City of Longmont, CO
2018 Customer Satisfaction Survey

Report of Results

November 2018

NRC
National Research Center Inc

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Executive Summary

Survey Background

The City of Longmont contracted with National Research Center, Inc. (NRC) to conduct a survey of resident opinion regarding quality of life, community amenities, local government performance, service quality and community priorities in Longmont. The 2018 Longmont Customer Satisfaction Survey is the 17th community-wide survey that Longmont has conducted since 1996. Of 3,200 randomly selected households, 743 completed surveys were returned for a response rate of 24% and a margin of error of plus or minus four percentage points. To ensure that survey findings were representative of Longmont's entire adult population, results were weighted by respondent characteristics.

Where possible, results of the 2018 Longmont Customer Satisfaction Survey are compared to results from previous years and to average ratings from other cities across the country and on Colorado's Front Range.

Survey Findings

Life is good in Longmont.

- About 9 in 10 survey respondents said their overall quality of life in Longmont was excellent or good; which was on par with other communities in Colorado's Front Range and across the nation. An upward trend for this rating has been observed since 2010 (79% excellent or good).
- Overall quality of life was frequently cited as a favorite aspect of living in Longmont (selected by 68% of respondents in 2018).
- Longmont as a place to live and raise children, as well as neighborhood as a place to live were felt to be excellent or good by at least 8 in 10 respondents. About 6 in 10 gave favorable marks to Longmont as a place to retire or work. These ratings were on par with both the Front Range and national averages.
- About 8 in 10 respondents said they would be likely to recommend living in Longmont to someone who asked and to remain in Longmont for the next five years. This has been stable over time and is similar to other communities.
- Nearly all residents (96%) reported being very or somewhat happy with their life.

Residents generally feel safe in the community but voice concerns about crime.

- More than 90% of respondents said they felt safe during the day in their neighborhoods, Downtown and in Longmont overall. As in most communities, Longmont residents were less likely to feel safe at night, but about 6 in 10 still felt safe in Downtown Longmont and Longmont overall at night. Where comparisons were available they were similar to both Front Range and national benchmark groups.
- Fire and police services continued to be positively rated by at least 8 in 10 respondents while crime prevention ratings declined slightly from 2016 to 2018 but were similar to 2014. Ratings that could be compared were similar to the benchmarks.
- When asked about potential problems in Longmont, 96% cited crime as at least a minor problem, a rating that has remained stable since 2004. A similar proportion also were concerned about drugs, methamphetamine labs and vandalism.

- When asked about the three biggest challenges facing Longmont in the next five years, about 2 in 10 wrote in comments related to crime, safety and drugs.

Survey respondents note some improvements to the economy.

- While only about 4 in 10 Longmont residents felt the city was an excellent or good place to shop, this rating saw a substantial increase from 2016 (29% excellent or good) and has been steadily increasing since 2012. Current ratings were similar to the benchmarks.
- Ratings for shopping opportunities in the community also improved from 28% excellent or good in 2016 to 35% in 2018, although shopping was low on the list of favorite aspects of living in Longmont (only 11% selected as a favorite aspect).
- Respondents valued the dining opportunities available, with 37% mentioning them as a favorite feature of living in Longmont compared to 26% in 2012.
- Relatedly, the proportion who thought the overall quality of business establishments was excellent or good increased 12% from 2016 to 2018 and has increased more than 20% since 2012.
- The City as a place to work also has been on the rise, improving from ratings of 46% excellent or good in 2012 to 64% in 2018.
- Reviews of job opportunities also have been improving, from 17% excellent or good in 2010 to 28% in 2014 to 49% in 2018. However, about 6 in 10 residents still felt job growth was too slow.

Residents appreciate the booming economy but have concerns about the impact of growth.

- About 4 in 10 residents cited traffic, transportation and parking and growth, overpopulation and planning as one of the three biggest challenges facing Longmont in the next five years. More than 3 in 10 listed affordable housing and the housing market as a future problem.
- Traffic congestion and too much growth were believed to be at least a minor problem by at least 9 in 10 respondents.
- Most residents (71%) felt the speed of population growth was too fast, 27% felt it was about right and about 2% said it was too slow. However, a majority of residents felt that the rate of growth of the physical size of the city was about right (63%), and only about one-quarter felt it was too fast.
- Few respondents selected affordable cost of living as what they like best about living in Longmont. In fact, the proportion of people selecting this as a favorite aspect has declined significantly from 51% in 2012 to 22% in 2018.
- Access to affordable quality child care and housing received favorable reviews by one-quarter or fewer of residents, ratings that were similar to 2016 but lower than 2014. These ratings were both lower than the national benchmark and access to affordable quality childcare also was lower than the Front Range average.
- As in 2016, given a list of potential concerns, respondents were most worried about paying for unexpected costs such as car repair, paying for health and dental care and insurance and making housing cost payments. About 4 in 10 residents were a least a little worried about paying for food and groceries.

Residents applaud City services.

- Similar to previous survey years, 91% of Longmont residents felt the overall quality of City services was excellent or good and this was higher than national and Front Range benchmarks.
- Evaluating the quality of 37 specific City-provided services, firefighting and rescue services, library services, electric service, NextLight broadband service, trash and recycling pick up, sewer services and composting up topped the list, with about 9 in 10 residents reporting these were excellent or good.
- Most City services ratings were stable from 2016 to 2018. However, evaluations of NextLight broadband service and electric conservation programs improved.
- Of the 25 services that could be compared to the national average, 22 were similar to the benchmark and three were higher (tap water, recycling pick up and senior services / Longmont Senior Center). Of the 21 services that could be compared to other jurisdictions in the Front Range, 18 were similar to the benchmark and three were higher (snow removal, tap water and recycling pick up).
- Close to 6 in 10 respondents had contacted the City of Longmont to request services within the past 24 months; this is similar to past contact rates reported. NextLight broadband services, the Police and utility billing were the three service providers most frequently contacted.
- Positive evaluations for Longmont City employees were received from at least three-quarters of respondents, including ratings for treating the resident with respect, employee knowledge and the ease of getting in touch with someone. This was similar to both the national and Front Range ratings.

Survey Background

Survey Purpose

The City of Longmont contracted with National Research Center, Inc. (NRC) to conduct its 17th community-wide resident survey since 1996. The Longmont Customer Satisfaction Survey serves as a consumer report card for the City by providing residents the opportunity to rate quality of life, community amenities, local government performance and service quality in Longmont. The survey also allows residents to provide feedback to Longmont on what is working well and what is not, and to communicate their priorities for community planning and resource allocation.

The focus on the quality of service delivery and the importance of services helps elected officials, staff and the public set priorities for budget decisions and allows for comparison over time of community opinions about the core responsibilities of Longmont government, helping to assure opportunities to act and improve.

Survey Methods

The survey was mailed to 3,200 randomly selected Longmont households in September 2018, distributed equally among the three City Council wards. Residents first received a pre-notification postcard that introduced the survey and explained its importance. One week after the postcard mailed, residents were sent a survey packet. This packet included the 2018 survey, a letter from the Mayor explaining the study and a postage-paid pre-addressed envelope in which to return the completed survey. The cover letter included a web link to the survey for those who preferred to complete the survey online. A second mailing with the same items was sent to selected households one week after the first packet. Completed surveys were collected over an eight week period. Of the 3,200 households selected to receive a survey, 90 were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. A total of 743 residents completed a survey for a response rate of 24%.

The survey results were weighted by housing unit tenure (rent or own), housing unit type (attached or detached), race, ethnicity, gender and age to ensure that the results were representative of the entire adult population in Longmont. For more information on the methodology see *Appendix E: Detailed Survey Methodology* and for a copy of the survey see *Appendix F: Survey Materials*.

How the Results Are Reported

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

On many of the questions in the survey, respondents could give an answer of "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix A: Frequency of Survey Responses* and is noted in the body of this report if it is greater than 30%. However, these responses have been removed from the analyses presented in the body of the report, unless

otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

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

Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). The 95 percent confidence interval for this survey is generally no greater than plus or minus 4% around any given percent reported for all survey respondents (743). For comparisons among subgroups, the margin of error rises to approximately plus or minus 5% for subgroups of 400 to plus or minus 10% for subgroups of 100.

Comparing Survey Results Over Time and by Subgroups

Results over time are displayed and discussed for questions on the 2018 survey that were asked in one or more previous years. Where differences in ratings from 2016 to 2018 are six percentage points or greater, they can be considered statistically significantly different (higher or lower). Selected survey results were compared to certain demographic characteristics of survey respondents and are discussed throughout the body of the report. Crosstabulation tables are presented in *Appendix C: Comparisons of Select Questions by Respondent Characteristics and Ward*.

Comparing Survey Results to 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. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans.

National and Front Range[1] benchmark comparisons have been provided when similar questions on the Longmont 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 five other cities across the country or in the Front Range.

Where comparisons for quality ratings were available, Longmont's results were generally noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much lower" or "much higher"). These labels come from a statistical comparison of Longmont's rating to the benchmark where a rating is considered "similar" if it is within the standard margin of error (10 points or less on the 100-point scale); "higher" or "lower" if the difference between Longmont's rating and the benchmark is greater than the margin of

[1] The following local government results are included in the Front Range benchmarks: Adams County, Arapahoe County, Arvada, Aurora, Boulder, Brighton, Broomfield, Castle Rock, Centennial, Commerce City, Dacono, Denver, Edgewater, Englewood, Erie, Fort Collins, Frederick, Golden, Greeley, Greenwood Village, Highlands Ranch, Lakewood, Larimer County, CO, Littleton, Lone Tree, Longmont, Louisville, Monument, Parker, Pueblo, Westminster, Wheat Ridge and Windsor.

error (greater than 10 points but less than 20 points); and "much higher" or "much lower" if the difference between Longmont's rating and the benchmark is more than twice the margin of error (20 points or greater). Comparisons for a number of items on the survey are not available in the benchmark database (e.g., some of the city services or aspects of government performance). These items are excluded from the benchmark tables.

Survey Results

The 2018 City of Longmont Customer Satisfaction Survey covered many topics related to living in Longmont and using services in the community. The resulting report of results is organized around five topic areas. These are:

- *Life in Longmont* – Longmont as a place to live, work, raise children, retire and shop; the image of the City; likelihood of remaining in Longmont and recommending it to others as a place to live; levels of personal happiness among Longmont residents; and feelings of safety.
- *Characteristics of Longmont* – Favorite aspects of living in Longmont; aspects of the community (including opportunities for recreation, cultural events, education, shopping and access to affordable housing, child care and health care, etc.), sense of community and perceptions of the City's most valuable assets.
- *Information and engagement*- Ease of getting information about the City; most commonly used information sources, voter status and likelihood of voting in 2018 municipal election, likelihood of participating or engaging in City-sponsored activities and preferred survey format.
- *City services and employees* – Overall ratings of City services and influential factors, ratings for individual services and the type and nature of resident contacts with the City.
- *Potential challenges* – The biggest challenges facing Longmont, level of worry for various household concerns such as paying housing costs and paying for food, potential problems, perceptions of growth and inappropriate treatment by City employees.

Where available, this report provides Longmont's results on these topic areas in the context of findings from other communities in the Front Range and across the nation. The 2018 results are compared alongside results from past survey years, where similar questions are asked.

Life in Longmont

The Longmont 2018 Customer Satisfaction Survey contained a set of questions related to quality of community life in the city, ranging from the overall quality of life to Longmont as a place to work and shop. Survey respondents also indicated how likely they would be to remain in the community and recommend it to others, how happy they were with their life and feelings of safety in the community.

Quality of Life

Survey respondents evaluated their overall quality of life in Longmont as well as specific aspects related to quality of life. Almost 9 in 10 residents (87%) gave positive reviews to the overall quality of life in the city. About 1 in 10 respondents (12%) reported that it was fair and only 2% said it was poor. While this assessment of quality of life was similar to the last two survey administrations, ratings have been trending upward since 2010 (79% excellent or good). This rating was similar to the average for Colorado's Front Range communities as well as other communities across the country (see *Appendix D: Benchmark Comparisons*).

Figure 1: Overall Quality of Life

How would you rate your overall quality of life in Longmont?

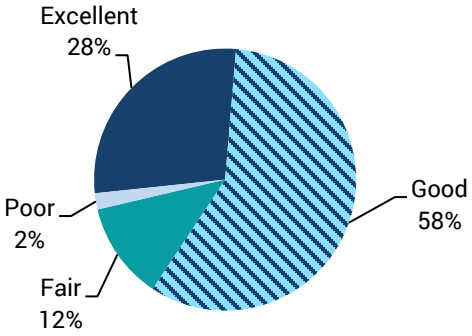
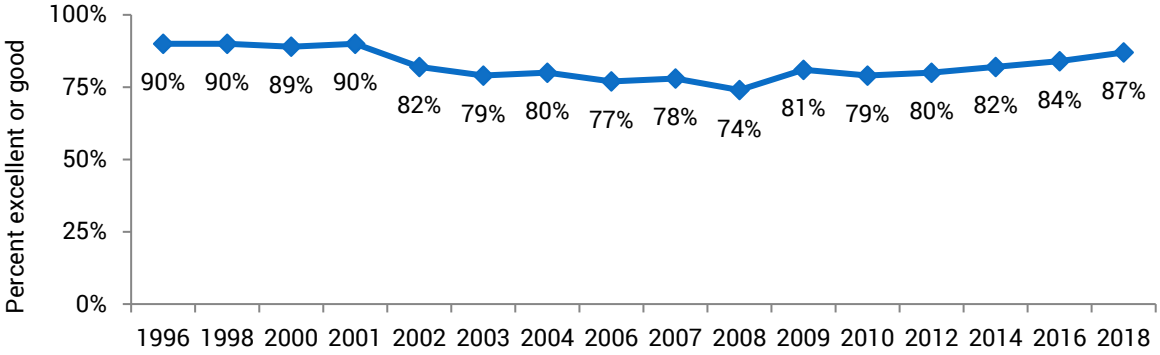


Figure 2: Overall Quality of Life Compared Over Time

How would you rate your overall quality of life in Longmont?



Residents assessed six additional aspects of Longmont quality of life. Longmont as a place to live and raise children, as well as neighborhood as a place to live were felt to be excellent or good by at least 8 in 10 respondents. About 6 in 10 gave favorable marks to Longmont as a place to retire or work, and close to 4 in 10 residents rated Longmont as an excellent or good place to shop.

Evaluations of Longmont as a place to shop improved over the two-year period (back to levels reported in 2009) while ratings for the other aspects of quality of life remained stable. Looking at the longer trends, most ratings have shown improvements since the questions were first asked.

Where benchmarks were available, Longmont's ratings were on par with both the Front Range and national. (Benchmark comparisons were not available for Longmont as a place to shop.)

Residents ages 18 to 34 tended to give more positive reviews to the city as a place to shop and work than those who were older. Homeowners gave more favorable ratings to their neighborhoods as a place to live and to the city as a place to retire than did renters (see *Appendix C: Comparisons of Select Questions by Respondent Characteristics and Ward*).

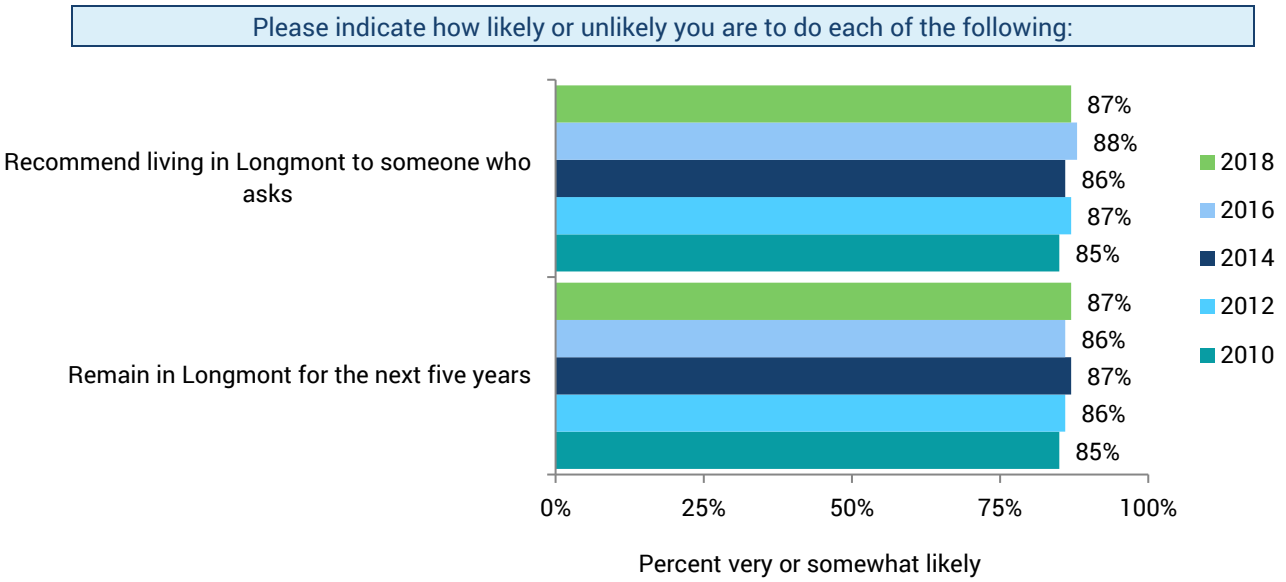
Figure 3: Additional Aspects of Quality of Life Compared Over Time

Please rate the following aspects of life in Longmont. (Percent excellent or good) How would you rate…	2018	2016	2014	2012	2010	2009	2008	2007	2006	2005	2004
Longmont as a place to live?	90%	87%	86%	84%	82%	83%	84%	82%	80%	N/A	83%
Longmont as a place to raise children?	85%	83%	79%	79%	73%	76%	71%	71%	67%	N/A	71%
Your neighborhood as a place to live?	83%	82%	83%	77%	78%	76%	75%	75%	72%	N/A	76%
Longmont as a place to retire?	65%	61%	61%	63%	58%	62%	59%	57%	55%	N/A	55%
Longmont as a place to work?	64%	59%	52%	46%	49%	54%	N/A	N/A	N/A	N/A	N/A
Longmont as a place to shop?	38%	29%	27%	25%	29%	37%	N/A	N/A	N/A	N/A	N/A

As in previous survey years, more than 8 in 10 respondents said they would be likely to recommend living in Longmont to someone who asked and to remain in Longmont for the next five years. These sentiments from Longmont residents were similar to the national and Front Range averages.

Respondents who owned their home were more likely to remain in Longmont for the next five years compared to those who rented their home. Younger residents (18 to 34) were more likely to report that they would recommend living in Longmont to someone who asks than older respondents (35 or older). There were no differences by Ward or race and ethnicity.

Figure 4: Likelihood of Remaining in and Recommending Longmont Compared Over Time



Reviving a question last asked in 2012, in 2018 survey respondents evaluated their level of happiness with their life. Overall, the vast majority of residents were very (65%) or somewhat happy (31%) with their life. Only 4% said they were somewhat unhappy and no one said they were very unhappy. Residents were equally as happy in 2018 as in 2012.

Ratings of happiness were compared by respondent demographic characteristics and Ward of residence. Those living in Wards 1 and 3 gave slightly higher ratings to their personal happiness compared to those in Ward 2. There were no differences observed for age, housing tenure or race and ethnicity.

Figure 5: Personal Happiness

Overall, how happy or unhappy are you with your life?

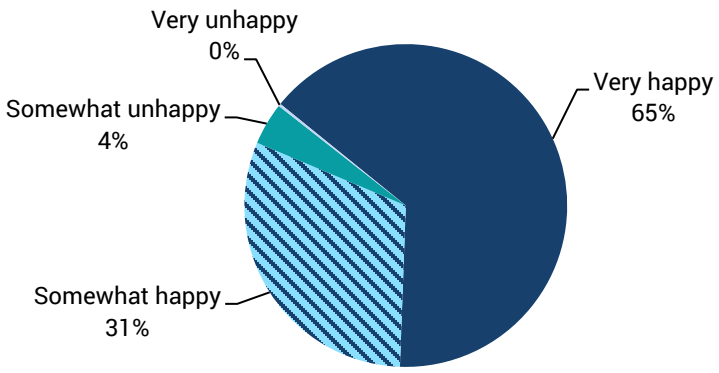
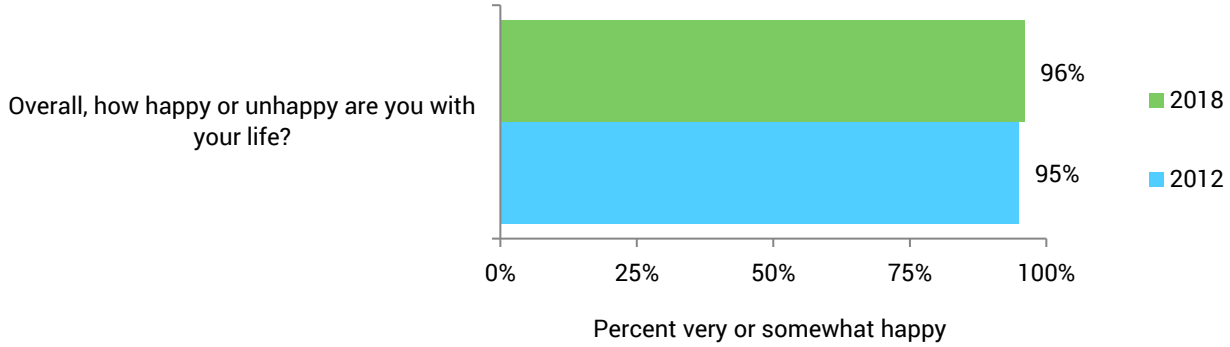


Figure 6: Personal Happiness Compared Over Time



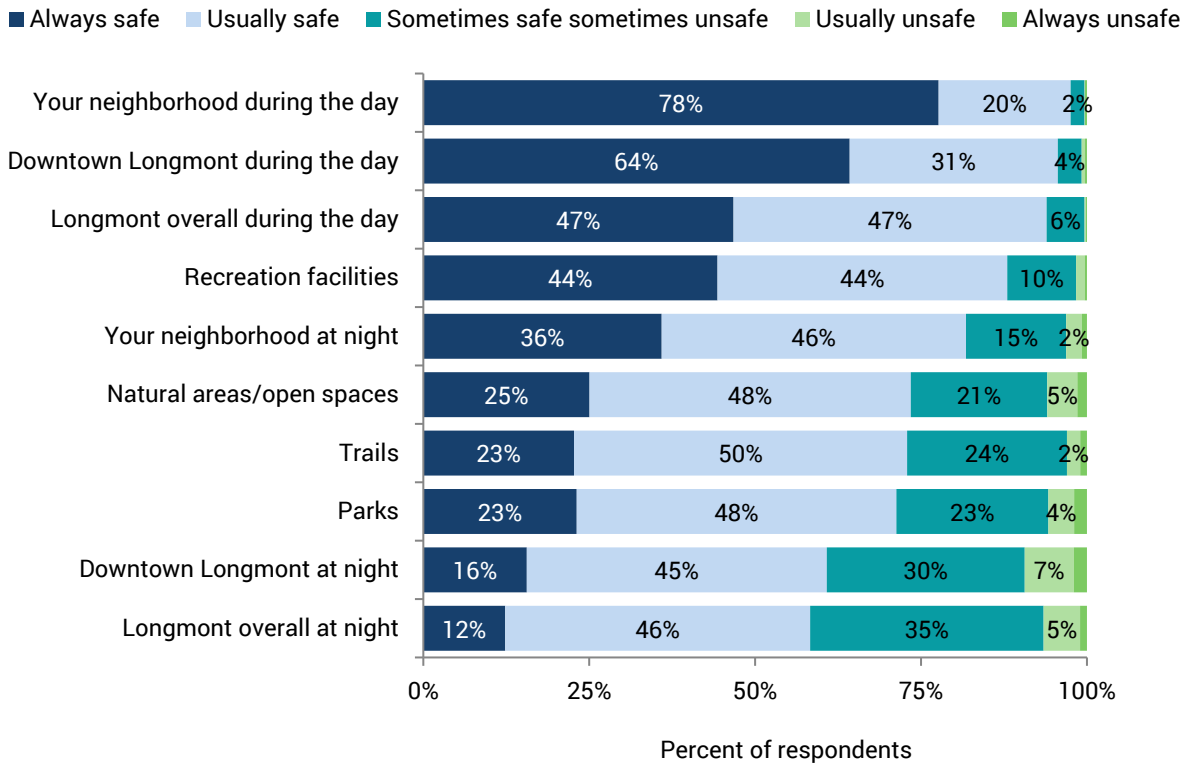
For the first time in 2018, the survey included questions to gauge resident perceptions of safety in and around Longmont. Overall, a majority of respondents felt safe in most areas of the community, during the day and at night. Nearly all respondents said they always or usually felt safe during the day in their neighborhoods, Downtown and in Longmont overall. As in most communities, Longmont residents were less likely to feel safe at night, but about 6 in 10 still felt safe in Downtown Longmont and Longmont overall at night. Fewer than 1 in 10 respondents reported feeling unsafe in any of the areas asked about on the survey.

Safety in neighborhoods and in Downtown Longmont during the day could be compared to the benchmarks. Longmont residents' feelings of safety were similar to those in the Front Range and across the nation.

Residents age 55 or older tended to feel less safe in most areas compared to their younger counterparts. Those who were white and not Hispanic were more likely to feel safe in and around the city than were those who were Hispanic or another race.

Figure 7: Feelings of Safety

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



Characteristics of Longmont

In 2012 and in 2018, survey respondents were asked to share their favorite aspects about living in Longmont by selecting items from a list or writing in an "other" response. About 7 in 10 respondents selected the quality of life in general as their favorite aspect of living in Longmont and close to 6 in 10 selected the city's location. The natural environment, neighbors and neighborhoods, sense of community and being close to family and friends also were frequently selected as favorite aspects of living in Longmont.

When compared to 2012, overall, a higher proportion of respondents in 2018 selected a higher number of items from the list (i.e., chose more things as their favorites). As such, many of the items (e.g., the quality of life in general, location, dining opportunities, etc.) were chosen by more people in 2018 than in 2012.

Looking at the ranking of items, in 2012 half of residents considered an affordable cost of living to be a favorite aspect of living in Longmont compared to only 22% in 2018, while shopping continued to be the aspect least frequently chosen as a favorite.

Figure 8: Favorite Aspects of Living in Longmont Compared Over Time

What are your favorite aspects about living in Longmont?	2018	2012
Quality of life in general	68%	60%
Location	58%	47%
Natural environment	53%	41%
My neighbors/ neighborhood	50%	44%
Sense of community	49%	41%
Close to family/ friends	48%	51%
Recreational opportunities	43%	38%
Dining opportunities	37%	26%
Close to work	36%	38%
Downtown Longmont	34%	23%
Schools	23%	27%
Affordable cost of living	22%	51%
Shopping	11%	15%
Other	8%	6%

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

Longmont residents evaluated more than 20 community characteristics as they related to the City of Longmont as a whole (see Figure 9 on the following page). Respondents were most pleased with the availability of paths and walking trails (rated excellent or good by 83% of respondents), recreational opportunities (80%), air quality (75%) and the overall appearance of the community (75%). Aspects related to affordability (health care, child care and housing) and public transportation (bus and car travel) tended to receive less favorable reviews by residents; half or less gave excellent or good ratings to these community aspects.

In general, most ratings of community characteristics were similar to prior years. However, several increases from 2016 to 2018 were observed. Evaluations of the overall quality of business and service establishments, overall image or reputation, educational opportunities, amount of public parking, job opportunities and shopping opportunities increased by about 9%, on average, over the two-year time period.

Most of the community characteristics listed on the survey received ratings that were similar to the Front Range and national benchmarks. Ratings for availability of paths and walking trails were higher than both benchmark groups. While access to affordable quality housing and health care, and ease of car travel were similar to the Front Range, these aspects were rated lower than in other communities across the nation. Evaluations of shopping opportunities and access to affordable quality child care were lower than both the Front Range and national averages.

Overall, respondents who were white and not Hispanic tended to give more favorable reviews to many characteristics of the community than those who were Hispanic or another race, including sense of community, overall appearance and job opportunities, among others. Those who were ages 18 to 34 gave more positive responses than those who were 55 years or older to many community aspects, including neighborliness of residents, openness and acceptance of the community towards people of diverse backgrounds and air quality.

Figure 9: Aspects of the Community Compared Over Time

Please rate each of the following characteristics as they relate to the City of Longmont as a whole: (Percent excellent or good)	2018	2016	2014	2012	2010	2009	2008	2006	2005	2004	2002	2001	2000	1998	1996
Availability of paths and walking trails	83%	81%	69%	83%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Recreational opportunities	80%	80%	74%	70%	67%	N/A	66%	69%	N/A	75%	N/A	N/A	N/A	N/A	N/A
Air quality	75%	78%	77%	76%	77%	N/A	72%	68%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Overall appearance	75%	68%	63%	64%	64%	N/A	62%	69%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Cleanliness	74%	72%	65%	69%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Sense of community	73%	71%	68%	66%	60%	65%	57%	59%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ease of walking	72%	70%	66%	69%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Overall quality of business and service establishments	71%	59%	57%	50%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Neighborliness of residents	70%	70%	65%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Overall image or reputation	70%	62%	53%	64%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Opportunities to attend cultural activities	69%	71%	70%	67%	65%	59%	58%	61%	N/A	60%	N/A	N/A	N/A	N/A	N/A
Educational opportunities	66%	55%	56%	55%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Openness and acceptance of the community towards people of diverse backgrounds	64%	63%	57%	59%	53%	57%	49%	51%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ease of bicycle travel	62%	60%	51%	65%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Amount of public parking	56%	49%	55%	51%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Services to support aging in place (adult day care, money management, healthcare, etc.)	54%	52%	48%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Job opportunities	49%	37%	28%	21%	17%	N/A	23%	31%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ease of bus travel	48%	43%	37%	41%	38%	N/A	37%	47%	N/A	N/A	63%	63%	56%	56%	61%
Ease of car travel	48%	53%	47%	59%	55%	N/A	51%	42%	36%	N/A	63%	57%	54%	69%	67%
Access to affordable quality health care	45%	44%	53%	53%	48%	N/A	41%	42%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Shopping opportunities	35%	28%	24%	27%	29%	N/A	39%	57%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Access to affordable quality child care	25%	26%	36%	49%	39%	N/A	32%	32%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Access to affordable quality housing	17%	17%	33%	49%	38%	N/A	34%	31%	N/A	N/A	N/A	N/A	N/A	N/A	N/A

More than 30% of respondents said "don't know" when asked to rate access to affordable quality child care, services to support aging in place and ease of bus travel. See *Appendix A: Frequency of Survey Responses* for the full frequencies.

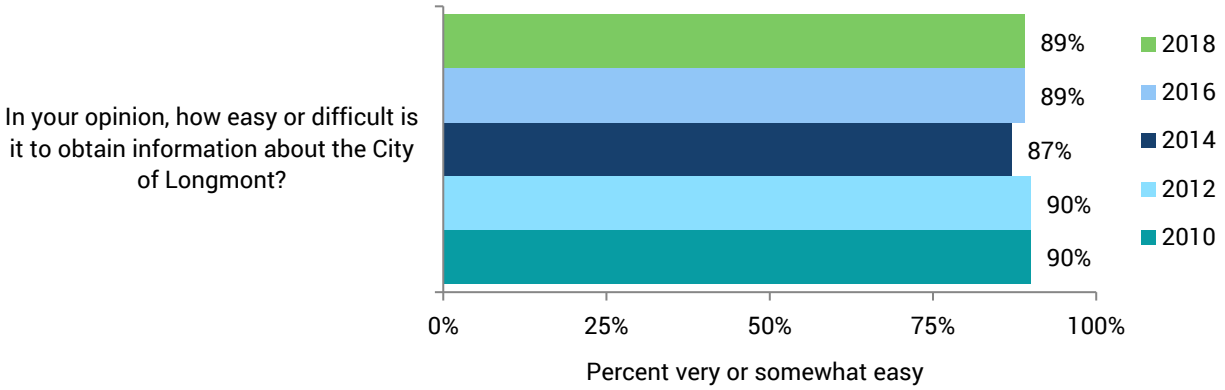
Information and Engagement

By understanding residents' level of connection to, knowledge of and participation in local government, Longmont can seek opportunities to communicate and educate residents about its mission, services, accomplishments and plans.

Most Longmont residents (89%) said it was very or somewhat easy to obtain information about the City. Perceptions have remained stable since this question was first asked in 2010.

Residents from Ward 1 reported an easier time getting information about the City of Longmont compared to those from other Wards. This also was true for respondents who were white and not Hispanic.

Figure 10: Ease of Getting Information about the City of Longmont Compared Over Time



Respondents reported on how often they used a variety of sources to gain information about their community. At least 8 in 10 residents had used friends or word of mouth, the Longmont Web site and the City Line Newsletter to get information about the City of Longmont. These also were among the most used sources in prior survey years. Residents were least likely to watch Channel 16 - Government Access (18% had used) and "Behind the Badge" on public access cable television channel 8 (17%).

Use of most information sources was similar in 2018 compared to 2016, with a few exceptions. Fewer respondents reported having used each of the following sources in 2018 compared to 2016:

- The Boulder Daily Camera newspaper
- Video messaging
- "City Talk" (weekly ad in the Times-Call newspaper)
- City Council meeting online at www.longmontchannel.com or at www.LongmontColorado.gov
- City Council meeting on public access cable television channel 8
- "Behind the Badge" on public access cable television channel 8

Figure 11: Information Sources Compared Over Time

How often do you use the following sources to gain information about the City of Longmont? (Percent who had ever used as a source)	2018	2016	2014	2012
Use word of mouth/friends	89%	88%	90%	84%
Use the Longmont website (www.LongmontColorado.gov)	84%	84%	80%	70%
Read City Line newsletter (with utility billing statement)	80%	82%	84%	80%
Read the quarterly Longmont Recreation brochure	75%	77%	75%	65%
Read the Longmont Daily Times-Call newspaper	73%	78%	82%	84%
Read bulletin board or information displays in City buildings	60%	60%	62%	56%
Read the Denver Post newspaper	48%	50%	47%	51%
Read the Boulder Daily Camera newspaper	47%	57%	50%	46%
Video messaging (flood damage recap, road construction update, pool safety, etc.)	43%	49%	54%	N/A
Visit the City's social networking sites (Facebook, YouTube, Twitter, etc.)	42%	43%	35%	17%
Read "City Talk" (weekly ad in the Times-Call newspaper)	39%	48%	54%	51%
Read the Longmont Observer (online news)	39%	N/A	N/A	N/A
Attend a City Council meeting	33%	33%	27%	26%
Watch a City Council meeting online at www.longmontchannel.com or at www.LongmontColorado.gov	32%	39%	33%	30%
Listen to news radio (KGUD, La Ley, AM1060)	30%	28%	25%	23%
Read The GO (Senior Services newsletter)	30%	28%	27%	25%
Subscribe to the City's e-news services (e-News, e-Notifications, RSS feed, etc.)	27%	30%	28%	17%
Watch a City Council meeting on public access cable television channel 8	27%	33%	38%	40%
Watch Channel 16 – Government access	18%	23%	22%	25%
Watch "Behind the Badge" on public access cable television channel 8	17%	24%	27%	28%

Prior to 2016, "Watch a City Council meeting online at www.longmontchannel.com or at www.LongmontColorado.gov" did not include "www.LongmontColorado.gov."

