

2022 City of Pueblo Community Survey Findings Report

Presented to the City of Pueblo,
Colorado
May 2022



Contents

Executive Summary.....	i
Section 1: Charts and Graphs.....	1
Section 2: Benchmarking Analysis.....	52
Section 3: Importance-Satisfaction Analysis.....	63
Section 4: Tabular Data.....	75
Section 5: Survey Instrument.....	123



Executive Summary

2022 City of Pueblo Community Survey

Executive Summary



Purpose

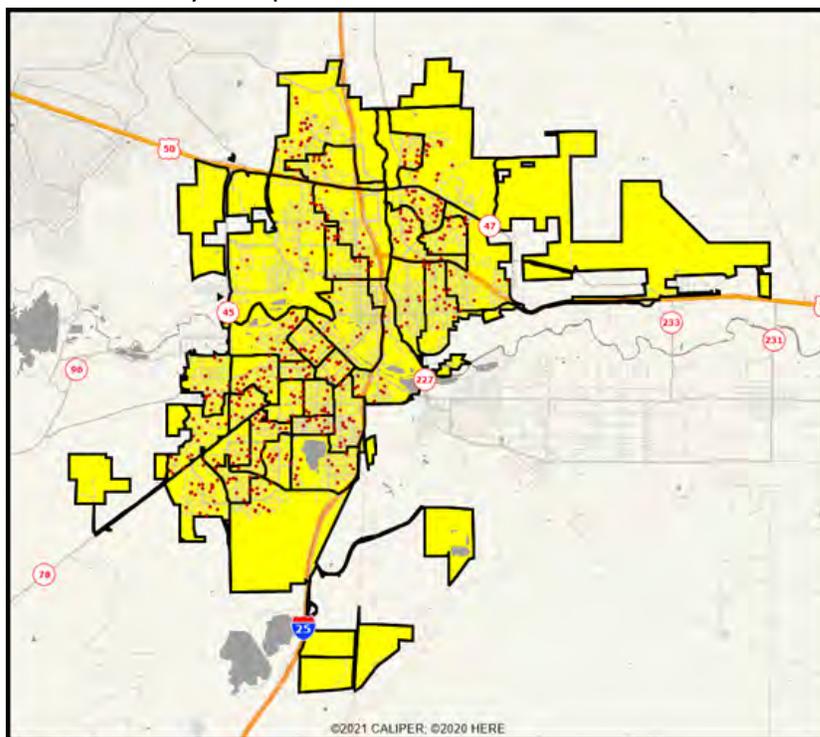
ETC Institute administered a survey to residents of the City of Pueblo during the spring of 2022. The purpose of the survey was to gather resident opinion and feedback in order to evaluate and improve programs and determine the needs of residents. This is the seventh community survey ETC Institute has administered for the City of Pueblo; the first was conducted in 2010.

Methodology

The seven-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in Pueblo. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. Ten days after the surveys were mailed, ETC Institute sent emails and text messages to the households that received the survey to encourage participation. The emails and texts contained a link to the online version of the survey to make it easy for residents to complete the survey.

To prevent people who were not residents of Pueblo from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 400 residents. This goal was exceeded, with a total of 484 residents completing the survey. The overall results for the sample of 484 households have a precision of at least +/-4.4% at the 95% level of confidence. In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the locations of their homes.



2022 City of Pueblo Community Survey

Executive Summary



This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for all questions on the survey,
- benchmarking data that show how the results for Pueblo compare to other communities,
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from the City of Pueblo with the results from other communities where ETC Institute has conducted a resident survey. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

Major Findings

Satisfaction with City services. Eighty-four percent (84%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of the City’s fire and EMS services; 58% were satisfied with the quality of City parks and recreation programs and facilities, and 51% were satisfied with the sanitary sewer/wastewater management system.

Services Residents Thought Should Receive the Most Emphasis Over the Next Two Years. The areas that residents thought should receive the most emphasis from the City of Pueblo over the next two years were: (1) maintenance of City streets, (2) the quality of police services, and (3) enforcement of city codes/ordinances.

Perceptions of the City. Fifty-eight percent (58%) of the residents surveyed, who had an opinion, indicated that they were satisfied (rating of 4 or 5 on a 5-point scale) with the city as a place to live; 56% were satisfied with the city as a place to retire, and 45% were satisfied with the city as a place to raise children.

Public Safety. Seventy-nine percent (79%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the location of fire stations; 79% were satisfied with overall quality of local fire protection, and 78% were satisfied with how quickly fire and emergency personnel respond.

2022 City of Pueblo Community Survey

Executive Summary



Feeling of Safety in the City. Eighty-seven percent (87%) of residents surveyed, who had an opinion, felt safe in their neighborhoods during the day and 57% felt safe in their neighborhoods at night. Eighty percent (80%) indicated there are areas of town where they do not feel safe.

Codes and Ordinances. Forty-four percent (44%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the removal of graffiti, and 35% were satisfied with the enforcement of codes relating to animals.

Parks and Recreation. Sixty-five percent (65%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the location of city parks; 63% were satisfied with the number of city parks, and 61% were satisfied with the maintenance of city parks.

Residents indicated the two areas that should receive the most emphasis over the next two years were the maintenance of city parks and the availability of information about parks and recreation programs.

Maintenance/Public Works. The areas of City maintenance/public works that were rated highest by residents included adequacy of City street lighting (43%), street sweeping service (39%), and availability of sidewalks in the city (38%). Residents were generally least satisfied with the demolition of vacant structures (7%).

City Communication. Twenty-seven percent (27%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with communication from the Mayor, 25% were satisfied with city communication on social media, and 25% were satisfied with the quality of the city's web page.

Neighborhoods. Fifty-two percent (52%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the condition of housing in their neighborhood, and 46% were satisfied with the overall appearance of neighborhoods. Residents were least satisfied with the condition of streets (21%).

Other Findings

- Seventy percent (70%) of residents surveyed, who had an opinion, were either “very likely” or “likely” to support the continuation of the 2018-2022 Public Safety Sales Tax on the 2022 ballot.
- Seventy percent (70%) of residents of residents surveyed, who had an opinion, indicated they consider drive time and cost to drive to Colorado Springs and Denver when purchasing airline tickets, based on the sum of “strongly agree” and “agree” responses.

2022 City of Pueblo Community Survey Executive Summary



Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the services that are recommended as the top priorities in order to raise the City's overall satisfaction rating are listed below:

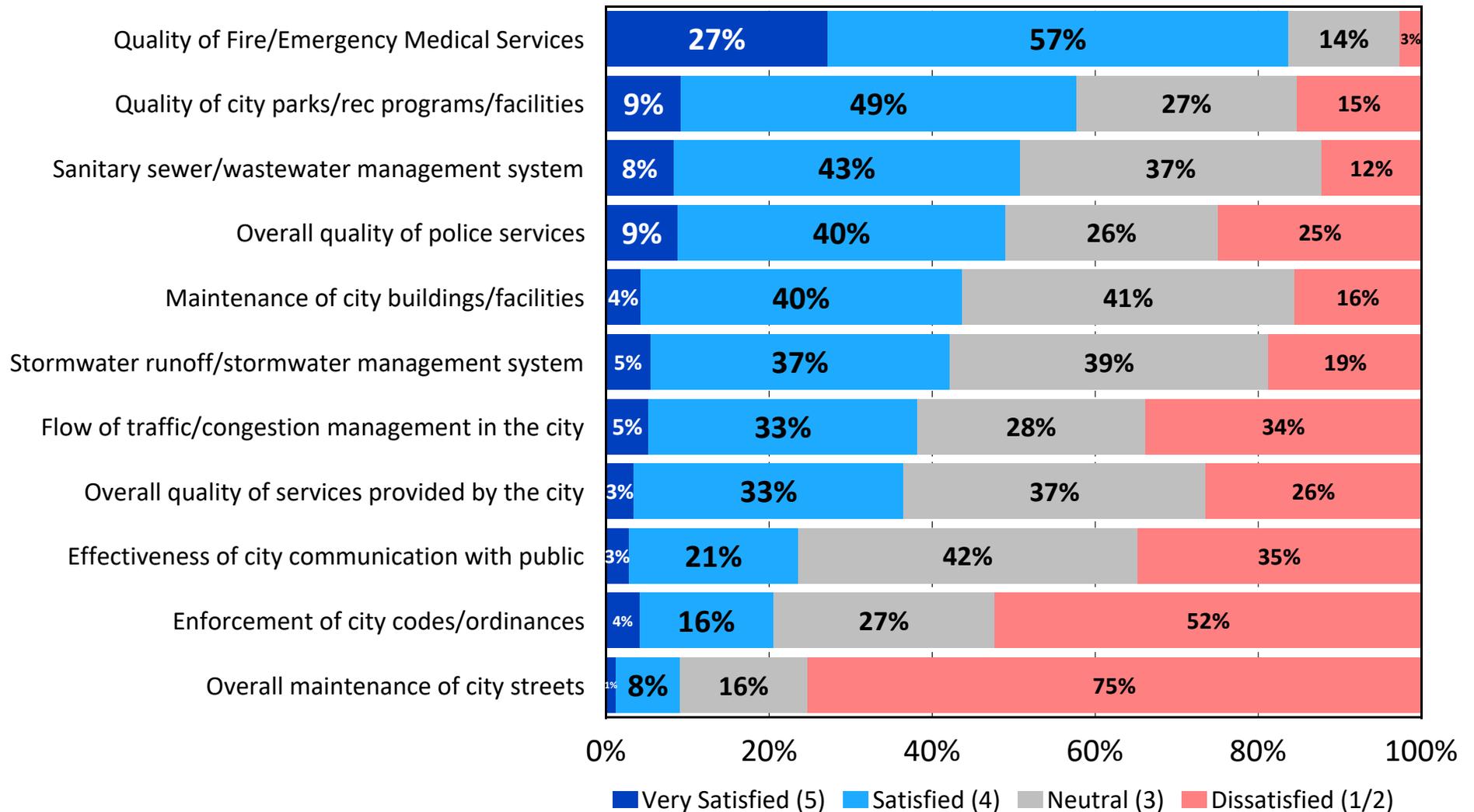
- Overall maintenance of city streets (IS=0.6981)
- Enforcement of city codes/ordinances (IS=0.3283)
- Overall quality of police services (IS=0.2489)



Charts and Graphs

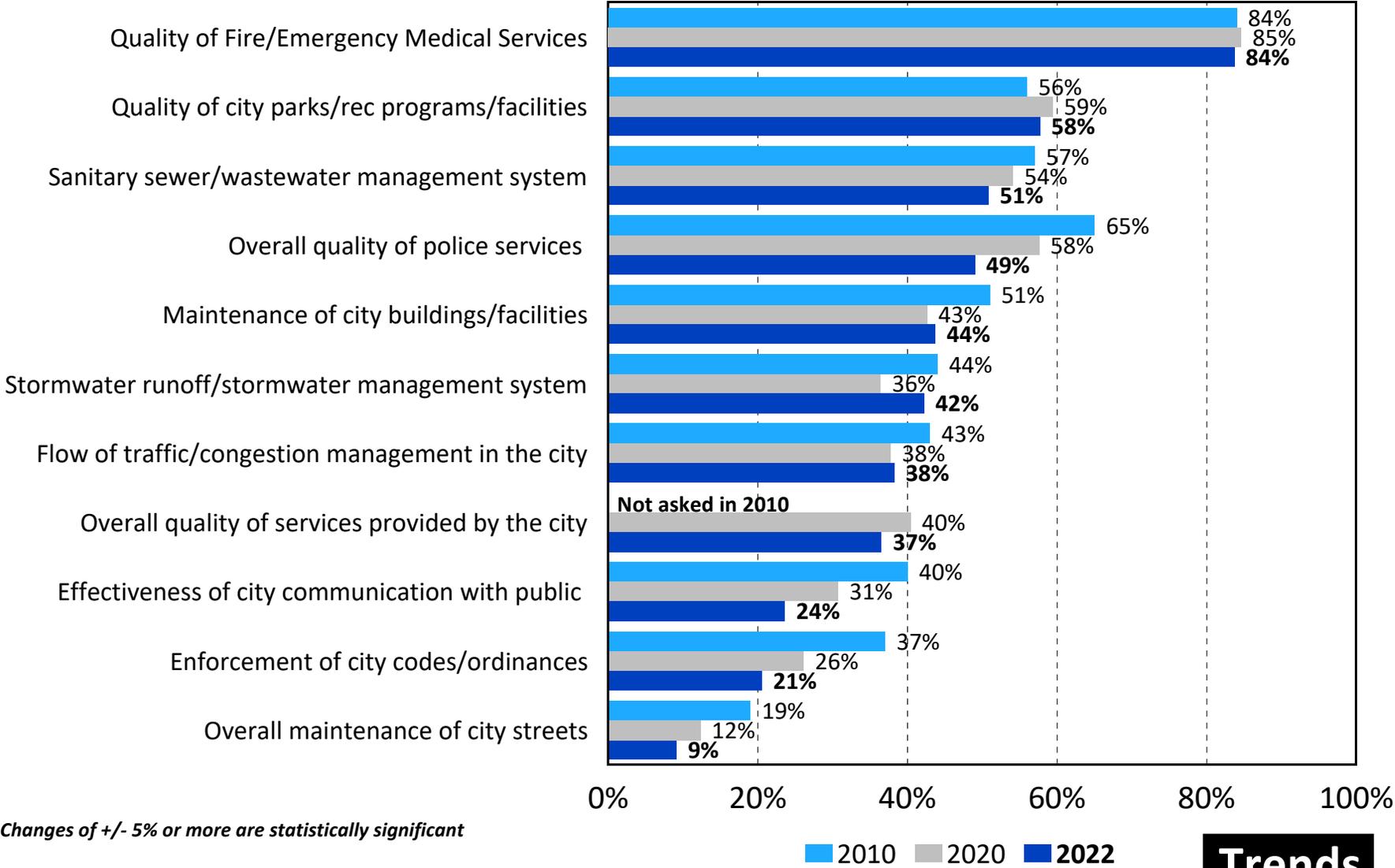
Q1. Overall Satisfaction With City Services by Major Category

by percentage of respondents (excluding “don’t know”)



Overall Satisfaction With City Services by Major Category - 2010 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)

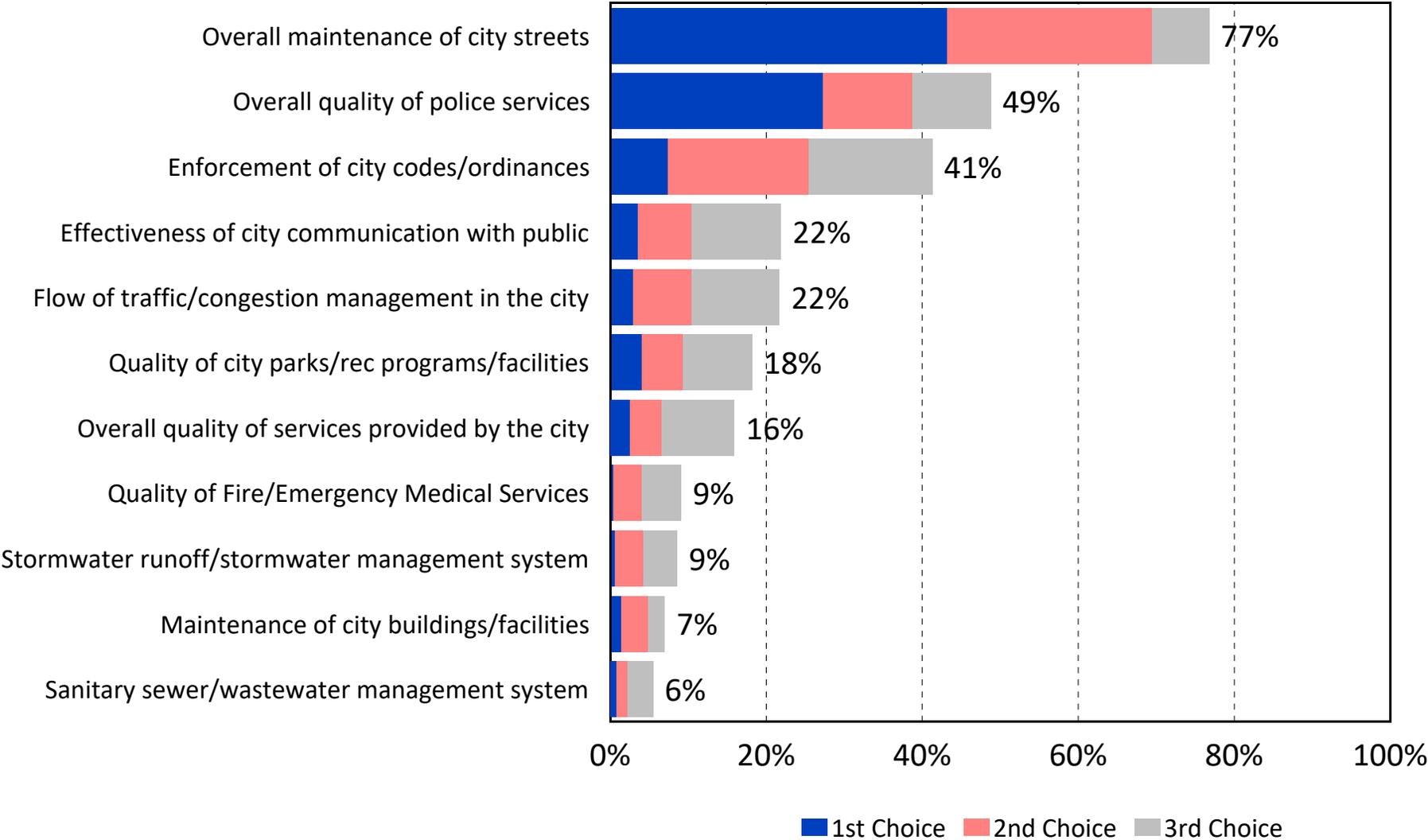


Trends

*Changes of +/- 5% or more are statistically significant

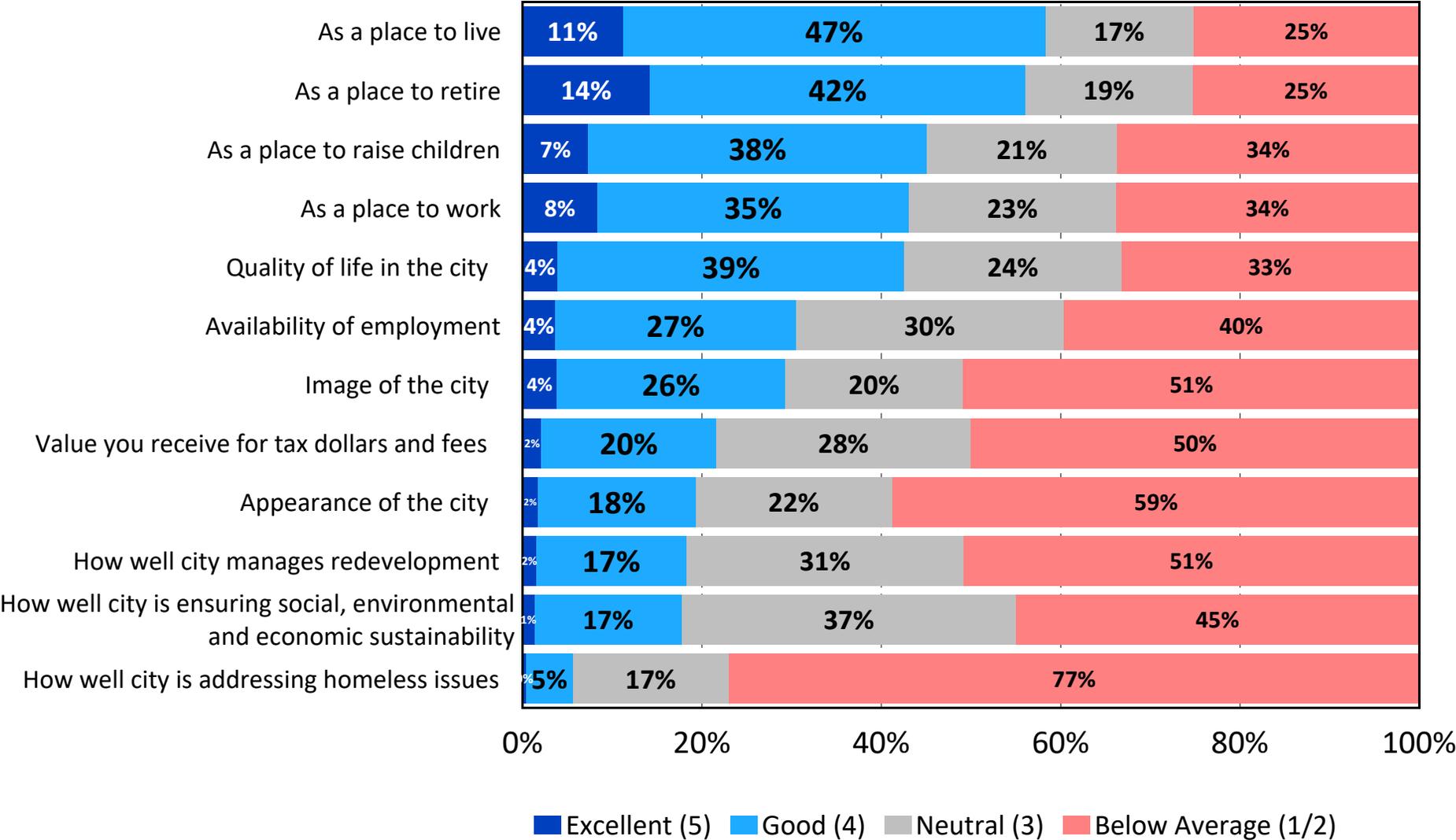
Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

by percentage of respondents who selected the item as one of their top three choices



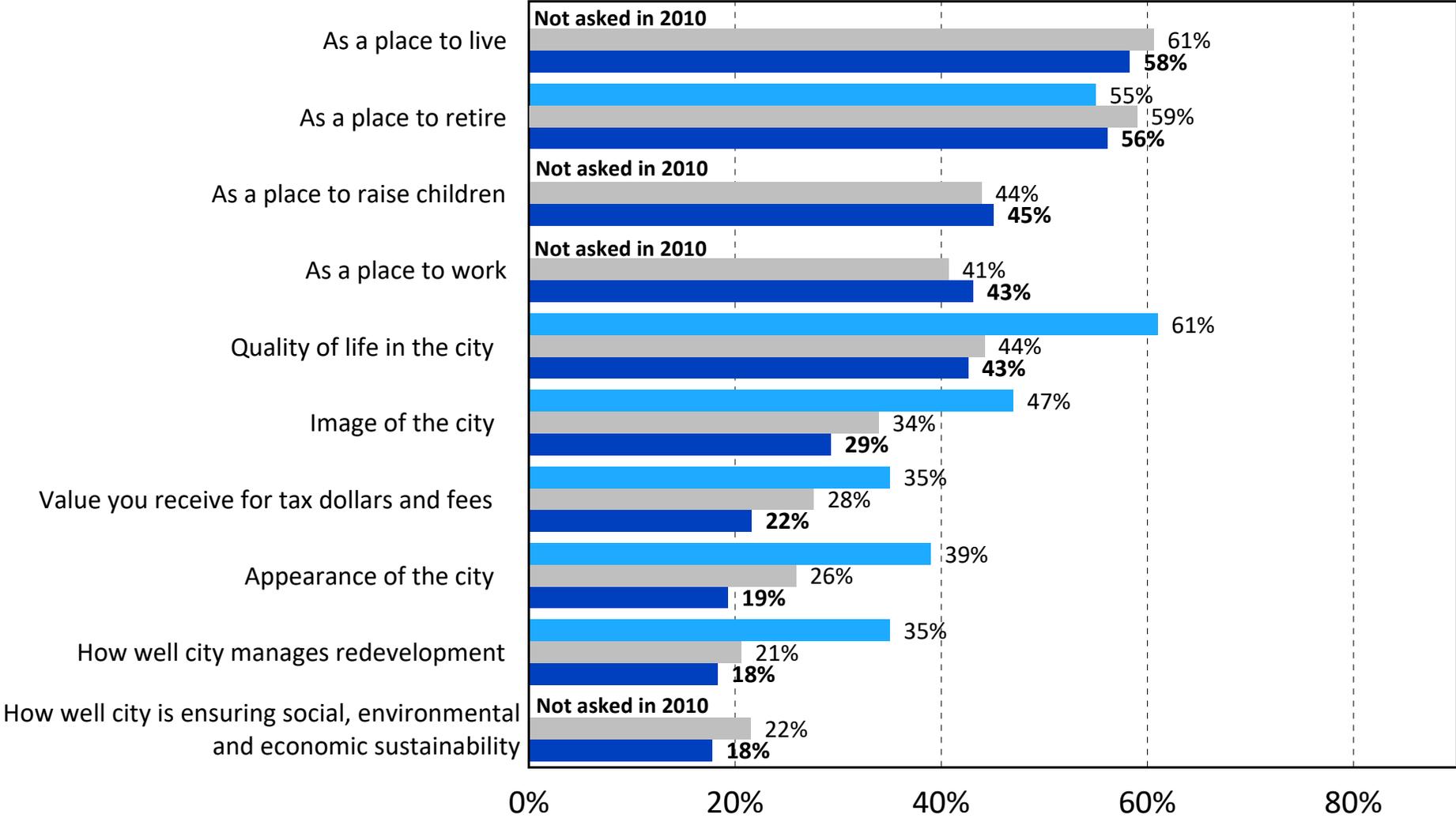
Q3. How would you rate various issues that influence your perception of the city?

by percentage of respondents (excluding "don't know")



Ratings of Issues That Influence Perception of the City 2010 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)



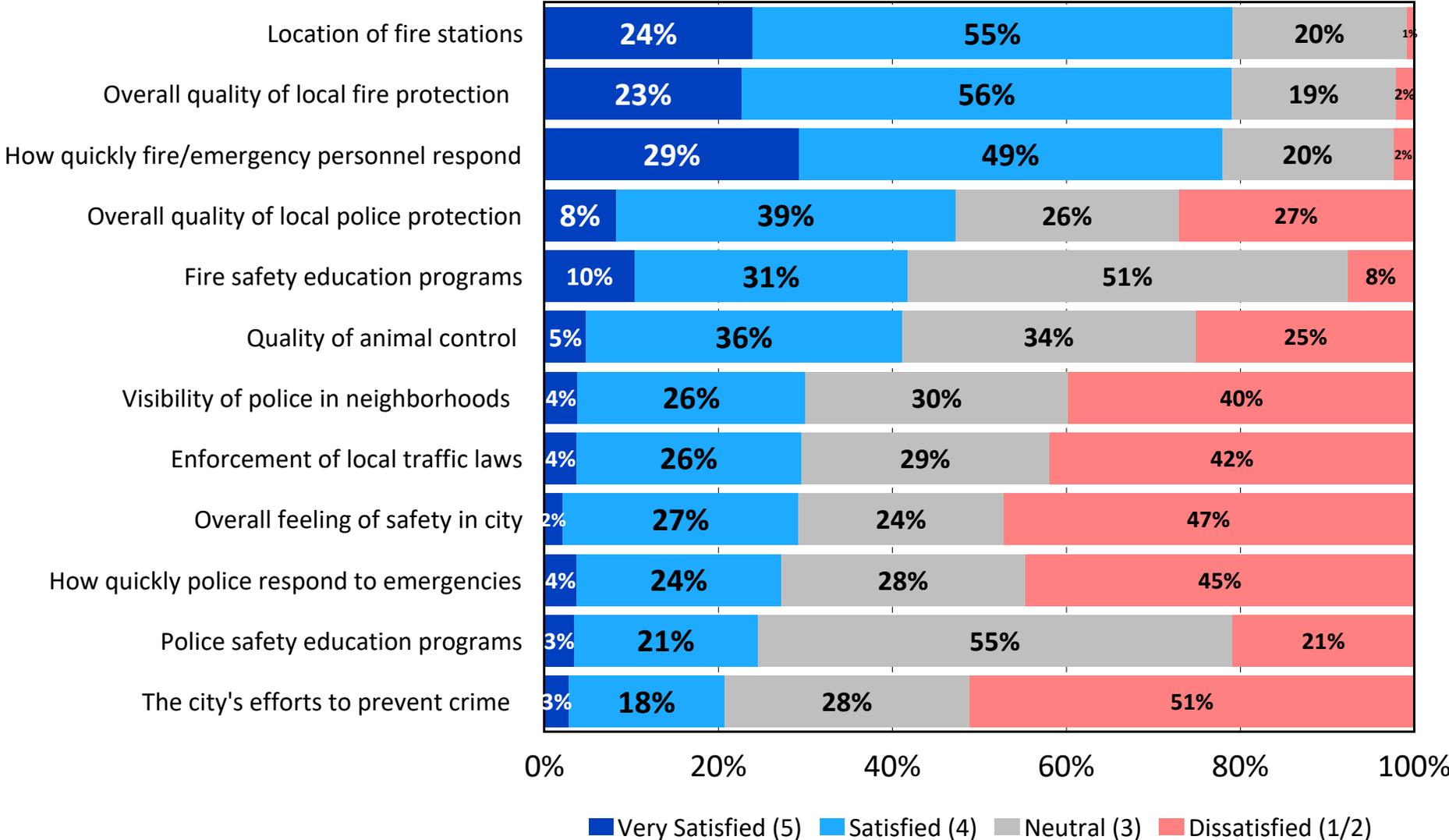
**Changes of +/- 5% or more are statistically significant*

2010 2020 2022

Trends

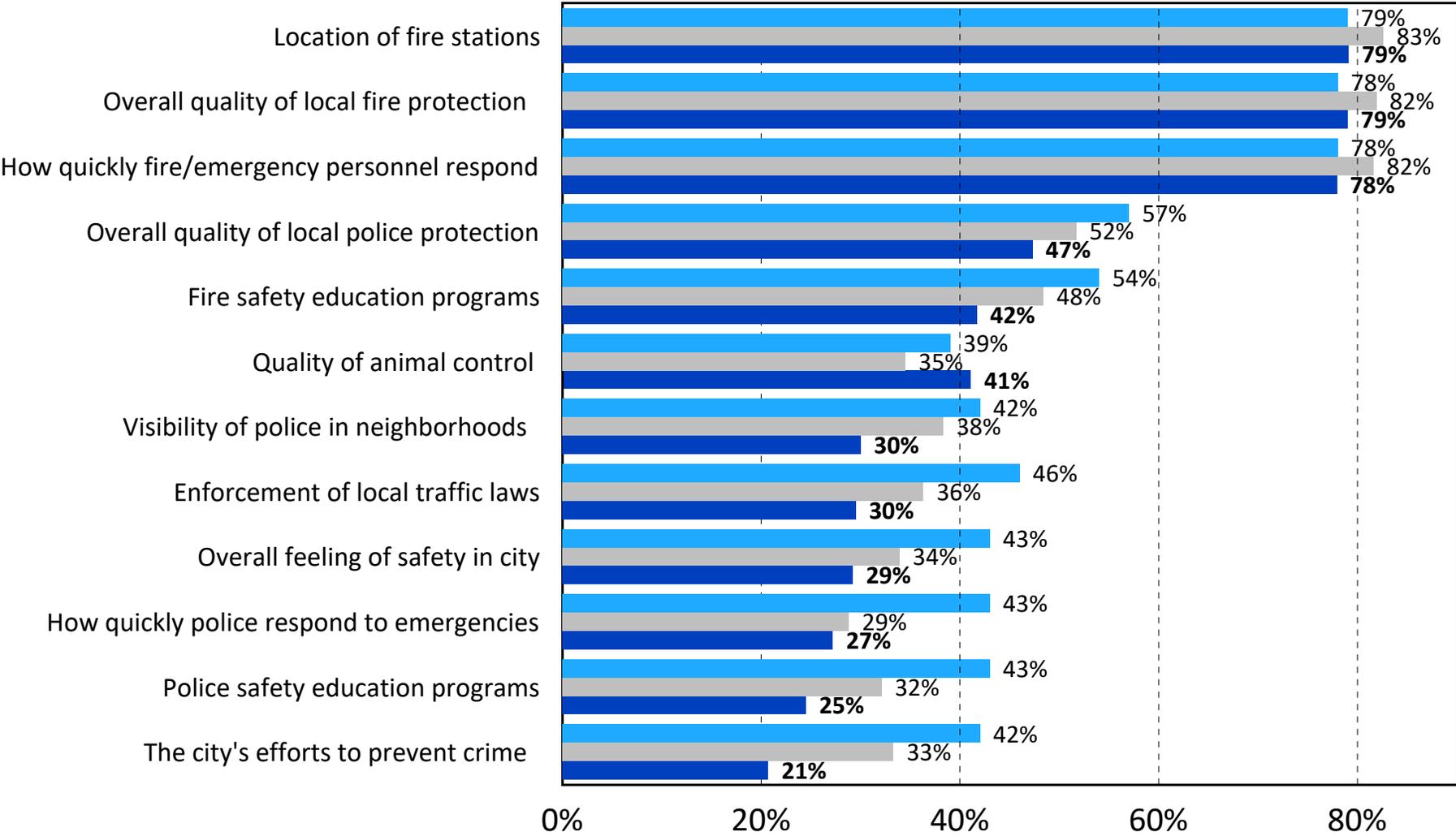
Q4. Satisfaction with Public Safety

by percentage of respondents (excluding "don't know")



Satisfaction with Public Safety - 2010 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



