end luxury condo. I would live in a big city for that. Central Boulder prices are through the roof partly because the have the only homes with real character. Even multi-unit housing can have warm character, but a fortress like The Peleton does not.

- I absolutely do like the direction the city is taking to accommodate more residents. Squeezing in more inappropriate projects (Baseline/27th) is a terrible idea from so many angles. In-fill is unacceptable, crowded, traffic issues. We will NEVER be able to accommodate all the people who wish to live here and the sooner we accept that, the sooner we can go on. It adversely affects the folks who already live here and pay a premium to do so. Council and Planning board are killing the Golden Goose.
- I am a 23 year Boulder Resident, Things are changing a lot and some changes are not desirable. The dense infill while well intentioned if you buy the argument makes for unpleasant surroundings and boring architecure. But the middle income people can buy in at least. The high rise luxury condos are despicable. Concrete canyons with half of the units being empty. This was a travesty and those who oversaw the process ought to be ashamed. The 'feel' of Boulder was at stake and their willingness to allow the developers to dictate planning is what we get. The same planners end up on City Council and the process continues to date. More hideous, ostentatious develpment coming to a street near you. Another beef has to do with transportation and gridlock. I bike nearly everywhere, year round. A great place to ride but the proportion of neo-boulderites who use bikes as transportation as ooposed to toys is a serious concern. The willingness to tolerate and encourage the car culture is perhaps our gravest risk. In commuters, angry, rushed and in now way bought in to the Boulder Way take over each day. And we pave over to provided them with parking. No wonder so few ride bikes. No wonder more do not. This impacts every facet of our quality of life to the core. Worse, the latest arrivals bring their car culture bad habits with them and we all pay the price. Safety on the bike, congestion, smog, anger, frustration...I have neighbors who EACH come and go daily five times in the car. My battery goes dead I use my car so infrequently. So. People are who they are and I suggest a focus on kids as adults do not accept change easily, especially when it includes sacrifice. Sadl;y we could be a Copenhagen or an Amsterdam but the buy in here is overblown and our actual collective willingness to consider , really consider biking as a daily form of transportaiton with all of it's benefits is negligible. Meanwhile I appreciate having the system largely to myself this time of year. Despite rather lousy winter maintenance. Again, no wonder people are reluctant. The risks this season have been terrible. Everyone is crashing, If you left the roads like the paths traffic would stop. Bike lanes filled with refrozen mag chloride slush do not cut it. Some of the core Boulder values are being lost. People arriving today want something other than what drew people here 20 or 40 years ago. Back to kids stop by any school at letout and watch the moms (and dads) hovering waiting to drive their kids around. THE worst traffic jams can be found there. Shared values. Shared sacrifice? Not really.. Car culture, big greedy homes, gridlock, I think the City is largely well intentioned but everything I am raving about is contingent upon individuals making decisions taking others into account. Not the way of the world presently. My wife says she can't change her behavior much less somebody else's so that is it. I lived in Aspen way back there and any number of phenomenon that transformed that place are in play here in Boulder. The billionaires pushing out the millionaires as they say. I am a common person working for the government., We are an endangered species at this point. Keep trying!
- I am a resident in the cit of Boulder for over 30 years. The city has been made a wonderful jewel that I enjoy. At a certain point, it's time for the city to put the focus on the infrastructure and services that keep our city solid, connected and accessible. I think the city should focus on paving mountain roads, take care of services like police and firemen and take a primary look at what needs to be structured, reinforced and make way for a sustained future. I think the flood was handled magnificently and concerns are being addressed. Continue that and take care of the roads. It needs to be an inclusive city.
- I am concerned about the lack of the city manager and city attorney's support for the Open Space program. I am concerned about the lack of interest by some City Council members for sustainability measures for Open Space. Open Space is one of the most vital resources for our community.

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- I am disappointed at how the homeless population is handled in the city. Illegal camps all along the bike path and OSMP, trash, fires, drugs, multiple assaults, and other violent/non violent crimes. Beggers on every corner of ever increasing street corners, hanging out on the mall, and draining the community of resources without "putting in" anything while most admittedly have no desire or intention of changing lifestyle. Its to the point where I no longer feel comfortable or safe walking with my family along the creek and to the main library and enjoying the would otherwise be nice features of our community. Not sure what the solution is but the current situation is not acceptable. Thanks for a chance to give input.
- I am disappointed to see so much new construction in Boulder (particularly buildings that are well beyond the height of surrounding buildings) while so many buildings sit empty. I am disappointed that the City of Boulder is not interested in standing up for those being affected by the train noise. Boulder has become Boulder, California, with strip malls, chain stores, traffic, and no place for the middle class.
- I am disgusted by the amount of building going on in this city. Why? Do we need the taxes, growth? I DON'T THINK SO. Why must every empty lot need to be developed??? TO PROVIDE WORK FOR THE CITY PLANNIN G STAFF? Why can't we stop the downtown from looking like most other downtowns? More 4-5 story building corridors? STOP THE GROWTH. Why do it?
- I am generally happy with the job the city council and other governmental boards are doing to preserve the quality of life in Boulder. However, I am absolutely dismayed at 1) all the multi-use construction projects being approved (such as that for the replacement of the Camera Bldg.), 2) the height limitations for these new constructions are too high...views of the foothills are systematically disappearing all through Boulder. The "managed growth" paradigm should already have evolved into a "preservation/sustainability" model. With the ongoing influx of new Boulderites into the newly available housing units, the traffic is becoming increasingly "big city" congested...and irritating. And will only get worse the more housing that becomes available. Also, why doesn't Boulder (or Boulder + Boulder Co.) move towards buying that large property just south of town on the west side of 93? In conclusion, I believe "growth" in Boulder should be coming to a managed end, with "sustainability" and preservation of the current quality of life becoming the established paradigm and the city's overarching goal.
- I am only deeply concerned and maybe ashamed of our city's approach to the issue of transients and homeless people on the city campus and elsewhere. I understand the problems they create, but with insufficient alternatives to offer, I fear all we are doing is pushing the problem elsewhere. These people are our people too and something must be done to creatively address this problem. I certainly will welcome the addition of something like urban vertical farms or farming on city open space, cottage industries and other venues for gainfully employing those who could participate; Habitat for Humanity projects; programs to assist the elderly; and any such thing that could create a sense of belonging and usefulness to restore self-esteme to as many as possible. For those who cannot or will not participate, more opportunity for day programs and night time housing that can help them with rehabilitation. This is such an important matter and a terrible stain upon the good name of Boulder.
- I am vehemently opposed to the city taking over xcel duties as a utility vendor. Snow plows are really pathetic in this city and downright embarrassing, the rest of us watch the weather, why can't that dept.? The bagged dog poop on the trails is a ridiculous policy as no one picks them up on their way out, au natural would be preferable. The city does do a good job with our rec centers and programs. Unfortunately the city tends to use the Daily Camera as a public notice and many of us don't buy that publication, so I end up hearing about importatnt things by word of mouth.
- I am very concerned about LOCAL issues and I think it's appropriate for the City Council to do the same. It drives me crazy that some of our council members are only interested in international and national issues when we have serious problems right here in Boulder. The transients must go, snow removal is terrible, we are squandering money on municipalization when it could be used for flood victims. Same with our open space trail system…is there enough money to repair them after the flood? What plans does the city have to mitigate these floods in the future? Where's the money coming from for that? Is there enough money for policing and the training that comes with that? I

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believe we could do a better job of helping out non-profits. / / / We don't need "personalities" on the city council. We need people who really listen to the public and work on issues that may not be sexy but very necessary to achieving a safe community.

- i am very disappointed in all the building that is going on around the city. we don't need any more 'high rise' buildings, and we definitely don't need any more condos. the 'carrying capacity' of our city can't sustain them. it seems ridiculous to spend time, money and energy on figuring out better forms of transportation, and greener ways of living, while encouraging a greater population density. we love boulder because of all the open space, but our living space - the city - is becoming unhealthy and not enjoyable to live in. i don't know who to blame for this... it is the ONLY thing about boulder that i dislike, but it is a BIG thing.
- I am very disappointed with the city in how it is handling the Excel issue, by not including the outlying community (ie Gunbarrel) residents in the vote, but expecting them to be included in the takeover. It seems that a few egotistical folks are trying to ram rod their ideas on the rest of us. The vote passed by such a small margin that it is obvious that about half of the community was not in favor of this, and if we had included the outlying residents it may not have passed. I think there are better ways of spending city tax dollars and money, for instance, on building more low income housing, or housing for the homeless. Spend the money on things that need fixing, and not something that is already working. "If it ain't broke, don't fix it" Which brings me to another issue. When we build housing for homeless, i think we could use more apartments with less space each, rather than less with more space. Build a 400 sf efficiency rather than one bedrooms. Better to get more off the street with smaller accomodations. 60 Minutes had a show on building for the homeless called "100,000 homes", which has worked very well. Let's spend our dollars on a project like that. One more comment. No one i know, including myself, likes the new architecture here in town. It looks very disjointed. I see that there is an application to tear down 1023 Walnut, which is a wonderfully designed brick building. I shudder to think what will be built in its place.
- I am very pleased to hear that steps are being taken to stop illegal activities on the municipal campus and near the library. As the parent of a high school student I believe the buying and selling of drugs and alcohol to minors and the trading of stolen goods that goes on in these locations is a devastating situation for our city and our youth. This is not about 'scruffy' people it is about crime and it must stop.
- I appreciate that the City Manager and City Council are considering the homeless issue. I would like city officials to consider the increased traffic in and out of Boulder in the mornings and evenings, as well as parking issues around lunchtime.
- I appreciate the City's affordable housing program. The staff are excellent. It is a good program, well-structured. I hope that the number of affordable units will continue to grow so that more people will make use of them.
- I believe that a comprehensive set of email or mailed surveys would demonstrate that a large number of Bolder citizens are skeptical about the municipal electric power program, the heavy focus on wind and solar power, the belief that people have a significant effect on climate, that bicycles are credible substitutions for autos, and that our land should be turned into prairie dog villages. Most of us have given up on getting any real support from the power elite, and I'm sure they don't care.
- I despise the "Hawkeye" crossings installed throughout the city in the past few years. They generate more congestion, environmental waste, and unsafe ped/bike crossings than anything else. There is literally no advantage to having them in place other than to give the contractors that built them $ for doing so. I'm also unconvinced of the commitment to a municipal utility based on morality rather than practicality. The city council thinks very highly of themselves and their ideas and it makes all of Boulder worse off. After 15 years as a resident and property owner, I am leaving.
- I dislike all the new tall buildings you are approving near Pearl Street Mall and 29th Street. The Pearl Street atmosphere is shrinking.
- I don't think we should be trying to build our own electric company. I think it would be an expensive mistake.

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- I don't understand why corporations that absolutely do not reflect the values of Boulder, such as Walmart, are allowed to do business here.
- I expect Boulder to be a leading innovative city for all the reasons it can and should be, especially related to supporting healthy living, the environment, and social services. It could be a national model for all to look up to. However, I find the city leadership to be generally conservative, incremental, risk averse and not interested in being great. I sense a just maintain the status quo and get by because that is enough. We are able to get by because the population is largely well educated, upper class, and employed, yet we do not tap into how those gifts could make us great. I am especially underwhelmed with the city leadership - leadership is essentially a non-presence. I could not tell you what Boulder aspires to be or not. There is not a vision and voice for Boulder, however a lot of mediocrity and status quo folks. It is broken and does need fixing.
- I feel city council respondes to only samll groups and not the overall citizens cares and concerns.
- I feel the Municipal Energy program is being railroaded through. I am not pleased with the prospect of high utility bills for residents and worry that the business community may decided to charge more to recover the costs of higher rates. Also I believe that the city is becoming too expensive for the shrinking middle class to raise their children. That can be address by allowing more dense infill' removing the height restrictions on buildings.
- I feel the transients (not the involuntarily homeless) have made Boulder a much less desirable place to live. I don't want to go to the library, the Mall or the "Municipal Campus" anymore because of these doped-up and intoxicated people. The city doesn't appear to be making any effort to remedy this. You pass the no-camping ordinance, yet it is not enforced. Nor are the public drunkenness laws enforced. I no longer take my grandchildren to the creek path or library because of them.
- I have 2 concerns: 1) the homeless population has gotten out of hand. We should outlaw panhandling for everyone. Letting these people loiter all day in our parks should be eliminated. It's a health issue (where do they go to the bathroom?), and the taxpayers who make the parks possible can't even enjoy them (picnic tables always full, benches taken over ...) and 2) I worry about the character of the downtown area and the trend of building upwards. Downtown streets are becoming urban canyons.
- I have been working to buy my first home through the Affordable Housing Program and it has been going well. Thanks!
- I have had the privilege of living in Boulder for a little over a decade, and wouldn't move anywhere else. While I love this city with all my heart, I do wish that city council would solicit more input on key issues from citizens, and respond more appropriately and representatively to said input.
- I have lived in Boulder since 1961 and have always been very proud of that fact. Boulder continues to slip quickly into disrepair and unrealistic goals. The city took away our yearly city clean-up which was a huge benefit to property owners and kept our city looking clean. They are unable to take care of our roads as they fall into disrepair and are poorly maintained and plowed. The schools need air conditioning and funding, quality businesses need to be attracted to bring good jobs, not menial jobs to the area. I fear what our city council will do when they take over our power grid. History suggests mediocre service and poor quality. What has happened to common sense?
- I heard that lot of gift shop in Boulder won't pay tax if you pay in cash! I think we need to figure it out to fix this broken broken system. Rules should apply the same to everyone and all business owners as well.
- I hope that the City continues to value and prioritize funding for Human Service agencies in Boulder.
- I live in Boulder County near Erie. I work in Boulder and feel that I can only answer the questions that pertain to my work environment. I think that Boulder should have day shelters in the winter when it is cold so the library does not take the brunt of the homeless population.
- I live outside the city and work in the city and find that Boulder seems to have low and high income and not much for the middle class in the way of shopping, housing or entertainment. There doesn't seem to be many places that teens can hang out. The transient population and where they hang out make it so I don't feel safe letting my kids coming to Boulder

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- I love Boulder, it's a lovely place to live. The public schools are excellent. That said, Boulder has an image problem with people of color. It would surprise many Boulder residents to know that many people of color from outside Boulder think that Boulder is unfriendly to them. My hairdresser, who lives and works in Aurora on E. Colfax, told me she was "afraid" to come to Boulder after I pointed out to her how much her services would be appreciated here (she does fine African braiding, a service no salon in Boulder offers). I asked her why she was afraid to come to Boulder and she said "They don't like Black people there".
- I love Boulder. It is my home and u grew up here. I very disappointed that it has turned into such a progressive, overreaching and stifling place. I miss the old Liberitarian Boulder ... Live and let live ! The 3 coasts have closed in and stifled out unique beauty.
- I love Boulder. My only complaint is about the bridge that crosses the creek just to the north of CU's campus. That bridge was destroyed during the flood and has not been fixed. I used that bridge every day, I'm very disappointed that nothing has been done about it.
- I love it here! (24 yrs). Great planning, facilities, amenities, events... A couple of quick complaints- Make Arapahoe 2 lanes in both directions the whole length of it. 28th St from Valmont north needs work. Empty lot at Broadway & Highway 36 is a complete eyesore embarrassment as you enter the city; please put something pleasant there. Lastly-affordable housing for a couple that makes $150.000/yr. We're too rich for affordable housing & too poor to buy any new construction or even decent resales. Thank you
- I love that we care for the homeless, I love that we value the arts and outdoors. I love that we value public transportation. How did we ever let Walmart come in here and how can we get them out? Boulder is for artists, scholars and people that don't fit in the mainstream. Brilliant or creative. How do we keep this identity? This is the reason I came here. Homogenous is poisonous.
- I love the City of Boulder. My friends and family call me an un-official ambassador. I love living in Boulder. I love working in Boulder. I think the City of Boulder as an organization does an amazing job. Thank you!
- i own rental property in the city and work in the city but live in unincorporated Boulder. I am opposed to municipalization and even more opposed to not having a voice in something as vital as my electric service.
- I really like walking in Columbia Cemetery and wish it got more attention from Parks and Recreation.
- I sometimes feel that the City is prodding us into walking and/or using public transportation to get around. Good idea, but doing that often requires more time that most families have to spare. I now live around 55th and Arapahoe, but used to live in North Boulder. It creeps me out to go to North Boulder now, it's so crowded and congested. Then there's the HUGE congestion being caused by inadequate parking/traffic help on Pearl St. between 28th and 30th Streets (think Whole Foods, Barnes & Noble, Vitamin Cottage, and now Trader Joe's). SOMETHING needs to change there.
- I submitted another survey assuming I'd have a chance to make a comment at the end of the survey. Unfortunately I didn't so I started this survey for the sole purpose of making a comment or 2. First the traffic, I think it would be better if the city installed more photo tickets and had the lights synchronized so that traffic moved more at a better pace, without having to stop at lights so frequently. No matter what the incentives are I will be driving my car during the day. How about making the traffic run more efficiently. Secondly, it seems like the dog haters get the attention of city council more than the dog lovers do. How about adding a question to the OSMP surveys asking people how they feel about dogs in general. Dog lover? Neutral? Dislike dogs? Dogs don't belong off leash in open space? The green tag program is incredibly rigid and it really doesn't seem to represent he Boulder I know. the Boulder who allows dogs at McGuckins, The Home Depot, 29th Street Mall? Come on, the rigid rules are due to the dog haters in Boulder and don't represent our dog loving community.
- I think in some ways CU acts like it is a parallel government. For example, I don't trust that CU discloses crime to the City or to anyone unless something breaks open and they are forced to be more transparent. To whom do the campus police report? I also think that CU tolerates violent

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behavior from their athletic department. There should be zero tolerence and offenders should be processed through the police department. I get the impression that the offender rate among the athletic department-particularly the male athletes is disproportional to the rest of the student population and if so measures should be adopted to correct that difference. Homelessness is an extremely difficult problem-a national problem. Ther are millions of Americans who are on welfare and their basic needs are covered. Is this happening in Boulder, Denver, anywhere? When I left New York City there were 1,000,000 people on welfare so there must be such programs. Why aren't these homeless people put on welfare and cleared off the streets. While on welfare they may be able to learn something useful and eventually find a way to be useful. I think you rightly see that I believe dropping out of school or society is anti-social behavior and must be rooted out by all means. One of your councilmen suggested banishment. How about really hard labor so they don't think jail is just a way to get 3 squares a day, a warm place to live with TV and medical attention. Or how about outsourcing the job. Bus them to the highest bidding jails say on Baffin Island or maybe on those disputed rocks between China and Japan. What 's so shocking about banishment? Wasn't Napoleon banished to a tiny island. The Russians had and still have their Siberia and the Brits sent them off to Botany Bay [Australia]. There are countries in Africa that are desperate for money say in the Saraha desert where it's nice and warm. You could build a jail cheap there, cost of living is cheap, and pensions for the police?-Fa get about it. Well actually-WHY NOT! It's time to think outside the box or even outside the country. What do the kids who drop out of HS do actually. Does anybody actually know? I suspect the answers would be interesting. I question whether they actually should be allowed to drop out of the educational system unless they can demonstrate a marketable proficiency.

- I think the City is doing a lousy job of listening to residents' concerns. Rush hour traffic congestion gets worse and worse with each passing year. And instead of helping to improve traffic flow thru town, you actually seem to go out of your way to impede traffic flow, making things even worse. Putting flashing crosswalks across major arteries (like 28th Street, 30th Street, Canyon Blvd, etc.) is just plain stupid. There's no way in hell you can engineer any proper timing of traffic signals on those streets, when a pedestrian can walk up to a button and just arbitrarily stop traffic in both directions at any time for any reason. It should be a priority for the City to rip out every last one of those damn flashing crosswalks.
- I think the City of Boulder is doing a fine job. I'm hoping the newly elected council members will focus on creating housing within the city that is affordable and minimize the need for people to commute from afar. We could use some more SKIP-type bus routes, eg., North 26th St to Folsom. Get more bike racks on the buses. Zoning for multiple dwelling units within the city is key. Let those big houses divide up to house more than one family. After we municipalize, promote more solar panel installations by offering low-interest loans or tax breaks. Make any new houses and/or commercial buildings include solar panels. We need more safe bike routes. Thanks for your community service.
- I think the city should spend a larger proportion of tax dollars on the arts. In a city that prides itself on being a mecca for artists it is embarrassing that our spending is less than other cities such as Fort Collins and Colorado Springs. I am especially interested in improvements to The Dairy Center for the Arts. I also think it is much too difficult to upgrade one's home in Boulder. My dealings with the planning department in remodeling an older home have been extremely frustrating.
- I think there is too much construction in progress, especially apartments, condos, etc. The number of potholes on streets and at intersections is ridiculous. I am in favor of the city generating its own power, but I have to wonder how capable it is when it cannot even maintain streets. I'm not referring to the county road debate, as I live within city limits. Arapahoe is a constant mess. Baseline and Broadway are full of potholes. S Boulder Road b/w Broadway and Foothills is also a mess.
- I think we need to solve the affordable housing crisis in Boulder and we need to help residents hurt by the floods, including undocumented members of our community. We need to look at flooding caused by Boulder sewers and see if we can prevent that in the future. Also I would like to see the development of the Civic Plaza with BMoCA, an art and music complex, and community spaces that are used all year round.

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- I think you could reach more of us if you worked to get stories on KUNC. I think the listenership is high and people don't read the paper as much as they used to. I listen to KUNC everyday and the only Boulder stories I hear are generated by the regular Boulder Business Report segment.
- I use Tom Watson Park to start bike rides from and am very disappointed in the maintenance of the rest room: The latches on the stall doors have been broken for ten years. There is no bench to set your items on when changing. The fan is off-kilter and makes a horrible noise. Water leaks onto the floor. It's dirty. The lockers are rusted out. I have no children using playing fields and am disappointed that Boulder can't maintain this one facility that I use but can build new playing fields.
- I was so impressed by the city's response to the flood. Years of preparation really helped us. I'm not so keen on other aspects of city life, though: trash, graffiti, noise, sidewalk snow removal, and shabby rental properties to the east of campus bother me -- there seems to be little care or concern about these problems. Also, I wish the city provided RTD Eco Passes opportunities for all residents. I fall through the cracks in my ability to secure an Eco Pass, and I feel unfairly left out.
- I will personally be leaving boulder within the next few moths to live in more suitable places. I have lived here for 30 years, but have begun to feel as though the new Boulder is not where I want to live. The police are overly aggressive, the council is overly insensitive and getting more rigid with the current few terms- I believe that we are headed toward a lesser tolerance, not more; and I think that we are over regulated as a city, not just in Planning and Development, beyond what was a gentler more understanding, somewhat weird town that I had some passion about, and pride in. We are more involved in image than substance, we pass the buck to let someone else handle things after regulation is passed, and the various departments, the council, and the city leaders mostly pass around trendy, pretend self congratulatory PR. Not okay with me, but I have loved living here for the past 30 years. thanks
- I wish I could use the main branch library without feeling like I'm spending the day in a homeless shelter. I wish there weren't transients camping and hanging out in the trees alongside the creek path from one end of the city to the other. I wish I didn't have to deal with drunk or stoned panhandlers on Pearl St. at night. I wish the city would clear the debris from the creek near Broadway and 13th before the spring snowmelt. I wish the park paths between canyon and Arapahoe, Broadway and 9th were better lit at night.
- I wish there was more focus on the arts here.
- I wish we could get back to being a truly progressive example for other municipalities in terms of energy / environmentalism. Applaud continuing dedication to open space preservation.
- I worry about the transients in and around the public areas. I am also concerned about the need for more middle class housing that is affordable. I am retired and feel very lucky to be able to live here under Senior Affordable Housing. I just pray that here can be some resolution to the homeless problem. There is one homeless person on every busy corner it seems. I can't donate to everyone of them. Sharon Larocque
- I would like to see a better, proactive approach to reducing how much the City caters to the local/frequent transients. I believe our Police Officers can only do so much, but the City enables transients which contradict Police Officers work. i.e.: backpack giveaways, extra shelters/warming centers, numerous food pantry's etc. The majority of transients are abusers of the "system" and clearly don't want to better themselves. I will no longer walk the creek path with my children or visit the public library off Canyon due to the constant harassment and vulgar language transients dish out. Seeing transients trash our community by begging on every street corner, disappoints me. Our town was beautiful at one time, now it looks as though it's over populated by the transient population. The areas they congregate in are dirty, they smell and create a sense of insecurity to those passing by. It's unfortunate.
- I would like to see a light rail asap. Please continue to purchase open space and develop recreation land and parks, the park and recreation system here is one of the main reasons my friends and family live here. The Boulder bike park is a phenomenal facility that caters to multiple ages and ability levels.

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- I would like to see more programs focused towards middle income housing availability. There are multiple reasons that it makes it very difficult to be a home owner in Boulder. The demand to live in Boulder is high - which drives up prices. As a side effect of this, there is a huge rental market. This causes too few houses to be in circulation as the owners of rental properties sit on these properties which 1) further drives up the prices of houses 2) Those that do get bought, likely get turned into rental properties which further exacerbates the issue. The salary I make would provide for a nice house anywhere outside of Boulder. I rent close to downtown, work downtown, and love it in Boulder. However the idea of becoming a homeowner here seems nothing but a fantasy as the price of a house here is 3 to 4 times the price of a like model home somewhere else. I know there is the Affordable Housing program through Boulder. However this primarily is focused on condo's and townhomes. I would like to see this expanded to single family homes.
- I would like to see the City of Boulder put more resources, both human and financial, towards the arts in our community. Boulder is viewed as a great home for artists, and as a destination for the arts, and has many wonderful organizations in town that are working hard to create a creative economy and city. But it seems that the City hasn't moved ahead much on the Civic Cultural Center Master Plan, nor made a strong statement about it's stand on the arts. The arts are a vital piece of what makes Boulder great, but without more support directly from government, more stress is put on the arts and cultural organizations that are already struggling to stay afloat. The City needs to step it up!
- I would like to see the city take a greater role in supporting local arts. Boulder likes to pride itself on being an "artistic" community, but there is very little support for residents who are actually creating the art. A greater emphasis on support for home-grown artistic companies would be a boon for the local economy as well as create more opportunities for employment. I would also advocate that the City look at the track record of success and economic impact of artistic organizations when allocating funds. With such limited funding available, it quickly gets spread too thin by trying to support everyone.
- I would really love a harder push towards environmental sustainability. Great job City of Boulder!
- I'd like to know that diverse voices are being included in city feedback. The 2013 council did not look or feel very diverse, so I'm not sure how we can grow in a positive direction in that sense if we don't hear from underserved communities. I also worry that there isn't enough economic diversity among people living in the city.
- I'd like to see the City tackle the problem of the homeless. It seems like the problem has been getting worse in recent years. So many street folk gather downtown along the creek and at the library. One does not want to take kids to the library when packs of transients are congregating, yelling, drinking, and probably doing worse. And yet, they must be cared for. A progressive community takes care of all who live there. It's a big problem that must be tackled at a high level.
- If you have regulations...enforce them. I'm a huge walker/bus commuter and many of the sidewalks are seriously dangerously not shoveled within the 24 hour time frame specified. Please...give these people tickets or let everyone go willie-nillie and get rid of the regulations...so, the rest of us responsible kind can sleep in. Also, the City needs to do its part - many of the side streets are extremely iced over - and dangerous!.
- I'm currently purchasing a home through the permanently affordable housing program. It's an excellent program, and I highly support its continuation, expansion, and promotion. The staff at the City Housing Office have been excellent through this process.
- I'm glad the city council is starting to look at longer planning horizons. We need to be looking 50 years out re what kind of city we want to leave the next generation -- many of the policies/practices (e.g. open space usage) are NOT sustainable.
- I'm just outside of the city limits. No happy with the county, especially the commissioners. I'm walking distance to downtown however so I feel like I'm part of the city. I don't think it's fair that I don't get be idiots of RTD like other neighborhoods. I think those benefits should extend to the out skirts also. Thanks for Eco cycle, thanks for the work you are doing, especially with the floods.
- I'm proud to live in Boulder and love the open space parks!

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- I'm ready to have some of the rollbacks that occured during the recession reinstated. Let's take a look at those please~!
- I'm really disappointed in the aggressive measures to crackdown on the homeless that I've been reading about. Boulder is home to some of the least aggressive homeless people I've ever seen because they don't live in constant fear of harassment. Surely our beautiful home is big enough for all of us. Also, more money for the arts! Boulder's art scene has so much to offer and will become a defining character of our city with a little bit of support!
- I'm white but have many friends of color and am constantly amazed at the everyday racism (from blatant to micro-aggressions-- e.g., assumptions about them since they are not white) they experience on campus and in the city of Boulder. It's truly shocking. This is a liberal place for white folks. Second, I'm very alarmed at how many women in Boulder county are arrested for domestic violence-- we have one of the highest rates in the U.S. As a volunteer and community activist, I've had so many women who were victims of domestic violence be the ones arrested for it, and then charged with a felony (which is 15% of DV arrests in most places) so they're put in the awful position of having to plead to a misdemeanor or risk a felony charge. In these situations (I've volunteered on many) the women were the victims, but in a small handful there was actually no domestic violence by either party (e.g., a witness calls the police). For many cu students this means they are limited to apply for teaching children or being nurses if they have a misdemeanor "violent" conviction.
- In general I feel the City Council spends too time on "fluffy" issues and not the real issues. too much money is spent on "fluff" also. It is too easy to spend someone else's money - namely the citizens of Boulder's tax dollars. I am sick and tired of all the publicity about Municipalizing our Energy. Let Xcel, who is a company designed to do this continue to handle this. We have spend thousands, probably millions on consultants surrounding this issue. In general the city is spending too much on consultants - this is an escape mechanism, but a very costly one. Also the question about the Senior Center should be split between the East and West. Parking is SO limited at the West Center that I rarely try to attend anything there for tfor this reason. Boulder City Council is trying to be too progressive with our tax dollars.
- In general, keep up the good work.
- It is great you have the affordable housing program, but housing in Boulder for the middle and even upper middle is non existent, feels like the city only wants the very wealthy and working class. in a family of two making over$110,000 a year I could no longer live in Boulder if I wanted a bigger house (2 bedrooms and a basement still under 2000 square feet), the housing is a problem and only getting worse, you are forcing the middle to east Boulder or farther away and I love the city and the social scene but it is not affordable. Also boulder is not inclusive, it talks a good game, but many people of color and Trans people do not feel safe or welcome and do not want to live in Boulder. The racism and transphobia is not explicit it is very covert and the city remains very white with liberals talking about inclusivity and diversity, but no action to back that up!
- It is still unclear how municipalization of energy is going to help Boulder. The environment is important but we are already getting killed with taxes and i cant afford my energy costs to rise. / I would say raising a family in Boulder is pretty cool, but the direction it is heading (type of housing construction) is not very family friendly. I would see more direction toward families. / Another concern is that i can not get my child tested for dyslexia or any other learning disabilities because we home school...thats not cool. could use some help there. 970-417-0879 (Patch)
- It would be nice if the Boulder City Council would view things from the perspective of the silent majority and less about special interests and special interest projects.
- It would be nice if the Boulder Rec centers were more affordable for families. $85/month is a bit steep and it does not include child care. The facilities are really not that nice for that much money. Also, more affordable programs (throughout the city) for families and small children. Finally, don't raise sales tax.
- It's terrible!