Figure 12: Very Frequent Use of Information Sources Compared Over Time

How often do you use the following sources to gain information about the City of Longmont? (Percent "very frequently")	2018	2016	2014	2012
Read City Line newsletter (with utility billing statement)	33%	30%	32%	30%
Read the Longmont Daily Times-Call newspaper	24%	24%	30%	36%
Use word of mouth/friends	20%	20%	23%	17%
Read the quarterly Longmont Recreation brochure	18%	20%	24%	15%
Use the Longmont website (www.LongmontColorado.gov)	15%	15%	17%	13%
Read The GO (Senior Services newsletter)	7%	6%	7%	4%
Subscribe to the City's e-news services (e-News, e-Notifications, RSS feed, etc.)	7%	6%	8%	2%
Read the Boulder Daily Camera newspaper	6%	7%	6%	4%
Visit the City's social networking sites (Facebook, YouTube, Twitter, etc.)	6%	6%	4%	3%
Listen to news radio (KGUD, La Ley, AM1060)	5%	3%	4%	5%
Read "City Talk" (weekly ad in the Times-Call newspaper)	5%	9%	8%	11%
Read the Denver Post newspaper	5%	7%	8%	8%
Video messaging (flood damage recap, road construction update, pool safety, etc.)	5%	4%	5%	NA
Read the Longmont Observer (online news)	4%	N/A	N/A	N/A
Read bulletin board or information displays in City buildings	3%	3%	3%	2%
Watch a City Council meeting online at www.longmontchannel.com or at www.LongmontColorado.gov	2%	1%	0%	1%
Attend a City Council meeting	1%	1%	1%	1%
Watch "Behind the Badge" on public access cable television channel 8	1%	1%	2%	2%
Watch a City Council meeting on public access cable television channel 8	1%	1%	2%	2%
Watch Channel 16 – Government access	1%	1%	2%	2%

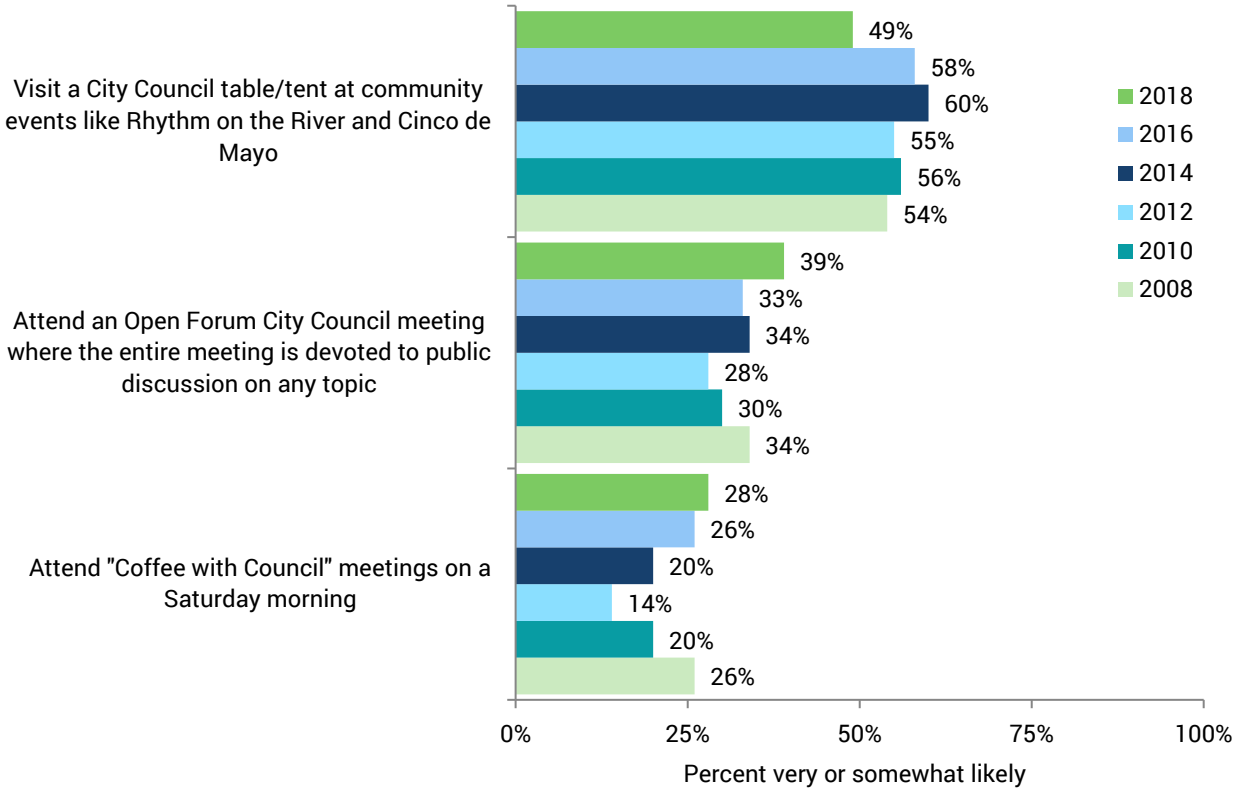
Prior to 2016, "Watch a City Council meeting online at www.longmontchannel.com or at www.LongmontColorado.gov" did not include "www.LongmontColorado.gov."

Since 2008, survey respondents have indicated how likely they would be to participate in four possible informational opportunities in Longmont at least once in a typical year. About half of respondents said they would be likely to visit a City Council table or tent at community events such as Rhythm on the River and Cinco de Mayo. Close to 4 in 10 indicated that they would be at least somewhat likely to attend an Open Forum City Council meeting devoted to public discussion, and about 3 in 10 said they would attend "Coffee with Council" meetings on a Saturday morning.

Compared to 2016, in 2018 more respondents said they were likely to attend an Open Forum City Council meeting but less likely to visit a City Council table or tent at a community event. The likelihood of attending a "Coffee with Council" meetings was similar to 2016 but has been on the rise since 2012. Differences over time may be at least partially attributable to changes in question wording.

Figure 13: Likelihood of Participating in Informational Opportunities Compared Over Time

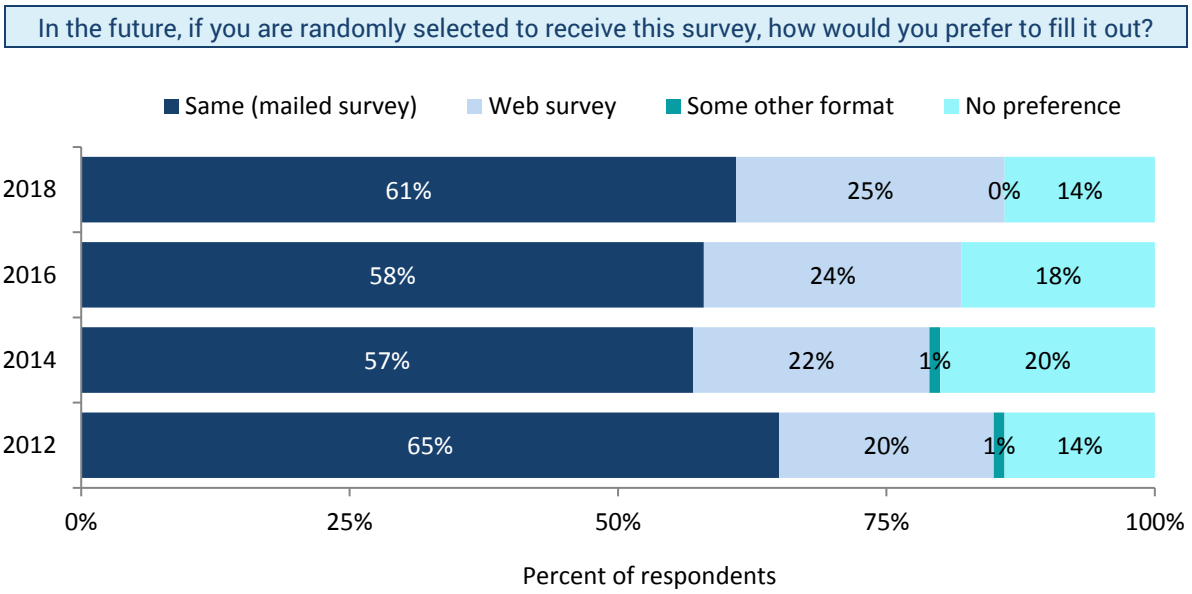
Please indicate how likely or unlikely you or another household member would be to participate in each of the following activities in Longmont at least once in a typical year:



Prior to 2018, "Visit a City Council table/tent at community events like Rhythm on the River and Cinco de Mayo" also included "Festival on Main."

Similar to previous years, a majority of respondents (61%) said they would prefer to fill out a future community survey in the current mail format. About one-quarter preferred a web survey option and 14% had no preference.

Figure 14: Preferred Future Survey Format Compared Over Time



Voting Likelihood

Survey respondents were asked to share their voter registration status and likelihood of voting in the 2018 municipal election. About 9 in 10 residents reported they were registered to vote and only 1% said they were ineligible. Eighty-seven percent of respondents said that they would be somewhat or very likely to vote in the 2018 municipal election.

Figure 15: Voter Registration Status

Are you registered to vote in Longmont?

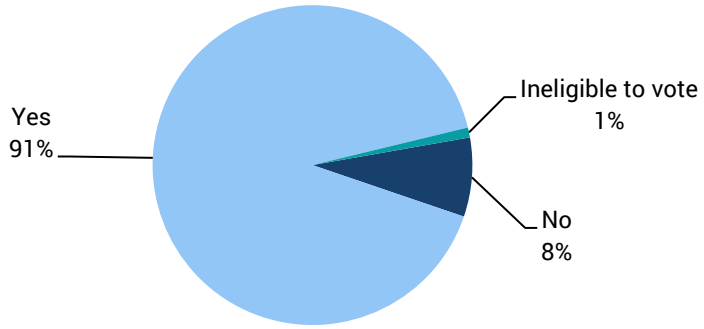
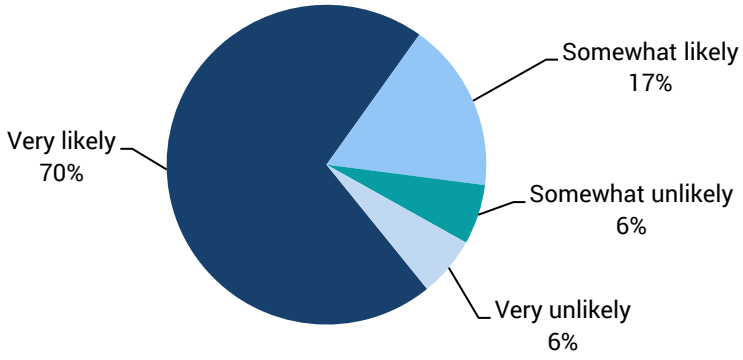


Figure 16: Likelihood of Voting in Municipal Election

How likely are you to vote in the 2018 City of Longmont municipal election?



City Services and Employees

Service Quality

The survey included a list of 37 individual City services to be rated, along with an opportunity to rate the quality of services overall. Similar to previous survey years, in 2018 91% of Longmont residents felt the overall quality of City services was excellent or good. When compared to other communities across the nation and in the Front Range, ratings of the overall quality of City services were higher than the benchmarks.

Homeowners and those who were white and not Hispanic gave higher ratings to the overall quality of services compared to their counterparts. There were no differences by respondent Ward or age.

Figure 17: Overall Quality of City Services

Please rate the overall quality of the City services you receive.

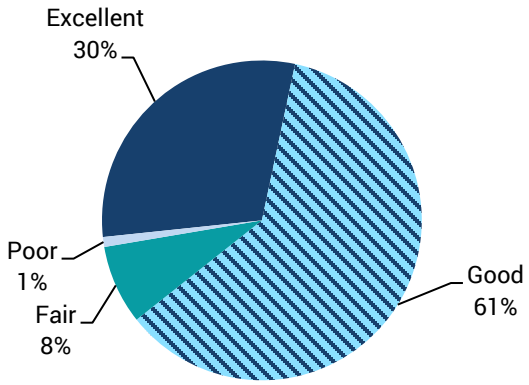
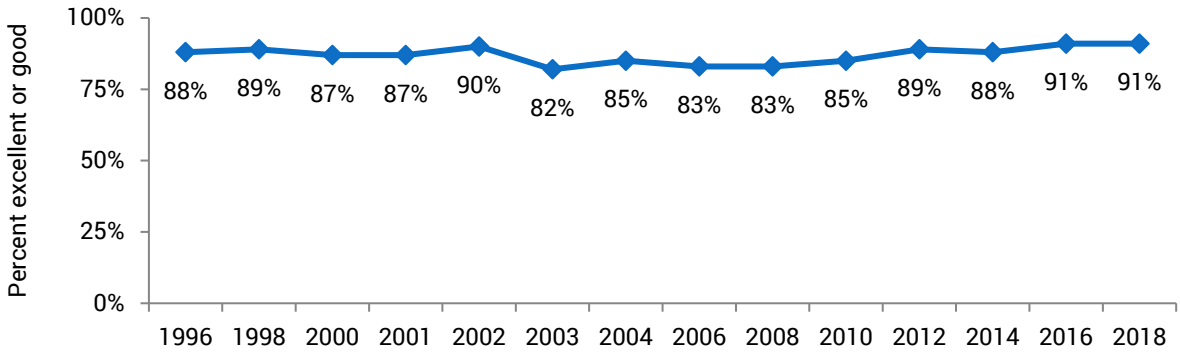


Figure 18: Overall Service Rating Compared Over Time

Please rate the overall quality of the City services you receive.



In 2012, half of survey respondents were asked to "Please rate your overall satisfaction with the City services you receive," with satisfaction-themed response options, and half were asked to "Please rate the overall quality of the City services you receive." as excellent, good, fair or poor. The positive responses ("very satisfied" or "satisfied" and "excellent" or "good") were very similar and are combined here. Prior to 2012, the "satisfaction" response options were used. In 2014 and 2016 the "quality" response options were used.

After rating the overall quality of services, respondents could write in their own words why they had awarded such a rating. About half of residents provided positive comments about services or said they had no complaints. Close to 1 in 10 cited positive comments about staff or street and transportation concerns as the reason for their ratings. Reasons less commonly mentioned included code enforcement issues, concerns about costs of services and issues with trash or recycling services. Generally, of the roughly 300 respondents who wrote in a comment, most had evaluated the overall quality of City services as excellent or good (see Figure 20). Not surprisingly, the few respondents that gave a poor review to the overall quality of services tended to provide more negative comments. A complete list of resident responses can be found in *Appendix B: Verbatim Responses to Open-ended Survey Questions.*

Figure 19: Reasons for Overall Service Ratings

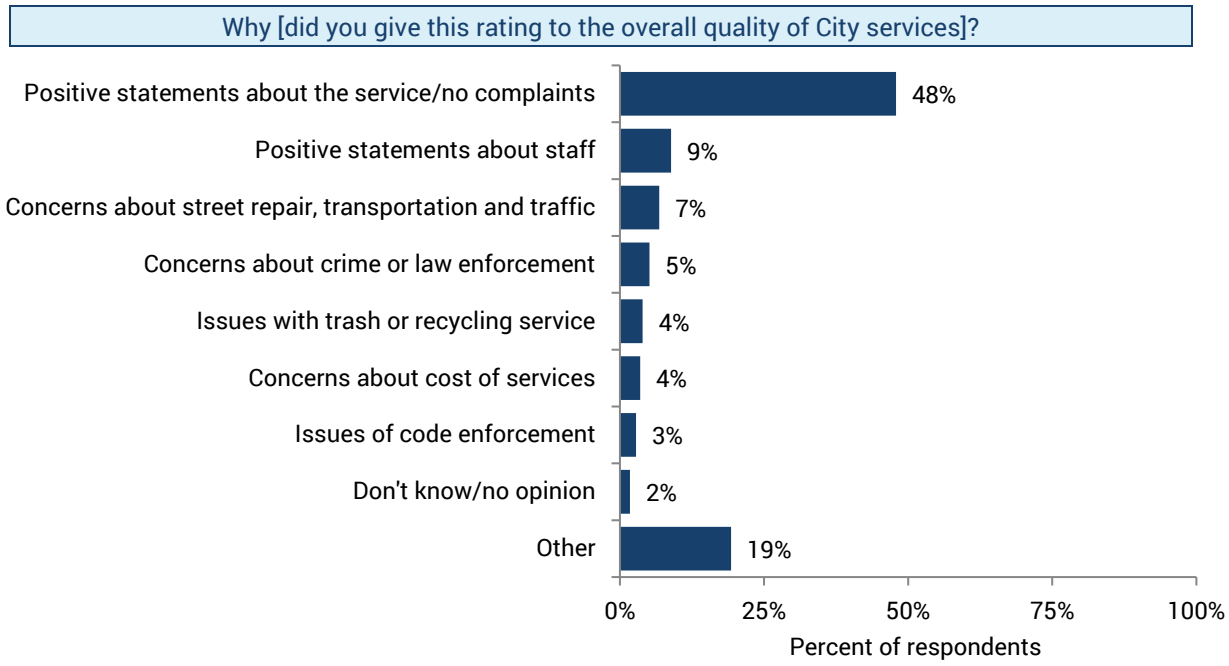


Figure 20: Reasons for Overall Service Ratings by Ratings of Overall Quality of City Services

	Please rate the overall quality of the City services you receive.						
Why?	**Excellent**	**Good**	**Fair**	**Poor**	**Don't know**	**No response**	**Total**
Positive statements about the service/no complaints	71%	43%	10%	0%	0%	15%	48%
Positive statements about staff	16%	7%	0%	0%	0%	0%	9%
Concerns about crime or law enforcement	3%	3%	6%	95%	0%	0%	5%
Issues with trash or recycling service	1%	6%	6%	0%	0%	14%	4%
Issues of code enforcement	1%	2%	13%	5%	0%	0%	3%
Concerns about cost of services	0%	3%	22%	0%	0%	0%	4%
Concerns about street repair, transportation and traffic	4%	10%	6%	0%	0%	0%	7%
Don't know/no opinion	0%	3%	0%	0%	71%	0%	2%
Other	5%	25%	36%	0%	29%	71%	19%

Survey respondents evaluated the quality of 37 specific services in the City of Longmont. Fire fighting and rescue services, library services, electric service, NextLight broadband service and weekly trash pick-up topped the list, with about 9 in 10 residents reporting these were excellent or good (see Figure 21 on the following page). A similar proportion gave positive reviews to twice a month recycling pick up, sewer services and twice a month composting. Code enforcement, Citywide development review and long range comprehensive planning received less favorable ratings.

Most City services ratings were stable from 2016 to 2018. However, evaluations of NextLight broadband service and electric conservation programs increased from 2016 to 2018 and ratings of water conservation programs and crime prevention decreased slightly.

Of the 25 services that could be compared to the national average, 22 were similar to the benchmark and three were higher (tap water, recycling pick up and senior services / Longmont Senior Center). Of the 21 services that could be compared to other jurisdictions in the Front Range, 18 were similar to the benchmark and three were higher (snow removal, tap water and recycling pick up).

When ratings of individual City services were compared by Council Ward, those living in Ward 1 tended to give more positive reviews to a number of services compared to those living in the other Wards, including street repair, water conservation programs and electric service. Home owners, those who were white and not Hispanic and residents ages 18 to 34 also were more likely to give excellent or good ratings to many services.

Figure 21: Service Quality Ratings Compared Over Time

Please rate the quality of each of the following services in Longmont. (Percent excellent or good)	2018	2016	2014	2012	2010	2008	2006	2004	2003	2002	2001	2000	1998	1996
Fire fighting and rescue services	92%	93%	91%	90%	89%	90%	92%	92%	92%	97%	92%	95%	94%	96%
Library services	92%	89%	89%	87%	85%	83%	89%	84%	89%	95%	96%	94%	96%	97%
Electric service	91%	88%	88%	86%	84%	84%	87%	89%	85%	91%	86%	90%	93%	96%
NextLight broadband service	91%	84%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Weekly trash pick up	90%	90%	91%	90%	87%	84%	92%	87%	85%	93%	90%	78%	89%	85%
Twice a month recycling pick up	89%	87%	86%	87%	84%	77%	84%	83%	81%	88%	86%	77%	90%	91%
Sewer services	88%	91%	88%	87%	84%	84%	88%	87%	82%	91%	86%	88%	87%	94%
Twice a month composting	88%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Availability/access to parks and trails	86%	83%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Tap water (quality of drinking water)	86%	83%	83%	78%	78%	79%	77%	78%	78%	85%	83%	79%	83%	93%
Emergency police services	85%	85%	79%	82%	78%	77%	77%	77%	77%	85%	86%	79%	86%	91%
Emergency dispatch	83%	82%	81%	80%	82%	81%	78%	77%	74%	90%	86%	84%	86%	85%
Recreation programs and classes	83%	79%	81%	75%	71%	67%	74%	68%	70%	84%	72%	68%	77%	80%
Fire inspection and fire safety education	81%	83%	83%	84%	77%	72%	71%	79%	81%	84%	80%	81%	82%	91%
Maintenance of park grounds and facilities	81%	79%	78%	77%	76%	79%	76%	75%	77%	87%	91%	88%	91%	94%
Recreation facilities	81%	77%	78%	76%	76%	69%	74%	74%	77%	83%	65%	66%	63%	74%
Senior services / Longmont Senior Center	80%	79%	79%	72%	68%	65%	78%	67%	69%	87%	79%	31%	21%	17%
Utility billing	80%	78%	80%	79%	75%	74%	78%	77%	76%	85%	77%	83%	83%	85%
Animal control	79%	77%	73%	74%	71%	70%	67%	69%	N/A	N/A	N/A	N/A	N/A	N/A
Museum	79%	74%	71%	68%	65%	56%	65%	63%	34%	24%	31%	35%	67%	74%
Youth services sponsored programs	76%	73%	64%	68%	57%	53%	58%	49%	57%	66%	63%	53%	39%	36%
Snow removal from major streets	75%	73%	76%	78%	78%	73%	76%	84%	83%	77%	78%	78%	74%	70%
Electric conservation programs	72%	62%	76%	74%	68%	59%	67%	63%	63%	74%	63%	66%	69%	N/A
Street lighting	71%	69%	70%	68%	69%	68%	71%	71%	67%	76%	82%	81%	79%	81%
Street cleaning	70%	67%	65%	68%	67%	64%	71%	72%	66%	74%	79%	76%	81%	84%
Water conservation programs	69%	75%	73%	70%	71%	59%	68%	68%	67%	72%	67%	64%	70%	74%
Building inspection	68%	68%	67%	60%	55%	52%	61%	55%	52%	69%	67%	70%	65%	67%
Maintaining landscaping along the public right of way	67%	67%	65%	66%	64%	62%	63%	62%	59%	76%	84%	73%	79%	84%
Plan review	60%	56%	65%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Please rate the quality of each of the following services in Longmont. (Percent excellent or good)	2018	2016	2014	2012	2010	2008	2006	2004	2003	2002	2001	2000	1998	1996
Crime prevention	59%	65%	54%	64%	53%	51%	43%	51%	55%	68%	72%	69%	66%	68%
Enforcing traffic laws	59%	64%	61%	66%	61%	57%	54%	57%	45%	33%	27%	68%	71%	71%
Street repair and maintenance	58%	54%	50%	58%	53%	50%	62%	56%	44%	54%	56%	48%	52%	50%
Timing of traffic signals	52%	51%	44%	57%	47%	47%	44%	48%	46%	59%	62%	50%	56%	49%
Transportation planning (transit, bike, pedestrian)	51%	55%	50%	52%	40%	36%	42%	42%	41%	62%	56%	50%	57%	55%
Long range comprehensive planning	48%	51%	49%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Development review (Citywide)	47%	50%	48%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Code enforcement (junk vehicles on private property, weed control, noise, trash and outside storage)	45%	47%	47%	46%	39%	37%	35%	37%	33%	52%	61%	48%	53%	52%

In 2012 and prior, “Transportation planning (transit, bike, pedestrian)” was “Planning,” “Senior services / Longmont Senior Center” was “Services for seniors” and “Building inspection” was “Building and housing inspection.”

Between 32% and 70% of respondents answered “don’t know” for water conservation programs; electric conservation programs; twice a month composting; recreation programs or classes; youth services sponsored programs; senior services/Longmont Senior Center; museum; fire inspection and fire safety education; emergency police services; emergency dispatch; building inspection; plan review; transportation planning; long-range comprehensive planning; and Citywide development review (see Appendix A: Frequency of Survey Responses).

Contact with the City

About 6 in 10 residents reported having had contact with the City of Longmont to request services within the two years prior to the survey. This proportion was similar to the last two survey administrations.

Residents then could specify up to three services they had requested in the 12 months prior to the survey as well as which department they had most recently contacted (see Figure 23 on the next page). NextLight broadband services (39%), the Police (33%) and utility billing (26%) were the three service providers contacted most frequently in the two years prior to the survey. As would be expected, these three were also most likely to be the service providers most recently contacted (between 12% and 22%). Few residents, if any, had reached out to the airport, the City Attorney/Prosecutor, the municipal court or sales tax for services.

Overall, rates of contact with City service providers remained stable from 2016 to 2018, with a few exceptions. Fewer respondents in 2018 compare to 2016 reported having had contact with utility billing and water/sewer service providers. When looking at trends from 2012 to 2018, reductions in contact have been observed for utility billing, the recreation centers, library and animal control, by about 16% on average. This could be due, in part, to increases in self-service options for residents via the web or other avenues.

Figure 22: Contact with the City to Request Services Compared Over Time

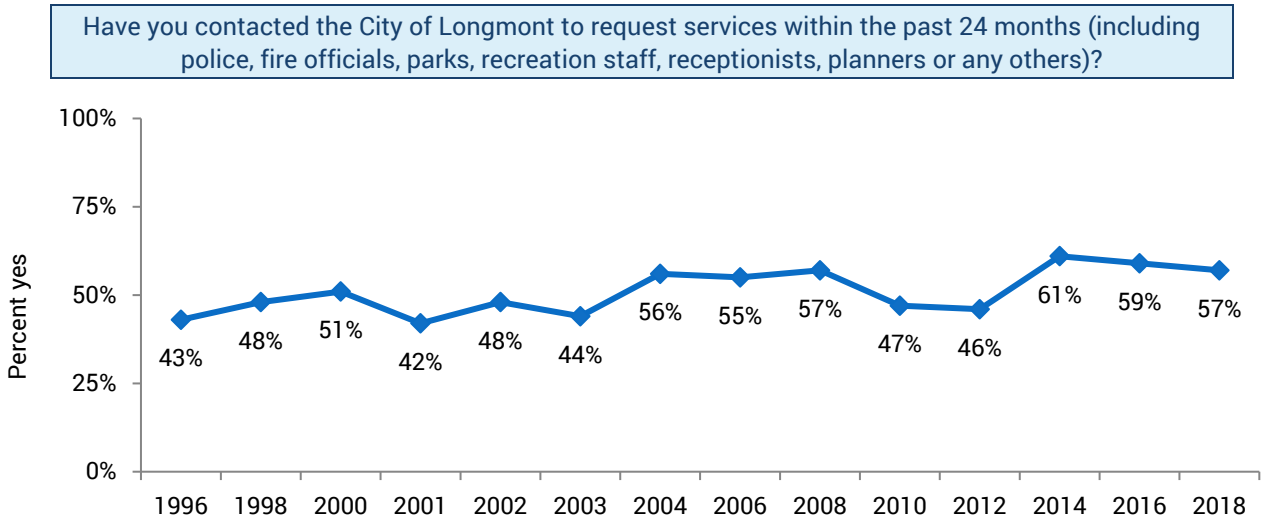


Figure 23: Services Requested in Previous 24 Months Compared Over Time

For which service or services did you…	2018		2016		2014		2012	
	Contact the City within the past 24 months?*	Most recently contact the City?	Contact the City within the past 24 months?*	Most recently contact the City?	Contact the City within the past 24 months?*	Most recently contact the City?	Contact the City within the past 24 months?*	Most recently contact the City?
NextLight Broadband Services	39%	12%	43%	22%	N/A	N/A	N/A	N/A
Police	33%	22%	32%	16%	27%	18%	33%	16%
Utility Billing (Water, Electric, Sewer and Trash)	26%	13%	34%	14%	48%	21%	42%	17%
Longmont Power & Communications (Electric Utility)	18%	6%	23%	9%	18%	4%	17%	5%
Recreation Center(s)	18%	5%	20%	8%	28%	14%	33%	13%
Trash/Recycling	12%	3%	7%	3%	14%	6%	19%	7%
Library	11%	6%	13%	5%	20%	6%	34%	7%
Code Enforcement	8%	5%	6%	3%	7%	3%	13%	3%
Parks	8%	3%	8%	2%	12%	3%	17%	5%
Senior services / Longmont Senior Center	7%	3%	6%	2%	8%	3%	4%	2%
Building Inspection	6%	3%	5%	2%	7%	3%	15%	7%
Composting	6%	2%	N/A	N/A	N/A	N/A	N/A	N/A
Water/Sewer	6%	1%	12%	2%	13%	4%	9%	3%
Animal Control	5%	3%	8%	4%	9%	5%	16%	6%
Fire	4%	1%	4%	1%	6%	4%	7%	3%
Museum	4%	2%	2%	0%	3%	2%	9%	0%
Youth services (Children, Youth and Families)	4%	0%	3%	0%	3%	1%	3%	1%
Planning and Development Services	3%	3%	5%	3%	1%	0%	2%	0%
Streets/Snow Removal	3%	2%	3%	1%	5%	1%	5%	1%
City Manager's Office	2%	1%	1%	0%	2%	1%	1%	0%
Golf services	2%	1%	1%	1%	3%	1%	N/A	N/A
Forestry	1%	1%	0%	1%	N/A	N/A	N/A	N/A
Housing	1%	0%	1%	0%	3%	1%	3%	1%
Human Resources	1%	1%	2%	0%	1%	0%	9%	3%
Airport	0%	0%	0%	0%	N/A	N/A	N/A	N/A
City Attorney/ Prosecutor	0%	0%	0%	0%	0%	0%	1%	0%
Municipal Court	0%	0%	1%	0%	0%	0%	4%	0%
Sales Tax	0%	0%	2%	0%	1%	1%	2%	1%

*Total may exceed 100% as respondents could select up to three answers

Prior to 2016, "Planning and Development Services" was "Economic Development." In 2012 and prior, "Parks" was "Parks/Golf" whereas in 2014 "Golf services" was a new item. In 2012 and prior, "Senior services / Longmont Senior Center" was "Senior services."

The 57% of survey respondents who had contacted the City in the 24 months prior to the survey assessed their interaction with City employees in their most recent contact. Longmont City employees received positive evaluations from at least three-quarters of respondents. About 9 in 10 residents felt the employees did an excellent or good job treating them with respect and 8 in 10 rated the employee's knowledge and ease of getting in touch with someone as excellent or good. See Figure 24 on the following page.

Resident evaluations of their interactions with employees have remained relatively stable over time. However, respondents in 2018 compared to 2016 gave slightly lower ratings to the employee's willingness to help or understand and to their overall impression of their most recent interaction. Where benchmark comparisons were available, ratings were similar to both the national and Front Range averages.

Figure 24: Employee Ratings Compared Over Time

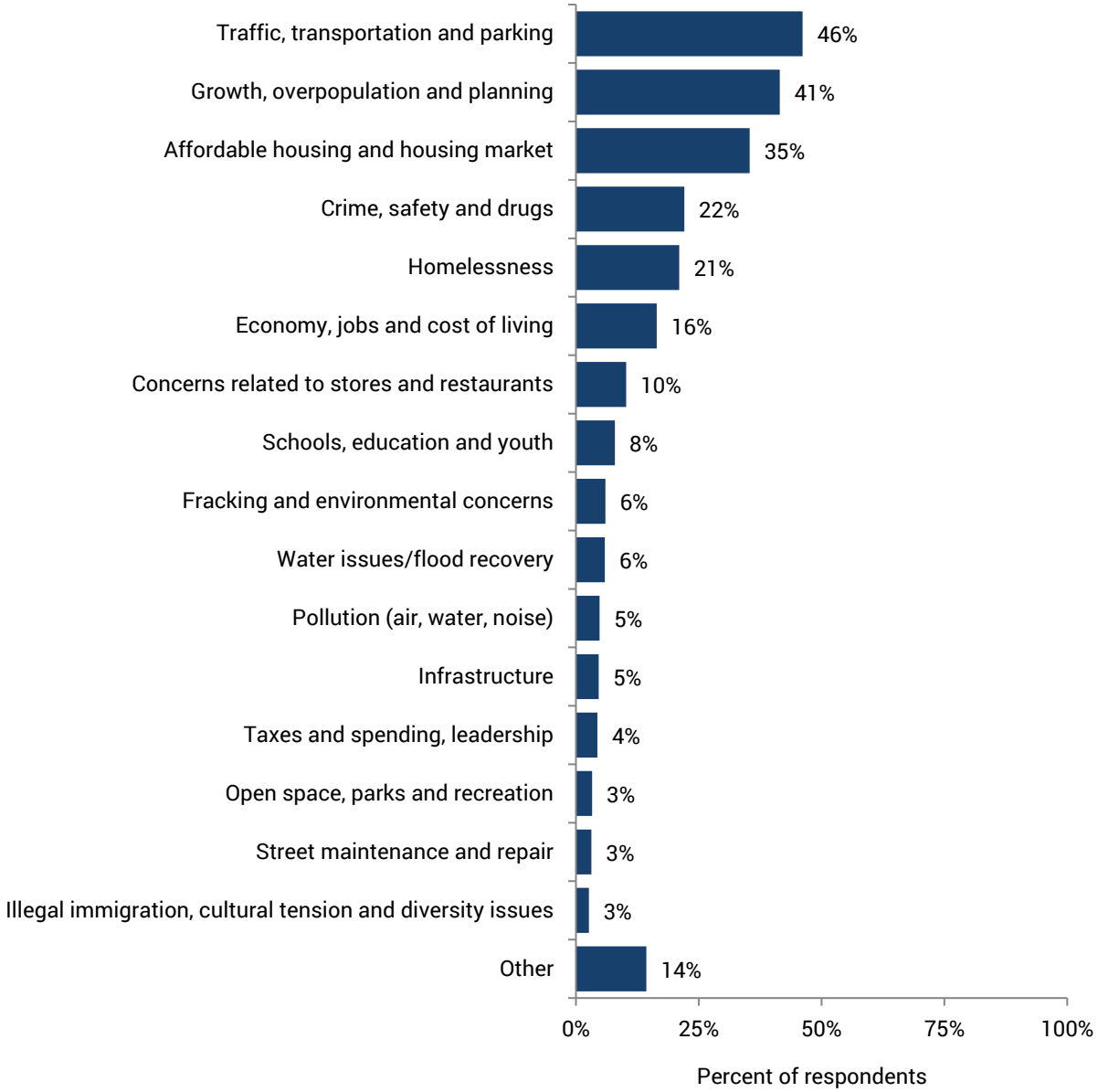
What was your impression of employees of the City of Longmont in your most recent contact? (Percent excellent or good)	2018	2016	2014	2012	2010	2008	2006	2004	2003	2002	2001	2000	1998	1996
Treated you with respect	90%	88%	90%	90%	85%	86%	82%	85%	81%	91%	89%	85%	89%	83%
Knowledge of issue	84%	85%	87%	88%	86%	83%	79%	83%	82%	86%	80%	79%	85%	83%
How easy it was to get in touch with the employee	80%	82%	88%	86%	79%	78%	77%	77%	72%	82%	83%	81%	86%	81%
Willingness to help or understand	79%	86%	87%	85%	81%	79%	77%	81%	73%	85%	85%	78%	81%	82%
How quickly the issue was handled	77%	82%	81%	83%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Overall impression	78%	85%	83%	83%	79%	80%	75%	77%	74%	84%	84%	77%	83%	80%

Potential Challenges

Through an open-ended question on the survey, respondents were asked to indicate, in their own words, the three most pressing problems for Longmont in the upcoming five-year time frame. The problems that the residents most often cited paralleled those mentioned in 2016, including issues related to traffic, transportation and parking (46% of respondents); growth, overpopulation and planning (41%); and affordable housing and the housing market (35%). The full list of verbatim responses to this question appear in *Appendix B: Verbatim Responses to Open-ended Survey Questions*.

Figure 25: Challenges Facing Longmont in the Next Five Years

What are the three biggest challenges or problems Longmont will have to face in the next 5 years?



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

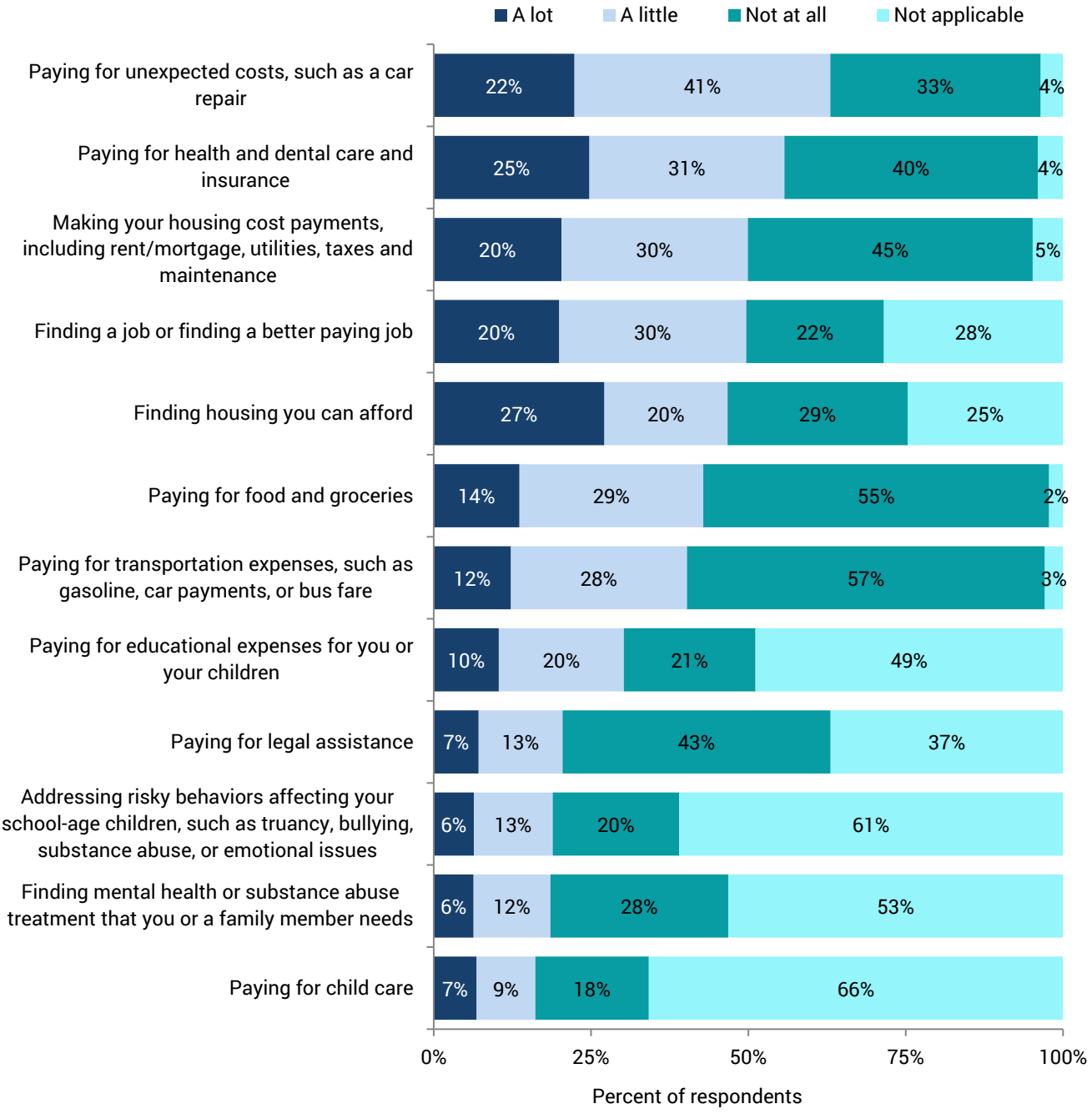
Survey respondents rated the extent to which the members of their household were worried about several potential concerns. As in 2016, residents in 2018 most had worried about paying for unexpected costs such as a car repair (63% had worried a lot or a little) and paying for health and dental care and insurance (56%). About half of respondents had been at least a little worried about making their housing cost payments (50%) or finding a job or finding a better paying job (50%). Residents had been least worried about paying for food and groceries (55% "not at all" worried) or paying for transportation expenses such as gas, car payments or bus fare (57%). At least half of residents stated that addressing risky behaviors affecting their school-age children, finding mental health or substance abuse treatment, and paying for child care was not applicable to them (see Figure 26 on the following page).