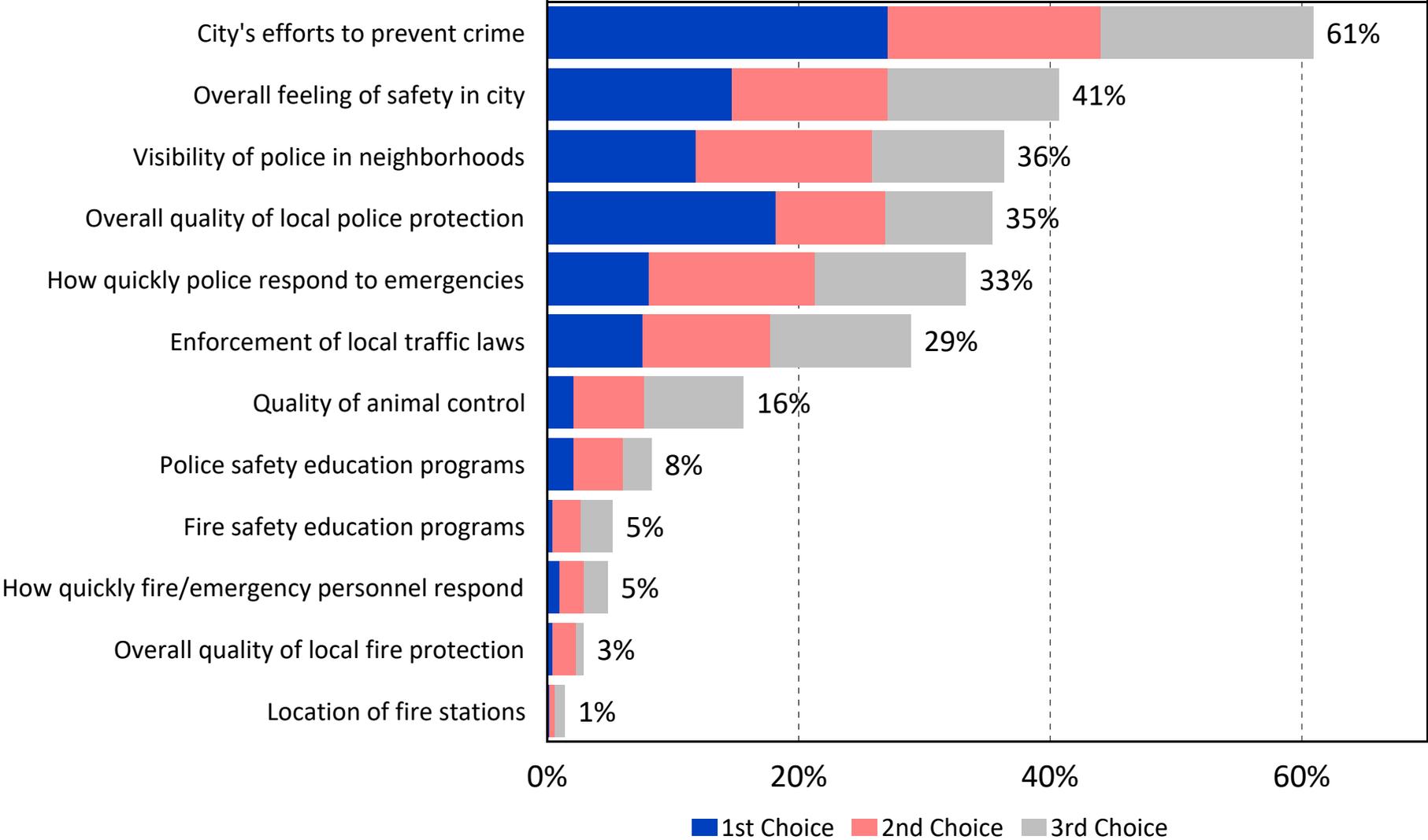
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2010 2020 2022

Trends

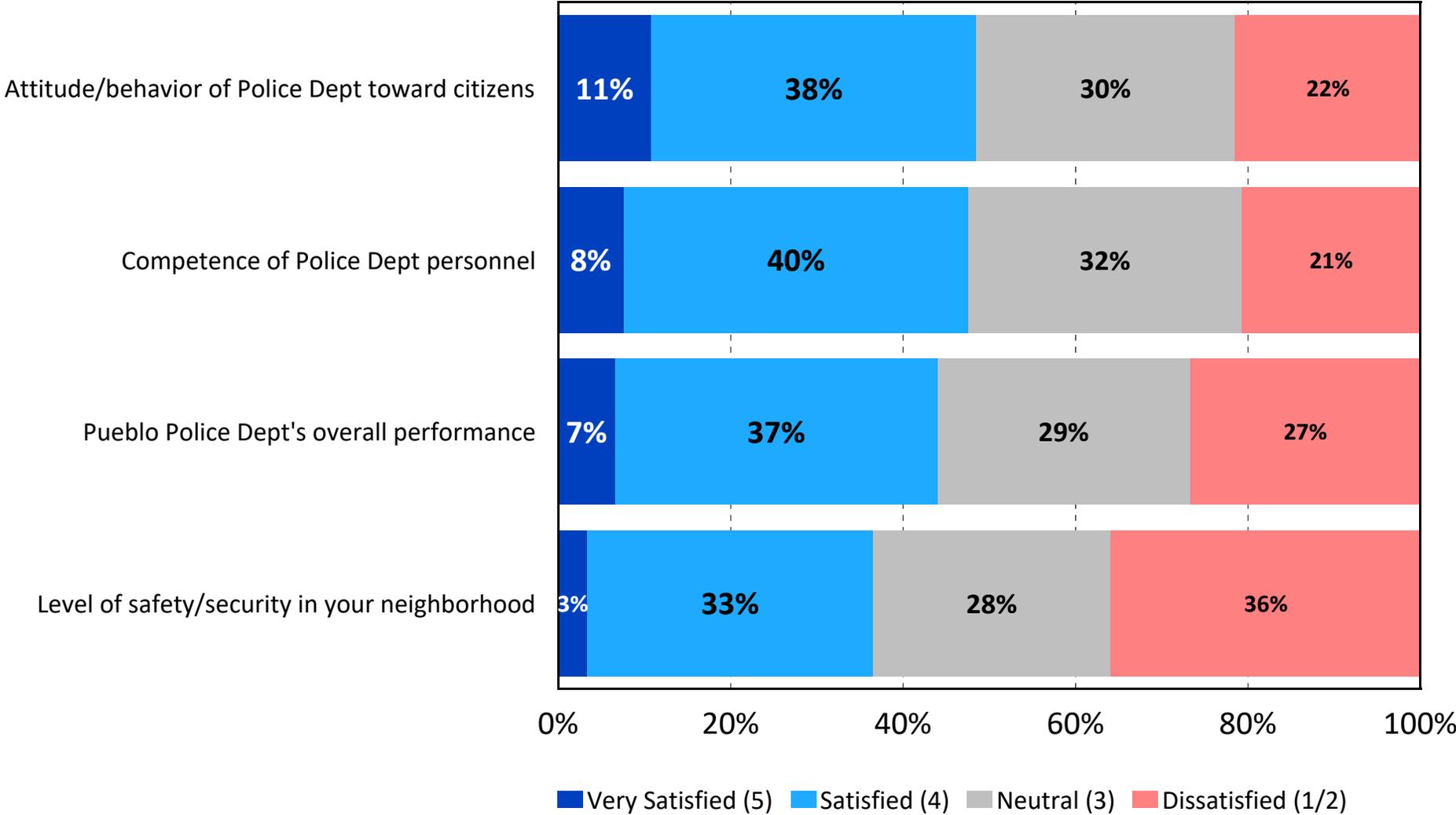
Q5. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



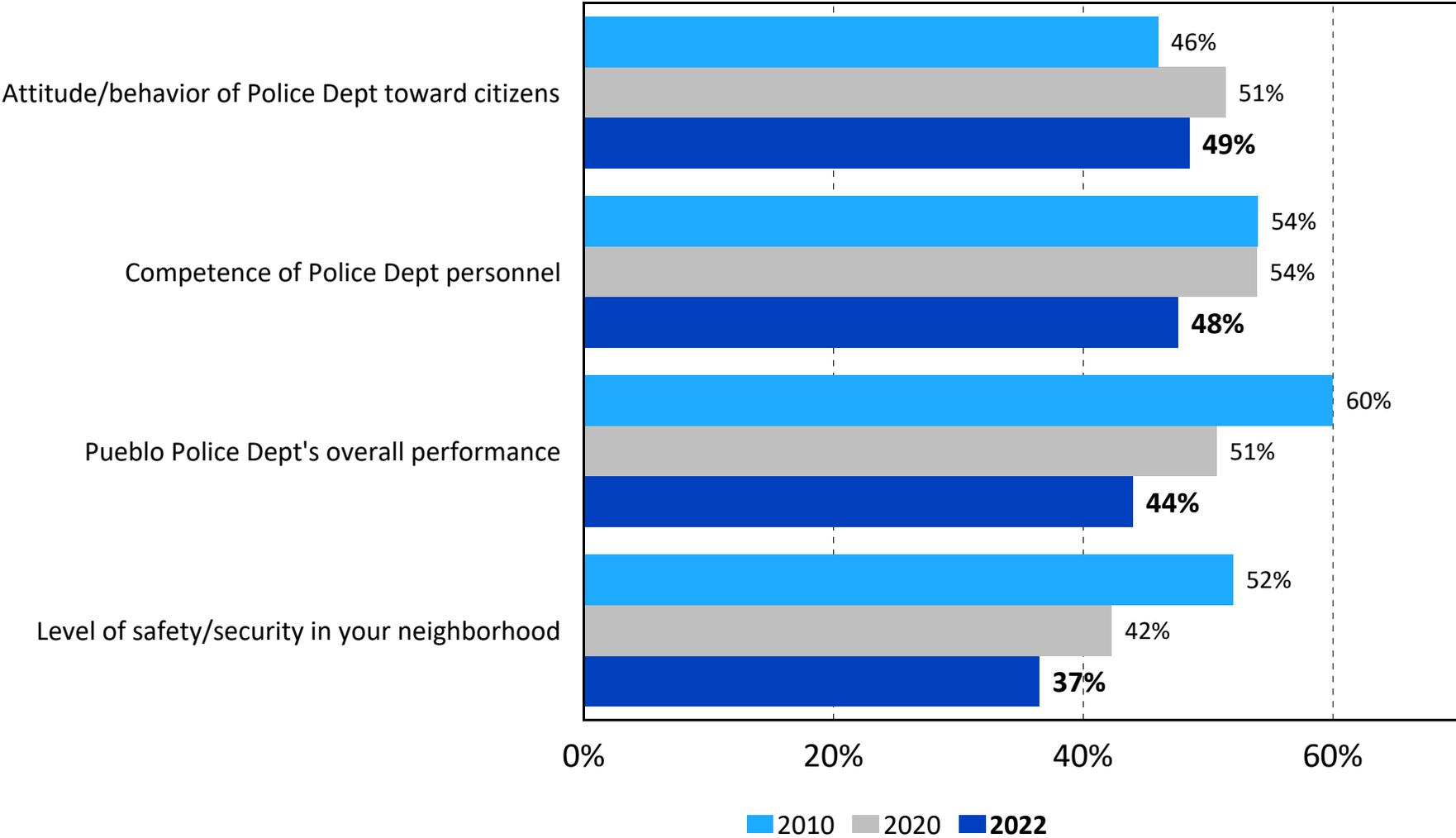
Q6. Satisfaction with the Police Department

by percentage of respondents (excluding “don’t know”)



Satisfaction with the Police Department - 2010 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)

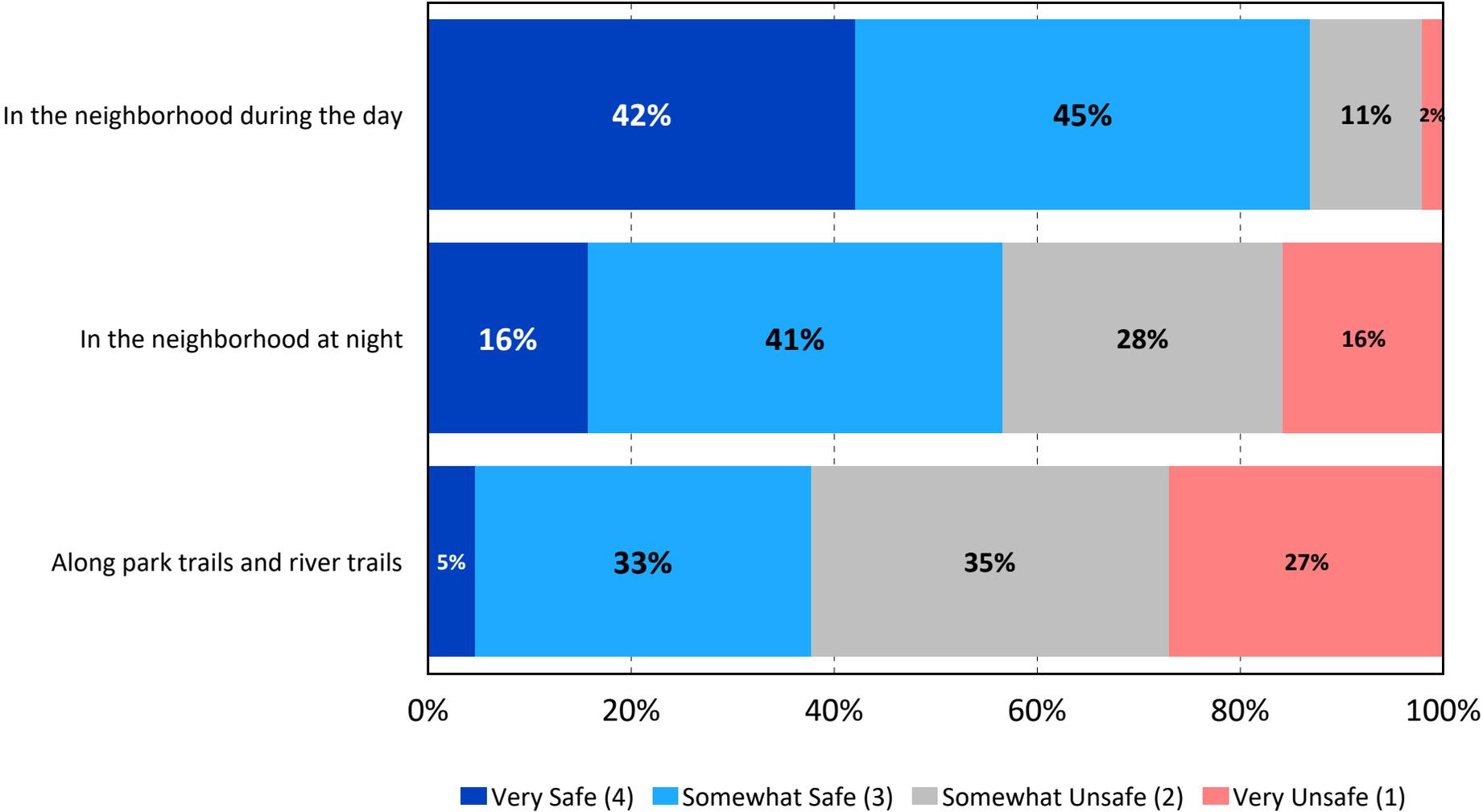


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Trends

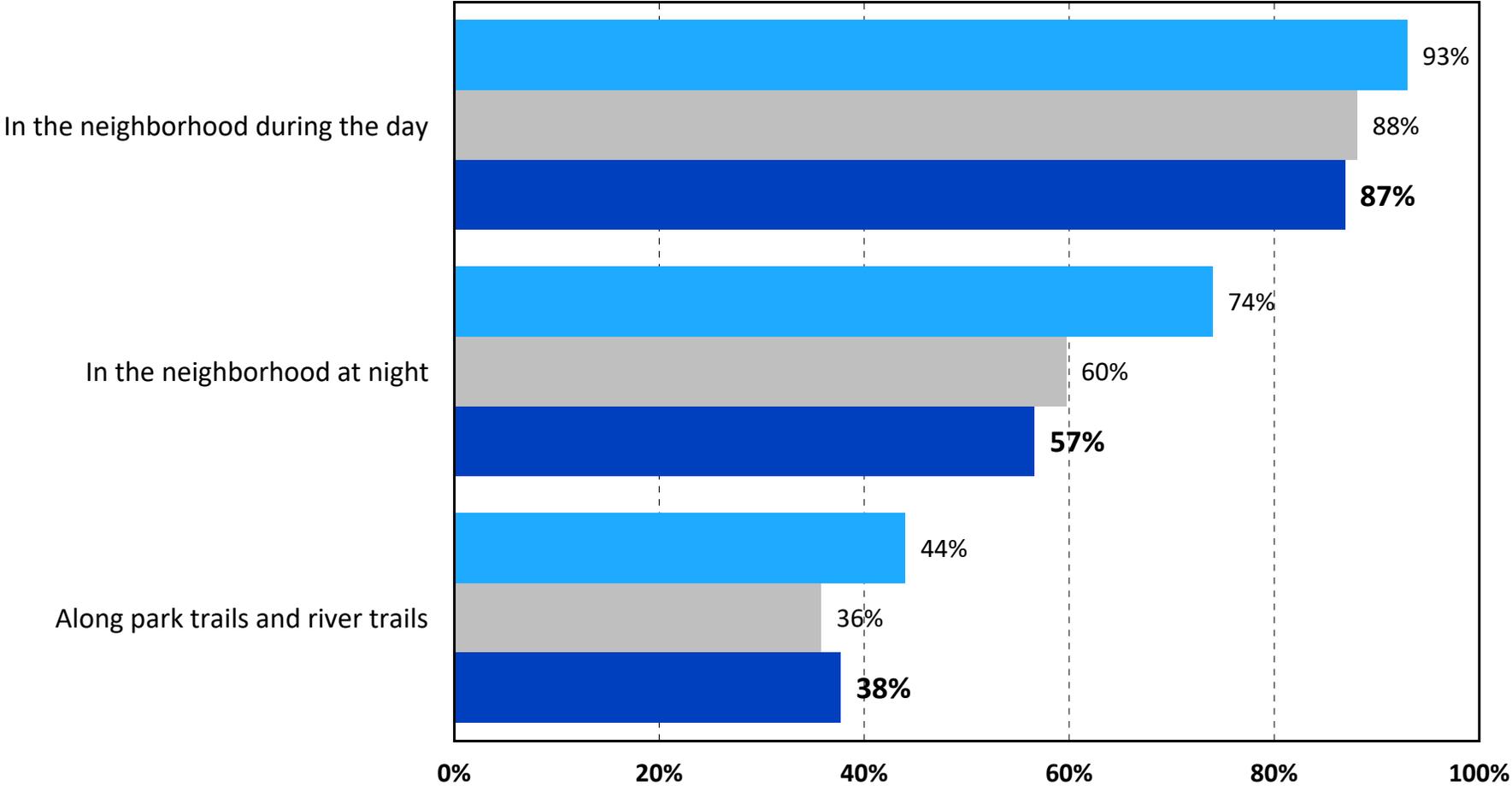
Q7. How Safe Do You Feel:

by percentage of respondents (excluding "don't know")



Feeling of Safety - 2010 to 2022

by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding “don’t know”)



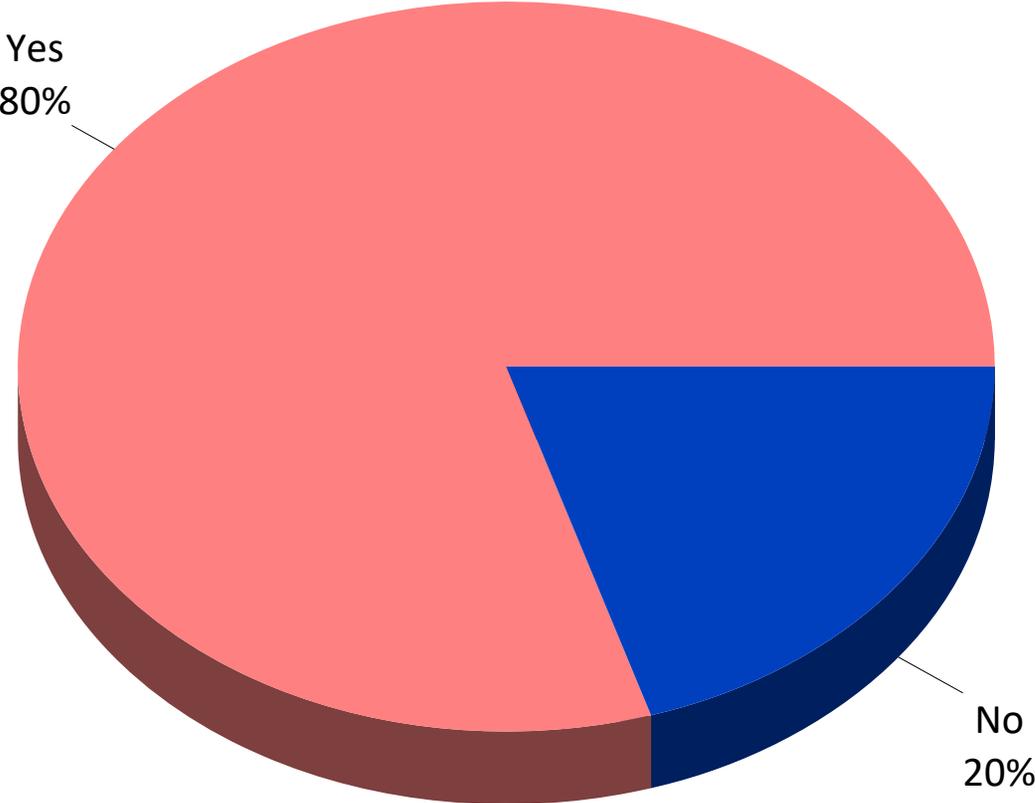
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2010 2020 2022

Trends

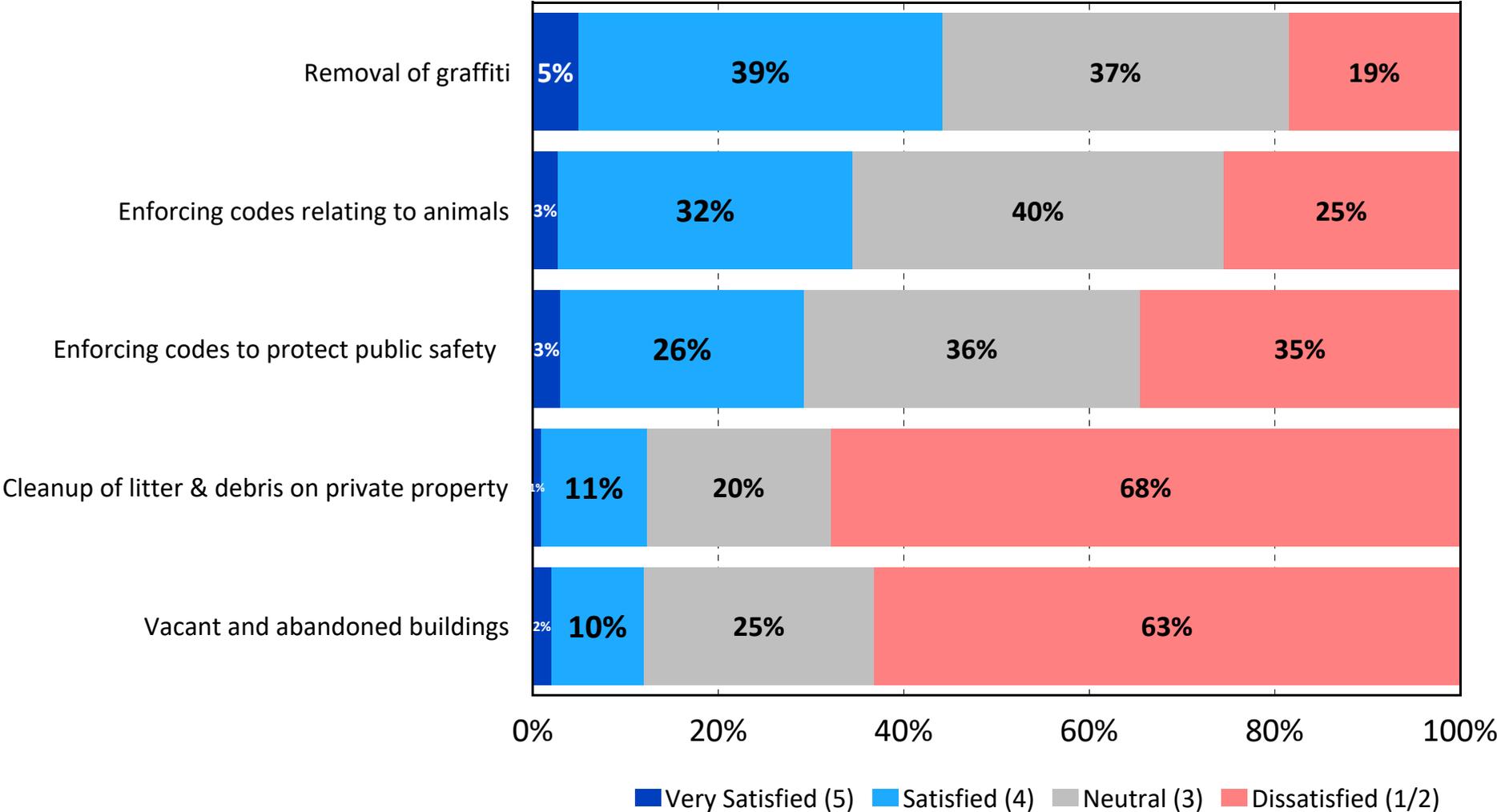
Q8. Are there any areas of town where you do not feel safe?

by percentage of respondents (excluding "not provided")



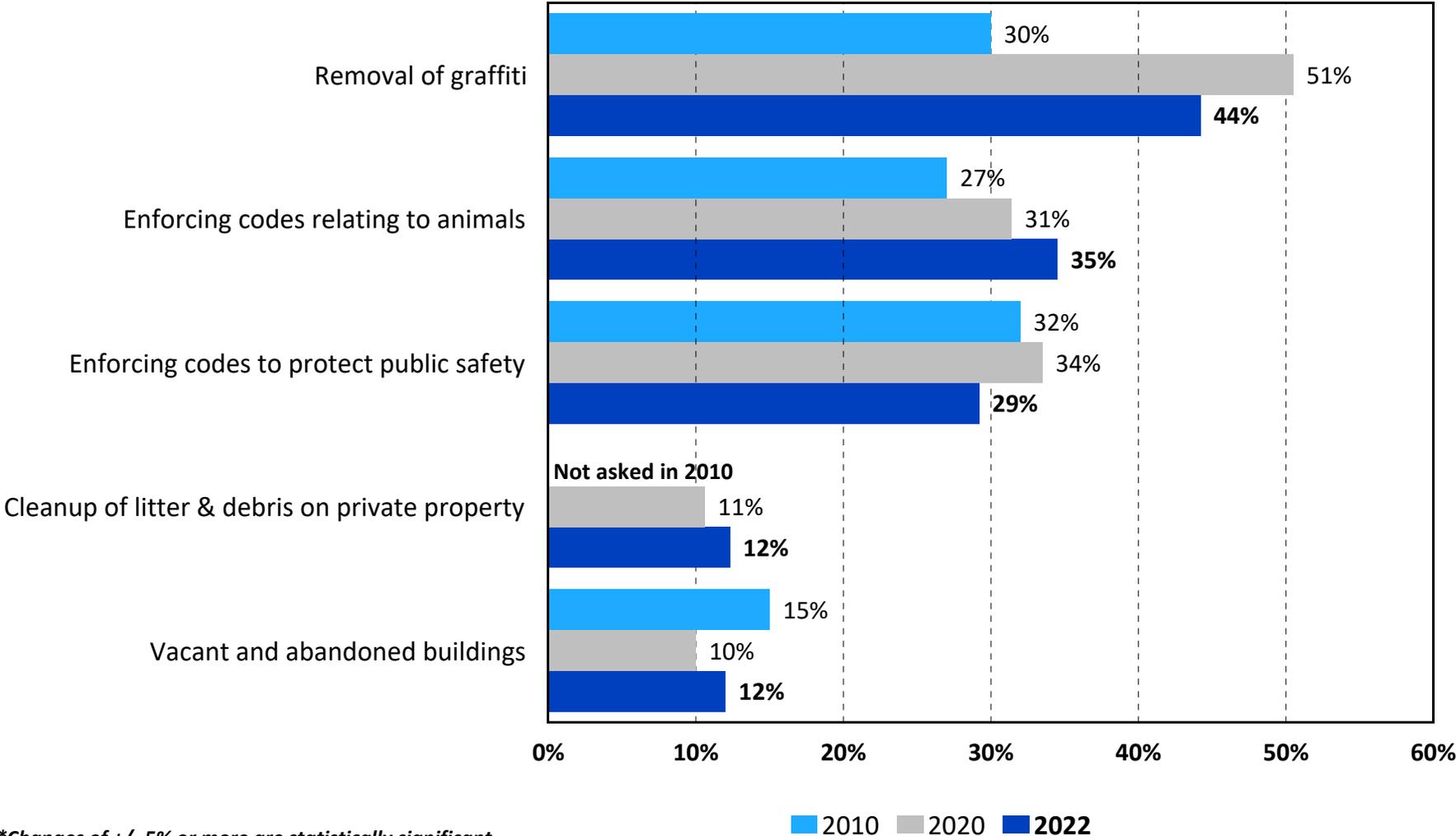
Q9. Satisfaction with the Enforcement of City Codes and Ordinances

by percentage of respondents (excluding “don’t know”)



Satisfaction with the Enforcement of City Codes and Ordinances - 2010 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)

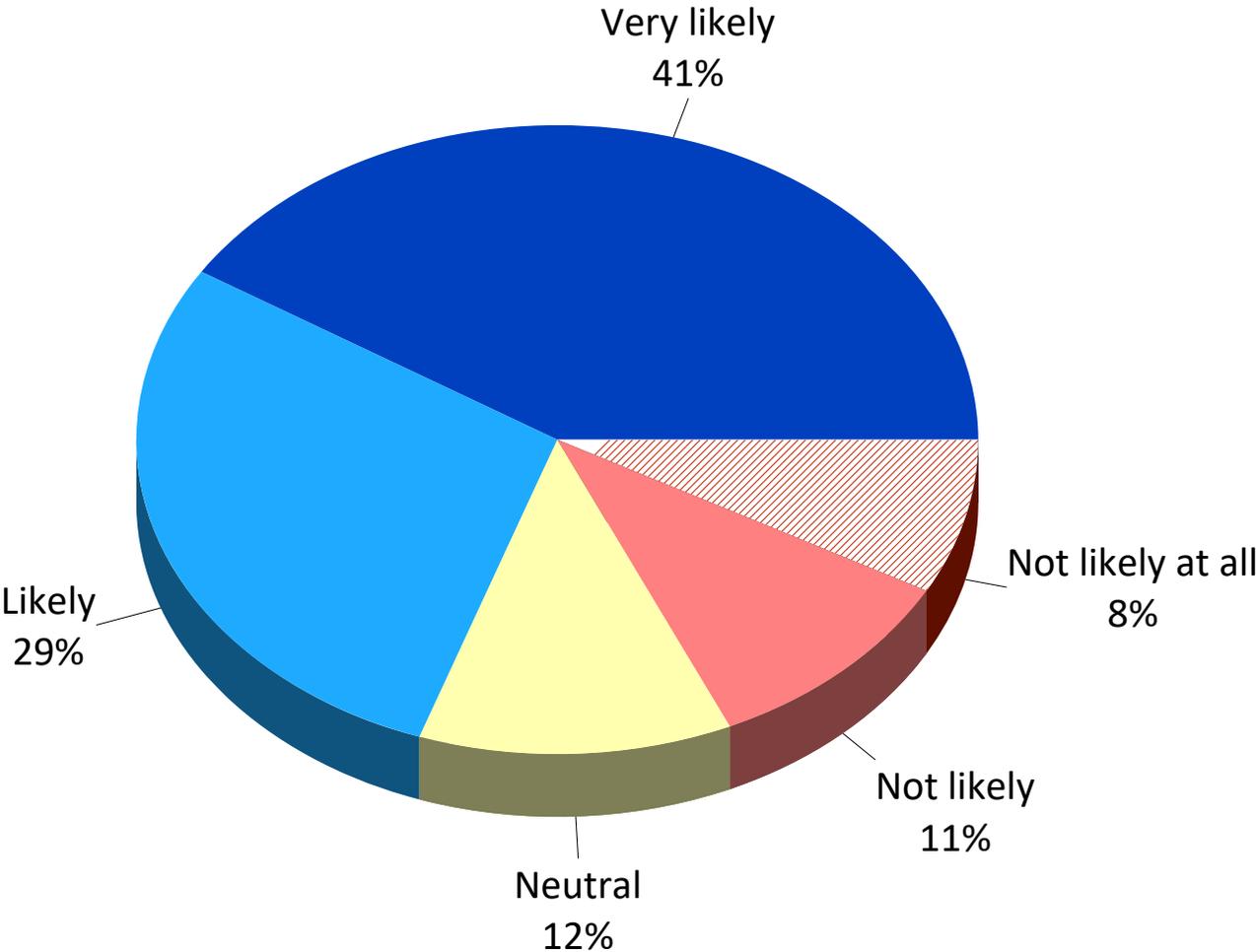


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Trends

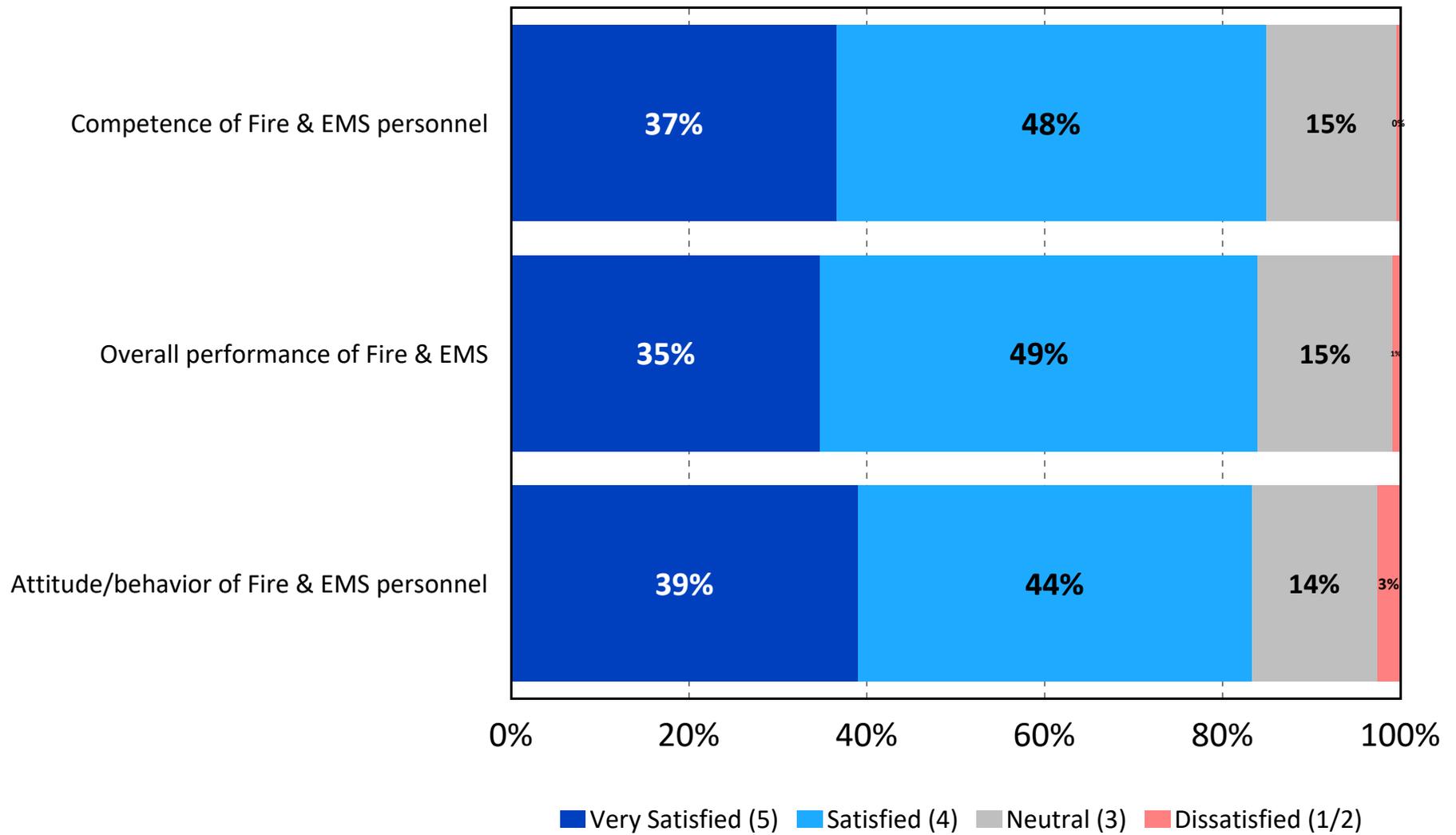
Q10. How likely are you to support the continuation of the 2018-2022 Public Safety Sales Tax on the 2022 ballot?