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- It's time to get the creek corridor and Central Park/Library area cleaned up and safe for all comers -- I would never take my family down there down in its current state of shabby, dangerous disrepute.
- I've been here 46 years and 3 generations. While the 'ethic' follows what Paul Danish laid out...I think the moniker "Replublic of Boulder" applies and the rest of the state sees Boulder progressive...yet NOT Colorado or Wyoming'esque (western). Could well be the preponderance of NON-NATIVES and east-coasters (city dwellers) running the City (and County for that matter). Boulder is NOT what is was in the 50's, 60's and 70's. There NEEDS to be MORE accountability AND transparency (publish DEEPLY detailed budgets....etc). There seems to be some level of 'nepotism' going on (to wit, City Mgr appointed by Council, County Attorneys appointed by Commissioners, etc). Maybe, someday again, it won't be that way ;-)
- i've lived here almost 30 years and appreciate this town deeply. My one big desire is for lower rent. I have a teacher friend whose employment went to part time and she's been searching for a less expensive apartment but has not found any that are also less expensive plus clean and in good condition. She works in Boulder and wants to remain living in Boulder. She doesn't have a car so walks, bikes or takes the bus and has been having a challenging time finding a smaller place with easy access to RTD.
- Just wanted to note that I wish composting were readily available to condo and apartment residents. When I lived in a house I used regularly composted but now in an apartment I don't have access. Also given the city's focus on sustainability I think curbside grass and watering should be phased out for xeriscape and climate appropriate plantings. And all buildings (condo, apartment, offices) should have stairs more readily available than elevators. Given building height limits accessible stairs should be the norm.
- Keep it local, use SurveyGizmo, a company in Boulder, to create and distribute your surveys. They can be reached at 720-496-2990. Please be nice to the homeless people. They are harmless. Of course in the event that they are comitting crimes and harassing people. But generally they keep to themselves and don't hurt anyone. We are lucky enough to live somewhere beautiful that makes being homeless not so terrible. I think that's a good thing. / The city could also afford to fund the arts more!
- Leave us alone and let us live -- stay out of our face.
- lets hire more hourly employee's and less management - in 2013 the city hired 101 jobs and 68 was management not a very good %
- Let's keep Boulder small....no more new developments.
- More housing opportunities need to be provided for the "middle class" in Boulder. BHP provides great housing assistance but only up to a certain income level. The resident is then asked to leave and find market rate housing. The gap is too great from housing assistance to market rate for residents in the $50K to $70k bracket. The affordable housing program offers all kinds of purchasing assistance (and MANY more properties) for the lower income residents. The middle income resident is in a housing "no man's land". I work in Boulder, have raised my children in Boulder, am a single mother, and want to STAY in Boulder and not be forced out due to this strange reverse descrimination. I earn too much to get any assistance to remain in Boulder, yet I earn too little to be able to afford living in Boulder without help. Don't let Boulder become a town of the elite.
- More need to preserve economic diversity in city through affordable housing etc / Keep streets safer by banning cell phone use while driving
- More regulation is NOT the answer to almost any problem. Instead a restorative and collaborative neighborhood effort to deal more hyper locally with any issue is a better way forward in almost every case. Also, the legal costs of taking over public utilities would have been more wisely spent funding high speed internet access throughout the city for all residents and campus.
- Municipalization is a huge mistake that will cost the city and its residents dearly in many ways in the future.
- My concern for the safety of my neighborhood is because I live in Pine Brook Hills. I have seen bears & mt. lions in my driveway, and do not believe my 'hood is safe at night because of the

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animals, not hoodlums. I believe that nearly everyone in Boulder wants to be inclusive to others of different races, but not necessarily of other socio-economic circles. I think it is strange that people do not clean their own homes, and would pay a nanny so they can train for their upcoming triathlon. My greatest gripes are towards the county and the road situation. After the flood, we had impassable rubble on our road for weeks. By 1.5 months afterwards, we had gotten it to organized piles, but the twisty roads (1 mile and 7 hairpin curves from Linden to my house) were basically one lane wide. Nobody ever came, nobody knew we were up here. We organized neighbors with shovels and trucks and worked for 8 hours two Sundays in a row to clear the boulders blocking our roads. We tried to pack most of this rubble under our badly undercut roads (hope it holds!), but the county never came to check.

- My hope is for boulder to stay unique and focused on environment, health, and limit growth and supportive of local sustainable options over outside business. We don't need or want walmarts and big stores and sprawling growth. The city of boulder is very different than boulder county or the rest of Colorado. I see that as a sign we are doing something right and for the good of the many for the longer term.
- My major concern over the last 12 months has to do with the US 36 construction and operation contract. I heard no mention nor discussion of instituting a toll road, as was done in the 50s, to pay for construction and maintenance of US 36. I am VERY angry about 1) the ability of non-high occupancy vehicles to pay to use the HOV lanes; and 2) the institution of a 3 occupancy rule to use the HOV lane for free - this is an impossible requirement for 99.9% of drivers and simply emphasizes that the toll road is being implemented for profit and not for environmental purposes.
- need to address housing issues - we need more housing options, more affordable housing options. City should be open to exploring more ways to increase density in order to increase housing - for example permitting mother-in-law apartments and accessory units. Also would like to see more encouragement/facilitation of infill development.
- need to be more realistic and inclusive about issues that are related to the economy and financial well being, rather than always focusing on the natural environment.
- Need to expand North Boulder Rec Center. To small for population it's serving; too crowded, not enough equipment/space.
- Need to find someplace else for homeless & transients to hang out during the day. This is an urgent problem
- No
- No comment.
- Not currently. Despite many of the negative views from locals about how the City operates; Boulder is still ranked as one of the best towns in America to live.
- On the evening of the flood around midnight, there were no warning sirens or other notifications. If we knew it was going to flood, we could have moved our cars. The next night, we heard "stay away from Boulder Creek" and that was about all. We live in North Boulder. Something should have come out on the first night to warn people based on the level of rainfall during that first day.
- Over population is an issue that impacts many of the decisions the city council makes and should be always be considered in the decisions making process. The city does a great job in snow plowing. It's hard to be perfect.
- Overall the city staff are professional and dedicated. Great response to the flooding and cleanup. Some departments have reduced budgets and staffing that makes it difficult to enforce the codes. / City Council, however, is too responsive to special interests and hair-brained ideas that are presented to them. Since the flooding of last September, the civic area planning has to be reconsidered. Don't bow to the developers who own the property and need profit at the expense of and threat to residents who will suffer from that redevelopment.
- Overall very good! I really love the ability to compost and recycle. And I use the rec center all the time to swim, and the north and east boulder pools are always well run, super clean, and have plenty of room, so that's awesome. Also Pearl street is great to wander on.

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- Overall, I love Boulder and have been here twenty years. I am raising my family here and am pleased with the environment for raising children. I work in a quasi-governmental agency and my husband owns a tech business in downtown Boulder. We are here for the long haul. I think that Boulder does many many things right but that there is always room for improvement. I think that the housing situation in Boulder is becoming more and more disparate in that there is a lack of affordable options for many people. I think that city council is "old" and has an old way of looking at Boulder. I think smart economic development planning is imperative. I think the city needs to be forward looking in its development and support new opportunity for smart development. I think that the city is a challenging place to develop which makes talent go elsewhere. I think that as the wife of a business owner, the city doesn't do a good job in providing incentives to start and keep business in Boulder. Those areas of focus are paramount. We also had our yard hammered during the floor and currently the city, the county and urban drainage can provide no clear direction on how to go about fixing the creek behind our property. A "who's on first" situation which is becoming increasingly frustrating. The flood was unexpected but the city needs staff that can be empowered to make decisions that will allow homeowners to invest the money in their properties necessary for a safe and aesthetically pleasing environment. Thanks for asking and thanks for listening.
- Please do everything you can to clean up and make the municipal area safe. My daughter who works in a poor area of Denver felt unsafe with her husband and three kids in this area. Also I want the front of the library to be a beautifully maintained as the Pearl Street Mall, removing ugly marks on concrete, mulching trees, keeping it safe and clean. I am very glad there is a security guard at the library and love our libraries. Hope you keep all libraries open 7 days a week.
- Please get the transients to leave Boulder. They make Boulder unsafe. Please make it illegal to pan handle and do whatever it takes to get these dangerous people out at all costs.
- Please plow our main streets and intersections!!!!! We have money for scooping snow off walkways in parks and some pedestrian walkways,; money for flowers..... / We are all very tired of sliding around corners; and and general conditions of the City of Boulder streets. (God help the poor pedstrians trying to cross at intersections).
- Please stop the subversive Parks and Open space directors from continuing to close down areas to dogs like they did at Dakota Ridge. And given the cost of housing the three unrelated parties in a household is no longer appropriate esp given thee Mcmasions and then the small size of new construction and affordable housing. Also we must begin to plan for separate paths for bicycles and hiking. I don't like the aggressive policing of so called "transients" and our youth.
- Please work on making the Main Boulder Public Library a safer place for patrons and staff. I know a lot of folks who no longer use this library due to safety concerns, especially families with young children.
- Police in this town are a joke, only concerned with speed traps and breaking up college parties. Way to many building code regulations and restrictions. Not a business friendly governance.
- pretty good job. 1. please continue expanding library services in the northern hemisphere of boulder. 2. please pay more attention to your gunbarrel residents who are right on the edge of the city 3. please work with the county to develop gunbarrel in a more well-rounded way. thank you
- Priorities should be local, not global. Flood recovery, plowing streets and BIKE Routes, real transportation, reducing the cost of living, in and owning a home in Boulder. City Council is not representative of all of Boulder. Having said that: we love the bike paths and open space, but as retirees we probably need to move to a less expensive environ. I also do not believe the council cares about my/our opinion.
- Proactive emergency planning in the past several years involving the city/county was exceptional. Unfortunately, not many residents understand how much has been done to prepare the public and responders. Anti-gov't folks will always find excuses to blame gov't. My main concern about the direction of the city involves the fact that the demographics support gearing more and more towards the younger generations & more affluent residents. Am also concerned about the plight of the homeless & how to balance services without encouraging an endless influx of homeless

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migrants which would be unsustainable in terms of those services. Also, feel transistional housing should not discriminate against homeless pet owners/guardians.

- roads are poorly cleaned after a snow storm. I thought Boulder will take care of roads more efficiently than NYC. It isn't the case. Where is the tax money going?
- SO... This is personal, but I suffered substantial sewage backup during the flood and see NO city response. On the other hand, I work for the county and see immense effort in addressing resident needs (so I know things are being done - just not in the city).
- Some parts of the city are operating well and seem relatively innovative. However, other areas of the city government seem extremely outdated. We live in a cutting edge and innovative tech, social-entrepreneur, etc area, but it seems like the city government operates in a vacuum outside of all of that innovation. For instance, the staff at the City Manager's office is not at all up to speed on how to communicate and deal with the public (and the tools they use and the staff they have are very much not modern, innovative people). Also, the city did a website overhaul and somehow made it even less intuitive and user-friendly than it was before. Of all things that should be modern and cutting-edge in Boulder, it's our website! I think bridging this gap would also quell some of the negativity towards city government, especially among the tech startup people in town.
- Someone dropped the ball when 4295 Broaday was allowed a private residence permit. This property has and always will be used as a commercial art gallery. The owners rarely are in residence and when they are, they hold large art showings. When these showings are held , the neighborhood is inundated with cars, using all available street parking, plus overflowing into the Waldorf School parking lot. What was the planning dept. thinking when they approve a 70000 square foot home that only has about 1000 sq ft. Sleeping area. Wow, what pressure!!!! and who was in charge
- Spending money wrong such as putting in a water system along foothills, thats a waste of money because people are just driving by, not wanting to look at a big bush. Also spending to much money on city maintenance and public schools, there neess to be more watching over the schools spending money they dont have to and parks and public areas that are already fine for tje normal citezen,people in boulder ta I'm e the city for granted and dont understand how the city is already very very nice without so much maintenance being done all the time, also people in the city are very picky and stubborn about the city being perfect. Also RTD should have more busses running and better shelters at the bus stop, i take rtd every day and im not pleased with it.
- Stop trying to please all the people all the time; minimize the zealots on boards and committees; support CU; support businesses; try to slow the business turnover on Pearl St. Mall; look at rent control guidelines like NYC has; enforce the growth limitations and plans from the late 70's and early 80's; don't commemorate / dedicate things to people before they die-avoid the embarrassing discoveries; enforce the basic traffic laws like stop signs(bike riders included) and jay walking. Stop allowing the set back homes being built on lots. Require wider parking spaces in malls. Drop some of the citizen boards and committees that look like resume padding for future city council candidates. Reduce the desirability of Boulder for homeless, misfits, drug using drifters, etc. with free food, free lodging, etc. Toughen up some of the penalties for criminal convictions.
- Stop wasting money on legal battles for municipalization. Thanks.
- Strongly support neighborhood dog parks.
- Thank you
- Thank you.
- The belief that increased density of housing will alter the work/car/traffic balance to an utopia of everybody walking and riding their bikes is a fallacy and the city may already be beyond a tipping point of having too much density from new developments without a single new lane mile of road to absorb it. I have been living in Boulder for almost 30 years and it is too bad that it takes two or three cycles of lights to go north/south through the core business district. With all the new development occurring to the east of the core, the increase in cross traffic may lead to real gridlock, too bad.
- the City appears to be doing absolutely NOTHING about making our streets safe for pedestrians and cyclists. auto moving violations are NEVER addressed.

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- The City could be more aggressive in seeking ways to established affordable housing. We don't want to become an Aspen or Vail, or do we?
- the city could improve on snow removal. I've lived here 20 years and I think the city can do a better job with treating roads, plowing and putting down chemicals to make the bridges and roads safer. I also think we have enough affordable housing units.
- The City Council only listens to what they want to hear and the wealthier citizens, e.g. energy issues.
- The city desperately needs more housing options. There is plenty of housing over $300,000 and the Affordable Housing program is great, but there is no middle ground for those of us in the middle. I make just $1000 over the Affordable Housing income limit and am unable to purchase a home in Boulder.
- The city doesn't do a good job plowing the roads at all
- The City has been ineffective at reducing the number of homeless transients in town. We have no moral obligation to put of up panhandlers who have never been productive citizens of the City of Boulder
- The City is doing a great job, but I would like to see the following: - Safer streets in the form of more bike lanes, more attentive drivers, and a north south bike lane from Canyon to Pine. - A movie theatre in south Boulder - More trail connections that are open to mountain bikes - A dog park in south Boulder - Better leadership at OSMP when it comes to accepting mountain bikes on open space property - Traffic control on Lehigh - Improved streetscape on 30th St (tree-d median, slower speeds) - The City to fix potholes and uneven sidewalks / - The City to enforced dog leash and snow shoveling code
- The City needs to address the transient population issue and not leave it to the Library to be the city's day shelter. How about using the Municipal Building for that purpose instead? After all, there are far fewer Children using the Municipal Building during the day than the Library. That way City Council may actually see what is going on and what issues their lack of action is causing. I believe that the City Manager is trying her hardest but City Council doesn't want to take the issue on. This population needs special help, I am not advocating throwing them out, but for their well-being and that of the City's, Council had better do something soon. I often hear comments that folks don't like to come into Boulder because of this issue.
- The city needs to manage its finances better. It is simply too easy for staff to recommend new taxes to pay for services. Council needs to direct staff to phase out programs that are no longer useful or necessary, so that improved or new programs can be implemented without increasing the burden on city residents. That is responsible government.
- The city needs to re-evaluate its stance on the importance of events - mountain biking, cyclo cross, road cycling are all critical to the health and vitality of the community and economy, yet the city council more or less treats them as irrelevant. What the city is doing with Ironman is FANTASTIC! More of that type of commitment to events and outdoor activities. In the case of the USA pro challenge, we're now hosting a race start for 2014? That makes literally zero sense...no taxpayer money should go into hosting a race start...it's worth $0.
- The city needs to stick to things that the city must do and leave the rest to the county, state, or private enterprise/philanthrophy. The city doesn't have to solve every problem itself. Taking more of our money is not always the right answer!
- The city of Boulder could learn a lot from the Boulder county's response to the floods and wildfires.
- The City of Boulder does well on issues related to open space and environmental sustainability. It feels like City government is so focused on the environment that the people, particularly less affluent and less vocal residents, who live in Boulder aren't a priority. On the surface, Boulder appears to be an inclusive community but that's not necessarily the experience of those with less access to resources.
- The City of Boulder is extraordinarily, aggressively hostile towards small business -- only focus is on attracting large businesses for more tax revenue. Parking Management is especially hostile towards businesses, forcing CAGID businesses to interact with Lane L. who is anything but helpful and rather that being a resource to businesses makes every attempt to create roadblocks.

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Absolutely no input from small business is genuinely considered at community meetings -- this was especially visible in the planning for the Daily Camera building redevelopment and West End Pearl project where City staffers openly admit that their motivation is to generate more tax revenue as soon as possible.

- The City of Boulder is ruled by city employees, who are not responsible to the voters. They are of one mind and that mind is not in agreement with most of the citizens. The City Council follows the employees' lead and moves away from the will of the citizens. Most city employees should be evaluated in a true system.
- The City of Boulder needs to be more responsive to Human Service organizations: community health care, addressing poverty, homelessness etc. we need adequate shelter space, more transitional programming and better funding for agencies such as Boulder Valley Women's Health Center.
- The City of Boulder needs to invest in Arts & Culture at a much higher level. That means expanded public art, a renovation of The Dairy Center for the Arts, revamping the Boulder Arts Council to be more functional and supportive of innovative community arts programs that can make Boulder truly an arts destination. And the City needs to analyze and communicate the major return on investment it will realize from increasing arts & culture investments.
- The City of Boulder needs to revitalize LOCAL interest in downtown boulder. NOTHING has been done to bring Boulder residents to downtown to shop, quite the contrary, no help with parking issues or transient populations. Downtown Pearl Street is a GEM with fabulous shopping and dining, but the city has done NOTHING to keep patrons and owners of businesses happy and prosperous.
- The City of Boulder seems to thrive on being the best at everything. As a result, it gets caught up in endless hours and hours of seeking public input. The Civic Area is an example. I would like to see short-term progress on new initiatives instead of all the visioning that occurs. In trying to be the most innovative, sometimes the City overlooks common sense. Although I appreciate the alternative forms of transportation, I am frustrated by sheer complexity of it all. Driving to get an errand done should be my personal choice. I feel punished by the City with its lack of equity for all users. I should not have to drive behind a bicyclist who ichooses to act like a car instead of biking on a path or in a bike lane. The lack of parking at Open Space trailheads is equally frustrating. I understand the need to find a good balance for neighborhoods, but clearly these were not built initially with users in mind. Boulder needs to figure out a way to get heart. I have lived here 3 years and do not feel I am part of the city. I am a bit embarrassed to say I live in Boulder because it is a community for the privileged. There are many things the City is doing well, but Boulder misses the mark in being a community. I honestly don't think it understands the definition.
- The city organization seems to have lost its focus on the people that live in this community and sense of community in Boulder is diminishing. The city used to be a leader in developing innovative community and human service programs. This has now been replaced with a focus on the environment and alternative energy, new development and winning awards. This focus serves the upper middle class to upper class but serves to disenfranchise the middle and lower class residents. It is becoming harder and harder to live, work and raise a family in this city if you are not wealthy. This has serious impacts on the quality of life. The city is losing its diversity and with it its inclusiveness, sense of community and its culture. I have heard many fellow long time Boulder residents say in the recent past that Boulder is losing its soul.
- The City should not be single mindedly pursuing municipalization and should instead be working in partnership with Xcel and leave Xcel in charge of our utility services. The public at large already paid once through user fees for the infrastructure that was installed by Xcel throughout the years as infrastructure expansion and upgrades were required as population expanded. The city residents should not be paying twice, no matter where the money is coming from, to front these costs. it is penny foolish and pound foolish. No matter how the city tires to shape it, paying for the infrasture through long or short term bonds is still paying twice for the same thing. Very short sighted on the part of the City and unfair to its residents.
- The fact that you are threatening to annex the Gunbarrel & Heatherwood neighborhoods if the Energy Municipallization goes through, but you don't have the decency or awareness to include

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anything pertaining to the actual tax and decision-making to us on the Nov 2013 ballot is shameful. Just b/c "we aren't included now" does not mean we're not thinking about it. And we will most assuredly be affected if the City's plan goes through. Smells like a lawsuit waiting to happen by omitting us.

- The flashing cross walks on 28th street, 30th street, Broadway and Baseline are literally death traps. You should look into how many injuries have come from those! You should be ashamed of putting those in when little kids have been hurt and adults have been killed crossing them.
- The flood project exhibition between the city of Boulder and BMoCA was an extremely inspiring and interesting project. I would like to see more collaborations like this.
- The landscaping in rights of way and public areas outside of the Pearl Street Mall are poorly designed and maintained. The appearance is that we lack civic pride and don't care about the quality or beauty of our public spaces and, by extension, our community life.
- The leaders of the City appear to come from a fairly small and insular group. Plan Boulder does not represent most people's priorities. The City Council needs more business people a fewer career politicians and social ideologues.
- The municipalization of energy services is going to be extremely divisive, whether it succeeds or not. I voted for it as a possible, partial solution to Xcel's reliance on coal and gas, but it seems that the City would more directly advance its goal of using renewable energy if it focused on developing those energies, i.e. solar, and entering into long-term contracts for their purchase. The City could also reduce Comcast's monopoly, reduce citizens' broadband costs, and make a significant return on its investment, and greatly improve speeds if it built its own fiber network, using its own rights of way, and leased it out to a variety of service providers. Chicago is implementing this plan, and many foreign cities the same size as and larger than Boulder have done it with great success.
- The only interaction I had with the City was to do some minor house work, and I found the building dept to be inept, and completely unhelpful. Promised return calls were never made, someone named Eric (I believe) would never get back to me no matter how many times I tried to work with him.
- The only issue I have is that it is really really hard to make ends meet with how expensive housing is in Boulder.
- The open space and trails are amazing - this should remain a priority. Housing in the city of Boulder is just too expensive, forcing everyone but the wealthy and students out to Lafayette, Longmont, Louisville, etc.
- The pay for performance is lacking. A raise that amounts to a couple hundred dollars extra per year for "exceeded high expectations" is not enough. If this is a one time achievement, as we are being told, make it worth the extra effort.
- The polilce department does a terrific job. The fire department as well does a great job. We did not vote for municiple utilities - and are very concerned about our costs increasing if the city of boulder administrates these. There is an inconguence between the progressive values touted and the gap of diversity in our city. Basic workig people can not move here and those that have lived here for many years - decades - are faced with ever increasing property taxes. It feels like the town is catering to wealthy people and all the services they require. In the past 15 years in our neighborhood there has been an explosion of tear down and remodels - all of the giant home peolpe have trades that come into the neighborhood to manage their lawns etc. The noise from constant construction and giant mowers and leaf blowers in astounding. The basic quality of life is disrupted. These lawn services blow leaves out into the streets and into the sewer drains. Giant houses being built on high water tables create what we call "house in a hole" these leak water continuously into the street year round. The water and leaves blend and clog up sewer / storm drains. Essentially we assume the tax dollars and fees the city gets isn't worth them restricting these types of practices. We do not advocate that the only way people of moderate to lower income can live in Boulder is by shared housing or co-housing or adu type situations. We appreciate the single dwelling housing that are in the affordable house program more needs to be done. The dog issues in Boulder are now being better handled by the police department rather than the previous

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angency. Lived here for 40 years and have seen a lot of changes. It really feels like a town more for the wealthy than a diverse community now.

- The traffic mitigation program should be called the traffic constipation problem. When you bow to the desires of the residents of a single street or neighborhood to reduce their traffic, you clog up the whole system and it is worse for the vast majority.
- The way the City gathers feedback ends up with feedback from particular communities and people. I do not think the city is focused enough on economic vitality, senior services or access for those with mobility issues whereas I think there is an over emphasis on environmnetal issues. The whole issue of bicycling is way over emphasized. We are not facing the reality of an aging population nor are we facing the reality of what we need to do as a city to attract major employers with lack of space for them and lack of ameneties other than outdoor related or exercise related a real problem. The arts are not highlighted anywhere near where they should be to add vibrancy to our community. Our physical facilities are terrible for arts and for meetings and events.
- There are aggressive and dangerous insane people that cover a wide swath from Uni Hill to Pearl St and beyond. When not on the street angrilly yelling at passers by, they are hiding in the crevices of buildings and downtown parks. Police response to calls (both non-emergency and 911) is often painfully slow.
- There are wonderful aspects of Boulder, yet, we need to continue to support access issues and safety for the diversity of people's experiences and backgrounds. With this perspective, Human Service Agency funding is important especially in regards to services for low-income families and women's health. Also, I would like for the City of Boulder to focus on a less criminalizing approach to homelessness and instead provide more mental health services and housing options (which are not contingent upon one's substance use/sobriety status). /
- There is a huge gap between the rich and poor in Boulder. A lot of the people that work in Boulder cannot live in Boulder because of the great cost that it comes with. Which causes so many to commute and it's wasteful and harmful on the environment. I make a bit less than 50k and find it very hard to afford the housing program as a single woman. I think the average is 80- 100k which makes it an elite's community, which is not diverse. With that being said, I do like some of what Boulder has to offer. Thank you.
- There is nothing wrong with Xcel providing power to the city of Boulder. Municipalization of our source of electricity is stupid.
- There is very limited housing for Section 8 and people with disabilities. It is not right that private landlords can refuse Section 8 renters - the only decent housing is through non-profits like Thistle Communities and Boulder Housing partners. This goes beyond the affordable housing issue.
- THERE SHOULD BE SNOW REMOVAL ON SIDE STREETS. IT'S RIDICULOUS THAT HOMEOWNERS CAN GET FINED FOR NOT SHOVELING BUT THE STREETS ARE TRECHEROUS.
- These ratings would be much higher except for a single issue: the continued failure to confront the problem of transients making the Creek area unusable. I used to fish along the Creek but no longer feel safe doing so.
- They need to listen to the voters. If the voters vote no, do not find a workaround, accept that the voters do not want it. Case in point, the LID.
- They've done very well with the marijuana and alcohol issues.
- This survey is quite vague and the responses don't really reflect any depth to the questions. For example, "why don't you feel safe" would give a lot more information.
- Three things: (1) If you're going to put up photo-enforcement cameras, the yellow light should be at least three or four seconds. (2) Moorehead doesn't need a photo van; it needs speed humps. Paying a person to sit in a van with the engine running has got to be more expensive then installing speed bumps or stop signs. (3) Rent is through the roof. Permanent residents have an interest in high property prices because they benefit from the properties they rent out to students, but the rent is absurd, and its resulting in displacement of a lot of people who work and study in Boulder. As a result, you end up with major congestion coming in and out of the city. If you're

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going to limit the space where people can build housing, at least loosen the restrictions on building height so that you can provide more housing within the city.

- To many new apt complexes being built with no open space or green area: 30th and Pearl, 29th Bluff , Junction development that is very dense. To much traffic and feels very crowded in Boulder! Open Space clear cut trees on Bobolink trail and other areas. We need more pocket parks not so many rental properties. Are wildlife is being killed by hired guns (coyotes) or killed by cars. I moved to Boulder in 1980 because I loved nature. Boulder has been turned into a big city by development and CU! The bike paths are all cement and not good for walking because the bike riders think they own the paths. I hate seeing our open space turned into amusement parks especially on Valmont. I voted for open space for wildlife and keeping our open space wild. The wildlife in Boulder gets run over, shot or lose their homes to development. You can't say you are against Global Warming and for energy conservation and let the Open Space Dept cut down all are trees and kill our wildlife. I rented an apt on 30th and Iris and the only time night or day you did not hear terrible traffic noise was between 3-4o'clock in the morning. Thank you.
- Traffic can't be ignored in the city. Getting across town AM or late afternoon is just horrible & needs to be dealt with. Housing choices give little new opportunities if one does not want townhs or condos. Young families still want free standing hms w/ yards. That's why they still commute. Lastly approving all these new developments fronting almost on curbside is ruining any warm feelings about so many commercial & multi fam areas. Tunnel effect is very negative.
- Traffic lights in Boulder! The blinking arrow lights which allow people to turn during a green light is very dangerous. Or having no green arrow lights at all! For example, Colorado and 30th Street. There needs to be green arrow lights to monitor safe turns at that intersection! I have seen so many close calls due to bad judgement or just blind spots. I find it interesting that a city government that is so concerned about being "green" doesn't care enough about their citizens being safe on the roads. As long as there are those people who are stupid enough to continue to text and smoke weed while driving, at least up the safety factor by providing safer traffic light signals. Also, why all the closures of many chain restaurants who have had loyal customers for years? Not everyone who lives in Boulder wants to eat tofu. Diversity comes in many ways.
- Transportation is a weakness. Cutbacks in Skip affect me personally in the early a.m. and we now drive to the airport. RTD's treatment of Boulder is bad. Snow shoveling enforcement is poor. I don't feel safe as a pedestrian and I drive more now. I have just gotten used to driving more, which is too bad.
- Very concerned about the socially unacceptable behavior, mostly by transients, but am also concerned that the efforts like the smoking ban are going too far and impinging on freedom. I am a non-smoker but I also believe that if people want to smoke, they should be able to do so in uncongested outdoor spaces.
- Water use issues: why are we continuing to install sprinkler systems along the Foothills Fwy/36, along with thirsty grasses? What a total waste of our tax dollars. Xeriscape it! Tolerance issues: Why does the city continue to harass the Boulder Gun and Rifle Club to keep them from using their land responsibly? There is a 10 year wait list... it's not like there aren't lots of folks who own and use guns. These folks are law-abiding, care about the environment as much as the rest of Boulder, and yet... are continually under siege by the city. There is no tolerance where there is no understanding. As one of the politically liberal women who participates in their programs, I feel like I can say confidently that this should not be seen as a partisan issue, or an anti-gun issue. These are responsible people, people who are avid biathlon athletes, people who help with conservation through the wildlife/fish/game offices, people who are retired and active service people... and yet the city commissioner gives them so much grief. Where is the tolerance for differences that Boulder touts? I'm no Republican, but that doesn't mean I want to run them all off by making life hard for them. Everyone deserves to be treated equally. I feel like Boulder fails on that account, and I will speak up for those whom I disagree with, because they matter. How would you feel if the tables were turned? It makes us no better than those we seek to change, if we are authoritarian about our values.