The relative order of household concerns was the same in 2018 as in 2016 and ratings were stable (see Figure 27 on page 34).

Respondents from Ward 1 tended to be less concerned about making housing cost payments and finding a house they could afford compared to those in Wards 2 and 3. Renters and those who were Hispanic or another race were more worried about most potential household concerns than were homeowners and those who were white and not Hispanic.

Figure 26: Household Concerns

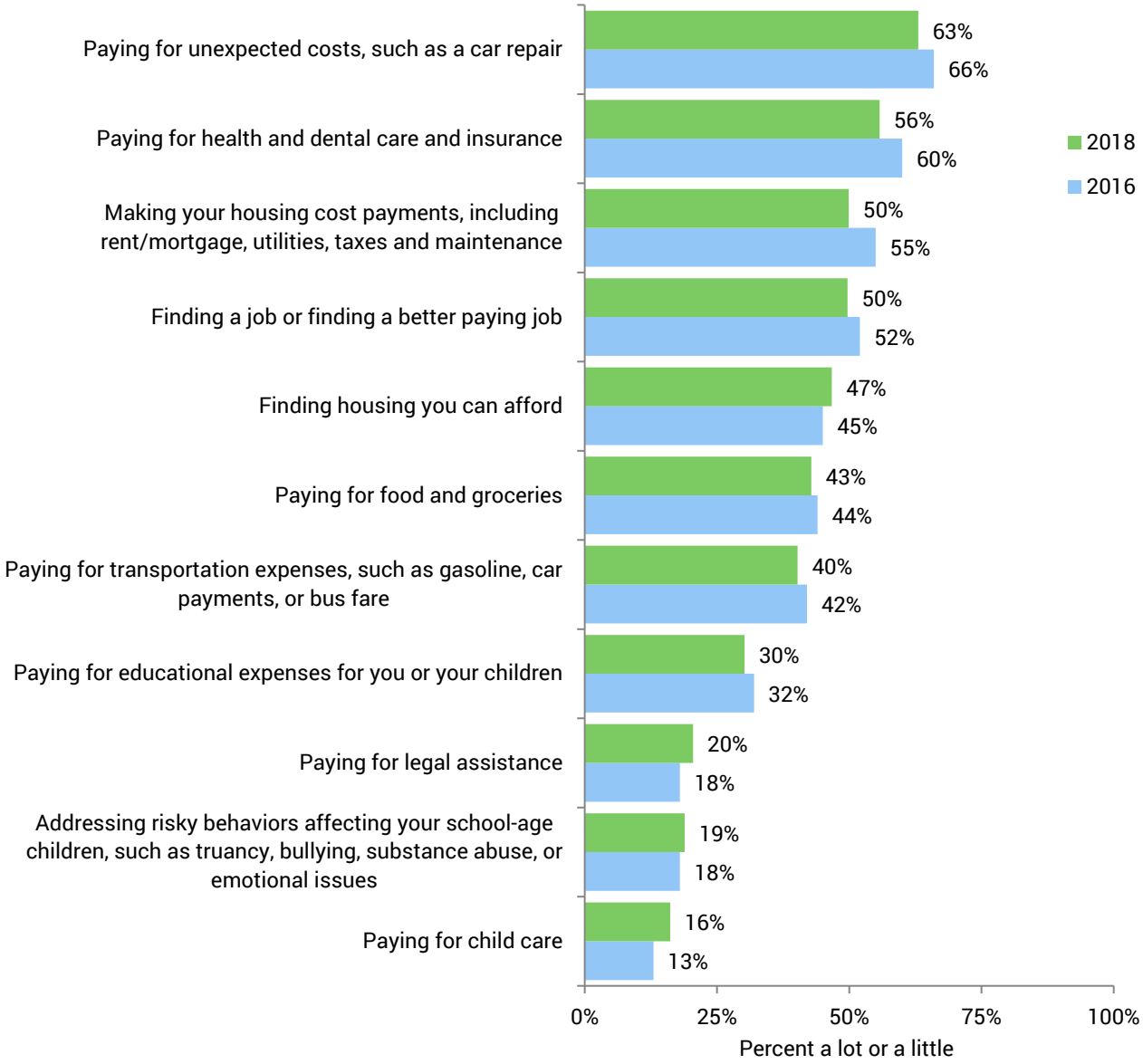
To what extent have you or members of your household worried about each of the following in the last 12 months:



More than 30% of respondents selected "don't know" when rating their level of concern with the following: paying for legal assistance; paying for child care; finding mental health or substance abuse treatment that you or a family member needs; paying for educational expenses for you or your children; addressing risky behaviors affecting your school-age children, such as truancy, bullying, substance abuse, or emotional issues.

Figure 27: Household Concerns Compared Over Time

To what extent have you or members of your household worried about each of the following in the last 12 months:



The survey had a question in which 16 potential problems were listed and respondents rated the extent to which each was a problem in Longmont. The most concerning potential issues included homelessness, crime, traffic congestion and drugs, with 95% or more of respondents citing these as major, moderate or minor problems. Methamphetamine labs, too much growth and vandalism also were concerns for 9 in 10 residents. Only one-quarter of respondents felt lack of growth was a problem.

Overall, ratings of the various potential problems were similar from 2016 to 2018. There was a slight decrease in the level of concern regarding trains sounding their horns and a more notable decrease for the proportion of respondents citing lack of growth as a problem.

Figure 28: Potential Problems in Longmont Compared Over Time

To what degree, if at all, are each of the following a problem in Longmont? (Percent at least a minor problem)	2018	2016	2014	2012	2010	2008	2006	2004	2002	2001	2000	1998	1996
Homelessness	97%	95%	90%	90%	88%	89%	85%	87%	N/A	N/A	N/A	N/A	N/A
Crime	96%	95%	95%	96%	98%	97%	98%	96%	N/A	N/A	N/A	N/A	N/A
Traffic congestion	96%	91%	94%	87%	89%	92%	96%	94%	86%	84%	92%	84%	80%
Drugs	95%	94%	94%	95%	95%	96%	96%	97%	N/A	N/A	N/A	N/A	N/A
Methamphetamine labs	90%	86%	91%	87%	90%	93%	91%	93%	N/A	N/A	N/A	N/A	N/A
Too much growth	90%	86%	77%	66%	75%	82%	92%	91%	N/A	N/A	N/A	N/A	N/A
Vandalism	90%	90%	93%	93%	95%	95%	95%	98%	N/A	N/A	N/A	N/A	N/A
Run-down buildings	85%	87%	85%	88%	88%	90%	86%	86%	N/A	N/A	N/A	N/A	N/A
Noise	79%	81%	79%	77%	79%	80%	85%	86%	N/A	N/A	N/A	N/A	N/A
Junk vehicles	76%	79%	78%	78%	82%	85%	88%	85%	N/A	N/A	N/A	N/A	N/A
Weeds	76%	78%	76%	76%	84%	82%	80%	83%	N/A	N/A	N/A	N/A	N/A
Graffiti	75%	78%	80%	78%	92%	93%	96%	91%	N/A	N/A	N/A	N/A	N/A
Trains sounding their horns	75%	81%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Unsupervised youth	73%	78%	81%	85%	89%	91%	91%	96%	N/A	N/A	N/A	N/A	N/A
Home foreclosures	71%	69%	86%	93%	97%	97%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Lack of growth	26%	36%	48%	65%	55%	44%	30%	27%	N/A	N/A	N/A	N/A	N/A

More than 40% of respondents answered "don't know" when asked the degree to which methamphetamine labs and home foreclosures were a problem in Longmont (see *Appendix A: Frequency of Survey Responses*).

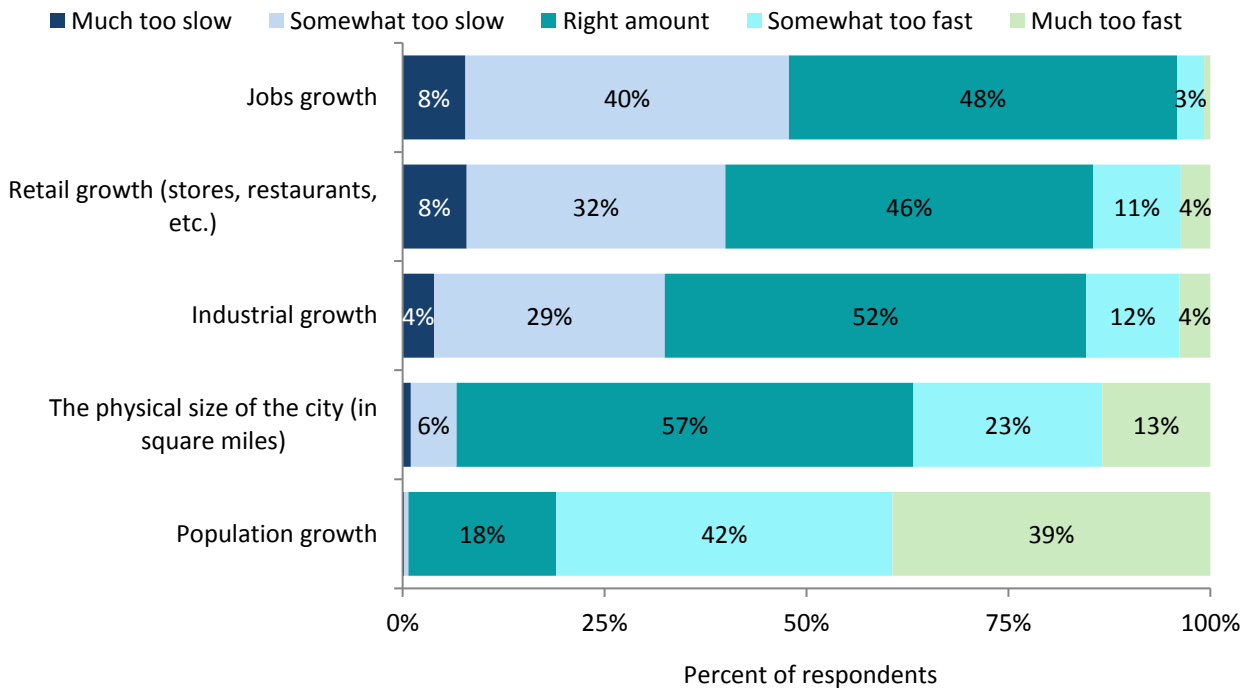
When rating the speed of various types of growth in Longmont over the two years prior to the survey, in 2018 81% of respondents felt the speed of population growth was too fast, 18% felt it was about right and about 1% said it was too slow. About 5 in 10 Longmont residents felt the rate of jobs growth was too slow (48%) and a similar proportion said it was the right amount (48%). Similar proportions of respondents felt the rate of retail growth was too slow (40%) or the right amount (46%). The rate of industrial growth was at the right level for 52% of respondents but viewed as too slow for 33% of respondents. A majority of residents felt that the rate of growth of the physical size of the city was about right (57%), while about one-third felt it was too fast.

The proportion of residents indicating that there was the right amount of population growth has been trending down since 2012, while the proportion feeling it was somewhat or much too fast has increased over the same time period. A similar pattern holds true for the physical size of the city. The inverse was true for retail and jobs growth; the proportion of residents feeling these types of growth were the right amount has been on the rise since 2012 while the proportion saying these are somewhat or much too slow has declined (see Figure 26 on the following page).

Perceptions of the rate of growth could only be compared to the national benchmark. Longmont residents were less likely to see jobs growth and retail growth as too slow and were more likely to see population growth as too fast. Benchmark comparisons were not available for the other dimensions of growth.

Figure 29: Perceptions of the Speed of Growth

Please rate the speed of growth in the following categories in Longmont over the past 2 years.



More than 30% of respondents selected "don't know" when evaluating the speed of industrial growth and jobs growth (see *Appendix A: Frequency of Survey Responses*).

Figure 30: Perceptions of the Speed of Growth Compared Over Time

Please rate the speed of growth in the following categories in Longmont over the past 2 years.		2018	2016	2014	2012
Population growth	Much too slow	0%	1%	1%	2%
	Somewhat too slow	1%	2%	2%	6%
	Right amount	18%	27%	45%	59%
	Somewhat too fast	42%	44%	37%	25%
	Much too fast	39%	27%	15%	8%
	Total	100%	100%	100%	100%
The physical size of the City (in square miles)	Much too slow	1%	2%	2%	3%
	Somewhat too slow	6%	6%	7%	8%
	Right amount	57%	63%	72%	73%
	Somewhat too fast	23%	19%	13%	10%
	Much too fast	13%	9%	7%	7%
	Total	100%	100%	100%	100%
Industrial growth	Much too slow	4%	8%	14%	19%
	Somewhat too slow	29%	33%	41%	45%
	Right amount	52%	51%	40%	30%
	Somewhat too fast	12%	6%	4%	4%
	Much too fast	4%	3%	2%	2%
	Total	100%	100%	100%	100%
Retail growth (stores, restaurants, etc.)	Much too slow	8%	11%	19%	22%
	Somewhat too slow	32%	34%	42%	45%
	Right amount	46%	41%	31%	26%
	Somewhat too fast	11%	9%	6%	4%
	Much too fast	4%	6%	2%	3%
	Total	100%	100%	100%	100%
Jobs growth	Much too slow	8%	15%	23%	28%
	Somewhat too slow	40%	50%	53%	59%
	Right amount	48%	33%	24%	12%
	Somewhat too fast	3%	2%	0%	0%
	Much too fast	1%	0%	0%	0%
	Total	100%	100%	100%	100%

Discrimination

The possibility of discrimination by City employees was explored in a pair of questions on the survey. A small number of survey respondents (28 of 743) reported having been treated inappropriately by a City employee in the 12 months prior to the survey because of race, national origin, age, religious affiliation, sexual orientation or gender. Of those respondents, only one stated that they reported the inappropriate behavior to a public official.

The number of respondents in 2018 that reported having been treated inappropriately by a City employee in the 12 months was similar to 2016 and 2012, but the number that said they reported the inappropriate behavior to a public official was the lowest of all years (though not statistically significant different).

Figure 31: Inappropriate Treatment by City Employee Compared Over Time

	Number of respondents			
	2018	2016	2014	2012
During the last 12 months, were you treated inappropriately by a City employee because of your race, national origin, age, religious affiliation or gender?	28	24	18	28
If yes, did you report the inappropriate behavior to a public official?	1	4	8	4

Appendix A: Frequency of Survey Responses

The following pages contain a complete set of responses to each question on the survey. For questions that included a "don't know" response option, two tables are provided: the first excludes the "don't know" responses, the second includes the "don't know" responses.

Table 1: Question 1 - Including Don't Know Responses

Please rate the following aspects of life in Longmont.	Excellent		Good		Fair		Poor		Don't know		Total	
How would you rate Longmont as a place to live?	36%	N=264	54%	N=400	9%	N=68	0%	N=3	0%	N=2	100%	N=737
How would you rate your neighborhood as a place to live?	37%	N=274	46%	N=335	14%	N=106	3%	N=19	0%	N=1	100%	N=735
How would you rate Longmont as a place to raise children?	27%	N=200	45%	N=329	9%	N=69	4%	N=26	15%	N=107	100%	N=732
How would you rate Longmont as a place to retire?	21%	N=154	36%	N=265	23%	N=165	8%	N=62	12%	N=87	100%	N=732
How would you rate Longmont as a place to shop?	5%	N=37	32%	N=237	38%	N=276	24%	N=176	1%	N=4	100%	N=731
How would you rate Longmont as a place to work?	12%	N=85	39%	N=282	20%	N=149	8%	N=58	21%	N=154	100%	N=729
How would you rate your overall quality of life in Longmont?	28%	N=206	58%	N=427	12%	N=84	2%	N=13	0%	N=2	100%	N=732

Table 2: Question 1 - Excluding Don't Know Responses

Please rate the following aspects of life in Longmont.	Excellent		Good		Fair		Poor		Total	
How would you rate Longmont as a place to live?	36%	N=264	54%	N=400	9%	N=68	0%	N=3	100%	N=735
How would you rate your neighborhood as a place to live?	37%	N=274	46%	N=335	14%	N=106	3%	N=19	100%	N=734
How would you rate Longmont as a place to raise children?	32%	N=200	53%	N=329	11%	N=69	4%	N=26	100%	N=625
How would you rate Longmont as a place to retire?	24%	N=154	41%	N=265	26%	N=165	10%	N=62	100%	N=645
How would you rate Longmont as a place to shop?	5%	N=37	33%	N=237	38%	N=276	24%	N=176	100%	N=726
How would you rate Longmont as a place to work?	15%	N=85	49%	N=282	26%	N=149	10%	N=58	100%	N=575
How would you rate your overall quality of life in Longmont?	28%	N=206	58%	N=427	12%	N=84	2%	N=13	100%	N=730

Table 3: Question 2 - Including Don't Know Responses

What are the three biggest challenges or problems Longmont will have to face in the next 5 years?	Percent	Number
Growth, overpopulation and planning	41%	N=257
Traffic, transportation and parking	46%	N=286
Illegal immigration, cultural tension and diversity issues	3%	N=16
Schools, education and youth	8%	N=49
Street maintenance and repair	3%	N=20
Water issues/flood recovery	6%	N=37
Crime, safety and drugs	22%	N=137
Economy, jobs and cost of living	16%	N=102
Affordable housing and housing market	35%	N=219
Concerns related to stores and restaurants	10%	N=63
Taxes and spending, leadership	4%	N=27
Open space, parks and recreation	3%	N=20
Fracking and environmental concerns	6%	N=37
Homelessness	21%	N=130
Infrastructure	5%	N=29
Pollution (air, water, noise)	5%	N=30
Don't know	0%	N=3
Other	14%	N=89

Verbatim responses can be found in *Appendix B: Verbatim Responses to Open-ended Survey Questions*. Total may exceed 100% as respondents could give up to three answers.

Table 4: Question 2 - Excluding Don't Know Responses

What are the three biggest challenges or problems Longmont will have to face in the next 5 years?	Percent	Number
Growth, overpopulation and planning	42%	N=257
Traffic, transportation and parking	46%	N=286
Illegal immigration, cultural tension and diversity issues	3%	N=16
Schools, education and youth	8%	N=49
Street maintenance and repair	3%	N=20
Water issues/flood recovery	6%	N=37
Crime, safety and drugs	22%	N=137
Economy, jobs and cost of living	17%	N=102
Affordable housing and housing market	35%	N=219
Concerns related to stores and restaurants	10%	N=63
Taxes and spending, leadership	4%	N=27
Open space, parks and recreation	3%	N=20
Fracking and environmental concerns	6%	N=37
Homelessness	21%	N=130
Infrastructure	5%	N=29
Pollution (air, water, noise)	5%	N=30
Other	14%	N=89

Verbatim responses can be found in *Appendix B: Verbatim Responses to Open-ended Survey Questions*. Total may exceed 100% as respondents could give up to three answers.

Table 5: Question 3 - Including Don't Know Responses

To what degree, if at all, are each of the following a problem in Longmont:	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
Crime	3%	N=24	34%	N=250	47%	N=339	10%	N=72	5%	N=39	100%	N=724
Drugs	5%	N=34	22%	N=157	35%	N=253	26%	N=188	13%	N=93	100%	N=725
Too much growth	9%	N=67	13%	N=93	30%	N=216	45%	N=324	3%	N=20	100%	N=721
Lack of growth	70%	N=493	17%	N=116	5%	N=36	3%	N=19	5%	N=38	100%	N=702
Graffiti	23%	N=165	46%	N=333	19%	N=134	4%	N=32	8%	N=58	100%	N=723
Noise	21%	N=153	41%	N=300	26%	N=188	10%	N=72	2%	N=12	100%	N=725
Trains sounding their horns	24%	N=178	30%	N=223	20%	N=147	23%	N=165	3%	N=19	100%	N=731
Run-down buildings	14%	N=103	49%	N=354	25%	N=183	7%	N=51	5%	N=38	100%	N=729
Junk vehicles	22%	N=160	45%	N=326	18%	N=128	7%	N=54	8%	N=60	100%	N=727
Traffic congestion	4%	N=29	16%	N=118	40%	N=292	38%	N=279	1%	N=9	100%	N=726
Unsupervised youth	23%	N=167	31%	N=230	21%	N=150	9%	N=64	16%	N=119	100%	N=730
Homelessness	3%	N=21	17%	N=128	35%	N=259	40%	N=291	5%	N=34	100%	N=733
Weeds	22%	N=164	42%	N=304	21%	N=150	8%	N=60	7%	N=52	100%	N=729
Methamphetamine labs	6%	N=41	14%	N=102	20%	N=145	20%	N=143	41%	N=295	100%	N=726
Vandalism	8%	N=61	33%	N=242	30%	N=217	11%	N=80	17%	N=123	100%	N=723
Home foreclosures	16%	N=114	24%	N=178	10%	N=75	3%	N=23	47%	N=340	100%	N=730

Table 6: Question 3 - Excluding Don't Know Responses

To what degree, if at all, are each of the following a problem in Longmont:	Not a problem		Minor problem		Moderate problem		Major problem		Total	
Crime	4%	N=24	36%	N=250	49%	N=339	11%	N=72	100%	N=685
Drugs	5%	N=34	25%	N=157	40%	N=253	30%	N=188	100%	N=632
Too much growth	10%	N=67	13%	N=93	31%	N=216	46%	N=324	100%	N=700
Lack of growth	74%	N=493	17%	N=116	5%	N=36	3%	N=19	100%	N=663
Graffiti	25%	N=165	50%	N=333	20%	N=134	5%	N=32	100%	N=665
Noise	21%	N=153	42%	N=300	26%	N=188	10%	N=72	100%	N=713
Trains sounding their horns	25%	N=178	31%	N=223	21%	N=147	23%	N=165	100%	N=712
Run-down buildings	15%	N=103	51%	N=354	26%	N=183	7%	N=51	100%	N=691
Junk vehicles	24%	N=160	49%	N=326	19%	N=128	8%	N=54	100%	N=667
Traffic congestion	4%	N=29	16%	N=118	41%	N=292	39%	N=279	100%	N=717
Unsupervised youth	27%	N=167	38%	N=230	25%	N=150	11%	N=64	100%	N=612
Homelessness	3%	N=21	18%	N=128	37%	N=259	42%	N=291	100%	N=699
Weeds	24%	N=164	45%	N=304	22%	N=150	9%	N=60	100%	N=677
Methamphetamine labs	10%	N=41	24%	N=102	34%	N=145	33%	N=143	100%	N=431
Vandalism	10%	N=61	40%	N=242	36%	N=217	13%	N=80	100%	N=600
Home foreclosures	29%	N=114	46%	N=178	19%	N=75	6%	N=23	100%	N=390

Table 7: Question 4 - Including Don't Know Responses

Please rate each of the following characteristics as they relate to the City of Longmont as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Sense of community	19%	N=141	50%	N=363	22%	N=157	5%	N=34	4%	N=32	100%	N=726
Neighborliness of residents	16%	N=114	53%	N=382	23%	N=169	6%	N=42	2%	N=18	100%	N=725
Openness and acceptance of the community towards people of diverse backgrounds	11%	N=83	48%	N=348	23%	N=169	10%	N=71	7%	N=54	100%	N=724
Overall appearance	13%	N=95	61%	N=444	22%	N=159	3%	N=25	1%	N=5	100%	N=729
Cleanliness	16%	N=115	58%	N=417	23%	N=167	3%	N=21	0%	N=3	100%	N=722
Opportunities to attend cultural activities	20%	N=144	45%	N=325	23%	N=168	5%	N=40	7%	N=53	100%	N=729
Overall quality of business and service establishments	15%	N=109	55%	N=399	22%	N=160	7%	N=51	1%	N=8	100%	N=727
Shopping opportunities	7%	N=50	28%	N=204	34%	N=251	30%	N=220	1%	N=4	100%	N=729
Air quality	15%	N=112	57%	N=419	21%	N=155	3%	N=25	3%	N=18	100%	N=729
Recreational opportunities	25%	N=185	52%	N=380	17%	N=121	3%	N=20	3%	N=23	100%	N=730
Availability of paths and walking trails	37%	N=266	44%	N=320	14%	N=102	3%	N=19	3%	N=20	100%	N=728
Job opportunities	6%	N=42	29%	N=212	25%	N=180	12%	N=84	28%	N=206	100%	N=725
Educational opportunities	12%	N=86	42%	N=303	21%	N=156	6%	N=45	19%	N=137	100%	N=728
Access to affordable quality housing	3%	N=22	11%	N=78	27%	N=194	42%	N=308	17%	N=127	100%	N=729
Access to affordable quality child care	2%	N=16	8%	N=59	15%	N=106	17%	N=122	58%	N=422	100%	N=725
Access to affordable quality health care	10%	N=72	27%	N=195	28%	N=201	17%	N=124	18%	N=128	100%	N=720
Ease of car travel	9%	N=67	37%	N=269	37%	N=267	14%	N=102	2%	N=18	100%	N=723
Ease of bus travel	9%	N=67	22%	N=157	20%	N=149	13%	N=95	36%	N=260	100%	N=728
Ease of bicycle travel	12%	N=91	38%	N=274	24%	N=171	7%	N=50	19%	N=140	100%	N=726
Ease of walking	22%	N=161	48%	N=350	23%	N=167	4%	N=30	3%	N=20	100%	N=728
Amount of public parking	12%	N=90	42%	N=307	28%	N=203	15%	N=106	3%	N=19	100%	N=726
Overall image or reputation	14%	N=97	55%	N=393	24%	N=174	5%	N=39	2%	N=15	100%	N=718
Services to support aging in place (adult day care, money management, healthcare, etc.)	6%	N=41	22%	N=162	16%	N=119	7%	N=52	49%	N=356	100%	N=731

Table 8: Question 4 - Excluding Don't Know Responses

Please rate each of the following characteristics as they relate to the City of Longmont as a whole:	Excellent		Good		Fair		Poor		Total	
Sense of community	20%	N=141	52%	N=363	23%	N=157	5%	N=34	100%	N=695
Neighborliness of residents	16%	N=114	54%	N=382	24%	N=169	6%	N=42	100%	N=707
Openness and acceptance of the community towards people of diverse backgrounds	12%	N=83	52%	N=348	25%	N=169	11%	N=71	100%	N=671
Overall appearance	13%	N=95	61%	N=444	22%	N=159	3%	N=25	100%	N=723
Cleanliness	16%	N=115	58%	N=417	23%	N=167	3%	N=21	100%	N=720
Opportunities to attend cultural activities	21%	N=144	48%	N=325	25%	N=168	6%	N=40	100%	N=677
Overall quality of business and service establishments	15%	N=109	56%	N=399	22%	N=160	7%	N=51	100%	N=719
Shopping opportunities	7%	N=50	28%	N=204	35%	N=251	30%	N=220	100%	N=725
Air quality	16%	N=112	59%	N=419	22%	N=155	3%	N=25	100%	N=710
Recreational opportunities	26%	N=185	54%	N=380	17%	N=121	3%	N=20	100%	N=707
Availability of paths and walking trails	38%	N=266	45%	N=320	14%	N=102	3%	N=19	100%	N=707
Job opportunities	8%	N=42	41%	N=212	35%	N=180	16%	N=84	100%	N=519
Educational opportunities	15%	N=86	51%	N=303	26%	N=156	8%	N=45	100%	N=591
Access to affordable quality housing	4%	N=22	13%	N=78	32%	N=194	51%	N=308	100%	N=602
Access to affordable quality child care	5%	N=16	20%	N=59	35%	N=106	40%	N=122	100%	N=303
Access to affordable quality health care	12%	N=72	33%	N=195	34%	N=201	21%	N=124	100%	N=592
Ease of car travel	9%	N=67	38%	N=269	38%	N=267	14%	N=102	100%	N=705
Ease of bus travel	14%	N=67	34%	N=157	32%	N=149	20%	N=95	100%	N=468
Ease of bicycle travel	15%	N=91	47%	N=274	29%	N=171	9%	N=50	100%	N=586
Ease of walking	23%	N=161	49%	N=350	24%	N=167	4%	N=30	100%	N=708
Amount of public parking	13%	N=90	43%	N=307	29%	N=203	15%	N=106	100%	N=707
Overall image or reputation	14%	N=97	56%	N=393	25%	N=174	6%	N=39	100%	N=703
Services to support aging in place (adult day care, money management, healthcare, etc.)	11%	N=41	43%	N=162	32%	N=119	14%	N=52	100%	N=375

Table 9: Question 5 - Including Don't Know Responses

Please rate the quality of each of the following services in Longmont.	Excellent		Good		Fair		Poor		Don't know		Total	
Snow removal from major streets	20%	N=149	50%	N=363	17%	N=127	6%	N=43	7%	N=48	100%	N=730
Street repair and maintenance	11%	N=81	45%	N=326	30%	N=220	10%	N=76	4%	N=28	100%	N=731
Street cleaning	14%	N=100	52%	N=379	23%	N=165	6%	N=45	6%	N=40	100%	N=730
Street lighting	14%	N=99	56%	N=411	24%	N=177	4%	N=32	1%	N=11	100%	N=730
Timing of traffic signals	8%	N=57	44%	N=321	33%	N=239	14%	N=105	1%	N=8	100%	N=729
Tap water (quality of drinking water)	43%	N=311	41%	N=299	12%	N=84	3%	N=19	2%	N=15	100%	N=729
Sewer services	27%	N=199	53%	N=380	10%	N=69	1%	N=6	10%	N=69	100%	N=724
Water conservation programs	12%	N=85	32%	N=236	16%	N=114	4%	N=32	36%	N=262	100%	N=728
Electric service	37%	N=267	52%	N=374	8%	N=60	1%	N=5	3%	N=18	100%	N=725
NextLight broadband service	49%	N=353	17%	N=122	5%	N=37	2%	N=11	28%	N=203	100%	N=726
Electric conservation programs	15%	N=104	23%	N=163	12%	N=88	3%	N=18	48%	N=337	100%	N=709
Utility billing	25%	N=183	52%	N=379	16%	N=117	3%	N=21	3%	N=23	100%	N=723
Weekly trash pick up	44%	N=317	42%	N=300	9%	N=62	1%	N=7	4%	N=32	100%	N=718
Twice a month recycling pick up	44%	N=316	36%	N=261	7%	N=53	3%	N=19	10%	N=75	100%	N=724
Twice a month composting	25%	N=176	17%	N=125	4%	N=28	2%	N=13	52%	N=373	100%	N=716
Recreation facilities	24%	N=174	47%	N=335	13%	N=91	4%	N=25	13%	N=92	100%	N=718
Recreation programs and classes	22%	N=157	41%	N=299	10%	N=74	3%	N=19	24%	N=172	100%	N=722
Availability/access to parks and trails	35%	N=253	49%	N=360	12%	N=87	1%	N=11	2%	N=17	100%	N=727
Library services	34%	N=245	40%	N=287	5%	N=39	1%	N=6	20%	N=148	100%	N=726
Youth services sponsored programs	8%	N=57	22%	N=158	7%	N=48	3%	N=19	61%	N=444	100%	N=726
Senior services / Longmont Senior Center	14%	N=102	21%	N=156	8%	N=59	1%	N=4	56%	N=404	100%	N=726
Museum	18%	N=128	37%	N=266	12%	N=86	2%	N=18	31%	N=228	100%	N=725
Enforcing traffic laws	11%	N=77	38%	N=278	20%	N=146	14%	N=99	18%	N=128	100%	N=727
Crime prevention	7%	N=52	40%	N=291	22%	N=163	10%	N=72	20%	N=149	100%	N=726
Fire fighting and rescue services	29%	N=212	38%	N=273	5%	N=40	0%	N=3	27%	N=200	100%	N=727
Fire inspection and fire safety education	14%	N=101	29%	N=211	9%	N=65	1%	N=8	47%	N=343	100%	N=728
Emergency police services	18%	N=132	40%	N=288	8%	N=55	3%	N=21	32%	N=232	100%	N=728
Emergency dispatch	18%	N=130	33%	N=235	8%	N=54	3%	N=19	39%	N=283	100%	N=721
Code enforcement (junk vehicles on private property, weed control, noise, trash and outside storage)	6%	N=46	27%	N=194	21%	N=155	19%	N=137	27%	N=194	100%	N=726

Please rate the quality of each of the following services in Longmont.	Excellent		Good		Fair		Poor		Don't know		Total	
Building inspection	7%	N=51	17%	N=124	9%	N=67	2%	N=15	64%	N=461	100%	N=719
Plan review	4%	N=30	14%	N=96	9%	N=65	3%	N=20	70%	N=498	100%	N=710
Transportation planning (transit, bike, pedestrian)	7%	N=49	28%	N=203	25%	N=180	8%	N=60	32%	N=229	100%	N=721
Long range comprehensive planning	4%	N=31	19%	N=134	19%	N=135	7%	N=47	52%	N=371	100%	N=718
Development review (Citywide)	2%	N=17	18%	N=126	16%	N=110	7%	N=50	57%	N=409	100%	N=711
Maintaining landscaping along the public right of way	15%	N=106	49%	N=351	25%	N=181	6%	N=44	5%	N=38	100%	N=720
Maintenance of park grounds and facilities	25%	N=182	53%	N=387	14%	N=98	4%	N=31	3%	N=25	100%	N=724
Animal control	15%	N=106	46%	N=329	13%	N=94	3%	N=22	23%	N=166	100%	N=716

Table 10: Question 5 - Excluding Don't Know Responses

Please rate the quality of each of the following services in Longmont.	Excellent		Good		Fair		Poor		Total	
Snow removal from major streets	22%	N=149	53%	N=363	19%	N=127	6%	N=43	100%	N=681
Street repair and maintenance	12%	N=81	46%	N=326	31%	N=220	11%	N=76	100%	N=703
Street cleaning	15%	N=100	55%	N=379	24%	N=165	6%	N=45	100%	N=689
Street lighting	14%	N=99	57%	N=411	25%	N=177	4%	N=32	100%	N=719
Timing of traffic signals	8%	N=57	44%	N=321	33%	N=239	14%	N=105	100%	N=721
Tap water (quality of drinking water)	44%	N=311	42%	N=299	12%	N=84	3%	N=19	100%	N=714
Sewer services	30%	N=199	58%	N=380	11%	N=69	1%	N=6	100%	N=654
Water conservation programs	18%	N=85	51%	N=236	24%	N=114	7%	N=32	100%	N=466
Electric service	38%	N=267	53%	N=374	8%	N=60	1%	N=5	100%	N=706
NextLight broadband service	67%	N=353	23%	N=122	7%	N=37	2%	N=11	100%	N=523
Electric conservation programs	28%	N=104	44%	N=163	24%	N=88	5%	N=18	100%	N=372
Utility billing	26%	N=183	54%	N=379	17%	N=117	3%	N=21	100%	N=700
Weekly trash pick up	46%	N=317	44%	N=300	9%	N=62	1%	N=7	100%	N=686
Twice a month recycling pick up	49%	N=316	40%	N=261	8%	N=53	3%	N=19	100%	N=649
Twice a month composting	51%	N=176	37%	N=125	8%	N=28	4%	N=13	100%	N=343
Recreation facilities	28%	N=174	53%	N=335	15%	N=91	4%	N=25	100%	N=625
Recreation programs and classes	29%	N=157	54%	N=299	14%	N=74	3%	N=19	100%	N=550
Availability/access to parks and trails	36%	N=253	51%	N=360	12%	N=87	1%	N=11	100%	N=711
Library services	42%	N=245	50%	N=287	7%	N=39	1%	N=6	100%	N=578
Youth services sponsored programs	20%	N=57	56%	N=158	17%	N=48	7%	N=19	100%	N=282

Please rate the quality of each of the following services in Longmont.	Excellent		Good		Fair		Poor		Total	
Senior services / Longmont Senior Center	32%	N=102	49%	N=156	18%	N=59	1%	N=4	100%	N=322
Museum	26%	N=128	53%	N=266	17%	N=86	4%	N=18	100%	N=498
Enforcing traffic laws	13%	N=77	46%	N=278	24%	N=146	16%	N=99	100%	N=600
Crime prevention	9%	N=52	50%	N=291	28%	N=163	13%	N=72	100%	N=578
Fire fighting and rescue services	40%	N=212	52%	N=273	8%	N=40	1%	N=3	100%	N=528
Fire inspection and fire safety education	26%	N=101	55%	N=211	17%	N=65	2%	N=8	100%	N=385
Emergency police services	27%	N=132	58%	N=288	11%	N=55	4%	N=21	100%	N=496
Emergency dispatch	30%	N=130	54%	N=235	12%	N=54	4%	N=19	100%	N=438
Code enforcement (junk vehicles on private property, weed control, noise, trash and outside storage)	9%	N=46	36%	N=194	29%	N=155	26%	N=137	100%	N=532
Building inspection	20%	N=51	48%	N=124	26%	N=67	6%	N=15	100%	N=258
Plan review	14%	N=30	46%	N=96	31%	N=65	10%	N=20	100%	N=212
Transportation planning (transit, bike, pedestrian)	10%	N=49	41%	N=203	37%	N=180	12%	N=60	100%	N=492
Long range comprehensive planning	9%	N=31	39%	N=134	39%	N=135	14%	N=47	100%	N=347
Development review (Citywide)	5%	N=17	42%	N=126	36%	N=110	16%	N=50	100%	N=303
Maintaining landscaping along the public right of way	16%	N=106	52%	N=351	26%	N=181	6%	N=44	100%	N=682
Maintenance of park grounds and facilities	26%	N=182	55%	N=387	14%	N=98	4%	N=31	100%	N=699
Animal control	19%	N=106	60%	N=329	17%	N=94	4%	N=22	100%	N=550

Table 11: Question 6 - Including Don't Know Responses

Please rate the overall quality of the City services you receive.	Percent	Number
Excellent	30%	N=216
Good	60%	N=432
Fair	8%	N=55
Poor	1%	N=9
Don't know	1%	N=4
Total	100%	N=716

Table 12: Question 6 - Excluding Don't Know Responses

Please rate the overall quality of the City services you receive.	Percent	Number
Excellent	30%	N=216
Good	61%	N=432
Fair	8%	N=55
Poor	1%	N=9
Total	100%	N=712

Table 13: Question 6a - Including Don't Know Responses

Why?	Percent	Number
Positive statements about the service/no complaints	48%	N=170
Positive statements about staff	9%	N=31
Concerns about crime or law enforcement	5%	N=18
Issues with trash or recycling service	4%	N=14
Issues of code enforcement	3%	N=10
Concerns about cost of services	4%	N=12
Concerns about street repair, transportation and traffic	7%	N=24
Don't know/no opinion	2%	N=6
Other	19%	N=68
Total	100%	N=355

Verbatim responses can be found in *Appendix B: Verbatim Responses to Open-ended Survey Questions*.