by percentage of respondents (excluding "don't know")



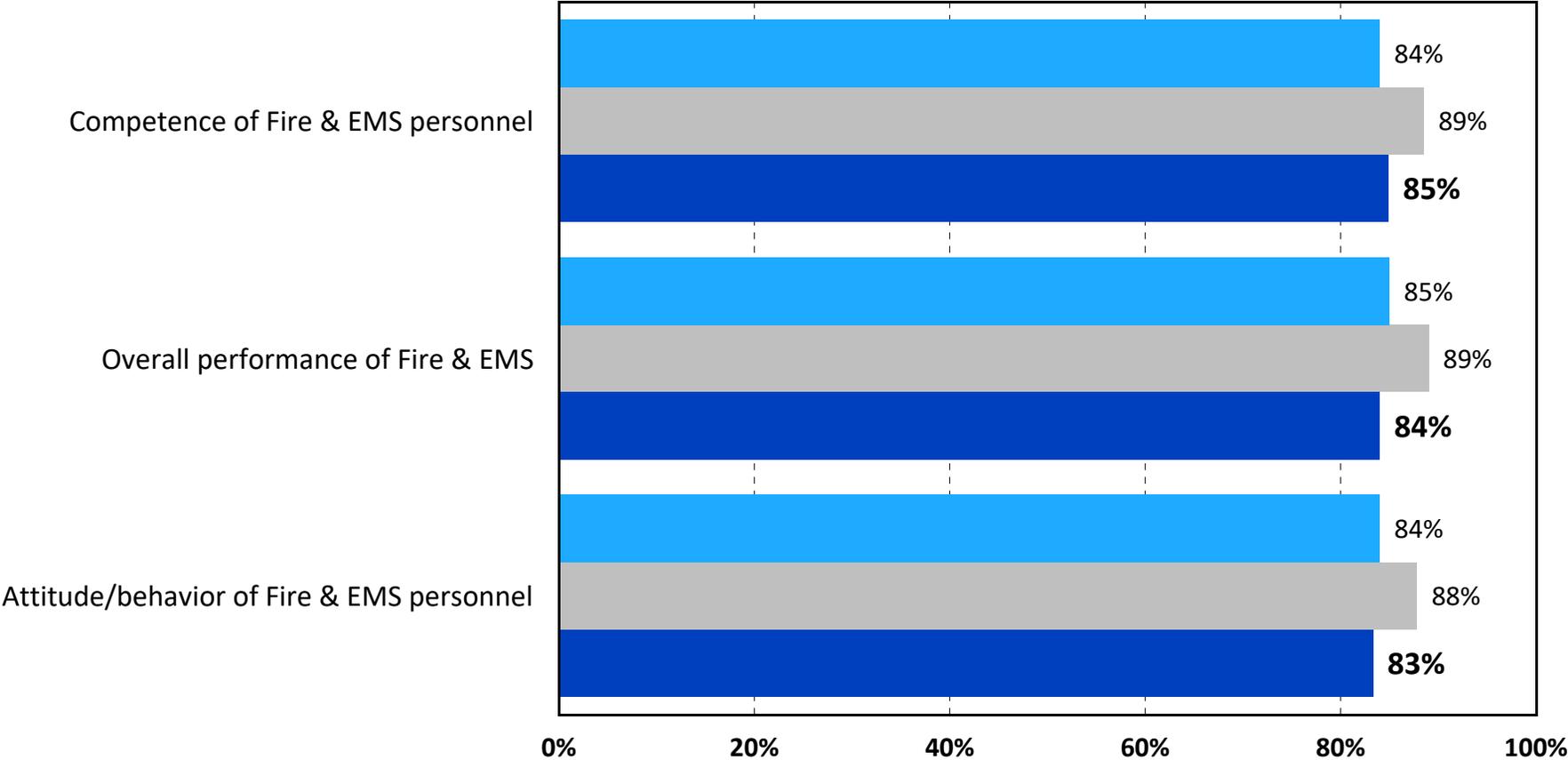
Q11. Satisfaction with Fire and Emergency Medical Services

by percentage of respondents (excluding "don't know")



Satisfaction with Fire and Emergency Medical Services 2010 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)



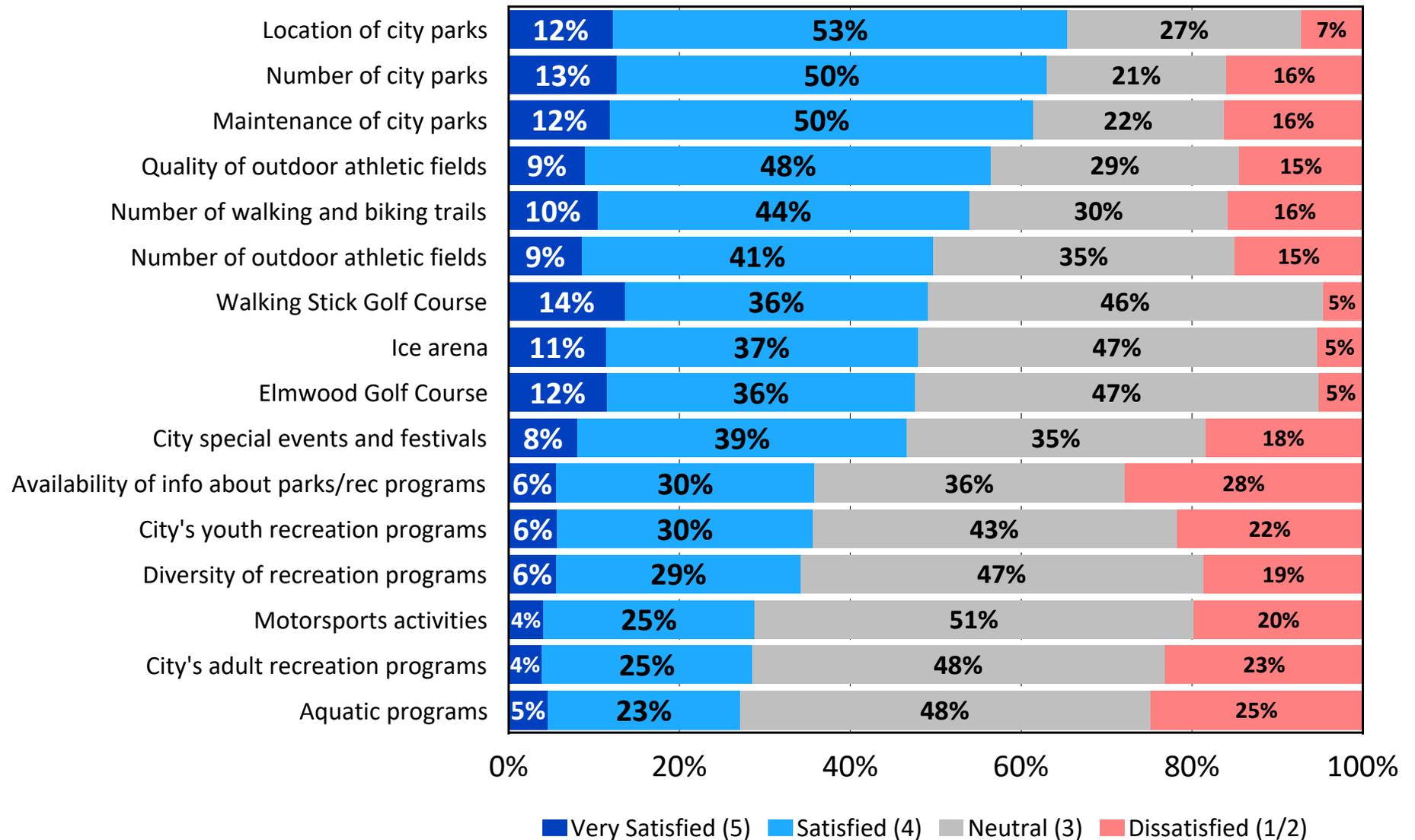
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2010 2020 2022

Trends

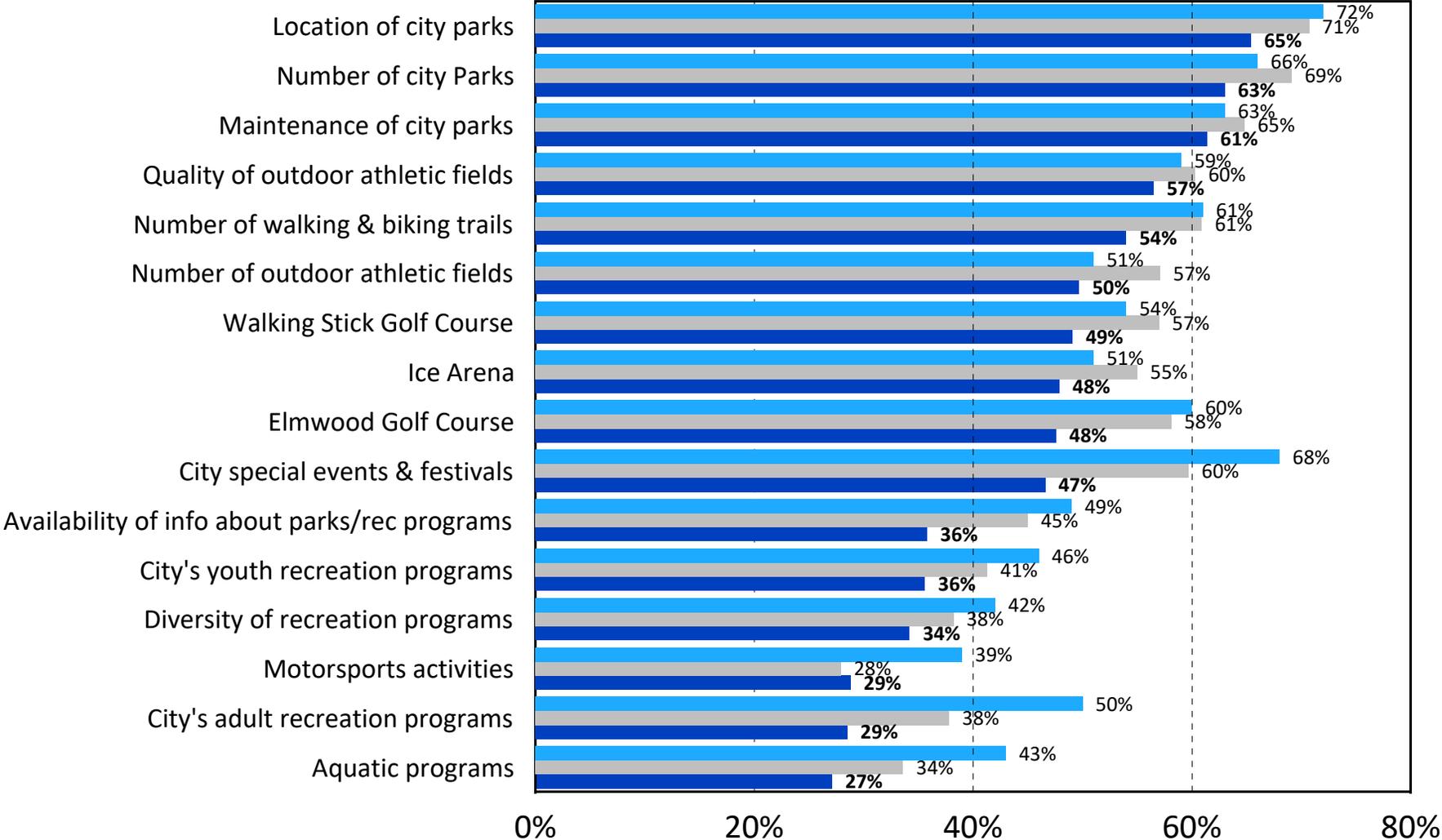
Q12. Satisfaction with Parks and Recreation

by percentage of respondents (excluding "don't know")



Satisfaction with Parks and Recreation 2010 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



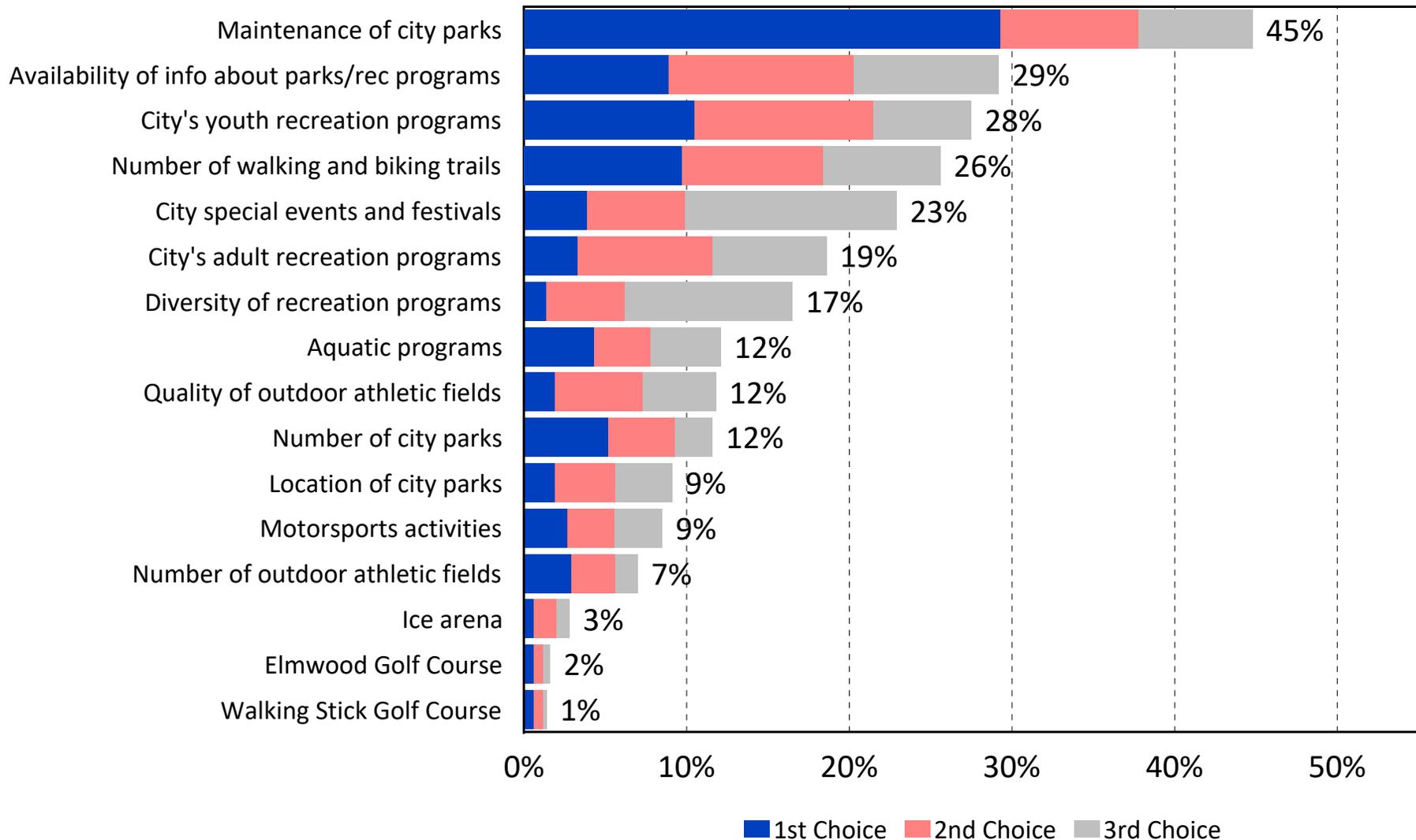
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2010 2020 2022

Trends

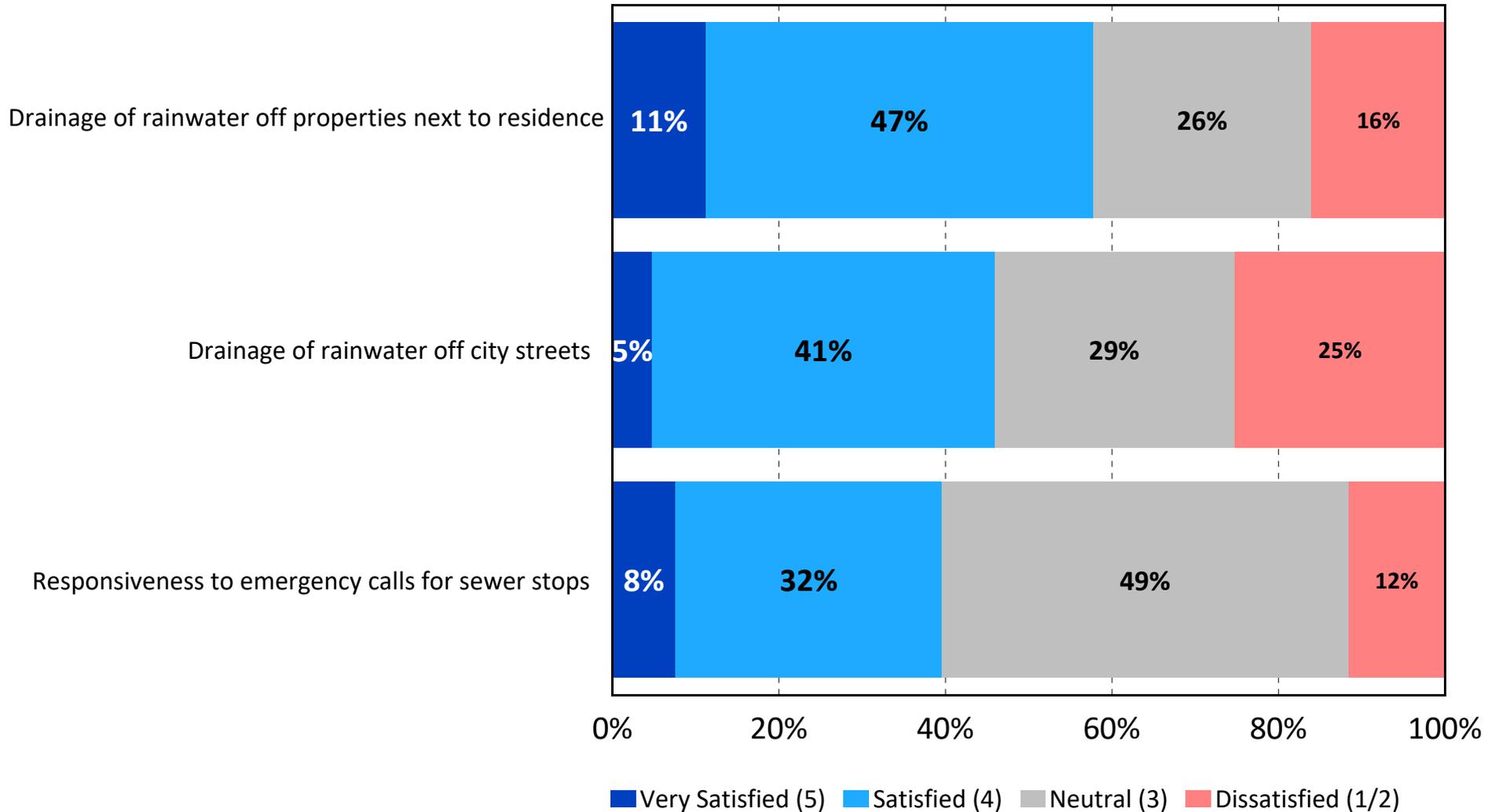
Q13. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



Q14. Satisfaction with Sewer and Stormwater Management

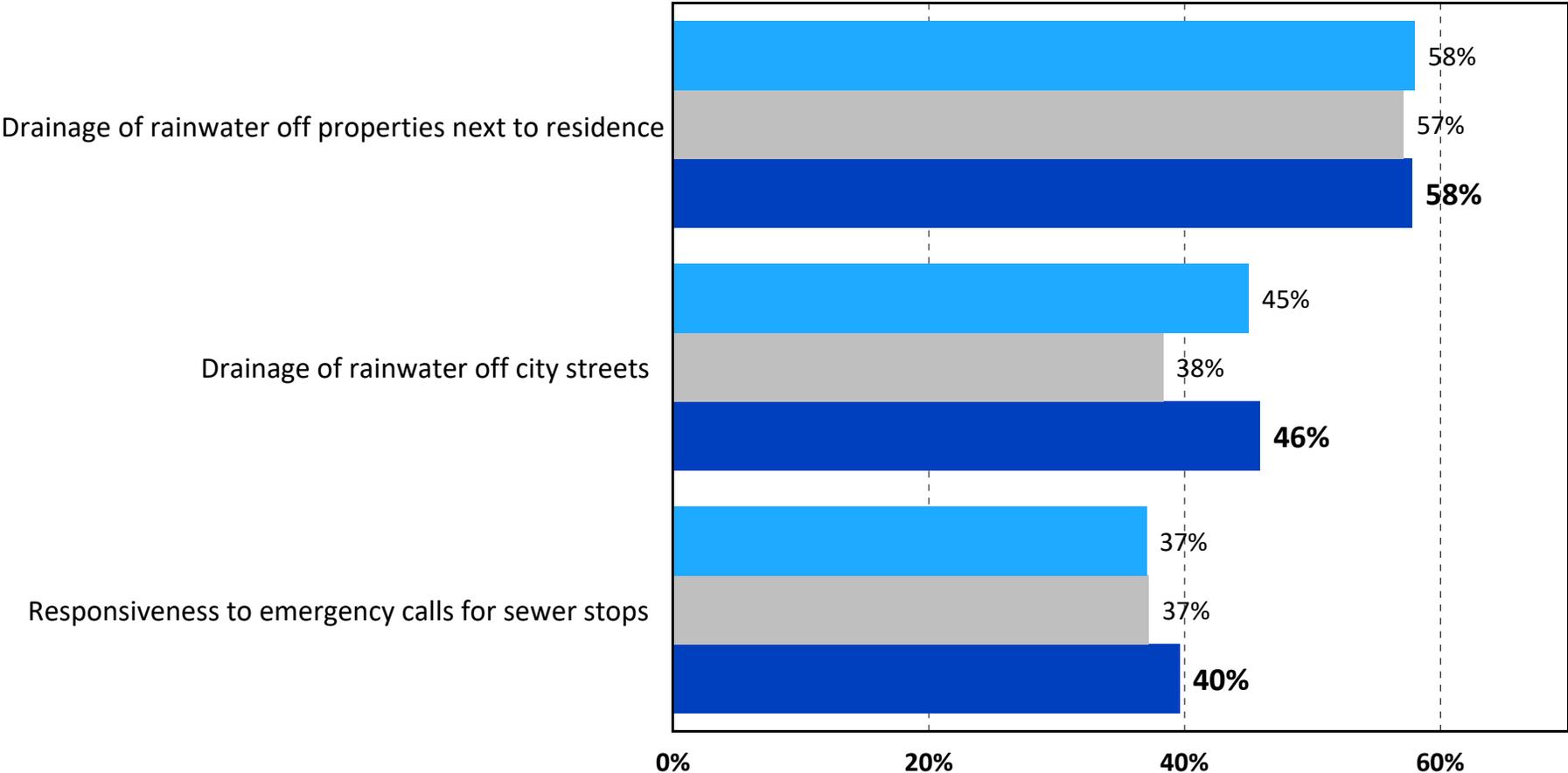
by percentage of respondents (excluding “don’t know”)



Satisfaction with Sewer and Stormwater Management

2010 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)



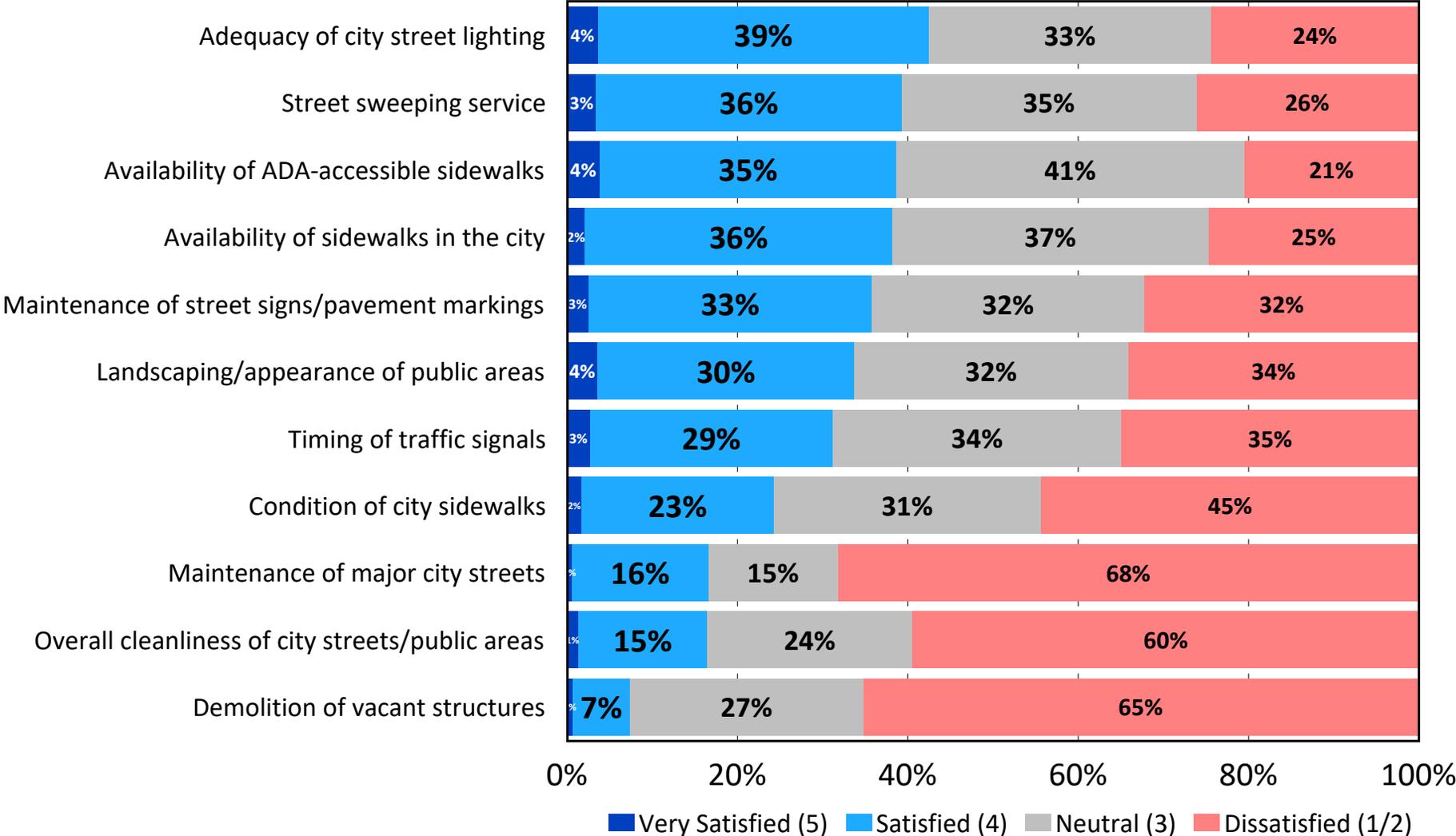
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2010 2020 2022

Trends

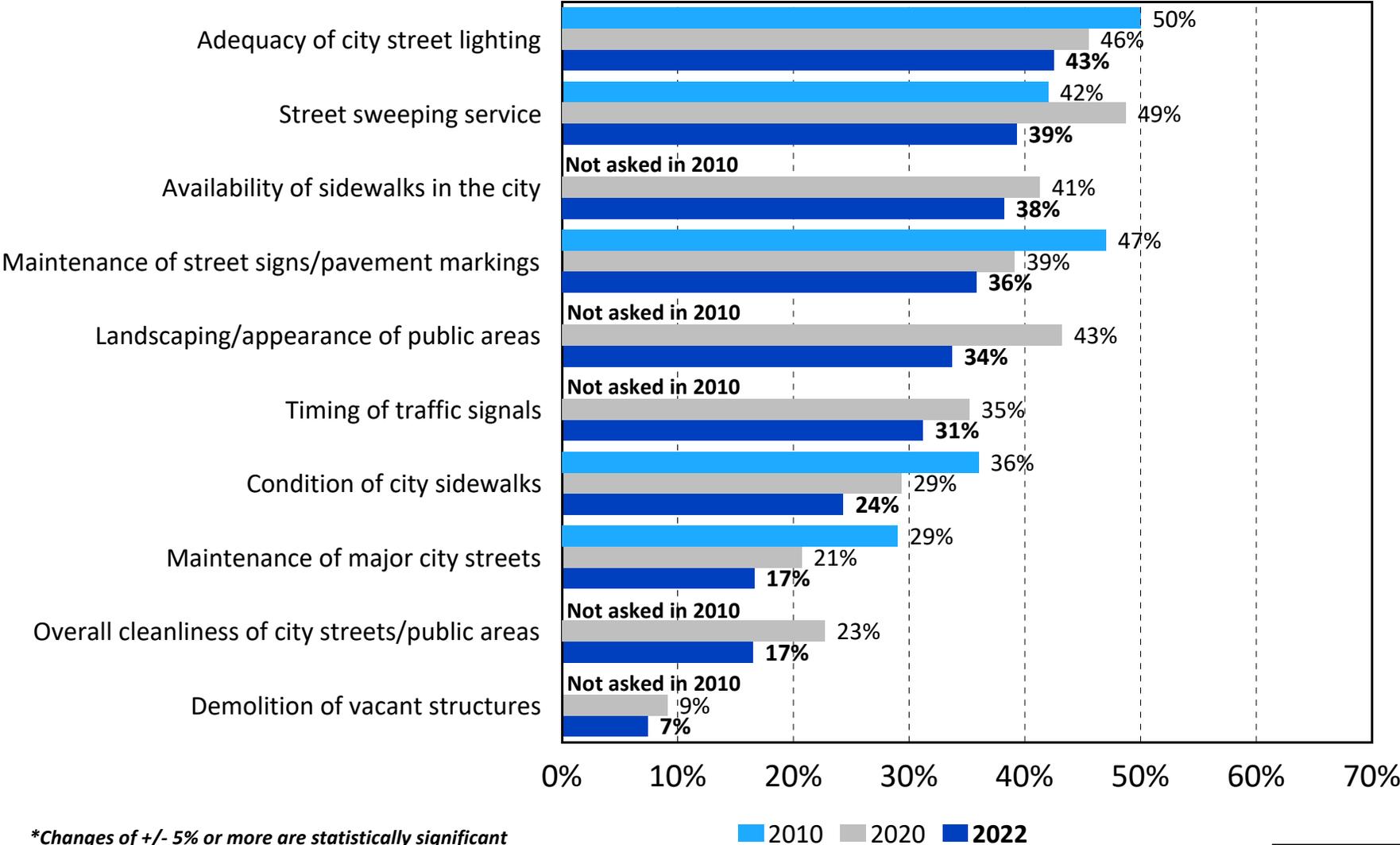
Q15. Satisfaction with Maintenance/Public Works

by percentage of respondents (excluding "don't know")



Satisfaction with Maintenance/Public Works 2010 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