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- We are new to Boulder and learning how the city government works. I would have liked if you had included more than watching on TV as a way I learn about City council. We don't own a TV. Instead went read the paper and gather information online.
- We don't do enough to fund critical human services and public health so that we can address health equity issues. Boulder is awesome for the well off (which include middle class City of Boulder workers), but not so for the working poor (which includes any low paid jobs for COB workers as well) and the marginalized in our community. The folks who don't stroll on pearl Street or enjoy parks and open space at their leisure. Please fund human services and public health better so we can improve equity. When you have really rich community members, the ones with the shorter end of the stick suffer exponentially! Health equity should be at the top of the list.
- We MUST get control of the transient population that has made the Creek and Municipal area out of bounds for recreation. I used to fish along Boulder Creek but no longer feel safe doing so. Some time ago I heard our mayor say "people who don't like the homeless need to grow up". Well, I am "grown up" and resent my taxes going to support these people and allowing them to ruin the parks that I pay for.
- We need an activity center downtown that would be used by arts and other groups. The BPL spaces are too small and are overbooked. New ideas for Civic Use Pad are OK if there is financing. Please don't build a new Municipal campus on the 13-14th St. block! Please do move the band shell to a quieter location downtown. Please separate bikes and peds on Creek path.
- We need another moratorium on growth! The cheap housing construction in north Boulder,
- We need more bus and bike infrastructure if we are going to really be proactive with the new energy reality.
- We need more support for the arts in Boulder. More tax dollars should be spent in the arts
- We need to provide more funding for the arts.
- While I appreciate and support EcoCycle, ReSource, and the cHarm, I wish we had a reuse facility, where residents could access business surplus inexpensively, for use in all manner of creative and functional ways. This would also help businesses to recycle more than the current 17% recycling rate for local industries.
- while i like the concept of creating a municipal utility, i lack any confidence that the City Council could do this in a successful way because of their individual agendas and meddling; too often council members think that they know everything about an issue and the public should just "shut up," that disagreement with them on issues isn't tolerated. another example is the smoking ban - i'm among those who believes this is really aimed at transients (whom i'd classify differently from homeless people), which council would rather not discuss directly. use of open space and parks is another issue where some on council and PLAN Boulder appear to want to reduce use in a wide variety of ways - while some preservation is fine, it seems these folks want to levy some pretty dramatic restrictions, which i don't agree with.
- While structure fire response in the city of Boulder is decent, wildland fire response is a seriously lacking. Boulder does not have the correct type of resources available to fight fire in the OSMP or the foothills. Boulder needs a dedicated Type 2 IA or Type 1 IHC hand crew in to combat the increased wildfire threat that Boulder now faces. Boulder also has done a terrible job with the quality of housing in the city. The green belt is great, but with no new development to compete against there is no incentive for landlords within the city to upgrade their properties. Apartments and multifamily housing rentals are turning into slums that haven't been updated for decades. The Boulder police are also a joke. The elk shooting and numerous other events have eroded public trust.
- Wildwood Road is in very poor repair. How do I report this?
- WORRIED ABOUT MUNICIPALIZATION OF ELECTRICITY. NOT A GOOD IDEA AT THIS TIME!!!
- Would be great to have surveys such as these forwarded to city employees who can forward them to friends and family who work or live in the city BEFORE any major decisions are made, in order to get input in a fair and equal way. Often it seems as though management and the decision-makers who are running the city are completely unaware of the REALITY of the average every-

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day worker who rides mass transit in order to be "green" and those who visit places overrun by transients. I'd like to see the city manager take the bus or visit the library on a freezing cold day and see how overburdened it is with transients - take a walk on the municipal campus or under the bridge by the creek at the library - scary places to be many days. Boulder has a great location, amazing, wonderful employees and a lot of promise to become a role model community, but there is work to be done still.

- Would like to better understand the goals of municipalization
- Would like to see better enforcement bike rules & dogs off leashes in city parks.
- Would like to see the city provide more funding for arts. Specifically towards to the Dairy since it supports multiple arts organizations and is a public building.
- Would like: 1) darker streets (I like night sky) 2)need a push to get bikers to use front and tail lights.3) at cross walks need some enforcement and advertising that Pedestrians have right of way (many cars jump x-walk by Vitamin Cottage) 4)The open space dogs are almost always well behaved -keep encouraging good behavior 5) Treat the homeless population with more respect. (minimal rules about hanging out and sleeping)
- Yes. I STRONGLY disagree with the LID imposed upon the residents of Boulder County. I recently retired and am on a fixed income. Had I known this was coming, I would not have purchased my home in Pine Brook Hills. The fees are apparently based on (a) the value of your home (ours was built in 66 and is NOT up to current standards), and (b) the length of road your property abuts. Very unfortunately we live on what could be termed a corner lot, and our property is a long narrow strip abutting the road. We have to pay over $7,000, a very large percentage of my SS. Sure, we have 15 years to pay it, but when we move before the 15 year period, the next owner will have to take it over, meaning it is a negotiating point on the home's value. I also STRONGLY disagree with a homeless building project being built next to the homeless shelter. The future inhabitants simply have to be homeless to qualify. There is no requirement to stop drinking. I just don't get it. Boulder is way too PC for us, and once my husband retires we will be leaving Boulder for those reasons for starters, and for the fact we can no longer afford to live here. / / Nancy Solomon, nancysol66@gmail.com, 66 Timber Lane, 80304, 720-379-7172 /
- You do what you want, and do not necessarily listen to the citizens.
- You guys need to keep 36 from being privatized.

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Table 129: 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	2%	N=8	30%	N=150	32%	N=161	23%	N=118	12%	N=58	2%	N=8	100%	N=503
High frequency transit routes	7%	N=35	46%	N=231	23%	N=113	12%	N=59	3%	N=17	9%	N=47	100%	N=502
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	27%	N=138	53%	N=266	12%	N=59	4%	N=20	1%	N=7	3%	N=13	100%	N=503
Snow and ice control on major streets	7%	N=35	37%	N=187	26%	N=131	19%	N=96	11%	N=54	1%	N=3	100%	N=506
Street repair (potholes, crack repair, etc.)	3%	N=15	33%	N=168	37%	N=184	21%	N=105	5%	N=25	1%	N=7	100%	N=504
Street sweeping	5%	N=25	36%	N=180	35%	N=174	7%	N=36	2%	N=8	16%	N=79	100%	N=502
Street lighting	7%	N=35	46%	N=232	33%	N=168	8%	N=39	2%	N=10	4%	N=20	100%	N=504
Sidewalk maintenance	7%	N=34	43%	N=214	32%	N=159	10%	N=51	4%	N=19	5%	N=26	100%	N=503
Assistance to businesses to keep them in Boulder	39%	N=190	45%	N=218	15%	N=74	1%	N=3	0%	N=1	0%	N=0	100%	N=486
Attracting/retaining 'discount' or 'affordable' shopping opportunities	41%	N=198	42%	N=201	11%	N=54	2%	N=8	4%	N=21	0%	N=0	100%	N=482
Retention and expansion of quality jobs in Boulder	46%	N=222	33%	N=160	18%	N=86	2%	N=9	1%	N=7	0%	N=0	100%	N=484
Acquiring and managing open space and mountain parks lands	49%	N=239	37%	N=180	13%	N=63	0%	N=2	0%	N=1	0%	N=0	100%	N=485
Energy conservation and efficiency programs	31%	N=150	46%	N=223	22%	N=105	1%	N=4	0%	N=1	0%	N=0	100%	N=483
Renewable energy programs	7%	N=34	26%	N=124	53%	N=251	8%	N=37	7%	N=32	0%	N=0	100%	N=478
Recycling and composting collection services	27%	N=129	39%	N=187	29%	N=141	3%	N=13	2%	N=10	0%	N=0	100%	N=480
Water conservation programs	23%	N=112	41%	N=200	31%	N=150	1%	N=6	3%	N=15	0%	N=0	100%	N=483
Cable TV Channel 8 (council coverage, city news, local talk shows)	4%	N=21	17%	N=87	22%	N=112	9%	N=43	3%	N=16	44%	N=220	100%	N=499
City of Boulder Web site (www.bouldercolorado.gov)	2%	N=8	13%	N=64	38%	N=189	19%	N=96	10%	N=50	19%	N=93	100%	N=500

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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	
City social media Web sites (e.g. Facebook, Twitter, YouTube)	2%	N=12	24%	N=121	29%	N=143	13%	N=64	5%	N=23	27%	N=137	100%	N=500
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	22%	N=105	42%	N=202	25%	N=119	4%	N=17	7%	N=35	0%	N=0	100%	N=478
North, South or East Recreation Centers' programs and classes	13%	N=63	33%	N=158	39%	N=190	11%	N=53	4%	N=18	0%	N=0	100%	N=482
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	42%	N=204	40%	N=190	11%	N=54	1%	N=5	6%	N=28	0%	N=0	100%	N=481
Neighborhood parks (play areas and playgrounds)	43%	N=211	43%	N=214	9%	N=44	2%	N=9	1%	N=4	3%	N=13	100%	N=495
Boulder Public Libraries & library services	19%	N=93	51%	N=250	19%	N=92	3%	N=15	1%	N=5	8%	N=37	100%	N=492
Services for children (age 12 and under)	15%	N=74	44%	N=214	23%	N=113	4%	N=19	1%	N=6	13%	N=63	100%	N=489
Services for youth (age 13 to 21)	40%	N=195	42%	N=208	10%	N=51	1%	N=7	1%	N=3	6%	N=28	100%	N=492
Services for seniors (age 65 and older)	12%	N=57	39%	N=193	27%	N=133	4%	N=20	1%	N=4	17%	N=84	100%	N=491
Services for low-income families	39%	N=188	39%	N=188	18%	N=86	4%	N=18	1%	N=4	0%	N=0	100%	N=484
Providing spaces for and access to a variety of arts/cultural events	39%	N=186	35%	N=169	21%	N=101	4%	N=19	1%	N=5	0%	N=0	100%	N=480
Art in public places	38%	N=183	34%	N=163	20%	N=95	6%	N=27	3%	N=13	0%	N=0	100%	N=481
Programs to reduce homelessness	44%	N=212	37%	N=176	15%	N=72	3%	N=15	1%	N=4	0%	N=0	100%	N=479
Drinking water services	45%	N=214	37%	N=175	14%	N=68	3%	N=12	2%	N=10	0%	N=0	100%	N=479
Mosquito or pest control programs	6%	N=28	23%	N=112	19%	N=92	2%	N=9	1%	N=7	50%	N=245	100%	N=493

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Table 130: 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	10%	N=43	49%	N=215	31%	N=136	7%	N=30	3%	N=14	100%	N=438
High frequency transit routes	9%	N=17	32%	N=64	51%	N=101	5%	N=10	3%	N=6	100%	N=198
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	5%	N=25	22%	N=100	42%	N=194	14%	N=63	18%	N=83	100%	N=465
Snow and ice control on major streets	28%	N=132	44%	N=211	23%	N=110	1%	N=6	3%	N=16	100%	N=475
Street repair (potholes, crack repair, etc.)	6%	N=29	17%	N=78	37%	N=174	19%	N=89	21%	N=100	100%	N=470
Street sweeping	25%	N=89	62%	N=218	11%	N=40	1%	N=4	1%	N=3	100%	N=354
Street lighting	27%	N=101	56%	N=208	16%	N=58	1%	N=4	0%	N=1	100%	N=372
Sidewalk maintenance	15%	N=50	59%	N=202	23%	N=77	3%	N=11	0%	N=0	100%	N=340
Assistance to businesses to keep them in Boulder	24%	N=105	63%	N=277	12%	N=55	1%	N=5	0%	N=0	100%	N=442
Attracting/retaining "discount" or "affordable" shopping opportunities	30%	N=137	49%	N=222	15%	N=67	5%	N=24	1%	N=6	100%	N=456
Retention and expansion of quality jobs in Boulder	17%	N=33	49%	N=95	25%	N=49	7%	N=14	2%	N=4	100%	N=195
Acquiring and managing open space and mountain parks lands	7%	N=13	42%	N=76	31%	N=57	14%	N=26	5%	N=9	100%	N=181
Energy conservation and efficiency programs	17%	N=40	54%	N=126	25%	N=58	3%	N=8	1%	N=2	100%	N=234
Renewable energy programs	7%	N=17	40%	N=100	32%	N=80	15%	N=38	5%	N=12	100%	N=247
Recycling and composting collection services	10%	N=42	49%	N=211	29%	N=127	10%	N=43	2%	N=10	100%	N=433
Water conservation programs	8%	N=37	38%	N=167	40%	N=174	11%	N=46	3%	N=14	100%	N=438
Cable TV Channel 8 (council coverage, city news, local talk shows)	6%	N=21	24%	N=89	30%	N=111	24%	N=91	17%	N=63	100%	N=375
City of Boulder Web site (www.bouldercolorado.gov)	26%	N=96	52%	N=193	19%	N=71	1%	N=5	1%	N=3	100%	N=368
City social media Web sites (e.g. Facebook, Twitter, YouTube)	6%	N=19	46%	N=142	41%	N=126	5%	N=14	3%	N=8	100%	N=309
Parks and Recreation fields and courts (e.g., baseball, softball, soccer, tennis)	18%	N=85	45%	N=212	30%	N=140	1%	N=6	6%	N=30	100%	N=473

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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	
North, South or East Recreation Centers' programs and classes	20%	N=94	44%	N=206	27%	N=126	3%	N=14	7%	N=33	100%	N=473
Parks and Recreation specialized or single-use facilities (e.g., golf course, outdoor pools, reservoir)	13%	N=61	40%	N=187	36%	N=170	3%	N=13	9%	N=41	100%	N=472
Neighborhood parks (play areas and playgrounds)	35%	N=164	50%	N=237	12%	N=57	1%	N=4	2%	N=11	100%	N=473
Boulder Public Libraries & library services	48%	N=229	39%	N=187	10%	N=48	0%	N=2	2%	N=9	100%	N=475
Services for children (age 12 and under)	25%	N=114	40%	N=185	12%	N=53	3%	N=13	20%	N=93	100%	N=458
Services for youth (age 13 to 21)	27%	N=124	40%	N=184	10%	N=48	2%	N=10	20%	N=94	100%	N=460
Services for seniors (age 65 and older)	30%	N=140	43%	N=199	10%	N=47	2%	N=11	15%	N=71	100%	N=468
Services for low-income families	34%	N=162	35%	N=166	14%	N=64	3%	N=16	13%	N=62	100%	N=470
Providing spaces for and access to a variety of arts/cultural events	23%	N=107	43%	N=202	27%	N=127	3%	N=16	4%	N=18	100%	N=470
Art in public places	16%	N=76	32%	N=152	37%	N=173	12%	N=58	3%	N=14	100%	N=473
Programs to reduce homelessness	35%	N=162	38%	N=177	16%	N=74	7%	N=34	5%	N=22	100%	N=469
Drinking water services	61%	N=288	24%	N=112	7%	N=35	1%	N=6	7%	N=32	100%	N=473
Mosquito or pest control programs	19%	N=88	40%	N=187	30%	N=143	3%	N=14	8%	N=37	100%	N=469

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Table 131: 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	11%	N=52	49%	N=230	24%	N=111	5%	N=25	1%	N=3	10%	N=46	100%	N=467
Affordable housing programs for low income people	8%	N=38	29%	N=135	25%	N=120	16%	N=74	7%	N=35	15%	N=69	100%	N=471
Affordable housing programs for middle income people	5%	N=24	20%	N=93	26%	N=124	20%	N=93	15%	N=69	14%	N=67	100%	N=470
Building and housing code enforcement	3%	N=15	24%	N=110	25%	N=116	7%	N=34	4%	N=19	37%	N=171	100%	N=465
Enforcement of residential over-occupancy regulations	2%	N=7	11%	N=49	21%	N=99	8%	N=36	6%	N=27	53%	N=248	100%	N=466
Enforcement of home business regulations	1%	N=6	8%	N=35	21%	N=96	2%	N=10	2%	N=9	66%	N=305	100%	N=461
Noise control enforcement	3%	N=16	24%	N=111	25%	N=119	6%	N=26	3%	N=16	38%	N=180	100%	N=468
Ice and snow removal, trash and weed control enforcement	4%	N=18	28%	N=130	30%	N=139	15%	N=69	8%	N=39	15%	N=72	100%	N=467
Median maintenance	5%	N=23	36%	N=166	30%	N=141	8%	N=36	3%	N=15	18%	N=85	100%	N=466
Crime prevention	14%	N=63	40%	N=183	37%	N=168	6%	N=29	2%	N=11	0%	N=0	100%	N=454
Police presence in your neighborhood	35%	N=159	37%	N=169	20%	N=91	5%	N=25	3%	N=16	0%	N=0	100%	N=460
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	39%	N=177	36%	N=164	17%	N=76	5%	N=24	4%	N=16	0%	N=0	100%	N=457
Police traffic enforcement	20%	N=89	37%	N=169	30%	N=137	3%	N=13	10%	N=44	0%	N=0	100%	N=452
Police response to community problems or needs	12%	N=52	25%	N=112	32%	N=143	18%	N=81	14%	N=63	0%	N=0	100%	N=451
Flood or natural hazard education	5%	N=22	19%	N=86	35%	N=154	20%	N=87	22%	N=97	0%	N=0	100%	N=446
Emergency Preparation	16%	N=74	34%	N=157	34%	N=157	5%	N=23	10%	N=45	0%	N=0	100%	N=456
Fire safety education	24%	N=109	44%	N=201	26%	N=120	2%	N=11	4%	N=17	0%	N=0	100%	N=458
Fire response	6%	N=29	27%	N=122	52%	N=234	7%	N=30	8%	N=37	0%	N=0	100%	N=452

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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	
Emergency medical services	12%	N=55	50%	N=231	21%	N=98	3%	N=13	1%	N=3	14%	N=63	100%	N=463
Boulder Municipal Court	5%	N=24	28%	N=128	40%	N=181	8%	N=38	2%	N=10	17%	N=77	100%	N=458

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Table 132: 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	9%	N=40	50%	N=215	31%	N=133	8%	N=35	1%	N=3	100%	N=426
Affordable housing programs for low income people	8%	N=32	42%	N=175	38%	N=156	9%	N=39	3%	N=14	100%	N=416
Affordable housing programs for middle income people	16%	N=56	49%	N=173	28%	N=99	5%	N=19	1%	N=5	100%	N=352
Building and housing code enforcement	13%	N=51	45%	N=176	31%	N=122	8%	N=31	2%	N=9	100%	N=389
Enforcement of residential over-occupancy regulations	18%	N=68	53%	N=202	23%	N=89	4%	N=16	2%	N=8	100%	N=383
Enforcement of home business regulations	11%	N=35	47%	N=146	35%	N=108	5%	N=15	2%	N=7	100%	N=311
Noise control enforcement	35%	N=112	51%	N=162	13%	N=41	1%	N=2	1%	N=2	100%	N=319
Ice and snow removal, trash and weed control enforcement	33%	N=101	50%	N=153	16%	N=48	2%	N=6	0%	N=0	100%	N=308
Median maintenance	13%	N=31	48%	N=114	33%	N=78	4%	N=9	3%	N=7	100%	N=239
Crime prevention	51%	N=233	38%	N=170	8%	N=38	0%	N=2	2%	N=10	100%	N=453
Police presence in your neighborhood	18%	N=81	38%	N=171	31%	N=138	4%	N=20	8%	N=35	100%	N=445
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	28%	N=125	44%	N=201	25%	N=113	1%	N=6	2%	N=9	100%	N=454
Police traffic enforcement	16%	N=74	42%	N=191	35%	N=160	3%	N=15	3%	N=14	100%	N=454
Police response to community problems or needs	39%	N=175	43%	N=190	12%	N=54	0%	N=1	6%	N=27	100%	N=447
Flood or natural hazard education	30%	N=137	44%	N=196	20%	N=88	3%	N=12	4%	N=17	100%	N=450
Emergency Preparation	45%	N=205	40%	N=180	12%	N=54	1%	N=3	3%	N=12	100%	N=454
Fire safety education	26%	N=117	46%	N=208	19%	N=88	3%	N=12	6%	N=27	100%	N=452
Fire response	63%	N=282	28%	N=124	4%	N=17	0%	N=1	6%	N=25	100%	N=449
Emergency medical services	65%	N=293	24%	N=110	4%	N=17	0%	N=0	6%	N=29	100%	N=449
Boulder Municipal Court	29%	N=131	36%	N=162	16%	N=72	1%	N=6	17%	N=75	100%	N=446

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

- I am an owner of a permanently affordable house in Boulder (which on a teacher's salary, I am very thankful for) but wish there was some mobility within the program. When I lived outside of D.C.. affordable houses could be sold at market value after a
- Affordable housing programs have not been helpful for me personally, but I put "I don't know" for the quality of the service because I hear they've been helpful for some other people.
- Again, I would like to see the Rec Center questions separated between the indiviual rec centers. I live the closest to the South Boulder Rec center but as a senior it doesn't have progams for me. I also feel the branch libraries should be open all days of the week. It is wasted resources to have these close one day a week and it is difficult to remember which days, what is closed or open. Not everyone is close to and uses the Main Library. This causes more polution to force someone to drive on Monday from South Boulder to the Main Library because Reynolds library is closed.
- Again, there isn't enough middle income housing to meet the demand.
- As a middle income person who would like to buy in Boulder I am sad that I don't think I'll be able to!
- Best place in the whole wide world - thank you for everything love living here.
- Boulder does a terrible job with snow removal as well as street lighting and apparently makes no effort to ensure drivers can see safely around corners while driving. I've never seen a city with so many blind corners. I've also never seen a city where as many people are allowed to run red lights on a regular basis as well as change lanes in intersections. / /
- Boulder police do not feel committed to the city as most don't live here b/c they cannot afford to . Better snow removal please. Not a big deal if a house is over capacity, let it be, other things to focus on.
- Boulder TV ch 8 is unresponsive to new ideas. Don't return phone calls or emails.
- City of Boulder Police have been too aggressive physically lately and are starting to be compared to Aurora Police or LA, with both communities having lousy police reputations.
- Enforcement of existing regulations needs to be prioritized more and new regulations need to be put in place when the existing regulations do not have their intended benefit to the community.
- Fire response should not trump other boulder priotities
- Generally speaking, the city does a decent job with these areas. Snow removal and handling is inconsistent and spotty even on major streets. I don't fault the drivers, who I think try their best and work hard to get things done. However, some of the storms this year have been met with terrible snow removal, allegedly the result of poor plow calibration.
- Good job overall with last year's floods.
- http://www.boulderoem.org/ has been down/not accessible during every major environmental hazard in the boulder area for the past few years. TOTALLY unacceptable!
- I am not aware of affordable housing opportunities for middle income people in Boulder. If they exist it would be good to know about them.
- I am not aware of all the programs the City is involved in or to what extent.
- I am not sure which category includes dog parks, these are very important to me and I love these spaces and services!
- I am unhappy about the bums who frequent downtown. They are homeless by choice and are allowed to be dirty and break the law and hang out in the municipal campus and panhandle downtown and on corners. They are not the homeless who need and want our help.
- I believe the Police and Fire departments do an exceptional job with the tools and resources they have. With out them, we wouldn't be the great City we are.
- I can't tell you the last time I saw a policeman on Pearl St. It's like they are invisible. Who/how is the no smoking ban being enforced?

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- I don't have enough experience or knowledge to rate the quality of the city's services in many cases. The few experiences I have had with police and ambulances have been good.
- I don't think over occupancy gets enforced much; at least in my personal experience this was the case. Boulder does a good job with most all of the quality issues. However, if you don't have a high level job that pays well, the job situation in this town is pretty poor.
- I have a 12 foot sailboat I like to saiul at the Rez. The cost has been prohibitive for years and the product has been of diminishing quality. Sort of symbolic that a guy in a little sailboat is menaced by motorboats, forced to take on water, sail in chop. The dock I pay for is usually inaccessable due to motorboats being tied up in the way and then there are the swimmers and sun bathers. I have almost given up but my efforts to be heard over the years create a glimmer of hope. and I hang in there. Then nothing happens. It is my choice but a reasonable fee for a small boat might be fair. I pay the same as a 30 foot boat after all. Say 50 bucks to register and do the invasive inspection and then ten bucks every time you launch. As it stands If I sail 10 times a season I pay $40 per day total cost with license and permit. OUCH! Like skiing Vail ! Face it. It is not that great. Match the product properly to the price.
- I have a neighbor who is a hoarder. The code enforcement dept. has been unstintingly responsive and helpful....and the judge in response to the neighbor's court appearance was remarkably sensitive, intelligent, and helpful. We the HOA Board felt heard and the hoarder was moved to alter some of his behaviors. Thank you, Boulder!
- I live in townhomes and would love to compost but can't because there is no curbside pick-up where I live.
- I reckon bike routes need to be more clear or more education. People riding their bikes on Broadway south of Iris is a disaster. / Also, I see a lot of bikes on the sidewalk. Its pretty frustrating the stop lights on Broadway for people to cross the road when the can walk a few extra feet to an intersection. / the cameras at intersections i dont believe help with safety....and whats up with the guys in minivans
- I think that our Police and Firefighter do the best they can with the manpower & budget they have.
- I think the city spends too much on Health & Human services and NOT ENOUGH on infrastructure. To wit, use a road after a big snow (I don't mind all the snow...but others do). To wit, road surfaces are horrible in many places. To wit, Parks & Open Space is wasting tons of money (I won't say what I've seen). We just need MORE focus on WHERE $$'s are going and quantifiable msmt of the ROI/impact of those spends. The City could take a few lessons on "serving the people" and NOT trying to cull fees (parking, etc) from the people. It seems this City misses that THEY work using OUR tax dollars for US and the public is the actual CUSTOMER ;-) There are many, many instances of rules/laws being passed which aren't very citizen friendly. Visit Telluride, Steamboat Springs...etc - and NOTE the attitudes of City workers toward the public.
- I think too much is made out of "Historic Boulder" and the "historic" property designation. Personally I wouldn't want my home to be classified as "Historic" as this removes owner's property rights. Police intervention with harassment/noise problems in HOA managed neighborhoods needs to be reworked so HOA residents that are being harassed by neighbors aren't bounced from police to HOA board of directors.
- I think we have a wonderful police force and program
- I think we need to do more to prepare for, and prevent fires. If you look at pictures of the tree population in Boulder 50 years ago, there were far fewer trees along Chataqua, for example. We need to thin the trees as part of our management, either through regular, small controlled burns, or now that it's so overgrown, through cutting some. I know people adore trees in this town- I do too- but we have to balance our desire for more, more, more, with the need to preserve them in the face of climate change and more extreme weather. We're not 'out of the woods' by a long shot, so let's make the woods safer.
- I would like to see more opportunities for the long-term homeless in the Boulder community. There also seems to be a major problem with 'transients' on public lands, and I would like to see them taken care(not in the pejorative sense) of more swiftly. There are ways to help those with

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drug addictions and other factors leading to homelessness. I wish the city would do more to address these issues.

- I would like to see police enforcement on Noise issues - especially people who have their car steros up so loud that they vibrate the windows in my house, the young adults who play their car stero too loud outside their home or in parks - standing around drinking and talking. I would like to see more police in the parks and neighborhoods - instead of working traffic/speed traps.
- I would like to see the city have a fast graffiti response program. I have called several times about growing graffiti tagging in South Boulder for 4 months now.
- I wrote about this above but I'm very worried (in more detail above) about all of the women victims who are arrested as offenders for domestic violence. Boulder has one of the highest rates of arresting women for DV in the U.S. Thus my low rating for municipal courts
- ice and snow removal on side roads is non-existent and is the cause of many accidents
- I'd like to see traffic enforcement focus more on hazardous behaviors over speeding--tailgating and intimidating driving, people who continue to text while driving--I think these are more of an issue than speed traps. /
- If you walk around this city as much as I do, you see that there are places that are ignored when it comes to quality of life issues such as trash, graffiti, noise, sidewalk snow removal, occupancy, etc. (rental properties east of campus). These places do not receive the same attention to civic pride that other places in town do. 30th Street is seriously ugly if you take the time to walk it. I would like to see civic pride encouraged, promoted, and rewarded in all parts of the city, not just the affluent areas.
- I'm in the middle income bracket and I still can't buy anything in Boulder but a condo, and even "affordable" condos are few and far between. I just want a real house.
- Important to have trash and weed control enforcement- but shovelling side walks of snow is not important if Boulder can't plough neighborhood streets. My side walk has to be clear but not the road- hypocritcal at best. Fine, dont do the road, but dont fine me for not doing the side walk either.
- It appears the Boulder Police are doing what they can about the "homeless" issues, but if the courts continue to allow the same violators and/or violations to occur or return to the same behaviors, there is little that can be done on the part of the police. / / I am embarresses at times at the condition of the "municipal campus" due to the vagrants, their behaviors and trash they leave behind.
- It's not police presence that matters; it's what they do when they are present. Police appear to discriminate against racial/ethnic minorities, esp. around campus.
- Less speeding tickets, more enforcement/patrols to prevent crimes.
- Let's start to cap the services government provides. Will we next need a Boulder Herpes Project, a city ordinance banning GMOs or a citizen's advisory board for using pot while in Boulder?? Enough is enough.
- Martin Acres is not a historic neighborhood. Zoning and land use rules need to come out of the 70s, suburban mentality. Stop talking shit about all of these and do something that matches the talk.
- More enforcement of red light running than minor speeding
- Most playgrounds are not accessible for children with disabilities. Moreover, they don't have accessible all weather surfaces. It is a terrible.
- Municipal judge favors the violators more than the citizens
- Need to enforce housing codes against slum lords who rent to students and do not keep up their properties. Need to have land lords face consequences for the plethora of beer bottles and trash on the hill.
- New to Boulder (moved here last fall), so don't have enough information to make informed decisions on most, but all in all I am very happy/content here.
- no

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- no
- no
- No specific comments.
- No.
- Noise control, and weed, trash and snow removal enforcement have decreased significantly in the last two years or so.
- Once had the police come into my home uninvited, and go into the shower where my friend was taking a shower as they thought a criminal had come into my home. That was a shock. And I didn't want to report this, don't want to get on the bad side of the cops. But isn't that illegal to enter and search a home when they were not invited in?
- Oops the comment about my friend should've gone here....
- Overall the city does a good job. The issue of affordable housing isn't going to get better soon unless you allocate some property to build new neighborhoods. It is just too expensive here for normal people to buy a house. The wage base doesn't support it.
- Overall, the city does a great job. Regarding bus service, why is there a neighborhood program in Newlands and not on the Hill? I would buy a pass, but since I've moved, I'm not allowed. Hmmm, seems anti-bus!
- Police and fire do an excellent job in the City of Boulder. We need to give them more of an ability to get rid of the loitering and camping that is going on along the Boulder Creek path and the mall. Its an awful representation of Boulder and being a Boulder born and raised local who still lives here, I am very disappointed in how City Council has handled it all.
- Police are responsive to business community demands, not community standards. Militalistic attitude toward Boulder-centric fun activities like Thursday Cruisers, Mall Crawl, Naked Bike Ride, etc., are not supportive of our standards.
- Police could use training /more support in dealing with ESL speakers. Have had bad experiences on this front
- POLICE HAVE RESPONDED QUICKLY WHEN CALLED.
- Police presence in the libraries would make me feel much better about using them. Even if I knew that they came and checked in with the libraries once or twice a day, I would feel much better about being in the libraries.
- police traffic enforcement does not exist. 'very bad' assumes it does
- Police traffic enforcement is "good"; but in many cases it's "too good". Setting up speed traps along major arteries like Canyon Blvd as you're leaving the city limits and heading up into the mountains is uncalled for. That's nothing but pure revenue generation; and it just leaves drivers (even those who don't get caught up in the trap) with a poor opinion of the Boulder Police Department. It just encourages people to ignore speed limits elsewhere throughout the City; since drivers lose any respect that they might have had for the Police due to such tactics.
- Probation programs for young adults are atrocious. little accountability and no assistance in helping offender to turn life around.
- Programs in Boulder especially police fire and social services are good to very good. However there is and always has been a a emphasis on getting homeless or downtrodden out of view for the elite minded of Boulder.
- Recent flood events have proven that Boulder is well prepared for emergency events.
- Sidewalks are too often overgrown with junipers etc in front of residences and it is very difficult to navigate the city with my wheelchair bound parent when they come to visit or with my child's stroller everyday. Please step up the enforcement of sidewalk usability! Also several important walking paths to downtown still have no sidewalks! 15th St between Iris and Hawthorn is very difficult to navigate as a pedestrian.
- Snow removal enforcement could be better. Busstops and bike routes not cleared. Bike paths are well cleared.
- Snow removal enforcement is horrible in north Boulder.