Table 14: Question 6a - Excluding Don't Know Responses

Why?	Percent	Number
Positive statements about the service/no complaints	49%	N=170
Positive statements about staff	9%	N=31
Concerns about crime or law enforcement	5%	N=18
Issues with trash or recycling service	4%	N=14
Issues of code enforcement	3%	N=10
Concerns about cost of services	4%	N=12
Concerns about street repair, transportation and traffic	7%	N=24
Other	20%	N=68
Total	100%	N=349

Verbatim responses can be found in *Appendix B: Verbatim Responses to Open-ended Survey Questions*.

Table 15: Question 7 - Including Don't Know Responses

Please rate the speed of growth in the following categories in Longmont over the past 2 years.	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
Population growth	0%	N=1	0%	N=3	17%	N=124	39%	N=283	37%	N=267	7%	N=51	100%	N=730
Retail growth (stores, restaurants, etc.)	8%	N=55	31%	N=222	44%	N=315	10%	N=75	4%	N=25	4%	N=31	100%	N=723
Industrial growth	3%	N=19	19%	N=136	35%	N=249	8%	N=55	3%	N=18	34%	N=242	100%	N=719
The physical size of the city (in square miles)	1%	N=6	4%	N=32	45%	N=323	18%	N=133	11%	N=76	21%	N=154	100%	N=725
Jobs growth	5%	N=35	25%	N=178	29%	N=214	2%	N=15	0%	N=3	39%	N=281	100%	N=726

Table 16: Question 7 - Excluding Don't Know Responses

Please rate the speed of growth in the following categories in Longmont over the past 2 years.	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Total	
Population growth	0%	N=1	1%	N=3	18%	N=124	42%	N=283	39%	N=267	100%	N=680
Retail growth (stores, restaurants, etc.)	8%	N=55	32%	N=222	46%	N=315	11%	N=75	4%	N=25	100%	N=692
Industrial growth	4%	N=19	29%	N=136	52%	N=249	12%	N=55	4%	N=18	100%	N=477
The physical size of the city (in square miles)	1%	N=6	6%	N=32	57%	N=323	23%	N=133	13%	N=76	100%	N=571
Jobs growth	8%	N=35	40%	N=178	48%	N=214	3%	N=15	1%	N=3	100%	N=445

Table 17: Question 8

Have you contacted the City of Longmont to request services within the past 24 months (including police, fire officials, parks, recreation staff, receptionists, planners or any others)?	Percent	Number
Yes	57%	N=403
No	43%	N=310
Total	100%	N=713

Table 18: Question 9

For which service or services did you contact the City within the past 24 months? (Check up to 3 services.)*	Percent	Number
Water/Sewer	6%	N=25
Utility Billing (Water, Electric, Sewer and Trash)	26%	N=104
Longmont Power & Communications (Electric Utility)	18%	N=70
NextLight Broadband Services	39%	N=154
Streets/Snow Removal	3%	N=11
Recreation Center(s)	18%	N=70
Parks	8%	N=34
Youth services (Children, Youth and Families)	4%	N=15
Senior services / Longmont Senior Center	7%	N=26
Police	33%	N=133
Fire	4%	N=18
Building Inspection	6%	N=22
Trash/Recycling	12%	N=50
Composting	6%	N=26
Human Resources	1%	N=4
Animal Control	5%	N=21
Sales Tax	0%	N=0
Library	11%	N=44
City Manager's Office	2%	N=8
Planning and Development Services	3%	N=12
Code Enforcement	8%	N=33
Housing	1%	N=3
City Attorney/Prosecutor	0%	N=0
Municipal Court	0%	N=0
Museum	4%	N=14
Golf Services	2%	N=7
Forestry	1%	N=4
Airport	0%	N=0

*Percentages total more than 100% as respondents could check up to 3 services.
Asked only of respondents who had contact with the City in the last 24 months.

Table 19: Question 10

For which service did you most recently contact the City?	Percent	Number
Water/Sewer	1%	N=3
Utility Billing (Water, Electric, Sewer and Trash)	13%	N=45
Longmont Power & Communications (Electric Utility)	6%	N=20
NextLight Broadband Services	12%	N=43
Streets/Snow Removal	2%	N=6
Recreation Center(s)	5%	N=18
Parks	3%	N=10
Youth services (Children, Youth and Families)	0%	N=1
Senior services / Longmont Senior Center	3%	N=9
Police	22%	N=77
Fire	1%	N=4
Building Inspection	3%	N=10
Trash/Recycling	3%	N=11
Composting	2%	N=7
Human Resources	1%	N=3
Animal Control	3%	N=12
Sales Tax	0%	N=1
Library	6%	N=22
City Manager's Office	1%	N=4
Planning and Development Services	3%	N=11
Code Enforcement	5%	N=18
Housing	0%	N=1
City Attorney/Prosecutor	0%	N=1
Municipal Court	0%	N=0
Museum	2%	N=6
Golf Services	1%	N=3
Forestry	1%	N=4
Airport	0%	N=0
Total	100%	N=349

Asked only of respondents who had contact with the City in the last 24 months.

Table 20: Question 11 - Including Don't Know Responses

What was your impression of employees of the City of Longmont in your most recent contact? (Rate each characteristic below.).	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledge of issue	51%	N=201	28%	N=110	11%	N=43	4%	N=17	6%	N=23	100%	N=395
Treated you with respect	64%	N=252	23%	N=90	5%	N=21	5%	N=19	4%	N=14	100%	N=396
Willingness to help or understand	56%	N=222	21%	N=82	12%	N=47	8%	N=32	3%	N=13	100%	N=396
How easy it was to get in touch with the employee	48%	N=190	28%	N=112	10%	N=40	9%	N=36	4%	N=16	100%	N=394
How quickly the issue was handled	49%	N=191	25%	N=97	6%	N=24	16%	N=62	5%	N=21	100%	N=393
Overall impression	47%	N=188	29%	N=116	9%	N=38	12%	N=46	3%	N=10	100%	N=398

Asked only of respondents who had contact with the City in the last 24 months.

Table 21: Question 11 - Excluding Don't Know Responses

What was your impression of employees of the City of Longmont in your most recent contact? (Rate each characteristic below.).	Excellent		Good		Fair		Poor		Total	
Knowledge of issue	54%	N=201	30%	N=110	12%	N=43	5%	N=17	100%	N=372
Treated you with respect	66%	N=252	24%	N=90	6%	N=21	5%	N=19	100%	N=381
Willingness to help or understand	58%	N=222	21%	N=82	12%	N=47	8%	N=32	100%	N=383
How easy it was to get in touch with the employee	50%	N=190	30%	N=112	11%	N=40	10%	N=36	100%	N=379
How quickly the issue was handled	51%	N=191	26%	N=97	6%	N=24	17%	N=62	100%	N=373
Overall impression	49%	N=188	30%	N=116	10%	N=38	12%	N=46	100%	N=388

Asked only of respondents who had contact with the City in the last 24 months.

Table 22: Question 12

During the last 12 months, were you treated inappropriately by a City employee because of your race, national origin, age, religious affiliation or gender?	Percent	Number
Yes	4%	N=28
No	96%	N=677
Total	100%	N=704

Table 23: Question 12a

If yes, did you report the inappropriate behavior to a public official?	Percent	Number
Yes	5%	N=1
No	95%	N=22
Total	100%	N=23

Table 24: Question 13 - Including Don't Know Responses

In your opinion, how easy or difficult is it to obtain information about the City of Longmont?	Percent	Number
Very easy	38%	N=266
Somewhat easy	43%	N=303
Somewhat difficult	7%	N=52
Very difficult	3%	N=18
Don't know	10%	N=70
Total	100%	N=708

Table 25: Question 13 - Excluding Don't Know Responses

In your opinion, how easy or difficult is it to obtain information about the City of Longmont?	Percent	Number
Very easy	42%	N=266
Somewhat easy	47%	N=303
Somewhat difficult	8%	N=52
Very difficult	3%	N=18
Total	100%	N=639

Table 26: Question 14 - Including Don't Know Responses

Please indicate how likely or unlikely you or another household member would be to participate in each of the following activities in Longmont at least once in a typical year:.	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Attend "Coffee with Council" meetings on a Saturday morning	5%	N=37	21%	N=153	21%	N=153	47%	N=336	5%	N=35	100%	N=713
Attend an Open Forum City Council meeting where the entire meeting is devoted to public discussion on any topic	7%	N=50	30%	N=215	27%	N=195	31%	N=220	4%	N=29	100%	N=710
Visit a City Council table/tent at community events like Rhythm on the River and Cinco de Mayo	17%	N=122	30%	N=217	21%	N=153	27%	N=196	3%	N=25	100%	N=713

Table 27: Question 14 - Excluding Don't Know Responses

Please indicate how likely or unlikely you or another household member would be to participate in each of the following activities in Longmont at least once in a typical year:.	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Attend "Coffee with Council" meetings on a Saturday morning	6%	N=37	23%	N=153	23%	N=153	49%	N=336	100%	N=679
Attend an Open Forum City Council meeting where the entire meeting is devoted to public discussion on any topic	7%	N=50	32%	N=215	29%	N=195	32%	N=220	100%	N=681
Visit a City Council table/tent at community events like Rhythm on the River and Cinco de Mayo	18%	N=122	32%	N=217	22%	N=153	28%	N=196	100%	N=688

Table 28: Question 15

How often do you use the following sources to gain information about the City of Longmont?	Never		Very infrequently		Somewhat infrequently		Somewhat frequently		Very frequently		Total	
Attend a City Council meeting	67%	N=484	21%	N=148	8%	N=57	3%	N=21	1%	N=10	100%	N=720
Watch a City Council meeting online at www.longmontchannel.com or at www.LongmontColorado.gov	68%	N=491	18%	N=133	8%	N=55	4%	N=30	2%	N=12	100%	N=720
Watch a City Council meeting on public access cable television channel 8	73%	N=526	15%	N=111	7%	N=49	4%	N=27	1%	N=7	100%	N=720
Watch "Behind the Badge" on public access cable television channel 8	83%	N=594	10%	N=68	4%	N=25	3%	N=20	1%	N=5	100%	N=712
Read bulletin board or information displays in City buildings	40%	N=285	25%	N=178	16%	N=112	16%	N=113	3%	N=19	100%	N=708
Watch Channel 16 – Government access	82%	N=585	11%	N=79	4%	N=32	1%	N=6	1%	N=10	100%	N=712
Read City Line newsletter (with utility billing statement)	20%	N=143	9%	N=61	15%	N=107	24%	N=169	33%	N=235	100%	N=715
Read The GO (Senior Services newsletter)	70%	N=497	8%	N=54	8%	N=55	7%	N=49	7%	N=52	100%	N=707
Use the Longmont website (www.LongmontColorado.gov)	16%	N=113	15%	N=105	26%	N=187	29%	N=207	15%	N=105	100%	N=717
Read the Longmont Daily Times-Call newspaper	27%	N=190	17%	N=119	19%	N=134	14%	N=101	24%	N=168	100%	N=711
Read the Boulder Daily Camera newspaper	53%	N=378	18%	N=132	12%	N=87	11%	N=78	6%	N=40	100%	N=715
Read the Denver Post newspaper	52%	N=375	22%	N=160	12%	N=85	8%	N=58	5%	N=38	100%	N=716
Read the Longmont Observer (online news)	61%	N=434	17%	N=123	12%	N=82	6%	N=41	4%	N=30	100%	N=710
Read "City Talk" (weekly ad in the Times-Call newspaper)	61%	N=436	13%	N=95	14%	N=98	6%	N=43	5%	N=39	100%	N=711
Subscribe to the City's e-news services (e-News, e-Notifications, RSS feed, etc.)	73%	N=522	9%	N=66	6%	N=44	5%	N=37	7%	N=47	100%	N=716
Visit the City's social networking sites (Facebook, YouTube, Twitter, etc.)	58%	N=415	13%	N=93	12%	N=88	10%	N=74	6%	N=46	100%	N=716

How often do you use the following sources to gain information about the City of Longmont?	Never		Very infrequently		Somewhat infrequently		Somewhat frequently		Very frequently		Total	
Read the quarterly Longmont Recreation brochure	25%	N=182	12%	N=85	17%	N=123	27%	N=195	18%	N=130	100%	N=715
Listen to news radio (KGUD, La Ley, AM1060)	70%	N=498	11%	N=81	9%	N=66	5%	N=34	5%	N=37	100%	N=716
Use word of mouth/friends	11%	N=77	12%	N=85	24%	N=165	33%	N=231	20%	N=136	100%	N=695
Video messaging (flood damage recap, road construction update, pool safety, etc.)	57%	N=397	16%	N=115	13%	N=89	9%	N=64	5%	N=38	100%	N=702

Table 29: Question 16 - Including Don't Know Responses

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Longmont to someone who asks	52%	N=371	34%	N=239	8%	N=54	6%	N=41	1%	N=8	100%	N=713
Remain in Longmont for the next five years	61%	N=428	24%	N=166	5%	N=38	7%	N=51	3%	N=21	100%	N=705

Table 30: Question 16 - Excluding Don't Know Responses

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Longmont to someone who asks	53%	N=371	34%	N=239	8%	N=54	6%	N=41	100%	N=705
Remain in Longmont for the next five years	63%	N=428	24%	N=166	6%	N=38	8%	N=51	100%	N=684

Table 31: Question 17 - Including Not Applicable Responses

To what extent have you or members of your household worried about each of the following in the last 12 months:	A lot		A little		Not at all		Not applicable		Total	
Making your housing cost payments, including rent/mortgage, utilities, taxes and maintenance	20%	N=148	30%	N=216	45%	N=330	5%	N=35	100%	N=729
Finding housing you can afford	27%	N=197	20%	N=142	29%	N=208	25%	N=180	100%	N=727
Paying for health and dental care and insurance	25%	N=178	31%	N=223	40%	N=290	4%	N=29	100%	N=719
Paying for food and groceries	14%	N=99	29%	N=213	55%	N=400	2%	N=16	100%	N=728
Paying for transportation expenses, such as gasoline, car payments, or bus fare	12%	N=89	28%	N=204	57%	N=414	3%	N=21	100%	N=728
Paying for legal assistance	7%	N=52	13%	N=97	43%	N=309	37%	N=268	100%	N=726
Paying for unexpected costs, such as a car repair	22%	N=163	41%	N=296	33%	N=243	4%	N=26	100%	N=729
Paying for child care	7%	N=49	9%	N=67	18%	N=130	66%	N=475	100%	N=722
Finding mental health or substance abuse treatment that you or a family member needs	6%	N=46	12%	N=88	28%	N=204	53%	N=385	100%	N=724
Paying for educational expenses for you or your children	10%	N=75	20%	N=144	21%	N=152	49%	N=355	100%	N=727
Addressing risky behaviors affecting your school-age children, such as truancy, bullying, substance abuse, or emotional issues	6%	N=46	13%	N=91	20%	N=146	61%	N=443	100%	N=727
Finding a job or finding a better paying job	20%	N=145	30%	N=216	22%	N=159	28%	N=207	100%	N=728

Table 32: Question 17 - Excluding Not Applicable Responses

To what extent have you or members of your household worried about each of the following in the last 12 months:	A lot		A little		Not at all		Total	
Making your housing cost payments, including rent/mortgage, utilities, taxes and maintenance	21%	N=148	31%	N=216	48%	N=330	100%	N=694
Finding housing you can afford	36%	N=197	26%	N=142	38%	N=208	100%	N=547
Paying for health and dental care and insurance	26%	N=178	32%	N=223	42%	N=290	100%	N=691
Paying for food and groceries	14%	N=99	30%	N=213	56%	N=400	100%	N=712
Paying for transportation expenses, such as gasoline, car payments, or bus fare	13%	N=89	29%	N=204	59%	N=414	100%	N=707
Paying for legal assistance	11%	N=52	21%	N=97	68%	N=309	100%	N=458
Paying for unexpected costs, such as a car repair	23%	N=163	42%	N=296	35%	N=243	100%	N=703
Paying for child care	20%	N=49	27%	N=67	53%	N=130	100%	N=247
Finding mental health or substance abuse treatment that you or a family member needs	14%	N=46	26%	N=88	60%	N=204	100%	N=339
Paying for educational expenses for you or your children	20%	N=75	39%	N=144	41%	N=152	100%	N=372
Addressing risky behaviors affecting your school-age children, such as truancy, bullying, substance abuse, or emotional issues	16%	N=46	32%	N=91	52%	N=146	100%	N=283
Finding a job or finding a better paying job	28%	N=145	42%	N=216	31%	N=159	100%	N=520

Table 33: Question 18 - Including No Opinion Responses

Please tell us how safe you feel in each of the following areas in Longmont.	Always safe		Usually safe		Sometimes safe sometimes unsafe		Usually unsafe		Always unsafe		No opinion		Total	
Downtown Longmont during the day	64%	N=467	31%	N=228	4%	N=26	1%	N=4	0%	N=2	0%	N=3	100%	N=731
Downtown Longmont at night	15%	N=107	42%	N=309	28%	N=204	7%	N=51	2%	N=14	6%	N=44	100%	N=728
Your neighborhood during the day	77%	N=564	20%	N=144	2%	N=15	0%	N=1	0%	N=2	0%	N=3	100%	N=729
Your neighborhood at night	36%	N=259	45%	N=331	15%	N=109	2%	N=17	1%	N=5	1%	N=8	100%	N=730
Parks	22%	N=157	46%	N=327	22%	N=155	4%	N=26	2%	N=13	5%	N=38	100%	N=717
Natural areas/open spaces	23%	N=166	44%	N=321	19%	N=137	4%	N=30	1%	N=10	8%	N=59	100%	N=723
Recreation facilities	38%	N=276	38%	N=272	9%	N=64	1%	N=8	0%	N=2	14%	N=101	100%	N=723
Trails	20%	N=148	45%	N=327	22%	N=157	2%	N=13	1%	N=7	10%	N=72	100%	N=723
Longmont overall during the day	47%	N=340	47%	N=343	6%	N=42	0%	N=1	0%	N=1	0%	N=2	100%	N=728
Longmont overall at night	12%	N=87	45%	N=326	34%	N=249	5%	N=39	1%	N=7	3%	N=21	100%	N=730

Table 34: Question 18 - Excluding No Opinion Responses

Please tell us how safe you feel in each of the following areas in Longmont.	Always safe		Usually safe		Sometimes safe sometimes unsafe		Usually unsafe		Always unsafe		Total	
Downtown Longmont during the day	64%	N=467	31%	N=228	4%	N=26	1%	N=4	0%	N=2	100%	N=727
Downtown Longmont at night	16%	N=107	45%	N=309	30%	N=204	7%	N=51	2%	N=14	100%	N=684
Your neighborhood during the day	78%	N=564	20%	N=144	2%	N=15	0%	N=1	0%	N=2	100%	N=726
Your neighborhood at night	36%	N=259	46%	N=331	15%	N=109	2%	N=17	1%	N=5	100%	N=722
Parks	23%	N=157	48%	N=327	23%	N=155	4%	N=26	2%	N=13	100%	N=678
Natural areas/open spaces	25%	N=166	48%	N=321	21%	N=137	5%	N=30	1%	N=10	100%	N=664
Recreation facilities	44%	N=276	44%	N=272	10%	N=64	1%	N=8	0%	N=2	100%	N=622
Trails	23%	N=148	50%	N=327	24%	N=157	2%	N=13	1%	N=7	100%	N=651
Longmont overall during the day	47%	N=340	47%	N=343	6%	N=42	0%	N=1	0%	N=1	100%	N=727
Longmont overall at night	12%	N=87	46%	N=326	35%	N=249	5%	N=39	1%	N=7	100%	N=709

Table 35: Question 19

Overall, how happy or unhappy are you with your life?	Percent	Number
Very happy	65%	N=471
Somewhat happy	31%	N=224
Somewhat unhappy	4%	N=31
Very unhappy	0%	N=2
Total	100%	N=727

Table 36: Question 20

What are your favorite aspects about living in Longmont? (Please check all that apply.)	Percent	Number
Sense of community	49%	N=360
Affordable cost of living	22%	N=160
Close to family/ friends	48%	N=350
Schools	23%	N=165
Shopping	11%	N=83
Location	58%	N=424
Downtown Longmont	34%	N=245
Close to work	36%	N=261
Natural environment	53%	N=386
My neighbors/ neighborhood	50%	N=369
Quality of life in general	68%	N=498
Recreational opportunities	43%	N=318
Dining opportunities	37%	N=273
Other:	8%	N=58

Respondents had the option to write in an other response. Verbatim responses can be found in *Appendix B: Verbatim Responses to Open-ended Survey Questions*. Total may exceed 100% as respondents could select more than one answer.

Table 37: Question D1

About how many years have you lived in Longmont? (If less than 6 months, enter "0.")	Percent	Number
3 years or less	26%	N=187
4 to 8 years	19%	N=142
9 to 15 years	13%	N=98
16 to 25 years	19%	N=138
More than 25 years	23%	N=167
Total	100%	N=733

Table 38: Question D2

What kind of housing unit do you live in?	Percent	Number
Single family house	66%	N=485
Apartment	22%	N=161
Condo	3%	N=23
Townhouse	7%	N=55
Mobile Home	0%	N=4
Other	1%	N=8
Total	100%	N=737

Table 39: Question D3

Do you rent or own your home?	Percent	Number
Rent	35%	N=253
Own	65%	N=474
Total	100%	N=727

Table 40: Question D4

In what City do you work?	Percent	Number
Longmont	47%	N=311
Boulder	18%	N=120
Denver	6%	N=42
Ft. Collins	2%	N=13
Lafayette	2%	N=13
Louisville	1%	N=7
Broomfield	2%	N=12
Other	21%	N=138
Total	100%	N=657

Table 41: Question D5

Are you Spanish, Hispanic or Latino?	Percent	Number
Yes	18%	N=128
No	82%	N=593
Total	100%	N=721

Table 42: Question D6

What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Percent	Number
American Indian or Alaskan native	2%	N=17
Asian or Pacific Islander	2%	N=16
Black/African American	1%	N=6
White/Caucasian	90%	N=637
Other	8%	N=55

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

Table 43: Question D7

In which category is your age?	Percent	Number
18-24	4%	N=27
25-34	21%	N=155
35-44	18%	N=130
45-54	22%	N=162
55-64	12%	N=89
65-74	13%	N=96
75-84	8%	N=55
85+	3%	N=19
Total	100%	N=734

Table 44: Question D8

What is your gender?	Percent	Number
Female	52%	N=367
Male	48%	N=342
Total	100%	N=710

Table 45: Question D9

What is the highest degree or level of school you have completed?	Percent	Number
12th grade or less, no diploma	3%	N=24
High school diploma	10%	N=70
Some college, no degree	15%	N=110
Associate's degree (e.g., AA, AS)	12%	N=86
Bachelor's degree (e.g., BA, AB, BS)	36%	N=264
Graduate degree or professional degree	24%	N=172
Total	100%	N=727

Table 46: Question D10

About how much was your household's total income before taxes for all of 2017?	Percent	Number
Less than $24,999	9%	N=61
$25,000 to $49,999	22%	N=150
$50,000 to $99,999	37%	N=254
$100,000 to $149,999	21%	N=148
$150,000 to $199,999	6%	N=44
$200,000 or more	5%	N=33
Total	100%	N=690

Table 47: Question D11 - Including Don't Know Responses

Are you registered to vote in Longmont?	Percent	Number
No	8%	N=59
Yes	89%	N=657
Ineligible to vote	1%	N=5
Don't know	2%	N=17
Total	100%	N=738

Table 48: Question D11 - Excluding Don't Know Responses

Are you registered to vote in Longmont?	Percent	Number
No	8%	N=59
Yes	91%	N=657
Ineligible to vote	1%	N=5
Total	100%	N=721

Table 49: Question D12

How likely are you to vote in the 2018 City of Longmont municipal election?	Percent	Number
Very likely	70%	N=514
Somewhat likely	17%	N=125
Somewhat unlikely	6%	N=46
Very unlikely	6%	N=47
Total	100%	N=732

Table 50: Question D13

In the future, if you are randomly selected to receive this survey, how would you prefer to fill it out?	Percent	Number
Same (mailed survey)	61%	N=443
Web survey	25%	N=179
Some other format	0%	N=0
No preference	14%	N=103
Total	100%	N=725

Appendix B: Verbatim Responses to Open-ended Survey Questions

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

Question 2: What are the three biggest challenges or problems Longmont will have to face in the next 5 years?

Traffic, transportation and parking

- A LOT OF TRAFFIC ON INADEQUATE ROADS.
- Addressing transportation growth.
- affordable and effective public transportation to other towns and into Denver
- Amount of traffic.
- Auto traffic.
- Better busing to other cities (more room on buses for bikes, on-time, separate bus lanes on highways
- Bicycle laws- especially at (street crossings).
- Bicycles not obeying traffic rules/ no enforcement of them.
- Bicycling routes both on & off roadways.
- Bike lanes needed.
- Building and installing more traffic lights (Airport Rd & Pike Rd).
- Buses- more and more frequently.
- Buses- really need to amp up.
- Busy roads and alternate means of transportation. We need more bicycle friendly routes. Example 17t
- Car traffic laws.
- Congestion.
- Cycling access in and out of town.
- Dealing w/ the rail roads.
- Diagonal traffic during rush hours gets worse every year.
- Downtown adequate parking.
- Drag racing on pace on hwy 66.
- Drivers travel at any speed they desire on main roads.
- Drivers, traffic is already dense in main corridors.
- Educating drivers about looking out for bicycles as well as pedestrians. Dealing with airport noise from skydiving company.
- Exploding increase in traffic problems.
- Growth could create road congestion.
- Homeless.
- Increased traffic
- increased traffic as the city grows
- Increased traffic congestion and poor public transport options
- Increased traffic on Hwy 119.
- Increased traffic.
- INCREASED TRAFFIC.
- Increased traffic.
- Increasing traffic
- Increasing traffic congestion between Longmont and Denver metro area & neighboring communities.
- Increasing traffic.
- Install speed bumps in residential areas that go through.
- Lack of public transportation.
- Light rail to DIA, DENVER Downtown, Boulder, Ski Resorts.
- Light rail transportation.
- Light rail.
- Light rail.
- MAJOR HIGHWAY ROADS PASSING THROUGH CITY'S MAIN STREETS.
- Managing Traffic.
- More traffic congestion.
- More traffic.
- More traffic.
- More Traffic.
- MOVE RR SWITCH YARDS EAST OF MAIN STREET.
- Need a better bike path system.
- Need for safer biking ability throughout town
- Need light rail.
- Over growth- crowded street (2 lane on Co Line Rd.).
- Parking downtown!
- Parking downtown.

- Parking downtown.
- Parking- downtown.
- Parking on main street keeps us from coming up to eat.
- Parking- traffic.
- Parking.
- People don't obey traffic rules!!
- Poor roads.
- PUBLIC TRANSIT. NO LIGHT RAIL! REGIONAL SERVICE.
- Public transportation to Denver, we don't drive in Denver but we want to get to our family there. RTD is threatening to cut service significantly.
- Public transportation- to handle growth.
- Public transportation.
- Public transportation.
- Public transportation.
- PUBLIC TRANSPORTATION.
- Public transportation.
- Public transportation: BUSES, TRAIN NORTH & SOUTH.
- Red lights- never seeing police for traffic stops: Terrible! People running red lights.
- Road congestion.
- Road traffic.
- Roads are overcrowded.
- Roads/ Transportation.
- ROUTE 287 AROUND DOWNTOWN.
- RTD needed.
- RUSH HOUR TRAFFIC!
- Speeding, tailgating.
- Stop speeding in residential areas.
- STREET PARKING DURING SCHOOL HOURS IN NE LONGMONT.
- The lack of public transportation convenience pushes traffic issues higher.
- The traffic, roads not enough lanes.
- They need more light step traffic light.
- THOROUGH (MAPS) NOTICES OF STREET CLOSURES (BIKE RACES) (TIMES-CALL).
- TIME THE TRAFFIC LIGHTS!!!
- Time the traffic lights.
- Time the traffic lights.
- Too many high density projects going up. No new roads to address increased traffic.
- TOO MUCH NEW HOME BUILDING- OVER POPULATION.
- Too much traffic
- Too much traffic (people & poor roads).
- Too much traffic.
- Too much traffic.
- Too much traffic.
- Traffic
- traffic
- Traffic
- Traffic
- Traffic
- traffic
- Traffic
- traffic
- Traffic
- Traffic "Signals" 4 way stop signing etc.
- Traffic # of homeless who panhandle.
- Traffic (Poor drivers).
- Traffic (yes, again).
- Traffic- 1.0 LAWS.
- Traffic accidents hwy 66.
- TRAFFIC and complete lack of planning.
- Traffic and congestion
- Traffic and growth.
- Traffic conditions.
- Traffic congestion
- Traffic congestion
- Traffic congestion & more accidents.
- Traffic congestion and safety of bicyclists/ pedestrians.
- Traffic congestion on Main & Hover.
- Traffic congestion- pollution.
- Traffic congestion, bad drivers (aggressive).
- Traffic congestion.
- Traffic congestion.
- Traffic congestion.
- Traffic congestion.
- Traffic congestion.
- Traffic congestion.
- Traffic congestion.
- Traffic congestion.
- Traffic congestion.
- Traffic congestion.
- Traffic congestion.
- TRAFFIC CONGESTION.
- Traffic control.
- Traffic due to population growth.
- Traffic- east ride of Longmout had.
- Traffic Flow.
- TRAFFIC- FROM GROWTH, NOTHING BEING STARTED BY COUNCIL, HWY.66! SHOULD BE FOUR-LANE TO INTER STATE- KEN PRATT BLVD, IS A JOKE!
- Traffic from growth.
- TRAFFIC- INADEQUATE ROADS.
- Traffic increase.
- Traffic increasing.
- traffic is crazy
- Traffic is too much.
- Traffic issues.
- Traffic Ken Pratt terrible!

- Traffic light algorithms needing to be corrected
- TRAFFIC MANAGEMENT AND ALTERNATIVES TO AUTOS.
- Traffic management.
- Traffic- managing growth.
- TRAFFIC- need to widen county road yesterday.
- TRAFFIC ON MAIN STREET- HOVER ROAD.
- Traffic- overcrowded roads.
- Traffic parking downtown.
- Traffic problem
- Traffic problems.
- Traffic- Rush hour.
- Traffic safety and management.
- Traffic to 6 pm & through city.
- Traffic to other Co-cities.
- Traffic within & through Longmont.
- TRAFFIC!!
- TRAFFIC!! TRAINS!!
- Traffic, accidents on main roads, 119, 287, congestion.
- TRAFFIC, HOUSING.
- Traffic, parking.
- Traffic.
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- Traffic.
- Traffic/ congestion/ mass transportation.
- Traffic/ growth.
- Traffic/ Infrastructure.
- Traffic/ parking/ congestion.
- traffic/congestion/public transport options
- Traffic/Road congestion.
- Traffic/transportation.
- Trains- need bypass areas.
- Transits.
- Transport- Access to I25 and surrounding communities as 119 is developed.
- Transport- I've already Paid for Rail.
- Transportation - Railroad taxes & no railroad services. Bus service declining.
- transportation between boulder and longmont since traffic will likely get worse
- Transportation congestion.
- Transportation connectivity- internal & regional.
- TRANSPORTATION INTO & OUT OF THE DENVER & WORK RELATED SPOTS.
- Transportation to/from Denver
- Transportation.
- TRANSPORTATION.
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- TRANSPORTATION.
- Transportation.
- Transportation.
- Transportation/ mass transit.
- Trying to drive down Hover car's going 80 to 90 miles an hour.
- Unmanaged traffic.
- Way out of town.
- We already paid for a light rail we do not have- who's minding the store?
- WIN RR (BOSSING BOTH REDUCE NEED FOR RR HERVS).

Growth, overpopulation and planning

- AFFORDABLE HOUSING.
- All the people coming to live here.
- All the people moving here.
- Boom in population from people moving to Longmont because Denver and Boulder and Fort Collins are expensive
- City trying to attract too many people.
- Conflict between agriculture/ traditional land use & city growth.
- Congestion
- Congestion too many people.
- Continued growth, Longmont to Denver train.
- Continued Growth.
- Continuing increase in population.
- Control and manage growth.
- Control of growth against limited resources and infrastructure.
- CONTROLLED GROWTH (residential & commercial) AND INFRASTRUCTURE.
- Controlling growth in housing/ population.
- Controlling growth.
- controlling population growth
- COST OF REAL ESTATE.
- Crowding because of growth too fast.
- CROWDING.
- Crowding.
- Crowding.
- Developing too quickly without plans to handle added traffic, noise, etc.
- Development.
- Downtown growth- is anything happening Route 287 away from Main St.
- DRUGS.
- Excessive growth, traffic & drain on community resources.
- Exploding increase in population.
- Exponential growth.
- Getting too big.
- Growing population & increasing demand on infrastructure.
- Growing population.
- Growing too fast, without building in structure to support it.
- Growing too fast.
- Growing too fast.
- Growing too quickly.
- Growth
- Growth
- Growth
- growth
- Growth & the economy.
- Growth and Development
- Growth and keeping up infrastructure (i.e. roads) to handle it. Too much traffic already!
- Growth and spread with affordability.
- Growth- balance in housing for various incomes.
- Growth control
- Growth effects on traffic, schools, etc.
- Growth everywhere (should be limited).
- Growth in population.
- Growth in population.
- Growth- increase in traffic.
- Growth- keeping up w/ growth- may see overcrowding in schools & increase in crime & increase in traffic accidents.-
- GROWTH LIMITATIONS.
- Growth- limiting it.
- GROWTH MANAGEMENT.
- Growth of population beyond what we can handle in services.
- Growth of population.
- Growth- Reminds me of early San Jose.
- Growth- road repair.
- Growth- too much and important enough that I'm listing it twice- We talk about moving b/c it is getting too busy.-
- Growth- Traffic congestion, more govt control of many aspects- Longmont used to be more easy-going.
- Growth- train, housing, utilities.
- Growth vs. preservation of wild open space.
- Growth- without regard (it seems) to.
- Growth, too many people too much traffic
- Growth.
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- Growth.
- Growth/ development/ traffic.
- GROWTH/ OVER DEVELOPMENT.
- Growth/ Traffic.
- GROWTH/CITY SERVICES LIKE FIRE & POLICE.
- Growth/Overdevelopment
- Handling growth increase.
- HOMELESSNESS (AN INCREASE OF).
- I'm not sure. Likely the growth that is occurring all along the Front Range and accommodating that growth in a healthy way
- Increase in population.
- Increased growth- traffic, school, maintaining quality of life.
- Increased growth.
- increased population
- Increased population density on Southside.
- Increased population- No more apartment complexes.
- Increased population- traffic.
- Increased population.
- Increased population.
- Influx of people.
- Infrastructure to keep up with growing population.
- KEEP INTEGRITY OF LONGMONT WITH GROWTH.
- Keeping up w/ growth- streets, traffic, schools.
- Keeping up with growth- city services, police, etc.
- Liberal growth.
- Managed growth.
- Managing Growth
- Managing growth as are: infrastructure, transportation, services, resources.
- Managing growth so infrastructure can keep up.
- Managing growth.
- More Boulderites moving to town.
- More people here in Longmont.
- New housing overwhelming services.
- No more open scope-building too many development.
- No pre-planning in Longmont for the amount of people.
- Noise/ growth/ traffic/ taxes.
- Not building homes around industry or reverse.
- Number of growing stores vs. population.
- OUT OF CONTROL GROWTH.
- Over crowding.
- Over crowding.
- Over crowding.
- Over development dragging down the quality of life.
- Over development.
- OVER EXPANSION.
- Over population leads to crowding.
- Over population.
- Over population.
- Over population.
- Over population.
- Over population.
- Over population.
- Over Population. TRAFFIC.
- Overcrowded can't walk across the street without almost get hit by a car.