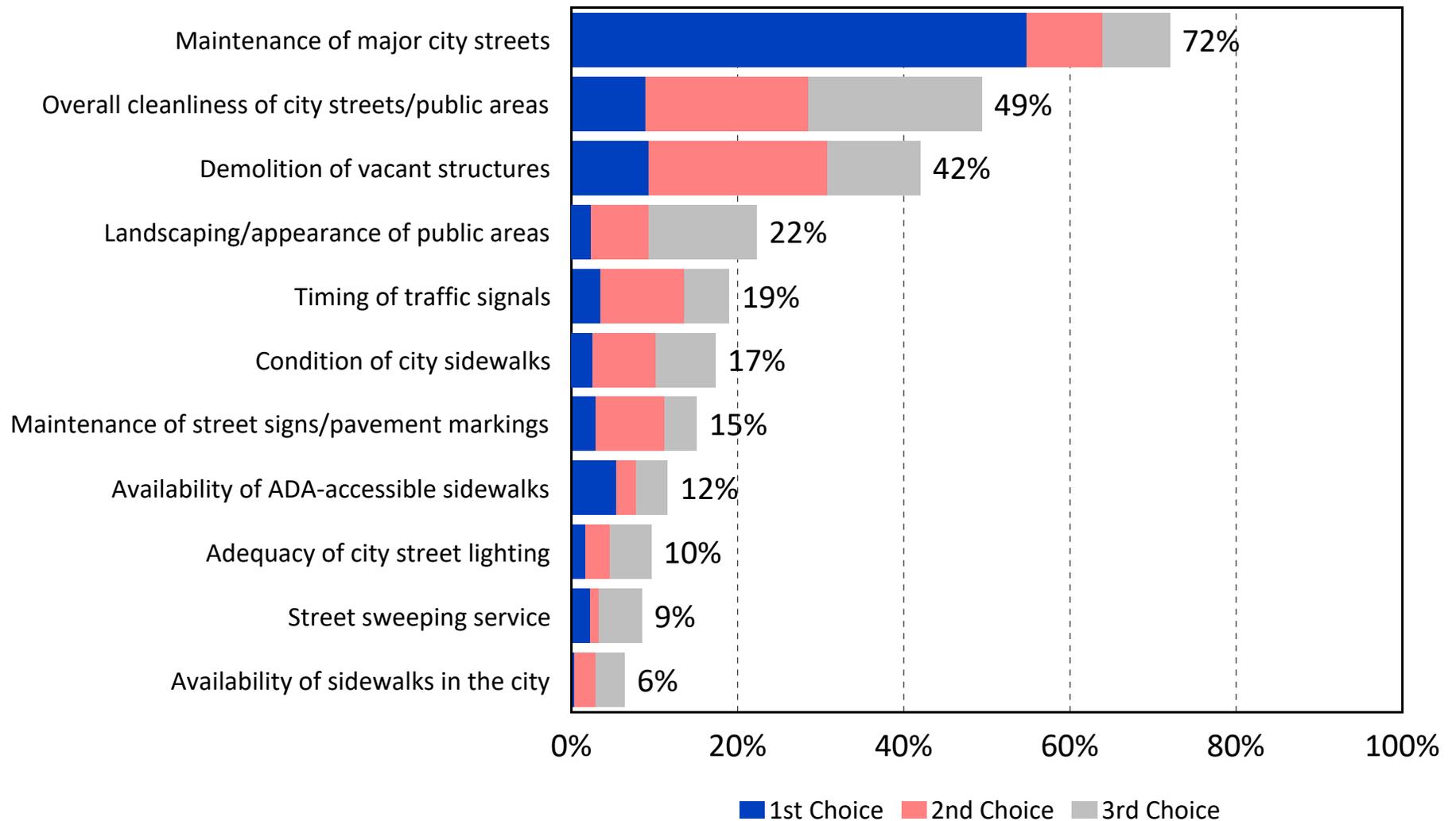


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Trends

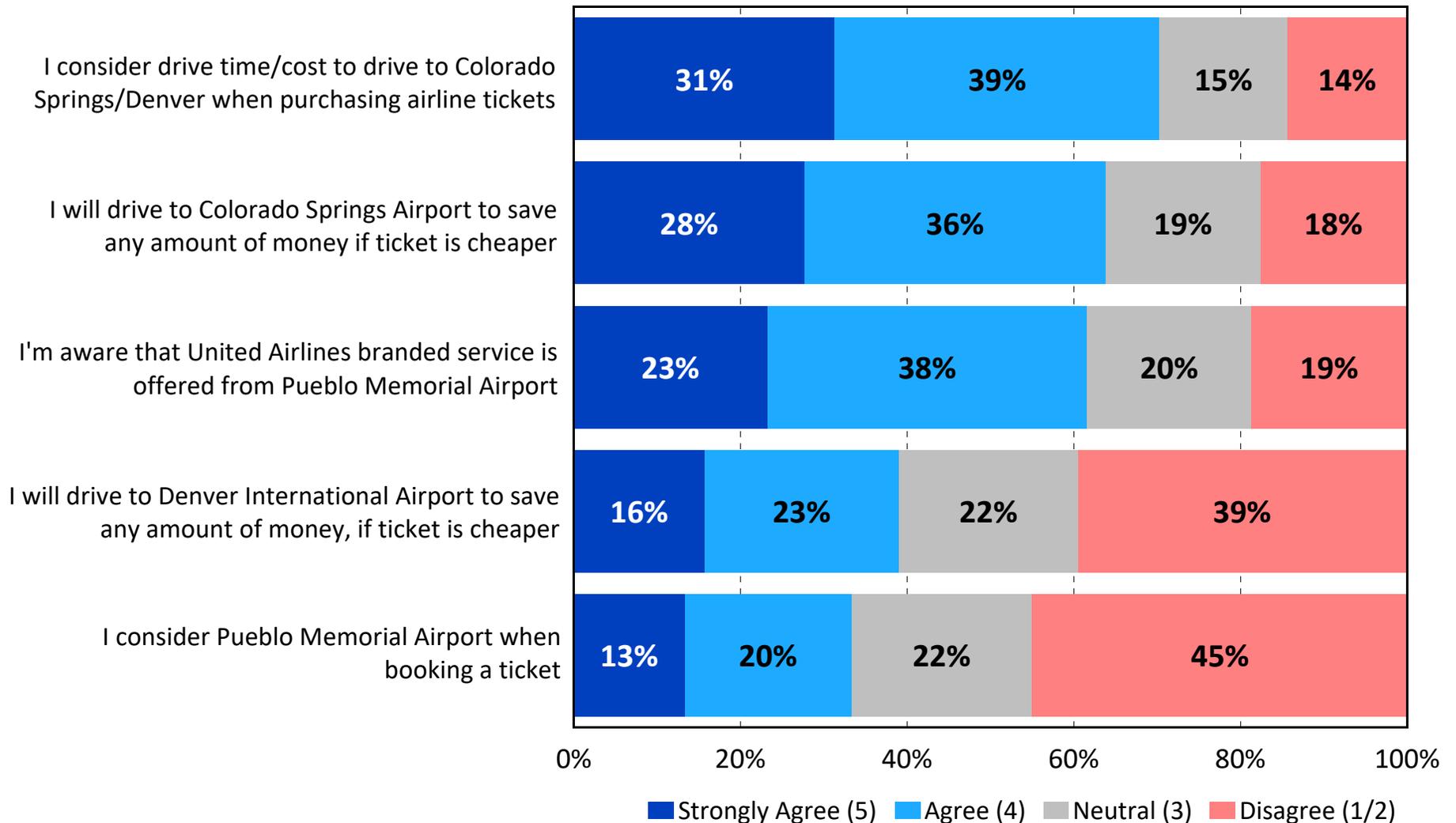
Q16. Maintenance/Public Works Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



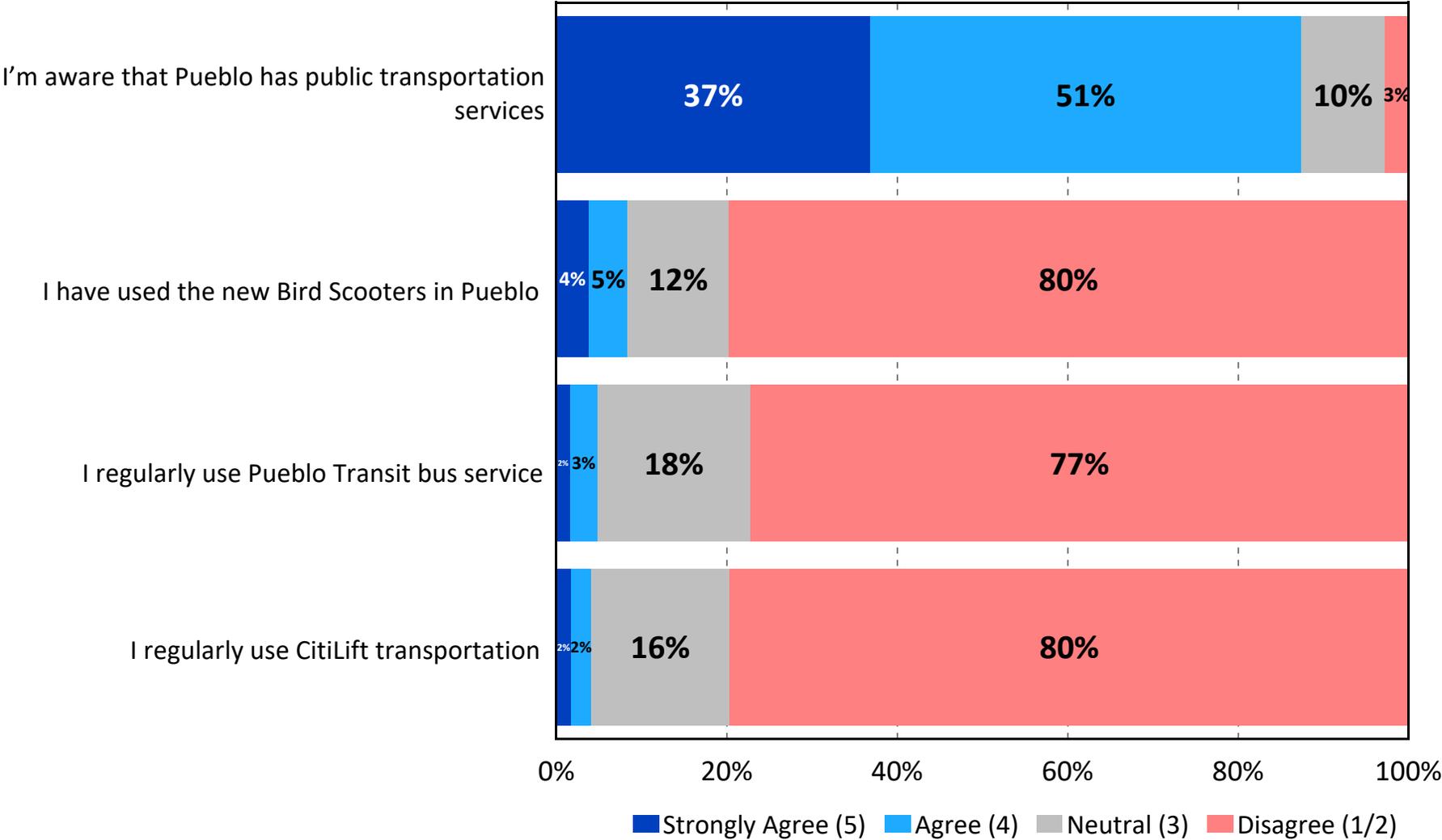
Q17. Agreement With Various Statements Regarding Pueblo Memorial Airport

by percentage of respondents (excluding "don't know")



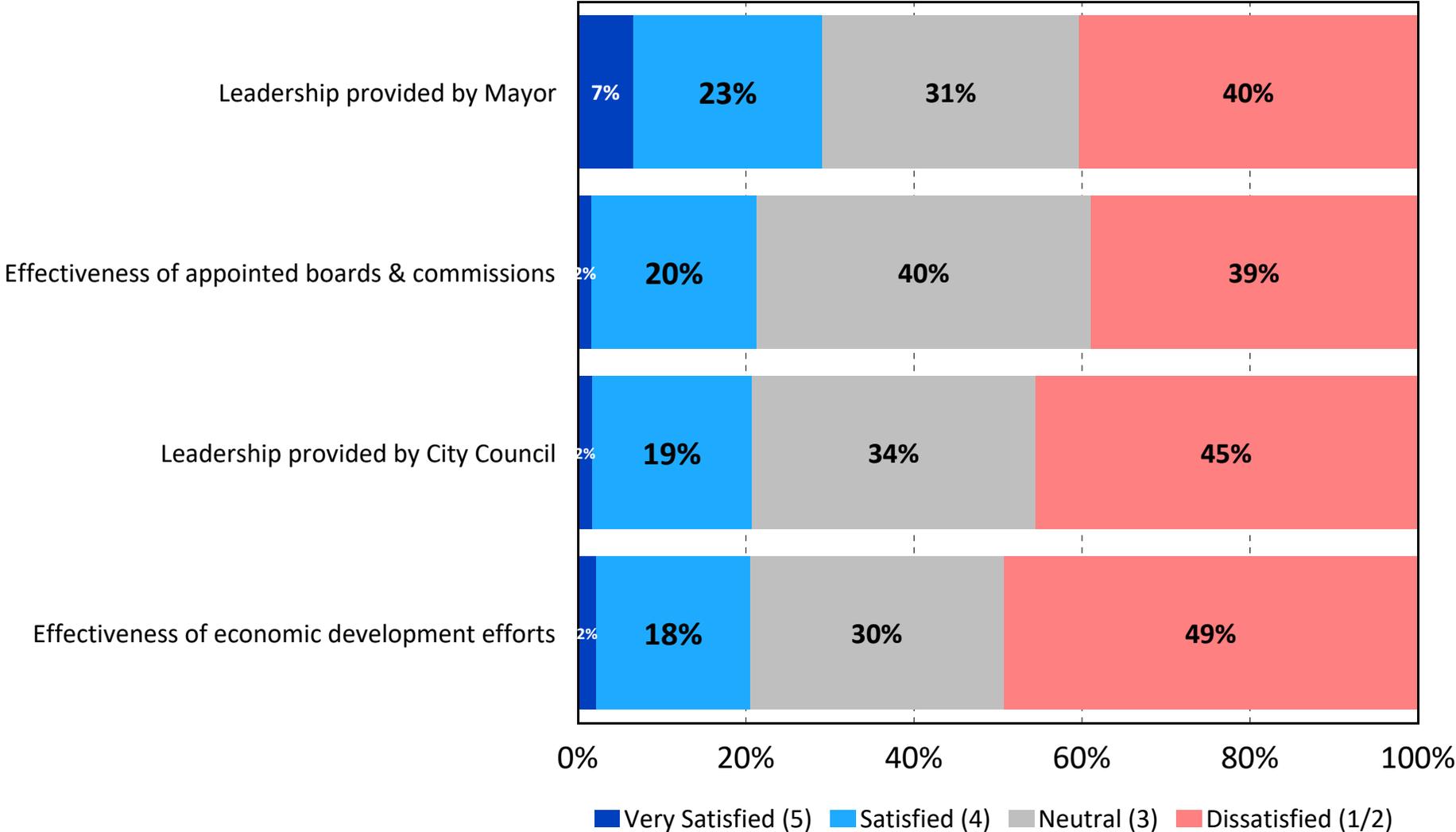
Q18. Agreement With Various Statements Regarding Public Transportation in Pueblo

by percentage of respondents (excluding "don't know")



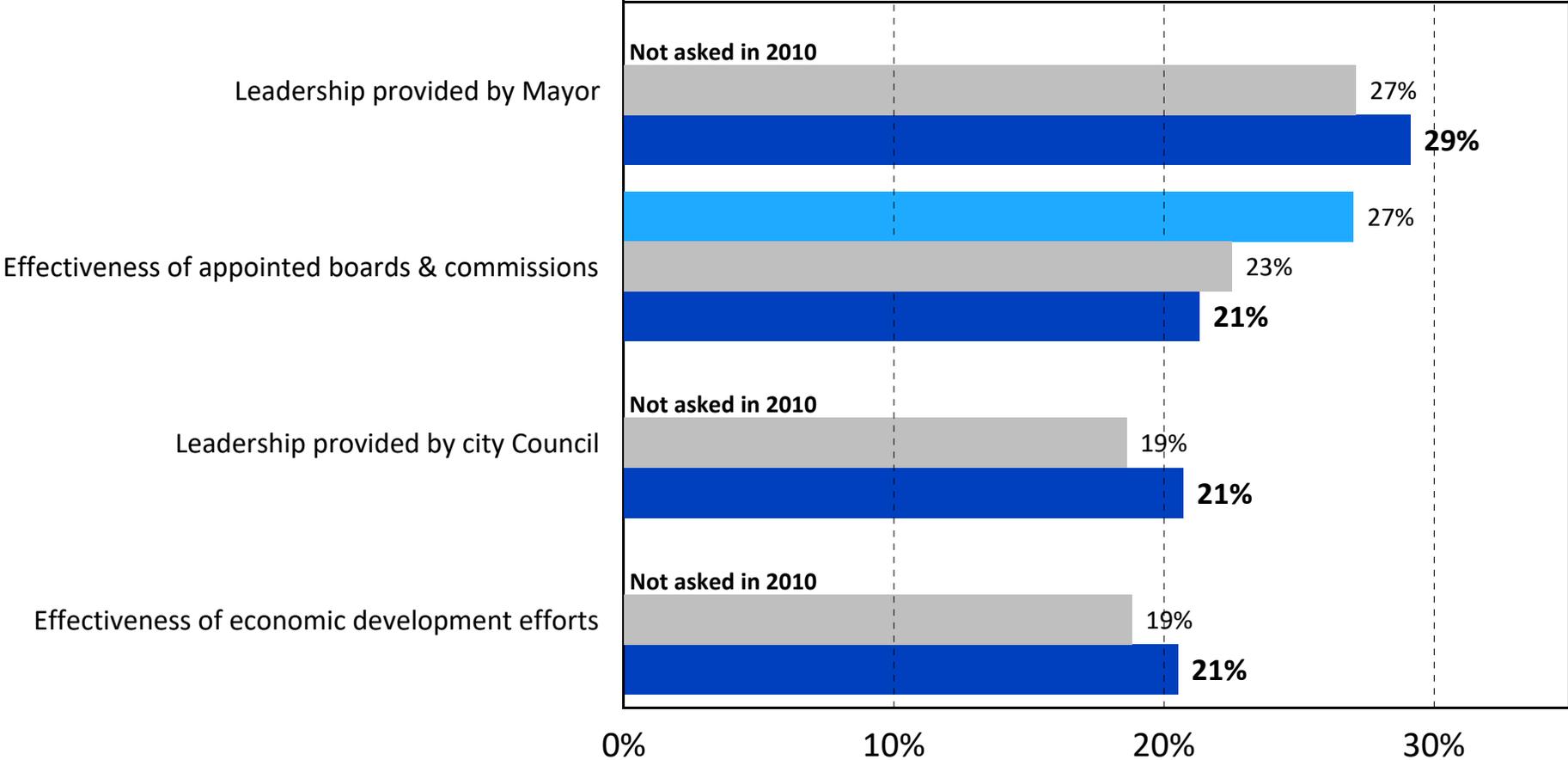
Q19. Satisfaction with City Leadership

by percentage of respondents (excluding “don’t know”)



Satisfaction with City Leadership - 2010 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)



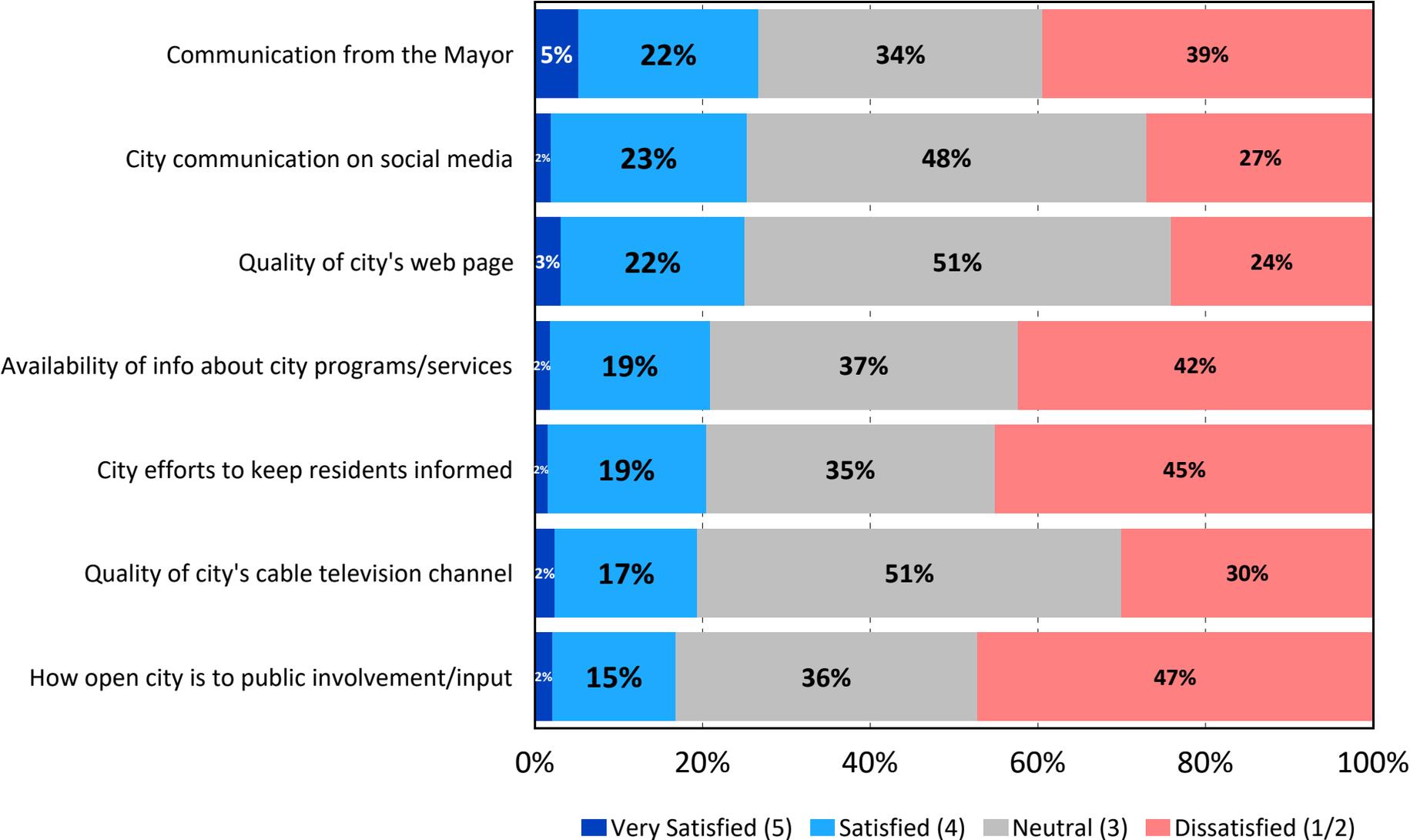
**Changes of +/- 5% or more are statistically significant*

■ 2010 ■ 2020 ■ 2022

Trends

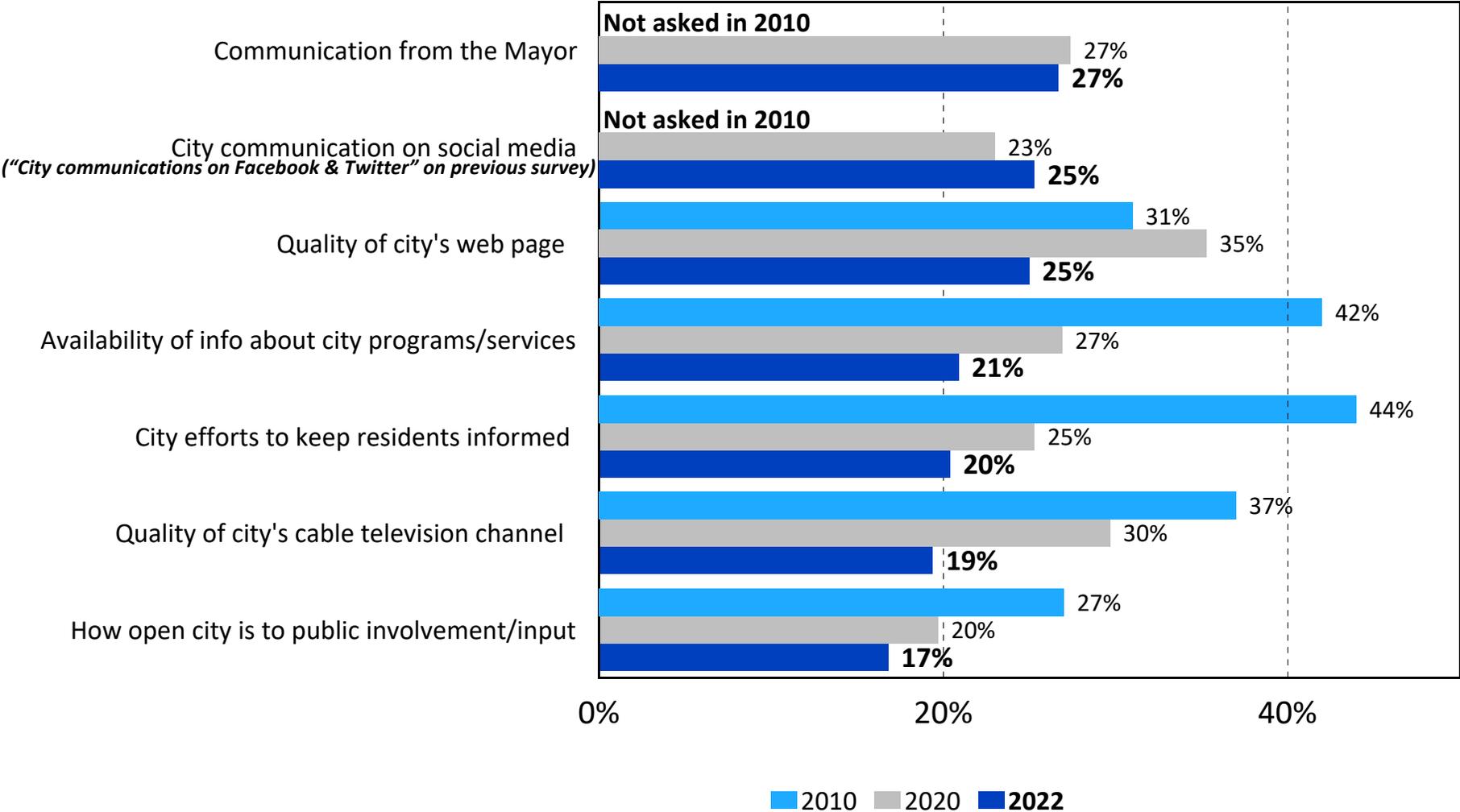
Q20. Satisfaction with City Communication

by percentage of respondents (excluding "don't know")



Satisfaction with City Communication - 2010 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

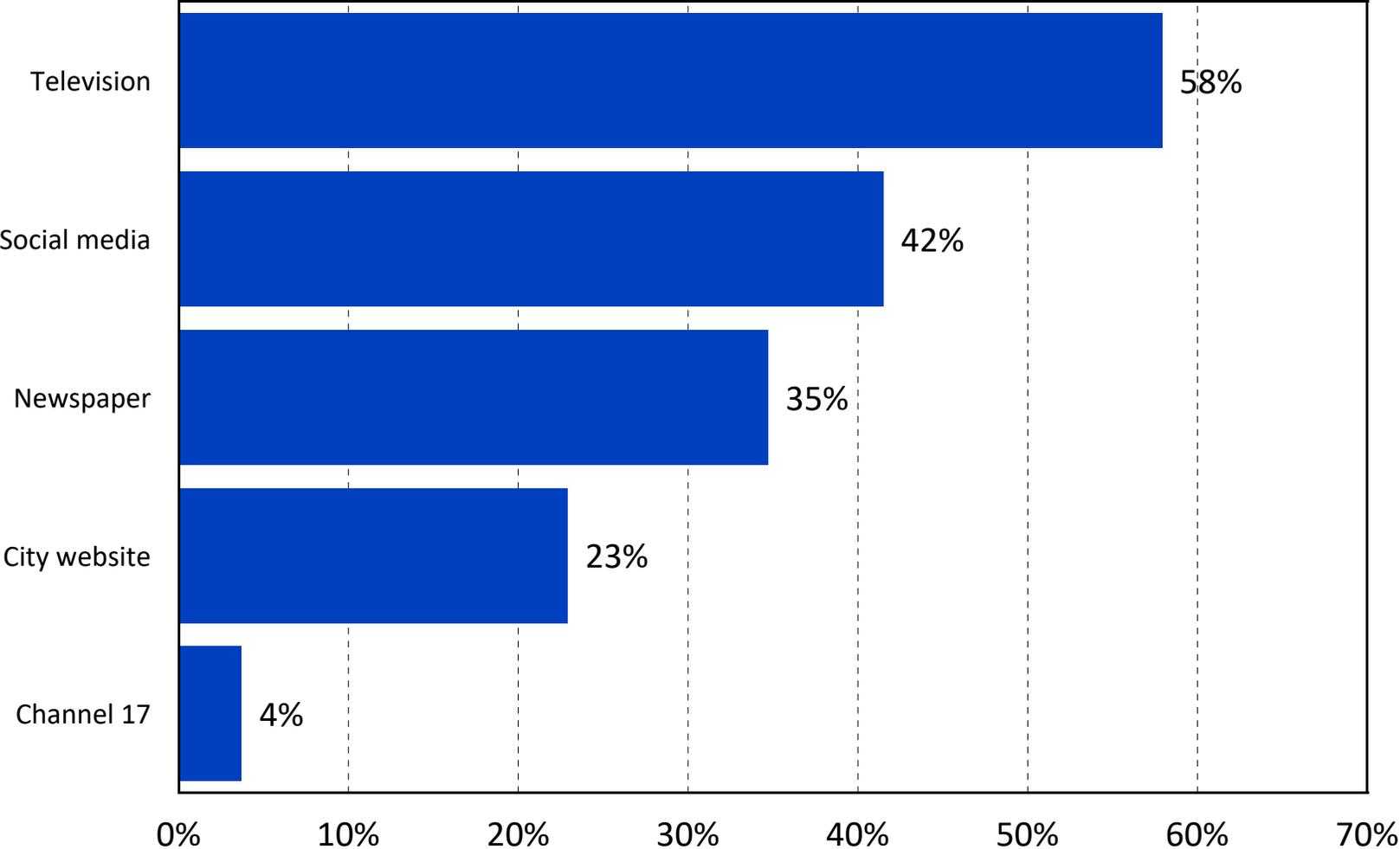


*Changes of +/- 5% or more are statistically significant

Trends

Q21. Where do you receive your information about the City?

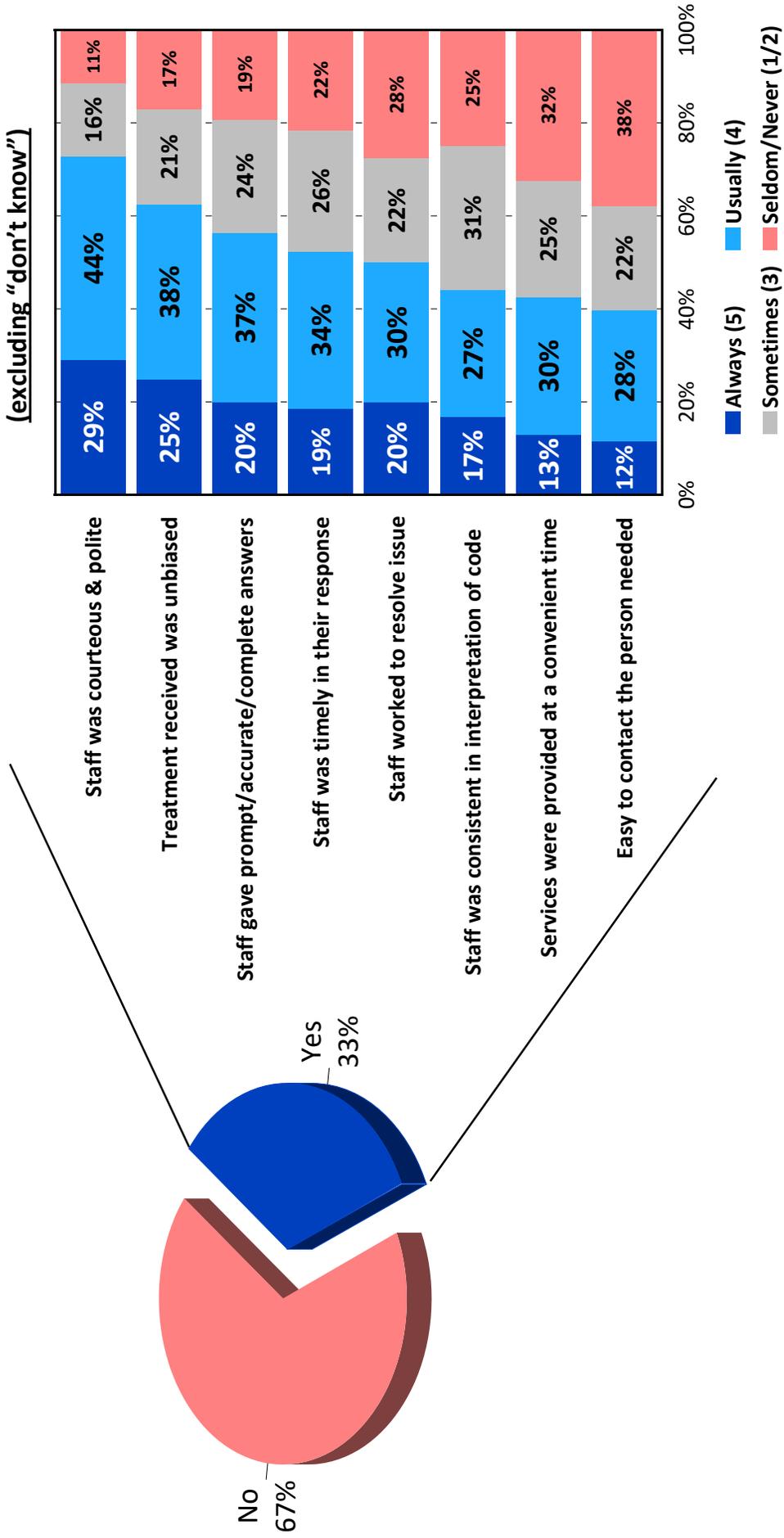
by percentage of respondents (multiple selections could be made)



Q22. Have you contacted the city during the past year?