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- Snow removal in Boulder could really use improvement.
- snow removal is badly done
- Snow removal on city streets needs to be dramatically increased. Additional roads need to be plowed and all roads need to be plowed with more frequency. Additionally, the lighting in neighborhoods in central Boulder need to be increased. There are many dark neighborhoods that I avoid riding my bike in at night because it is hard to see. My own neighborhood has zero street lights along the road my townhome is on. This feels like a major safety liability and I'm not sure how to go about getting more lights.
- Some of the traffic violations given are a waste of our resources. Police shouldn't use tickets as a way to make revenue. For example, speed traps in non-dangerous, low traffic areas are a waste of money. Those officers could be ensuring safety where the real speed violations are occuring and are far more dangerous. As well, the traffic cameras are sometimes not accurate when context is taken into consideration. /
- The affordable housing program has good parts about it but bad parts as well. It's nice to have some housing in a price range similar to the surrounding community that reflects actual income of the non-trust fund crowd in Boulder but the city's admin make financing and re-financing difficult due to rules and terribly slow responses.
- The affordable housing situation in the city is laughable. I am not qualified to buy in the city with affordable housing program because I have saved too much (by not living outside of my means, not taking vacations, not having a car) while still not having enough for a downpayment on a 2-BR market rate condo. It is sad to be a public servant and not afford to live in a home in the city in which I work. The quality of these affordable homes looks to be pitiful, I get that I am lower class by Boulder's standards, but the quality of the homes in the affordable homes really drives that home- chock full of synthetic, builder's grade materials like laminate floors and counter tops and carpet.
- The city does a fine job overall, would appreciate more vigorous law enforcement presence near the "camps" of transients/homeless downtown, along the creek path and near the library. I don't feel safe with my kids and as a middle age in good physical condition, do not feel safe near these groups if I am alone. The city needs to address this more aggressively. It is sad when a public library needs an armed guard in a town like Boulder. I have compassion for the folks who are truly down on their luck, but have resentment for the many who enjoy the handouts from the City of Boulder and to nobody's surprise choose to "hang" out in Boulder long-term. All I ask is for the city to step up enforcement and lnot let drug use, alcohol use in public spaces continue unabated for the fear of a frivolous lawsuit or complaint that we can't all get along
- The City needs to think hard about what is a City's role in advocating and advancing social causes. Boulder, because it is a wealthy commuinity, has the ability to fund some of these programs but not everything is worthwhile or produces positive results. Many times "mission creep" can set into social programs without periodic reality checks about whether or not the programs are working or what they cost. This comment can actually apply to many of the general fund programs that the City runs.
- The Environmental or code enforcement area of the city used to enforce noise at night, especially in neighborhoods that have a larger concentration of college students living there. It used to be you would call about a noise complaint and dispatch would say someone will be there as soon as they can. Now you hear, they will try to get there. It seems noise enforcement has become a lower priority. The response is sporadic.
- The flood last year tested and proved the emergency response and preparedness of Boulder. I think traffic violations (auto) and protection for pedestrians and bikers could improve. Increased quality and frequency of passage for walkers could be improved. Sometimes businesses do not clear sidewalks of ice and snow deterring walkers and bikers. I wonder how the enforcement is for offenders.
- The lack of enforcement could be improved.
- The police are doing a great job!

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- The pollce are overzealous about traffic, leading to the only conclusion that they are a funding source for the city. Shame on that! / I don't believe that there are sufficient fire people to serve a real fire, if one broks out, and too many to respond to unnecessary ambulance chasing needs. (need less of that) / The police response is too military for Boulder, and not a community building asset. Sorry - I do not want more police action. / They are helpful on the mall, and on Uni Hill, but just an irritant elsewhere.
- The survey is -- as usual --" tricked" to get the right answer. For example, it asks how important low income housing is, and I answered "not at all", but then it asks how well the City is doing in this area. If I answer "bad", it appears that I think the City should be doing MORE, whereas if I answer "good", it sounds like I support these programs.
- There are smokers at the north end of the Maxwell building. They are off the hospital campus but into the open space. I think this is a big danger. Neither Fire marshall nor open space folks seem to be able to change this situation.
- There aren't enough places to live for those that are low-middle earners. This hurts the diversity of our community.
- There needs to be a stronger police presence on the Hill or West of CU's campus, the Pearl St Bar area, and East of CU's campus. These areas are out of control and dangerous, especially on weekend nights. They need to put more police officers in these areas at night.
- These are general impressions. Quality may be better than my ratings reflect. I'm guessing due to lack of direct experience with many of these services.
- This city needs to focus entirely more effort on Affordable housing and lower income business opportunities (discount options). I suggest NOT spending another dollar on affordable "purchases" but rather focusing on Affordable Rental Property and assistance. Helping one owner purchase a house is stupid and does not support the entire community. Instead create a larger pool of monetary support for those who need to rent or need rental assistance and keep more people IN housing rather than risk losing even more low to middle income families to other communities.
- This is a wonderful city to live and work in.
- This survey is too long. The basic question is: are basic services adequate or good to keep City running safely and efficiently? My not reflect the full community. Some arrogance on Council.
- Too many police doing nothing but writing speeding tickets. Do any of them actually have anything important to do? Other than shooting elk in neighborhoods?
- Too many questions. Towards the end I only rated things I didn't think we're going well.
- traffic enforcement appears to be driven primarily by revenue generation, not primarily safety. Traps are routinely set at various spots for petty and inconsequential violations. Everyone knows it and sees it for what it is. Boulder has a poor reputation for this. Once I took the time to go to court, at considerable expense in prfessional time, to contest one of these petty trap situations. The judge ruled with me. I want quality enforcement driven by safety, not letter of and beyond the law for revenue! I have high regard for how the courts are operated both as defendent and juror.
- Traffic enforcement could be stepped up. Lots of drivers run red lights. Also, many rude drivers and bicycle riders. I believe there should be licenses for bike riders as well. They should be educated in the rules of the road for bicycles. These blinking yellow arrows are a mystery and seem to invite accidents.
- Traffic is overenforced here in Boulder.
- Tremendous number of bike thefts in the city. BPD should pro-actively set traps and monitor high theft areas, the University and high schools. Little enforcement of people riding bikes at night without lights, incredibly dangerous. Mid-block flashing walkways are ridiculous.
- Want to see laws fully enforced for transients and would love a community without so many panhandlers. If people are coming here just to get all our great services, I want that discouraged. I didn't think banishment sounded like such a bad idea, three strikes and your out or something of that nature.
- We constantly get news[nationaly mostly] about outrageous malfunctioning of our justice department-judges giving grossly light sentences for chronic offenders, police departments losing

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court evidence,in the news now about unconsionable backlogs of untested rape kits due to incredible incopetence, serious criminals paroled who go out of jail and continue murdering people and no one gets sacked. / So where does Boulder rate on critical parameters that measure performance compared to other jurisdictions? Do they exist and if so why don't we taxpayers know about it? I still can't get over the Boulder Police official who in commenting on the Murdered Elk case said the guilty cops "made poor choices". Indeed. Do killers who get out of jail on parole also make poor choices? Who supervises the setting of Bail in serious crimes. Who pays with their careers if an obvious blatant error in giving low bail and the criminal disappears and commits another crime? / I think the biggest failing of government is a total lack of responsibility and accountability. That is the underlying issue in Boulder's idea of municipalization ofa power provider. The main skill that all politicians possess is how to pass the buck.

- We definitely need real and affordable middle income housing in this city. Also, be careful housing the homeless. Be sure that you don't continue to attract people from out of state for housing. When I lived in low income housing I met many, many people who had heard about our housing programs and made their way here just for that purpose. It's bringing and unsavory element into our community. I began to feel really unsafe and am now glad to be out of that housing. But, I had to move to the county to find something i could afford.
- We had one weekend when snow & ice removal on major streets was very poor; 28th was a dangerous sheet of ice inside city limits but 36 was clean south and north of town! Need to get the trucks out there with sand or salt. / / City and county response to the 9/11 flood was excellent. Communication by web site & twitter was & is great and very valuable. Although OSMP had communications issues for the first few weeks after the flood, there was great improvement later, and of course, great work in getting things open again.
- We mentioned them previously - would like to commend the Boulder police department and emergency services of providing quality services pre and post floods. They are extremely responsive and professional.
- We need more police presence through out community and neighborhoods.
- We need TRULY affordable housing, and decent pay so that everyone can afford to live here, not just the wealthy. We need more mental health beds, so that people who need help can get it.
- While the police are effective, I wish someone told them it was OK to smile and make eye contact. They come off as unapproachable and unfriendly. I assume the chief must think that be friendly means being weak. A friendly police force would be a welcome addition to Boulder.
- Why are you asking about services that you do not provide....I do not pay the city for my trash removal or for the composting that I already do at home and had no way to opt out
- Wildfire response is bad due to lack of Type 2 IA or Type 1 IHC handcrews in the Boulder area.
- Yes, I am against pesticides and repellants for their known health hazards.
- Yes. You ask if the city is doing enough to retain businesses in Boulder. You should ask if the city should stop creating obstacles for businesses in Boulder.

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

- Addressing the homeless population is very important. In such an affluent city (median family income of $113,681.00) there is no reason why people should be hungry, surely we could do more.
- Affordable housing for everyone is really important, but there is not enough of it in Boulder.
- All of these issues are important.
- All of these items are very important, but some are more important than others where safety is concerned.
- Also, I think rolling giant fire trucks on every ambulance call is colossal waste of taxpayer dollars, especially since they aren't EMTs and don't actually render assistance. I know they are often first on the scene but I don't see the benefit that provides. Perhaps they should provide the ambulance

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service instead. There are hardly any fires yet the expense to support the FD is enormous. I think we should be rethinking this service.

- Also, while I feel that programs for low-income people are important, I feel they should be sliding fee, NOT free. As a middle imcome person in Boulder, we struggle to do ordinary things that low income people get for free. I don't want to sound like a grump, but sometimes it's annoying when some folks get the services for free you would like to participate in, but cannot. I think a sliding fee helps people value certain activities more perhaps. I realize of course that there are limited funds to help folks, and it may not be possible assist that many people with fees.
- As an active community member I would love to continue to be actively engaged - but I will probably have to go and do so in Lafayette since I won't be able to afford to buy a home in Boulder.
- Being able to sail is very important to me. Too bad I am being priced out. Too bad the experiuence is not a little better. Or too bad the expeience and the cost are not congruent.
- Building department should be more about helping a project get built, than hindering it. Code review should not be a Gotcha contest.
- Don't let Boulder be a police state, but people (especially the young women who go to CU and party on the hill) need to be aware of the very real risk of sexual assault.
- Everything should be essential, but in the real world that doesn't happen.
- Fire prevention at the intersection o=f city and open space is a very big deal! More mowing and or grazing to keep the growth low.
- Focus on essential city services and priorities needs top priority over vision and more land purchases/developement. I'm good with maintaining and repairs from flood. That's a bigger priority than new purchases on the horizon. Sell some to fund flood repairs and more importantly road maintenance, police, fire serviced included ALL roads in city and outskirts of city.
- For sidewalk snow removal, the main (90%+) focus should be in business districts/commercial locations. Until there is close to full compliance, please do not bother to pester people in residential locations.
- I am not sure which category includes dog parks, these are very important to me and I love these spaces and services!
- I complained about the services, because it is impossible to speak with anyone. I would like the city to have people answering calls, with posted phone numbers. That is important.Very important. / We are distancing the citizens so well that there is a disconnect between the public, the public face and the public facade. / / Does it really help us to pass laws without enforcement; does it really help people to have folks like the police and door to door enforcement who are out creating issues by briinging their military attitudes? A few folks have always been able to talk with the citizens, but where are they now that rules and regulations have taken on such a heavy part of daily life. I have not experienced people who have the capability of doing community enforcement and consensus building at the same time. Building community is the most important thing. More important than statements about solar use in a gold standard building. / Use the city's paid facilities to foster small crafts, foster NGO groups, scouts, AA, teachers meetings, homeless meeting,maybe. Use the facilities, paid for by citiens, to build a city. / Also, how important is it to have open space that no citizens can access or use? We have always voted for open space, but then access got curtailed - really? / Economically, the city has always used the theory that they have the public trust and must not spend money on the workers or unnecessary projects. Meanwhile, managers who know how to play the system have always been able to build, repaid, get more, do whatever they can justify- there is a lot of loose money in non-profit, but the workers who make things work have never really been equally to the table, it appears. Our managers have open tickets, but they seem pitted against the workers in many ways.Fire has resources and police have resources, but the rest of the ordinary folks - are they getting a fair shake? I think that is important. / /
- I feel it is essential that zoning regulations are changed. We've allowed super sized homes to be built with 5 and 6 or more bedrooms that now one couple may occupy. Families are changing as we age and the middle class shrinks. Most of us professionals in Boulder will need to live together if we are to stay in Boulder at a reasonable price. It's only time before the maximum 3 unrelated

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per single family home needs to be retired. It would be good for Boulder to lead the way on this for the county.

- I feel like affordable housing is such a tough issue in Boulder, and so important for quality of life and diversity. I don't think it's healthy for a community to only having housing for wealthy people.
- I feel pedestrians have been marginalized in the push to get more people out of cars. Some people are physically unable to bike. Let's make sure our town is as equally friendly to walkers as it is to bicyclists.
- I rented downtown for years. Now I rent way north. I've considered leaving Boulder as my next move -- though I really, really don't want to -- because I can't rent for the rest of my life.
- I think facilities for dogs and single adults are just as important as kids and family services.
- I think funding and space for the arts in Boulder needs to be seriously addressed. Funding and support for the arts in this community is well below average, despite the fact that we have one of the highest concentrations of artists in the nation. The City Council should consider a 1% for the arts program similar to those adopted in other cities of our size and wealth.
- I think noise control is extremely important. There is no consistency in enforcement any more.
- I would love to see more access to the arts.
- I'd like to see the police become more proactive and positively responsive, rather than just negatively reactive. I'd like to see police walking around all neighborhoods getting to know residents as community partners, rather than just cruising past in their armored vehicles. I'd like to see smiling, friendly police talking to neighbors about caring for their properties and showing civic pride. To be honest, I feel very intimidated by our city's police, and I don't like feeling that way.
- I'm hopeful this survey provides insight and change comes about - or at least awareness of how the citizens feel ;-) After all, without taxes, without customers...the City doesn't exist.
- In a perfect world, we would afford more police officers. I understand the money for this would come from tax payers, however this is one area I would approve of increased taxes.
- It is time for the arts! Please improve the Dairy - It is a wonderful part of our story!
- It is very important to have an up to date and responsive police, fire, health and general emergency services.
- It's absolutely vital to support and expand the affordable housing program so that seniors, disabled people and those of us who aren't rich can stay in the city we love. For me that's #1. I am very worried about being priced out of Boulder.
- It's important that the flood message is clear and is applicable to the neighborhoods it is being broadcasted to. We were confused if we should seek higher ground when the announcement was going off during the flood.
- It's not that any of these are unimportant, but I do think enforcement of over-occupation matters less than making sure the city is safe and clean and quiet (during the 11pm-8am time space).
- let me note that acquisition of open space is quite different from management of those lands.
- Let's try some community policing. Get cops out of their gas guzzling Tahoes and walking the Hill.
- Middle Income housing-is that 2-4 people around $150,000? That's my situation, & we're too rich for affordable housing but too poor for new construction or decent resales.
- most ot these matters have some importance.... but the survey should have a "low importance category, which I could have used. /
- Nearly all of these programs and services are very important to a healthy community. There is not enough support within the city government for most of them or the existing regulations do not allow for effective enforcement.
- no
- no
- no
- No,

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- On the topic of historic preservation: One thing I have heard frequently of late is a lament for the 'Cherry Creek' effect that is sanitizing what was once a quirky, unique town. The flavor of the history of this wonderful city is being lost to an overly-aggressive gentrification that leaves little room for free expression. It's like the city has its own HOA dictating a narrow view of what Boulder is going to be now. The art scene, the music scene, the political scene... they've all been sanitized and marginalized. It's quite sad. I'd rather have a funky artist living next door, with weeds in the front lawn, and have my property appreciate a little bit more slowly (which, it wouldn't- it will still skyrocket relative to the rest of the nation) and have a unique and gracious community than have a mansion with a pristine yard owned by a lawyer who only spends half his time here. :(Boulder is running off the creative types, the bootstrappers and makers, and they are heading north. Our loss. In the drive for high-tech, we have lost the culture. I do love the high-tech culture, and benefit from it immensely, but they don't have to be mutually exclusive. We need to draw the artists back, with good rental prices for warehousing, rather than more condos and higher and higher rents. This is a value we need to take a stand for, much like we do for Open Space.
- One of the best programs in Boulder is the Affordable Homeownership program. Expansion of this program (and expansion of the rental programs, especially for senior citizens and low-income families) would be my first priority if I were setting out to create greater economic balance in Boulder.
- Over-regulation of energy efficiency will continue to sap money from other more important government functions such as business support and assistance to those in need.
- Police and Fire are always deemed essential to a community, but even in these areas what the community really wants from these services and the ability to pay for them should be periodically evaluated. Public safety departmetns also usually operate without adequate oversight and readily accept (and promote) an empire-building mentality that fosters unethical behavior (witness the elk incident last year). / Street maintenance, including ice and snow removal, and code enforcement are important functions that are usually underfunded or subject to periodic re-prioritization or micromanagement by City leaders. Boulder's priorities seem to be in areas that don't contribute to effective operation or maintenance of City infrastructure and staff does not appear to have any incentive to be efficient or responsive when these are not goals of Council.
- Police and Fire is efinitely top priority for tax dollars rather than "fluff" items for the city. / We added a lot of round abouts and islands which I don't feel were necessary - they are a nusense to the drivers and with / snow and ice or night driving are difficult to see. They should have luminous curbing.
- Police enforcement of bike riding violations is for the most part non-existant. Speed of bikes crossing streets, stoping at stop signs, riding to fast in pedestrian walkways, etc. Bike enforcement when riding in the streets and pedestsrian righ-of-ways should be a priority as the carlessness of bike riders causes many near or actual accidents.
- Police, Fire, EMS, Water, Sewer, Trash, what more do we truly need? The city needs to take care of these services first, the rest is just the topping.
- Responding to emergencies is the highest priority, especialy with all of the natural disasters in this area. Also, a fair and blanaced court system is very important, but I think it is hard to get effective change from repeat offenders who can continuously "play" the system and are only punished with fines that are meaningless to them.
- See my comments above regarding traffic enforcement. Yes, there is a need for police to enforce traffic laws; so it is "somewhat important". But the City seems to place much too high of a priority on speed enforcement, when they should be spending their time on other issues, which are much more dangerous -- like bikes running stop signs, and even traffic lights. Or riding bikes at night with no lights, or (in many cases) not even reflectors. How come you never hear of the Boulder Police setting up a "light trap" for bikes; and handing out tickets for that?
- Snow removal enforcement is essential to reducing cars and to safety.
- snow removal is badly done
- Someone needs to look at the arrests and convictions of women for DV who are victims because it lets the offenders get away with it and makes women afraid to call again. Certainly there are

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women who commit DV or are in mutually combative relationships but I've worked with way too many women who were the victims and were charged with and often convicted of DV in Boulder

- Sorry, I made comments on this in another section of the survey.
- The importance of Channel 8 during a flood or fire should be a priority - the bigger news stations do not even know the names of the streets or lakes- such as with the 4 Mile Canyon fire.
- The tranisent problem in this town is out of control and making smoking laws to move tranisents out ot eh muni campus is the answer. getting all the agneices in one room to figure somehting out is esstenail.
- there is a huge drug problem within the city and county. many of these individuals end up in jail and are sentanced to probation. they never recieve help for the underlying cause of their problems - addiction. many end up back in jail for theft or drug posession. and the whole cycle repeats. many become homeless because their families can not tolerate their drug abuse. i speak as a mom of one of these individuals.
- There is no good housing for middle to upper-middle class people in Boulder. Boulder's housing program that taxes developer's who don't build lower income housing backfires because it causes developers to only focus on upper income luxury projects.
- There's no active enforcement of snow removal from sidewalks. It forces neighbors to report other neighbors for snow removal (not nice). This leads to dangerous walking conditions. The city is the worst violator on snow removal and weeds, not clearing its own sidewalks in winter and weeds from common areas adjacent to parks.
- These are known as 'essential services' because they are. No need to ramp up police presence; seems like they're taking care of us in Boulder.
- Too many cameras everywhere.
- Traffic enforcement is over the top (don't they have anything better to do besides trying to trap people for minor infractions that would not raise an eyebrow anywhere else?). Focus on what matters.
- Unfortunately for those who count results of this survey, I think any function the government undertakes to perform is pretty important (thus my selections). One critical area that MUST be addressed is the cyclist-car and cyclist-pedestrian issues in Boulder. I do all three - I drive my car around town, I ride my bike around town, and I walk around town. Being a cyclist on any Boulder street is a scary proposition. Yet as an avid cyclist, I am surprised at how often I find myself frustrated with cyclists who are equally as careless. Add to the mix pedestrians who also are at danger from poor drivers and careless cyclists.... It is a dangerous mix. The city needs to put together a commission with some sort of authority to address this problem - we need less police with speed traps on Foothills Parkway northbound and more police, on bikes on the streets of Boulder - a "community cycling" police program to ensure that those who drive in town are mindful and respectful of cyclists, and those who ride bikes are paying attention to the law and riding safely. Yes, seriously, I am a cyclist.
- We have enough business activity here. We desperately need affordable housing. Enough with open space..we are now built out. Let's let the rest of the world in, even people who might disagree with us. Let's end the mafia of the politically correct (and this comes, again, from a "progressive" (yuk!).
- We still need to crack down on the drug dealers & transients that loiter everywere in Boulder; especially parks and the creek path.
- We were not prepared for the September floods. Shame on Boulder for not addressing this before the floods. What other natural/manmade disasters are out there that we can be educated on proactively?
- What kind of city does Boulder want to be? A playground for the rich? Certainly seems that way. Faimilies that are truly middle class can have a house and a yard by moving outside of city limites, inside city limits, they will be crammed into tiny places and forced to pay exorbitant hoa fees.
- Why not get everyone riding the bus?

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- you go from somewhat important to very important, skipping over important. An oddly large gap of response.

Table 133: 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	41%	N=197	30%	N=143	6%	N=29	1%	N=5	1%	N=4	22%	N=105	100%	N=483
I received the assistance I needed	37%	N=178	27%	N=132	8%	N=38	4%	N=20	1%	N=6	23%	N=109	100%	N=483

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Table 134: 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=29	10%	N=45	18%	N=84	59%	N=272	7%	N=34	100%	N=464
City of Boulder Web site (www.bouldercolorado.gov)	37%	N=175	30%	N=142	20%	N=92	10%	N=45	3%	N=15	100%	N=469
City social media Web sites (e.g. Facebook, Twitter, YouTube)	9%	N=40	13%	N=61	18%	N=85	55%	N=251	5%	N=23	100%	N=460
The Boulder Daily Camera	46%	N=215	29%	N=138	15%	N=72	8%	N=40	1%	N=6	100%	N=471
The Colorado Daily	6%	N=27	15%	N=69	19%	N=89	56%	N=260	5%	N=21	100%	N=466
Boulder County Business Report	4%	N=17	8%	N=37	16%	N=72	65%	N=302	8%	N=36	100%	N=464
Inserts in the water utility bill	7%	N=33	16%	N=73	21%	N=99	45%	N=209	11%	N=50	100%	N=464
Mailings to your home address	23%	N=109	29%	N=136	22%	N=101	20%	N=92	7%	N=31	100%	N=469
Listserves (where you sign up to be part of a group receiving e-mails from the city)	16%	N=73	19%	N=87	17%	N=81	36%	N=170	12%	N=56	100%	N=467

Question 13: Are there any other ways you'd like to receive information?

- An opt-in City e-newsletter would be nice.
- An unmanaged (free for all, uncensored) public forum city web site requiring registration and the use of real names, for accountability. There's no adequate forum for public debate about city of Boulder issues. The city is filled with smart people who for the most part, are not engaged in city issues. The city should involve a wider spectrum of people.
- based on the criticallity of the information the appropriate method should be chosen.
- Be more proactive on getting earned media. Seems like there isn't much of a strategic communications "plan" from the city.
- Better investigative journalism by Daily Camera. They are getting worse and worse! But I still subscribe...
- Bouldedr Weekly is the best news service in town
- Boulder County "Newsletter" in the mail
- Boulder should publicize the list serves more actively
- Camera is most read here at office.
- cell phone alerts
- Channel 8 is a waste of city money. They have no info about current events and do not notify people about emergencies, school closures, etc.
- Channel 8 use to provide more information that we are seeing currently. During the floods there was next to nothing on channel 8. We do not use social media. Phone contact can and has been extremely helpful. Not all families are plugged into the internet or social media.
- Community bulletin boards where I walk frequently
- direct e mails
- Direct mail ensures that everyone who lives in the city receives the information. A monthly newsletter that is inserted in the water utility bill would work.
- Don't send me mail. That's what the internet is for.
- email

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- email
- Email is best
- Email is the best approach
- Email newsletters
- emails; I found it hard to get info on the night of the flood; no phone alerts were sent.
- From excited friends
- Google calendar
- Health Insurance, Free Programs and Services
- Hey, get a proof reader who speaks English to proof read your survey questions. The main heading questions are very poorly written. It's difficult to know what you are asking. Hello, you forgot to ask about the Boulder Weekly: I wonder why?
- I can take responsibility for my own life, thank you.
- I do not own a computer at home - Channel 8 is your best source
- I object to receiving COLORED (expensive) inserts with my water bill or any other city mailing. I would prefer electronic delivery.
- I think Boulder's city and county websites are great!
- I would like to be able to call the city with public phone numbers available.
- Include the Denver Post as well please
- inserts into other bills such as property tax or car registration would be fine
- It's not about receiving information - it's about responding when issues arise!
- Kiosks on Pearl Street
- KUNC Public Radio
- Less paper, better website info
- My City e-mail account and access to Dailycamera online fulfills my needs.
- Neighborhood meetings
- Neighborhood meetings with city employees or council meetings
- no
- No
- No thank you.
- No.
- Please stream the cable channel 8 online so that those who do not own TVs can watch it on their computers.
- radio
- Robo calls in emergency situations such as the flood.
- Small gatherings and events at the smaller local parks, a city app for mobile and tablet devices.
- Telepathy. Work on that.
- Text instead of email perhaps? Sign up on a list with your phone number so it just sends texts about info like that in a lump.
- This is a hard one because all of these seem unreliable. The Camera has become garbage and channel 8, the camera, the city's media seem like a bunch of BS propaganda.
- Town Meetings and public forums. City celebrations where we can come together as a real community
- Twitter is very effective; I follow key city & county agencies.
- Would love to be on a e-mail from the city group

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Table 135: 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	44%	N=208
Yes, up to double the current amount	52%	N=245
Yes, up to triple the current amount	4%	N=20
Total	100%	N=473

Table 136: Question 15

How would you rate the Boulder city government's response to the September 2013 Floods?	Percent	Number
Very good	44%	N=213
Good	38%	N=184
Neither good nor bad	10%	N=50
Bad	3%	N=15
Very bad	2%	N=8
Don't know	4%	N=18
Total	100%	N=488

Table 137: 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	31%	N=147	23%	N=107	15%	N=69	26%	N=125	6%	N=27	100%	N=475
Streaming or downloadable music	22%	N=102	17%	N=79	19%	N=92	36%	N=173	6%	N=28	100%	N=474
Downloadable e-books and/or audiobooks	35%	N=168	21%	N=101	18%	N=85	19%	N=91	6%	N=29	100%	N=474
e-Magazines for computer, tablet or phone	21%	N=98	20%	N=93	21%	N=101	32%	N=151	7%	N=31	100%	N=474
Online video classes/courses	17%	N=80	19%	N=92	30%	N=141	26%	N=125	7%	N=34	100%	N=472
Research databases for school or business	20%	N=96	19%	N=91	24%	N=111	29%	N=137	8%	N=37	100%	N=472
Literary, film, or concert programs	18%	N=87	23%	N=111	28%	N=135	23%	N=109	7%	N=32	100%	N=474
Dance, theater, history or science programming	18%	N=83	21%	N=99	28%	N=132	26%	N=125	7%	N=34	100%	N=473

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Question 16: Are there other services that you would like to see offered by the Boulder Public Library?