- OVERCROWDING.
- Overcrowding.
- Overcrowding.
- Over-population
- Overpopulation.
- Overpopulation.
- Population
- Population growth
- Population growth
- Population growth & excessive housing development.
- Population growth increased cars/ particularly trucks & SUVs.
- Population growth outpacing infrastructure & city services improvements.
- Population growth resulting in increased fees for current residents.
- Population growth.
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- Population growth.
- Population growth.
- Population Increase.
- Population.
- POPULATION.
- Population.
- POPULATION.
- Population.
- Population/ apartments.
- Public facilities keeping up with population
- Raise of population- living expense & jobs.
- Rampant growth, bringing.
- Rampant sprawl & growth.
- Rapid growth.
- Rapid population growth.
- Rate of growth (too fast).
- Residential growth (too many people).
- Residential growth.
- Responsible growth & building that respects residents & their homes, not just business development.
- Responsible growth- city planning.
- Rising popularity & real estate prices compromising availability of affordable housing options.
- SERVICES FOR LARGER POPULATION.
- Slow growth.
- Slowing over- development.
- Smart development.
- Smart growth.
- Suburban Sprawl.
- Too fast of growth.
- Too many people (congested roads, too high of house pricing, gang activity)
- TOO MANY PEOPLE MOVING IN TO HIGH OCCUPANCY APTS
- Too many people!
- Too many people, clutter, traffic, people who don't respect the traffic laws, catch the people speeding 20 over the limit! And why is it ok now to turn into the opposite lanes. Lastly just let that go! What does LAW mean?
- Too many people, traffic congestion, loss of open property.
- Too many people.
- Too much density coming in- (condos, apts.)- (Diagonal Hwy is too crowded).-
- Too much growth
- Too much growth = more loss of open space..
- Too much growth- infrastructure cannot keep up.
- Too much growth, not enough jobs locally.
- Too much growth.
- Too much growth.
- Too much growth.
- Too much growth.
- Too much growth.
- Too much growth.
- Too much growth.
- TOO MUCH GROWTH.
- Too much growth.
- Too rapid growth/ over expansion.
- Typical fast growing problems .
- Unmanageable population growth
- Unmanaged growth.
- We cannot continue to build apartments for everyone.

Affordable housing and housing market

- Absurdly high realestate & rent prices!
- AFFORDABILITY (RENTS/ MORTGAGES).
- Affordable housing
- Affordable housing
- affordable housing
- Affordable housing

- affordable housing
- affordable housing
- Affordable housing
- Affordable housing
- AFFORDABLE HOUSING & HOMELESSNESS.
- Affordable housing for seniors & young people.
- Affordable housing for seniors.
- Affordable housing for those who are not considered "Low Income".
- Affordable housing- increasing property taxes and place homeowners out.
- Affordable housing- inflation of the market.
- Affordable housing- quality housing (new, with reasonable rents!).
- AFFORDABLE HOUSING.
- Affordable housing.
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- Affordable housing

- Decent quality low income housing.
- Expensive housing that people who work here can't afford
- Expensive housing.
- Finding a place to live which is not doing to price you out of the city.
- Growing low income housing should be throughout Boulder County not just Longmont.
- High cost of housing.
- High house prices.
- High housing costs.
- High housing prices.
- HIGH RENT PRICING.
- HIGH RENT PRICING.
- High rent.
- High rent.
- Home prices
- HOME.
- Homeless people taking over our parks
- House prices.
- Housing - increase in prices > increased segregation
- Housing - too much.
- Housing (affordable).
- Housing Affordability
- Housing affordability homelessness.
- Housing affordability.
- Housing affordability.
- Housing availability
- Housing availability & cost.
- Housing cost is soaring.
- Housing cost too high.
- Housing cost.
- HOUSING COST.
- Housing costs
- Housing costs & availability.
- Housing costs getting even higher.
- Housing costs.
- HOUSING COSTS.
- Housing- managing growth.
- Housing prices.
- Housing prices.
- HOUSING PRICES/ GENTRIFICATION.
- Housing too expensive.
- Housing, too expensive & not enough.
- Housing.
- HOUSING.
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- Housing.
- Housing/ rent/ COL.
- Increasing home prices - not affordable to live here.
- Lack of affordable housing for the middle class.
- Lack of affordable housing.
- Lack of affordable senior housing.
- LACK OF HOUSING.
- Lack of Low Income housing & housing for those on fixed income.
- Lake of affordable housing- I want teachers, police officers, etc. to live here.
- Living situations for seniors.
- LOW COST HOUSING.
- Low cost housing.
- Low income housing.
- Lowering rent rates.
- Maintaining Affordable Housing.
- More housing.
- Non affordable housing.
- NOT ENOUGH MID-HIGH INCOME HOME BUYERS.
- Out of control housing costs.
- Overbuilding cheaply made housing.
- Places for seniors to live.
- Price of housing will draw people to other towns
- Price of housing.
- Price of living/Home prices too high!
- Re prices.
- Real estate escalation.
- Rent housing expense.
- Rent/cost to live is increasing.
- Rental costs- apartments or houses.
- Rents affordable.
- Residential and apartment over development.
- RISING COST OF HOUSING.
- Rising costs as people move from Boulder.
- Rising Housing Cost.
- Rising housing costs coupled with stagnant wages
- Rising prices for homes and cost of living.
- Rising property prices
- Rising property values.
- Unsustainable house prices
- Workforce housing.

Crime, safety and drugs

- Ability to reach our police officer when I need him/ her.
- As long as we make Marijuana legal, we will have problems, that is our downfall as a city!
- Break-ins/ Theft.
- Burglary theft.
- Condo units contaminated by Meth production.
- Countering drug use/ abuse.
- Crime
- Crime
- Crime & drugs seem to be increasing, also homeless/ panhandlers.
- Crime as a result of items 1 & 2
- Crime downtown.
- Crime going up.
- CRIME INCREASE.
- CRIME RATE.
- Crime rates.
- Crime reduction.
- Crime seems to be going up
- CRIME- TRANSIENTS.
- Crime.
- Crime.
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- Crime

- Drugs.
- Drugs.
- DRUGS.
- DRUGS/MURDERS.
- FIRST RESPONDER RESPONSE.
- GANG CONTROL.
- gangs
- GANGS.
- Gangs.
- Get a stop to sale of Drugs.
- Get rid of Marijuana Dispensaries.
- Having a police force that handles citizen complaints fairly.
- High murder rate.
- I am appalled that you allowed that tall blue marijuana sign on 119 & Main. It reflects who Longmont is!
- INCREASE IN CRIME AND DRUGS.
- Increase in crime(murders, theft).
- INCREASE IN CRIME.
- Increase in crime.
- Increase of drug use and trafficking.
- Increased crime.
- INCREASED MARIJUANA AND USE OF DRUGS BY MINORS.
- Increased violent crime.
- Increasing crime
- Increasing crime potential.
- Increasing crime.
- Lack of substance use treatment.
- Law enforcement.
- Legalized marijuana!!!
- Meth labs.
- Meth.
- More drugs.
- More first responder/ police officers.
- More violence.
- Need more police officers.
- Opioids & illegal drugs.
- Policing Bad behavior.
- Poor police dept that doesn't enforce the laws- noise, traffic.
- Pot- Don't want Pot in town! Did not vote for it!
- Rise in crime due to growing population.
- Security (police presence and action against crime).
- SECURITY.
- Substance use disorder increases.
- Theft.
- Too many marijuana shops.
- Too many pot shops.
- Too much crime (graffiti, break ins).
- Vandalism & crime.
- Vandalism.
- Vandalism.
- Violence.

Homelessness

- BEGGARS.
- Control of Homeless on city parks & streets.
- Cost of homeless population.
- Growing homeless in our parks & on streets.
- GROWING HOMELESS WITH LITTLE HELP.
- Growing homelessness.
- Helping the homeless get housing.
- Homeless
- Homeless (big problem most cities)
- Homeless being coddled(& allowed) the way they are.
- Homeless camping on streets, even Main St. on during business hours.
- Homeless in our city.
- Homeless in parks & business parking lots.
- Homeless need homes, first & foremost.
- Homeless panhandlers out of hand here.
- Homeless people.
- HOMELESS PEOPLE.
- Homeless people.
- Homeless people.
- Homeless People.
- Homeless people.
- Homeless people. Remove not bring in.
- Homeless persons panhandling.
- Homeless population
- Homeless population
- Homeless population growth
- HOMELESS POPULATION INCREASE.
- HOMELESS POPULATION ISSUES.
- Homeless population, we need more accommodation for them.
- Homeless population.
- Homeless population.
- Homeless population.
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- Homeless population.
- Homeless population.
- HOMELESS POPULATION.
- Homeless problem increasing?
- Homeless problem what can be done?
- Homeless problems- need low rents for the poor not beginning rents at $1300.00/ month but should be $400 or so rents available.
- Homeless- too many.

- Homeless!!!!
- Homeless.
- Homeless.
- HOMELESS.
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- HOMELESS.
- Homeless.
- Homeless/ Transients.
- Homeless/Drugs.
- Homelessness
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- homelessness
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- Homelessness
- Homelessness- affordable housing.
- Homelessness and the perception of its effects on the community.
- Homelessness due to rent rising.
- Homelessness issues.
- Homelessness- resources.
- Homelessness, drug addictions, marijuana related issues.
- HOMELESSNESS.
- Homelessness.
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- Homelessness.
- Homless people.
- Increase in homeless population on street corners and hospital emergency departments.
- Increase in homelessness.
- Increasing homeless population.
- Lots more homeless people.
- MORE HOMELESS.
- Pan handling/homeless/vacancy.
- Panhandling.
- People begging on street corners when help is available....increase of drug use in downtown public areas.
- The homeless people in town.
- The homeless population.
- Too many homeless people allowed to stand on corners.
- Too many street beggars.
- Transients / Vagabonds
- Transients.
- TRANSIENTS.
- Transients.
- VANDALISM- HOMELESSNESS.

Other

- Affordable health care- better quality health care.
- Ageing population.
- Aging on population, most younger families are outside city limits.
- Aging population.
- Airport- just read an article where you're trying to accommodate jets- opposed!-
- Attractive, young people to work & live here- quality growth.
- Availability of mental health treatment.

- BALANCE OF OPEN SPACE, HOUSING AND BUSINESSES FOR THE TAX BASE.
- Balancing commercial and residential needs.
- Becoming Boulder- Liberal idiots.
- Becoming Boulder.
- Being a community
- Boulderites moving in
- Boulderization.
- Business (Friendly).
- Cleanliness.
- Cost of services because of Boulder County.
- Cost of services like storm drainage.
- CREATING ARE MAINTAINING A BUSINESS ATTRACTIVENESS.
- Demarcation
- Development of farm fields into housing communities.
- Distracted driving from texting, marijuana, alcohol, etc.
- Diversity diminishing
- DOWNTOWN IS MORIBUND - NEED TO REVITALIZE MAIN STREET.
- ELDERLY CARE.
- Elderly opportunities
- Elderly Support
- Fear
- fixing the post office issues
- Gentrification (Boulderification).
- Growing community beyond facilities including roadways.
- HEALTH CARE.
- Home owner upkeep on their property.
- Identity our city- nothing sets us apart or draws others into our community.
- Increased cost of city services created by pot industry and county enclaves.
- Keeping trees and narrow alleyways that add to charm, but difficult to service.
- Less of freedom (liberties, speech).
- Living conditions.
- Loss of "sense of place".
- Loss of small town feel that Longmont has always had.
- Loss of state & FEJ support.
- Main street becoming 'Artsy'
- Maintaining & improving services such as fire/ police/ clean water/ garbage removal.
- Maintaining good health care.
- Maintaining its character.
- Maintaining public services.
- Maintaining quality of life, our unique Longmont needs.
- Medical options.
- meeting needs of population
- Mental health - lack of resources to address issues throughout the community
- Mental health.
- More and better mental health services & facilities
- More and more regulations and obstacles for small businesses.
- MORE TRASH.
- Need another post office on west end.
- Need better cell service.
- New residents have no sense of community.
- No food.
- No health care.
- Not a lot of nightlife.
- Not becoming another 'Boulder'
- Not becoming too liberal.
- NOT TO BE A BOULDER CLONE.
- Over building.
- Over building.
- OVERWHELMED BY BOULDER.
- People moving from Boulder & CA, NY, IL.
- Political greediness, because of prosperity of city.
- Poor promotion as an attractive community to visit or relocate to.
- POOR SUSTAINABILITY PLANNING.
- Poverty areas.
- Protecting character of town's history from development.
- providing amenities (clothes/furniture shopping, public transportation, entertainment) for a rapidly growing population
- Providing enough services for the elderly population.
- Providing requested service without raising taxes.
- PUBLIC SERVICES.
- Quality of life.
- Raising a family.
- Recreational resources- Indoor swimming pool.
- Redevelopment of Main St. North to South.
- Rising Electric Cost.
- Run down rental properties.
- RV camping in residential neighborhoods.
- SENIOR CARE- MORE IN HOME.
- South West Longmont construction- It is adding so many people. I hope the builders aren't overbuilding.
- Sugar factory building.
- Sugar Factory.
- Taking care of the elderly- baby boomers aging.

- Taking care of the poorest and the elderly.
- Those on social security out into the street to live.
- TO BRING MORE INDUSTRY TO LONGMONT.
- Too many apartments (people & use of resources).
- Too many apartments.
- TOO MANY PEOPLE IN ONE HOUSE.
- Too many vicious pit bulls and other dogs. Hard time going to parks to walk.
- too much housing construction
- Too much housing, too few amenities.
- Too much regulation.
- Trash.
- Trying to be like Boulder.
- upset residents who have been paying for a light rail that will probably never show up in many of our lifetimes
- Valuing people over corporations/growth/big ideas

Economy, jobs and cost of living

- affordability
- Affordability & Need more high end shopping stores instead of food & breweries.
- Affordability for lower incomes.
- AFFORDABILITY.
- Affordability.
- Attracting and keeping jobs in town.
- Attracting businesses and jobs here.
- Attracting strong primary employers.
- Been here 35 years & can't afford to stay. That's a problem.
- Better jobs/ employment/ need RTD train!!!
- Cost of life.
- Cost of living
- Cost of Living
- Cost of living
- COST OF LIVING- BUDGETING- TOO MANY PEOPLE WANT LONGMONT TO BE BOULDER.-
- COST OF LIVING CAUSED BY BIG SPENDER CITY COUNCIL.
- Cost of living escalating.
- Cost of living too high.
- Cost of living way too high.
- Cost of living.
- Cost of living.
- Cost of living.
- Cost of living.
- Cost of living.
- COST OF LIVING.
- Cost of living.
- Cost of living.
- Cost of Living.
- Creating local jobs that pay enough to live here and thrive
- Dealing with cost of living.
- Diversified workforce opportunities.
- Economic downturn (State and National).
- Economic stability.
- Economy
- Economy- attracting more jobs.
- Economy.
- Employment
- Employment.
- Employment.
- Getting too expensive to live here.
- Good jobs.
- High cost of living in Longmont.
- High cost of living.
- High cost of living.
- High paying/ high tech jobs.
- Higher pay rates for Jobs.
- Hiring freeze on city Jobs.
- Hourly wage isn't enough.
- Incentivizing jobs to move to Longmont.
- INCOME-BUDGET.
- Increase in taxes and cost of living.
- Increased cost of living.
- Inflation & rising cost of living.
- Job growth/ Corporate growth.
- Job quality?
- Jobs $75k+
- JOBS BETTER, POLICE PRESENCE ON SOME NEIGHBORHOODS AND RESPOND MORE QUICKLY TO CITIZENS CALLS AND COMPLAINTS.
- Jobs for people who are not bilingual
- Jobs that pay well w/ advancement.
- Jobs, no new big business.
- Jobs.
- JOBS.
- Jobs/Industry- Need more than just Retail.
- Keeping cost of living reasonable for people on a fixed income.
- Keeping Longmont affordable.
- KEEPING LONGMONT ATTRACTIVE TO BUSINESS/ CORPORATIONS.
- Lack of employees.
- Lack of workers because of laziness.
- LIVABLE WAGES.

- liveable wages
- Loss of families with children to lower cost areas.
- LOW INCOME JONES.
- Lower cost of living.
- Maintaining Livability
- More employment opportunities for people with disabilities.
- Need places(new) to work(trains) and to live(moderately priced).
- Non-service related jobs.
- Not enough jobs.
- Prices going up to high on everything.
- Raising prices.
- Rise in the cost of living.
- Rising cost of living.
- Rising cost of services.
- Rising prices for everything (for those of us on a fixed income).
- Rising property values.
- Small biz cannot afford to stay in business
- Too expensive a place to live.
- TOO EXPENSIVE TO LIVE!
- Transportation.
- UNEMPLOYMENT.

Concerns related to stores and restaurants

- A vital downtown with restaurants and shops.
- Attracting strong retail providers.
- Better Restaurant choices (too many chains).
- Bringing more quality shopping.
- Cannot obtain good products- clothes-shopping.-
- Change of brand- need to get away from Walmart usage.
- City planing, shopping, things to do (not annual events).
- Competition with shopping opportunities w/ other towns.
- Diversity of small businesses (fewer box stores)
- Fashion stores.
- HORRIBLY PLANNED DEVELOPMENT, BOX-STORE SHOPPING IS SOUL-CRUSHING.-
- Improve shopping.
- Keeping downtown retail alive.
- Lack of good retail.
- Lack of quality store (clothes, appliances etc).
- LACK OF RETAIL SHOPPING.
- Lack of retail stores for clothing (other than big box like Kohl's)
- Lack of shopping stores.
- Lack of shopping venues.
- Lack of shopping.
- LACK OF SHOPPING.
- Loss of revenue due to no retail stores- main ones (too many restaurants not enough good retail).
- Need better shopping.
- Need for big dept store like Dillard's was.
- Need more development of stores North Longmont.
- Needs family/ buffet style restaurants in Longmont.
- No good places to shop.
- No shopping- new mall is only restaurants- poor excuse for a town this size.-
- No shopping options.
- No shopping or entertainment other than BARS.
- No shopping stores.
- No shopping unless you want a burger.
- No shopping.
- No shopping. Why do we need a mall of nothing but food?
- No shopping/ retail available- need to drive to Loveland.
- No where to clothes shop.
- Not enough grocery stores.
- Not enough shopping or restaurants.
- People going outside to shop.
- Practical and quality shopping.
- Reduce the focus on breweries.
- Restaurant options are concentrated but spread out.
- Retail shopping.
- Retail store to shop- clothing, etc.
- Shopping- East side needs more grocery stores. No clothing stores.
- Shopping is poor, mall is a disaster!! Miss Dillard's go to Loveland to shop.
- Shopping no gap, old navy time of clothing stores sometimes.
- Shopping opportunities- lack of.
- Shopping opportunities that draw people to town.
- Shopping options- no clothing stores, etc.
- Shopping- since the Hall was removed- it feels different- we only have food stores.
- Shopping.
- Shopping.
- Shopping.
- SHOPPING.
- Shopping.

- Shopping.
- Shopping.
- SHOPPING.
- Shopping.
- SHOPPING.
- Shopping.
- Shopping.
- Shopping.
- Shopping.
- Shopping.
- Shopping.
- Shopping.
- Terrible shopping.
- Too many apartments no where to shop.
- Walmart & Target don't cut it.
- WALMART(s).
- Where to buy clothes other then Walmart.
- Why put all the restaurants in the south west corner...
- Woman's apparel stores.

Taxes and spending, leadership

- Bad leadership.
- BOND ISSUES INCREASING PROPERTY TAXES.
- Budget.
- City council and town are becomes too liberal.
- CITY COUNCIL.
- City needs to decrease spending.
- City website is horrible for code enforcement- so city not responding to issues in the community!
- CONTINUED TAXATION FOR RAIL SYSTEM IS A JOKE. IT'S LEGALIZED THEFT.
- Dealing with the direction the present council is going.
- Downsizing- if we move, we get no tax break on new residence.
- Efficient use of taxes.
- Fiscal responsibility/ tax rate stability.
- Having sufficient funds for city maintenance.
- High taxes.
- High taxes.
- Higher taxes.
- Increase in property taxes and city services.
- Increasing taxes and rising cost of utilities.
- Increasing taxes with decreased population.
- Keep taxes low
- KEEPING TAXES DOWN.
- Lack of leadership diversity.
- Maintaining a reasonable level of taxes.
- Maintaining reasonable rates.
- Money to run the city.
- Political divisiveness.
- Property tax increases for commercial property.
- Property taxes.
- Residential property tax & school taxes.
- Spending WAY too much tax dollars on unnecessary programs and facilities.
- STABLE PREDICTABLE COUNCIL & PLANNING PROCESS.
- Tax control.
- TAX.
- Taxes too high.
- Taxes.
- Taxes.
- Taxes.
- Taxes.
- Taxes.
- Too many taxes.
- Too much tax
- Unresponsive, city council and others in charge, concerns from citizens.

Schools, education and youth

- Access to excellent academic schools for all.
- Below standard school ratings on East side of town.
- Crowding in schools.
- Early childhood education & mentoring youth (Heckman Equation).
- Education system.
- Education.
- Education.
- Education.
- Education.
- Education.
- Funding for schools.
- Funding schools & paying teachers better.
- GROWING # OF KIDS IN CLASSROOMS- TEACHER SALARIES.
- improving our schools
- Improving schools to make kids better prepared for college, not just the advanced students.
- K-12 education.
- Keep our schools excellent.
- KEEPING SCHOOLS EXCEPTIONAL.
- Large class sizes in schools.

- Overcrowded schools.
- Overcrowded schools.
- Overcrowding in schools.
- Overcrowding in schools.
- Providing schools for rapidly increasing population.
- School class size.
- School funding.
- School quality.
- SCHOOL QUALITY.
- School size (student to teacher ratio).
- Schools are overcrowded.
- Schools being over crowded as a result of many people moving to Longmont.
- Schools don't do enough to protect children or resolve bullying.
- SCHOOLS KEEPING UP WITH GROWTH.
- Schools quality.
- Schools to be constructed.
- Schools.
- Schools.
- SCHOOLS.
- Schools.
- Upgrade schools.

Water issues/flood recovery

- Decreased water supply.
- Drainage problems in neighborhoods
- Flood control.
- Flood Risk Reduction
- More water pricing increases.
- STRAIN ON WATER RESOURCES.
- Wasting less water.
- Water & utility changes are too costly.
- Water (maybe further out than 5 years, but should start the process of reducing water consumption before crisis
- Water availability.
- Water availability.
- WATER CONSERVATION.
- Water for cont'd growth.
- Water for near & long term needs.
- Water issues due to increased growth & usage.
- Water- or shortage of it via drought or flooding.
- Water quality.
- WATER QUALITY.
- Water shortage.
- Water supply for whole region in Colorado river watershed.
- Water supply- sustainability.
- Water to support growth.
- Water usage and conservation.
- Water usage.
- Water.
- Water.
- WATER.
- WATER.
- WATER.
- Water.
- WATER.
- Water.
- Water.
- Water.
- Water.
- Water.
- Water.
- Water.
- WATER.
- Water/ too much- too little- quality.-

Fracking and environmental concerns

- Carbon neutrality.
- Challenges from oil & gas companies.
- CHALLENGES RE: OIL & GAS DEVELOPMENT.
- Climate change
- CLIMATE CHANGE OR IMPACT OF IT.
- Climate Change Related Challenges.
- Climate change.
- Climate change.
- Complex electric grid with distributed energy and the need to meet renewable energy mandates.
- CONSERVATION.
- For us, fracking across 66.
- fracking
- Fracking.
- Fracking.
- Fracking.
- FRACKING.
- Fracking.
- GROWTH- OIL INDUSTRY WELLS & GAS WELLS.
- Implementing renewable energies.
- Keeping the frack out of Longmont.
- keeping the oil drills away
- Maintaining quality of life- environment Global Warming.
- Modifying the St. Vrain w/o ruining its riparian nature.

- Near by Fracking!!!!
- No fracking continued.
- Oil & gas companies (fracking).
- Oil & gas interests.
- Oil and gas drilling near open space, lakes, river, etc.
- Pollution from all the oil drilling to come.
- Possibility of fracking.
- Protecting our environment
- Protection of the environment.
- Sustainability.
- Sustainability.
- Tracking.
- Vehicle emissions.
- Wild fire.

Infrastructure

- Aging infrastructure.
- Aging infrastructure; roads, water, etc.
- Avoiding overbuilding so there are enough community services to keep up.
- Developement without consideration at needed infrastructure.
- Downtown infrastructure.
- EXPANSION (PUBLIC SERVICES, ROADS, BIKE PATHS, ETC.).
- Expansion of infrastructure, roads.
- Getting the library & civic center done & paid for.
- Infrastructure for rapid population growth.
- Infrastructure- highway congestion, lack of mass transit.
- Infrastructure including roads /transaction.
- Infrastructure is at capacity.
- INFRASTRUCTURE KEEPING UP WITH GROWTH.
- INFRASTRUCTURE MAINTENANCE.
- Infrastructure maintenance.
- Infrastructure Quality; Roads, water, schools, public safety management
- Infrastructure- roads, congestion, etc.
- Infrastructure to accommodate the out of control building.
- Infrastructure.
- Infrastructure.
- Infrastructure.
- Infrastructure.
- Infrastructure.
- Infrastructure.
- keeping of with the city infrastructure with the population bom
- Maintaining infrastructure as more people move here & use infrastructure.
- Maintaining our infrastructure.
- Maintaining public facilities.
- Maintenance of infrastructure.
- Sustaining municipal programs, utilities - quality.
- UNDESIRED INFRASTRUCTURE.

Pollution (air, water, noise)

- Air quality.
- Air quality.
- air quality/increased wildfires
- Airport traffic along with noise.
- CLEANLINESS (WATER, PUBLIC SPACES, ETC.).
- Night time TRAIN HORNS, solution to route thru town.
- Noise (Trains).
- Noise, congestion.
- Noise.
- Noise.
- Noise.
- Noisy trains & planes.
- Perpetual auto noise.
- Pollution (water/air)
- Pollution.
- Pollution.
- POLLUTION: air, noise, trash on side of road.
- Put up RR crossing so the trains don't blow their horns.
- QUIET ZONES.
- Quieting the train horns.
- Reduce air pollution.
- That ridiculous train horn. We're in age of self driving cars, but a train still has to blare its horn to cross an intersection. Come on!
- TRAIN HORNS.
- Train Noise
- TRAIN NOISE!!! TRAIN NOISE!!! TRAIN NOISE!!!
- Train noise!!!!!We live in old town on the west side, 6 blocks from the track. I couldn't sleep if it was not for ear plugs. Poor sleep contributes to many health issues.
- Train Noise.
- Trains sounding horns.

Street maintenance and repair

- Bad roads.
- Better street- repair- traffic.-
- Fixing the streets, and B16 highways.
- Good sidewalks- replace old.
- GROWING POPULATION (HOMES) WITH LITTLE ROAD IMPROVEMENT.
- NO UPKEEP ON STREETS.
- POPULATION GROWTH WITH REGARDS TO EXISTING ROADWAYS/ INFRASTRUCTURE.
- Rebuilt roads- They are terrible
- Road maintenance.
- Road repair all over.
- Roads & infrastructure.
- Roads and bridges needing repair.
- ROADS.
- Roads.
- ROADS.
- Roads.
- Roads.
- Roads.
- ROADS.
- Roads/ infrastructure.
- Rough streets- i.e : Hover.
- Street and overall maintenance.
- Street improvements.
- STREET MAINTENANCE & SNOW PLOWING.
- Street signs have no reflection at night- it's horrible.
- Streets/ Roads.
- Up keep of roads.

Open space, parks and recreation

- Boulder county open space land locking Longmont's growth.
- Keeping green space from being eaten up.
- Keeping the rural beauty from over development.
- Lack of truly wild open space- habitat!
- Land use and bike/pedestrian trail access (open space)
- More recreational facilities.
- Need another recreation center.
- Need north side recreational center, performing ARTS CENTER NEEDED.
- NEED REC CENTER ON WEST END- AS PROMISED A DOZEN YEARS AGO.
- No new recreation activities.
- No open space.
- Not enough open space- Too many housing developments.
- Over development of our open spaces.
- Preserving open space.
- Protecting open spaces from development.
- Providing more park and trail access to keep up w/ population growth.
- RECREATION COMPLEXES FOR A GROWING POPULATION.
- Recreational opportunities that draw people to town.

Illegal immigration, cultural tension and diversity issues

- Changing demographics
- Cost of number of immigrants.
- ILLEGAL ALIENS SANCTUARY.
- Illegal aliens.
- ILLEGAL IMMIGRANTS.
- Illegal immigrants.
- Illegal immigrants..
- Illegal immigration!
- ILLEGAL IMMIGRATION.
- Illegal migration/ homeless.
- Illegals- All!
- Immigration.
- Inclusiveness/ support for immigrant population.
- Inclusivity - cultures,socio economic,aging.
- Increased problems due to sanctuary city.
- Legal immigrants.
- Racism in Longmont Estates neighborhood.
- TOO MANY ILLEGALS- TOO MUCH WELFARE & HOMELESS.

Don’t know

- Don't know.
- Don't know.
- Don't know.
- I don't know.

Question 6a: Why? (Please rate the overall quality of the City services you receive.)

Positive statements about the service/no complaints

- All services fulfill my relevant needs at reasonable prices and without notable disruptions or issues.
- All utilities work well- not enough channels on TV (disappointed).
- Always there!
- Because i have good services in my home.
- Because I very seldom have a problem but when I do it's taken care of in a reasonable time. Apparently maintenance is really taken care of ahead of time.
- Choice of composting; library serves multiple needs; NextLight affordability.
- City does good on the ones that matter.
- City is clean, trash is picked up regularly and the overall look of the city is excellent.
- City services are good, no problems.
- City services support my desire for building community- Also utilities are reliable.
- Community oriented activities. Open space
- Consistency.
- Consistent quality- no issues.
- DECENT SERVICES, TIMELY.
- Dependable, reasonably priced.
- Don't have a problem with any services- super easy.
- EFFICIENT, TIMELY, REASONABLY PRICED.
- Electric, utilities, trash/compost/recycling pickup, NextLight. All good services, reasonable pricing.
- EVEN THOUGH LGMT HAS GROWN LIKE NUTS, STILL FEELS LIKE A SMALL TOWN.
- Ever had problem billing or health emergency, animal control response quick and efficiently .
- Everything I have dealt with has been great.
- Everything seems fine. Website is not clear, tough to get around, would like it to be easier to log into my services account and see my bill, change the way I pay, etc. Specifically, when I get statement emails, can't just click on link to see it.
- Everything seems to be smooth, well-coordinated.
- Everything works
- Excellent library, better than some of the larger surrounding cities. Very Seldom do we have power outages. Competent customer service. Curbside composting.
- Fair prices, quality, deliver on promises.
- Fast DMV lines; fast lines @ utilities. Reliable Power, Water.
- Few interruptions in service, reasonable cost, many adult programs available.
- Few power outages. NextLight is great.
- Few services i would rate negatively.
- Fire department & DISPATCH response- life saving code enforcement/ helpful to me.
- For the fast growth of the city, they are working to keep up with the growth.
- FROM MY EXPERIENCE ALL IS GOOD.
- Generally better than most other towns I've lived in.
- Generally speaking Longmont is a great place to live (40+ yrs). Please don't make Lgmt. another Boulder, that's the beauty of Longmont, It is Lgmt.!
- Gets the job done.
- Good communication
- Good services.
- GOOD VALUE, ON TIME, SERVICES, EVERYTHING SEEMS TO RUN SMOOTH.
- Good water services & Recycle facility.
- Great internet service. Reasonable rates, reliable, good, easy to understand bills.
- GREAT NEXTLIGHT BROADBAND SPEED AT A GREAT PRICE.
- Have had good city services since we've been here.
- Have not experienced any problems- am happy with all I've experienced.
- Haven't had an issue.
- Haven't had any major problems.
- Haven't had problems.
- Home impacted by 2013 flood, city responded quickly with services.
- I am happy with the services.
- I frequently tell people, in Longmont we have (whatever service) other are impressed.
- I have electricity 99.9% of the time and when it goes out, they quickly fix it. My trash is picked up weekly and recycle every other week. I appreciate both of these. Thank you.
- I have no complaints about the services.
- I have only had a few issues and they were addressed in a timely manner.
- I lived in Longmont for 40 years and its great place to live.
- I love it that Longmont is one of the first cities to roll out municipal broadband. Utility

billing seems fairly priced and bills are accurate. City parks are nearby and plentiful. I appreciate the 'pay as you throw' approach to garbage pricing, and curbside recycling and coposting is good (though composting is too expensive for me to participate in).
- I love living in Longmont. I have no issues.
- i love NextLight! i also am seriously happy about the composting program and tiny trash can option.
- I only have next light and it is awesome.
- I pay my bill- it works!
- I ride the bus- very good- I use the Senior center- It is excellent.
- I think Longmont does a good job of giving us options! Service if we want it!
- If I have a problem, the city resolves it in a timely way. All utilities are operated very well to the convenience of the residents.
- I'm happy here. Lots of friends and seldom have any problems with city services.
- I'm overall happy being in Longmont.
- In my experience,online services are easy to navigate.
- Infrastructure works well which makes it a pleasant and easy place for elders.
- It is evident that you care - period. That shows in quality of services provided.
- It is their job & seem to care.
- It looks as if as a city we are always improving.
- It seems with increased growth, all services have kept up and gone above & beyond.
- It works, reliable.
- I've never had a problem and hence have a clear explanation if I have any questions.
- Keeping up with the times, quick response, respectful, concerned with environment/ recycle, compost, friendly.
- Lighting struck my house in June, electrical was very good checking my wiring etc.
- Logistics are high allocate emergency. Response & recovery excellent- council is problematic not focused or action oriented.
- Longmont has some of the most comprehensive services. They are well managed & reliable. They are among the best in the state.
- Love city aimed electricity & internet but always room for improvement!
- Love composting and trash options, tree maintenance.
- love Love LOVE that I can use local municipal providers instead of massive nationwide companies.
- Love senior center.
- Love that Longmont has its own, they did it timely & they did it very well.
- LOVE THE FACT THAT SO MANY UTILITIES ARE CITY OWNED & CAN BE AUTO PAID ONLINE.
- MUCH BETTER THAN OUR PREVIOUS HOME.
- Needs are met.
- Never a problem.
- Never any problem.
- Never any problems w/ utilities, wifi, & billing.
- Never had any problems.
- Never let me down. Always good.
- NEXT LIGHT NEEDS TO BE BETTER CONSISTENT SERVICE QUALITY.
- Nextlight is outstanding. Electricity & water & trash collection excellent.
- No Hugh complaints.
- No issues.
- No power outages/great Library & Senior Center/reasonable rates.
- No problems to date with any city service.
- No problems we have had.
- No problems, no ideas for improvement. Not even sure what city services I get. Are we just talking utilities and trash/recycling/compost? Definitely good there
- No problems.
- On time and reasonable cost.
- On time, efficient, responsive, costs low.
- Organized, quick and kind.
- Overall just really great job.
- Overall things seem to run smoothly.
- Priced right.
- Quick response/ resolution to problems or questions; Excellent reliability (trash, electric, etc.).
- Railroad crossing were rough for many years. So glad the 9th Ave. crossing is fixed!! Overall, Longmont has the important bases covered!
- Rates are fair.
- RELIABILITY- ACCESSIBLE- WELL RAN.-
- Reliable services
- Reliable utilities and city services, and Nextlight internet speed. Ability to submit online service requests is great and my burned out pedestal light was replaced in one day!
- RESPONSES TO REQUESTS WAS TIMELY.
- SATISFIED.
- See ratings above. Some services are excellent, some fair, most good.
- Seems to be fairly consistent.