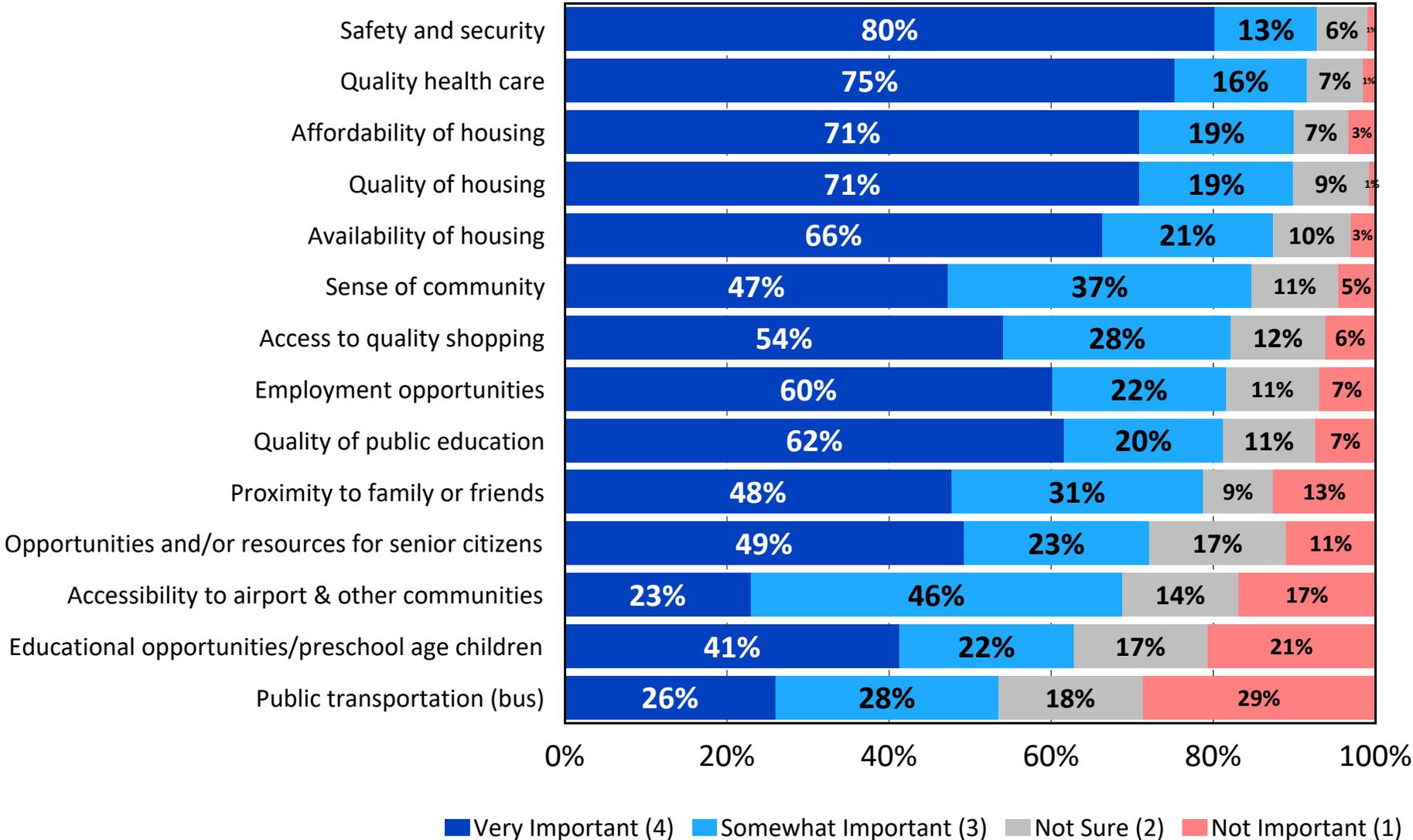
by percentage of respondents

Q22a. If YES, rate your satisfaction with city employees on the following behaviors (excluding "don't know")



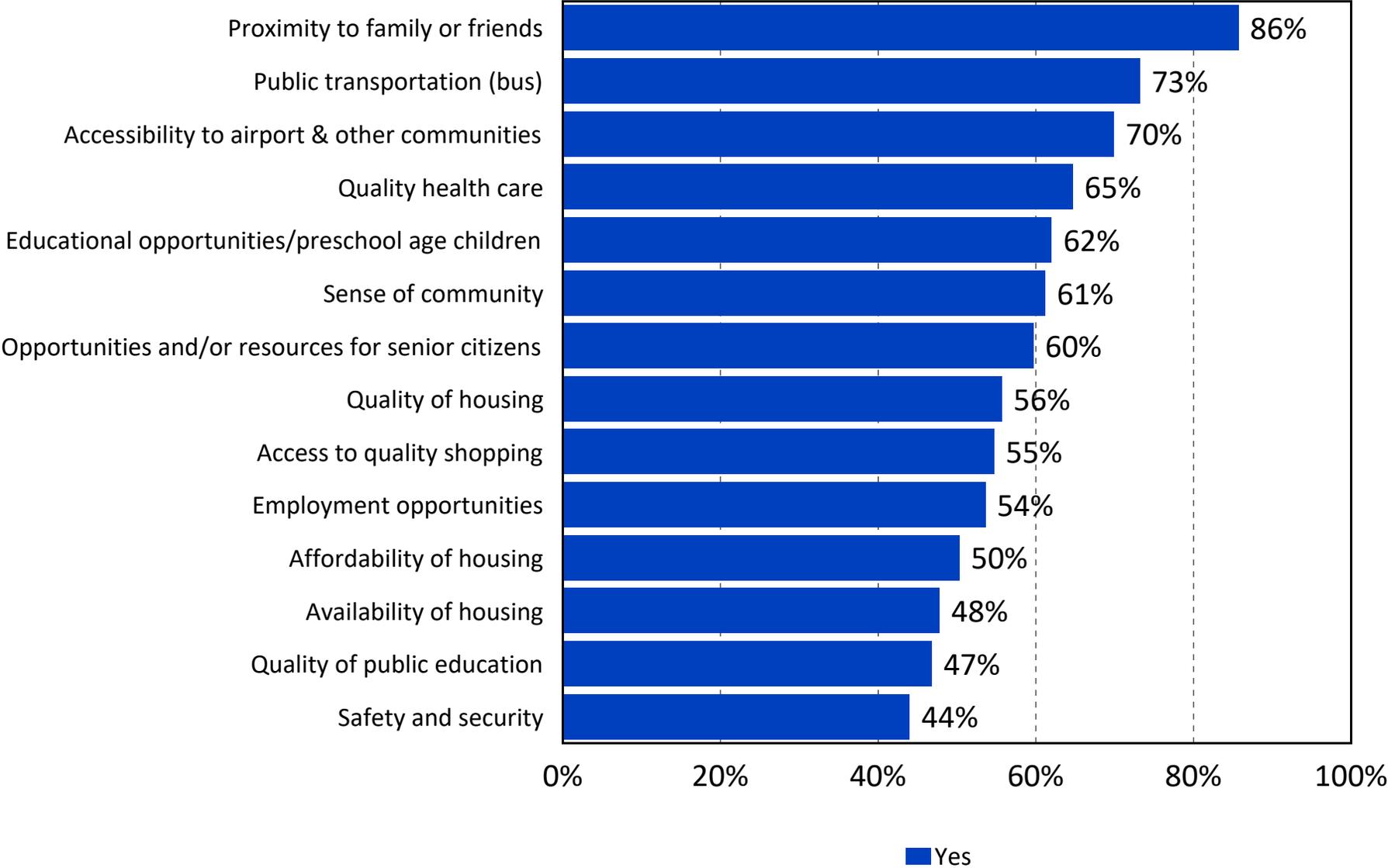
Q23. How important was each reason in your decision to live in Pueblo?

by percentage of respondents

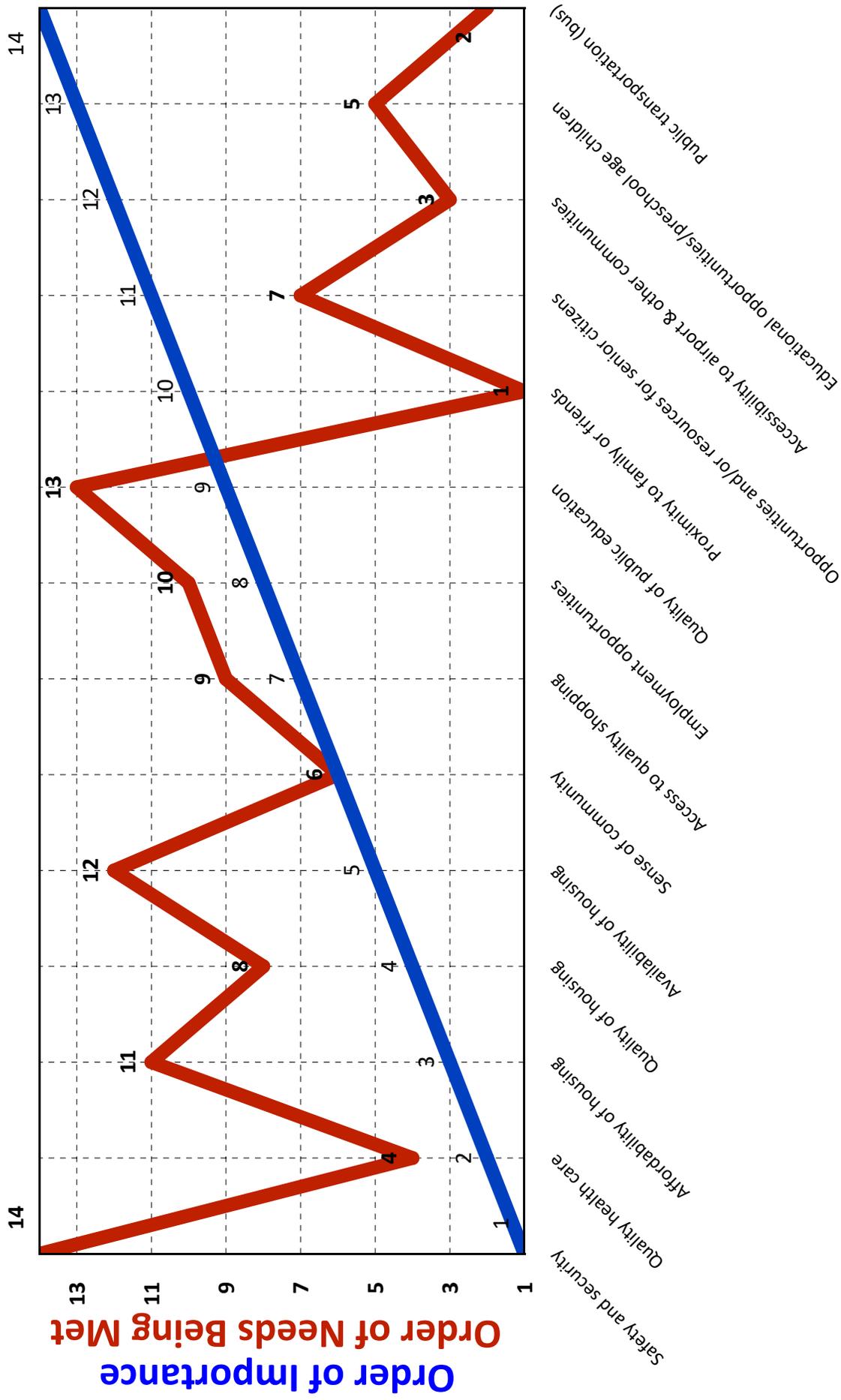


Q23a. Are your needs being met in Pueblo?

by percentage of respondents who responded "yes" (excluding "not provided")



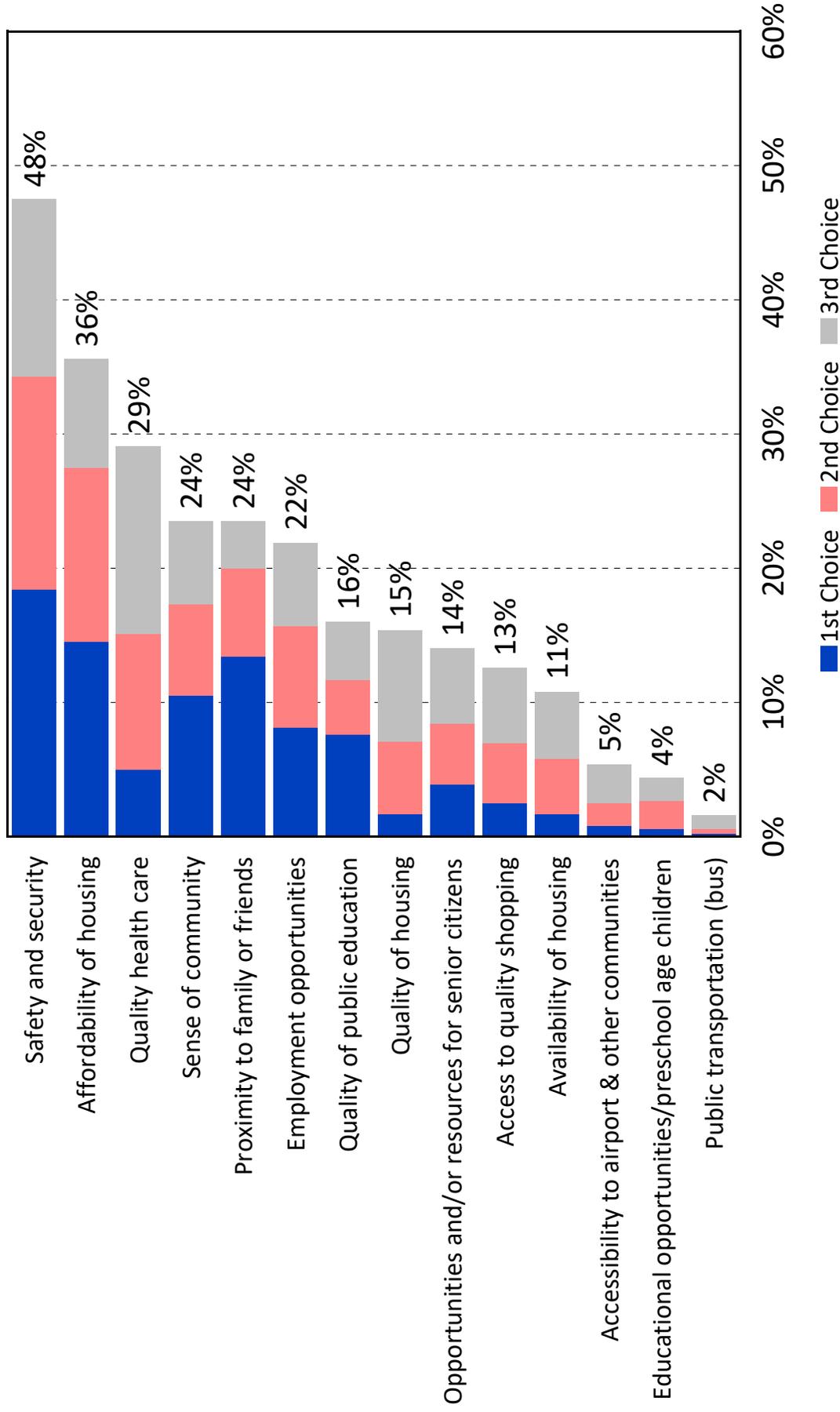
The Importance of Various Reasons for Choosing to Live in Pueblo vs. Needs Being Met



Red points above the blue line are needs that are not being met relative to their importance

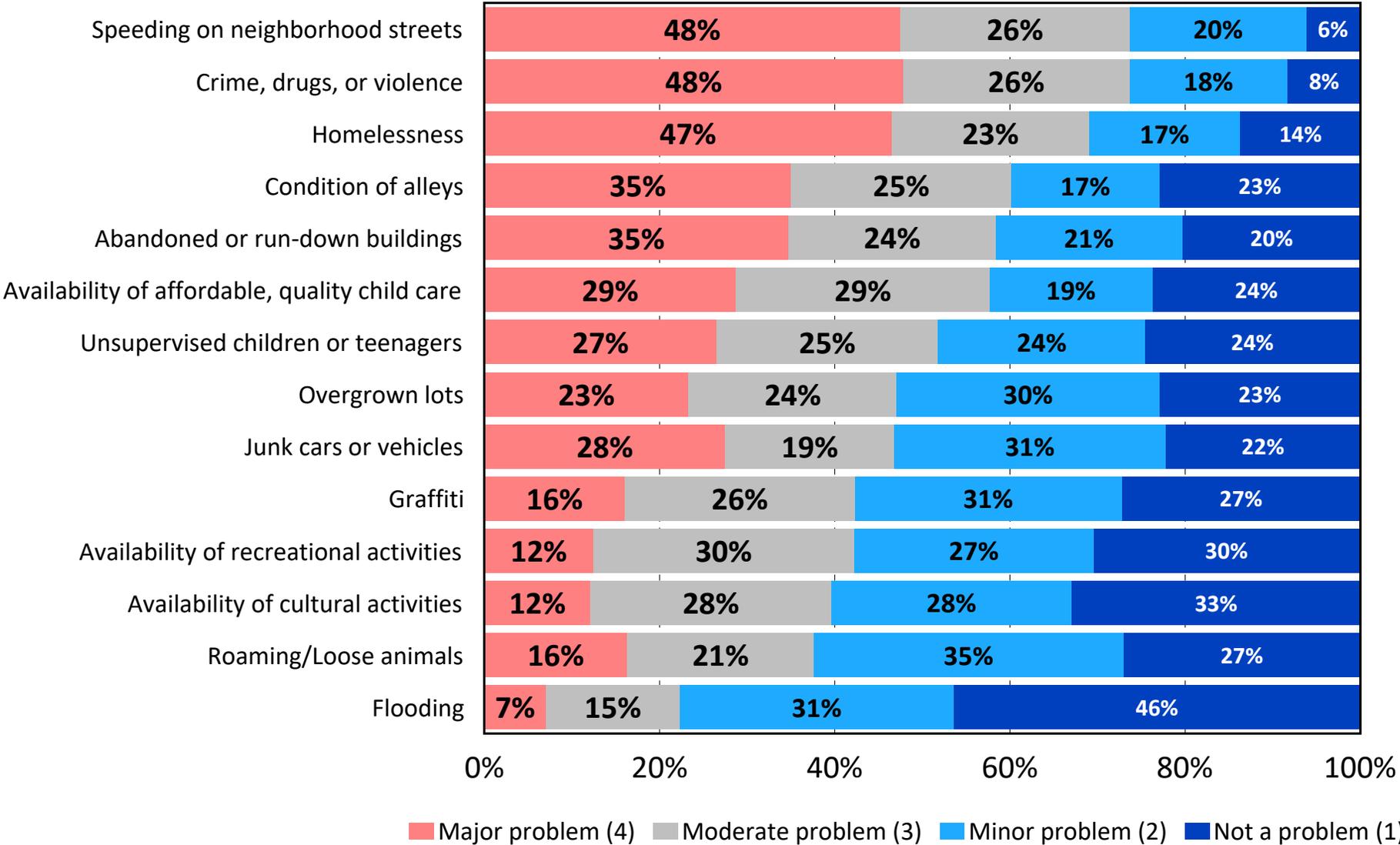
Q24. Reasons That Will Have the Most Impact on Decision to Stay in Pueblo for the Next 10 Years

by percentage of respondents who selected the item as one of their top three choices



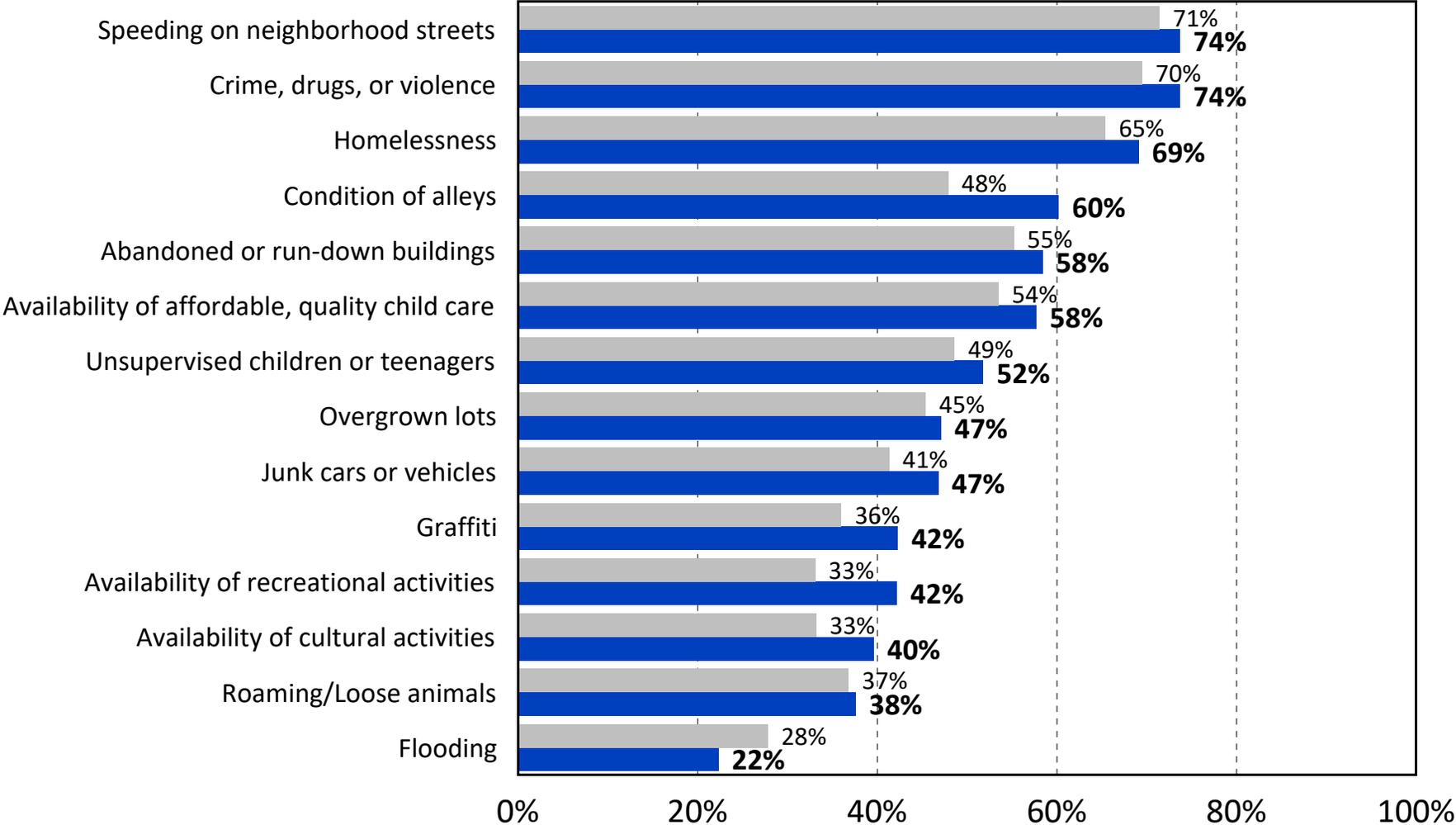
Q25. Neighborhood Concerns

by percentage of respondents (excluding "don't know")



Neighborhood Concerns - 2020 vs. 2022

by percentage of respondents who rated the item as a "major problem" or "moderate problem" (excluding "don't know")



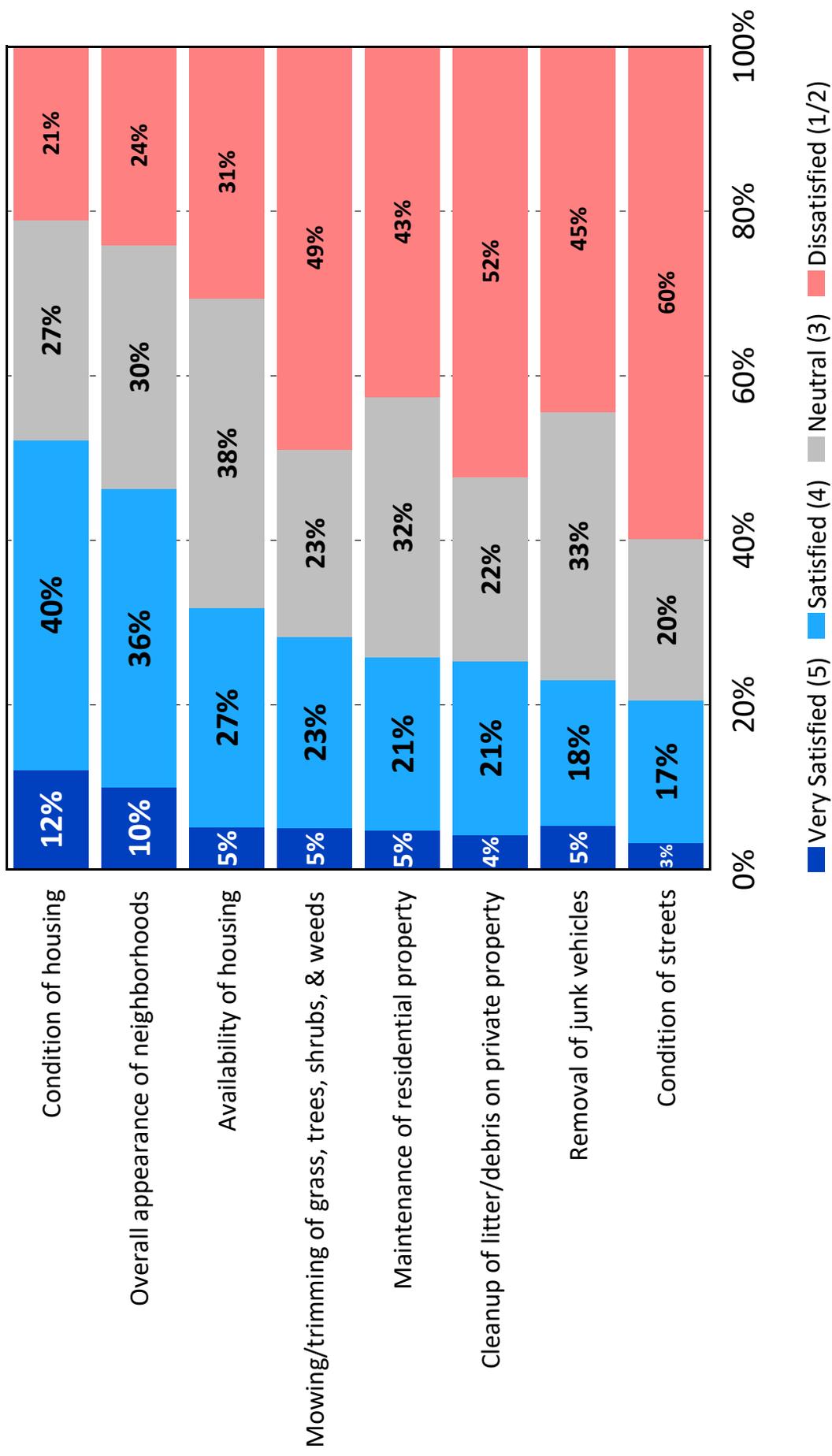
*Changes of +/- 5% or more are statistically significant

2020 2022

Trends

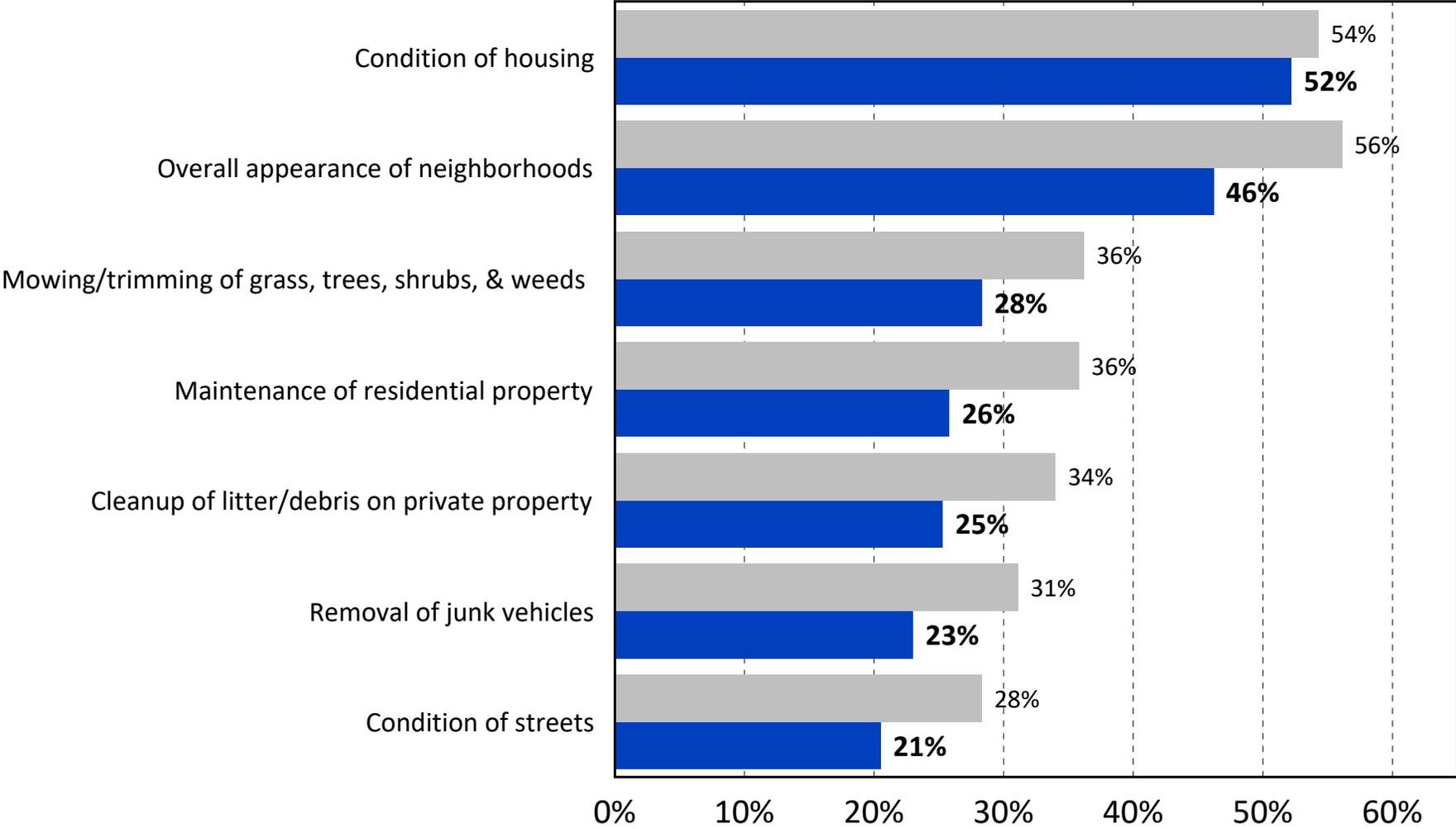
Q26. Satisfaction with Neighborhoods

by percentage of respondents (excluding “don’t know”)



Satisfaction with Neighborhoods - 2020 vs. 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



**Changes of +/- 5% or more are statistically significant*

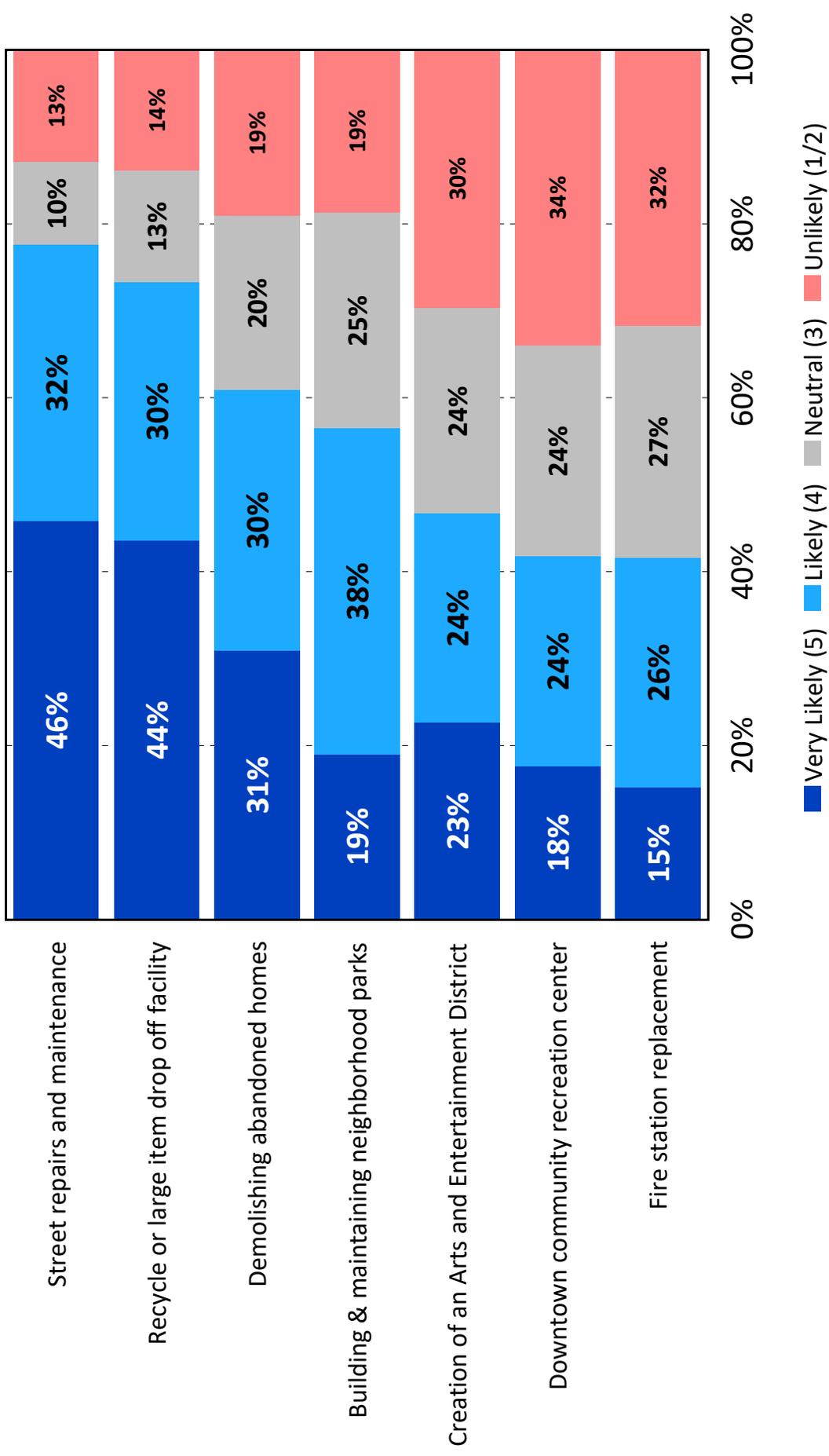
■ 2020 ■ 2022

Trends

Q27. Willingness to Support a Sales Tax Increase to Address

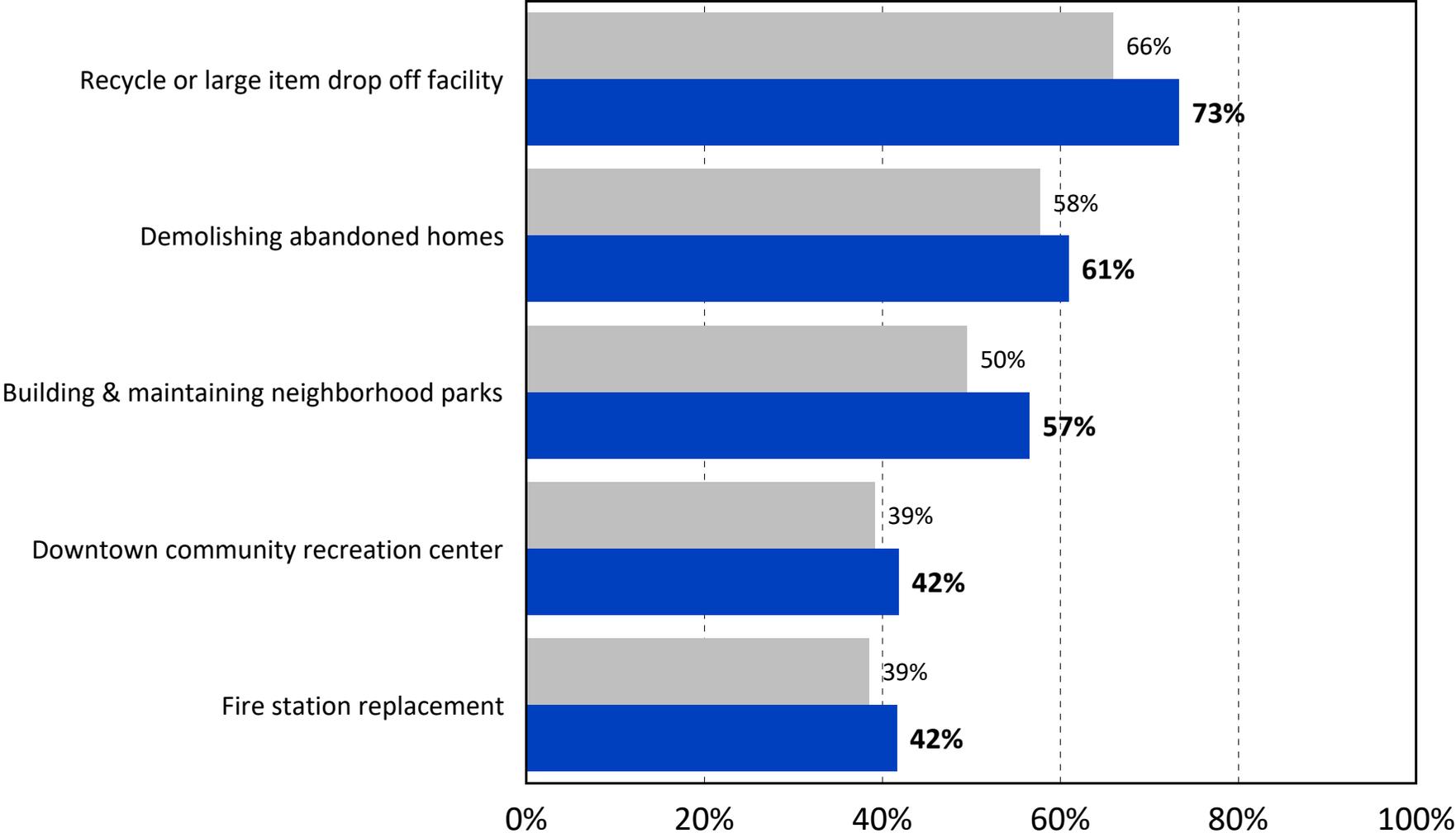
the Following:

by percentage of respondents (excluding “don’t know”)