- 1. More promotion to let residents know programs are almost always FREE. 2. More programs at daytime hours for seniors.
- a bigger variety and more frequent opportunities for the neighborhoods to get together at branch libraries. ie: book clubs. they do a nice job with what they have.
- A branch in North Boulder is very overdue.
- A branch in north Boulder...around the Violet Ave area
- A director that actually cares about the library!?
- a full service library north of jay st. gunbarrel would be great location.
- A good place for kids to study, but with technology I feel libraries will have to up date their purpose and mission and resources.
- A paid internship program for those interested in seeing what it's like to work at a library, even if a short, temporary position.
- A real library in North Boulder.
- a roller rink!
- a safer inside environment. it is a haven for homeless people and we need to increase and improve what we can offer them so the library can serve its purpose
- access to professional journals (e.g., in science educ, environmental educ, land use/sustainability)
- Another/more used book and media sale(s)
- Appreciate the meeting spaces made avail. to the community - thank you. Would like to be able to check out magazines for 2 weeks.
- As I said, i think that the city should make its facilities available, as do other cities, by the way, to people with groups , NGOs, or think tanks even. The city seems to be interested only in money, so making locations available through the library would be great- the library needs more money to fund those of us who get our books downloaded. The current downloaded company is a second rate company, and we do not have access to the better available resources. Give the library more money!!!Use that fabulous place.
- Before I am interested in any library services, the city has to make sure it is no longer used as a day shelter for homeless and transients.
- Boulder library = homeless hang out. I quit taking my family there.
- Branch located in Gunbarrel
- Bring back the cafe! :)
- But I would not want to lose the facility...my kids love it there
- Cafe, hangable art to check out
- CHILDREN'S STORY HOURS
- Clear out the dangerous bums for that children and families are welcome. The library caters to the transients, not the residents.
- Coffee Shop, management of the homeless situation.
- Comment: These are all great services; I just refuse to be on a computer on weekends, since I live behind one during the work week.
- community spanish/french/german/mandarin classes would be great since there is so much diversity in the city
- Continue the wonderful children's programming and free/affordable arts, theater and movies.
- Discourage the transients. The library is for access to information, not shelter and sink bathing
- diversity, environmental and social awareness programs.
- Easier (no time limit) access to computer software tutorials
- Educational Programs - e University

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- Feel they should be allowed to put donations into their collections if they deem it of value. It would help them increase their collection without additional expense.
- free use of study rooms for citizens - for 2 people as well as for groups
- Get rid of the bums underneath the LIBRARY - they are scarey and threatening! I can't use the downtown library for htis reason.
- Get rid of the unsavory characters at the libraries who just come in to bathe and sleep.
- Hands on, taught by very effective, efficient instructers on practical use of computers and smart phones. Don't waste our time with a half-baked instructer.
- Hate the term but a makerspace. I really want access to woodshops and other tooled areas without setting one up in my garage.
- home delivery for the elderly, larger catalogue, fewer homeless people...sorry
- I currently use many online Boulder public library services, and am very appreciative to have them.
- I do not use these services, but a good library is vital.
- I enjoy the public library, but do not always feel comfortable going there with all the people in the park that surround it.
- I listed 'not likely' as I do not use the public library. However I feel like the services would be useful to those who would take advantage of them.
- I LOVE my going to BPL. The ability to reserve books online is a great service.
- I really like the Main library. I just don't hang out there very long because of the bums, though it has gotten much better.
- I seriously love our library system. One thing I would like (and the city is trying to address this) is more favorable outdoor spaces in which to comfortably sit and read without being affected by secondhand smoke, noise, trash, etc.
- I use the book hold service a lot; would it be possible to have more books on the shelf to reduce waiting times?
- I will not go into the downtown public library until the transients are gone.
- I would like to see all of our libraries be available all days of the week. Users should expect to pay for some of these servces above, I don't think the library should be a free ride, as these services are expensive.
- I would like to see the library provide services for lending more technology. Like what about having the library host a community sound stage and video production studio?
- I would not go to the library alone or with my children due to the smell and the homeless that are living in there.
- I would pay a small amount to download audiobooks when I wish, rather than waiting for other users to "return" the book back into the library. This would require the library to buy audiobooks by "number of listens" rather than by "number of copies of the book
- I'd like to see it kept very clean. I think maintenance gets discouraged with all the transients around. I want it safe for children. I want people thrown out if misbehaving or sleeping for long periods.
- If I can actually avoid a trip to the library, I'm on board.
- Im trying to figure out how to access more things from my home computer- genealogy, consumer reports, and databases. The kids love audiobooks.
- Improve the useability of the web site
- It needs to be safe for our children to be there inside and out. Maybe police patrol presence? Check in presence? Not sure how to do this and offer services to all.
- I've attended many small group meetings at the Main and Meadows branch, and really appreciate that we can rent rooms for our own meetings. I hope that will continue, too, as a community resource.
- Kids reading to dogs program

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- Libraries are becoming obsolete. Need to refocus and/or repurpose the library system.
- Library is a great asset
- Literacy programs
- Longer checkout time for overdrive books (like other libraries). Library loan via overdrive. A small branch in NE Boulder.
- lots of books, a "gathering" place where ideas are exchanged, community info board, the fish tank back, affordable coffee spot close to entrance, the "mail" program returned
- Maintain free concert series.
- Make it a safe place for families with kids.
- make it all accessible online. I am not sure that a space to store hard cover books is necassary. What is the library of the future - is it community space; start-up incubator business space; day care; senior care???
- Make the places safe so that folks feel comfortable going to the facilitieis.
- makerspace tools - 3d printers & laser cutters
- More availability, somehow, of popular books and movies
- More books
- More free music programs
- More meeting spaces
- More science programs, more teen programs too.
- more services for Dyslexic adults and children, after all they do make up 15-20 % of the general population - people who read by ear.
- no
- no
- No
- No.
- open every day at all sites.
- Places in the libraries to read. Maybe use a library card to go thru a turnstyle?
- Please continue offering story time, toddler time and musical story time programs. We attend them all!
- Safety for users
- Shift from programs and "things" to a process more like archiving, protecting. Obsolesence is on the horizon for brick and mortar libraries.
- So far each time i've visited the library my inquiries or information needs were fulfilled.
- Spanish for English Speakers
- Stahl Lectures (Health issues), doncerts, plays, performances
- support for linux in their ebook offerings
- the Boulder public Library is a gem!
- The library does a great job
- the list above is a pretty impressive scope
- THEATER and more MUSIC
- toddler specific story hours. more programming for children under 5. remove pot smoking bums from campus.
- training on how to use these E services
- We stopped utilizing the main library. It had basically become a day care center for homeless people. If that is what is needed then - ok, we are no longer comfortable going to the faclity.
- Work w. non-profits and city police to resolve homeless issues, move people off homeless lifestyle.

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- Yes! I wish BPL would return to accepting donated books for their stacks instead of selling these to public. Most of the very interesting books, cd and DVD's that I've checked out of the library were donated. The "pop" culture items the library buys are junk!

Table 138: 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	13%	N=65
no, I am not eligible for an Eco-Pass	27%	N=130
yes, through my employer	36%	N=174
yes, through my neighborhood program	19%	N=90
yes, a CU Boulder student Buff One pass	3%	N=17
yes, a CU Boulder faculty/staff Buff One pass	5%	N=22
yes, other pass:	2%	N=10

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

Question 17: Yes, other pass:

- Board/Commission member
- Downtown Boulder Business Program
- FSS
- in neighborhood, but block does not qualify - crazy system
- Mountain Pass
- throughs serving on a board
- UDenver

Table 139: Question 18

On average, how often do you use your Eco-Pass?	Percent	Number
I did not pick up my Eco Pass	12%	N=34
Less often than once a month	31%	N=89
About once every two weeks	13%	N=38
About once a month	10%	N=28
About once a week	7%	N=19
More than once a week	29%	N=83
Total	100%	N=291

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Table 140: 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	74%	N=343
Already have neighborhood Eco Pass for whole household	2%	N=10
Very likely to purchase for school age children	8%	N=37
Likely to purchase for school age children	2%	N=10
Somewhat likely to purchase for school age children	4%	N=17
Not at all likely to purchase for school age children	10%	N=45
Total	100%	N=462

Table 141: 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	27%	N=129
Likely	16%	N=77
Somewhat likely	22%	N=103
Not at all likely	34%	N=162
Total	100%	N=471

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

- (as to the Eco Pass program - kids need to ride public transportation to get to school and it is expensive and the times very inconvenient. My "likelihood" of purchase depends on price. In spring and fall I urge kids to ride bike to school)
- a city or county wide EcoPass would be great! also, flood response at least in my neighborhood near Twomile Creek was good - impressed at the immediate response early Thursday and in following weeks.
- A new skatepark would be sweet
- An ecipass for Boulder County would be great.
- As a very responsible tax-paying citizen for over 30 years...I'd like to get more for the amount of increased taxes I pay each year. Everyone who pays taxes in the City of Boulder should be allowed to get a reasonably priced ECO Pass. I LOVE riding the bus...but, cannot get a Pass because RTD/City has decided to play some weird games about how they parse up blocks in my neighborhood. Please fix that!! Thx!!
- As an older, retired person, I spend more time at home & get most of my information about the city from Channel 8. I enjoy watching news programs & council meetings. I often go to the public library downtown & see the homeless or transient people outside & inside the library. The courteous library guards and police seem to have a good handle on helping them.
- being over 65 i find the Eco Pass program through my work not economical. It is cheaper to purchase either monthly pass or 10 ride tickets.
- Boulder cops can be real jerks sometimes over minor traffic violations. They behave they like have quotas to meet.
- Boulder encourages too liberal of an attitude in everything
- Boulder has several stores that I love (Whole Foods, Peppercorn,Boulder Bookstore) however, I seldom, if ever, go to these places because their parking situations are SCARY - overcrowded, frustrated and frustrating and basically an accident waiting to happen. Boulder's traffic situation is nightmarish - bicyclists riding in ways that would be unsafe if one were driving a hummer and are suicidal in persons who have no more protection than the cotton/hemp clothing on their backs; and congestion that makes driving a hurry up & wait obstacle course. The thought that the city is encouraging the addition of more apts bringing thousands more people & cars is appalling. Why create higher density when projects like the Peloton and half empty?
- Boulder has so much potential to be the most amazing small town in the country but relies too much on business and the college leaving a lot of people out. If there were more ways to foster community by getting every citizen involved in one cause, getting to know each other, promoting the weird----I would be convinced that I would want to be here for the rest of my life.
- Boulder is a beautiful place. It would be great if City staff started listening to feedback from its citizens.
- Boulder is a GREAT place to live! (only criticism: the city's new website is nearly unusable. very unfortunate change. hire a usability analyst and good UX designer to fix it.)
- Boulder is a great town.
- Boulder is an "island" from our wonderful Open Space program. This brings with it certainly responsibility not to create a tragedy of the commons situation from "overgrazing". As mentioned previously, we can't build our way to greater mass transit/bike use or significantly altering the % of the population that lives and works in Boulder. Dual earner households, etc. will likely keep the split near what it is today. Let's take a hard look at what the last ten years of housing growth has done to the mix and if it has not changed, it will likely remain the same. The continued "densification" of the city is impacting the quality of life and a tipping point to the kind of traffic that occurs in overbuilt towns in California or the Northeast is not far behind. There is plenty of reasonably priced housing in South Boulder or East Boulder. I really fear that we are going down a path of a lowest common denominator by overbuilding in the city. / / The second comment is about the municipal utility. Sadly, it appears that the lawyers and consultants will do great and the tax payers will not do as well. Was there a voice of reason that thought about creating an incentive

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system to provide low or zero interest loans for solar/energy efficiency that could be tied to a lien/property tax increase? That way, we could have left Xcel with the issues of managing the grid and moved to a city that generates as much power as it uses. Certainly, many homeowners when faced with a choice to save money with no money down would jump on that. Using some quick math, if 10,000 city residents were provided with a $8,000 loan (post federal tax incentive) to put a 4kwh system on their roofs, the city would need to borrow $80MM dollars at a 3% rate. If the city picked up the entire interest tab on the loans, the cost to the city would be $2.4MM per year, declining as the bonds are repaid. The math is just a quick estimate, anyway wish we had looked for an easier way to the goal of being carbon neutral and is essence getting Xcel to subsidize it.

- Boulder is great! / There have been a number of times on Pearl St lately I've seen people with dogs & riding bikes & smoking, & I haven't seen any police & those things aren't allowed.
- Boulder is growing too big for it's britches.
- Boulder is such a great place to live! Please help to maintain the current level of quality of life here. No more overly tall buildings. No more approval of high density mixed use development...make that area a park instead! Buy up more open space while it is still available. Thank you!
- Boulder needs to invest in it's cornerstone arts organizations more equitably. It's sad that other Colorado communities are benefiting from amazing new arts facilities while Boulder's best continue to toil in outdated facilities with limited city/county support. There is great art in Boulder, it needs to be embraced and nurtured. And please don't use city money to support a new performing arts facility that is focused on bringing in outside groups. Support what's made locally!
- Buses are all well and good, but the paths to the bus stops are never cleared of snow. I just took a bad tumble at Broadway and Bluebell on 1/27. Hurt both knees and still can't use my left arm. Thank you, City of Boulder, for taking care of this underpass.
- Buses aren,t
- Channel 8 was useless during the flood. Information was very difficult to obtain. The emergency sirens are sometimes hard to understand and there was no further information on OEM (for 20 minutes), on the boulder.gov website or anyplace else I could find. In fact, during the September flood channel 8 had an ad for the 4th of July Ralphie parade!
- City Council seems completely out of touch with reality.
- City of Boulder needs to support the arts with additional funding. Cities such as Fort Collins are funding the arts with 2 times of the funds that the City of Boulder allocates to the arts.
- Code enforcement is a joke. Snow sidewalks are NEVER addressed, pets are never addressed on the Pearl Street Mall or leashed parks areas, animals are far more important than people in Boulder, I am afraid to walk any pedestrian or bike path due to inappropriate people, idiot bicylists and unleased pets, bicylcist have full control of the streets, they cut you off and curse you in the same breath, their empowerment that is ridiculous with no regard for rules of the road. Business in Boulder is all about who you know, upper crust jerks have all the benefits and the middle class are treated with total disrespect. Boulder has no outstanding qualities once you start living here. It's all smoke and screens. Very unfortunate!
- Depends on how much the passes were of course. thanks.
- DO SOMETHING ABOUT THE TRANSIENTS!!!
- Eco Pass is a great service.. I think it should be made available to the entire city. It takes time to get folks used to using bus but this is important if we really want to be a Green City.
- Focus on arts, commercial space, meeting space, the aging population, attracting good employers and keeping them more. Focus on bicycles and open space less. Focus more on closed space. We need more balance in this city. I love open space but it is over funded.
- Focus on the infrastructure. GIve the mountain people roads. Limit the bicyclists access to sidewalk paths. Many are rude and nearly run over me and my children a number of times. Especially the ones that ride with their unleashed dogs. Keep up patrol on the paths. Thanks
- Forget the city electric utility. The cost is too high. Forget it. Grow up and let it go.
- Good lord, this was the longest survey I've ever seen. That has to impact participation! I myself gave up on several sections.

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- Grateful to live and work in Boulder after 40 years here. It was tough to buy a home here in boulder in 1991 after renting for the previous 17 years. Boulder was expensive then and is expensive now for anyone with low to moderate income. Only through combing two incomes could we eventually buy a home and part of why we are considering leaving is that the cost of living here is so high. The city could manage their resources better. Over the past 5 years we have watched poor use of funds for street improvments that have not been coordinated with utility improvements and the same streets and sidewalks being torn out and put in twice and even three times. Could there be better coordination of street projects with utility improvements. We would like to see Boulder have a "No leaf blowers" ordinance. You really need to review how much of these leaves are affecting storm sewers with lazy blowing around of leaves. Unclear why the continual leaking of from properties that have been approved to add basements in a high water table. Seeping and running water is creating green algea and mixing with leaves - and wasting resources. Dogs - There is far too much consideration given to dogs accessibility to trails. There are nearly no trails that are dog free. Consider a access a ride rtd bus -like the one used in louisville. Thank all of the city employees who respond to citizens in need, work odd hours, such as police, fire, emergency workers. We very much appreciate all they do.
- Great job. Very extensive survey.
- How about we stop with all the pet project and bullshit about "community values," and start paying attention to basic city services. Why keep buying open space in other communities if you cannot manage what we already have. Bring our suburban land use and zoning laws into the 21st century.
- I am concerned about automobile traffic that is increasing. I have noticed that there are many bicyclists who don't seem to obey the rules of the road; turning a corner and not stopping, shooting out from a multi-use path to cross the road (this happens to me on Glenwood between 28th and Folsom) It's truly scary! There has to be more education for riders and seeing that there are consequences for not obeying rules for their safety.
- I am disabled and an elder. The Boulder Public Library Special Services program is wonderful for myself and my partner, who is also an elder!
- I am disappointed with the cities ability to listen to my concerns about my work place.
- I am extremely concerned that our Open Space is being transformed into a public park, its wildlife and rare plants are disappearing, and Council is reckless in terms of protecting and adequately funding it. What has happened to our environmental ethic?
- I am extremely pro-muni, so I hope that the city makes that program work. Even if it does not neet the renewable resources criteria, it is still important to have a muni that is non-profit and more responsible to the community and not the corporation who raises our rates to cover their blunders made in other areas. The website used to be better. It is hard to find info that was easier to find in earlier versions. The Council can be frustrating as they can't seem to figure out priorities at times. The snow plowing protocal needs to be completely overhauled: for safety, snow should be plowed to the ground - salt is better than ice. And if you cannot plow to the road that day, do it when it is slush so it doesn't refreeze and become more dangerous. The roads are too dangerous to drive on in Boulder, especially the secondaries through the residential streets. Other towns can do it, so Boulder needs to learn from them and the Midwest, who do it right, One last comment - stop allowing developers to build more residential in areas that do not need it. The city is allowing a ridiculous number of residential dwellings to be built in Gunbarrel when the current facilities cannot even handle the number of people currently using them. The City needs to assess balance and discourage building for the sake of building so some one else can make a buck and run (which is what developers do), leaving everyone else to suffer. That area needs more commercial (like restaurants), but not more residential - if anything, it already needs more parking for the current residents.
- I am not comfortable with all the transients on the boulder bike path, I do not always feel safe using the bike bath west of the Tea House and up to the mouth of the canyon. I
- I do not live in boulder, can not afford it. I just work for the City

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- I don't know the accuracy of this statement but I hope you get the idea. / A few years back we vote to approve fasttrack from Denver Boulder Longmont etc. They were asking for millions or billions for it to be approved, which it was. Then we find out it was for a study only and fasttracks was not really going to include rail. Does this seem like we have wasted millions through deception?
- I feel I live (mostly) the small footprint lifestyle we are all or pought to be after.Getting greater buy in is yough, social engineering being a slippery slope. What do we do with the 60 K in-commuters without ANY buy in and maybe worse in that they don't live but only work here. Resentment does not foster community unity last time I checked. The leaning takng place toward the rich and their proclivities is having a great influence on things. Bless the kids and the students (and the rest of us) who do fill our busses and bike racks. Here is to those for whom a house under 6,000 sf is adequate. To those I see on the bus (including my mayor, city council members and County commission members you are part of the solution. To the rest may the incentives and disincentives add up. The editorial forum in the Camera recently included an imformal survey done in a workplace by I believe Ed Byrne. 58 people all with Eco Passes. One rode the bus. With THAT traffic jam each day and a free bus pass, one might think...Well that is our dilemma. The 300 pound gorilla. After 23 years it has only gotten worse despite a lot of efforts on the part of many. Good Luck!
- I feel that there is too much money wastage on parks, as in too many expensive playgrounds getting built and replaced.
- I greatly appreciate the City Council's efforts to transition to renewable energy, particularly through exploring a municipal utility. Also, I hope the City will strongly protect net metering for solar panels.
- I have called a city council member-- years ago, I gave up after that--- about how poorly timed the traffic lights are on the main streets (e.g., Broadway) and how it seems like timing them better would not only make traffic more efficient but would cause a lot less pollution
- I have lived in Boulder for a total of 18 years and I wish it would maintain its "small city" ambience---if it keeps growing and becoming just like any other city in the US, it will lose its uniqueness and livability.....and why is the architecture of new buildings put up in the last 5 years have to be the same? It is becoming boring.....
- I have lived in Boulder since 1973. It is still a very good and interesting place to live, and I will stay long term.. But, it is slowly but surely becoming another high density City, with all the problems that brings with it. Traffic congestion, quarrels over dogs, more vertical development, with loss of views and small community feel. It's harder to feel a community-wide spirit. I think it is worth the effort to try to create a sense of common values for the City, but I don't think the huge focus on the municipal energy issue is the way to do it. It probably has something to do with quality of life, and defining the issues that mater to people in that regard.
- I live alone in Gunbarrel and seldom drive into Boulder. I don't have the need of an Eco-pass.
- I love Boulder and we can make it better for those who are having a hard time living in this expensive city.
- I love Boulder!
- I love Boulder; and am a fourth generation of a six generation Boulderites!!!!
- I love living in Boulder! / / I am sad to see Wal-Mart in my neighborhood though... In efforts to "revamp" that plaza on 28th and Iris, who though Wal-Mart would be an improvement?!?!
- I love this town.
- I may not use my RTD pass via my job at CU much, but my partner rides the bus at least twice a week to Denver and he has to pay full price, wish I could give him mine since he is the commuter!
- I said some before, now this is taking too long.
- I submitted another survey assuming I'd have a chance to make a comment at the end of the survey. Unfortunately I didn't so I started this survey for the sole purpose of making a comment or 2. First the traffic, I think it would be better if the city installed more photo tickets and had the lights synchronized so that traffic moved more at a better pace, without having to stop at lights so frequently. No matter what the incentives are I will be driving my car during the day. How about

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making the traffic run more efficiently. Secondly, it seems like the dog haters get the attention of city council more than the dog lovers do. How about adding a question to the OSMP surveys asking people how they feel about dogs in general. Dog lover? Neutral? Dislike dogs? Dogs don't belong off leash in open space? The green tag program is incredibly rigid and it really doesn't seem to represent he Boulder I know. the Boulder who allows dogs at McGuckins, The Home Depot, 29th Street Mall? Come on, the rigid rules are due to the dog haters in Boulder and don't represent our dog loving community.

- I suggest you employ a survey company different from Qualtrics. Surveys can be made that are much simpler in design and less redundant.
- I think eco passes should be allowed for everyone.
- I think many here appreciate the creative approach our government leaders take. However, I also know many are dis-enchanted with government here in Boulder. Perhaps it's lack of involvement of a broad spectrum that represents parts of Boulder. It seems there is NOT. Perhaps those of us with busy lives should 'run' for offices/elected positions. Asking anyone on City Council OR employed by the City their links to Boulder, would likely yield a large number of transplants who've subscribed to the 'groupthink' which currently prevails.
- I think turning the water off in the dog parks for months at a time when they have freeze proof stand pipes that work fine in Maine but for some reason do not here ridiculous.
- I thought this survey was complete and well done. Bad surveys are a pet peeve of mine, this one was helpful, clear, and will hopefully collect valuable information for the community. I am new to the area and appreciate this communication.
- I want to the city to focus on its arts offering and support to artists. Particularly accessibility to affordable studio, gallery, and classroom space. A community arts center, supported by the city as well as more funding for the arts.
- I was part of the low income programs here in the City and they were really great, but when I started to make more money, transitioning into market rate housing was extremley difficult. I would like to see more middle income options for both rental and purchase.
- I wish City of Boulder would build some city subsidized housing for middle income people. I am a landlord who is struggling even though I'm getting market rents I cannot afford needed health care or repairs to my own home. Please do not instate a rent control. I own three homes and my "gross income" is significantly below the Boulder county medium income. I wish the city or county would help homeowners/landlords with low interest loans.
- i work, but do not live in the City of Boulder. Public transportation is not available where I live.
- I would compost but i live in a condo complex which doesn't compost. You probably should take that into consideration when you ask about composting.
- I would like to see the city support the remodel of the Dairy Center for the Arts. It is an important component in Boulder's Arts and Cultural development.
- I would support a resident Eco pass program. My old neighborhood had it. My current building does not. I think to further Boulder's move toward increased multiple-modal (non auto) transit more frequent buses and better walking facilities and connectivity are essential.
- I'd like to see more balance in City government and not so focused on the environment and open space. I know that address some of the social issues are tough but if we paid as much attention to them as municipalization then Boulder would be a leader in that area. City staff hold perceptions of what it means to be low income or a person of color that aren't necessarily accurate and impact their effectiveness. I find that the perception of Boulder is strong that even with data that may contradict some of those perceptions, there is resistance to accepting that maybe we need to make some changes.
- If Boulder can't maintain the restroom in a public park, how will it be able to operate an electric utility? / Boulder needs to maintain its facilities before building any new ones and then letting them decline into disrepair as well.

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- If the residents are loving Boulder the business will come. Make no concessions to attract business as it is over kill. boulder is one of the most desired places on the planet. Don't demean intrensic value.
- It is a great community to live in. City and county employees are extraordinarily efficient,
- It was disheartening to lean that Non-profits no longer receive a discount for Eco-Passes.
- It would have been nice if, at the start of this survey, you gave people some idea how long it would take to complete. This survey took WAY longer than I expected.
- It's a great town -- not perfect, but I love it.
- I've lived in Boulder for over 60 years and don't want to live anywhere else. I hope I can find a way to stay her until I die.
- Keep the Eco pass office open a month later
- Keep up the good work City Council. You are an amazing, talented, and hard working group of folks who get paid almost nothing for the tremendous service that you perform.
- Keep up the good work! It is a pleasure living in Boulder.
- Less is more. Please consider adopting approaches more like for profit businesses. Consider ROI before launching initiatives. Is there a standard for an ROI within the City? How about 36 months becoming the performance measure? We've landlocked ourselves by location, geography and ordinances. Let's start thinking like a community that can't continue to put 10 pounds into a five pound box.
- Loosen up land use codes to allow more creativity and greater variety in building types. The city really needs to revisit single use zoning that institutionalizes urban sprawl. Multi-use, higher density zoning is the only way you'll ever move people out of cars, make walkable neighborhoods, encourage bike and pedestrian transit over cars.
- Love Boulder, but panhandling and transients make it less desirable to live in. People who live downtown walk a lot and get asked for money a lot. Several times a day. Make it stop. Would support paying additional taxes for homeless services if it stopped the panhandling.
- Love living here. Municipalization is a huge mistake.
- MORE SUPPORT FOR THE ARTS!
- Much of the damage to property during the flood was from backing up sewer lines. The city should identify the areas where their lines backed up and then provide sewer backflow preventers or valves for these buildings. It should be the City responsibility to maintain their sewer lines to prevent backup situations.
- My family would like to encourage the city to establish an office of ombudsperson in order to facilitate responses from the government to the citizenry. At this time, finding the right person to ask and then getting a response is glacially slow if one can get the information at all.
- My house was flooded. I understand the city made decisions about canals to close or open. How did you decide? Why did a local business that got wiped out get no assistance? How would increasing taxes help that?
- no
- No
- No density in Boulder.
- NO to city of Boulder acquiring/surveying or anything with Excel Energy, let's just leave it the way it is.
- One question asked about "Discrimination due to your background or personal characteristics". Sure, I don't have any trouble with this, but I'm a reasonably affluent, white, straight-presenting, cis, and male who grew up around here. I'm not the one who needs to worry about that in Boulder.
- Overall a great place to live. I just wish there were more middle-income housing available in Boulder.
- Overall, I'm very happy to live in Boulder and consider it one of the best places I've ever lived.
- Parks and Recreation: maintanence for sand volleyball courts is poor.

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- People under 18 should ride free on buses. Then they won't be so excited to get a car. Also families will be more likely to use a bus. Right now it is cheaper for me to drive my family around town in our inexpensive to maintain car vs taking the bus. Yes, my calculation includes all car-related costs over the lifetime of our car. It is about half the cost to drive vs paying bus fare for all of us.
- Please ban the use of plastic bags in grocery and retail stores. Please also ban styrofoam. Please advertise the state program that provides financial assistance for people buying electric cars- I think most people don't know about this program. Please even out the sidewalks so older people don't stumble. Thank you for the work that you do.
- Please continue to aggressively address the transient situation in downtown. It is so bad it is causing me to seriously move from my wonderful home. It's become a great location logistically to live, but the transients and their dogs are an interruption to my life. Also, the traffic situation at Canyon and Broadway is ridiculous during busy times-especially during Farmers Market days. It needs some serious attention. The Arapahoe Rd traffic is miserable, too. All that down time for construction and no one thought to do widening, traffic flow work while the street was closed.
- Please continue to monitor the homeless issues in our community and help to make our community feel safer again. I don't even walk along the Boulder Creek path anymore, even in groups. I miss those walks.
- Please do all you can to keep transients in check. I am tired of panhandlers and some bums everywhere. I think the city of Boulder does a pretty good job. I'd like to see more care of plantings and flowers in parks and city property. The mall is fabulous, but I guess that is partly private funding? I'd like to see people penalized for weedy or trashy yards and sidewalks not shoveled.
- Please improve the graffiti response program. Please continue having great bike access. We live living in Boulder. We do think Boulder could be more tolerant (not progressive, but tolerant of different ideas). And how can we create a better community on the paths in Boulder? Like a "share the path" courtesy campaign where bicyclists slow down when passing and announce they are passing. I love how many people ride in Boulder and I have been astounded a huge lack of safety awareness and general courtesy cyclists have for walkers, slow riders, and kids. Is there a person or place to create some sort of courtesy campaign for Bouldet paths?
- Please include outskirts for the Eco pass. I would pay more. I'm a half mile from the limits.
- Please look into expanding the south boulder rec centre so their are more facilities and classes. The staff there are wonderful.
- Protected bike lanes
- Provide opportunities for Eco Passes for ALL residents. There are currently residents, like myself, that would love an Eco Pass, but don't qualify. I feel very unfairly left out, and as a consequence I drive much more than I prefer. I'd much rather bus around town, but paying full price for transit is just too costly for me. I'm not one of the affluent residents of our city.
- Put more Police on the Hill, Pearl St, and East of CU's campus during the night. Ban Panhandling and run the homeless transients out of town. Get rid of the height restrictions on buildings and promote development of high density apartment buildings for the Hill to alleviate/contain student housing. Focus on promoting development of homes in the $200-$800,000 range for families. Make Boulder more friendly to businesses.
- Quality of life in Boulder is outstanding. I feel fortunate to live here and am grateful for the City's Affordable Housing Program.
- Quit treating the vagrants and transients like GODS. They will never change their behaviors if the City continues to enable them.
- Regarding transporation - I am retired - live in South Boulder. Trips around Boulder are mostly for shopping, meals out and appointments. I do try to consolidate trips, but generally they are not were the busses go. I think we have way too many busses on Broadway. It is a 4 lane street but really 2 lane as most drivers have to drive the left lane because of the buses. The buses I see in my neighborhood - Lehigh Dr - are generally almost empty. Surveys need to be done for ridership and buses cut accordingly - these add to our polution.