- Service is provided with integrity and timely.
- Services are very good, utilities seem high, very happy w/ NextLight.
- Services generally good.
- So far, my wife and I have no complaints. The Nextlight fiber optic internet service is absolutely WONDERFUL!
- Streets are generally well maintained. Police are visible and utilities are fairly priced and service is good
- Thank you for asking my opinion. I look forward to the changes Longmont will implement!
- The city really its act together; you know what you're doing!
- The combination of long distance planning, Nextlight and new water res, along with solid overall city services is quite good. Noticeably better than in the other cities that I've lived in locally: Boulder, Westminster, Broomfield and Lafayette.
- The good out numbers the fair.
- The internet is an amazing asset to our community! All other services have been reliable and fairly priced. The recreation centers/museums/library/parks are something that we are incredibly grateful to have and are proud of them being a part of our community building.
- The service record for power, trash, internet, park facilities would be much more expensive if provided by a company for profit.
- There is always room for improvement but services have been adequate.
- There is always room for improvement, but Longmont does an excellent job.
- They have been responsive to my needs.
- They keep up with recycling, our city is clean, we need to work a crime.
- Things are taken care of quickly, for the most part, plus friendly workers.
- Though i use few services, its never been a problem when i do
- Timely and affordable.
- Timely and complete.
- Timely response to needs & decent cost.
- Trash pickup is timely.
- Trash/ recycle handled very well, roads maintained, emergency, services very good!
- Unnoticed, just there & functioning without trouble.
- Utilities are affordable, the NextLight is amazing, trash/recycle/compost is so nice to have.
- VERY FEW EXCEPTIONS TO MY EXPECTATIONS.
- Very happy w/ city; live next to rec. center & trail and all well maintained.
- Very pleased with Longmont as a utility and internet provider. I appreciate the reduced trash pick up option and composting services as well. Only desire is for cheaper VOIP phone service from City. It does not compete with other services like Ooma.
- We enjoy utilities & NextLight services.
- We have a clean town and city utilities are reasonable.
- We have such a variety! it's so great!
- We use the YMCA & they are always tops!
- Website is helpful, always had good response by phone.
- WEBSITE WORKS. STAFF COMPETENT AND FRIENDLY.
- Well-done and timely.
- We've never had any issues with delivery of services.
- We've recently moved. Everything so far seems well run and well maintained.
- When asked for assistance, police & fire were fast, helpful & polite.
- When I ask for service elect/ next light/ trash it is taken care of right away.
- Wonderful library, Senior center.
- YOU DO IT SO I DON'T WORRY ABOUT IT.

Other

- 1) My street Katy Ln is never snow-plowed. 2) Light rail to Denver will transform Longmont if it ever happens. 3) The train horns at 2 am/ 4 am are abusive, not normal. Long blaring horns- not short ones.-
- Bike trail connections would rate excellent.
- Do something about landlord raising the rent so high that they putting senior into the street to live in Clover Basin Complex.
- ELECTRIC & NEXTLIGHT ARE FANTASTIC. SNOW REMOVAL IN PROSPECT IS TERRIBLE.
- Electric utilities website could use updates and auto pay
- Exception - getting yellow paint removed from my street.
- Growing too fast.
- Haven't lived here long enough to see most services.

- I don't have to think about it. If I had to think about it, I would be having problems with them.
- I have been trying to get NextLight service at my apartment for nearly two months but every time I call they tell me that they will let me know when they are ready to provide the service. NextLight is one of the biggest reasons I chose to move to Longmont. Because of the delay I had to go with CenturyLink.
- I have to say "fair" because of all the homeless - downtown is unsafe at night.
- I really have no complaints aside from homelessness.
- I see many open spaces disappearing. Too much development going on. Services on the other hand are good.
- I'm getting what I pay for.
- In general services are good. But I think the city council is swayed by big developers. Thus the Southwest Part of Longmont is getting over built w/ house, apartments & big building monstrosities.
- In general, very pleased w/ Longmont, except for the lack of shopping/ stores/ clothing.
- It's over populated and the streets are over run with transits.
- Large camps of homeless drug users (Meth) sleep in front of my apartment every night. Have had attempt break ins.
- Library services & next light are excellent. Too much street light at night. It is never "Night". City needs better ecology, input in weed control & mosquito spraying. Keep on composting!
- Live in HOA controlled condo., not many city services. Water is horrible.
- Lots of pros, but some cons.
- LOVE NEXT LIGHT- ANIMAL CONTROL- HATE LACK OF EASY HANDICAP ACCESS TO DOG PARK ESP. 21ST FRANCIS.-
- Most areas are fair to good. Park bathrooms are disgusting bathrooms- visit some other cities park - not like ours- clean heated open.
- Most ok, desperately need road planning + population planning + rec centers.
- MUSEUM SUCKS- A LOT OF NOTHING, MULTIFAMILY HOUSING OUT OF CONTROL!
- My overall evaluation of services.
- Need more maintenance of sidewalks, street sweeping in older neighbourhoods
- Needs Jm Hamm park- looks terrible, traffic Sundance Dr- fast.-
- Nextlight isn't available where I live. I live over by Grandview Meadows and Clovebasin...make it available and affordable for all
- No real issues this year. Last year the time to get a building permit was ridiculous!
- Nobody is perfect!
- Not liking all the low, low income housing apartments.
- Nothing's perfect obviously. There's still potholes, my neighbors can be noisy, and we don't have our train yet but the city government here has been the most responsive and professional of anywhere I've ever lived. City services are timely and well run and the politicians engage the community rather than hiding in city hall. Nextlight in particular is a model to that success and a model for any community in Colorado.
- OVER POLICE DEPARTMENT USED A ROBOT TO CONFRONT A SUSPECT; SAFE FOR OUR OFFICES AND SUSPECT.
- OVERALL GOOD-CITY STRUGGLING W/ GROWTH ISSUES.
- Plan review is slow and unreliable.
- Safety, Next light, Library and Long Range Planning Weigh heavily in my assessment.
- See 5 above.
- See each note above.
- South moor park has seen zero follow through on west ween belt development.
- Surely the city can have some impact! Live in a 55th Senior park- No Rules are enforced by the park.
- The city council is too busy on stupid stuff.
- They respond quickly most of the time- 90%.
- This is what I see in my community.
- Too many external loud cars & trucks seem to be tolerated here. Some parts of the city look ugly & unkept, even along roads & sidewalks.
- Waste collection and recycle/diversion center good. I don't hear much about water or electricity conservation. I walk through Southmoor Park, Rainbow Ridge, and Prospect daily, and some people's sprinkler systems waste a lot of water.
- Water draining poor at corner of South Terry & Grand- storm drain too high.
- WOULD BE EXCELLENT IF WE HAD A RECREATION CENTER ON THE SOUTH SIDE OF TOWN.

Positive statements about staff

- A human always answers the phone and helps quickly.
- All my contacts with city personnel have been positive.
- Consistent; helpful, knowledgeable staff.
- COST QUALITY SERVICE- PROMPT TO CHECK OUT- CORRECT.-
- DEDICATED PERSONNEL.
- Easy to talk to the public services representatives.
- Employees are friendly and professional.
- Every employee I dealt with was very knowledgeable, kind and didn't rush.
- FAIRLY EASY TO ACCESS PERSONNEL WHO CAN HELP WITH SERVICES.
- First and foremost always available.
- Friendly responsive staff.
- Friendly service, timely, good communication about changes (except at library).
- Friendly, accurate - (City of Longmont Electric).
- GOOD CUSTOMER SERVICE- I FEEL LIKE EMPLOYEES CARE.
- Great, professional staff at all levels of City Government/ services.
- I can reach a human when I call the city. They are friendly and responsive.
- I feel like I'm working with a neighbor who cares.
- I have found them to be responsive.
- i like it that humans answer the phone when you call & they seem to care. Giant branch that fell on the sidewalk in big snowstorm gone within hours- I didn't even call.
- I will always get an answer to my questions!
- I'm overall pleased with city management.
- Most are on time: people pleasant.
- Most are responsive & helpful.
- Most employees are willing to help!
- Mostly friendly.
- No personal problem.
- Porque siempre son hamables.
- Quick response to any issue.
- Responsive & courteous, felt heard & saw results.
- Responsive, efficient, professional, and always courteous.
- Seems like the people care, probably because it's affordable and they live here(?)
- Super lady at city hall info desk, good police, great library.
- There when I call for them!
- They always are responsive and timely in follow through whenever contacted.
- Timely and correct, good customer service when needed. REAL people answer the phone.
- Weekly trash pick-up driver always friendly/ thorough.

Concerns about street repair, transportation and traffic

- Again, we paid for transportation services we have not received or held anyone accountable.
- Decent overall, some room for improvement. Too many people run red light.
- Don't like the mosquito spraying. Street lights LED's are too bright, we don't have dark skies anymore. The noise pollution of loud cars/planes flying low/trains/small jet is too much. Mostly great services but streets get pretty dirty with the small amount of street sweeping now.
- I DON'T NEED HALF OF THEM. JUST FIX THE TRAIN NOISE! THANKS!
- I think enforcement should be better of traffic- city personnel are great.
- It's nice, but it needs the tram to Boulder to be finished.
- Need transit- relieve congestion, time trains, better, esp. keep along airport Rd, below 17th, planning wisely, H2O quality.
- Our alley street has trees-shrubs growing in alley.
- Our roads are terrible! 17 years in Longmont- NOT/street sweeper.
- Resurface streets, great trash removal- need more turn signals.
- ROADS HAVE GOTTEN REALLY BAD.
- Roads need work, snow removal is poor.
- Sporadic street cleaning, horrible roads.
- The city's overall services for trash removal recycle removal, and compost as well as snow plows and keeping our streets clean is a great example of other cities should be following. We do need help with the bumps in our roads but hopefully we can work on that in the future.

Concerns about crime or law enforcement

- Calling police about road rage and never ever seeing the police giving tickets.
- CITY REVIEW PROCESS CUMBERSOME & SLOW - POLICE MORE INTERESTED IN BEING SOCIAL RESPONSES THAN EFFECTIVE SAFETY IN DRIVING CONTROLS.
- Clean parks and great walking/biking trails. Crime is inching up, it seems, and perhaps more police officers are needed. Love Nextlight and Electric utilities.
- Cops don't help me and I never been a problem. Can't cross the streets by walking without a car almost hitting me. Pedestrian don't have the right to cross. Longmont does not have worth wild restaurants to eat at. No where to shop for clothes, I got to Loveland, Fort Collin, etc. Longmont is a downer for anything. We needed Costco not Sam. We need quality stores to shop at.
- Known drug house across the street- 3 raids- Problem still exists.-
- Most Longmont police- Rude, respond but don't act, don't enforce disturbing peace laws and don't want to do the job.
- No real complaints other than crime prevention, but not sure what more the police can do...
- Outside of emergency dispatch all city employees area pleasure to work with, responsive & helpful!
- Police are no where to be found. Cars driving high seeds around house.
- Police seem focused on the important aspects/ easy to pay utility bills/ efficient programs.
- The police are horrible. They're quick to help a white man and slow to help other races.
- UTILITY COST LOW & BROADBAND IS GOOD. NEVER SEE POLICE CARS.

Issues with trash or recycling service

- All good but trash pick up. They missed me many times.
- From my neighborhood, I see excellent & consistent trash & sewer services plus the recycling/compost facility at Martin St. is amazing. Plus when I read the monthly city line, I know the city council is in constant discussion upon the future & current issues facing our city. And they actually ask us to participate(coffee & council, etc.). The museum & library are first rate as are the Rec centers, senior center, streets, trails & parks. Nice work!
- I have only one complaint. They should do free large items pick-up.
- I like the opportunity to have my small amount of trash picked up 2X month.
- I'd like rebates offered for home solar panels being installed. I'd like more energy conservation (solar panels, etc.) and recycling weekly.
- MORE FLEXIBILITY IN TRASH BILLING FOR LOW USERS. NEED MORE SENIOR HOUSING FOR LOW INCOME, INDIVIDUAL SOLAR ELEC.
- Not enough community events though out year. Recycle has been missed a few times - Trash not fully dumped.
- PARKS: WE NEED MORE OFF LEASH AREAS FOR DOGS (TRAILS, LAKES, ETC.) & DOG EXCREMENT STATIONS THAT INCLUDE BAGS & TRASH CAN & VOICE & SIGHT PROGRAM. WE ALSO NEED RECYCLING BINS. POLICE: WE NEED ZERO TOLERANCE FOR ILLEGAL FIRE WORKS.
- Recycling pick up more often. Compost more often.
- Seems fair, trash pickup schedule a bit confusing.
- The services are generally good-but I would like recycling weekly and trash every other week. As a community we should be encouraging recycling-not throwing things away that can be recycled.

Issues of code enforcement

- 1) Police female dispatcher is horrible. Most women know to not bother calling, she won't help you after she belittles you. She actually brags about it. We have great parks but too filled with dog poop to play in and transients sleeping on picnic tables or being crazy lying around. Very few parks I can take the grand kids to and just let them play.
- CODE ENFORCEMENT INEFFECTIVE AT BEST. LET CITY ATTORNEY DO IT ALL; DERELICT

PROPERTIES NEVER RESOLVED; PANHANDLING & TRANSIENTS IN PARKS BAD; NOISE ENFORCEMENT BAD; TRASH PROGRAM OUT OF CONTROL IN ALLEYWAYS, RENTALS & VRBO NOT MANAGED.
- Everything works fine for me, I have not have a problem. There seems to be a lot of agressive dogs in the neighborhoods even on leash, but other than that everything is fine
- I rated code enforcement as fair. They need to enforce handicap parking violations much more strictly.
- Left hand Creek between Hover & Sunset stinks at night from manure and/ or sewage. I live along left hand creek- Dogs unleashed, people not picking up after them, neighborhood cats roaming.
- Longmont has changed incredibly in the last 15-20 years. That said, it is still a homey, friendly town that's easy to get around and which has many fine amenities. The new 'mall' is beautiful and has lots of nice businesses. We are still short a really good department store like Dillards or Macy's. Any time we've had to call the police they are prompt, courteous and gave excellent followup for us. However, code enforcement is a problem. We got a ticket for having two wheels of our car 3' on the sidewalk, which is very wide and doesn't have a curb. Just down the street, a neighbor has junk cars, trash, weeds, etc. in the front of the house. It's been that way for YEARS and code enforcement has done nothing, even with emails, pictures, etc.
- One problem is the city does not enforce code of what people accumulate in their yards & driveways. I do not have any problem with the city other than above.
- PD records was rude & never respond to request for open record.
- Some areas deserve excellent. Recreation facilities are too small. Code enforcement is slow & difficult. Access to St. Vrain Greenway is not easy from my neighborhood. Must go along highway to access. Planning keeps changing & is not consist.
- Utility services: no complaints. Police services: click it or ticket has got to go--it fosters ill will. Animal control: the leash law here is too severe! We need more off leash areas--lakes, trails, paths, and also a voice and sight control program like Boulder. Code enforcement: fireworks are out of control. You must STOP the illegal fireworks. There should be zero tolerance, patrol cars should be out in force on July 4, and maximum-fee citations should be issued!!!!!!! Parks and Rec: the parks are generally well kept, I just wish we had more of them. Roadways: we need trees, shrubs, and wildlife and pollinator-friendly landscaping on medians and on the nature strips next to sidewalks. Many of these areas are currently derelict.
- We have had poor expenditures w/ code enforcement re-dumping in our alley.

Concerns about cost of services

- (On utility bill) City charges lots of extra, unknown fees, what's "COPE?" .
- Cost too much- water- sewer.-
- Cost.
- FOR WHAT WE PAY THEY BETTER BE GOOD.
- I have the sense that if I should request a service it would depend on affordability; therefore, I settle for the lesser of such provision from City service.
- Price higher than quality.
- Pricing on somethings are too expensive.
- Services are good but expensive.
- Utilities are much higher as Boulder County tax.
- Utility "services & fees" are 10x my usage charge. Animal control are bullies.

Don't know/no opinion

- Can't say- 0 problems.
- Only refers to prompt track/ recycling pick-up- we're pretty new here.-
- OUR COMPLEX PROVIDED MOST OF THE SERVICES.
- Retired & don't use a lot.
- Too soon to tell.
- We have only been living here for 6 weeks- so it's early.
- We use mainly the basic services.

Question 20: What are your favorite aspects about living in Longmont? Responses to "other"

- (I am a retired city of Longmont employee).
- 1000 new apt. Skyline H.S. Pool. Centennial Park, Prk thru 8 RR Athletic Club! Do not remove parking from Pace to Collyer! Way too much traffic! Will be harmful! Not good idea.
- 4th generation Longmont- but thinking of leaving as it is much more expensive, a bit trashy, and congested.
- Access to the front range cities & Summit County.
- All the trees, and close to the mountains.
- Art community!!
- ART.
- Beautiful area (close to mountains).
- Beautiful weather.
- Being able to walk to restaurants and local activities!
- Bike paths.
- BIKE PATHS.
- Born here.
- Breweries!
- Breweries.
- Central location to Denver, Mountains.
- Choice of food shopping, farmers market, organic farms nearby.
- Churches & their community involvement.
- CHURCHES.
- CHURCHES.
- City of Longmont customer service!
- City size (pop & miles).
- Close & opp. for entertainment, such as Denver, Boulder, Ft. Co. & mountains.
- Close to Mountains.
- Close to the country and to the mountains.
- Cultural diversity.
- Cultural events.
- Cultural opportunities, abundant community events (concerts in the park, art walk, downtown concerts, etc.)
- Curbside compost pickup!!
- Dog Parks
- Dog parks are great!
- Feels smaller than it is.
- Festivals.
- Forward Thinking Local Govt.
- Friendly, small town with big city amenities!
- GOOD DENTAL & HEALTH CARE- MEDICARE.
- GOOD WATER.
- Historical quality.
- Hospitals.
- Husband's family here for generations.
- I am moving to Montrose Co. in part because I sold my too- large home and cannot afford to buy back into this market; also, concerned about traffic & extreme development.
- I have lived here from 1976 till present.
- I work in Denver, so rarely get to enjoy any of these.
- Illegal social profiling!!
- In the past few years, my health has deteriorated greatly, when I call 911, the Emts. & fireman are amazing- always patient & kind.
- IT USED TO BE SLOW GROWTH RATE OF LONGMONT.
- Its always been my home, aside from 8 years in Boulder.
- Its my hometown - Born here.
- Its where I live.
- Kind, generous people everywhere!
- Latino population.
- Longmont is a great place to live.
- Lots of unhealthy people/ too much animal abuse. Sorry so negative- I see some good things happening- but my lifestyle is no fun- here no good night life options really.
- LU Hospital.
- Macintosh Lake.
- Many free community events, great views!
- May you rethink your big ideas! We're already getting big city gangs, is that good? (worse than ever!). Stop growing this nice place into an overgrown, crowded, polluted, congested place where no one even cares to follow any laws anymore! It is not healthy for children and other living things!
- Medical facilities.
- MEDICAL.
- MICRO BREWERIES AND FARMERS MARKET.
- Mountain views.
- My Church.
- My house.
- Near rocky mtn. NP and YMCA of the Rockies.
- Next Light- 16 b/s!
- Next light.
- Next to trail (Trail system overall).
- Nextlight- Adding it to Cannery 3rd & Martin.
- NextLight Internet
- NEXTLIGHT.
- Not Boulder!!!
- Not quite suburban to Boulder.
- Open space views.

- OPEN SPACE.
- Open Space.
- Parades, small town feel, close to mountains, outdoor activities, people overall are nice.
- People here are open and generally decent!
- Plenty of parks.
- PROXIMITY TO RMNP (ROCKY MOUNTAIN NATIONAL PARK).
- Quiet.
- Recycling & composting services- would love more sustainable initiatives like a grocery bag tax.
- Relatively easy access to the mountains
- Relatively low crime.
- Rent is too high and I'm disabled and get no help at all.
- Scenery- the mountains & blue sky, climate.
- Senior activities, civic art.
- Senior center.
- Senior Services i.e. buses.
- Senior services.
- Small town atmosphere.
- SMALL TOWN FEEL ACCESS TO FARM STANDS.
- Small town feel while growing a lot.
- Small town feel with mid-size amenities.
- Small town feel.
- Still a small town atmosphere.
- Survey is too long!
- Symphony.
- That I'm moving out of Longmont.
- That it isn't Boulder.
- The weather seems to be milder here than those around us.
- There is no more "out in the country" to move to! Housing is outrageous! Traffic is ridiculous! Everything is too crowded! You always have to wait in lines! Dogs bark & bark! Stop telling everyone to "come here because it's so nice" it won't be very nice much longer unless we stop all of the total overflowing all over Longmont! We don't need any more people! Can't you see that? Duh! You are ruining Longmont good quality with quantity!
- These Boulder wannabes that comprise almost ALL of the city council are directing Longmont in the completely wrong direction. THIS IS LONGMONT- NOT BOULDER!! We have our own identity! Lets keep it. I had high hopes for the current mayor, but now have lost all hope & confidence in him. What a wimp he turned out to be. I appreciate Bonnie Findley.
- very convenient
- Walking distance to Downtown.
- Weather, fresh air.
- Weather.
  World class beer

Appendix C: Comparisons of Select Questions by Respondent Characteristics and Ward

Understanding the Tables

For most of the questions, for ease of comparison, responses have been condensed to show only the proportion of respondents selecting specific response options; for example, the percent of respondents who rated the quality of life as "excellent" or "good."

The subgroup comparison tables contain the crosstabulations of survey questions by Ward as well as various demographic characteristics. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent "real" differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant. Statistical testing was not performed on multiple response questions.

Each column in the following tables is labeled with a letter for each subgroup being compared. The "Overall" column, which shows the ratings for all respondents, also has a column designation of "(A)", but no statistical tests were done for the overall rating.

For each pair of subgroup ratings within a row (a single question item) that has a statistically significant difference, an upper case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 51 on the following page, respondents in Wards 1 (A) and 3 (C) gave statistically significantly lower ratings to the city as a place to shop than respondents in Ward 2 (B), as denoted by the "A C" listed in the cell of the ratings for Ward 2. Residents aged 18 to 34 (A) gave statistically significantly higher ratings to the City as a place to shop and as a place to work compared to those ages 35 to 54 (B) and those 55 or older (C).

Table 51: Question 1 by Ward, Age, Tenure and Race/Ethnicity

Please rate the following aspects of life in Longmont. (Percent excellent or good)	Ward of residency			Respondent age			Housing tenure		Race/ethnicity		Overall
	1	2	3	18-34	35-54	55+	Rent	Own	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
How would you rate Longmont as a place to live?	91%	90%	90%	94% C	92% C	87%	89%	91%	91%	91%	90%
How would you rate your neighborhood as a place to live?	82%	80%	87% B	74%	88% A	84% A	78%	86% A	83%	84%	83%
How would you rate Longmont as a place to raise children?	82%	85%	87%	91% C	84%	80%	83%	85%	86%	83%	85%
How would you rate Longmont as a place to retire?	71%	62%	63%	69% B	59%	67%	58%	68% A	62%	74% A	65%
How would you rate Longmont as a place to shop?	33%	45% A C	35%	50% B C	38%	30%	52% B	30%	39%	36%	38%
How would you rate Longmont as a place to work?	68%	63%	60%	72% B C	62%	61%	62%	65%	69% B	50%	64%
How would you rate your overall quality of life in Longmont?	89%	87%	84%	90% C	88%	83%	85%	87%	88%	84%	87%

Table 52: Question 4 by Ward, Age, Tenure and Race/Ethnicity

Please rate each of the following characteristics as they relate to the City of Longmont as a whole: (Percent excellent or good)	Ward of residency			Respondent age			Housing tenure		Race/ethnicity		Overall
	1	2	3	18-34	35-54	55+	Rent	Own	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Sense of community	68%	72%	77% A	76%	70%	73%	64%	77% A	75% B	64%	73%
Neighborliness of residents	70%	67%	73%	76% C	70%	67%	64%	73% A	71%	68%	70%
Openness and acceptance of the community towards people of diverse backgrounds	69% B	60%	64%	68% C	67% C	57%	63%	65%	66%	59%	64%
Overall appearance	75%	72%	77%	81% C	75%	70%	76%	73%	77% B	68%	75%
Cleanliness	73%	71%	78%	77%	76%	69%	75%	73%	76% B	66%	74%
Opportunities to attend cultural activities	74% B	65%	70%	63%	70%	74% A	65%	71%	73% B	57%	69%
Overall quality of business and service establishments	71%	67%	74%	89% B C	66%	63%	76% B	67%	74% B	60%	71%
Shopping opportunities	36%	37%	32%	49% B C	35% C	26%	49% B	28%	36%	32%	35%
Air quality	75%	73%	75%	81% C	75%	70%	75%	75%	77% B	67%	75%
Recreational opportunities	80%	79%	81%	89% B C	76%	78%	80%	80%	80%	79%	80%
Availability of paths and walking trails	87%	82%	80%	81%	84%	83%	81%	83%	84% B	78%	83%
Job opportunities	51%	50%	46%	61% B	40%	52% B	49%	49%	53% B	39%	49%
Educational opportunities	68%	62%	68%	71%	64%	63%	65%	66%	66%	64%	66%
Access to affordable quality housing	20%	14%	16%	17%	16%	16%	16%	16%	16%	16%	17%
Access to affordable quality child care	31%	20%	24%	27%	22%	26%	18%	29% A	28% B	17%	25%

Please rate each of the following characteristics as they relate to the City of Longmont as a whole: (Percent excellent or good)	Ward of residency			Respondent age			Housing tenure		Race/ethnicity		Overall
	1	2	3	18-34	35-54	55+	Rent	Own	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Access to affordable quality health care	45%	45%	45%	43%	39%	52% B	40%	47%	49% B	32%	45%
Ease of car travel	54% B	43%	47%	49%	50%	44%	42%	50% A	49%	44%	48%
Ease of bus travel	59% B C	43%	44%	57% B C	44%	45%	55% B	42%	46%	53%	48%
Ease of bicycle travel	67% C	65% C	55%	72% B C	60%	57%	70% B	58%	60%	68%	62%
Ease of walking	75%	70%	73%	77% B	68%	74%	74%	71%	72%	74%	72%
Amount of public parking	54%	56%	59%	55%	63% C	49%	55%	56%	54%	61%	56%
Overall image or reputation	71%	67%	71%	75% C	71%	65%	71%	69%	71%	65%	70%
Services to support aging in place (adult day care, money management, healthcare, etc.)	55%	57%	50%	62% B	46%	56%	55%	53%	56%	50%	54%

Table 53: Question 5 by Ward, Age, Tenure and Race/Ethnicity

Please rate the quality of each of the following services in Longmont. (Percent excellent or good)	Ward of residency			Respondent age			Housing tenure		Race/ethnicity		Overall
	1	2	3	18-34	35-54	55+	Rent	Own	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Snow removal from major streets	77%	76%	72%	76%	74%	76%	71%	77%	76%	73%	75%
Street repair and maintenance	65% B C	55%	54%	57%	62% C	53%	54%	60%	59%	53%	58%
Street cleaning	76% C	68%	65%	72%	74% C	63%	67%	71%	71%	67%	70%
Street lighting	71%	71%	71%	70%	71%	71%	62%	75% A	73% B	63%	71%
Timing of traffic signals	58% C	51%	49%	56%	51%	50%	53%	52%	51%	56%	52%
Tap water (quality of drinking water)	87%	82%	88%	93% B C	81%	86%	79%	89% A	86%	83%	86%
Sewer services	92% B	85%	89%	90%	89%	86%	83%	92% A	92% B	79%	88%
Water conservation programs	78% B C	60%	67%	69%	67%	71%	62%	71% A	71% B	61%	69%
Electric service	96% B C	89%	88%	86%	93% A	92% A	84%	94% A	93% B	84%	91%
NextLight broadband service	90%	92%	89%	95% C	91%	87%	89%	91%	92%	90%	91%
Electric conservation programs	80% B C	68%	65%	70%	74%	71%	65%	74%	74%	68%	72%
Utility billing	82%	82%	78%	79%	83%	78%	73%	84% A	83% B	75%	80%
Weekly trash pick up	93%	88%	88%	85%	91% A	92% A	79%	95% A	91% B	85%	90%
Twice a month recycling pick up	90%	90%	87%	90%	88%	89%	82%	92% A	90%	86%	89%
Twice a month composting	88%	88%	87%	91% C	90% C	81%	87%	88%	91% B	82%	88%

Please rate the quality of each of the following services in Longmont. (Percent excellent or good)	Ward of residency			Respondent age			Housing tenure		Race/ethnicity		Overall
	1	2	3	18-34	35-54	55+	Rent	Own	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Recreation facilities	81%	79%	85%	92% B C	76%	82%	83%	80%	81%	82%	81%
Recreation programs and classes	85%	79%	85%	89% B	77%	86% B	81%	84%	85%	79%	83%
Availability/access to parks and trails	88%	83%	88%	90%	84%	87%	84%	87%	87%	84%	86%
Library services	92%	93%	92%	99% B C	89%	92%	90%	93%	93%	91%	92%
Youth services sponsored programs	83% C	79%	67%	79%	76%	74%	75%	76%	77%	74%	76%
Senior services / Longmont Senior Center	83%	79%	79%	75%	78%	83%	72%	83% A	83% B	72%	80%
Museum	80%	80%	77%	77%	82%	77%	74%	81%	81%	75%	79%
Enforcing traffic laws	61%	61%	55%	60%	63%	55%	66% B	55%	62%	53%	59%
Crime prevention	59%	60%	59%	63%	58%	57%	61%	59%	61%	57%	59%
Fire fighting and rescue services	93%	92%	90%	94%	89%	94%	87%	94% A	95% B	84%	92%
Fire inspection and fire safety education	89% B	74%	80%	85%	76%	83%	76%	83%	87% B	67%	81%
Emergency police services	84%	84%	86%	85%	82%	88%	80%	87%	87%	80%	85%
Emergency dispatch	85%	86%	79%	84%	81%	85%	77%	87% A	87% B	75%	83%
Code enforcement (junk vehicles on private property, weed control, noise, trash and outside storage)	41%	45%	49%	49% C	51% C	36%	56% B	40%	46%	44%	45%
Building inspection	70% B	55%	80% B	83% B C	58%	65%	75%	63%	70%	62%	68%
Plan review	64%	53%	64%	79% B C	54%	57%	74% B	53%	63%	55%	60%
Transportation planning (transit, bike, pedestrian)	57% C	51%	45%	57%	52%	46%	52%	50%	50%	55%	51%

Please rate the quality of each of the following services in Longmont. (Percent excellent or good)	Ward of residency			Respondent age			Housing tenure		Race/ethnicity		Overall
	1	2	3	18-34	35-54	55+	Rent	Own	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Long range comprehensive planning	52%	51%	39%	49%	47%	47%	45%	47%	49%	44%	48%
Development review (Citywide)	57% C	44%	41%	49%	51%	42%	49%	45%	48%	48%	47%
Maintaining landscaping along the public right of way	73% C	66%	62%	66%	74% C	61%	70%	65%	68%	66%	67%
Maintenance of park grounds and facilities	85%	79%	81%	77%	85% A	80%	80%	82%	84% B	75%	81%
Animal control	80% C	84% C	72%	91% B C	76%	74%	84% B	76%	79%	79%	79%

Table 54: Question 6 by Ward, Age, Tenure and Race/Ethnicity

	Ward of residency			Respondent age			Housing tenure		Race/ethnicity		Overall
	1	2	3	18-34	35-54	55+	Rent	Own	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Please rate the overall quality of the City services you receive. (Percent excellent or good)	92%	91%	91%	91%	90%	92%	86%	93% A	93% B	84%	91%

Table 55: Question 13 by Ward, Age, Tenure and Race/Ethnicity

	Ward of residency			Respondent age			Housing tenure		Race/ethnicity		Overall
	1	2	3	18-34	35-54	55+	Rent	Own	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
In your opinion, how easy or difficult is it to obtain information about the City of Longmont? (Percent very or somewhat easy)	95% B	84%	89%	91%	89%	88%	87%	90%	91% B	85%	89%

Table 56: Question 16 by Ward, Age, Tenure and Race/Ethnicity

Please indicate how likely or unlikely you are to do each of the following: (Percent very or somewhat likely)	Ward of residency			Respondent age			Housing tenure		Race/ethnicity		Overall
	1	2	3	18-34	35-54	55+	Rent	Own	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Recommend living in Longmont to someone who asks	87%	89%	84%	91% C	87%	83%	85%	88%	87%	87%	87%
Remain in Longmont for the next five years	90%	84%	87%	85%	87%	88%	78%	92% A	86%	91%	87%

Table 57: Question 17 by Ward, Age, Tenure and Race/Ethnicity

To what extent have you or members of your household worried about each of the following in the last 12 months: (Percent a lot or a little)	Ward of residency			Respondent age			Housing tenure		Race/ethnicity		Overall
	1	2	3	18-34	35-54	55+	Rent	Own	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Making your housing cost payments, including rent/mortgage, utilities, taxes and maintenance	40%	57% A	59% A	51%	57% C	48%	73% B	41%	51%	57%	52%
Finding housing you can afford	49%	69% A	67% A	71% C	62%	53%	84% B	45%	57%	77% A	62%
Paying for health and dental care and insurance	58%	57%	59%	48%	63% A	59% A	67% B	54%	55%	69% A	58%
Paying for food and groceries	42%	45%	44%	45%	44%	42%	62% B	34%	40%	57% A	44%
Paying for transportation expenses, such as gasoline, car payments, or bus fare	38%	45%	41%	35%	47% A	40%	59% B	32%	39%	50% A	41%
Paying for legal assistance	27%	37%	33%	24%	31%	40% A	34%	33%	24%	57% A	32%
Paying for unexpected costs, such as a car repair	65%	68%	63%	69%	67%	61%	78% B	59%	61%	80% A	65%
Paying for child care	45%	57% C	37%	59% C	48% C	28%	56%	44%	33%	83% A	47%
Finding mental health or substance abuse treatment that you or a family member needs	37%	38%	44%	38%	39%	42%	39%	41%	36%	53% A	40%
Paying for educational expenses for you or your children	55%	71% A C	47%	61% C	65% C	44%	68% B	55%	52%	75% A	59%
Addressing risky behaviors affecting your school-age children, such as truancy, bullying, substance abuse, or emotional issues	40%	61% A C	43%	50%	48%	49%	38%	54% A	43%	61% A	48%
Finding a job or finding a better paying job	71%	70%	67%	60%	78% A C	65%	75% B	66%	66%	82% A	69%

Table 58: Question 18 by Ward, Age, Tenure and Race/Ethnicity

Please tell us how safe you feel in each of the following areas in Longmont. (Percent always or usually safe)	Ward of residency			Respondent age			Housing tenure		Race/ethnicity		Overall
	1	2	3	18-34	35-54	55+	Rent	Own	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Downtown Longmont during the day	93%	98% A	96%	97%	96%	94%	95%	96%	96%	97%	96%
Downtown Longmont at night	62%	60%	60%	67% C	60%	56%	65%	58%	65% B	50%	61%
Your neighborhood during the day	97%	98%	97%	100% C	98%	95%	97%	98%	98%	97%	98%
Your neighborhood at night	80%	85%	80%	83%	81%	81%	76%	85% A	85% B	71%	82%
Parks	71%	70%	72%	78% C	73%	65%	69%	72%	73%	68%	71%
Natural areas/open spaces	78% B	66%	78% B	76% C	79% C	65%	73%	74%	76% B	66%	73%
Recreation facilities	84%	90% A	89%	90%	90% C	84%	87%	88%	92% B	78%	88%
Trails	76%	71%	72%	80% C	75% C	64%	70%	74%	75%	69%	73%
Longmont overall during the day	94%	95%	92%	97% C	96% C	89%	92%	95%	95% B	90%	94%
Longmont overall at night	61%	58%	56%	54%	64% A C	54%	58%	58%	61% B	49%	58%

Table 59: Question 19 by Ward, Age, Tenure and Race/Ethnicity

	Ward of residency			Respondent age			Housing tenure		Race/ethnicity		Overall
	1	2	3	18-34	35-54	55+	Rent	Own	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Overall, how happy or unhappy are you with your life? (Percent very or somewhat happy)	97% B	92%	97% B	95%	95%	96%	95%	96%	96%	93%	96%

Appendix D: Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics as found in Longmont's Citizen Survey. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Longmont chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (communities in Colorado's Front Range).