Willingness to Support a Sales Tax Increase to Address the Following - 2020 vs. 2022

by percentage of respondents who are “very likely” or “likely” to support the item (excluding “don’t know”)



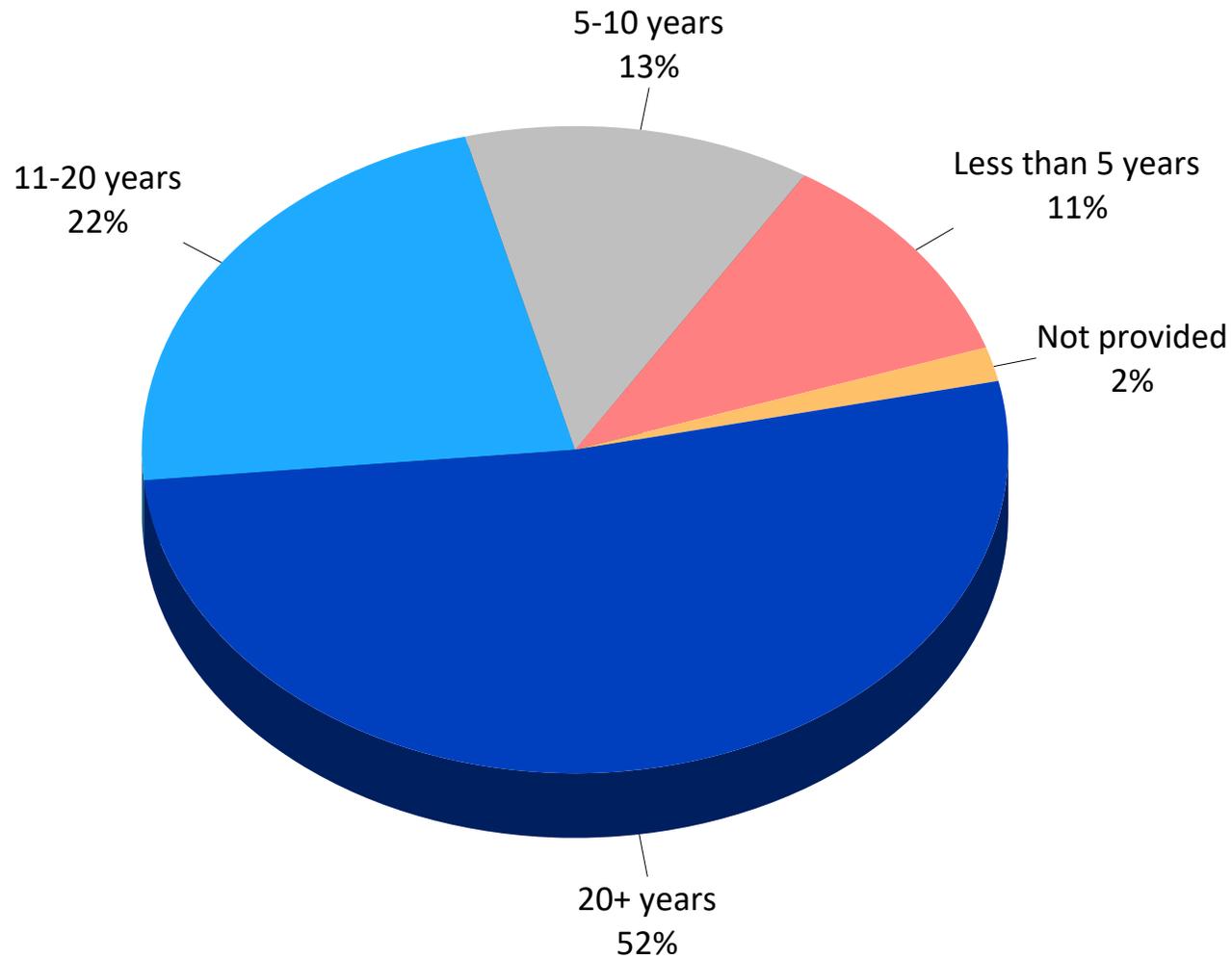
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2020 2022

Trends

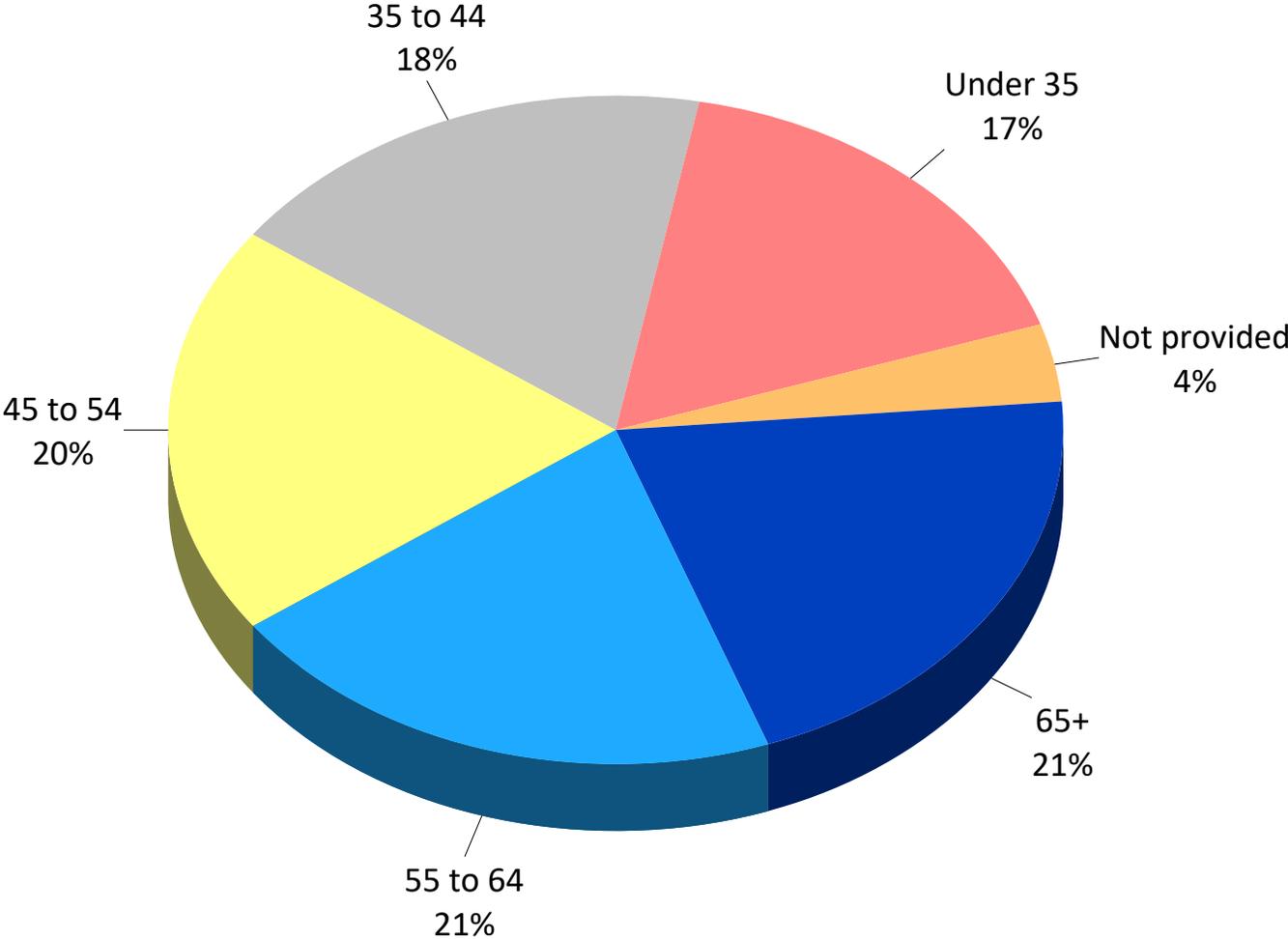
Q28. Approximately how many years have you lived in the City of Pueblo?

by percentage of respondents



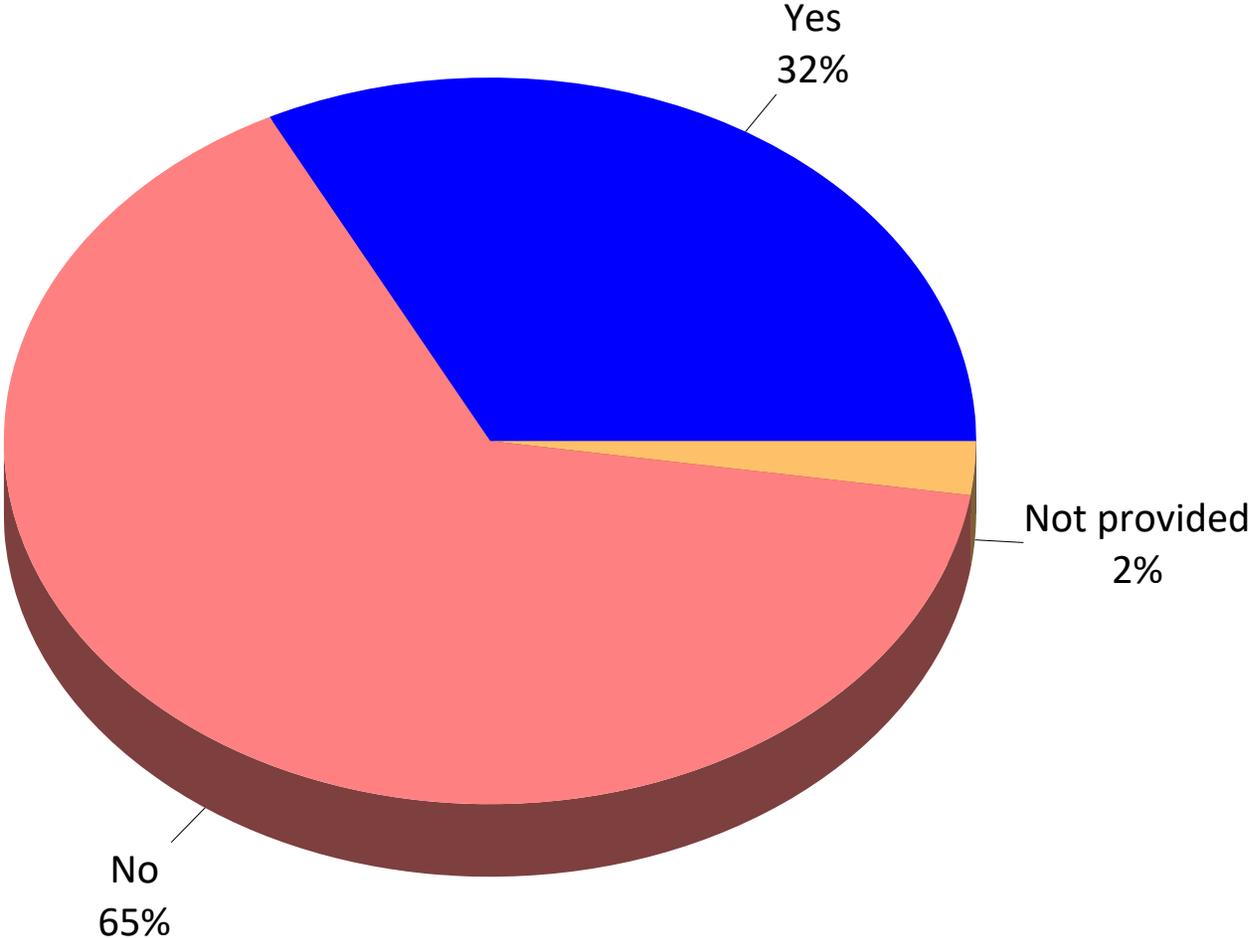
Q29. What is your age?

by percentage of respondents



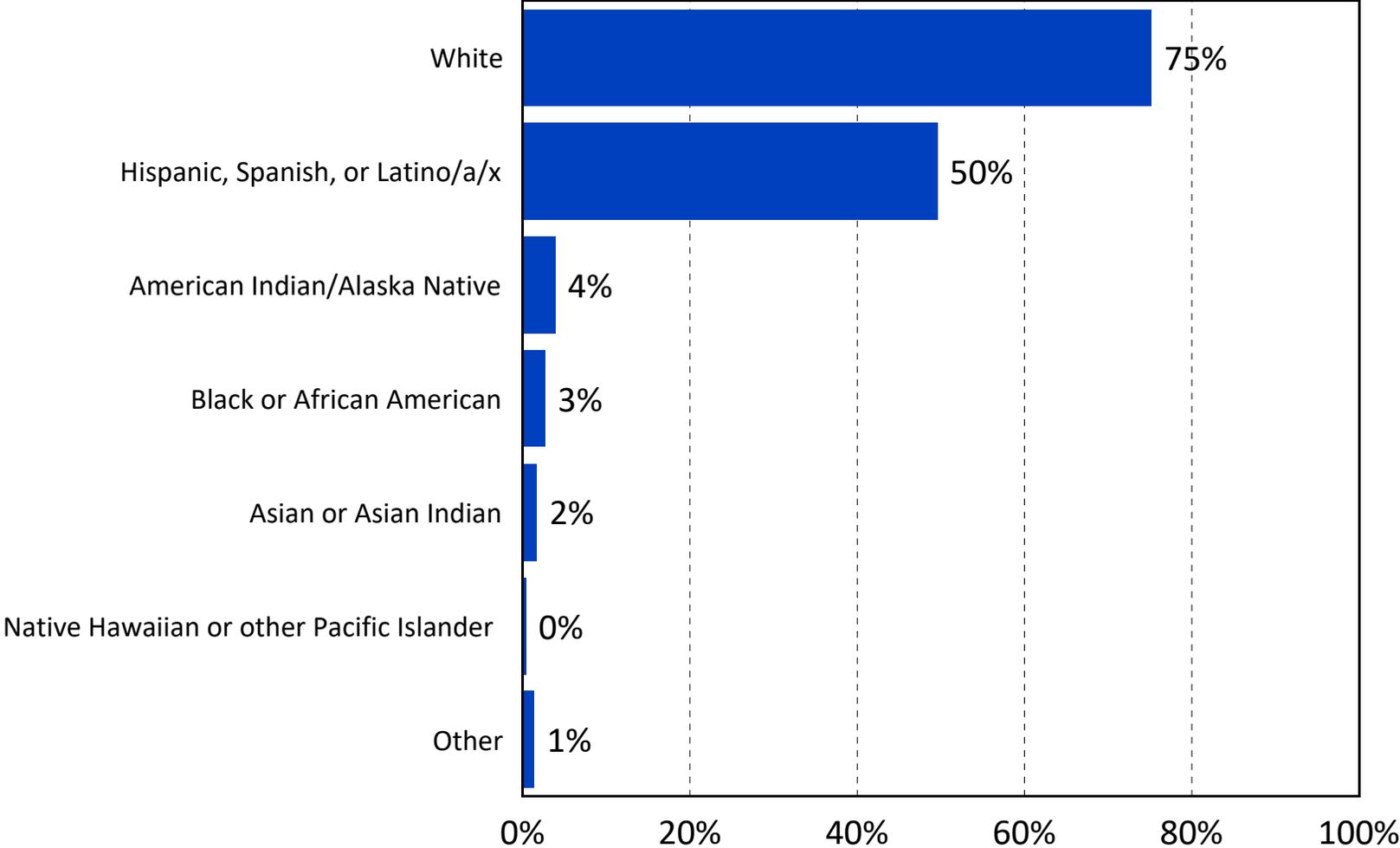
Q30. Do you have children under the age of 18 in your household?

by percentage of respondents



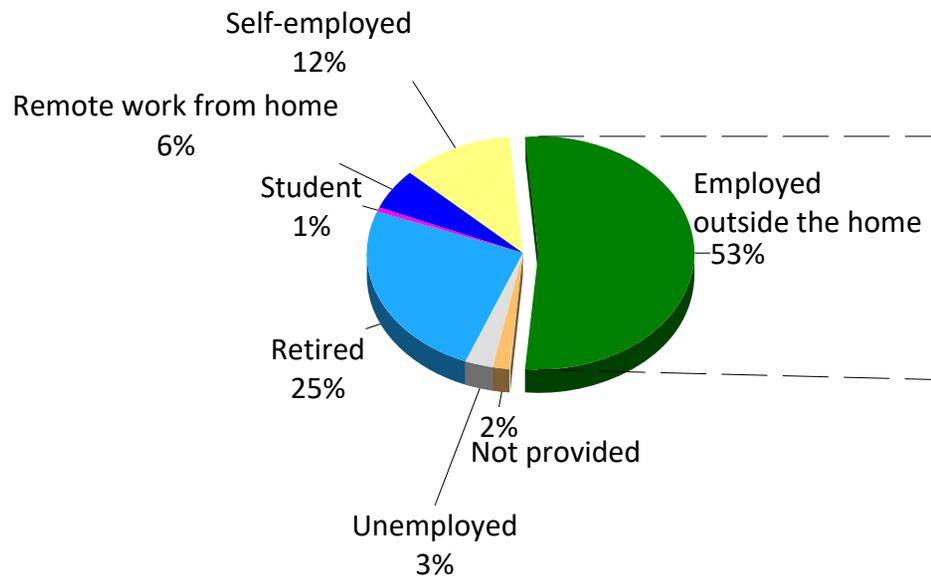
Q31. Which of the following best describes your race?

by percentage of respondents (multiple selections could be made)

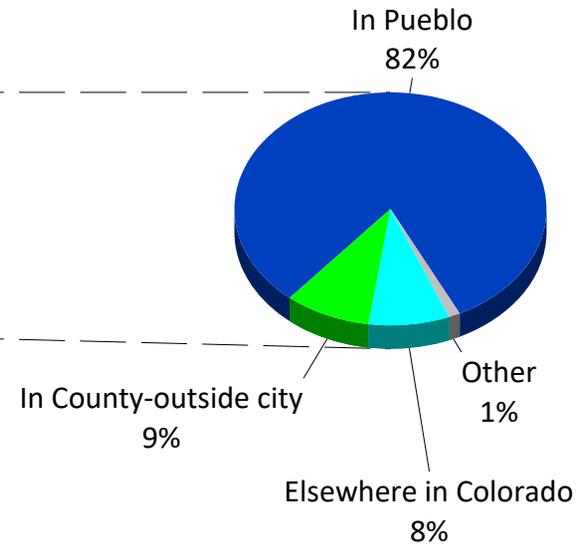


Q32. Which of the following best describes your current place of employment?

by percentage of respondents

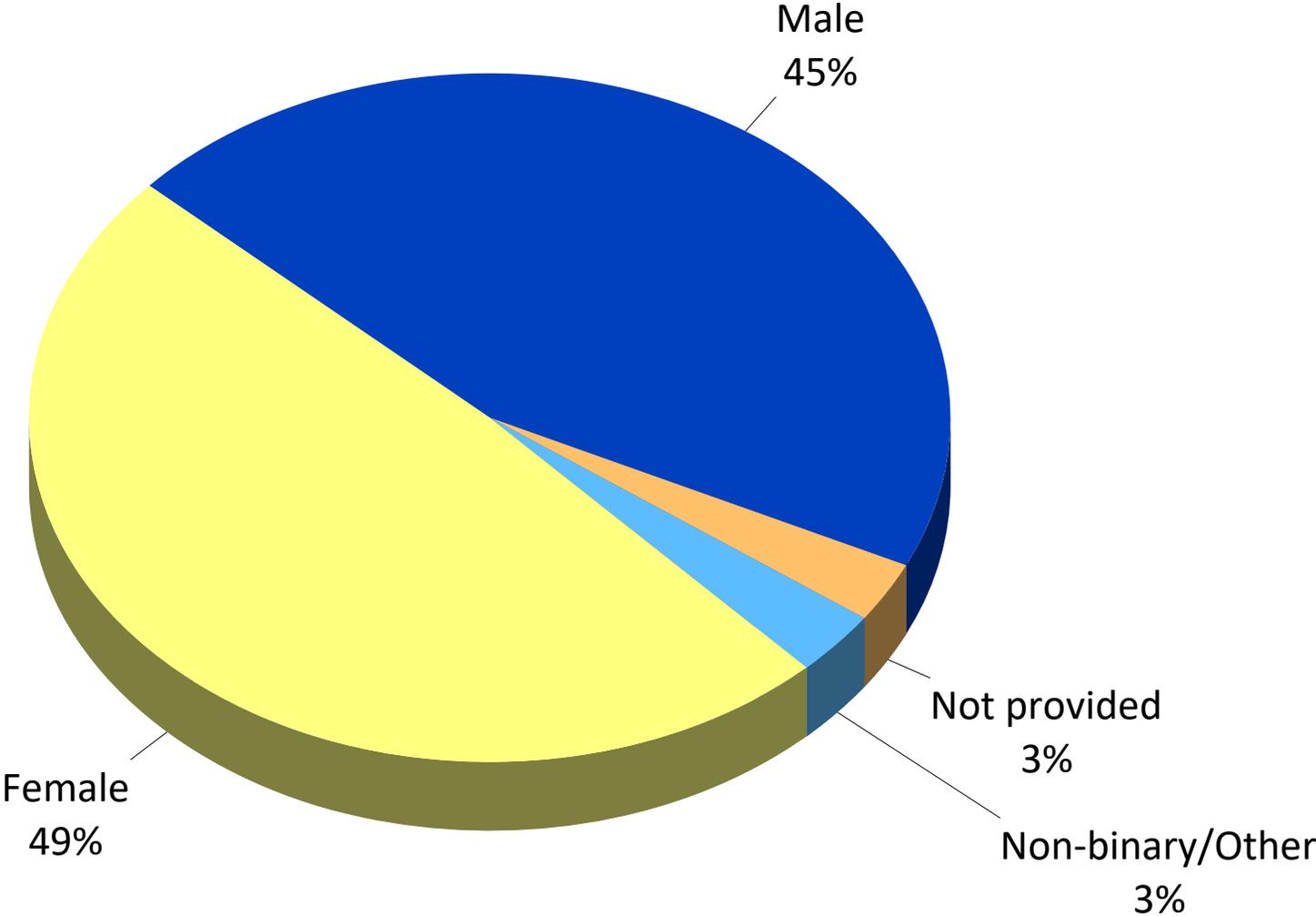


Q32a. Where do you work?



Q33. Gender

by percentage of respondents





2

Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*[®] program was originally developed in 1999 to help community leaders across the United States use statistically-valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 300 communities in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the fall and winter of 2021 to a random sample of more than 9,000 residents across the United States and (2) a regional survey that was administered by ETC Institute during the fall and winter of 2021 to a random sample of residents living in the Mountain Region of the United States. The Mountain Region includes the states of Colorado, Wyoming, Utah, Nevada, New Mexico, and Arizona.

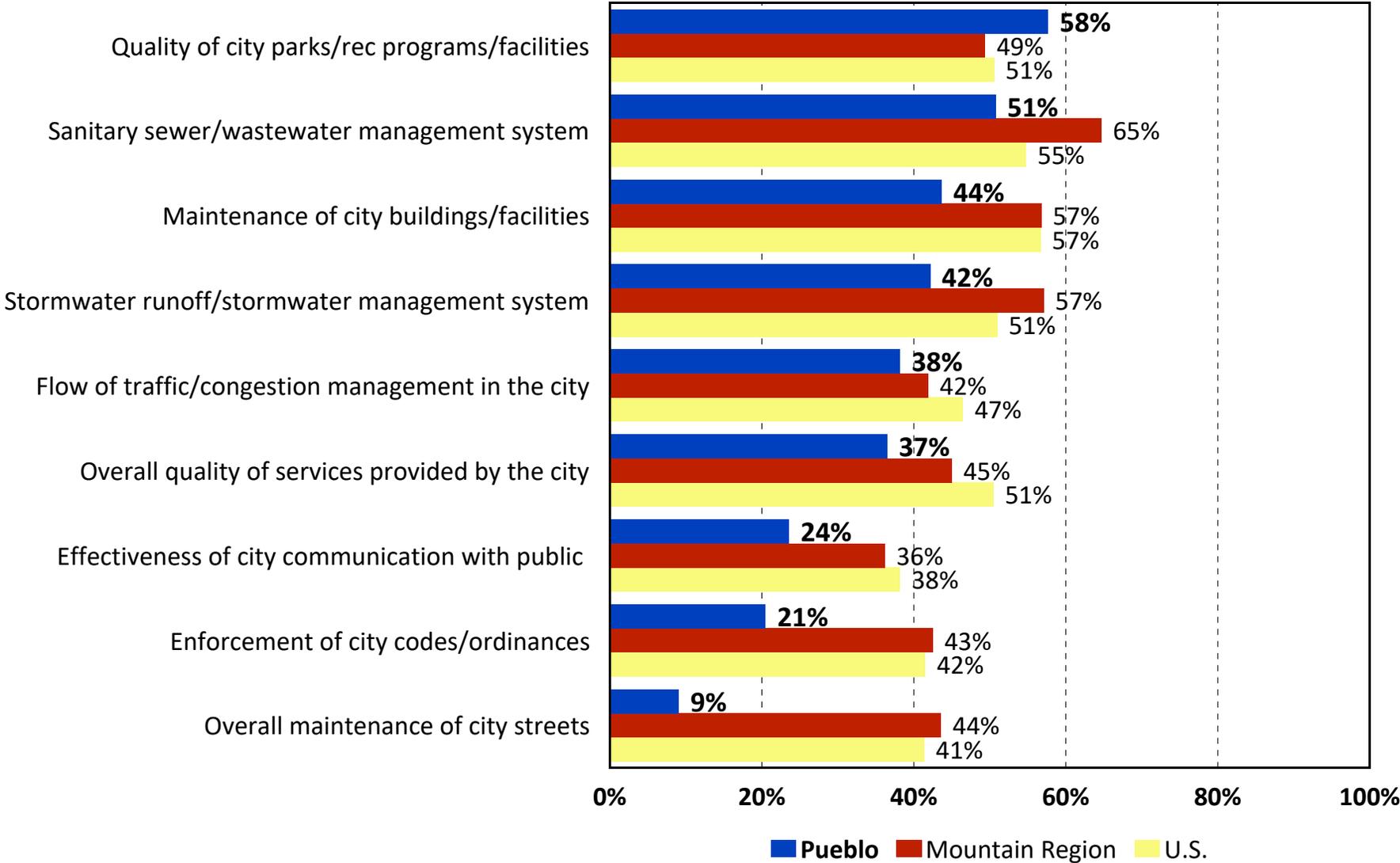
The “U.S. Average” shown in the charts reflects the overall results of ETC Institute’s national survey of more than 9,000 residents; the “Mountain Regional Average” reflects the results of the survey of residents in the Mountain Region.

National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Pueblo is not authorized without written consent from ETC Institute.

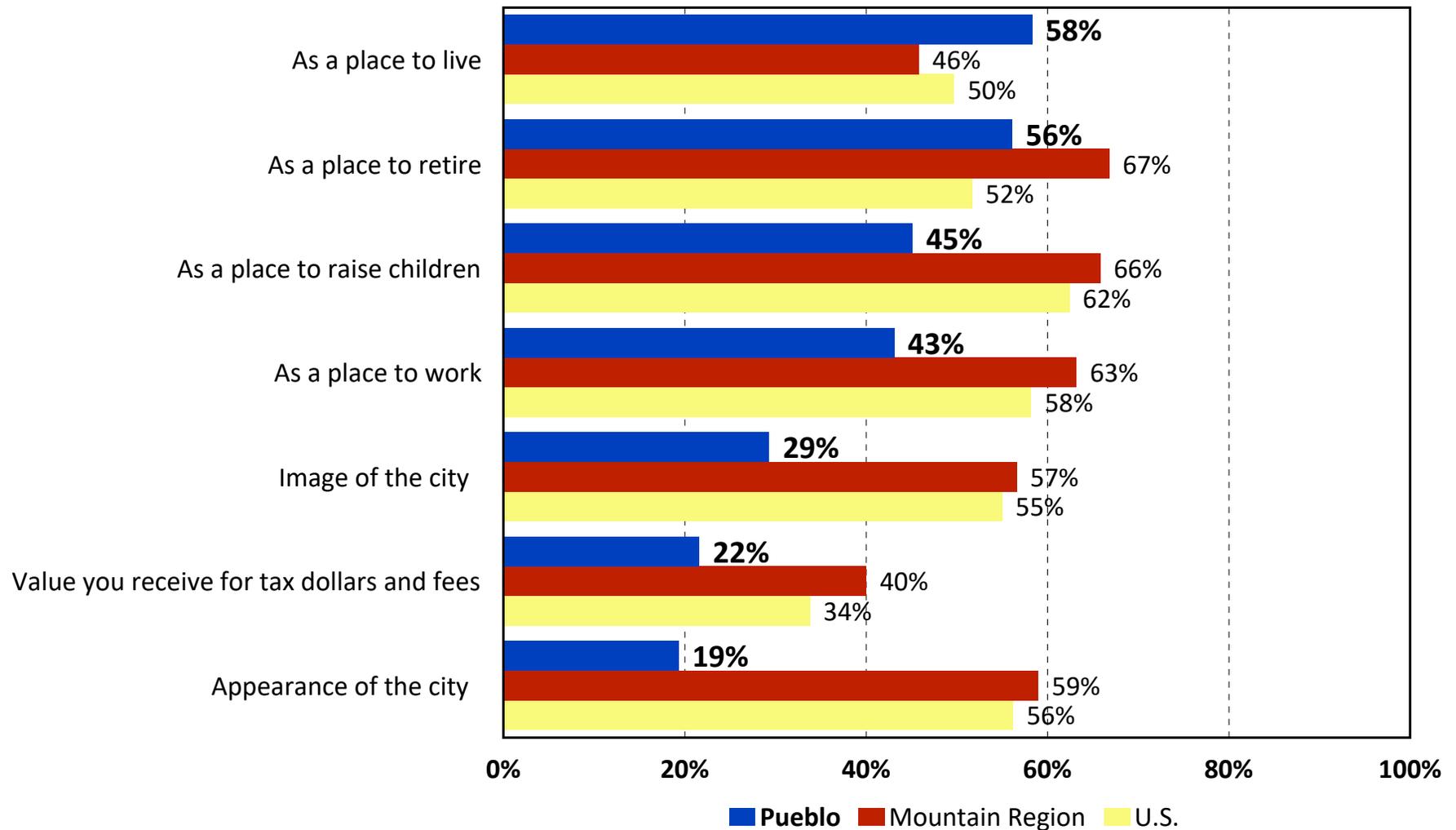
Overall Satisfaction with Various City Services Pueblo vs. Mountain Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Items that Influence Perceptions of the City Pueblo vs. Mountain Region vs. the U.S.

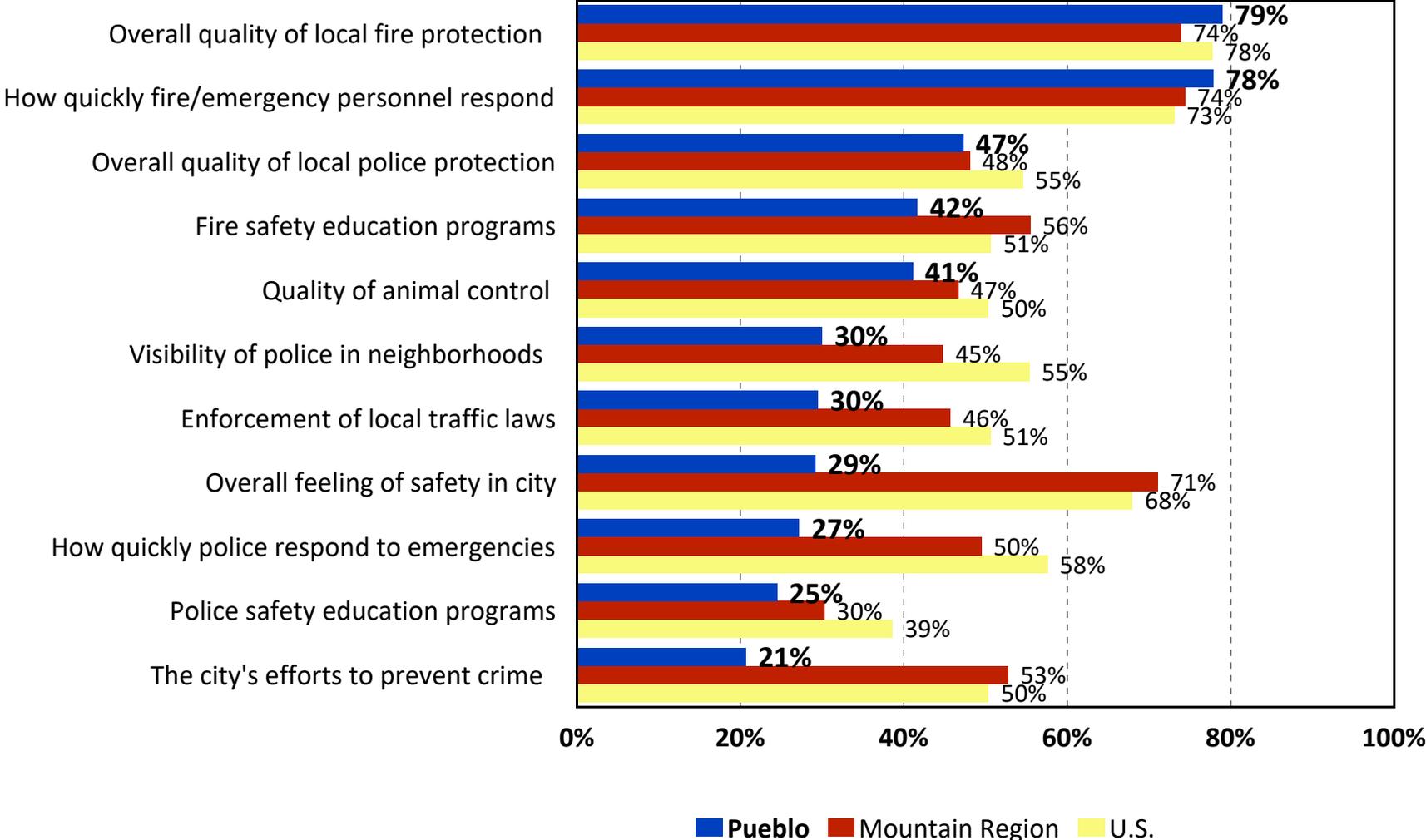
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Public Safety

Pueblo vs. Mountain Region vs. the U.S.