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- Retaining the middle class in Boulder is a big problem because the city is becoming more and more unaffordable. Housing costs are OUTRAGEOUS and many other things are more expensive here as well, like our Farmers Markets and boutique stores. My middle class friends move away once they want to buy property for their families. Boulder is becoming dominated by the rich, and this is a very very unfortunate change that is affecting the culture and community feel. Most market-rate condos and housing are luxury level--not for the middle class. The city needs to do more to encourage developers to build housing for the middle class. The affordable housing program can't be the only solution.
- See comments previously made.
- Smoking is a growing concern throughout the city and issues surounding smoking enforcement should have been included in this survey.
- snow removal is badly done in Boulder
- So far I've seen no questions related to Human Services. I wonder why this is? It's been this way for a long time. I've never understood why this isn't more of a priority for our City Council. Please make funding of our high quality agencies (Boulder Valley Women's Health, Boulder Shelter, Mental Health Partners, Transitional programming etc) a priority.
- Strongly encourage community-wide Eco Pass implementation
- survey too long
- Thank you Boulder for all you have offered so far.
- Thank you for giving me this opportunity to express my thoughts and give kudos to our 1st responders.
- Thanks
- Thanks for all you do to make our city so great!
- Thanks for doing this!!
- thanks for giving us this opportunity.
- The buses are frustrating if you have to transfer. The connections are less than elegantly timed and popular connection points should accommodate transfers better.
- The city council is out of touch with the vast majority of residents. The city manager and police chief are trying to do a good job but they are hampered by the council. In particular, need to manage transients. This can be done by avoiding handouts and transitioning to meaningful work, addiction and mental health programs, e.g., cannot use the shelter is had ETHOL or drugs in system.
- The City Council members are voted into office at-large. That means they should be respresenting all the residents in Boulder. They should not be making derogitory public statements about places like the new Neighborhood Walmart grocery store as many in the community needed this type of lower cost purchasing venue. That includes many of your resident Seniors as well as the local labor force working in our restaurants, hotels, etc. Council members do a great disservice to all the community when they push or publicize their personal views about how we all should be spending our money and where we should be spending it.
- The Eco Pass is very hard to get because of the limited hours they are open. For those of us that work EVERY week day it is impossible to get. Maybe more user friendly hours, such as 8am would be helpful.
- The EcoPass Neighborhood program is totally unfair to people who have smaller households. My neighbors get FOUR ecopasses, for the same amount that I would be expected to pay for ONE. This amounts to a penalty for single people, smaller households, etc. So I don't buy it.
- The Gunbarrel neighborhoods (inc. Heatherwood) need less time consuming mass transit into Boulder. If I were to take the bus now, it would take me 1 hr. by bus. They need to come more often, or there needs to be a hop/skip type option that comes more often. We need a direct route to Boulder. I would use it and put my bike on it, but it's way too time consuming.
- The Mapleton Elk issue was horrible.

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- The only other beef I have is with the traffic signal system. There used to be consistent green arrows for turning left and at first to go in that direction. Then apparently the latest buzz was that it was safer to let left hand turn vehicles wait and/or alternate ones at the get go with ones having to wait. Now we even have these yellow blinking arrows. In my experience these developments are not only unsafe, at times they are harrowing. First of all, I think it is safer and better to have consistency in the system so people know what to expect. I find that time is actually wasted if I am at a light where I have to wait for the green arrow, because I never can be sure that onrushing traffic will actually come to a stop. I so would wish some one would really think this through.
- The planning department deals with so many regulations that the planners on staff rarely have the knowledge to give a definitive answer on their own.
- The Planning Department, especially the Building Department follows double standards and is incompetent. The reason it gets few complaints is because the vast majority of architects and contractors are scared to do so for fear of retribution!
- The present state of the neighborhood Eco Pass program is a disgrace, as RTD dictates how and who gets a pass. The Downtown Boulder Merchants all qualify for the most part, but people like my wife who would ride all the time are left out in the cold by those who either get a pass and never use it, or via a neighborhood that has all members working at CU or NCAR, disqualifying her due to no fault of her own. If you are resident of the City you should be eligible for an ECO Pass. No questions asked. Show proof of residency and pay a reasonable fee, say something like $90 to $100/yr for local service, $150-$175 for Regional and if the Skyride is utilized on a regular basis, maybe up to $250/yr.
- The things I've shared are my main concerns. Back to the water usage issue, I'd love to see Boulder acknowledge our ecosystem better- an arid desert, and stop trying to green things up artificially. If you want the city to be lush, the best way to achieve that is through better rainwater catchment/diversion use. We waste so much water... and drought is just going to get worse. Check out the books on Rainwater Harvesting by Brad Lancaster. Our sidewalks and roads alone could be designed to work for us, instead of against us, plus xeriscaping, and we'd have a much better handle on our water resources for the future.
- There are no questions about teh city climate program or municipalization???? / including fracking / The city does not enforce the sidewalk snow shoveling program. It also turns its head to the issues on the Hill - over occupancy, empty stores, student crime. It feels like questions aren't asked because ether don't want the answers. How can you change make things better?????? For these reasons I'd give this survey a D rating. To paraphrase President Kennedy said 'We choose to solve these problems in this decade and do the other things. Not because they are easy, but because they are hard." Embrace the hard questions and the answers from citizens and make REAL, POSITIVE change .
- There are only tertiary references to city funded human services. I find these very important to keeping Boulder a socio-economically viable and diverse place.
- There need to be more bike paths (off-street) east-west from CU or downtown directly to Lafayette/Louisville.
- This is way too long
- This may not be a city related issue, but after the flood the Open Space police were overly zealous in the trail closure programs especially closures that ran for 2 1/2 months after the flood.
- This survey is too long.
- This survey was too long!
- This survey was too long.
- This survey was too long... It represents just what Boulder does. It wants to be best at everything. Pick a focus. Manage what we have.
- this was way tooooo long... but I understand... happy to be done!
- TOTALLY mixed feelings about congregation of transients in Municipal Park and particularly BPL. Differentiating ways to meet needs of homeless as opposed to Transients. Empowering Boulder mental health to enter into this discussion.

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- WAL-MART, WAL- MART, WAL-Mart or even a K-mart
- way too long
- Way too many homeless people in the downtown area, pan handling on every street corner, killing the grass next to the muni building smoking pot and doing other drugs in broad daylight, and hanging at the library all day. Most people who live in Boulder don't go to the library because it's full of nothing but stinky homeless people! The creek path has become totally undafe in the last two years. As a single female, I can't walk alone by the creek in the middle of the day. It's offensive and unsafe! There needs to be a day shelter other than ridiculously tiny bridge house and overnight shelfter that are only open a few hours a day to help this population. It's a huge problem for people visiting the area, the tons of city employees who work in the area and other tax paying citizens. It's shameful and something needs to be done! It's getting out of control and runing the quality of life for all people who live in boulder.
- We cannot continue to love Boulder's Open Space "to death". Osmp MUST with the support of City Council, look at sustainability and carrying capacity for the decades before us!
- We need to be planning for and implementing policies so that the fabulous open space system that we have acquired over the last 50 years is managed in a way that will make the same resources available to future generations 50 or more years from now. We are currently loving it to death and losing natural resources as a result.
- We really enjoy the Skyride bus to the airport. My husband has a bus pass from CU, I pay full price, and the kids are free. It's a wonderful way to keep parking and traffic down at the airport while also saving the travelers money. / / I would love to take the kids down to the Boulder library, etc, on the bus, but It is currently not economically feasible for my family to ride the bus. We would have to drive down to the corner of Broadway and Linden, and then pay $6.70 for the kids & I to ride down and back up. That is much more than it would cost me in gas to coast down Broadway in my hybrid and then drive back up. / / I can see the current system making bus riding a good deal for people who are single commuters, and who live in neighborhoods with an eco-pass (although they're still pretty expensive). I can't see them being a good deal for anyone else. / / We moved here from Charlottesville, VA, a town that TRULY wanted people to ride the bus. They did it by partnering with the university, and making the buses free for everyone.
- We're very grateful for our neighborhood Eco-Pass for our Boulder High student, who rides the RTD to school from Broadway.
- When a business opens or moves here ot would be nice to have a welcome visit from the city explaining services. I moved here wiht 4 people and now have 8 in downtown Boulder where I live.
- Would love to have a city council that cared and took care of problems in this city and not waste time, energy and our money on BEAR TRASH CANS! After turning the entire city into a compost pile.....the city council is either stupid,ignorant or greedy
- Wow! That was a long survey. Thanks for putting it together.
- YOU NEED TO REMOVE THE FLASHING LIGHT CROSSINGS ON 28th at IRIS. Its dangerous and low income families are getting hit by cars that cant or dont see the flashing lights... People drive that area with too high a rate of speed.
- You should have asked about city efforts to keep everyday services within the city limits, such as gas stations, car repair places, affordable small-business spaces. These essential services seem to be getting pushed out by big, new developments. We need to protect and keep these sorts of places dispersed throughout the city, not just in a few areas at the far edges of the city or outside the city.

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Table 142: Question 22

About how many years have you lived in Boulder?	Percent	Number
One year or less	9%	N=41
2 to 5 years	15%	N=73
6 to 10 years	15%	N=71
11 to 15 years	12%	N=57
16 to 20 years	10%	N=50
More than 20 years	39%	N=187
Total	100%	N=479
Average number of years		*19.1*

Table 143: Question 23

Are you employed?	Percent	Number
Yes	79%	N=385
No	21%	N=103
Total	100%	N=488

Table 144: Question 24

Where do you work?	Percent	Number
Boulder	88%	N=338
Louisville	1%	N=4
Broomfield/Interlocken	1%	N=5
Denver, excluding Tech Center	3%	N=12
Tech Center/Southeast Denver	0%	N=1
Other	1%	N=2
Lafayette	2%	N=7
Longmont	1%	N=5
Jefferson County	3%	N=12
Total	100%	N=386

Table 145: Question 25

Do you work at your home?	Percent	Number
No	67%	N=256
Yes, my business is out of my home	11%	N=41
Yes, I always work at home instead of my employer's location	1%	N=2
Yes, sometimes I work at home instead of my employer's location, sometimes at my employer's location	19%	N=73
Other	3%	N=11
Total	100%	N=383

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Table 146: Question 26

Are you a full- or part-time University or college student?	Percent	Number
No	92%	N=449
Yes, at the University of Colorado Boulder campus	6%	N=27
Yes, at Naropa	0%	N=0
Yes, somewhere else	2%	N=10
Total	100%	N=486

Table 147: 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	57%	N=274
An apartment in an apartment complex	8%	N=36
An apartment in a single family home	3%	N=15
A condominium or town house	28%	N=135
A mobile home	1%	N=7
Group quarters (sorority/fraternity house, dorm, nursing home)	0%	N=2
Other	2%	N=11
Total	100%	N=480

Question 27: Other, please specify:

- An apartment above a garage at a single family home
- cooperative housing
- Duplex
- patio home
- room in home w/other students
- room in single family home
- Senior residence
- Single Family Home in Parker, CO
- with an ADU
- work in Boulder, live in Longmont in a single family home.

Table 148: 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	23%	N=110
Own	77%	N=373
Total	100%	N=483

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Table 149: Question 29

Do any of the following live in your household?	Yes		No		Total	
Children aged 12 or younger	22%	N=94	78%	N=338	100%	N=432
Teenagers age 13 to 18	12%	N=51	88%	N=372	100%	N=423
Adults age 65 or older	25%	N=106	75%	N=320	100%	N=426
Anyone with a long-term disability	9%	N=38	91%	N=370	100%	N=408

Table 150: Question 30

About how much was the TOTAL 2013 INCOME BEFORE TAXES for your household as a whole?	Percent	Number
Less than $15,000	3%	N=15
$15,000 - $24,999	5%	N=24
$25,000 - $34,999	7%	N=30
$35,000 - $49,999	11%	N=50
$50,000 - $74,999	22%	N=100
$75,000 - $99,999	15%	N=69
$100,000 - %149,999	16%	N=73
$150,000 - $199,999	10%	N=44
$200,000 - $249,999	5%	N=24
$250,000 or more	4%	N=20
Total	100%	N=449

Table 151: Question 31

Do you have regular, convenient access to the internet?	Percent	Number
No	2%	N=11
Yes	98%	N=472
Total	100%	N=483

Table 152: Question 31b

Where? (check all that apply)	Percent	Number
at home	97%	N=458
at work	68%	N=319
on a "smart" phone or PDA	67%	N=316
a public facility (e.g. library or school)	27%	N=129

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

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Table 153: Question 32

What is your age?	Percent	Number
18-24 years old	2%	N=10
25-34 years old	16%	N=75
35-44 years old	21%	N=99
45-54 years old	19%	N=92
55-64 years old	26%	N=125
65-74 years old	13%	N=61
75 or older	4%	N=18
Total	100%	N=480

Table 154: Question 33

What is the highest level of education you have completed?	Percent	Number
0-11 years, no diploma	0%	N=1
High school graduate	1%	N=5
Some college, no degree	9%	N=46
Associate Degree	4%	N=21
Bachelor's Degree	37%	N=178
Master's Degree	38%	N=184
Doctorate Degree	10%	N=51
Total	100%	N=486

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Table 155: Question 34

Are you of Chicano/Chicana/Mexican-American, Latino/Latina, or Hispanic origin?	Percent	Number
Yes	4%	N=18
No	96%	N=456
Total	100%	N=474

Table 156: Question 35

Which best describes your race?	Percent	Number
White	92%	N=431
Other, please specify	5%	N=23
American Indian, Eskimo or Aleut	2%	N=9
Asian or Pacific Islander	2%	N=9
Black or African American	1%	N=4

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

Question 35: Other, please specify:

- African American &White
- American
- Anglo Indian
- Asian/latina
- Caucasian
- East Indian
- hispanic
- Hispanic, Mexican-American
- Human
- HUMAN
- Irish
-
- irrelevant
- mix
- Mix caucasian, korean, and eastern european
- mixed
- mixed
- Multi
- NA
- none of your business
- Polish

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Table 157: Question 36

What is your preferred language?	Percent	Number
English	98%	N=474
Arabic	0%	N=0
Chinese	0%	N=0
French	1%	N=3
German	0%	N=0
Hebrew	0%	N=0
Italian	0%	N=0
Japanese	0%	N=1
Other	0%	N=0
Korean	0%	N=0
Mia, Hmong	0%	N=1
Portuguese	0%	N=0
Russian	0%	N=1
Spanish	0%	N=0
Vietnamese	0%	N=0
Scandinavian languages	1%	N=3
Total	100%	N=483

Question 36: Other, please specify:

- Both English and Spanish
- none of your business

Table 158: Question 37

Did you receive help completing this questionnaire in English?	Percent	Number
Yes	8%	N=1
No	92%	N=11
Total	100%	N=12

Table 159: Question 38

What is your gender?	Percent	Number
Male	39%	N=186
Female	61%	N=291
Total	100%	N=477

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MEMORANDUM

TO: Members of City Council

FROM: Jane S. Brautigam, City Manager
Karen Rahn, Director, Human Services
Wendy Schwartz, Human Services Planning Manager
Valerie Watson, Human Services Planner

DATE: May 13, 2014

SUBJECT: Human Services Strategy Update

I. PURPOSE

The purpose of this study session is to provide an update on the proposed process, timeline and benchmarks for the update to the Human Services Strategy (HS Strategy, formerly Master Plan), present background information to inform the discussion and get council feedback on the key process elements. Additional information can be found in past council memos.

II. QUESTIONS FOR COUNCIL:

1. Does council have feedback or questions about the proposed HS Strategy development process or timeline?
2. Does council have feedback on the current purpose, guiding principles, priorities and roles for the city in providing human services which should be considered in the HS Strategy?
3. Does council have feedback on the draft Homeless Action Plan (HAP) potential strategies?
4. Does council have any additional policy issues that should be considered?

III. BACKGROUND

Human Services Strategy

The 2006-2015 Housing and Human Services Master Plan (Master Plan) update will create a new HS Strategy that reflects the changing community landscape, driven by a variety of factors including the economic downturn beginning in 2008, reductions in federal and state budgets, sluggish local economies, increased demands and shifting needs in the community in the human services sector and changing demographics; all placing greater pressures on local governments and nonprofits to close the gaps.

Historically, the Boulder community has expressed strong support for human services and has taken leadership and partnership roles in local community and regional planning efforts, particularly in ensuring a vital social safety net.

With growing demands on local governments and limited resources, there is greater need for local governments to provide strategic resources. Cities will have to leverage

partnerships to meet important local needs and contribute to the well-being and quality of life for all residents.

The key questions for the HS Strategy update process are:

1. What are the most important strategic human service priorities for the city which will have the greatest positive impacts in our community?
2. How should those investments be made in the community?

Purpose

The purpose of the HS Strategy update is to:

- Identify the city's strategic human services goals and priorities;
- Clarify the city's role in providing human services;
- Identify new or expanded strategic partnerships to leverage resources and services to the community; and
- Align city investments with those priorities and partnerships through the appropriate avenues (community catalyst, funder and service provider).

Sustainability Framework and other guiding plans and principles

The HS Strategy will consider and incorporate key city planning frameworks and efforts in its development, including the Sustainability Framework, the Boulder Valley Comprehensive Plan (BVCP), the Civic Area Plan (CAP), the countywide Human Services Strategic Plan (HSSP), the Ten-Year Plan to Addresss Homelessness (Ten-Year Plan), Priority-Based Budgeting (PBB) and the resiliency framework currently being developed. An assessment will be made of services and resources devoted to related programs in Parks and Recreation and Library and other city departments and where these can be leveraged.

Human Services Strategy timeline and process

The HS Strategy planning process began in the fall of 2013, with the final HS Strategy anticipated for presentation to council during the second quarter of 2015. The process includes three phases of work. An overview of the HS Strategy timeline is included as **Attachment A**.

Phase I: Background Research (September 2013 - June 2014) – The first phase of the HS Strategy process focuses on reviewing current national and local human services trends and data. Research includes:

- Environmental scan of national and local social issues and trends;
- Review of human services planning models and themes;
- Review of human services funding in peer and Front Range cities; and
- Review of human services programs in other communities.

Phase II: Analysis and Policy Options (July 2014 - March 2015) – The second phase of the process includes stakeholder and public engagement and development of draft concepts and options. Activities include:

- Community stakeholder and public engagement process, including information about trends, issues, gaps and needs and how the city can maximize impact in the broader community context;
- Analysis of data from background research and stakeholder engagement;
- Development of draft options for city goals and priorities;
- Solicitation of stakeholder/public feedback on draft options;
- Council check-ins;
- Continued stakeholder and public engagement process.

Phase III: Final Plan and Approval (March 2015 - June 2015) – The last phase of the HS Strategy process is finalizing the plan and approving the strategy, including:

- Refinement of options and recommendations;
- Draft HS Strategy document;
- Solicitation of stakeholder and public comment on draft;
- Presentation of draft document to relevant city boards and commissions;
- Final approval.

Stakeholder/public engagement
Stakeholder and public engagement will be ongoing in phases II and III. HS will structure and implement an effective process for constructive and focused feedback on key HS Strategy issues.

Engagement methods will be varied and targeted appropriately to need and audience. Tools will include key informant interviews, public surveys, focus groups, visioning exercises, social media and electronic feedback opportunities. Key stakeholder and community groups include:

- City of Boulder residents;
- Community services clients;
- Private sector, business and faith communities;
- Community nonprofts and the Human Services Alliance;
- Regional partners, including Boulder County government;
- Boulder Valley School District (BVSD) and University of Colorado (CU);
- Key regional planning and policy boards, such as the Ten-Year Plan Board and the Metro Denver Homeless Initiative (MDHI);
- City of Boulder advisory boards and commissions including Human Relations Commission (HRC), city planning boards, Boulder Housing Partners (BHP), Immigrant Advisory Committee (IAC), Senior Community Advisory Committee (SCAC) and the Youth Opportunities Advisory Board (YOAB);
- Other community funders including Foothills United Way and The Community Foundation.

Current policy direction of the Human Services Department
City of Boulder HS vision, mission and roles are defined by the current Master Plan:

Vision: “A healthy, diverse and sustainable community in which all residents are successful and contributing members.”

Mission: “To create a healthy, socially thriving and inclusive community by providing and supporting innovative services to Boulder residents in need.”

Purpose:

- Evaluate social problems and conditions in the community and provide the means and capacity to respond to identified social issues and concerns;
- Work toward solving social problems and improving social conditions through city coordination and cooperation with other entities (federal, state, local, public and private agencies, civic action groups and residents);
- Develop and implement programs to respond to social problems and conditions.

Guiding principles:

- Safety Net Services: HS supports services ensuring physical and mental health care, food and nutrition, emergency shelter, transitional housing and housing for very low-income residents in order that basic, life-sustaining needs of residents are met.
- Community responsibility and social equity: HS has a responsibility to ensure a quality environment that promotes a livable community for all its residents.
- Economic and social diversity: Boulder is a mosaic of people of differing incomes, ages, abilities and cultures. HS is committed to respect, value and support each member of the community and to seek elimination of all forms of discrimination.
- Self-sufficiency: HS supports services that provide opportunities for each individual to reduce dependencies and increase self-reliance through self-improvement.

Priorities:

- Support individuals and families throughout the life cycle;
- Balance prevention, intervention and treatment (crisis) services;
- Provide for home, community and school-based services;
- Build upon strengths of individuals and families;
- Create and support collaborative partnerships;
- Integrate social concerns with community development;
- Build community capacity to support residents;
- Assess organizational and service effectiveness to ensure efficient use of public resources; and
- Evaluate service outcomes to ensure cost-effective stewardship of public funds.

Roles:

As Leader and Partner:

- Make strategic investments in the community that create opportunities and provide critical services;
- Evaluate social problems and conditions and respond to identified concerns;
- Work toward addressing social issues and improving social conditions through coordination and cooperation with other jurisdictions, organizations and residents;

- Pursue partnerships with other entities to ensure services are coordinated and effectively delivered;
- Develop and implement programs to address identified social and human services issues;
- Focus on regional planning to increase efficiency, reduce duplication and more readily identify emerging gaps and needs; and
- Share responsibility for human services with the county. The county provides human services, especially focusing on state and federal entitlement programs. The city encourages the county to provide the same services in Boulder as the county provides in rural areas.

As Funder:

- Fund the most efficient, quality services, minimizing duplication;
- Make funding decisions based on competitive Request For Proposal (RFP) processes within funding priority areas identified in the Master Plan;
- Base RFP decisions on an organization's ability to deliver clearly defined outcomes;
- Involve residents in developing funding recommendations through a partnership of staff and Boulder residents appointed for such purposes by the city manager; and
- Fund agencies based on specific, achievable goals and objectives to benefit Boulder residents.

As Services Provider:

- HS limits its role as a service provider to those situations where:
  a) There is an expressed desire of City Council or the community;
  b) There is a demonstrated need that cannot be met through other sectors (e.g. human rights enforcement); and/or
  c) The nature of the service requires a broad community collaborative effort that is more appropriate for the city to lead (e.g. multipurpose senior centers).

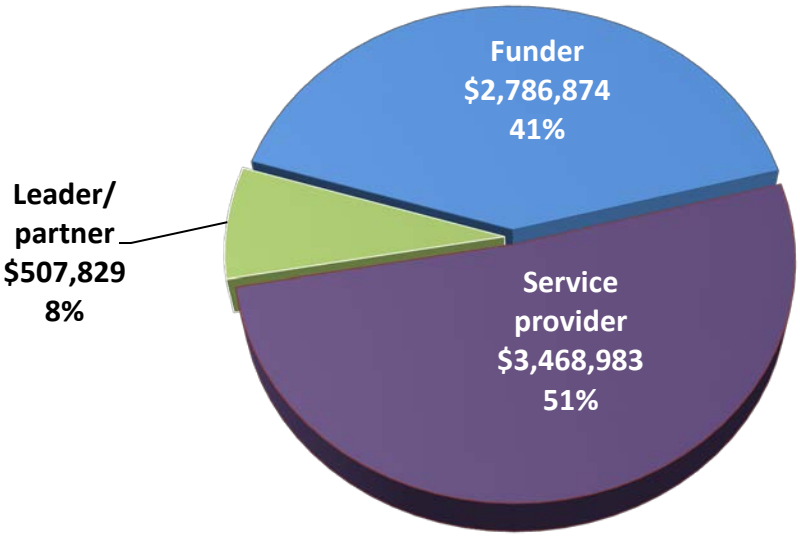
Current allocation of resources

Resource distribution by role

HS supports the community through three avenues. The majority (approximately 51 percent) of the HS investment is in direct services provided by the city in its service provider role.[1] Forty-one percent of HS resources are directed to community funding in its funder role, and eight percent are devoted to community catalyst, capacity building and planning work in its leader/partner role.

[1] Approximately 27 percent ($946, 274) of the service provider budget is provided through grants or fees.

Chart 1: City of Boulder
Human Services resources by role



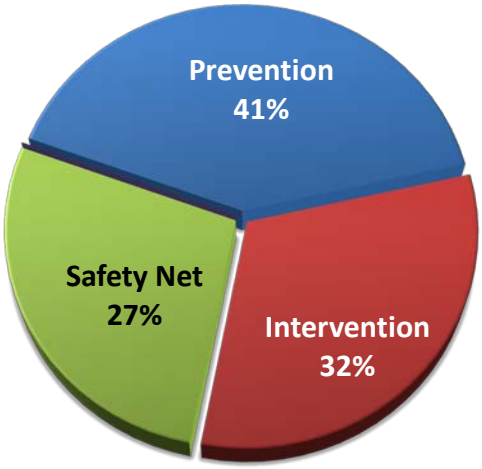
Balance of prevention, intervention and safety net functions

As described in the current Master Plan priorities, HS balances prevention, intervention and safety net services to meet community needs. **Chart 2** on the next page shows resources within the HS budget for each category in the continuum, with the most resources focused on prevention.[2]

Across human services areas, prevention or "upstream investment" is generally considered to be the most cost-effective, long-term strategy for addressing social issues. However, for most social isues and conditions, a level of safety net and intervention services will always be needed in community. The right mix of prevention, intervention and safety net services for the city is one important area being assessed during the HS Strategy update.

[2] Department administration was distributed among categories based on full-time equivalent (FTE) positions within programs. HS Planning and HS Fund Administration budgets were distributed evenly among the three categories.

Chart 2: 2014 Human Services resources by prevention, intervention and safety net



Issue areas with key HS involvement

Through our service provider, funder and leader/partner roles, the city is involved in a wide variety of human services issue areas, including:

- Seniors
- Family support
- Childcare and preschool
- School age/youth
- Adult health and wellness
- Human rights, immigrants, legal
- Homeless services
- Domestic violence/child abuse
- Food security
- Child wellness
- Advocacy and outreach

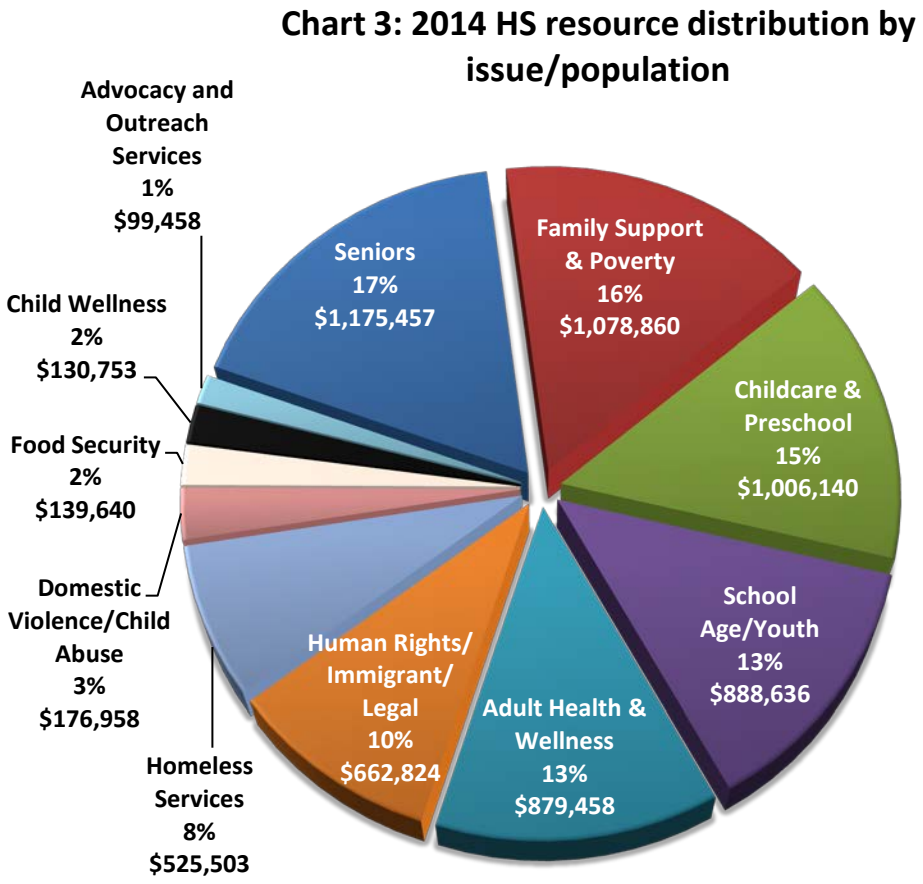
Issue areas with limited HS involvement

There are some current or emerging issue areas related to human services that have had limited departmental focus or focus on limited populations, which should be assessed and considered in the strategy:

- Employment and skill building
- Healthy/active living
- Economic mobility/asset building
- Substance use (beyond children and youth)

City resource allocation by issue areas

Chart 3 on the next page indicates how significant department resources are allocated by issue area and population.



Funding to the community

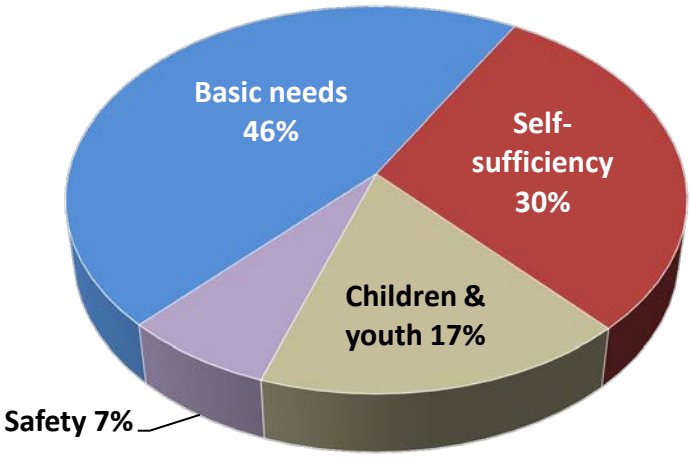
The department allocates funding to the community through the Human Services Fund (HSF) $2,106,188; the Youth Opportunities Fund (YOF) $116,443; and the Human Relations Commission's Community Event Fund and Community Impact Fund, $25,030.

In 2013, the city partnered with Boulder County and the City of Longmont to launch a joint grants management system (GMS) to create efficiencies for the funders and applicants and to improve outcomes reporting by community agencies. United Way will join the collaborative in 2014. The application for funding identifies four impact areas, with outcomes and indicators for each area:

- Impact Area 1 – Children and Youth: Preparing low-income and at-risk children and youth for success
- Impact Area 2 – Self-sufficiency: Improving economic well-being, independence and self-reliance for adults
- Impact Area 3 – Basic Needs: Meeting basic needs for individuals and families
- Impact Area 4 –Safety: Building a safer community

Chart 4 below shows HSF allocations among these impact areas.