Interpreting the Results

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

Benchmark Database Characteristics	
Region	**Percent**
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

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

National Benchmarks

Table 60: Overall Quality of Life Benchmark

	Longmont's average rating	Rank	Number of jurisdictions for comparison	Comparison to National benchmark
How would you rate your overall quality of life in Longmont?	71	190	445	Similar

Table 61: Additional Aspects of Quality of Life Benchmarks

	Longmont's average rating	Rank	Number of jurisdictions for comparison	Comparison to National benchmark
How would you rate Longmont as a place to live?	75	183	382	Similar
How would you rate your neighborhood as a place to live?	73	153	305	Similar
How would you rate Longmont as a place to raise children?	71	199	371	Similar
How would you rate Longmont as a place to retire?	60	175	346	Similar
How would you rate Longmont as a place to work?	56	190	351	Similar

Table 62: Likelihood of Remaining in and Recommending Longmont Benchmarks

	Longmont's average rating	Rank	Number of jurisdictions for comparison	Comparison to National benchmark
Recommend living in Longmont to someone who asks	87	157	281	Similar
Remain in Longmont for the next five years	87	93	273	Similar

Table 63: Aspects of the Community Benchmarks

	Longmont's average rating	Rank	Number of jurisdictions for comparison	Comparison to National benchmark
Sense of community	63	93	305	Similar
Neighborliness of residents	60	93	242	Similar
Openness and acceptance of the community towards people of diverse backgrounds	55	162	286	Similar
Overall appearance	61	205	349	Similar
Cleanliness	62	173	278	Similar
Opportunities to attend cultural activities	62	96	288	Similar
Overall quality of business and service establishments	60	107	266	Similar
Shopping opportunities	37	237	289	Lower
Air quality	62	167	241	Similar
Recreational opportunities	68	76	289	Similar
Availability of paths and walking trails	73	52	310	Higher
Job opportunities	47	117	302	Similar
Educational opportunities	58	13	22	Similar
Access to affordable quality housing	23	261	296	Lower
Access to affordable quality child care	30	235	248	Lower
Access to affordable quality health care	45	211	253	Lower
Ease of car travel	48	246	298	Lower
Ease of bus travel	47	14	22	Similar
Ease of bicycle travel	56	97	298	Similar
Ease of walking	64	102	298	Similar
Amount of public parking	51	9	19	Similar
Overall image or reputation	59	216	342	Similar

Table 64: Perceptions of Safety Benchmarks

	Longmont's average rating	Rank	Number of jurisdictions for comparison	Comparison to National benchmark
Downtown Longmont during the day	90	114	309	Similar
Your neighborhood during the day	94	95	349	Similar

Table 65: Overall Service Ratings Benchmarks

	Longmont's average rating	Rank	Number of jurisdictions for comparison	Comparison to National benchmark
Please rate the overall quality of the City services you receive.	73	38	420	Higher

Table 66: Service Quality Ratings Benchmarks

	Longmont's average rating	Rank	Number of jurisdictions for comparison	Comparison to National benchmark
Snow removal from major streets	64	80	281	Similar
Street repair and maintenance	53	118	381	Similar
Street cleaning	59	133	317	Similar
Street lighting	60	85	321	Similar
Timing of traffic signals	49	137	258	Similar
Tap water (quality of drinking water)	76	2	7	Higher
Sewer services	73	52	314	Similar
Electric service	76	2	7	Similar
Utility billing	68	35	221	Similar
Weekly trash pick up	78	40	349	Similar
Twice a month recycling pick up	78	28	352	Higher
Recreation facilities	68	67	271	Similar
Recreation programs and classes	69	66	318	Similar
Youth services sponsored programs	63	14	39	Similar
Senior services / Longmont Senior Center	70	4	29	Higher
Enforcing traffic laws	52	278	364	Similar
Crime prevention	52	282	355	Similar
Fire fighting and rescue services	77	212	379	Similar
Fire inspection and fire safety education	68	148	277	Similar
Emergency police services	69	230	454	Similar
Code enforcement (junk vehicles on private property, weed control, noise, trash and outside storage)	43	258	380	Similar
Building inspection	61	5	11	Similar
Long range comprehensive planning	48	5	8	Similar
Maintenance of park grounds and facilities	68	17	40	Similar
Animal control	65	52	335	Similar

Table 67: Employee Ratings Benchmarks

	Longmont's average rating	Rank	Number of jurisdictions for comparison	Comparison to National benchmark
Knowledge of issue	78	13	44	Similar
Treated you with respect	84	4	17	Similar
Willingness to help or understand	76	Not available	Not available	Not available
How easy it was to get in touch with the employee	73	20	44	Similar
Overall impression	72	71	372	Similar

Table 68: Perceptions of the Speed of Growth Benchmarks

	Longmont's average rating	Rank	Number of jurisdictions for comparison	Comparison to National benchmark
Population growth	81	1	17	Much higher
Retail growth (stores, restaurants, etc.)	40	13	17	Lower
Jobs growth	48	16	17	Much lower

Jurisdictions included in National Comparison

Listed below are the jurisdictions included in the National benchmark comparisons provided for the City of Longmont followed by the 2010 population according to the U.S. Census.

- Adams County, CO....441,603
- Airway Heights city, WA....6,114
- Albany city, OR....50,158
- Albemarle County, VA....98,970
- Albert Lea city, MN....18,016
- Alexandria city, VA....139,966
- Algonquin village, IL....30,046
- Aliso Viejo city, CA....47,823
- American Canyon city, CA....19,454
- Ames city, IA....58,965
- Ankeny city, IA....45,582
- Ann Arbor city, MI....113,934
- Apache Junction city, AZ....35,840
- Arapahoe County, CO....572,003
- Arkansas City city, AR....366
- Arlington city, TX....365,438
- Arvada city, CO....106,433
- Asheville city, NC....83,393
- Ashland city, OR....20,078
- Ashland town, MA....16,593
- Ashland town, VA....7,225
- Aspen city, CO....6,658
- Athens-Clarke County, GA....115,452
- Auburn city, AL....53,380
- Augusta CCD, GA....134,777
- Aurora city, CO....325,078
- Austin city, TX....790,390
- Avon town, CO....6,447
- Avon town, IN....12,446
- Avondale city, AZ....76,238
- Azusa city, CA....46,361
- Bainbridge Island city, WA....23,025
- Baltimore city, MD....620,961
- Bartonville town, TX....1,469
- Battle Creek city, MI....52,347
- Bay City city, MI....34,932
- Bay Village city, OH....15,651
- Baytown city, TX....71,802
- Bedford city, TX....46,979
- Bedford town, MA....13,320
- Bellevue city, WA....122,363
- Bellingham city, WA....80,885
- Benbrook city, TX....21,234
- Bend city, OR....76,639
- Bethlehem township, PA....23,730
- Bettendorf city, IA....33,217
- Billings city, MT....104,170
- Bloomington city, IN....80,405
- Bloomington city, MN....82,893
- Blue Springs city, MO....52,575

- Boise City city, ID 205,671
- Bonner Springs city, KS 7,314
- Boone County, KY 118,811
- Boulder city, CO 97,385
- Bowling Green city, KY 58,067
- Bozeman city, MT 37,280
- Brentwood city, MO 8,055
- Brentwood city, TN 37,060
- Brighton city, CO 33,352
- Brighton city, MI 7,444
- Bristol city, TN 26,702
- Broken Arrow city, OK 98,850
- Brookline CDP, MA 58,732
- Brooklyn Center city, MN 30,104
- Brooklyn city, OH 11,169
- Broomfield city, CO 55,889
- Brownsburg town, IN 21,285
- Buffalo Grove village, IL 41,496
- Burlingame city, CA 28,806
- Cabarrus County, NC 178,011
- Cambridge city, MA 105,162
- Canandaigua city, NY 10,545
- Cannon Beach city, OR 1,690
- Cañon City city, CO 16,400
- Canton city, SD 3,057
- Cape Coral city, FL 154,305
- Carlisle borough, PA 18,682
- Carlsbad city, CA 105,328
- Carroll city, IA 10,103
- Cartersville city, GA 19,731
- Cary town, NC 135,234
- Castine town, ME 1,366
- Castle Rock town, CO 48,231
- Cedar Hill city, TX 45,028
- Cedar Rapids city, IA 126,326
- Celina city, TX 6,028
- Centennial city, CO 100,377
- Chandler city, AZ 236,123
- Chandler city, TX 2,734
- Chanhassen city, MN 22,952
- Chapel Hill town, NC 57,233
- Chardon city, OH 5,148
- Charles County, MD 146,551
- Charlotte city, NC 731,424
- Charlotte County, FL 159,978
- Charlottesville city, VA 43,475
- Chattanooga city, TN 167,674
- Chautauqua town, NY 4,464
- Chesterfield County, VA 316,236
- Clackamas County, OR 375,992
- Clarendon Hills village, IL 8,427
- Clayton city, MO 15,939
- Clearwater city, FL 107,685
- Cleveland Heights city, OH 46,121
- Clinton city, SC 8,490
- Clive city, IA 15,447
- Clovis city, CA 95,631
- College Park city, MD 30,413
- College Station city, TX 93,857
- Colleyville city, TX 22,807
- Columbia city, MO 108,500
- Columbia city, SC 129,272
- Columbia Falls city, MT 4,688
- Commerce City city, CO 45,913
- Concord city, CA 122,067
- Concord town, MA 17,668
- Conshohocken borough, PA 7,833
- Coolidge city, AZ 11,825
- Coon Rapids city, MN 61,476
- Copperas Cove city, TX 32,032
- Coral Springs city, FL 121,096
- Coronado city, CA 18,912
- Corvallis city, OR 54,462
- Cottonwood Heights city, UT 33,433
- Creve Coeur city, MO 17,833
- Cupertino city, CA 58,302
- Dacono city, CO 4,152
- Dakota County, MN 398,552
- Dallas city, OR 14,583
- Dallas city, TX 1,197,816
- Danville city, KY 16,218
- Dardenne Prairie city, MO 11,494
- Darien city, IL 22,086
- Davenport city, FL 2,888
- Davidson town, NC 10,944
- Dayton city, OH 141,527
- Dayton town, WY 757
- Dearborn city, MI 98,153
- Decatur city, GA 19,335
- Del Mar city, CA 4,161
- DeLand city, FL 27,031
- Delaware city, OH 34,753
- Denison city, TX 22,682
- Denton city, TX 113,383
- Denver city, CO 600,158
- Des Moines city, IA 203,433
- Des Peres city, MO 8,373
- Destin city, FL 12,305
- Dover city, NH 29,987
- Dublin city, CA 46,036
- Dublin city, OH 41,751
- Duluth city, MN 86,265
- Durham city, NC 228,330
- Durham County, NC 267,587

- Dyer town, IN 16,390
- Eagan city, MN 64,206
- Eagle Mountain city, UT 21,415
- Eagle town, CO 6,508
- Eau Claire city, WI 65,883
- Eden Prairie city, MN 60,797
- Eden town, VT 1,323
- Edgerton city, KS 1,671
- Edgewater city, CO 5,170
- Edina city, MN 47,941
- Edmond city, OK 81,405
- Edmonds city, WA 39,709
- El Cerrito city, CA 23,549
- El Dorado County, CA 181,058
- El Paso de Robles (Paso Robles) city, CA 29,793
- Elk Grove city, CA 153,015
- Elko New Market city, MN 4,110
- Elmhurst city, IL 44,121
- Englewood city, CO 30,255
- Erie town, CO 18,135
- Escambia County, FL 297,619
- Estes Park town, CO 5,858
- Euclid city, OH 48,920
- Fairview town, TX 7,248
- Farmers Branch city, TX 28,616
- Farmersville city, TX 3,301
- Farmington Hills city, MI 79,740
- Farmington town, CT 25,340
- Fayetteville city, NC 200,564
- Fernandina Beach city, FL 11,487
- Flagstaff city, AZ 65,870
- Flower Mound town, TX 64,669
- Forest Grove city, OR 21,083
- Fort Collins city, CO 143,986
- Franklin city, TN 62,487
- Frederick town, CO 8,679
- Fremont city, CA 214,089
- Friendswood city, TX 35,805
- Fruita city, CO 12,646
- Gahanna city, OH 33,248
- Gaithersburg city, MD 59,933
- Galveston city, TX 47,743
- Gardner city, KS 19,123
- Georgetown city, TX 47,400
- Germantown city, TN 38,844
- Gilbert town, AZ 208,453
- Gillette city, WY 29,087
- Glen Ellyn village, IL 27,450
- Glendora city, CA 50,073
- Glenview village, IL 44,692
- Golden city, CO 18,867
- Golden Valley city, MN 20,371
- Goodyear city, AZ 65,275
- Grafton village, WI 11,459
- Grand Blanc city, MI 8,276
- Grants Pass city, OR 34,533
- Grass Valley city, CA 12,860
- Greeley city, CO 92,889
- Greenville city, NC 84,554
- Greenwich town, CT 61,171
- Greenwood Village city, CO 13,925
- Greer city, SC 25,515
- Gunnison County, CO 15,324
- Haltom City city, TX 42,409
- Hamilton city, OH 62,477
- Hamilton town, MA 7,764
- Hampton city, VA 137,436
- Hanover County, VA 99,863
- Harrisburg city, SD 4,089
- Harrisonburg city, VA 48,914
- Harrisonville city, MO 10,019
- Hastings city, MN 22,172
- Hayward city, CA 144,186
- Henderson city, NV 257,729
- Herndon town, VA 23,292
- High Point city, NC 104,371
- Highland Park city, IL 29,763
- Highlands Ranch CDP, CO 96,713
- Homer Glen village, IL 24,220
- Honolulu County, HI 953,207
- Hooksett town, NH 13,451
- Hopkins city, MN 17,591
- Hopkinton town, MA 14,925
- Hoquiam city, WA 8,726
- Horry County, SC 269,291
- Howard village, WI 17,399
- Hudson town, CO 2,356
- Huntley village, IL 24,291
- Hurst city, TX 37,337
- Hutchinson city, MN 14,178
- Hutto city, TX 14,698
- Independence city, MO 116,830
- Indianola city, IA 14,782
- Indio city, CA 76,036
- Iowa City city, IA 67,862
- Irving city, TX 216,290
- Issaquah city, WA 30,434
- Jackson city, MO 13,758
- Jackson County, MI 160,248
- James City County, VA 67,009
- Jefferson County, NY 116,229
- Jefferson Parish, LA 432,552
- Johnson City city, TN 63,152

- Johnston city, IA....17,278
- Jupiter town, FL....55,156
- Kalamazoo city, MI....74,262
- Kansas City city, KS....145,786
- Kansas City city, MO....459,787
- Keizer city, OR....36,478
- Kenmore city, WA....20,460
- Kennedale city, TX....6,763
- Kent city, WA....92,411
- Kerrville city, TX....22,347
- Kettering city, OH....56,163
- Key West city, FL....24,649
- King City city, CA....12,874
- Kirkland city, WA....48,787
- Kirkwood city, MO....27,540
- Knoxville city, IA....7,313
- La Plata town, MD....8,753
- La Vista city, NE....15,758
- Laguna Niguel city, CA....62,979
- Lake Forest city, IL....19,375
- Lake in the Hills village, IL....28,965
- Lake Stevens city, WA....28,069
- Lake Worth city, FL....34,910
- Lake Zurich village, IL....19,631
- Lakeville city, MN....55,954
- Lakewood city, CO....142,980
- Lakewood city, WA....58,163
- Lancaster County, SC....76,652
- Lane County, OR....351,715
- Lansing city, MI....114,297
- Laramie city, WY....30,816
- Larimer County, CO....299,630
- Las Cruces city, NM....97,618
- Las Vegas city, NM....13,753
- Lawrence city, KS....87,643
- Lawrenceville city, GA....28,546
- Lee's Summit city, MO....91,364
- Lehi city, UT....47,407
- Lenexa city, KS....48,190
- Lewisville city, TX....95,290
- Lewisville town, NC....12,639
- Libertyville village, IL....20,315
- Lincolnwood village, IL....12,590
- Lindsborg city, KS....3,458
- Little Chute village, WI....10,449
- Littleton city, CO....41,737
- Livermore city, CA....80,968
- Lombard village, IL....43,165
- Lone Tree city, CO....10,218
- Long Grove village, IL....8,043
- Longmont city, CO....86,270
- Longview city, TX....80,455
- Lonsdale city, MN....3,674
- Los Alamos County, NM....17,950
- Los Altos Hills town, CA....7,922
- Louisville city, CO....18,376
- Lower Merion township, PA....57,825
- Lynchburg city, VA....75,568
- Lynnwood city, WA....35,836
- Macomb County, MI....840,978
- Manassas city, VA....37,821
- Manhattan Beach city, CA....35,135
- Manhattan city, KS....52,281
- Mankato city, MN....39,309
- Maple Grove city, MN....61,567
- Maplewood city, MN....38,018
- Maricopa County, AZ....3,817,117
- Marion city, IA....34,768
- Mariposa County, CA....18,251
- Marshfield city, WI....19,118
- Martinez city, CA....35,824
- Marysville city, WA....60,020
- Matthews town, NC....27,198
- Maui County, HI....154,834
- McAllen city, TX....129,877
- McKinney city, TX....131,117
- McMinnville city, OR....32,187
- Menlo Park city, CA....32,026
- Menomonee Falls village, WI....35,626
- Mercer Island city, WA....22,699
- Meridian charter township, MI....39,688
- Meridian city, ID....75,092
- Merriam city, KS....11,003
- Mesa city, AZ....439,041
- Mesa County, CO....146,723
- Miami Beach city, FL....87,779
- Miami city, FL....399,457
- Middleton city, WI....17,442
- Midland city, MI....41,863
- Milford city, DE....9,559
- Milton city, GA....32,661
- Minneapolis city, MN....382,578
- Minnetrista city, MN....6,384
- Missouri City city, TX....67,358
- Modesto city, CA....201,165
- Monroe city, MI....20,733
- Monterey city, CA....27,810
- Montgomery city, MN....2,956
- Montgomery County, MD....971,777
- Monticello city, UT....1,972
- Montrose city, CO....19,132
- Monument town, CO....5,530
- Moraga town, CA....16,016
- Morristown city, TN....29,137

- Morrisville town, NC....18,576
- Morro Bay city, CA....10,234
- Mountain Village town, CO....1,320
- Mountlake Terrace city, WA....19,909
- Murphy city, TX....17,708
- Naperville city, IL....141,853
- Napoleon city, OH....8,749
- Nederland city, TX....17,547
- Needham CDP, MA....28,886
- Nevada City city, CA....3,068
- Nevada County, CA....98,764
- New Braunfels city, TX....57,740
- New Brighton city, MN....21,456
- New Hope city, MN....20,339
- New Orleans city, LA....343,829
- New Smyrna Beach city, FL....22,464
- New Ulm city, MN....13,522
- Newberg city, OR....22,068
- Newport city, RI....24,672
- Newport News city, VA....180,719
- Newton city, IA....15,254
- Noblesville city, IN....51,969
- Norcross city, GA....9,116
- Norfolk city, NE....24,210
- Norfolk city, VA....242,803
- North Mankato city, MN....13,394
- North Port city, FL....57,357
- North Richland Hills city, TX....63,343
- North Yarmouth town, ME....3,565
- Novato city, CA....51,904
- Novi city, MI....55,224
- O'Fallon city, IL....28,281
- O'Fallon city, MO....79,329
- Oak Park village, IL....51,878
- Oakland city, CA....390,724
- Oakley city, CA....35,432
- Oklahoma City city, OK....579,999
- Olathe city, KS....125,872
- Old Town city, ME....7,840
- Olmsted County, MN....144,248
- Olympia city, WA....46,478
- Orange village, OH....3,323
- Orland Park village, IL....56,767
- Orleans Parish, LA....343,829
- Oshkosh city, WI....66,083
- Oshtemo charter township, MI....21,705
- Oswego village, IL....30,355
- Ottawa County, MI....263,801
- Overland Park city, KS....173,372
- Paducah city, KY....25,024
- Palm Beach Gardens city, FL....48,452
- Palm Coast city, FL....75,180
- Palo Alto city, CA....64,403
- Palos Verdes Estates city, CA....13,438
- Papillion city, NE....18,894
- Paradise Valley town, AZ....12,820
- Park City city, UT....7,558
- Parker town, CO....45,297
- Parkland city, FL....23,962
- Pasco city, WA....59,781
- Pasco County, FL....464,697
- Payette city, ID....7,433
- Pearland city, TX....91,252
- Peoria city, AZ....154,065
- Peoria city, IL....115,007
- Pflugerville city, TX....46,936
- Pinehurst village, NC....13,124
- Piqua city, OH....20,522
- Pitkin County, CO....17,148
- Plano city, TX....259,841
- Platte City city, MO....4,691
- Pleasant Hill city, IA....8,785
- Pleasanton city, CA....70,285
- Polk County, IA....430,640
- Pompano Beach city, FL....99,845
- Port Orange city, FL....56,048
- Port St. Lucie city, FL....164,603
- Portland city, OR....583,776
- Powell city, OH....11,500
- Powhatan County, VA....28,046
- Prince William County, VA....402,002
- Prior Lake city, MN....22,796
- Pueblo city, CO....106,595
- Purcellville town, VA....7,727
- Queen Creek town, AZ....26,361
- Raleigh city, NC....403,892
- Ramsey city, MN....23,668
- Raymond town, ME....4,436
- Raymore city, MO....19,206
- Redmond city, OR....26,215
- Redmond city, WA....54,144
- Redwood City city, CA....76,815
- Reno city, NV....225,221
- Reston CDP, VA....58,404
- Richland city, WA....48,058
- Richmond city, CA....103,701
- Richmond Heights city, MO....8,603
- Rio Rancho city, NM....87,521
- River Falls city, WI....15,000
- Riverside city, CA....303,871
- Roanoke city, VA....97,032
- Roanoke County, VA....92,376
- Rochester Hills city, MI....70,995
- Rock Hill city, SC....66,154

- Rockville city, MD 61,209
- Roeland Park city, KS 6,731
- Rogers city, MN 8,597
- Rohnert Park city, CA 40,971
- Rolla city, MO 19,559
- Roselle village, IL 22,763
- Rosemount city, MN 21,874
- Rosenberg city, TX 30,618
- Roseville city, MN 33,660
- Round Rock city, TX 99,887
- Royal Oak city, MI 57,236
- Royal Palm Beach village, FL 34,140
- Sacramento city, CA 466,488
- Sahuarita town, AZ 25,259
- Sammamish city, WA 45,780
- San Anselmo town, CA 12,336
- San Diego city, CA 1,307,402
- San Francisco city, CA 805,235
- San Jose city, CA 945,942
- San Marcos city, CA 83,781
- San Marcos city, TX 44,894
- San Rafael city, CA 57,713
- Sangamon County, IL 197,465
- Santa Fe city, NM 67,947
- Santa Fe County, NM 144,170
- Santa Monica city, CA 89,736
- Sarasota County, FL 379,448
- Savage city, MN 26,911
- Schaumburg village, IL 74,227
- Schertz city, TX 31,465
- Scott County, MN 129,928
- Scottsdale city, AZ 217,385
- Sedona city, AZ 10,031
- Sevierville city, TN 14,807
- Shakopee city, MN 37,076
- Sharonville city, OH 13,560
- Shawnee city, KS 62,209
- Shawnee city, OK 29,857
- Sherborn town, MA 4,119
- Shoreline city, WA 53,007
- Shoreview city, MN 25,043
- Shorewood village, IL 15,615
- Shorewood village, WI 13,162
- Sierra Vista city, AZ 43,888
- Silverton city, OR 9,222
- Sioux Center city, IA 7,048
- Sioux Falls city, SD 153,888
- Skokie village, IL 64,784
- Snoqualmie city, WA 10,670
- Snowmass Village town, CO 2,826
- Somerset town, MA 18,165
- South Jordan city, UT 50,418
- South Lake Tahoe city, CA 21,403
- Southlake city, TX 26,575
- Spearfish city, SD 10,494
- Spring Hill city, KS 5,437
- Springfield city, MO 159,498
- Springville city, UT 29,466
- St. Augustine city, FL 12,975
- St. Charles city, IL 32,974
- St. Cloud city, FL 35,183
- St. Joseph city, MO 76,780
- St. Joseph town, WI 3,842
- St. Louis County, MN 200,226
- State College borough, PA 42,034
- Steamboat Springs city, CO 12,088
- Sugar Grove village, IL 8,997
- Sugar Land city, TX 78,817
- Suisun City city, CA 28,111
- Summit County, UT 36,324
- Summit village, IL 11,054
- Sunnyvale city, CA 140,081
- Surprise city, AZ 117,517
- Suwanee city, GA 15,355
- Tacoma city, WA 198,397
- Takoma Park city, MD 16,715
- Tamarac city, FL 60,427
- Temecula city, CA 100,097
- Tempe city, AZ 161,719
- Temple city, TX 66,102
- Texarkana city, TX 36,411
- The Woodlands CDP, TX 93,847
- Thousand Oaks city, CA 126,683
- Tigard city, OR 48,035
- Tracy city, CA 82,922
- Trinidad CCD, CO 12,017
- Tualatin city, OR 26,054
- Tulsa city, OK 391,906
- Tustin city, CA 75,540
- Twin Falls city, ID 44,125
- Unalaska city, AK 4,376
- University Heights city, OH 13,539
- University Park city, TX 23,068
- Upper Arlington city, OH 33,771
- Urbandale city, IA 39,463
- Vail town, CO 5,305
- Ventura CCD, CA 111,889
- Vernon Hills village, IL 25,113
- Vestavia Hills city, AL 34,033
- Victoria city, MN 7,345
- Vienna town, VA 15,687
- Virginia Beach city, VA 437,994
- Walnut Creek city, CA 64,173
- Warrensburg city, MO 18,838

- Washington County, MN....238,136
- Washington town, NH....1,123
- Washoe County, NV....421,407
- Washougal city, WA....14,095
- Wauwatosa city, WI....46,396
- Waverly city, IA....9,874
- Wentzville city, MO....29,070
- West Carrollton city, OH....13,143
- Western Springs village, IL....12,975
- Westerville city, OH....36,120
- Westlake town, TX....992
- Westminster city, CO....106,114
- Weston town, MA....11,261
- Wheat Ridge city, CO....30,166
- White House city, TN....10,255
- Wichita city, KS....382,368
- Williamsburg city, VA....14,068
- Willowbrook village, IL....8,540
- Wilmington city, NC....106,476
- Wilsonville city, OR....19,509
- Windsor town, CO....18,644
- Windsor town, CT....29,044
- Winnetka village, IL....12,187
- Winter Garden city, FL....34,568
- Woodbury city, MN....61,961
- Woodinville city, WA....10,938
- Woodland city, CA....55,468
- Wyandotte County, KS....157,505
- Yakima city, WA....91,067
- York County, VA....65,464
- Yorktown town, IN....9,405
- Yorkville city, IL....16,921
- Yountville city, CA....2,933

Front Range Benchmarks

Table 69: Overall Quality of Life Benchmark

	Longmont's average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
How would you rate your overall quality of life in Longmont?	71	15	31	Similar

Table 70: Additional Aspects of Quality of Life Benchmarks

	Longmont's average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
How would you rate Longmont as a place to live?	75	13	27	Similar
How would you rate your neighborhood as a place to live?	73	13	25	Similar
How would you rate Longmont as a place to raise children?	71	14	28	Similar
How would you rate Longmont as a place to retire?	60	15	29	Similar
How would you rate Longmont as a place to work?	56	16	28	Similar

Table 71: Likelihood of Remaining in and Recommending Longmont Benchmarks

	Longmont's average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Recommend living in Longmont to someone who asks	87	10	19	Similar
Remain in Longmont for the next five years	87	5	19	Similar

Table 72: Aspects of the Community Benchmarks

	Longmont's average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Sense of community	63	7	22	Similar
Neighborliness of residents	60	6	12	Similar
Openness and acceptance of the community towards people of diverse backgrounds	55	12	21	Similar
Overall appearance	61	12	23	Similar
Cleanliness	62	9	17	Similar
Opportunities to attend cultural activities	62	8	21	Similar
Overall quality of business and service establishments	60	6	17	Similar
Shopping opportunities	37	18	23	Lower
Air quality	62	8	16	Similar
Recreational opportunities	68	11	22	Similar
Availability of paths and walking trails	73	6	18	Higher
Job opportunities	47	8	24	Similar
Educational opportunities	58	2	5	Similar
Access to affordable quality housing	23	15	18	Similar
Access to affordable quality child care	30	12	13	Lower
Access to affordable quality health care	45	11	16	Similar
Ease of car travel	48	19	24	Similar
Ease of bus travel	47	6	8	Similar
Ease of bicycle travel	56	15	24	Similar
Ease of walking	64	10	23	Similar
Amount of public parking	51	Not available	Not available	Not available
Overall image or reputation	59	12	23	Similar

Table 73: Perceptions of Safety Benchmarks

	Longmont's average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Downtown Longmont during the day	90	9	17	Similar
Your neighborhood during the day	94	8	20	Similar

Table 74: Overall Service Ratings Benchmarks

	Longmont's average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Please rate the overall quality of the City services you receive.	73	4	29	Higher

Table 75: Service Quality Ratings Benchmarks

	Longmont's average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Snow removal from major streets	64	3	25	Higher
Street repair and maintenance	53	7	25	Similar
Street cleaning	59	7	20	Similar
Street lighting	60	5	16	Similar
Timing of traffic signals	49	8	15	Similar
Tap water (quality of drinking water)	76	2	5	Higher
Sewer services	73	6	15	Similar
Electric service	76	Not available	Not available	Not available
Utility billing	68	4	12	Similar
Weekly trash pick up	78	2	14	Similar
Twice a month recycling pick up	78	3	16	Higher
Recreation facilities	68	8	18	Similar
Recreation programs and classes	69	8	20	Similar
Youth services sponsored programs	63	2	7	Similar
Senior services / Longmont Senior Center	70	Not available	Not available	Not available
Enforcing traffic laws	52	18	24	Similar
Crime prevention	52	16	21	Similar
Fire fighting and rescue services	77	8	19	Similar
Fire inspection and fire safety education	68	5	13	Similar
Emergency police services	69	11	28	Similar
Code enforcement (junk vehicles on private property, weed control, noise, trash and outside storage)	43	17	25	Similar
Building inspection	61	Not available	Not available	Not available
Long range comprehensive planning	48	Not available	Not available	Not available
Maintenance of park grounds and facilities	68	3	6	Similar
Animal control	65	4	22	Similar

Table 76: Employee Ratings Benchmarks

	Longmont's average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Knowledge of issue	78	3	10	Similar
Treated you with respect	84	3	7	Similar
Willingness to help or understand	76	Not available	Not available	Not available
How easy it was to get in touch with the employee	73	5	8	Similar
Overall impression	72	6	27	Similar

Jurisdictions included in Front Range Comparison

Listed below are the jurisdictions included in the Front Range benchmark comparisons provided for the City of Longmont followed by the 2010 population according to the U.S. Census.

- Adams County, CO..... 441,603
- Arapahoe County, CO..... 572,003
- Arvada city, CO 106,433
- Aurora city, CO 325,078
- Boulder city, CO..... 97,385
- Brighton city, CO 33,352
- Broomfield city, CO..... 55,889
- Castle Rock town, CO.....48,231
- Centennial city, CO.....100,377
- Commerce City city, CO 45,913
- Dacono city, CO 4,152
- Denver city, CO 600,158
- Edgewater city, CO 5,170
- Englewood city, CO 30,255
- Erie town, CO 18,135
- Fort Collins city, CO..... 143,986
- Frederick town, CO..... 8,679
- Golden city, CO.....18,867
- Greeley city, CO 92,889
- Greenwood Village city, CO 13,925
- Highlands Ranch CDP, CO 96,713
- Lakewood city, CO.....142,980
- Larimer County, CO.....299,630
- Littleton city, CO..... 41,737
- Lone Tree city, CO..... 10,218
- Longmont city, CO 86,270
- Louisville city, CO 18,376
- Monument town, CO..... 5,530
- Parker town, CO 45,297
- Pueblo city, CO..... 106,595
- Westminster city, CO..... 106,114
- Wheat Ridge city, CO 30,166
- Windsor town, CO..... 18,644

Appendix E: Detailed Survey Methodology

Developing the Questionnaire

The City of Longmont Customer Satisfaction Survey first was administered in 1996. General resident surveys, such as this one, ask recipients their perspectives about the quality of life in Longmont, their opinion on policy issues facing the City and their assessment of City service delivery. The 2018 survey was created by using the 2016 survey as a starting point and revised iteratively until arriving at the final five-page version that captured the important topics for Longmont. The City of Longmont funded this research. Please contact Rigo Leal of the City of Longmont at Rigo.Leal@longmontcolorado.gov if you have any questions about the survey.

Selecting Survey Recipients

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Longmont were eligible to participate in the survey. A list of all households within the zip codes serving Longmont was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Longmont households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Longmont boundaries were removed from consideration. Each address identified as being within city boundaries was further identified as being within one of the three City Council Wards.

To select the 3,200 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. The 3,200 randomly selected households were equally split between the three wards (1,067 from Ward 1 and Ward 2 and 1,066 from Ward 3). Prior to 2016, the mailings were sent to 3,000 total households; but due to declining response rates, an additional 200 households were selected in 2016 and 2018 in an effort to maintain an overall number of responses similar to past years (846 in 2012, 746 in 2014, 806 in 2016 and 743 in 2018).

An individual within each household was selected randomly to complete the survey using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

Survey Administration and Response

Each of the 3,200 households was contacted three times. First, a prenotification postcard announcement was sent, informing the household members that they had been selected to participate in the City of Longmont 2018 Customer Satisfaction Survey. Approximately one week after mailing the prenotification, each household was mailed a survey containing a cover letter signed by the Mayor enlisting participation. A second survey packet was mailed contained the same material. 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. Both waves of survey materials invited respondents to take the survey online. These packets also contained a postage-paid pre-addressed return envelope in which the survey recipients could return the completed questionnaire to NRC. The survey also was available in Spanish. Both cover letters contained paragraphs in Spanish instructing participants to complete the Spanish version of the survey online; respondents could opt to take the survey online in their language of preference.

The mailings began September 7, 2018. Completed surveys were collected over the following eight weeks. About 90 of the 3,200 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 3,110 households that have received the survey mailings, 743 completed the survey (56 of which were completed online and zero surveys were completed in Spanish), providing a response rate of 24%. Additionally, responses were tracked by Ward; response rates by Council Ward ranged from 22% to 27%. The response rates were calculated using AAPOR's response rate #2[2] for mailed surveys of unnamed persons.

Table 77: Response Rates by Ward

	Ward 1	Ward 2	Ward 3	Overall
Total sample used	1,067	1,067	1,066	3,200
I=Complete Interviews	234	227	269	730
P=Partial Interviews	4	2	7	13
R=Refusal and break off	1	0	1	2
NC=Non Contact	0	0	0	0
O=Other	0	0	0	0
UD=Undeliverable mailings	19	29	42	90
UH=Unknown household	0	0	0	0
UO=Unknown other	809	809	747	2,365
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	23%	22%	27%	24%

Margin of Error

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some resident opinions are relied on to estimate all opinions. The margin of error around results for all respondents (743) is plus or minus four percentage points around any given percentage.

A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents indicate that they thought something was "essential," then a 4% margin of error (for the 95% confidence level) indicates that the range of likely responses for the entire target population is between 71% and 79%. This source of error is called sampling error. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite best efforts to boost participation and ensure potential

[2] See AAPOR's Standard Definitions here: http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx for more information

inclusion of all desired households, some selected households will decline participation in the survey (potentially introducing non-response error) and some eligible households may be unintentionally excluded from the sample (referred to as coverage error).

Results for subgroups will have wider confidence intervals. The margin of error rises to plus or minus 14% for a sample size of 50 and plus or minus 10% for 100 completed surveys. Therefore, where estimates are given for subgroups, they are less precise than the overall margin of error.

Survey Processing (Data Entry)

Mailed surveys were returned to NRC via postage-paid business reply envelopes. Once received, 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 select one response out of a list of five, but the respondent checked two; staff would choose randomly one of the two 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 as well as other forms of quality control were also performed.

NRC used SurveyGizmo, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically "skipped" to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

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

Survey Analysis

Weighting the Data

The demographic characteristics of the survey sample were compared to those found in the 2010 Census estimates and the 2014/15-year American Community Survey (ACS) estimates for adults in the City. The survey results were weighted using the population norms to reflect the appropriate percent of those residents in the City. Other discrepancies between the whole population and the survey respondents were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are

least similar to the Census and yield the most different results are the best candidates for data weighting.

Several different weighting "schemes" are tested to ensure the best fit for the data. The variables used for weighting were respondent housing tenure, housing unit type, race, ethnicity, sex and age to ensure that the results were representative of the entire adult population in Longmont. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

Table 78: City of Longmont 2018 Customer Satisfaction Survey Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	37%	22%	35%
Own home	63%	78%	65%
Detached unit*	66%	70%	66%
Attached unit*	34%	30%	34%
Race and Ethnicity			
White	86%	91%	87%
Not white	14%	9%	13%
Not Hispanic	80%	92%	82%
Hispanic	20%	8%	18%
Sex and Age			
Female	51%	61%	52%
Male	49%	39%	48%
18-34 years of age	29%	8%	25%
35-54 years of age	41%	25%	40%
55+ years of age	30%	67%	35%
Females 18-34	14%	5%	13%
Females 35-54	21%	17%	21%
Females 55+	16%	40%	18%
Males 18-34	15%	3%	13%
Males 35-54	20%	10%	20%
Males 55+	14%	26%	16%

* U.S. Census Bureau, 2014 American Community Survey 5-Year Estimates

Analyzing the Data

The electronic dataset was analyzed by NRC staff using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and mean ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix A: Frequency of Survey Responses*.

Also included are results by respondent characteristics (*Appendix C: Comparisons of Select Questions by Respondent Characteristics and Ward*). 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.

Appendix F: Survey Materials

The following pages display the 2018 Longmont Customer Satisfaction Survey along with the other materials mailed to selected households.

Dear Longmont Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better City!

Sincerely,

Estimado Residente de Longmont:

¡No le tomará mucho de su tiempo para marcar una gran diferencia!

Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

¡Gracias por ayudar a crear una Ciudad mejor!

Atentamente,

Brian Bagley
Mayor / Alcalde

Dear Longmont Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better City!

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¡Gracias por ayudar a crear una Ciudad mejor!

Atentamente,

Brian Bagley
Mayor / Alcalde

Dear Longmont Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better City!

Sincerely,

Estimado Residente de Longmont:

¡No le tomará mucho de su tiempo para marcar una gran diferencia!

Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

¡Gracias por ayudar a crear una Ciudad mejor!

Atentamente,

Brian Bagley
Mayor / Alcalde

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City Manager's Office
350 Kimbark Street
Longmont, CO 80501

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Office of the Mayor & City Council
Phone: 303-651-8601 | www.LongmontColorado.gov

MAYOR
Brian Bagley
303-651-8602

MAYOR PRO TEM
At-Large
Polly Christensen
720-606-3665

COUNCIL MEMBERS:

Ward I
Tim Waters
303-774-3614

Ward II
Marcia Martin
303-774-3617

Ward III
Bonnie Finley
303-774-3612

At-Large
Joan Peck
303-774-3619

At-Large
Aren Rodriguez
303-774-3615

Dear City of Longmont Resident:

Please help us shape the future of Longmont! You have been selected at random to participate in The City of Longmont 2018 Customer Satisfaction Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Longmont make decisions that affect our City.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

If you have any questions about the survey please call Rigo Leal, Public Information Officer, at 303-651-8601.