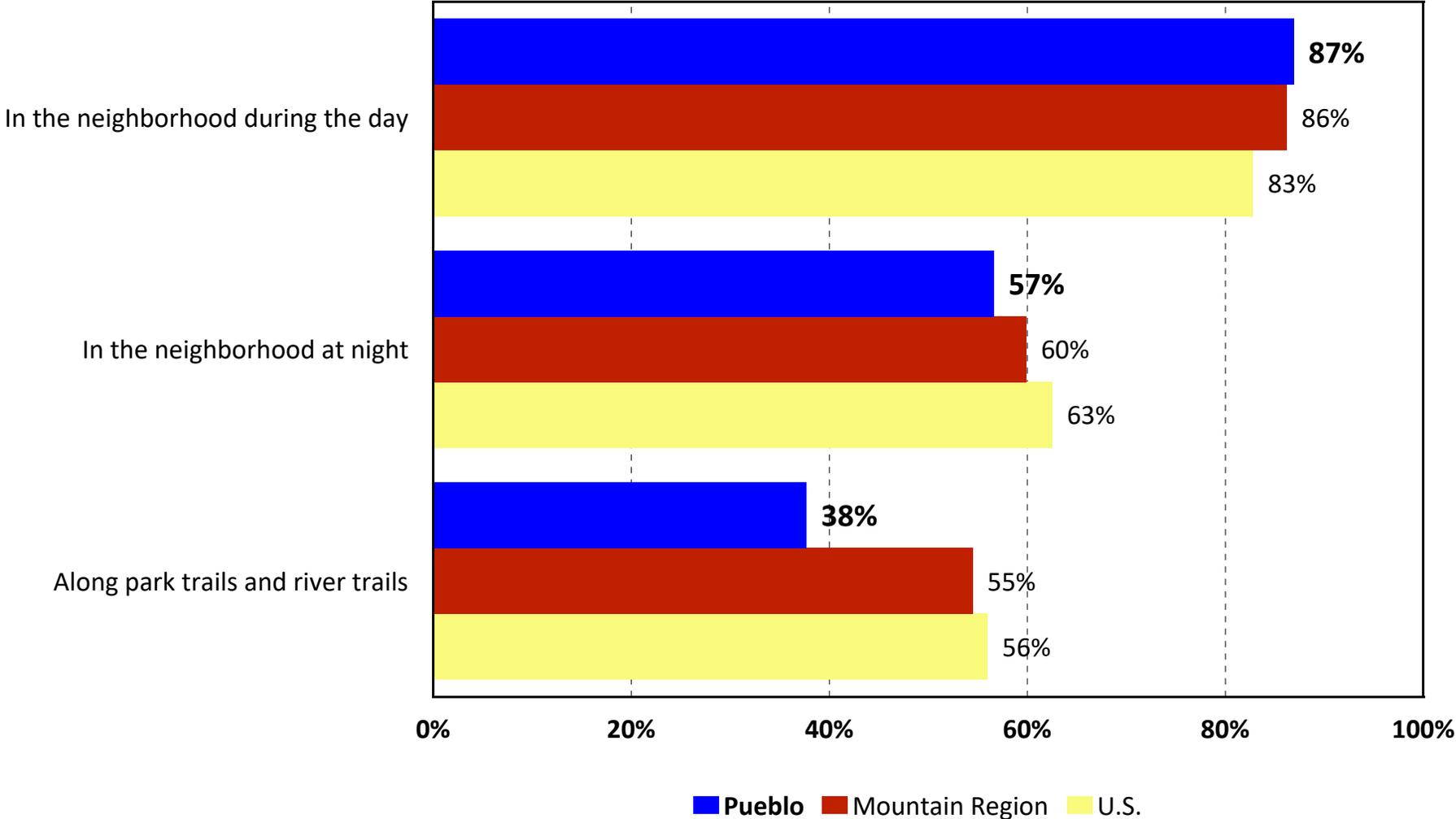
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Feeling of Safety

Pueblo vs. Mountain Region vs. the U.S.

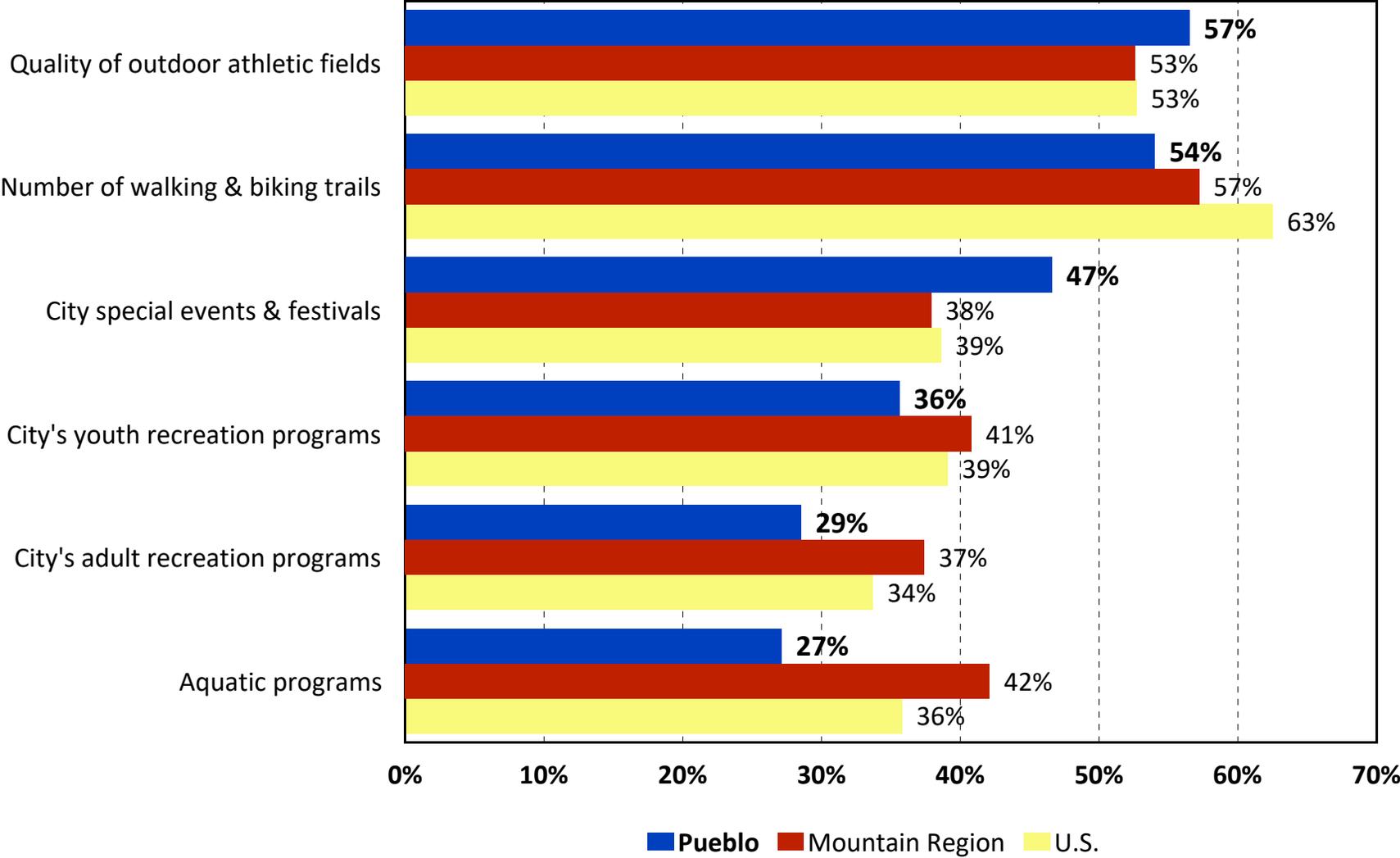
by percentage of respondents who rated the item 3 or 4 on a 4-point scale where 4 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Overall Satisfaction with Parks and Recreation

Pueblo vs. Mountain Region vs. the U.S.

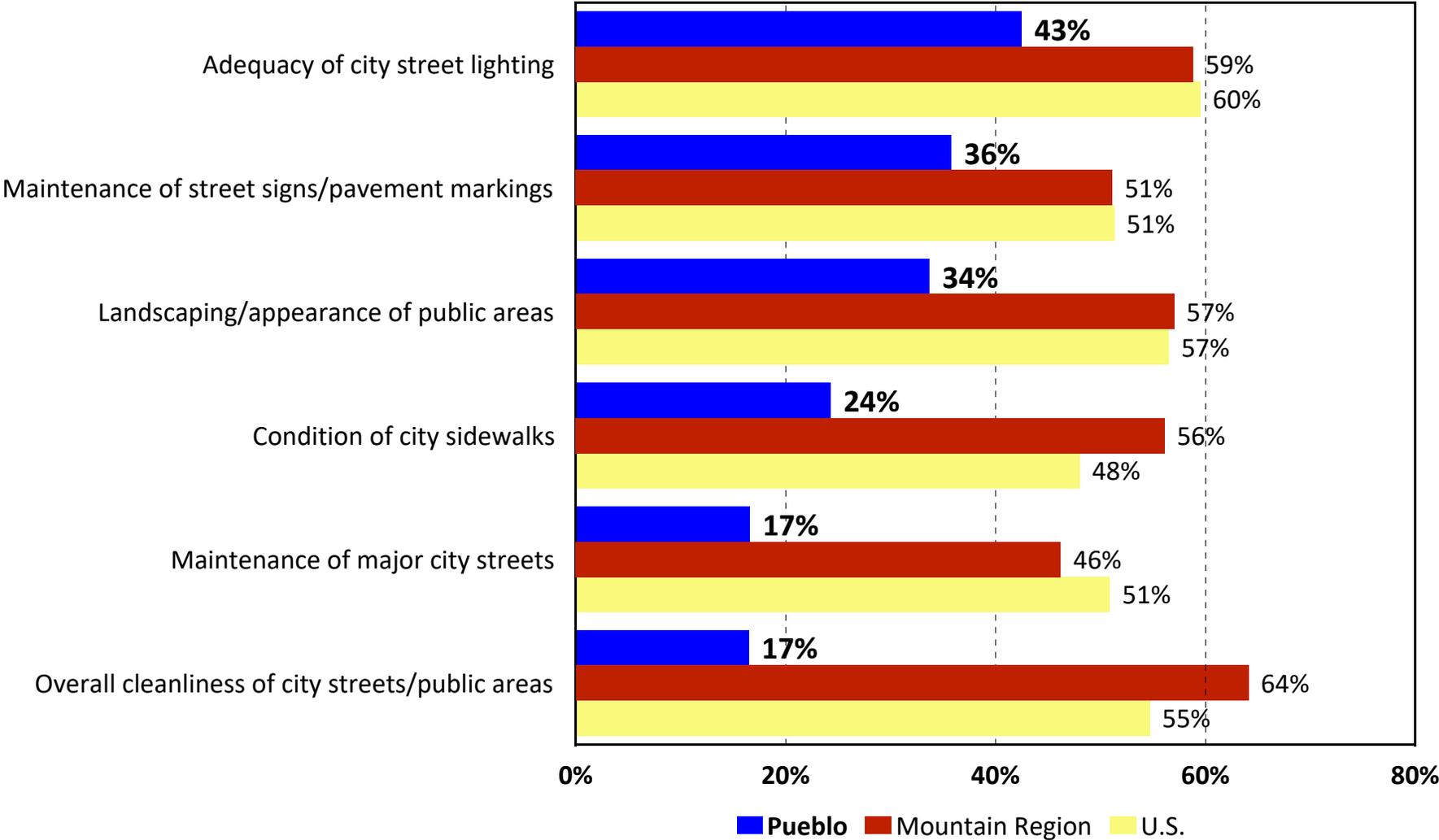
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Maintenance/Public Works

Pueblo vs. Mountain Region vs. the U.S.

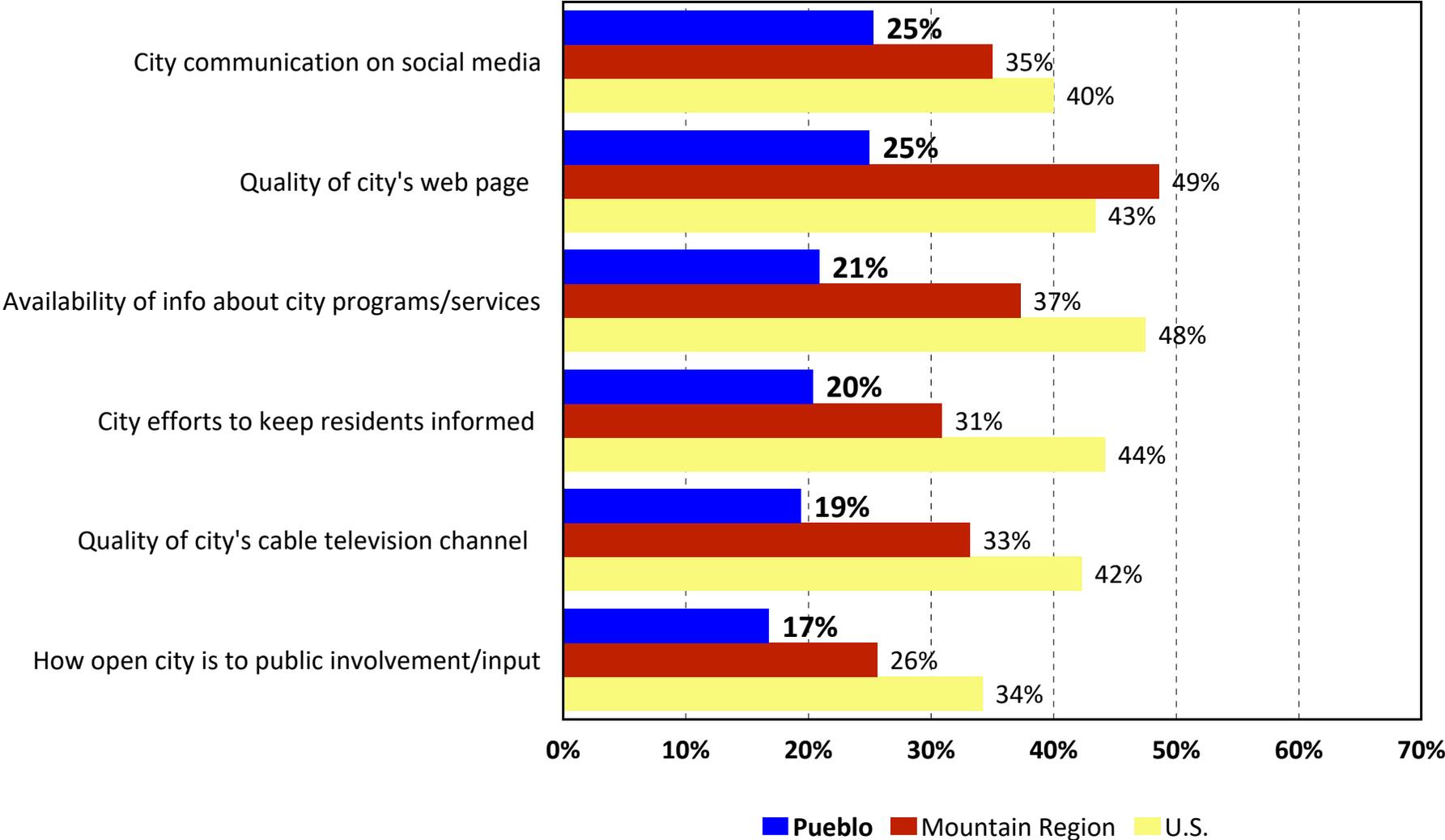
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Communication

Pueblo vs. Mountain Region vs. the U.S.

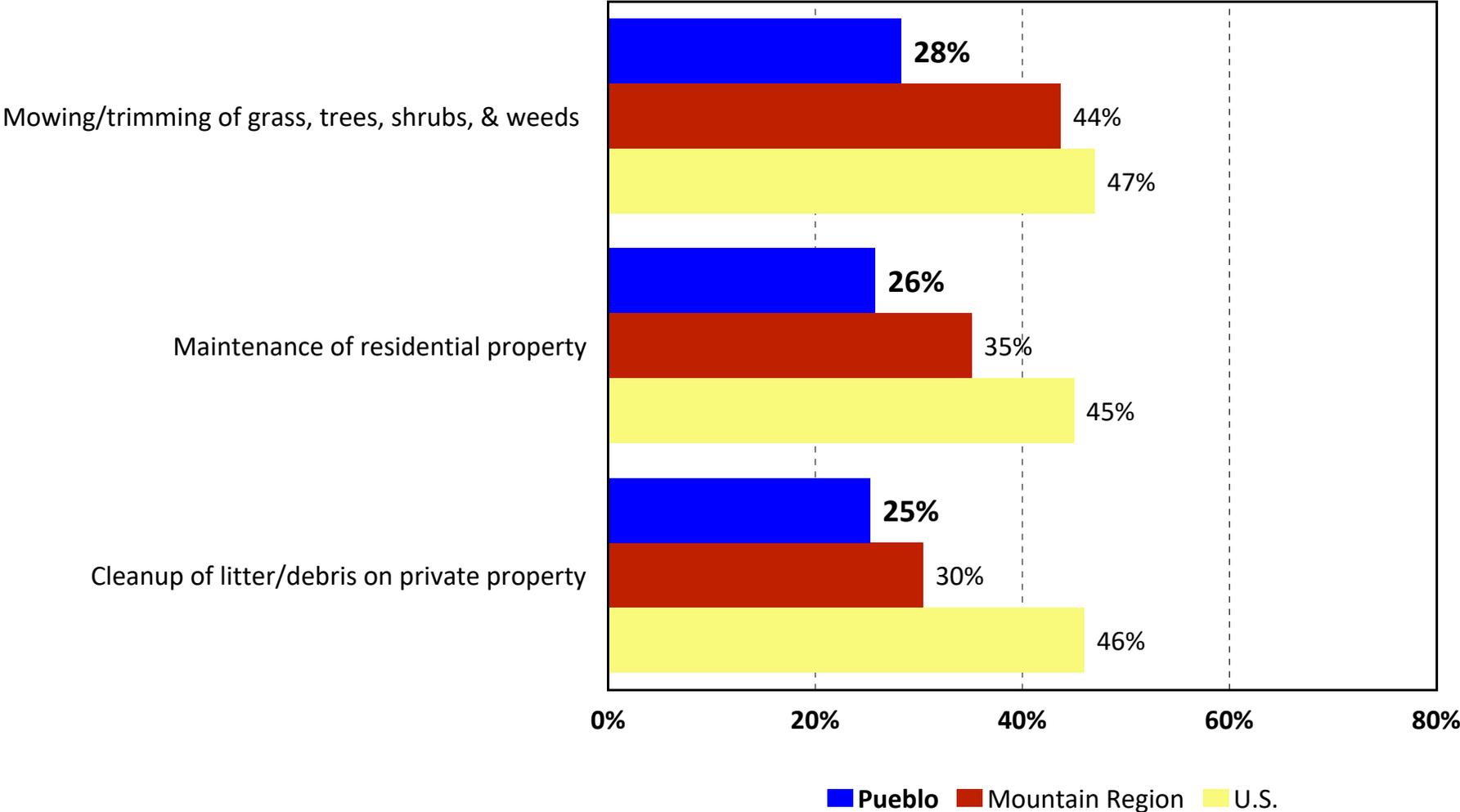
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Neighborhoods

Pueblo vs. Mountain Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)





3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, third, and fourth most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major City services that are most important for the City to emphasize over the next two years. More than three-fourths (76.8%) of households selected "*overall maintenance of City streets*" as one of the most important services for the City to emphasize.

With regard to satisfaction, 9.1% of respondents surveyed rated "*overall maintenance of City streets*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 76.8% was multiplied by 90.9% (1-0.091). This calculation yielded an I-S rating of 0.6981, which ranked first out of eleven categories of major City services analyzed.

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Pueblo are provided on the following pages.

Importance-Satisfaction Rating

City of Pueblo, CO

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall maintenance of city streets	77%	1	9%	11	0.6981	1
Enforcement of city codes/ordinances	41%	3	21%	10	0.3283	2
Overall quality of police services	49%	2	49%	4	0.2489	3
<u>High Priority (IS .10 -.20)</u>						
Effectiveness of city communication with public	22%	4	24%	9	0.1673	4
Flow of traffic/congestion management in the city	22%	5	38%	7	0.1341	5
Overall quality of services provided by the city	16%	7	37%	8	0.1010	6
<u>Medium Priority (IS <.10)</u>						
Quality of city parks/rec programs/facilities	18%	6	58%	2	0.0770	7
Stormwater runoff/stormwater management system	9%	9	42%	6	0.0497	8
Maintenance of city buildings/facilities	7%	10	44%	5	0.0394	9
Sanitary sewer/wastewater management system	6%	11	51%	3	0.0271	10
Quality of Fire/Emergency Medical Services	9%	8	84%	1	0.0148	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Pueblo, CO

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
The city's efforts to prevent crime	61%	1	21%	12	0.4829	1
Overall feeling of safety in city	41%	2	29%	9	0.2882	2
Visibility of police in neighborhoods	36%	3	30%	7	0.2541	3
How quickly police respond to emergencies	33%	5	27%	10	0.2424	4
Enforcement of local traffic laws	29%	6	30%	8	0.2037	5
<u>High Priority (IS .10 -.20)</u>						
Overall quality of local police protection	35%	4	47%	4	0.1866	6
<u>Medium Priority (IS <.10)</u>						
Quality of animal control	16%	7	41%	6	0.0919	7
Police safety education programs	8%	8	25%	11	0.0627	8
Fire safety education programs	5%	9	42%	5	0.0303	9
How quickly fire/emergency personnel respond	5%	10	78%	3	0.0106	10
Overall quality of local fire protection	3%	11	79%	2	0.0061	11
Location of fire stations	1%	12	79%	1	0.0029	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Pueblo, CO

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10 - .20)</u>						
Availability of info about park/rec programs	29%	2	36%	11	0.1875	1
City's youth recreation programs	28%	3	36%	12	0.1771	2
Maintenance of city parks	45%	1	61%	3	0.1729	3
City's adult recreation programs	19%	6	29%	15	0.1330	4
City special events and festivals	23%	5	47%	10	0.1223	5
Number of walking and biking trails	26%	4	54%	5	0.1178	6
Diversity of recreation programs	17%	7	34%	13	0.1086	7
<u>Medium Priority (IS <.10)</u>						
Aquatic programs	12%	8	27%	16	0.0882	8
Motorsports activities	9%	12	29%	14	0.0605	9
Quality of outdoor athletic fields	12%	9	57%	4	0.0513	10
Number of city parks	12%	10	63%	2	0.0429	11
Number of outdoor athletic fields	7%	13	50%	6	0.0352	12
Location of city parks	9%	11	65%	1	0.0315	13
Ice arena	3%	14	48%	8	0.0146	14
Elmwood Golf Course	2%	15	48%	9	0.0084	15
Walking Stick Golf Course	1%	16	49%	7	0.0071	16

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Pueblo, CO

Maintenance/Public Works

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Maintenance of major city streets	72%	1	17%	9	0.6005	1
Overall cleanliness of city streets/public areas	49%	2	17%	10	0.4125	2
Demolition of vacant structures	42%	3	7%	11	0.3889	3
<u>High Priority (IS 0.10 - 0.20)</u>						
Landscaping/appearance of public areas	22%	4	34%	6	0.1478	4
Condition of city sidewalks	17%	6	24%	8	0.1310	5
Timing of traffic signals	19%	5	31%	7	0.1307	6
<u>Medium Priority (IS < .10)</u>						
Maintenance of street signs/pavement markings	15%	7	36%	5	0.0969	7
Availability of ADA-accessible sidewalks	12%	8	39%	3	0.0711	8
Adequacy of city street lighting	10%	9	43%	1	0.0552	9
Street sweeping service	9%	10	39%	2	0.0516	10
Availability of sidewalks in the city	6%	11	38%	4	0.0396	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Analysis



Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to its performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrix charts showing the results for the City of Pueblo are provided on the following pages.

2022 City of Pueblo DirectionFinder Importance-Satisfaction Assessment Matrix

-Overall-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

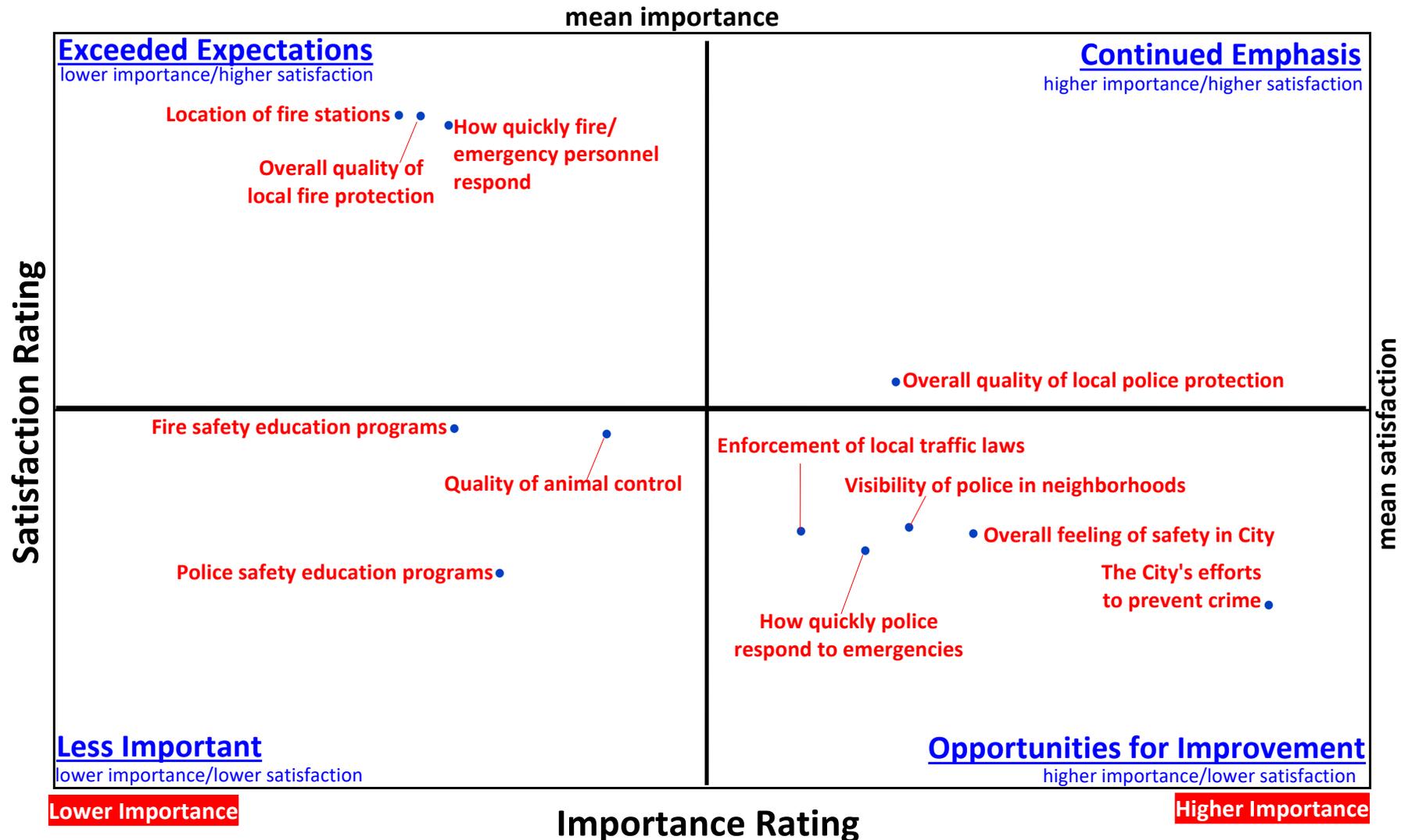
	mean importance	mean satisfaction
<p>Exceeded Expectations lower importance/higher satisfaction</p> <ul style="list-style-type: none"> Quality of Fire/ Emergency Medical Services 	<ul style="list-style-type: none"> Quality of City parks/rec programs/facilities Sanitary sewer/wastewater mgmt. Storm water runoff & management system Maintenance of City buildings/facilities 	<p>Continued Emphasis higher importance/higher satisfaction</p> <ul style="list-style-type: none"> Quality of police services
<p>Less Important lower importance/lower satisfaction</p> <ul style="list-style-type: none"> Flow of traffic & congestion management Overall quality of services provided by the City Effectiveness of communication with the public 	<ul style="list-style-type: none"> Enforcement of City codes & ordinances Overall maintenance of City streets 	<p>Opportunities for Improvement higher importance/lower satisfaction</p>
	Lower Importance	Higher Importance
	Importance Rating	

Satisfaction Rating

2022 City of Pueblo DirectionFinder Importance-Satisfaction Assessment Matrix

-Public Safety-

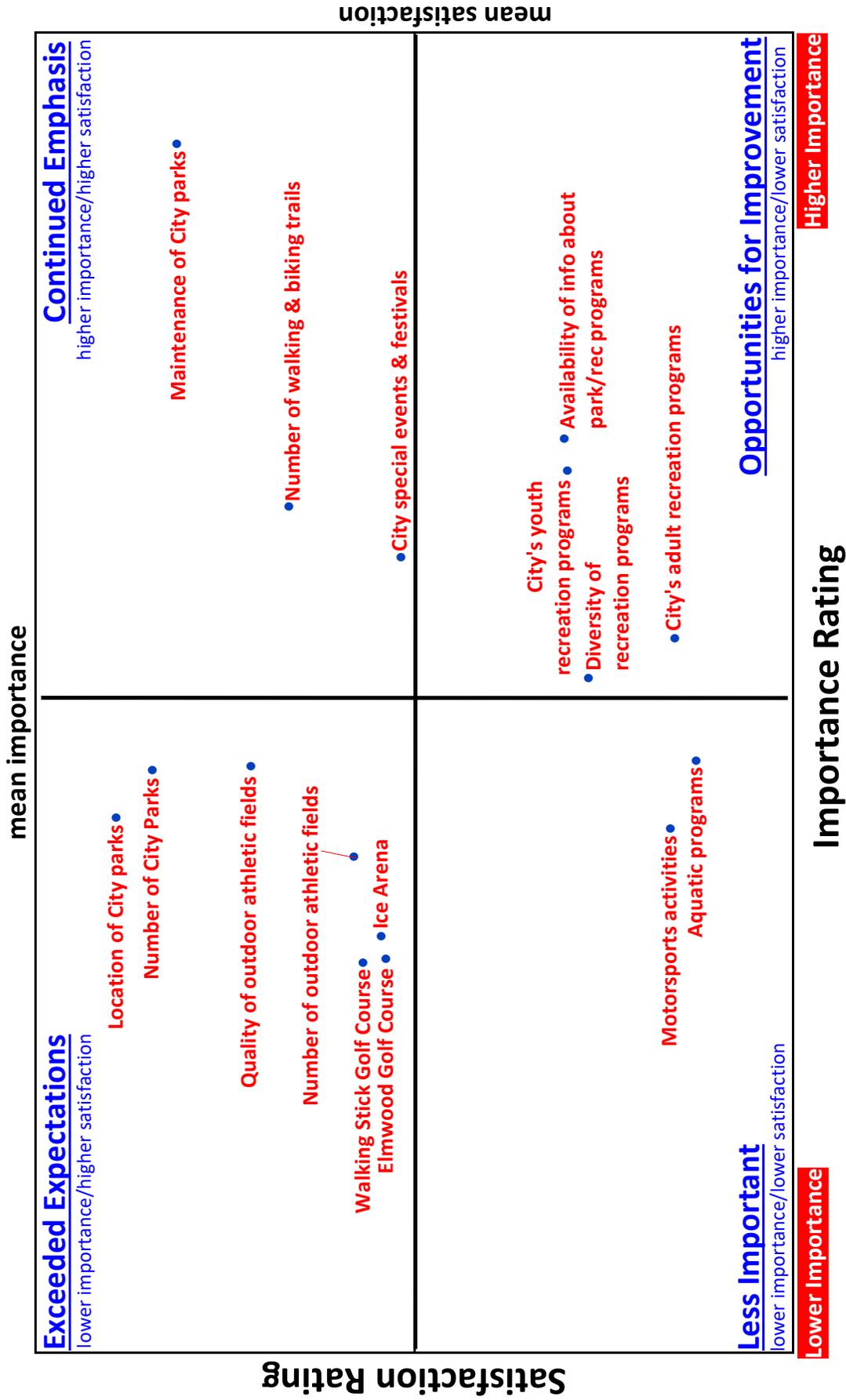
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2022 City of Pueblo DirectionFinder Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

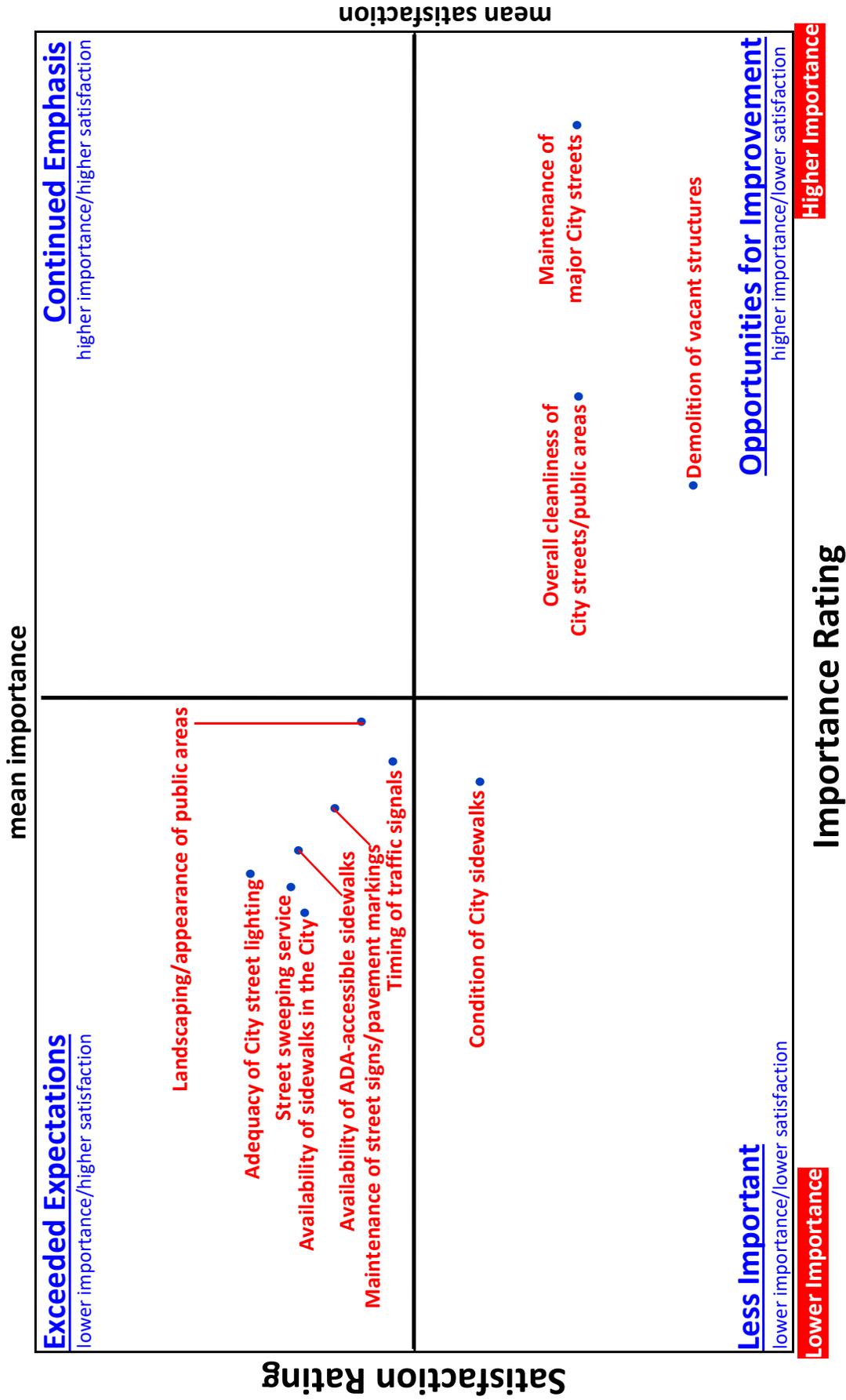
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2022 City of Pueblo DirectionFinder Importance-Satisfaction Assessment Matrix