Chart 4: 2014 HSF allocations



National and local community context

The City of Boulder has a myriad of community resources and strengths and many residents are thriving. Boulder is an educated community with a school system that exceeds state averages for graduation rates and other important measures. Per capita income is high, and the city's unemployment rate is lower than that of the rest of the county. Overall, the population is healthy, with high rates of health insurance coverage and positive health indicators.

However, a number of trends suggest that our city is not yet achieving the HS vision of a healthy, diverse and sustainable community in which all residents are successful and contributing members. Research indicates that many challenges faced by Boulder are similar to broader national issues. Key national issues reflected locally include:

- Poverty and income inequality – The middle class is shrinking with more people in poverty and limited access to opportunities for economic mobility. Income inequality[3] in the city is higher than the county and the nation,[4] with poverty growing faster in Boulder County than in the nation as a whole.[5]

[3] The Census Bureau measures income inequality using the Gini index, which measures the amount of dispersion in income. The index ranges from 0.0, when all households have equal shares of income, to 1.0, when one household has all of the income and the other households have no income. The higher the index value, the greater the income inequality. The 2006-2010 Gini index for the United States as a whole was .467. During the same period, the city's Gini index increased from .522 to .550.

[4] U.S. Census Bureau (2012). *Household income inequality within U.S. counties: 2006-2010.* American Community Survey Briefs (February): Bee, A. & Greenberg, S. (2012). *What Does Diversity Look Like in the City of Boulder?* (August).

[5] Community Foundation of Boulder County (2013). *Boulder County TRENDS 2013*. p.57.

- Significant projected increases in the senior population – In Boulder County and nationwide, one in five people will be age 65+ by 2030.[6] Many will need supports for aging in place, health, housing and economic stability.
- Educational achievement gaps and lack of school readiness – Less than half of low-income children are school-ready at age five in the United States.[7] Fewer than one in five low-income BVSD kindergarten students meet literacy benchmarks when beginning school.[8] Nationally, high school graduation rates are at their highest level since 1974, with the rate for Hispanic[9] students increasing 10 points since 2006.[10] BVSD has made progress in increasing Latino and low-income students' graduation rates, however, these rates are significantly below those of white and more affluent students, as are rates of Latino and low-income students pursuing higher education.[11]
- Homelessness – Point-In-Time Count and Survey (PIT) data show a four percent decline in homelessness nationally between 2012 and 2013, with 36 percent of the homeless in families with children.[12] In the City of Boulder, PIT data reflect a homeless population holding steady between 2012-2013, with 45 percent in families with children.[13]
- Inclusiveness and Diversity – According to a survey by the Pew Research Center, nearly half of Americans say "a lot more needs to be done to achieve racial equality." Thirty-five percent of African-Americans and 20 percent of Hispanics surveyed experienced racial discrimination in past year.[14] More than 21 percent of Latinos in a 2012 Boulder County Latino Task Force survey said discrimination was a problem in Boulder County.[15]
- Child Health – In 2013, Colorado ranked 37th among states for child health insurance coverage.[16] Boulder County Latino and low-income children are more likely to be uninsured, and many of them are eligible for CHP+ or Medicaid but not enrolled. Boulder County's enrollment rates for eligible children are lower than state rates for these public programs.[17] Affordable Care Act impact on local uninsured rates is still being assessed after the first open enrollment period ended on March 31, 2014.
- Adult Health – In 2013 Colorado ranked 25th among states for adult health insurance.[18] In Boulder County, 65 percent of county Latinos have health

[6] Boulder County Aging Services Division (2010). *Age well Boulder County*.
[7] The Equity and Excellence Commission (2013). *For each and every child – A strategy for education, equity and excellence*. Washington, D.C.
[8] BVSD (2013). *Unified improvement plan, 2012-2013*. Appendix B, p.B-4.
[9] The Census Bureau uses the term "Hispanic," though many other sources use the term "Latino." In this memo, both Latino and Hispanic are used in accordance with source data.
[10] U.S. Department of Education, Homeroom blog http://www.ed.gov/blog/2013/01/high-school-graduation-rate-at-highest-level-in-three-decades/, accessed 3/19/2014.
[11] Community Foundation of Boulder County (2013). *Boulder County TRENDS 2013*. 23-24.
[12] U.S. Department of Housing and Urban Development (2013). *The 2013 Annual Homeless Assessment Report (AHAR) to Congress*.
[13] Metro Denver Homeless Initiative (2013). *2013 Point In Time Count and Survey*.
[14] Pew Research Center (2013). *King's Dream Remains Elusive*. (August).
[15] Community Foundation of Boulder County (2013). *Boulder County TRENDS 2013*. p.40.
[16] Colorado Health Foundation (2013). *2013 Health Report Card.*
[17] Boulder County Movement for Children (2013). *The Status of Children in Boulder County*.
[18] Colorado Health Foundation (2013). *2013 Health Report Card.*

insurance, compared with 91 percent of white non-Hispanic residents.[19] Affordable Care Act impact on local uninsured rates is still being assessed after the first open enrollment period ended on March 31, 2014.

- Behavioral Health – Rates of binge drinking and intentional self harm among Colorado youth and adults are higher than national averages. [20] Youth in BVSD report higher rates of self harm and binge drinking than county and state averages.[21]

Attachments B-G contain additional information on national and local trends and planning questions arising from each trends area**.**

Human Services planning models and themes

To identify themes and trends in human services, staff reviewed national policy, research and municipal organizations. Below is a summary of emerging or ongoing issues, trends and best practices. These themes will be used in developing potential options for roles and strategies.

Collective Impact - Collective Impact[22] is a model of affecting change premised on the idea that large-scale social change requires broad cross-sector coordination and movement away from isolated interventions. The model requires the commitment of key community stakeholders from different sectors to create common agendas for solving social problems. Evidence indicates that this broad scale approach of focusing on targeted issues for community impact has had some success, such as addressing student achievement, childhood obesity and environmental cleanup. Successful Collective Impact models generally have five shared conditions leading to successful alignment:

1. Common agenda;
2. Shared measurement systems;
3. Mutually reinforcing activities;
4. Continuous communication; and
5. Organization support to implement and manage.

The development of the regional GMS with other funders is one way of implementing an aspect of Collective Impact for local human services delivery. As part of the HS Strategy process, staff will explore with partners and stakeholders how to maximize the benefits of Collective Impact for the Boulder community.

[19] Boulder County Public Health Department. *Community dashboard*. http://www.bouldercounty.org/dept/publichealth/pages/healthdata.aspx accessed 4/ 9/2014.
[20] Community Foundation of Boulder County. (2013). *Boulder County TRENDS 2013*. p.50. & Colorado Health Foundation. (2013). *2013 Health Report Card: Healthy Children*. http://www.coloradohealth.org/yellow.aspx?id=6555 accessed 4/9/2014.
[21] Boulder County. (2011). *Boulder County, Colorado – High School, 2011 Youth Risk Behavior Survey (YRBS)*. Boulder County. (2011). *Boulder Valley School District – High School, 2011 Youth Risk Behavior Survey (YRBS)*.
[22] Kania, J. & Kramer, M. (2011). Collective impact. *Stanford Social Innovation Review*. (Winter).

Pathways[23] – The Pathways Initiative is the American Public Human Services Association's vision for designing and delivering human services. The vision for this concept is to provide a new design of human services with "high performance delivery" of programs and services, forecast needed outcomes and design forward-looking solutions. Although the Pathways model was designed primarily for county human services systems, some elements may be useful to city planning. It focuses on a delivery system which enables more self-sufficiency by addressing needs in a holistic and economical manner. Characteristics of the model include:

1. Focus on outcomes;
2. Prioritization on prevention;
3. Elimination of duplicate administration of related programs; and
4. Seamless integration of government and community programs.

This approach requires a major paradigm shift to the way most organizations currently provide human services. For example, it requires an extensive data and decision system re-design to wrap diverse government and community services around clients at a single intake point, or 'one-stop shop.' HS will explore this as part of the city and county partnership discussions on roles and services among both entities.

Coordinated Funding – With constrained local government budgets, and acknowledgement that human services issues are generally regional in nature, some communities are adopting a model of coordinated, pooled community funding. The goals of this model:

1. Achieve measurable progress on shared goals and metrics;
2. Deploy grant dollars more efficiently;
3. Strengthen local nonprofit sector;
4. Preserve public funds; and
5. Create a more collaborative environment.

Challenges cited in an evaluation of this model included:

1. Development of shared goals and outcomes across sectors;
2. Technology challenges; and
3. Limited funding opportunities for programs that did not align with priorities.

Common Overall Themes – Several common themes emerge in the models discussed above and from other background research.

1. Data-driven planning – Social welfare issues are complex and it has been difficult to effectively measure results of human services investments. However, with funding organizations facing shrinking budgets and increasing needs, more are emphasizing data-driven planning, funding and solutions. This also requires increased data sharing and integration.

[23] American Public Human Services Association. (2013). *Advancing human services in the 21st century – what is the government's role in the transformation effort?* (May), 2013. http://www.nascio.org/events/2012Midyear/documents/APHSA-Pathways-Initiative.pdf accessed 11/18/2013.

2. Cross-sector partnerships – In its description of the drivers of social innovation, Stanford's Center for Social Innovation states, "Ultimately, the most difficult and important problems cannot be understood, let alone solved, without involving the nonprofit, public, and private sectors."[24]

   In seeking to advance human services goals, cities and other organizations are looking for more ways to engage non-traditional partners for more robust, coordinated community solutions. The HS Strategy stakeholder and public engagement process will seek innovative and creative ways to involve a variety of traditional and non-traditional partners in collaborative efforts to achieve our community goals.

3. Alternative service delivery/service integration – Traditionally, human services have been delivered in a siloed approach, with those in need of services having to seek them through many different sources that were sometimes contradictory or duplicative. Now many organizations are seeking a more holistic and client-centric approach to find ways to achieve cohesive services and results for the community, and to create efficiencies in service provision. This integration can take the form of shared service locations, better data sharing, coordinated intake and assessment, common service protocols, etc.

Human services in other cities – While Boulder's human services priorities and goals will reflect our community characteristics and values, the focus areas of other communities can help inform ideas to explore during the planning process.

HS staff conducted an online review[25] of 36 cities which demonstrate a variety of human services approaches. Cities selected included: 1) peer cities and those included in the HS 2013 peer cities survey; 2) cities identified by a consultant on the basis of developed human services strategic or funding plans; and 3) cities identified in an HS online review of public policy organization websites. Twenty-seven of the 36 cities were small or mid-size cities with populations less than 250,000. The remainder were large cities. **Attachment H** contains the list of cities reviewed and a comparison of general human services categories.

The most important finding of this analysis was that in the area of human services, cities are unique. There is wide variation among cities in the human services efforts they choose to pursue, and how they choose to pursue them. This is likely due to differing community values and needs, the availability of resources from the local community, and the human services roles often played by counties, which allow many city human services to be more "discretionary" in nature. Observations of the roles of cities included in the review:

[24] Stanford Center for Social Innovation. http://csi.gsb.stanford.edu/social-innovation accessed 4/22/2014.
[25] Research on cities was based on information available on city websites. This analysis reflects the city human services structure and program efforts apparent on websites at the time of staff review.

- Two thirds of the cities had a human services or similar department or division, often paired with housing, health or neighborhood services. In some cases, cities provided services, programs and funding through a combination of different departments.
- Nearly all the cities support human services through funding to community agencies.
- Cities that directly provide services were most likely to do so in the area of seniors. Senior services and senior centers in some cities are provided through parks and recreation departments and have a recreation/social focus.
- More than a third of the cities directly provided children/youth and health/public health services, often in partnership with a county.
- Few cities have a formal human services strategic plan, although some had sub-plans in areas such as aging, youth, poverty and homelessness.

State, county and city human services roles
Many federal government laws and programs are administered by states. Public assistance and welfare, assisted housing, and nutrition are key areas where states deliver services using federal funds and subject to federal guidelines.[26] Each state constitution provides for the establishment of local governmental entities, including counties and cities.

A significant role of Boulder County, under the supervision of the Colorado Department of Human Services, is to administer and deliver all forms of federal and state public assistance and welfare, including but not limited to: "assistance payments, food stamps, and social services under programs for old age pensions except for the old age pension health and medical care program, the Colorado works program, aid to the blind, aid to the needy disabled, food stamps supplementation to households not receiving public assistance… child welfare services and other social services in cooperation with the federal department of health, education, and welfare and other state or federal agencies, prevention and intervention programs focused on positive youth development, mental health and substance abuse programs." [27] The county also provides a wide range of prevention and intervention services including those supported with discretionary county resources.

Nationally, many counties serve as the primary human services safety net because they are local administrators and implementers of a wide range of federal and state programs and funding such as Temporary Assistance for Needy Families (TANF), Medicaid, and other entitlement programs.

In highly populated areas it is common for counties to contract with cities to provide public health and social welfare programs. For example, public health services are provided by New York City and the City of Boston. The county safety net role has allowed cities to determine the level and focus of their human services efforts and

[26] Arnold, P. (2004). *About America: How the United States is governed*. Braddock Communications, Inc. p.4.
[27] Excerpts from Colorado Revised Statutes, Title 26. Human Services Code, Article 1. revised, 2013.

resources based on interest and priorities, rather than on external mandates. As in other cities, Boulder's Charter does not mandate the city to have a human services department or provide human services.

Most human services issues are regional. The city and county jointly participate in many countywide planning efforts and shared funding and administration of programs meeting common community goals. Boulder County is an important stakeholder in the HS Strategy process. Key questions to be explore with Boulder County during Phase II of the strategy process include:

1. How can limited city resources leverage existing or planned county efforts and maximize impact?
2. What are the roles of the county and city in providing and funding human services?
3. How can the city, county and other community partners build efficiencies and improve outcomes across the service delivery system?
4. Access to some county programs is limited by documentation status and income. What role does the city currently play in complementing programs to fill gaps and needs?
5. How can the city and county work together to streamline access to services?

Homelessness Issues

Addressing homelessness continues to be a high priority for the city of Boulder. To address this priority, the HS Strategy process will include stakeholder and public engagement to develop a homeless action plan (HAP). The goals of the plan would be to clarify the city's role in addressing homelessness, maximize efficiency and effectiveness of city resources in reducing homelessness, and engage community partners more broadly in solutions. The HAP will complement the regional Ten-Year Plan.

Key issues to be addressed in the draft plan's proposed strategies include:

- Reducing fragmented county, region and state planning and funding efforts;
- Increasing participation by regional partners in serving the homeless in their communities;
- Improving service integration and coordination challenges which may result in gaps, duplication or inefficiencies in local services;
- Increasing supply of affordable private market, transitional and permanent housing options to exit homelessness;
- Addressing apparent growth in the city's homeless population (reports of increased demand for services);
- Improving data to assess the effectiveness of city investments, inform system and program design, and assess service gaps, barriers to success and outcomes;
- Expanding community education about people who are homeless, causes of homelessness and the roles the community can play in reducing homelessness; and
- Identifying city priorities to inform homeless funding decisions.

Staff are currently drafting preliminary plan options informed by the following key policy questions:

- Where can the city maximize its role as a leader and catalyst and have the biggest impact in reducing homelessness?
- How should resources be allocated to priority investment areas?
- What new partnerships and strengthened existing partnerships would maximize the impact of these efforts?

Proposed strategies to explore with stakeholders and the public include the following:

1. Strengthen regional relationships and engage in dialogues to address regional housing and homeless services issues, including other local governments and MDHI;
2. Facilitate the development of a seamless, integrated homeless services system;
3. Indentify, analyze and adopt land use approaches and other innovative solutions to increase the supply of affordable housing options;
4. Promote and facilitate creation of a community-wide shared data system;
5. Improve community education on homeless issues;
6. Assess requests and allocate city funds to community nonprofit agencies according to priorities identified through the HS Strategy process.

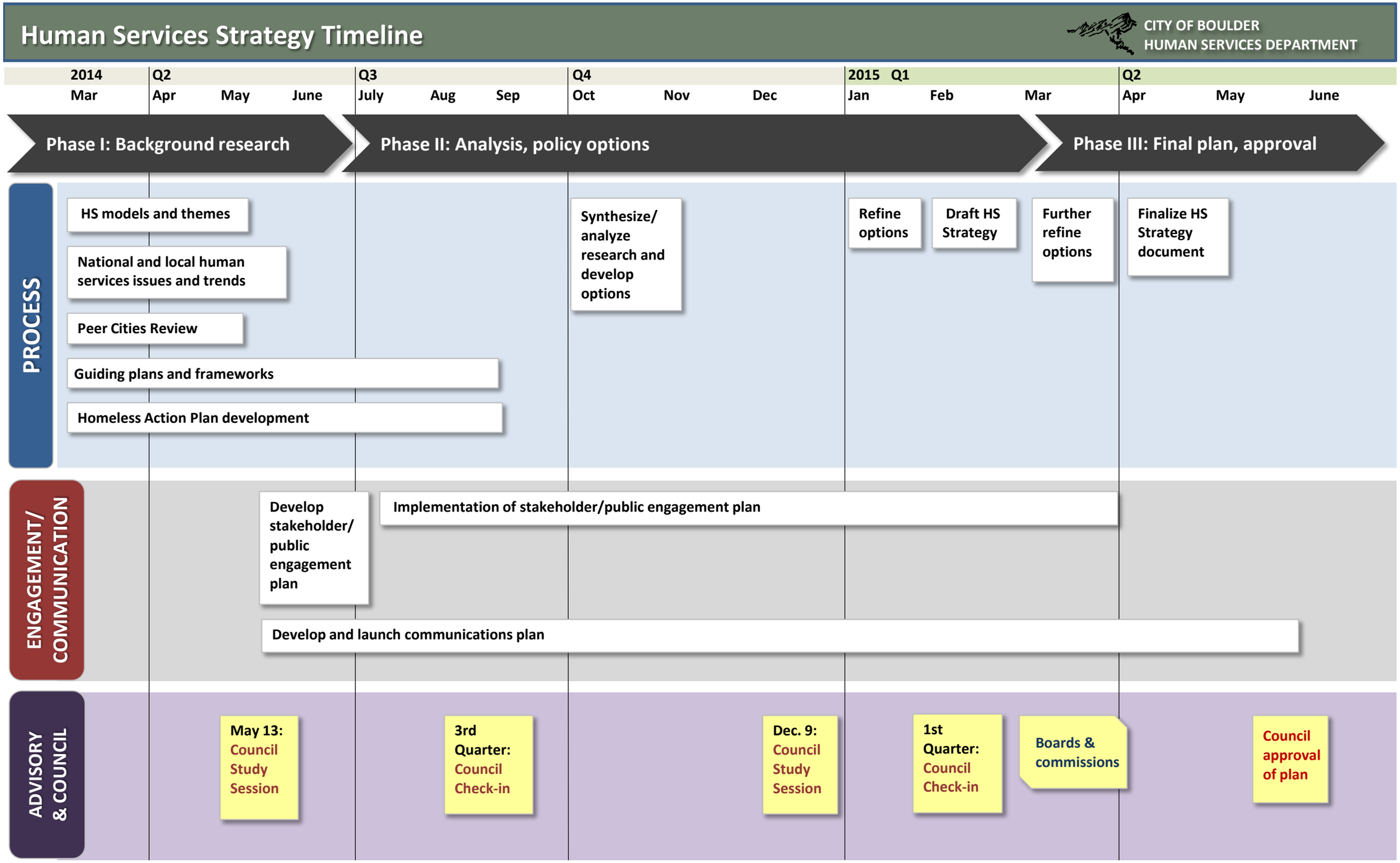
A draft of current issues and strategies for a HAP is included as **Attachment I.**

IV. NEXT STEPS

- Council guidance from the May 13, 2014 study session will inform the next steps for implementation of the HS Strategy development process.
- Council will be updated on key elements of the HS Strategy and HAP in the third quarter of 2014.
- A study session in December 2014 will update council on the development and implementation of the timelines and benchmarks.

ATTACHMENTS:

A. Human Services Strategy Timeline
B-G. Issue Area Summaries
H. Human Services in Other Cities
I. Draft Homeless Action Plan Strategies


Human Services Strategy Timeline
CITY OF BOULDER
HUMAN SERVICES DEPARTMENT
2014 Q2 Q3 Q4 2015 Q1 Q2
Mar Apr May June July Aug Sep Oct Nov Dec Jan Feb Mar Apr May June
Phase I: Background research
Phase II: Analysis, policy options
Phase III: Final plan, approval
PROCESS
HS models and themes
National and local human services issues and trends
Peer Cities Review
Guiding plans and frameworks
Homeless Action Plan development
Synthesize/ analyze research and develop options
Refine options
Draft HS Strategy
Further refine options
Finalize HS Strategy document
ENGAGEMENT/ COMMUNICATION
Develop stakeholder/ public engagement plan
Implementation of stakeholder/public engagement plan
Develop and launch communications plan
ADVISORY & COUNCIL
May 13: Council Study Session
3rd Quarter: Council Check-in
Dec. 9: Council Study Session
1st Quarter: Council Check-in
Boards & commissions
Council approval of plan

Issue Area: Poverty, Economic Mobility

Nationwide and in Boulder, there is an increasing gap between people at the highest and lowest income levels, with a shrinking middle class. Individuals and families in poverty face barriers to self-sufficiency and economic mobility, and poverty is a root cause of many other issues such as health and education disparities. Below are some indicators of poverty and economic mobility issues in Boulder and across the country.

National Context	Local Context
• Shrinking middle class – in 1971 the middle class included 61% of adults, compared to 51% in 2011.[i]	• Between 1999 and 2011 the percentage of city households in highest and lowest incomes increased while middle-income households decreased.[ii]
• Family incomes declined for one-third of children over the past decade.[iii]	• Percentage of children in poverty has grown in county and city since 2008.[iv] The self-sufficiency standard for a family of 4 in Boulder County is 2-4 times greater than the federal poverty guidelines.[v]
• On average, the top 1% of taxpayers earned 29 times as much income as the bottom 99% in 2012.[vi]	• From 2009-2011, Colorado was one of 17 states where the top 1% accounted for all income growth. (Incomes of the bottom 99% fell.)[vii] Income inequality[viii] is higher in Boulder than in the nation overall.[ix]
• In 2012, 25% of Latino residents lived in poverty.[x]	• In 2012, 45% of Boulder County Latino residents lived in poverty.[xi] The median Latino family income in the City of Boulder was only 29% of white non-Latino family income.[xii]
• Economic mobility – A child born in the bottom income quintile is 10 times more likely to end up in that quintile than in the top income quintile.[xiii]	• Boulder's largest jobs sector is professional, scientific and technical services, and many of these workers are imported.[xiv] Low-income local residents may lack the training and education to fill well-paid local jobs.
• Rental vacancy rates are 8.5% nationally, with half of renters cost-burdened (paying 30% or more of income).[xv]	• In the City of Boulder, the vacancy rate is 2.0%[xvi] with 65% of renters cost-burdened.[xvii]

Key poverty issues for exploration in HS Strategy process

Research to date has identified some key questions related to poverty to explore during the Human Services Strategy development process. Other relevant questions will arise during the process.

- What poverty and economic mobility needs are being addressed well and where are the gaps?
- What is the most appropriate role for the City of Boulder in the context of other community partners helping people in poverty? Where can we make the most impact?

- What are the city's goals for preventing and addressing poverty, and what are the best strategies for achieving those goals?
- Education is considered critical in combating poverty but is the primary responsibility of other entities. What role should the city have in supporting education and how should efforts be targeted?
- Employment has traditionally been a focus for the county. Is there a role the city should play to complement county efforts and help people achieve employment at a self-sufficiency wage?
- What partnerships exist, or can be formed, between local business, education and human services providers to offer more low-income residents employment pathways to economic stability and mobility?

[i] Pew Research Center. (2012). *Fewer, poorer, gloomier: The lost decade of the middle class*.
[ii] BBC Research & Consulting. (2013). *Boulder housing market analysis.*
[iii] Brookings Institution, The Hamilton Project. (2013). *Thirteen economic facts about social mobility and the role of education.* Greenstone, M., Looney, A., Patashnik, J., & Yu, M.
[iv] Greenberg, S. (2011). Poverty and Homelessness in Boulder County.
[v] Greenberg, S. (2011). Poverty and Homelessness in Boulder County.
Colorado Center on Law and Policy. (2011). *The Self-Sufficiency Standard for Colorado.* U.S. Department of Health and Human Services. http://aspe.hhs.gov/poverty/13poverty.cfm accessed 4/26/2013.
[vi] Economic Analysis and Research Network. (2014). *The increasingly unequal states of America*. (February) Sommeiler, E. & Price, M. p.12.
[vii] Economic Analysis and Research Network. (2014). *The increasingly unequal states of America*. (February) Sommeiler, E. & Price, M. p.9.
[viii] The Census Bureau measures income inequality using the Gini index, which measures the amount of dispersion in income. The index ranges from 0.0, when all households have equal shares of income, to 1.0, when one household has all of the income and the other households have no income. The higher the index value, the greater the income inequality. The 2006-2010 Gini index for the United States as a whole was .467. During the same period, the city's Gini index increased from .522 to .550.
[ix] U.S. Census Bureau, American Community Survey Briefs. (2012). *Household income inequality within U.S. counties: 2006-2010*. (February).
Greenberg, S. (2012). What does diversity look like in the City of Boulder?
[x] U.S. Census Bureau, 2010 -2012 American Community Survey, Table B17020I.
[xi] U.S. Census Bureau, 2010 -2012 American Community Survey, Table B17001I.
[xii] U.S. Census Bureau, 2010 -2012 American Community Survey, Tables B19113H, B19113I.
[xiii] Brookings Institution, The Hamilton Project. (2013). *Thirteen economic facts about social mobility and the role of education.* Greenstone, M., Looney, A., Patashnik, J., & Yu, M.
Note: Each quintile represents 20%, or one fifth, of all households.
[xiv] Community Foundation of Boulder County (2013). Boulder County TRENDS 2013. 55-56.
[xv] Joint Center for Housing Studies of Harvard University (2013). *America's Rental Housing: Evolving Markets and Needs.*
[xvi] U.S. Census Bureau, 2010-2012 American Community Survey, Table DP04.
[xvii] U.S. Census Bureau, 2008-2012 American Community Survey, Table DP04.

Issue Area: Seniors and Aging

As with the rest of the nation (and Colorado, which has one of the fastest growing aging populations in the U.S.), Boulder's senior population is increasing. The changing needs and perspectives of this new generation of older adults are bringing aging-related issues to the forefront of national and local planning efforts. Below is a summary of key national and local trends, which are broadly categorized as Economic Security, Aging in Place, Senior Centers, Healthy Aging and Housing.

National Context	Local Context
• 20% of the nation will be age 65+ by 2030[i]	• 20% of the county will be age 65+ by 2030.[ii]
• Over 23 million seniors live below 250% of the federal poverty level.[iii]	• Boulder seniors age 75+ in poverty rose from 7% to 13% between 2000 and 2010.[iv]
• Most seniors wish to "age in place" and need supports to do so.[v]	• 84% of county adults age 50+ wish to "age in place."[vi]
• Senior centers are reinventing themselves to meet the needs and desires of a broad, diverse population. Older adults who participate in senior center programs can learn to manage and delay the onset of chronic disease and experience measureable improvements in their physical, social, spiritual, emotional, mental and economic well-being.[vii]	• 34% of Boulder seniors surveyed in 2010 reported using a senior center in the past 12 months.[viii]
• A high percentage of seniors experience health issues such as chronic disease, falls and mental health challenges.[ix]	• 53% of Boulder seniors surveyed in 2010 reported physical health to be at least a minor problem; 38% reported feeling depressed to be at least a minor problem.[x]
• 59% of senior renters and 33% of senior homeowners pay more than 30% of their income for housing.[xi]	• 33% of county seniors surveyed in 2010 report spending 30% or more of their income on housing.[xii]

Key seniors issues for exploration in HS Strategy process

Research to date has identified the following senior-related questions for exploration during the HS Strategy development process.

- What are the highest priority needs of seniors in Boulder? Which needs are being addressed well and where are the gaps?
- What is the most appropriate role for the City of Boulder in the context of other community partners supporting seniors and their families? Where can we make the most impact?
- What are the city's goals for supporting seniors, and what are the best strategies for achieving those goals?
- Should we continue to provide senior centers? If so, what do they look like? What needs/populations do they serve? What are innovative programs and service delivery models?

- The senior population is large and diverse with a broad range of incomes, ages, education, mobility, interests and needs. Should the HS Strategy target the entire population, or one or more subsets (such as low-income, at-risk and boomers)?

[i] Boulder County Aging Services Division. (2010). *Age well Boulder County*.
[ii] Boulder County Aging Services Division. (2010). *Age well Boulder County*.
[iii] National Council on Aging. (2014). Fact Sheet on Economic Security for Seniors.
[iv]U.S. Census Bureau, Census 2000, Table P087. As cited in: Greenberg, S. (2011), Poverty and Homelessness in Boulder County.
[v] National Council on Aging, UnitedHealthCare, & USA TODAY. 2012.
[vi] Boulder County Aging Services Division. (2010). *Age well Boulder County*.
[vii] National Council on Aging. (2012). *Senior centers: Fact sheet.*
[viii] Boulder County Aging Services Division, (2010). *Age well Boulder County*.
[ix] National Council on Aging. (2014*). Fact sheet on healthy aging*.
[x] Boulder County Aging Services Division. (2010). *Age well Boulder County*.
[xi] American Association of Retired Persons. As cited in: National Council on Aging. (2012*). Economic security for seniors fact sheet.*
[xii] Boulder County Aging Services Division, (2010). *Age well Boulder County.*

Issue Area: School Readiness and Educational Achievement

Nationwide and in Boulder there is a growing consensus that social, economic and cognitive development is critical to success in school and life, and that academic achievement and access to higher education impact outcomes in poverty and economic mobility. Below is a summary of key trends in school readiness and educational achievement issues experienced nationally and locally.