Thank you for your time and participation!

Sincerely,

Brian Bagley

Mayor

Estimado Residente de Longmont:

¡Por favor ayúdenos a moldear el futuro de Longmont! Usted ha sido seleccionado al azar para participar en la Ciudad de Longmont 2018 Encuesta de los Ciudadanos.

Por favor tome unos pocos minutos para llenar la encuesta incluida. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a Longmont tomar decisiones que afectarán a nuestra ciudad.

Algunas cosas para recordar:

- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español en:**

Para la versión en español haga clic en “Español” en la esquina superior a mano derecha.

Si usted no puede hacer la encuesta incluida en inglés, favor de llamar al 303-651-8601 para pedir una cópia de la encuesta en español.

¡Gracias por su tiempo y participación!

Atentamente,

Brian Bagley

Alcalde

YOU BELONG IN LONGMONT COLORADO

City Council Meetings:
Tuesday evenings, 7:00 p.m., Council Chambers 350 Kimbark St. Longmont, CO 80501

Office of the Mayor & City Council
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Dear City of Longmont Resident:

Here's a second chance if you haven't already responded to The City of Longmont 2018 Customer Satisfaction Survey! (**If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.**)

Please help us shape the future of Longmont! You have been selected at random to participate in The City of Longmont 2018 Customer Satisfaction Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Longmont make decisions that affect our City.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
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If you have any questions about the survey please call Rigo Leal, Public Information Officer, at 303-651-8601.

Thank you for your time and participation!

Sincerely,

Brian Bagley
Mayor

Estimado Residente de Longmont:

¡Aquí tiene una segunda oportunidad si usted aún no ha respondido a la Ciudad de Longmont 2018 Encuesta de los Ciudadanos! (**Si usted la completó y la devolvió, le damos las gracias por su tiempo y le pedimos que recicle esta encuesta. Por favor no responda dos veces.**)

¡Por favor ayúdenos a moldear el futuro de Longmont! Usted ha sido seleccionado al azar para participar en la Ciudad de Longmont 2018 Encuesta de los Ciudadanos.

Por favor tome unos pocos minutos para llenar la encuesta incluida. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a Longmont tomar decisiones que afectarán a nuestra ciudad.

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- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
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Si usted no puede hacer la encuesta incluida en inglés, favor de llamar al 303-651-8601 para pedir una cópia de la encuesta en español.

¡Gracias por su tiempo y participación!

Atentamente,

Brian Bagley
Alcalde

YOU BELONG IN LONGMONT COLORADO

City Council Meetings:
Tuesday evenings, 7:00 p.m., Council Chambers 350 Kimbark St. Longmont, CO 80501

2018 City of Longmont Customer Satisfaction Survey

Please have an adult age 18 or older that most recently had a birthday complete this survey. Year of birth plays no role in the selection. Your responses are anonymous and will be reported in group form only. Thank you for completing this survey!

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

	Excellent	Good	Fair	Poor	Don't know
How would you rate Longmont as a place to live?	1	2	3	4	5
How would you rate your neighborhood as a place to live?	1	2	3	4	5
How would you rate Longmont as a place to raise children?	1	2	3	4	5
How would you rate Longmont as a place to retire?	1	2	3	4	5
How would you rate Longmont as a place to shop?	1	2	3	4	5
How would you rate Longmont as a place to work?	1	2	3	4	5
How would you rate your overall quality of life in Longmont?	1	2	3	4	5

2. What are the three biggest challenges or problems Longmont will have to face in the next 5 years?

1. _____
2. _____
3. _____

3. To what degree, if at all, are each of the following a problem in Longmont?

	Not a problem	Minor problem	Moderate problem	Major problem	Don't know
Crime	1	2	3	4	5
Drugs	1	2	3	4	5
Too much growth	1	2	3	4	5
Lack of growth	1	2	3	4	5
Graffiti	1	2	3	4	5
Noise	1	2	3	4	5
Trains sounding their horns	1	2	3	4	5
Run-down buildings	1	2	3	4	5
Junk vehicles	1	2	3	4	5
Traffic congestion	1	2	3	4	5
Unsupervised youth	1	2	3	4	5
Homelessness	1	2	3	4	5
Weeds	1	2	3	4	5
Methamphetamine labs	1	2	3	4	5
Vandalism	1	2	3	4	5
Home foreclosures	1	2	3	4	5

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

	Excellent	Good	Fair	Poor	Don't know
Sense of community	1	2	3	4	5
Neighborliness of residents	1	2	3	4	5
Openness and acceptance of the community towards people of diverse backgrounds	1	2	3	4	5
Overall appearance	1	2	3	4	5
Cleanliness	1	2	3	4	5
Opportunities to attend cultural activities	1	2	3	4	5
Overall quality of business and service establishments	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Air quality	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Job opportunities	1	2	3	4	5
Educational opportunities	1	2	3	4	5
Access to affordable quality housing	1	2	3	4	5
Access to affordable quality child care	1	2	3	4	5
Access to affordable quality health care	1	2	3	4	5
Ease of car travel	1	2	3	4	5
Ease of bus travel	1	2	3	4	5
Ease of bicycle travel	1	2	3	4	5
Ease of walking	1	2	3	4	5
Amount of public parking	1	2	3	4	5
Overall image or reputation	1	2	3	4	5
Services to support aging in place (adult day care, money management, healthcare, etc.)	1	2	3	4	5

5. Please rate the quality of each of the following services in Longmont.

	Excellent	Good	Fair	Poor	Don't know
Snow removal from major streets	1	2	3	4	5
Street repair and maintenance	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting	1	2	3	4	5
Timing of traffic signals	1	2	3	4	5
Tap water (quality of drinking water)	1	2	3	4	5
Sewer services	1	2	3	4	5
Water conservation programs	1	2	3	4	5
Electric service	1	2	3	4	5
NextLight broadband service	1	2	3	4	5
Electric conservation programs	1	2	3	4	5
Utility billing	1	2	3	4	5
Weekly trash pick up	1	2	3	4	5
Twice a month recycling pick up	1	2	3	4	5
Twice a month composting	1	2	3	4	5
Recreation facilities	1	2	3	4	5
Recreation programs and classes	1	2	3	4	5
Availability/access to parks and trails	1	2	3	4	5
Library services	1	2	3	4	5
Youth services sponsored programs	1	2	3	4	5
Senior services / Longmont Senior Center	1	2	3	4	5
Museum	1	2	3	4	5
Enforcing traffic laws	1	2	3	4	5
Crime prevention	1	2	3	4	5
Fire fighting and rescue services	1	2	3	4	5
Fire inspection and fire safety education	1	2	3	4	5
Emergency police services	1	2	3	4	5
Emergency dispatch	1	2	3	4	5
Code enforcement (junk vehicles on private property, weed control, noise, trash and outside storage)	1	2	3	4	5
Building inspection	1	2	3	4	5
Plan review	1	2	3	4	5
Transportation planning (transit, bike, pedestrian)	1	2	3	4	5
Long range comprehensive planning	1	2	3	4	5
Development review (Citywide)	1	2	3	4	5
Maintaining landscaping along the public right of way	1	2	3	4	5
Maintenance of park grounds and facilities	1	2	3	4	5
Animal control	1	2	3	4	5

6. Please rate the overall quality of the City services you receive.

- ❑ Excellent
- ❑ Good
- ❑ Fair
- ❑ Poor
- ❑ Don't know

6a. Why?

_____

7. Please rate the speed of growth in the following categories in Longmont over the past 2 years.

	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Don't know
Population growth	1	2	3	4	5	6
Retail growth (stores, restaurants, etc.)	1	2	3	4	5	6
Industrial growth	1	2	3	4	5	6
The physical size of the city (in square miles)	1	2	3	4	5	6
Jobs growth	1	2	3	4	5	6

8. Have you contacted the City of Longmont to request services within the past 24 months (including police, fire officials, parks, recreation staff, receptionists, planners or any others)?

- ❑ Yes *[go to question 9]*
- ❑ No *[go to question 12]*

9. For which service or services did you contact the City within the past 24 months? (Check up to 3 services.)

- ❑ Water/Sewer
- ❑ Utility Billing (Water, Electric, Sewer and Trash)
- ❑ Longmont Power & Communications (Electric Utility)
- ❑ NextLight Broadband Services
- ❑ Streets/Snow Removal
- ❑ Recreation Center(s)
- ❑ Parks
- ❑ Youth services (Children, Youth and Families)
- ❑ Senior services / Longmont Senior Center
- ❑ Police
- ❑ Fire
- ❑ Building Inspection
- ❑ Trash/Recycling
- ❑ Composting
- ❑ Human Resources
- ❑ Animal Control
- ❑ Sales Tax
- ❑ Library
- ❑ City Manager's Office
- ❑ Planning and Development Services
- ❑ Code Enforcement
- ❑ Housing
- ❑ City Attorney/Prosecutor
- ❑ Municipal Court
- ❑ Museum
- ❑ Golf Services
- ❑ Forestry
- ❑ Airport

10. For which service did you most recently contact the City? (Check only one.)

- ❑ Water/Sewer
- ❑ Utility Billing (Water, Electric, Sewer and Trash)
- ❑ Longmont Power & Communications (Electric Utility)
- ❑ NextLight Broadband Services
- ❑ Streets/Snow Removal
- ❑ Recreation Center(s)
- ❑ Parks
- ❑ Youth services (Children, Youth and Families)
- ❑ Senior services / Longmont Senior Center
- ❑ Police
- ❑ Fire
- ❑ Building Inspection
- ❑ Trash/Recycling
- ❑ Composting
- ❑ Human Resources
- ❑ Animal Control
- ❑ Sales Tax
- ❑ Library
- ❑ City Manager's Office
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- ❑ Code Enforcement
- ❑ Housing
- ❑ City Attorney/Prosecutor
- ❑ Municipal Court
- ❑ Museum
- ❑ Golf Services
- ❑ Forestry
- ❑ Airport

11. What was your impression of employees of the City of Longmont in your most recent contact? (Rate each characteristic below.)

	Excellent	Good	Fair	Poor	Don't know
Knowledge of issue	1	2	3	4	5
Treated you with respect	1	2	3	4	5
Willingness to help or understand	1	2	3	4	5
How easy it was to get in touch with the employee	1	2	3	4	5
How quickly the issue was handled	1	2	3	4	5
Overall impression	1	2	3	4	5

12. During the last 12 months, were you treated inappropriately by a City employee because of your race, national origin, age, religious affiliation or gender?

- ❑ Yes *[go to question 12a]*
- ❑ No *[go to question 13]*

12a. If yes, did you report the inappropriate behavior to a public official?

- ❑ Yes
- ❑ No

13. In your opinion, how easy or difficult is it to obtain information about the City of Longmont?

❑ Very easy ❑ Somewhat easy ❑ Somewhat difficult ❑ Very difficult ❑ Don't know

14. Please indicate how likely or unlikely you or another household member would be to participate in each of the following activities in Longmont at least once in a typical year:

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
Attend "Coffee with Council" meetings on a Saturday morning	1	2	3	4	5
Attend an Open Forum City Council meeting where the entire meeting is devoted to public discussion on any topic	1	2	3	4	5
Visit a City Council table/tent at community events like Rhythm on the River and Cinco de Mayo	1	2	3	4	5

15. How often do you use the following sources to gain information about the City of Longmont?

	Never	Very infrequently	Somewhat infrequently	Somewhat frequently	Very frequently
Attend a City Council meeting	1	2	3	4	5
Watch a City Council meeting online at www.longmontchannel.com or at www.LongmontColorado.gov	1	2	3	4	5
Watch a City Council meeting on public access cable television channel 8	1	2	3	4	5
Watch "Behind the Badge" on public access cable television channel 8	1	2	3	4	5
Read bulletin board or information displays in City buildings	1	2	3	4	5
Watch Channel 16 – Government access	1	2	3	4	5
Read City Line newsletter (with utility billing statement)	1	2	3	4	5
Read The GO (Senior Services newsletter)	1	2	3	4	5
Use the Longmont website (www.LongmontColorado.gov)	1	2	3	4	5
Read the Longmont Daily Times-Call newspaper	1	2	3	4	5
Read the Boulder Daily Camera newspaper	1	2	3	4	5
Read the Denver Post newspaper	1	2	3	4	5
Read the Longmont Observer (online news)	1	2	3	4	5
Read "City Talk" (weekly ad in the Times-Call newspaper)	1	2	3	4	5
Subscribe to the City's e-news services (e-News, e-Notifications, RSS feed, etc.)	1	2	3	4	5
Visit the City's social networking sites (Facebook, YouTube, Twitter, etc.)	1	2	3	4	5
Read the quarterly Longmont Recreation brochure	1	2	3	4	5
Listen to news radio (KGUD, La Ley, AM1060)	1	2	3	4	5
Use word of mouth/friends	1	2	3	4	5
Video messaging (flood damage recap, road construction update, pool safety, etc.)	1	2	3	4	5

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

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
Recommend living in Longmont to someone who asks	1	2	3	4	5
Remain in Longmont for the next five years	1	2	3	4	5

17. To what extent have you or members of your household worried about each of the following in the last 12 months:

	A lot	A little	Not at all	Not applicable
Making your housing cost payments, including rent/mortgage, utilities, taxes and maintenance	1	2	3	4
Finding housing you can afford	1	2	3	4
Paying for health and dental care and insurance	1	2	3	4
Paying for food and groceries	1	2	3	4
Paying for transportation expenses, such as gasoline, car payments, or bus fare	1	2	3	4
Paying for legal assistance	1	2	3	4
Paying for unexpected costs, such as a car repair	1	2	3	4
Paying for child care	1	2	3	4
Finding mental health or substance abuse treatment that you or a family member needs	1	2	3	4
Paying for educational expenses for you or your children	1	2	3	4
Addressing risky behaviors affecting your school-age children, such as truancy, bullying, substance abuse, or emotional issues	1	2	3	4
Finding a job or finding a better paying job	1	2	3	4

18. Please tell us how safe you feel in each of the following areas in Longmont.

	Always safe	Usually safe	Sometimes safe sometimes unsafe	Usually unsafe	Always unsafe	No opinion
Downtown Longmont during the day	1	2	3	4	5	6
Downtown Longmont 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
Parks	1	2	3	4	5	6
Natural areas/open spaces	1	2	3	4	5	6
Recreation facilities	1	2	3	4	5	6
Trails	1	2	3	4	5	6
Longmont overall during the day	1	2	3	4	5	6
Longmont overall at night	1	2	3	4	5	6

19. Overall, how happy or unhappy are you with your life?

- ❑ Very happy
- ❑ Somewhat happy
- ❑ Somewhat unhappy
- ❑ Very unhappy

20. What are your favorite aspects about living in Longmont? (Please check all that apply.)

- ❑ Sense of community
- ❑ Affordable cost of living
- ❑ Close to family/friends
- ❑ Schools
- ❑ Shopping
- ❑ Location
- ❑ Downtown Longmont
- ❑ Close to work
- ❑ Natural environment
- ❑ My neighbors/neighborhood
- ❑ Quality of life in general
- ❑ Recreational opportunities
- ❑ Dining opportunities
- ❑ Other: _____

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. About how many years have you lived in Longmont? (If less than 6 months, enter "0.")

_____ years

D2. What kind of housing unit do you live in?

- ❑ Single family house
- ❑ Apartment
- ❑ Condo
- ❑ Townhouse
- ❑ Mobile home
- ❑ Other

D3. Do you rent or own your home?

- ❑ Rent
- ❑ Own

D4. In what City do you work?

- ❑ Longmont
- ❑ Boulder
- ❑ Denver
- ❑ Ft. Collins
- ❑ Lafayette
- ❑ Louisville
- ❑ Broomfield
- ❑ Other

D5. Are you Spanish, Hispanic or Latino?

- ❑ Yes
- ❑ No

D6. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- ❑ American Indian or Alaskan native
- ❑ Asian or Pacific Islander
- ❑ Black/African American
- ❑ White/Caucasian
- ❑ Other

D7. In which category is your age?

- ❑ 18-24 years
- ❑ 25-34 years
- ❑ 35-44 years
- ❑ 45-54 years
- ❑ 55-64 years
- ❑ 65-74 years
- ❑ 75-84 years
- ❑ 85 years or older

D8. What is your gender?

- ❑ Female
- ❑ Male

D9. What is the highest degree or level of school you have completed? (Mark one box.)

- ❑ 12th grade or less, no diploma
- ❑ High school diploma
- ❑ Some college, no degree
- ❑ Associate's degree (e.g., AA, AS)
- ❑ Bachelor's degree (e.g., BA, AB, BS)
- ❑ Graduate degree or professional degree

D10. About how much was your household's total income before taxes for all of 2017? (Please include in your total income money from all sources for all persons living in your household.)

- ❑ Less than $24,999
- ❑ $25,000 to $49,999
- ❑ $50,000 to $99,999
- ❑ $100,000 to $149,999
- ❑ $150,000 to $199,999
- ❑ $200,000 or more

D11. Are you registered to vote in Longmont?

- ❍ No
- ❍ Yes
- ❍ Ineligible to vote
- ❍ Don't know

D12. How likely are you to vote in the 2018 City of Longmont municipal election?

- ❍ Very likely
- ❍ Somewhat likely
- ❍ Somewhat unlikely
- ❍ Very unlikely

D13. In the future, if you are randomly selected to receive this survey, how would you prefer to fill it out?

- ❑ Same (mailed survey)
- ❑ Web survey
- ❑ Some other format
- ❑ No preference

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to:
National Research Center, Inc., P.O. Box 549, Belle Mead, NJ 08502-9922.

Encuesta de satisfacción del cliente de la Ciudad de Longmont 2018

Le pedimos que complete la encuesta el adulto de 18 años de edad o mayor que haya cumplido años más recientemente. El año de nacimiento no tiene importancia en la selección. Sus respuestas son anónimas y serán informadas en forma grupal únicamente. Gracias por completar esta encuesta.

1. Por favor, califique los siguientes aspectos de la vida en Longmont.

	Excelente	Bueno	Regular	Malo	No sé
¿Cómo calificaría a Longmont como lugar para vivir?	1	2	3	4	5
¿Cómo calificaría a su vecindario como lugar para vivir?	1	2	3	4	5
¿Cómo calificaría a Longmont como lugar para criar hijos?	1	2	3	4	5
¿Cómo calificaría a Longmont como lugar para jubilarse?	1	2	3	4	5
¿Cómo calificaría a Longmont como lugar para hacer compras?	1	2	3	4	5
¿Cómo calificaría a Longmont como lugar para trabajar?	1	2	3	4	5
¿Cómo calificaría la calidad general de la vida en Longmont?	1	2	3	4	5

2. ¿Cuáles son los tres desafíos o problemas más importantes que tendrá que enfrentar Longmont en los próximos 5 años?

1. _____
2. _____
3. _____

3. ¿En qué medida son un problema, si lo son en absoluto, cada uno de los siguientes temas en Longmont?

	No es un problema	Un pequeño problema	Un moderado problema	Un importante problema	No sé
Delitos	1	2	3	4	5
Drogas	1	2	3	4	5
Demasiado crecimiento	1	2	3	4	5
Falta de crecimiento	1	2	3	4	5
Grafiti	1	2	3	4	5
Ruido	1	2	3	4	5
Edificios ruinosos	1	2	3	4	5
Trenes que hacen sonar sus silbatos	1	2	3	4	5
Vehículos abandonados	1	2	3	4	5
Congestión de tránsito	1	2	3	4	5
Juventud no supervisada	1	2	3	4	5
Personas sin hogar	1	2	3	4	5
Malezas	1	2	3	4	5
Laboratorios de metanfetamina	1	2	3	4	5
Vandalismo	1	2	3	4	5
Ejecuciones hipotecarias	1	2	3	4	5

4. Por favor, califique cada una de las siguientes características en cuanto se relacionen con la Ciudad de Longmont como un todo:

	Excelente	Bueno	Regular	Malo	No sé
Sentido de comunidad	1	2	3	4	5
Amabilidad con los vecinos de los residentes	1	2	3	4	5
Apertura y aceptación de la comunidad hacia personas de orígenes diversos	1	2	3	4	5
Aspecto general	1	2	3	4	5
Limpieza	1	2	3	4	5
Oportunidades de asistir a actividades culturales	1	2	3	4	5
Calidad general de los negocios y establecimientos que ofrecen servicios	1	2	3	4	5
Oportunidades de ir de compras	1	2	3	4	5
Calidad del aire	1	2	3	4	5
Oportunidades recreativas	1	2	3	4	5
Disponibilidad de caminos y senderos para caminar	1	2	3	4	5
Oportunidades laborales	1	2	3	4	5
Oportunidades educativas	1	2	3	4	5
Acceso a vivienda asequible de calidad	1	2	3	4	5
Acceso a cuidado infantil asequible de calidad	1	2	3	4	5
Acceso a cuidado de la salud asequible de calidad	1	2	3	4	5
Facilidad para viajar en automóvil	1	2	3	4	5
Facilidad para viajar en autobús	1	2	3	4	5
Facilidad para viajar en bicicleta	1	2	3	4	5
Facilidad para caminar	1	2	3	4	5
Cantidad de estacionamiento público	1	2	3	4	5
Imagen o reputación general	1	2	3	4	5
Servicios de apoyo a los adultos mayores en el lugar (cuidado de adultos, manejo del dinero, atención de la salud, etc.)	1	2	3	4	5

5. Por favor, califique cada uno de los siguientes servicios en Longmont.

	Excelente	Bueno	Regular	Malo	No sé
Retiro de nieve en las calles principales	1	2	3	4	5
Reparación y mantenimiento de calles	1	2	3	4	5
Limpieza de calles	1	2	3	4	5
Iluminación de calles	1	2	3	4	5
Coordinación de las señales de tránsito	1	2	3	4	5
Agua de grifo (calidad del agua potable)	1	2	3	4	5
Servicios cloacales	1	2	3	4	5
Programas de conservación del agua	1	2	3	4	5
Servicio eléctrico	1	2	3	4	5
Servicio de banda ancha NextLight	1	2	3	4	5
Programas de conservación de la electricidad	1	2	3	4	5
Facturación de servicio públicos	1	2	3	4	5
Recolección semanal de basura	1	2	3	4	5
Recolección de reciclables dos veces al mes	1	2	3	4	5
Compostaje dos veces al mes	1	2	3	4	5
Lugares de recreación	1	2	3	4	5
Programas de recreación y clases	1	2	3	4	5
Disponibilidad/acceso a parques y senderos	1	2	3	4	5
Servicios de biblioteca	1	2	3	4	5
Programas patrocinados por los servicios para la juventud	1	2	3	4	5
Servicios para la tercera edad / Centro para la tercera edad de Longmont	1	2	3	4	5
Museo	1	2	3	4	5
Control de cumplimiento de las leyes de tránsito	1	2	3	4	5
Prevención de delitos	1	2	3	4	5
Servicios de bomberos y de rescate	1	2	3	4	5
Inspecciones de seguridad contra incendios y educación para la prevención de incendios	1	2	3	4	5
Servicios de emergencia policial	1	2	3	4	5
Servicio de llamadas de emergencias	1	2	3	4	5
Control de cumplimiento de código (vehículos abandonados en propiedades privadas, control de malezas, ruidos, basura y almacenamiento en exteriores)	1	2	3	4	5
Inspección de edificios	1	2	3	4	5
Evaluación de planos	1	2	3	4	5
Planificación de transportes (tránsito, bicicletas, peatonal)	1	2	3	4	5
Planificación abarcadora de largo plazo	1	2	3	4	5
Evaluación de desarrollo (En toda la ciudad)	1	2	3	4	5
Mantenimiento del parquizado a lo largo de la vía pública	1	2	3	4	5
Mantenimiento de parques y sus instalaciones	1	2	3	4	5
Control de animales	1	2	3	4	5

6. Por favor, califique la calidad general de los servicios que usted recibe de la Ciudad.

- ❑ Excelentes
- ❑ Buenos
- ❑ Regulares
- ❑ Malos
- ❑ No sé

6a. ¿Por qué?

_____

7. Por favor, califique la velocidad de crecimiento de las siguientes categorías en Longmont en los últimos 2 años.

	Demasiado lento	Algo lento	Cantidad correcta	Algo rápido	Demasiado rápido	No sé
Crecimiento de la población	1	2	3	4	5	6
Crecimiento de los comercios (tiendas, restaurantes, etc.)	1	2	3	4	5	6
Crecimiento industrial	1	2	3	4	5	6
El tamaño físico de la ciudad (en millas cuadradas)	1	2	3	4	5	6
Crecimiento de puestos de trabajo	1	2	3	4	5	6

8. ¿Se ha puesto usted en contacto con la Ciudad de Longmont para solicitar servicios en los últimos 24 meses (incluyendo a la policía, bomberos, parques, personal de recreación, recepcionistas, planificadores y cualquier otro)?

❑ Sí *[pase a la pregunta 9]* ❑ No *[pase a la pregunta 12]*

9. ¿Con respecto a que servicio o servicios se puso en contacto con la Ciudad en los últimos 24 meses? (Marque hasta 3 servicios)

- ❑ Agua/Cloacas
- ❑ Facturación de servicios públicos (agua, electricidad, cloacas y basura)
- ❑ Longmont Power & Communications (Empresa de electricidad)
- ❑ Servicios de Banda Ancha NextLight
- ❑ Calles/Remoción de nieve
- ❑ Centro(s) de recreación
- ❑ Parques
- ❑ Servicios para la juventud (Niños, Jóvenes y Familias)
- ❑ Servicios para la tercera edad / Centro para la tercera edad de Longmont
- ❑ Policía
- ❑ Bomberos
- ❑ Inspección de edificios
- ❑ Basura/reciclado
- ❑ Compostar
- ❑ Recursos humanos
- ❑ Control de animales
- ❑ Impuesto a las ventas
- ❑ Biblioteca
- ❑ Oficina del Administrador Municipal
- ❑ Servicios de Planificación y Desarrollo
- ❑ Cumplimiento del código
- ❑ Vivienda
- ❑ Abogado/Fiscal de la ciudad
- ❑ Tribunal municipal
- ❑ Museo
- ❑ Servicios de golf
- ❑ Forestación
- ❑ Aeropuerto

10. ¿Acerca de cuál servicio se puso en contacto con la Ciudad más recientemente? (Marque sólo uno)

- ❑ Agua/Cloacas
- ❑ Facturación de servicios públicos (agua, electricidad, cloacas y basura)
- ❑ Longmont Power & Communications (Empresa de electricidad)
- ❑ Servicios de Banda Ancha NextLight
- ❑ Calles/Remoción de nieve
- ❑ Centro(s) de recreación
- ❑ Parques
- ❑ Servicios para la juventud (Niños, Jóvenes y Familias)
- ❑ Servicios para la tercera edad / Centro para la tercera edad de Longmont
- ❑ Policía
- ❑ Bomberos
- ❑ Inspección de edificios
- ❑ Basura/reciclado
- ❑ Compostar
- ❑ Recursos humanos
- ❑ Control de animales
- ❑ Impuesto a las ventas
- ❑ Biblioteca
- ❑ Oficina del Administrador Municipal
- ❑ Servicios de Planificación y Desarrollo
- ❑ Cumplimiento del código
- ❑ Vivienda
- ❑ Abogado/Fiscal de la ciudad
- ❑ Tribunal municipal
- ❑ Museo
- ❑ Servicios de golf
- ❑ Forestación
- ❑ Aeropuerto

11. ¿Cuál fue su impresión sobre los empleados de la Ciudad de Longmont en su contacto más reciente? (Califique cada característica debajo)

	Excelentes	Buenos	Regulares	Malos	No sé
Conocimiento del tema	1	2	3	4	5
Trato respetuoso hacia usted	1	2	3	4	5
Disposición a ayudar o comprender	1	2	3	4	5
Facilidad para ponerse en contacto con el empleado	1	2	3	4	5
Rapidez con que se manejó el tema	1	2	3	4	5
Impresión general	1	2	3	4	5

12. Durante los últimos 12 meses, ¿recibió un trato inapropiado de un empleado de la Ciudad debido a su raza, origen nacional, edad, afiliación religiosa o género?

❑ Sí *[pase a la pregunta 12a]* ❑ No *[pase a la pregunta 13]*

12a. Si la respuesta es afirmativa, ¿denunció el comportamiento inapropiado ante un funcionario público?

❑ Sí ❑ No

13. En su opinión, ¿cuán fácil o difícil es obtener información acerca de la Ciudad de Longmont?

❑ Muy fácil ❑ Algo fácil ❑ Algo difícil ❑ Muy difícil ❑ No sé

14. Por favor, indique cuán probable o improbable es que usted u otro miembro de su hogar participen en cada una de las siguientes actividades en Longmont por lo menos una vez en un año típico:

	Muy probable	Algo probable	Algo improbable	Muy improbable	No sé
Asistir a las reuniones "Café con el Consejo" un sábado por la mañana	1	2	3	4	5
Asistir a una reunión Abierta del Consejo de la Ciudad donde toda la reunión esté dedicada a la discusión pública de algún tema	1	2	3	4	5
Visitar una mesa/tienda del Consejo de la Ciudad en eventos comunitarios como Rhythm on the River, Festival on Main y Cinco de Mayo	1	2	3	4	5

15. ¿Con qué frecuencia utiliza los siguientes recursos para obtener información acerca de la Ciudad de Longmont?

	Nunca	Muy infrecuente	Algo infrecuente	Algo frecuente	Muy frecuente
Asistir a una reunión del Consejo de la Ciudad	1	2	3	4	5
Mirar una reunión del Consejo de la Ciudad en Internet en www.longmontchannel.com o en www.LongmontColorado.gov	1	2	3	4	5
Mirar una reunión del Consejo de la Ciudad en el canal 8 de televisión de acceso público	1	2	3	4	5
Mirar "Detrás de la insignia" (Behind the Badge") en el canal 8 de televisión de acceso público	1	2	3	4	5
Leer las carteleras o exhibidores de información en los edificios municipales	1	2	3	4	5
Mirar el canal 16 – Acceso al gobierno	1	2	3	4	5
Leer el boletín informativo City Line (que viene con la factura de servicios públicos)	1	2	3	4	5
Leer The GO (boletín informativo sobre servicios para la tercera edad)	1	2	3	4	5
Utilizar el sitio web de Longmont (www.LongmontColorado.gov)	1	2	3	4	5
Leer el periódico Longmont Daily Times-Call	1	2	3	4	5
Leer el periódico Boulder Daily Camera	1	2	3	4	5
Leer el periódico Denver Post	1	2	3	4	5
Leer el periódico Longmont Observer (noticias en línea)	1	2	3	4	5
Leer "City Talk" (semanalmente en el periódico Times-Call)	1	2	3	4	5
Suscribirse a los servicios de noticias de la ciudad (e-News, e-Notifications, RSS feed, etc.)	1	2	3	4	5
Visitar los sitios de redes sociales de la Ciudad (Facebook, YouTube, Twitter, etc.)	1	2	3	4	5
Leer el folleto cuatrimestral sobre Recreación en Longmont	1	2	3	4	5
Escuchar las radios de noticias (KGUD, La Ley, AM1060)	1	2	3	4	5
Usar el boca en boca/amigos	1	2	3	4	5
Videomensajes (resumen de daños por inundación, actualización sobre construcción de caminos, seguridad en las piscinas, etc.)	1	2	3	4	5

16. Por favor, indique cuán probable o improbable es que usted haga lo siguiente:

	Muy probable	Algo probable	Algo improbable	Muy improbable	No sé
Recomendar vivir en Longmont a alguien que le pregunte	1	2	3	4	5
Permanecer en Longmont durante los próximos 5 años	1	2	3	4	5

17. ¿En qué medida usted o los miembros de su hogar se preocuparon por cada uno de los siguientes temas en los últimos 12 meses?

	Mucho	Un poco	Nada	No se aplica
Cumplir con el pago de sus costos de vivienda, que incluyen alquiler/hipoteca, servicios, impuestos y mantenimiento	1	2	3	4
Encontrar una vivienda que pueda pagar	1	2	3	4
Pagar los costos de atención de la salud y odontología, y el seguro	1	2	3	4
Pagar los alimentos y provisiones	1	2	3	4
Pagar los costos de transporte, como gasolina, pagos del automóvil o boleto de autobús	1	2	3	4
Pagar por asistencia legal	1	2	3	4
Pagar costos inesperados, como reparaciones del automóvil	1	2	3	4
Pagar el cuidado de los niños	1	2	3	4
Encontrar tratamiento de salud mental o de abuso de sustancias que usted o un familiar necesita	1	2	3	4
Pagar los gastos educativos suyos o de sus hijos	1	2	3	4
Enfrentar comportamientos de riesgo que afectan a sus hijos en edad escolar, como ausentismo escolar, intimidación, abuso de sustancias o problemas emocionales	1	2	3	4
Encontrar un trabajo o encontrar un trabajo mejor pago	1	2	3	4

18. Por favor, cuéntenos cuán seguro se siente en las siguientes áreas en Longmont.

	Siempre seguro	Usualmente seguro	A veces seguro a veces inseguro	Usualmente inseguro	Siempre inseguro	No tengo opinión
El centro de Longmont durante el día	1	2	3	4	5	6
El centro de Longmont por la noche	1	2	3	4	5	6
Su vecindario durante el día	1	2	3	4	5	6
Su vecindario por la noche	1	2	3	4	5	6
Parques	1	2	3	4	5	6
Áreas naturales/espacios abiertos	1	2	3	4	5	6
Lugares de recreación	1	2	3	4	5	6
Senderos	1	2	3	4	5	6
Longmont en general durante el día	1	2	3	4	5	6
Longmont en general por la noche	1	2	3	4	5	6

19. En general, ¿qué tan contento o descontento está usted con su vida?

❑ Muy contento ❑ Algo contento ❑ Algo descontento ❑ Muy descontento

20. ¿Cuáles son sus aspectos favoritos sobre vivir en Longmont? (Por favor marque todos los que aplican.)

❑ Sentido de comunidad
❑ Costo asequible de vida
❑ Cercano a familia/amistades
❑ Escuelas
❑ Compras
❑ Ubicación
❑ El Centro de Longmont
❑ Cercano al trabajo
❑ Ambiente natural
❑ Mis vecinos/mi vecindario
❑ Calidad de vida en general
❑ Oportunidades recreativas
❑ Oportunidades para cenar
❑ Otro: _____

Nuestras últimas preguntas son acerca de usted y de su hogar. Reiteramos, todas las respuestas a esta encuesta son completamente anónimas y serán informadas sólo en forma grupal.

D1 ¿Aproximadamente cuántos años hace que vive en Longmont? (Si es menos de 6 meses, ingrese "0")

_____ años

D2 ¿En qué tipo de unidad de vivienda vive?

❑ Casa unifamiliar
❑ Apartamento
❑ Condominio
❑ Casa de ciudad
❑ Casa móvil
❑ Otra

D3 ¿Alquila o es propietario de su casa?

❑ Alquilo ❑ Soy propietario

D4. ¿En qué Ciudad trabaja?

❑ Longmont
❑ Boulder
❑ Denver
❑ Ft. Collins
❑ Lafayette
❑ Louisville
❑ Broomfield
❑ Otra

D5. ¿Es usted español, hispano o latino?

❑ Sí ❑ No

D6. ¿Cuál es su raza? (Marque una o más razas para indicar de qué raza considera que es usted)

❑ Indígena estadounidense o de Alaska
❑ Asiático o de las islas del Pacífico
❑ Negro/ Afroamericano
❑ Blanco / Caucásico
❑ Otra

D7. ¿En qué categoría se encuentra su edad?

❑ De 18 a 24 años
❑ De 25 a 34 años
❑ De 35 a 44 años
❑ De 45 a 54 años
❑ De 55 a 64 años
❑ De 65 a 74 años
❑ De 75 a 84 años
❑ 85 años o mayor

D8. ¿Cuál es su sexo?

❑ Mujer ❑ Hombre

D9. ¿Cuál es el título o nivel educativo más alto que ha completado? (Marque un casillero)

❑ 12° grado o menos, sin diploma
❑ Diploma de escuela secundaria
❑ Algo de universidad, sin título
❑ Título asociado (por ej. AA, AS)
❑ Título de bachiller (por ej. BA, AB, BS)
❑ Título de posgrado o título profesional

D10. ¿Aproximadamente cuántos fueron los ingresos totales en su hogar antes de impuestos en 2017? (Incluya en sus ingresos totales el dinero proveniente de todas las fuentes para todas las personas que viven en su hogar)

❑ Menos de $24,999
❑ Entre $25,000 y $49,999
❑ Entre $50,000 y $99,999
❑ Entre $100,000 y $149,999
❑ Entre $150,000 y $199,999
❑ $200,000 o más

D11. ¿Está registrado usted para votar en Longmont?

❍ No
❍ Sí
❍ No soy elegible para votar
❍ No sé

D12. ¿Cuán probable es que vote en la elección municipal de la Ciudad de Longmont de 2018?

❍ Muy probable
❍ Algo probable
❍ Algo improbable
❍ Muy improbable

D13. En el futuro, si es seleccionado al azar para recibir esta encuesta, ¿cómo preferiría llenarla?

❑ Igual (encuesta enviada por correo)
❑ Encuesta en Internet
❑ Algún otro formato
❑ No tengo preferencias

Gracias por completar esta encuesta. Por favor, regrese esta encuesta en el sobre con franqueo postal pago provisto a: National Research Center, Inc., P.O. Box 549, Belle Mead, NJ 08502-9922.