National Context	Local Context
• Less than half of 3- and 4-year-olds attend preschool and only a small percentage of poor children participate in programs that overcome developmental deficits associated with chronic economic hardship and insufficient parental education.[i]	• Expanded BVSD preschool and kindergarten programs increased options for parents of older children, but supply is limited. Supply of infant and toddler care has remained relatively flat since 2004.[ii]
• The average cost of center-based infant care in 2012 ranges from $4,863 to $16,430 – 22% to 74% of the income of a family of four living at the Federal Poverty Level.[iii]	• The cost of center-based infant care in Boulder in 2013 ranges from $14,248 to $20,540 a year[iv] – 61% to 87% of the income of a family of four living at the Federal Poverty Level.[v] Cost significantly impacts the quality of early learning available to low-income families.
• Less than half of poor children are school-ready at age five in the United States.[vi]	• 18% of poor children met literacy benchmarks when beginning Kindergarten in BVSD in 2011.[vii]
• The gap in test scores between affluent and low-income students in the U.S. has grown about 40 percent since the 1960s, even as the racial gap has narrowed.[viii]	• Each year, at least 775 third-graders in Boulder County read below grade level. Sixty percent of them are growing up in poverty and half of them are Latino.[ix]
• Graduation rates are at their highest level since 1974, with the rate for Hispanic students increasing 10 points since 2006.[x]	• While BVSD's Latino graduation rate has increased 18 points since 2010,[xi] Latino and low-income graduation rates are significantly below those of white non-Hispanic and more affluent students, as are rates of Latino and low-income students pursuing higher education.[xii]

Key school readiness and educational achievement issues for exploration in HS Strategy process

Research to date has identified some key questions related to child care and education to explore during the Human Services Strategy development process. It is anticipated that other relevant questions will arise as the process unfolds.

- What needs in early education and achievement are being addressed well and where are the gaps and barriers?
- What is the most appropriate role for the City of Boulder in the context of other community partners? Where can we make the most impact in achieving educational successes?

- What are the city's goals for addressing school readiness and educational achievement, and the best strategies for achieving goals?
- Early care and education in high-quality child care centers and family child care homes, performing at grade level throughout elementary and secondary education and graduation are considered critical in lifelong earnings and self sufficiency. What role should the city have in supporting these education programs and how should efforts be targeted?
- How should early care and education be balanced with elementary and secondary education?
- What partnerships exist, or can be formed, between local business, education and child care providers, to offer more opportunities for educational success and maximize the well-being of children and their families?

[i] Annie E. Casey Foundation. (2013). *Kids count*. p.6.
[ii] City of Boulder, Human Services, Children, Youth and Families staff. 2014.
[iii] Child Care Aware of America. (2013). *Parents and the high cost of child care 2013 report.* p.14.
[iv] City of Boulder, Human Services Department. (2013). *2013 child care rates – centers*.
[v] U.S. Department of Health & Human Services, Office of the Assistant Secretary for Planning and Evaluation. (2013). *Poverty guidelines*. http://aspe.hhs.gov/Poverty/13poverty.cfm accessed 4/22/2014.
[vi] The Equity and Excellence Commission. (2013). *For each and every child – a strategy for education, equity and excellence*. Washington, D.C.
[vii]BVSD, (2013). *Unified improvement plan, 2012-2013*. (Appendix B) p.B-4.
[viii] Annie E. Casey Foundation. (2013). *Kids count*. p.6.
[ix] Community Foundation of Boulder County. (2013). *Boulder County TRENDS 2013.* p.33.
[x] U.S. Department of Education, Homeroom blog http://www.ed.gov/blog/2013/01/high-school-graduation-rate-at-highest-level-in-three-decades/, accessed 3/19/2014.
[xi] Community Foundation of Boulder County. (2013). *Boulder County TRENDS* 2013. p.23.
[xii] Ibid. p.24.

Issue Area: Homelessness

Nationwide and in Boulder there is policy focus on reducing and ending homelessness. Ten-Year Plans from across the nation emphasize more strategic investment in homeless-related resources. A primary focus is on Housing First and other permanent housing solutions that maximize stability and self-sufficiency. Below is a summary of some key trends in homelessness and related issues experienced nationally and locally.

National Context	Local Context
• On a single night in January 2013, there were 610,042 people experiencing homelessness in the United States.[i]	• On a single night in January 2013, there were 748 people experiencing homelessness in Boulder.[ii]
• 65% of people who were homeless on a single night in January 2013 stayed in a sheltered location and 35% were living in unsheltered locations.[iii]	• 91% of people who were homeless on a single night in January 2013 stayed in a sheltered location and 9% were living in unsheltered locations.[iv]
• 36% of all homeless people were in families with children in January 2013.[v]	• 45% of all homeless people were in families with children in January 2013.[vi]
• 18% of all homeless were chronically homeless.[vii]	• 11% of all homeless were chronically homeless.[viii]
• There were 57,849 homeless veterans in January 2013; this was 10% of all homeless.[ix]	• There were 52 homeless veterans in January 2013; this was 12% of all homeless.[x]
• Homelessness declined by nearly 4% between 2012 and 2013 and by 9% since 2007.[xi]	• Colorado had the second largest decline in the homeless population in 2013 (7,038 fewer homeless people).[xii] The number of homeless in Boulder held steady in 2013 while the City of Longmont and Boulder County saw increases.[xiii]
• For persons in families, the three most commonly cited causes of homelessness are lack of affordable housing, poverty and unemployment.[xiv]	• The most common reasons for being homeless were lost job (35%), housing costs were too high (32%) and relationship/ family breakup/death.[xv]

Key homeless issues for exploration in HS Strategy process

Research to date has identified some key questions related to homelessness to explore during the HS Strategy development process. Other relevant questions will arise during the process.

- What are the city's goals for preventing and addressing homelessness and the best strategies for achieving those goals?
- Where can the city maximize its role as a leader and catalyst and have the biggest impact in reducing homelessness?
- How should resources be allocated to priority investment areas (such as safety net, prevention and self-sufficiency solutions)?

- What new partnerships and strengthened existing partnerships would maximize the impact of these efforts?

[i] U.S. Department of Housing and Urban Development. (2013). *The 2013 annual homeless assessment report (AHAR) to Congress.*
[ii] Metro Denver Homeless Initiative. (2013). *2013 homeless point-In-time study seven county Denver Metro Region, data tables.*
[iii] U.S. Department of Housing and Urban Development. (2013). *The 2013 annual homeless assessment report (AHAR) to Congress*.
[iv] Metro Denver Homeless Initiative. (2013). *2013 homeless point-In-time study seven county Denver Metro Region, data tables.*
[v] U.S. Department of Housing and Urban Development. (2013). *The 2013 annual homeless assessment report (AHAR) to Congress*.
[vi] Metro Denver Homeless Initiative. (2013). *2013 homeless point-In-time study seven county Denver Metro Region, data tables.*
[vii] U.S. Department of Housing and Urban Development. (2013). *The 2013 annual homeless assessment report (AHAR) to Congress*.
[viii] Metro Denver Homeless Initiative. (2013). *2013 homeless point-In-time study seven county Denver Metro Region, data tables.*
[ix] U.S. Department of Housing and Urban Development. (2013). *The 2013 annual homeless assessment report (AHAR) to Congress*.
[x] Metro Denver Homeless Initiative. (2013). *2013 homeless point-In-time study seven county Denver Metro Region, data tables.*
[xi] U.S. Department of Housing and Urban Development. (2013). *The 2013 annual homeless assessment report (AHAR) to Congress*.
[xii] U.S. Department of Housing and Urban Development. (2013). *The 2013 annual homeless assessment report (AHAR) to Congress*.
[xiii] Metro Denver Homeless Initiative. (2013). *2013 homeless point-In-time study seven county Denver Metro Region, data tables.*
[xiv] PBS. (Now On PBS). http://www.pbs.org/now/shows/526/homeless-facts.html accessed 4/14/2014.
[xv] Metro Denver Homeless Initiative. (2013). *2013 homeless point-In-time study seven county Denver Metro Region, data tables.*

Issue Area: Inclusiveness, Diversity, Human Rights

Diversity is demonstrating respect for all individuals and valuing each perspective and experience. It encompasses the whole human experience — age, culture, education, race, gender, skills, life experiences, ability/disability, sexual preference and many other attributes. Having diversity is only half of the equation. Inclusiveness makes the diverse mix work. Inclusive and diverse communities break down barriers to meaningful participation and foster a sense of belonging to build a richer community. Below is a summary of some key trends in issues experienced nationally and locally.

National Context	Local Context
• 27% of same-sex couples encountered discrimination in housing. 19% of hate crimes in 2010 included sexual orientation bias.[i]	• 61% of Boulder County residents surveyed in 2013 consider the community open to gay and lesbian people.[ii] Youth Risk Behavior Survey data show dramatically higher rates of depression, substance use and planned suicide among LGBTQ youth.[iii]
• Almost half of Americans say "a lot more needs to be done to achieve racial equality."[iv]	• Less than half of county respondents to a 2013 survey perceive Boulder County as open to racial and ethnic minorities and immigrants from other countries.[v]
• 35% of African-Americans and 20% of Hispanics surveyed experienced racial discrimination in past year.[vi]	• More than 21% of Latinos in a 2012 Latino Task Force survey said discrimination was a problem in Boulder County.[vii]
• Women earn 77 cents for every dollar earned by male counterparts.[viii]	• Colorado women earn 80 cents for every dollar earned by a man. Boulder County median earnings for a woman with a bachelor's degree are $5000 less than median for the U.S., while men are on par or higher than U.S.[ix]
• Linguistic isolation - of those who live in Spanish-speaking homes, 44% speak English less than "very well."[x]	• Of those who live in Spanish-speaking homes, 44% are linguistically isolated.[xi]
• Between 2000 and 2010 the number of children grew by 3%.[xii]	• Between 2000 and 2010 children in the City of Boulder decreased by 3.7%.[xiii] Boulder County population age 65+ are projected to grow faster than national rate over next decade.[xiv]
• 28% of disabled adults were living in poverty in 2012.[xv]	• 25% of disabled adults age 35+ in the City of Boulder were living in poverty in 2008-10.[xvi]

Key inclusiveness, diversity and human rights issues for exploration in HS Strategy process

Research to date has identified some key questions related to inclusiveness, diversity and human rights to explore during the HS Strategy development process.

- What needs are being addressed well and where are the gaps?
- What is the most appropriate role for the City of Boulder in the context of other community partners?
- What are the city's goals for expanding Boulder's inclusiveness and diversity, and the best strategies for achieving those goals?
- Do we have the right level of human rights protections and enforcement available in Boulder? Do residents understand the protections in place and how to seek assistance?
- What partnerships exist, or can be formed, between local business, human services partners and others to make Boulder a more inclusive community that celebrates its diversity?

[i] Movement Advancement Project. (2012). *An ally's guide to issues facing LGBT Americans.* (December).
[ii] Community Foundation of Boulder County. (2013). *Boulder County TRENDS 2013*. p.83.
[iii] Greenberg, S. & Boulder County Movement for Children. (2013). *The status of children in Boulder County*. p.14.
[iv] Pew Research Center. (2013). *King's dream remains elusive*. (August).
[v] Community Foundation of Boulder County. (2013). *Boulder County TRENDS 2013*. p.83.
[vi] Pew Research Center. (2013). *King's dream remains elusive*. (August).
[vii] Community Foundation of Boulder County. (2013). *Boulder County TRENDS 2013*. p.40.
[viii] National Women's Law Center. (2014). http://www.nwlc.org/our-issues/employment/equal-pay-and-the-wage-gap, accessed 4/7/2014.
[ix]Community Foundation of Boulder County. (2013). *Boulder County TRENDS 2013*. p.58.
[x] U.S. Census Bureau, (2013). *Language use in the United States: 2011* (American Community Survey Reports) Ryan, C., August.
[xi] Greenberg, S. (2012). *What does diversity look like in the City of Boulder?* (August).
[xii] Annie E. Casey Foundation. (2011). *The changing child population of the United States: Analysis of data from the 2010 census*. (November). p.1.
[xiii] Boulder County Movement for Children. (2013). *The status of children in Boulder County*. p.2.
[xiv] Community Foundation of Boulder County. (2013). *Boulder County TRENDS 2013*. p.12.
[xv] Cornell University. Online Resource for U.S. Disability Statistics. http://www.disabilitystatistics.org/, accessed 4/8/2014.
[xvi] Greenberg, S. (2012). *What Does Diversity Look Like in the City of Boulder?* (August).

Issue Area: Health, Mental Health, Wellness

Health is a critical factor in overall well-being. Mental and physical health status, health care access and healthy living environments influence the degree to which adults and children are able to thrive and succeed. Colorado and Boulder County do well in comparison to other jurisdictions on many national health indicators, such as rates of adult obesity and exercise. However, some trends in health and wellness experienced nationally and locally challenge community well-being.

National/ State Context	Local Context
• In 2013, 62% of Colorado Hispanic residents were insured, compared with about 86% of non-Hispanic whites. About 70% of Colorado's uninsured live below 200% FPL.[i] During the first open enrollment period, Connect for Health Colorado exceeded enrollment targets by 30%.[ii]	• In 2013, 65% of county Latinos had health insurance, compared with 91% of white non-Hispanic residents.[iii] In 2011-12, 51% of residents with incomes under $25K had coverage, compared to 82% with incomes of $25K or more.[iv]
• In 2013, Colorado ranked 37th among states for health coverage rates among children, with lower coverage rates among low-income children.[v] Since October 2013, the state has enrolled 22,700 previously eligible children in Medicaid and CHP+.[vi]	• In 2013, 99% of white, non-Hispanic children in the county were insured, compared to 80% of Hispanic children. Only 74% of eligible children were enrolled in public insurance programs, lower than state rates.[vii] This situation may have improved with Colorado's recent success in enrolling eligible children in public programs.
• Early estimates of Affordable Care Act impact indicate an additional 5.4 million insured between October 2013 and March 2014.[viii] Colorado exceeded the national average for percentage enrolled through health insurance marketplace (Connect for Health Colorado.)[ix]	• Boulder County – nearly 8000 covered through Medicaid expansion.[x] The county comprises 5% of state population but accounted for 8% (10,254) of state enrollments through "Connect for Health Colorado".[xi]
• 22% of Colorado adults binge drink, a higher rate than in 37 states. Colorado's rate of high school binge drinking is also higher than more than half the states[xii]	• 28% of Boulder County adults report binge drinking.[xiii] More than 1 in 4 BVSD high school students report binge drinking,[xiv] a rate 3% higher than U.S. and Colorado rates.[xv]
• Almost 16% of Colorado adults report 8+ poor mental health days in the past month, ranking better than 32 other states, though the rate has increased since 2005. Rates are highest (25-36%) among those with incomes less than $20K.[xvi]	• 13% of county residents report 8+ poor mental health days during past month. Rates of poor mental health were highest among Latino residents (17%) and those with incomes less than $25K (23%).[xvii]
• In 2010, suicide was the 10th leading cause of death in the U.S.[xviii] Colorado fares better than most states in youth rates of attempted suicide at 6.1%.[xix]	• Suicide was the 6th leading cause of death in Boulder County in 2012.[xx] BVSD rates for attempted suicide among high school students are higher than state rates at 6.4%,[xxi] and 13% of BVSD middle school students report seriously considering suicide.[xxii]

• Colorado has a lower rate of childhood obesity (11%) than most states, but ranks 24th for child physical activity. Hispanic children are nearly twice as likely to be obese as non-Hispanic white children. Low-income children are less physically active than higher-income children.[xxiii]	• Boulder child obesity rates are lower than state rates.[xxiv] In 2012, 27% of county children in WIC[xxv] were overweight/obese, compared to 23% statewide.[xxvi] 26% of high school students don't get enough physical activity, with lower rates among female and Latino students.[xxvii]

Key health and wellness issues for exploration in HS Strategy process

Research to date has identified some key questions related to health to explore with community partners and stakeholders during the HS Strategy development process. What are the highest priority health and wellness needs in Boulder?

- What needs are being addressed well and where are the gaps?
- What is the most appropriate role for the City of Boulder in the context of other community partners in health? Where can we make the most impact?
- What are the city's goals for health/wellness and the best strategies for achieving those goals?
- The Affordable Care Act (ACA) reflects a major national health policy shift with broad impacts that cannot yet be fully assessed. What ACA impacts are being observed and anticipated in Boulder? How can we meet the health needs of those who will remain uninsured? To what degree does additional health coverage and reduced costs for treating the uninsured make resources available for other community needs?
- What partnerships, including non-traditional partners, can be engaged for a healthy community?
- What are the barriers to achieving local health (e.g., built environment) and how should they be addressed?

[i] Colorado Health Foundation. (2013). 2013 Colorado health report card: Behind the numbers. http://www.coloradohealth.org/uploadedFiles/Publications/HealthReportCard2013/HRC%20Uninsured_Behind%20the%20Numbers_Final.pdf, accessed 4/9/2014.
[ii] Connect for Health Colorado. (2014). *By the numbers: the first open enrollment of Connect for Health Colorado, October 2013 through March 2014.*
[iii] Boulder County Public Health Department. (2014). *Community dashboard*. http://www.bouldercounty.org/dept/publichealth/pages/healthdata.aspx, accessed 4/9/2014.
[iv] Community Foundation of Boulder County. (2013). *Boulder County TRENDS 2013*. p.46.
[v] Colorado Health Foundation. (2013). *2013 health report card: Healthy children*. http://www.coloradohealth.org/yellow.aspx?id=6555, accessed 4/9/2014.
[vi] Colorado Department of Healthcare Policy and Financing. *More kids in Colorado gain Medicaid and CHP+ coverage.* 4/10/2014.
[vii] Greenberg, S. & Boulder County Movement for Children. (2013). *The Status of Children in Boulder County*.
[viii] Urban Institute Health Policy Center. (2013).*Health reform monitoring survey, Quick Take: Number of uninsured adults falls by 5.4 million since 2013*. http://hrms.urban.org/quicktakes/changeInUninsurance.html, accessed 4/10/ 2014.

[ix] Kaiser Family Foundation, *Marketplace Enrollment as a Share of the Potential Marketplace Population,* March 1, 2014. http://kff.org/health-reform/state-indicator/marketplace-enrollment-as-a-share-of-the-potential-marketplace-population/#map, accessed 4/27/14
[x] Boulder County, Expansions: *Boulder County Health Care Expansion Updates,* Volume 32, April 9, 2014.
[xi] Boulder County, Expansions: *Boulder County Health Care Expansion Updates,* Volume 33, April 23, 2014.
[xii] Colorado Health Foundation. *2013 Health Report Card: Healthy Adults*. http://www.coloradohealth.org/yellow.aspx?id=6562, accessed 4/9/2014.
[xiii] Boulder County Public Health Department. (2014). *Community dashboard*. http://www.bouldercounty.org/dept/publichealth/pages/healthdata.aspx?hcn=CommunityDashboard, accessed 4/9/2014.
[xiv] Boulder County. (2011). *Boulder Valley School District – High School, 2011 Youth Risk Behavior Survey (YRBS).*
[xv] Community Foundation of Boulder County. (2013). *Boulder County TRENDS 2013*. p.50.
[xvi] Colorado Health Foundation, "2013 Health Report Card: Healthy Adults," http://www.coloradohealth.org/yellow.aspx?id=6562, accessed 4/9/2014.
[xvii] Community Foundation of Boulder County. (2013*). Boulder County TRENDS 2013*. p.46.
[xviii] Centers for Disease Control and Prevention, National Center for Health Statistics, *National Vital Statistics Reports,* 61(4), *Deaths: Final data for 2010*. http://www.cdc.gov/nchs/data/nvsr/nvsr61/nvsr61_04.pdf, accessed 4/9/2014.
[xix] Colorado Health Foundation*. 2013 health report card: Healthy adolescents*. http://www.coloradohealth.org/yellow.aspx?id=6561, accessed 4/9/2014.
[xx] Community Foundation of Boulder County. (2013). *Boulder County TRENDS 2013*. p.51.
[xxi] Boulder County, (2011). *Boulder Valley School District – high school: 2011 Youth Risk Behavior Survey (YRBS)*. p.44.
[xxii] Boulder County. (2011). *Boulder Valley School District – middle school, 2011 Youth Risk Behavior Survey (YRBS).* p.17.
[xxiii] Colorado Health Foundation. *2013 health report card: Healthy children*. http://www.coloradohealth.org/yellow.aspx?id=6555, accessed 4/9/2014
[xxiv] Colorado Children's Campaign, (2012). *Kids count in Colorado 2013*. p.36.
[xxv] WIC is the Special Supplemental Nutrition Program for Women, Infants and Children which promotes and maintains the health and well-being of nutritionally at-risk pregnant, breastfeeding and postpartum women, infants and children.
[xxvi] Greenberg, S. & Boulder County Movement for Children. (2013). *The status of children in Boulder County.*
[xxvii] Boulder County Public Health Department. (2014). *Community dashboard*. http://www.bouldercounty.org/dept/publichealth/pages/healthdata.aspx?hcn=CommunityDashboard, accessed 4/9/2014.

Human Services in Other Cities

City/Research	Population	Human Services Strategic Plan	Subpopulation-Specific Strategic Plan	Community Funding Plan	Human Services or similar department/ division	Human Services through Community Funding	Directly Provided Senior Services - Recreation Focus	Directly Provided Senior Services - Social/Human Services Focus	Directly Provided Children Youth Services	Directly Provided Services - Other	Human Relations Commission or similar	Directly Provided Services - Health
Peer Cities Survey												
Boulder, CO	**101,808**	x			x	x	x	x	x	x	x	
Westminster, CO	109,169					x						
Arvada, CO	109,745					x						
Fort Collins, CO	148,612					x	x			x	x	
Ann Arbor, MI	116,121					x	x					
Santa Cruz, CA	62,041					x	x					
Berkeley, CA	115,403		x		x	x		x	x	x		x
Madison, WI	240,323				x	x		x	x	x	x	x
Norman, OK	115,562					x	x			x		
Consultant Research												
Columbia, MO	113,225			x	x	x					x	x
Hampton, VA	137,436				x		x		x			x
Manchester, CT	58,241		x		x	x	x	x	x	x		x
Shoreline, WA	54,352	x		x	x	x						
Tacoma, WA	202, 010	x			x	x		x	x			
Tuscon, AZ	524,295		x	x		x	x	x				
Research from HS web review												
Alexandria, VA	146,294	x	x		x	x	x	x	x	x	x	x
Cleveland, OH	390,928					x		x			x	x
Eugene, OR	157,986										x	
Irving, TX	225,427				x	x	x					
Fort Worth, TX	777,992		x		x	x				x	x	
Dallas, TX	1.2 M				x	x		x	x	x		x
Austin, TX	842,592	x		x	x		x		x	x		x
Hartford, CT	124,775		x		x	x		x	x			x
Raleigh, NC	423,000	x			x	x	x	x			x	

Attachment H: HS in other cities

City/Research	Population	Human Services Strategic Plan	Subpopulation-Specific Strategic Plan	Community Funding Plan	Human Services or similar department/ division	Human Services through Community Funding	Directly Provided Senior Services - Recreation Focus	Directly Provided Senior Services - Social/Human Services Focus	Directly Provided Children Youth Services	Directly Provided Services - Other	Human Relations Commission or similar	Directly Provided Services - Health
Research from HS web review												
Lansing, MI	113,000				x	x					x	
Newton, MA	80,000				x	x	x	x		x		x
Providence, RI	178,000		x			x		x			x	x
Provo, UT	115,919						x					
San Antonio, TX	1.38M		x		x	x	x	x	x	x		
Santa Barbara, CA	91,812				x	x						
Santa Monica, CA	91,812		x		x	x		x				
Savannah, GA	142,022					x	x					
Tempe, AZ	166,842				x	x	x		x	x		x
Los Angeles, CA	3.9 M				x	x		x	x	x	x	
Beverly Hills, CA	34,622				x	x					x	
Seattle, WA	634,535	x	x		x	x	x	x	x	x		
Calgary, AB, Canada	1.1 M				x	x		x	x			

Research on cities was based on information available on city websites. This analysis reflects the city human services structure and programs apparent on websites at the time of staff review.

Draft City of Boulder Homeless Action Plan Strategies

The goals of a City of Boulder Homeless Action Plan (HAP) are to clarify the city's role in addressing homelessness in Boulder,[1] and to maximize efficiency and effectiveness of city resources in reducing homelessness and engage community partners more broadly in solutions. The HAP will complement the countywide Ten-Year Plan to Address Homelessness (Ten-Year Plan) and regulatory approaches to social misbehavior recently adopted by City Council. Below are six potential strategies to consider for reducing homelessness. Draft strategies are a starting place for discussion with stakeholders and public.

Key Policy Questions:

- *Where can the city invest efforts to have the biggest impact in reducing homelessness?*
- *How should resources be prioritized for homelessness?*
- *What new and existing partnerships would maximize the impact of these efforts?*

1. Strengthen regional relationships to address homeless housing and services issues

Key issues: Homelessness is a regional issue but is primarily addressed at the local level. Some regional partners do not provide or contribute to services used by their residents in other jurisdictions. Boulder also receives a disproportionately lower share of federal and state resources to address homelessness compared to its regional homeless population.

Background: Although people experiencing homelessness come from communities throughout Boulder County and the seven-county Denver Metro Region, not all communities provide or contribute to services for the homeless. According to the 2013 Point-in-Time (PIT) count, Boulder County's homeless population accounts for 16 percent of the seven-county Metro Denver Region's total homeless population. However, in 2013 programs in Boulder County received two percent of competitive federal homeless allocations through the Metro Denver Homeless Initiative (MDHI)[2] and ten percent of Emergency Solutions Grant (ESG) allocations.[3]

Strategy goals: More regional partners contributing to localized solutions to homelessness with Boulder receiving proportionate amounts of federal, state and local resources and other jurisdictions contributing to or providing services.

Key city role: Facilitate dialogue about partnership and homeless resources across the county and region. Facilitate discussions and assessments with partners to determine how resources coming

[1] Unless specified as Boulder County, "Boulder" refers to the City of Boulder throughout this document.
[2] MDHI is a nonprofit organization whose mission includes preventing and ending homelessness in the seven-county Metro Denver Region. MDHI is responsible for administering HUD's competitive homeless funding among Metro Denver Region nonprofit organizations.
[3] Total award to the Metro Denver Region through MDHI was nearly $15 million. Total amount awarded through ESG was $2.6 million. The Emergency Solutions Grant Program provides HUD funds for street homeless outreach, emergency shelter, homelessness prevention and rapid re-housing assistance.

into Boulder County and the Metro Denver Region are invested in best practices with long-term outcomes.

2. Facilitate the development of a seamless, integrated homeless services system

Key issues: There are integration and coordination challenges within Boulder's homeless services system and across the county. Services can be confusing to navigate and may be redundant or uncoordinated. Public indoor and outdoor spaces are used to provide shelter and as congregating spaces.

Background: A homeless services system offers different entry points and connected services depending on the unique needs of individuals and households. People receive individualized plans to stabilize, maximize self-sufficiency and successfully exit homelessness. Integrated services enable individuals and families with multiple needs to access services with ease, require visits to a limited number of facilities and include interactions with few caseworkers who coordinate and communicate between different programs.

Strategy goals: More efficient and effective use of aligned homeless resources in Boulder to reduce people cycling through emergency services and municipal court; and help more people enter stable housing and exit homelessness. Coherent service delivery system that is easier to navigate and better meets the needs of the homeless. Building partnerships with services and programs focused on long-term outcomes and skill building to exit homelessness.

Key city role: Continue to work with city departments and community partners in developing a more coherent and efficient services system for homeless persons to access.

3. Identify, analyze and adopt land use approaches and other innovative solutions to increasing the supply of affordable housing options

Key issues: The current supply of supported permanent housing for the homeless, and affordable and accessible private market housing for people with very low incomes is insufficient to meet community demand.

Background: A key solution to homelessness is housing, and innovative solutions are required with new partners to increase homeless housing options in the Boulder market. Federal funding practices and local plans prioritize a Housing First[4] approach to housing. National research concludes that permanent and permanent supportive housing is a less expensive long-term approach than providing emergency services. Local housing authorities in the area are currently discussing what the need is across the county and resources it would take to meet the demand.

Strategy goals: Increased supply of housing options in city of Boulder and countywide to reduce homelessness.

Key city role: Facilitate dialogue between service providers and housing providers to meet shared goal of reducing homelessness across the county.

[4] Housing First is an evidence-based approach to ending homelessness that centers on providing homeless people with housing quickly and providing services as needed.

4. Promote and facilitate creation of a community-wide shared data system

Key issues: There is currently limited information on the outcomes of Boulder's community efforts to help people exit homelessness.

Background: Boulder's homeless service providers use different data systems and collect different information about the people they serve. Preliminary discussions have begun to identify benefits and challenges in these systems interfacing in the future. Service providers do not collect longitudinal data that track individual or family use of various services through time. Sharing of information among local service providers is not common practice but is needed to effectively assess service system impact.

Strategy goals: A data-driven environment that guides investment. With improved information from a shared data system, the city of Boulder can assess the impact of its homeless investments and identify unmet community needs.

Key city role: Facilitate service provider discussions about shared data. Consider supporting shared data pilot project initiatives. Use the data collected in a shared data system to educate the community, homeless service providers and other partners and effectively direct resources and efforts.

Key stakeholders: Homeless service providers, funders, the Ten-Year Plan Board, MDHI, Colorado Coalition for the Homeless.[5]

5. Improve community education

Key issues: Many members of the Boulder community are unclear about who is homeless, the causes of homelessness and the roles community members and organizations play in helping to address and reduce homelessness.

Background: Homelessness is a complex issue that requires community awareness and engagement in implementing solutions. Lack of understanding of homelessness and the populations that are homeless can lead to misconceptions and concerns about the homeless, homeless services and housing projects.

Strategy goals: Increased community understanding of homelessness and shared commitment to addressing and reducing homelessness in the City of Boulder.

Key city role: Work with homeless service providers to improve community awareness of homeless issues through increased communication, education and engagement of the community in solutions to homelessness.

[5] Colorado Coalition for the Homeless is the MDHI contractor responsible for region-wide administration of the federal data collection system.

6. Assess highest priority impact areas for allocations of funds to community nonprofit agencies according to priorities identified through the HS Strategy process

Key issues: City goals and priorities for human services, including homelessness, will be identified through the HS Strategy. Funding to the community should be aligned based on those priorities.

Background: Approximately $2 million in Human Services Fund support was approved to support nonprofit community agencies in 2014. Over $400,000 of these funds are allocated to a variety of services that help people who are homeless or at-risk for homelessness. In addition, significant city capital resources have been invested in homeless-related projects through the city's Housing Division. The goals of the Ten-Year Plan represent a comprehensive approach that addresses all facets of homelessness, including homelessness prevention, temporary shelter, transitional housing and permanent supportive housing solutions. The city should assess what priorities and investments in homelessness are highest priorities as part of the HS Strategy.

Strategy goals: Fund areas with the highest leverage to have the greatest impact on addressing priority issues.

Key city role: Identify community priorities and most effective role for city funding and resources as part of the HS Strategy.

7. Key stakeholders to be considered in development of a City of Boulder Homeless Action Plan:

Regional: Metro Mayors Caucus, Consortium of Cities, Colorado Department of Housing, United States Department of Housing and Urban Development (HUD), MDHI, Boulder County, City of Longmont, the Ten-Year Plan Board, local housing authorities and housing development officials from across the region.

Local: Homeless services provider agencies, funders of homeless services, the Ten-Year Plan Board, private sector, faith communities, residents, users of local homeless services.