-Maintenance-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)





4

Tabular Data

Q1. Overall Satisfaction with City Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	8.5%	38.8%	25.2%	17.1%	7.0%	3.3%
Q1-2. Overall quality of City parks & recreation programs & facilities	8.9%	46.9%	26.2%	12.2%	2.5%	3.3%
Q1-3. Overall maintenance of City streets	1.2%	7.9%	15.5%	36.4%	38.6%	0.4%
Q1-4. Overall maintenance of City buildings & facilities	3.9%	36.8%	38.0%	11.2%	3.3%	6.8%
Q1-5. Overall enforcement of City codes & ordinances	3.9%	15.7%	26.0%	31.8%	18.4%	4.1%
Q1-6. Overall quality of Fire Department & Emergency Medical Services	25.8%	53.7%	13.0%	1.9%	0.6%	5.0%
Q1-7. Overall effectiveness of City communication with the public	2.7%	20.2%	40.5%	24.8%	9.1%	2.7%
Q1-8. Overall quality of City's stormwater runoff/stormwater management system	5.0%	34.1%	36.2%	12.2%	5.2%	7.4%
Q1-9. Overall flow of traffic & congestion management in City	5.2%	32.6%	27.7%	26.0%	7.4%	1.0%
Q1-10. Overall quality of sanitary sewer/wastewater management system	7.9%	40.3%	35.1%	7.6%	3.9%	5.2%
Q1-11. Overall quality of services provided by City of Pueblo	3.3%	32.6%	36.6%	22.1%	3.9%	1.4%

WITHOUT "DON'T KNOW"

Q1. Overall Satisfaction with City Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (without "don't know")

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	8.8%	40.2%	26.1%	17.7%	7.3%
Q1-2. Overall quality of City parks & recreation programs & facilities	9.2%	48.5%	27.1%	12.6%	2.6%
Q1-3. Overall maintenance of City streets	1.2%	7.9%	15.6%	36.5%	38.8%
Q1-4. Overall maintenance of City buildings & facilities	4.2%	39.5%	40.8%	12.0%	3.5%
Q1-5. Overall enforcement of City codes & ordinances	4.1%	16.4%	27.2%	33.2%	19.2%
Q1-6. Overall quality of Fire Department & Emergency Medical Services	27.2%	56.5%	13.7%	2.0%	0.7%
Q1-7. Overall effectiveness of City communication with the public	2.8%	20.8%	41.6%	25.5%	9.3%
Q1-8. Overall quality of City's stormwater runoff/stormwater management system	5.4%	36.8%	39.1%	13.2%	5.6%
Q1-9. Overall flow of traffic & congestion management in City	5.2%	33.0%	28.0%	26.3%	7.5%
Q1-10. Overall quality of sanitary sewer/wastewater management system	8.3%	42.5%	37.0%	8.1%	4.1%
Q1-11. Overall quality of services provided by City of Pueblo	3.4%	33.1%	37.1%	22.4%	4.0%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	132	27.3 %
Overall quality of City parks & recreation programs & facilities	20	4.1 %
Overall maintenance of City streets	209	43.2 %
Overall maintenance of City buildings & facilities	7	1.4 %
Overall enforcement of City codes & ordinances	36	7.4 %
Overall quality of Fire Department & Emergency Medical Services	2	0.4 %
Overall effectiveness of City communication with the public	17	3.5 %
Overall quality of City's stormwater runoff/stormwater management system	3	0.6 %
Overall flow of traffic & congestion management in City	14	2.9 %
Overall quality of sanitary sewer/wastewater management system	4	0.8 %
Overall quality of services provided by City of Pueblo	12	2.5 %
None chosen	28	5.8 %
Total	484	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	55	11.4 %
Overall quality of City parks & recreation programs & facilities	25	5.2 %
Overall maintenance of City streets	127	26.2 %
Overall maintenance of City buildings & facilities	17	3.5 %
Overall enforcement of City codes & ordinances	87	18.0 %
Overall quality of Fire Department & Emergency Medical Services	18	3.7 %
Overall effectiveness of City communication with the public	34	7.0 %
Overall quality of City's stormwater runoff/stormwater management system	18	3.7 %
Overall flow of traffic & congestion management in City	37	7.6 %
Overall quality of sanitary sewer/wastewater management system	7	1.4 %
Overall quality of services provided by City of Pueblo	20	4.1 %
None chosen	39	8.1 %
Total	484	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	49	10.1 %
Overall quality of City parks & recreation programs & facilities	43	8.9 %
Overall maintenance of City streets	36	7.4 %
Overall maintenance of City buildings & facilities	10	2.1 %
Overall enforcement of City codes & ordinances	77	15.9 %
Overall quality of Fire Department & Emergency Medical Services	24	5.0 %
Overall effectiveness of City communication with the public	55	11.4 %
Overall quality of City's stormwater runoff/stormwater management system	21	4.3 %
Overall flow of traffic & congestion management in City	54	11.2 %
Overall quality of sanitary sewer/wastewater management system	16	3.3 %
Overall quality of services provided by City of Pueblo	45	9.3 %
None chosen	54	11.2 %
Total	484	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	236	48.8 %
Overall quality of City parks & recreation programs & facilities	88	18.2 %
Overall maintenance of City streets	372	76.9 %
Overall maintenance of City buildings & facilities	34	7.0 %
Overall enforcement of City codes & ordinances	200	41.3 %
Overall quality of Fire Department & Emergency Medical Services	44	9.1 %
Overall effectiveness of City communication with the public	106	21.9 %
Overall quality of City's stormwater runoff/stormwater management system	42	8.7 %
Overall flow of traffic & congestion management in City	105	21.7 %
Overall quality of sanitary sewer/wastewater management system	27	5.6 %
Overall quality of services provided by City of Pueblo	77	15.9 %
None chosen	28	5.8 %
Total	1359	

Q3. Several items that may influence your perception of the City of Pueblo are listed below. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

(N=484)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q3-1. City of Pueblo as a place to live	11.2%	47.1%	16.5%	16.9%	8.3%	0.0%
Q3-2. City of Pueblo as a place to raise children	7.0%	36.2%	20.2%	20.9%	11.4%	4.3%
Q3-3. City of Pueblo as a place to work	8.1%	33.7%	22.3%	21.7%	11.0%	3.3%
Q3-4. City of Pueblo as a place to retire	13.8%	40.9%	18.2%	14.9%	9.7%	2.5%
Q3-5. Overall image of City	3.7%	25.2%	19.6%	29.8%	20.7%	1.0%
Q3-6. Overall value that you receive for your City tax dollars & fees	2.1%	19.0%	27.7%	29.5%	19.2%	2.5%
Q3-7. How well City is managing redevelopment in City	1.4%	16.1%	29.5%	29.1%	19.4%	4.3%
Q3-8. How well City is ensuring social, environmental, & economic sustainability of City	1.2%	15.7%	35.5%	29.1%	13.8%	4.5%
Q3-9. Overall quality of life in City	3.9%	38.6%	24.2%	22.9%	10.1%	0.2%
Q3-10. Overall appearance of City	1.7%	17.6%	21.9%	36.4%	22.5%	0.0%
Q3-11. Availability of employment	3.3%	24.8%	27.5%	22.3%	14.3%	7.9%
Q3-12. How well City is addressing homeless issues	0.4%	5.0%	16.7%	28.3%	45.7%	3.9%

WITHOUT "DON'T KNOW"

Q3. Several items that may influence your perception of the City of Pueblo are listed below. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor." (without "don't know")

(N=484)

	Excellent	Good	Neutral	Below average	Poor
Q3-1. City of Pueblo as a place to live	11.2%	47.1%	16.5%	16.9%	8.3%
Q3-2. City of Pueblo as a place to raise children	7.3%	37.8%	21.2%	21.8%	11.9%
Q3-3. City of Pueblo as a place to work	8.3%	34.8%	23.1%	22.4%	11.3%
Q3-4. City of Pueblo as a place to retire	14.2%	41.9%	18.6%	15.3%	10.0%
Q3-5. Overall image of City	3.8%	25.5%	19.8%	30.1%	20.9%
Q3-6. Overall value that you receive for your City tax dollars & fees	2.1%	19.5%	28.4%	30.3%	19.7%
Q3-7. How well City is managing redevelopment in City	1.5%	16.8%	30.9%	30.5%	20.3%
Q3-8. How well City is ensuring social, environmental, & economic sustainability of City	1.3%	16.5%	37.2%	30.5%	14.5%
Q3-9. Overall quality of life in City	3.9%	38.7%	24.2%	23.0%	10.1%
Q3-10. Overall appearance of City	1.7%	17.6%	21.9%	36.4%	22.5%
Q3-11. Availability of employment	3.6%	26.9%	29.8%	24.2%	15.5%
Q3-12. How well City is addressing homeless issues	0.4%	5.2%	17.4%	29.5%	47.5%

Q4. Public Safety. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall quality of local police protection	8.1%	38.2%	25.0%	16.7%	9.7%	2.3%
Q4-2. Visibility of police in neighborhoods	3.7%	25.6%	29.5%	27.5%	11.6%	2.1%
Q4-3. City's efforts to prevent crime	2.7%	17.1%	27.1%	30.2%	18.8%	4.1%
Q4-4. How quickly police respond to emergencies	3.3%	21.3%	25.4%	23.3%	17.1%	9.5%
Q4-5. Enforcement of local traffic laws	3.5%	24.8%	27.5%	22.3%	18.0%	3.9%
Q4-6. Police safety education programs	2.5%	15.5%	40.1%	9.1%	6.2%	26.7%
Q4-7. Overall quality of local fire protection	21.1%	52.3%	17.6%	1.9%	0.0%	7.2%
Q4-8. Location of fire stations	23.1%	53.5%	19.4%	0.6%	0.2%	3.1%
Q4-9. How quickly Fire Department/Emergency Services personnel respond to emergencies	25.8%	42.8%	17.4%	1.9%	0.2%	12.0%
Q4-10. Fire safety education programs	7.4%	22.3%	36.2%	3.7%	1.7%	28.7%
Q4-11. Quality of animal control	4.3%	33.1%	30.8%	13.6%	9.3%	8.9%
Q4-12. Overall feeling of safety in City	2.1%	26.9%	23.3%	29.3%	17.4%	1.0%

WITHOUT "DON'T KNOW"

Q4. Public Safety. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall quality of local police protection	8.2%	39.1%	25.6%	17.1%	9.9%
Q4-2. Visibility of police in neighborhoods	3.8%	26.2%	30.2%	28.1%	11.8%
Q4-3. City's efforts to prevent crime	2.8%	17.9%	28.2%	31.5%	19.6%
Q4-4. How quickly police respond to emergencies	3.7%	23.5%	28.1%	25.8%	18.9%
Q4-5. Enforcement of local traffic laws	3.7%	25.8%	28.6%	23.2%	18.7%
Q4-6. Police safety education programs	3.4%	21.1%	54.6%	12.4%	8.5%
Q4-7. Overall quality of local fire protection	22.7%	56.3%	18.9%	2.0%	0.0%
Q4-8. Location of fire stations	23.9%	55.2%	20.0%	0.6%	0.2%
Q4-9. How quickly Fire Department/ Emergency Services personnel respond to emergencies	29.3%	48.6%	19.7%	2.1%	0.2%
Q4-10. Fire safety education programs	10.4%	31.3%	50.7%	5.2%	2.3%
Q4-11. Quality of animal control	4.8%	36.3%	33.8%	15.0%	10.2%
Q4-12. Overall feeling of safety in City	2.1%	27.1%	23.6%	29.6%	17.5%

Q5. Which THREE of the Public Safety items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	88	18.2 %
Visibility of police in neighborhoods	57	11.8 %
City's efforts to prevent crime	131	27.1 %
How quickly police respond to emergencies	39	8.1 %
Enforcement of local traffic laws	37	7.6 %
Police safety education programs	10	2.1 %
Overall quality of local fire protection	2	0.4 %
Location of fire stations	1	0.2 %
How quickly Fire Department/Emergency Services personnel respond to emergencies	5	1.0 %
Fire safety education programs	2	0.4 %
Quality of animal control	10	2.1 %
Overall feeling of safety in City	71	14.7 %
None chosen	31	6.4 %
Total	484	100.0 %

Q5. Which THREE of the Public Safety items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	42	8.7 %
Visibility of police in neighborhoods	68	14.0 %
City's efforts to prevent crime	82	16.9 %
How quickly police respond to emergencies	64	13.2 %
Enforcement of local traffic laws	49	10.1 %
Police safety education programs	19	3.9 %
Overall quality of local fire protection	9	1.9 %
Location of fire stations	2	0.4 %
How quickly Fire Department/Emergency Services personnel respond to emergencies	9	1.9 %
Fire safety education programs	11	2.3 %
Quality of animal control	27	5.6 %
Overall feeling of safety in City	60	12.4 %
None chosen	42	8.7 %
Total	484	100.0 %

Q5. Which THREE of the Public Safety items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q5. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	41	8.5 %
Visibility of police in neighborhoods	51	10.5 %
City's efforts to prevent crime	82	16.9 %
How quickly police respond to emergencies	58	12.0 %
Enforcement of local traffic laws	54	11.2 %
Police safety education programs	11	2.3 %
Overall quality of local fire protection	3	0.6 %
Location of fire stations	4	0.8 %
How quickly Fire Department/Emergency Services personnel respond to emergencies	9	1.9 %
Fire safety education programs	12	2.5 %
Quality of animal control	38	7.9 %
Overall feeling of safety in City	66	13.6 %
None chosen	55	11.4 %
Total	484	100.0 %

SUM OF TOP 3 CHOICES

Q5. Which THREE of the Public Safety items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q5. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	171	35.3 %
Visibility of police in neighborhoods	176	36.4 %
City's efforts to prevent crime	295	61.0 %
How quickly police respond to emergencies	161	33.3 %
Enforcement of local traffic laws	140	28.9 %
Police safety education programs	40	8.3 %
Overall quality of local fire protection	14	2.9 %
Location of fire stations	7	1.4 %
How quickly Fire Department/Emergency Services personnel respond to emergencies	23	4.8 %
Fire safety education programs	25	5.2 %
Quality of animal control	75	15.5 %
Overall feeling of safety in City	197	40.7 %
None chosen	31	6.4 %
Total	1355	

Q6. Police Department. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Pueblo Police Department's overall performance	6.4%	36.2%	28.3%	17.6%	8.3%	3.3%
Q6-2. Competence of Police Department personnel	7.0%	37.0%	29.3%	12.8%	6.4%	7.4%
Q6-3. Attitude & behavior of Police Department personnel toward citizens	10.1%	35.3%	28.1%	12.2%	8.1%	6.2%
Q6-4. Level of safety & security in your neighborhood	3.3%	32.4%	27.1%	22.3%	13.0%	1.9%

WITHOUT "DON'T KNOW"

Q6. Police Department. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Pueblo Police Department's overall performance	6.6%	37.4%	29.3%	18.2%	8.5%
Q6-2. Competence of Police Department personnel	7.6%	40.0%	31.7%	13.8%	6.9%
Q6-3. Attitude & behavior of Police Department personnel toward citizens	10.8%	37.7%	30.0%	13.0%	8.6%
Q6-4. Level of safety & security in your neighborhood	3.4%	33.1%	27.6%	22.7%	13.3%

Q7. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=484)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Q7-1. In your neighborhood during the day	41.9%	44.6%	11.0%	2.1%	0.4%
Q7-2. In your neighborhood at night	15.5%	40.5%	27.3%	15.7%	1.0%
Q7-3. Along park trails & river trails	3.9%	28.5%	30.4%	23.3%	13.8%

WITHOUT "DON'T KNOW"

Q7. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=484)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Q7-1. In your neighborhood during the day	42.1%	44.8%	11.0%	2.1%
Q7-2. In your neighborhood at night	15.7%	40.9%	27.6%	15.9%
Q7-3. Along park trails & river trails	4.6%	33.1%	35.3%	27.1%

Q8. Are there any areas in town where you do not feel safe?

Q8. Are there any areas in town where you do not feel safe	Number	Percent
Yes	380	78.5 %
No	97	20.0 %
Not provided	7	1.4 %
Total	484	100.0 %

WITHOUT "NOT PROVIDED"**Q8. Are there any areas in town where you do not feel safe? (without "not provided")**

Q8. Are there any areas in town where you do not feel safe	Number	Percent
Yes	380	79.7 %
No	97	20.3 %
Total	477	100.0 %

Q9. Enforcement of Codes and Ordinances. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Removal of graffiti	4.5%	36.8%	34.9%	13.0%	4.3%	6.4%
Q9-2. Enforcing codes designed to protect public safety	2.7%	23.6%	32.6%	22.3%	8.7%	10.1%
Q9-3. Enforcing vacant & abandoned building regulations	1.9%	9.1%	22.5%	36.2%	21.3%	9.1%
Q9-4. Enforcing codes relating to animals	2.5%	28.7%	36.2%	15.3%	7.6%	9.7%
Q9-5. Cleanup of litter & debris on private property	0.8%	11.0%	19.0%	31.6%	33.7%	3.9%

WITHOUT "DON'T KNOW"

Q9. Enforcement of Codes and Ordinances. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Removal of graffiti	4.9%	39.3%	37.3%	13.9%	4.6%
Q9-2. Enforcing codes designed to protect public safety	3.0%	26.2%	36.3%	24.8%	9.7%
Q9-3. Enforcing vacant & abandoned building regulations	2.0%	10.0%	24.8%	39.8%	23.4%
Q9-4. Enforcing codes relating to animals	2.7%	31.8%	40.0%	16.9%	8.5%
Q9-5. Cleanup of litter & debris on private property	0.9%	11.4%	19.8%	32.9%	35.1%

Q10. Funding from the 2018-2022 Public Safety Sales Tax supports the hiring of Police officers. How likely are you to support the continuation of this tax on the 2022 ballot?

Q10. How likely are you to support continuation of Public Safety Sales Tax on 2022 ballot	Number	Percent
Very likely	188	38.8 %
Likely	131	27.1 %
Neutral	54	11.2 %
Not likely	48	9.9 %
Not likely at all	36	7.4 %
Don't know	27	5.6 %
Total	484	100.0 %

WITHOUT "DON'T KNOW"

Q10. Funding from the 2018-2022 Public Safety Sales Tax supports the hiring of Police officers. How likely are you to support the continuation of this tax on the 2022 ballot? (without "don't know")

Q10. How likely are you to support continuation of Public Safety Sales Tax on 2022 ballot	Number	Percent
Very likely	188	41.1 %
Likely	131	28.7 %
Neutral	54	11.8 %
Not likely	48	10.5 %
Not likely at all	36	7.9 %
Total	457	100.0 %

Q11. Fire Department and Emergency Medical Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Overall performance of Fire & Emergency Medical Services	32.0%	45.2%	13.8%	0.4%	0.4%	8.1%
Q11-2. Competence of Fire & Emergency Medical Services personnel	32.9%	43.4%	13.2%	0.2%	0.2%	10.1%
Q11-3. Attitude & behavior of Fire & Emergency Medical Services personnel	34.9%	39.7%	12.6%	1.2%	1.0%	10.5%

WITHOUT "DON'T KNOW"

Q11. Fire Department and Emergency Medical Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Overall performance of Fire & Emergency Medical Services	34.8%	49.2%	15.1%	0.4%	0.4%
Q11-2. Competence of Fire & Emergency Medical Services personnel	36.6%	48.3%	14.7%	0.2%	0.2%
Q11-3. Attitude & behavior of Fire & Emergency Medical Services personnel	39.0%	44.3%	14.1%	1.4%	1.2%

Q12. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Maintenance of City parks	11.6%	48.1%	21.7%	12.2%	3.7%	2.7%
Q12-2. Number of City parks	12.4%	49.0%	20.5%	13.6%	1.9%	2.7%
Q12-3. Location of City parks	12.0%	52.1%	26.9%	6.4%	0.6%	2.1%
Q12-4. Number of walking & biking trails	9.7%	40.5%	28.1%	11.6%	3.1%	7.0%
Q12-5. Quality of outdoor athletic fields	7.9%	41.3%	25.2%	9.5%	3.1%	13.0%
Q12-6. Number of outdoor athletic fields	7.4%	35.5%	30.6%	10.1%	2.9%	13.4%
Q12-7. Availability of information about City parks & recreation programs	5.2%	27.7%	33.3%	20.7%	5.0%	8.3%
Q12-8. City's youth recreation programs	4.3%	22.9%	32.6%	10.7%	6.0%	23.3%
Q12-9. City's adult recreation programs	2.9%	18.4%	36.2%	12.6%	4.8%	25.2%
Q12-10. City special events & festivals	7.6%	36.2%	32.9%	13.6%	3.5%	6.2%
Q12-11. Elmwood Golf Course	7.2%	22.7%	29.8%	1.2%	2.1%	37.0%
Q12-12. Walking Stick Golf Course	8.5%	22.1%	28.7%	2.1%	0.8%	37.8%
Q12-13. Aquatic programs	3.1%	15.1%	32.2%	13.4%	3.3%	32.9%
Q12-14. Ice arena	7.9%	25.2%	32.2%	3.1%	0.6%	31.0%
Q12-15. Diversity of recreation programs	4.1%	21.1%	34.7%	10.3%	3.5%	26.2%
Q12-16. Motorsports activities	2.5%	15.1%	31.4%	7.9%	4.3%	38.8%

WITHOUT "DON'T KNOW"

Q12. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Maintenance of City parks	11.9%	49.5%	22.3%	12.5%	3.8%
Q12-2. Number of City parks	12.7%	50.3%	21.0%	14.0%	1.9%
Q12-3. Location of City parks	12.2%	53.2%	27.4%	6.5%	0.6%
Q12-4. Number of walking & biking trails	10.4%	43.6%	30.2%	12.4%	3.3%
Q12-5. Quality of outdoor athletic fields	9.0%	47.5%	29.0%	10.9%	3.6%
Q12-6. Number of outdoor athletic fields	8.6%	41.1%	35.3%	11.7%	3.3%
Q12-7. Availability of information about City parks & recreation programs	5.6%	30.2%	36.3%	22.5%	5.4%
Q12-8. City's youth recreation programs	5.7%	29.9%	42.6%	14.0%	7.8%
Q12-9. City's adult recreation programs	3.9%	24.6%	48.3%	16.9%	6.4%
Q12-10. City special events & festivals	8.1%	38.5%	35.0%	14.5%	3.7%
Q12-11. Elmwood Golf Course	11.5%	36.1%	47.2%	2.0%	3.3%
Q12-12. Walking Stick Golf Course	13.6%	35.5%	46.2%	3.3%	1.3%
Q12-13. Aquatic programs	4.6%	22.5%	48.0%	20.0%	4.9%
Q12-14. Ice arena	11.4%	36.5%	46.7%	4.5%	0.9%
Q12-15. Diversity of recreation programs	5.6%	28.6%	47.1%	14.0%	4.8%
Q12-16. Motorsports activities	4.1%	24.7%	51.4%	12.8%	7.1%

Q13. Which THREE of the Parks and Recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. Top choice	Number	Percent
Maintenance of City parks	142	29.3 %
Number of City parks	25	5.2 %
Location of City parks	9	1.9 %
Number of walking & biking trails	47	9.7 %
Quality of outdoor athletic fields	9	1.9 %
Number of outdoor athletic fields	14	2.9 %
Availability of information about City parks & recreation programs	43	8.9 %
City's youth recreation programs	51	10.5 %
City's adult recreation programs	16	3.3 %
City special events & festivals	19	3.9 %
Elmwood Golf Course	3	0.6 %
Walking Stick Golf Course	3	0.6 %
Aquatic programs	21	4.3 %
Ice arena	3	0.6 %
Diversity of recreation programs	7	1.4 %
Motorsports activities	13	2.7 %
None chosen	59	12.2 %
Total	484	100.0 %

Q13. Which THREE of the Parks and Recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. 2nd choice	Number	Percent
Maintenance of City parks	41	8.5 %
Number of City parks	20	4.1 %
Location of City parks	18	3.7 %
Number of walking & biking trails	42	8.7 %
Quality of outdoor athletic fields	26	5.4 %
Number of outdoor athletic fields	13	2.7 %
Availability of information about City parks & recreation programs	55	11.4 %
City's youth recreation programs	53	11.0 %
City's adult recreation programs	40	8.3 %
City special events & festivals	29	6.0 %
Elmwood Golf Course	3	0.6 %
Walking Stick Golf Course	3	0.6 %
Aquatic programs	17	3.5 %
Ice arena	7	1.4 %
Diversity of recreation programs	23	4.8 %
Motorsports activities	14	2.9 %
None chosen	80	16.5 %
Total	484	100.0 %

Q13. Which THREE of the Parks and Recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. 3rd choice	Number	Percent
Maintenance of City parks	34	7.0 %
Number of City parks	11	2.3 %
Location of City parks	17	3.5 %
Number of walking & biking trails	35	7.2 %
Quality of outdoor athletic fields	22	4.5 %
Number of outdoor athletic fields	7	1.4 %
Availability of information about City parks & recreation programs	43	8.9 %
City's youth recreation programs	29	6.0 %
City's adult recreation programs	34	7.0 %
City special events & festivals	63	13.0 %
Elmwood Golf Course	2	0.4 %
Walking Stick Golf Course	1	0.2 %
Aquatic programs	21	4.3 %
Ice arena	4	0.8 %
Diversity of recreation programs	50	10.3 %
Motorsports activities	14	2.9 %
None chosen	97	20.0 %
Total	484	100.0 %

SUM OF TOP 3 CHOICES

Q13. Which THREE of the Parks and Recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q13. Sum of top 3 choices	Number	Percent
Maintenance of City parks	217	44.8 %
Number of City parks	56	11.6 %
Location of City parks	44	9.1 %
Number of walking & biking trails	124	25.6 %
Quality of outdoor athletic fields	57	11.8 %
Number of outdoor athletic fields	34	7.0 %
Availability of information about City parks & recreation programs	141	29.1 %
City's youth recreation programs	133	27.5 %
City's adult recreation programs	90	18.6 %
City special events & festivals	111	22.9 %
Elmwood Golf Course	8	1.7 %
Walking Stick Golf Course	7	1.4 %
Aquatic programs	59	12.2 %
Ice arena	14	2.9 %
Diversity of recreation programs	80	16.5 %
Motorsports activities	41	8.5 %
None chosen	59	12.2 %
Total	1275	

Q14. Sewer and Stormwater Management. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Drainage of rainwater off City streets	4.5%	39.3%	27.5%	19.6%	4.5%	4.5%
Q14-2. Drainage of rainwater off properties next to your residence	10.7%	44.6%	25.0%	11.6%	3.9%	4.1%
Q14-3. Responsiveness to calls for emergency sewer service for sewer stops	4.5%	19.2%	29.3%	5.0%	2.1%	39.9%

WITHOUT "DON'T KNOW"

Q14. Sewer and Stormwater Management. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Drainage of rainwater off City streets	4.8%	41.1%	28.8%	20.6%	4.8%
Q14-2. Drainage of rainwater off properties next to your residence	11.2%	46.6%	26.1%	12.1%	4.1%
Q14-3. Responsiveness to calls for emergency sewer service for sewer stops	7.6%	32.0%	48.8%	8.2%	3.4%

Q15. Maintenance/Public Works. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Maintenance of major City streets	0.6%	15.7%	14.9%	36.0%	31.0%	1.9%
Q15-2. Timing of traffic signals	2.7%	28.1%	33.5%	25.4%	9.1%	1.2%
Q15-3. Maintenance of street signs/pavement markings	2.5%	32.6%	31.4%	20.9%	10.7%	1.9%
Q15-4. Demolition of vacant structures in dangerous building inventory	0.6%	5.6%	22.7%	31.2%	22.7%	17.1%
Q15-5. Overall cleanliness of City streets & other public areas	1.2%	14.9%	23.6%	33.9%	24.6%	1.9%
Q15-6. Adequacy of City street lighting	3.5%	38.2%	32.4%	17.4%	6.6%	1.9%
Q15-7. Condition of City sidewalks	1.7%	21.9%	30.4%	31.6%	11.6%	2.9%
Q15-8. Availability of sidewalks in City	2.1%	34.7%	35.7%	15.9%	7.9%	3.7%
Q15-9. Landscaping & appearance of public areas along City streets	3.5%	29.5%	31.6%	22.3%	11.2%	1.9%
Q15-10. Street sweeping service	3.3%	34.5%	33.3%	15.7%	9.3%	3.9%
Q15-11. Availability of ADA-accessible sidewalks	3.1%	28.5%	33.3%	11.0%	5.8%	18.4%

WITHOUT "DON'T KNOW"**Q15. Maintenance/Public Works. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Maintenance of major City streets	0.6%	16.0%	15.2%	36.6%	31.6%
Q15-2. Timing of traffic signals	2.7%	28.5%	33.9%	25.7%	9.2%
Q15-3. Maintenance of street signs/pavement markings	2.5%	33.3%	32.0%	21.3%	10.9%
Q15-4. Demolition of vacant structures in dangerous building inventory	0.7%	6.7%	27.4%	37.7%	27.4%
Q15-5. Overall cleanliness of City streets & other public areas	1.3%	15.2%	24.0%	34.5%	25.1%
Q15-6. Adequacy of City street lighting	3.6%	38.9%	33.1%	17.7%	6.7%
Q15-7. Condition of City sidewalks	1.7%	22.6%	31.3%	32.6%	11.9%
Q15-8. Availability of sidewalks in City	2.1%	36.1%	37.1%	16.5%	8.2%
Q15-9. Landscaping & appearance of public areas along City streets	3.6%	30.1%	32.2%	22.7%	11.4%
Q15-10. Street sweeping service	3.4%	35.9%	34.6%	16.3%	9.7%
Q15-11. Availability of ADA-accessible sidewalks	3.8%	34.9%	40.8%	13.4%	7.1%

Q16. Which THREE of the Maintenance/Public Works items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q16. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	265	54.8 %
Timing of traffic signals	17	3.5 %
Maintenance of street signs/pavement markings	14	2.9 %
Demolition of vacant structures in dangerous building inventory	45	9.3 %
Overall cleanliness of City streets & other public areas	43	8.9 %
Adequacy of City street lighting	8	1.7 %
Condition of City sidewalks	12	2.5 %
Availability of sidewalks in City	2	0.4 %
Landscaping & appearance of public areas along City streets	11	2.3 %
Street sweeping service	11	2.3 %
Availability of ADA-accessible sidewalks	26	5.4 %
None chosen	30	6.2 %
Total	484	100.0 %

Q16. Which THREE of the Maintenance/Public Works items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q16. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	44	9.1 %
Timing of traffic signals	49	10.1 %
Maintenance of street signs/pavement markings	40	8.3 %
Demolition of vacant structures in dangerous building inventory	104	21.5 %
Overall cleanliness of City streets & other public areas	95	19.6 %
Adequacy of City street lighting	14	2.9 %
Condition of City sidewalks	37	7.6 %
Availability of sidewalks in City	12	2.5 %
Landscaping & appearance of public areas along City streets	34	7.0 %
Street sweeping service	5	1.0 %
Availability of ADA-accessible sidewalks	11	2.3 %
None chosen	39	8.1 %
Total	484	100.0 %

Q16. Which THREE of the Maintenance/Public Works items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q16. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	39	8.1 %
Timing of traffic signals	26	5.4 %
Maintenance of street signs/pavement markings	19	3.9 %
Demolition of vacant structures in dangerous building inventory	54	11.2 %
Overall cleanliness of City streets & other public areas	101	20.9 %
Adequacy of City street lighting	24	5.0 %
Condition of City sidewalks	35	7.2 %
Availability of sidewalks in City	17	3.5 %
Landscaping & appearance of public areas along City streets	63	13.0 %
Street sweeping service	25	5.2 %
Availability of ADA-accessible sidewalks	19	3.9 %
None chosen	62	12.8 %
Total	484	100.0 %

SUM OF TOP 3 CHOICES

Q16. Which THREE of the Maintenance/Public Works items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q16. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	348	71.9 %
Timing of traffic signals	92	19.0 %
Maintenance of street signs/pavement markings	73	15.1 %
Demolition of vacant structures in dangerous building inventory	203	41.9 %
Overall cleanliness of City streets & other public areas	239	49.4 %
Adequacy of City street lighting	46	9.5 %
Condition of City sidewalks	84	17.4 %
Availability of sidewalks in City	31	6.4 %
Landscaping & appearance of public areas along City streets	108	22.3 %
Street sweeping service	41	8.5 %
Availability of ADA-accessible sidewalks	56	11.6 %
None chosen	30	6.2 %
Total	1351	

Q17. Pueblo Memorial Airport. Pueblo has an airport that provides commercial passenger flights. For each of the items listed, please rate your opinion to the statements below using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=484)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q17-1. I consider Pueblo Memorial Airport when booking a ticket	11.4%	17.1%	18.6%	18.6%	20.0%	14.3%
Q17-2. I'm aware that United Airlines branded service is offered from Pueblo Memorial Airport	18.2%	30.2%	15.5%	7.4%	7.2%	21.5%
Q17-3. I consider drive time & cost to drive to Colorado Springs & Denver when purchasing airline tickets	28.3%	35.3%	13.8%	7.9%	5.2%	9.5%
Q17-4. I will drive to Colorado Springs Airport to save any amount of money, if ticket is cheaper	25.2%	32.9%	16.9%	12.0%	3.9%	9.1%
Q17-5. I will drive to Denver International Airport to save any amount of money, if ticket is cheaper	14.5%	21.5%	19.8%	23.3%	13.0%	7.9%

WITHOUT "DON'T KNOW"

Q17. Pueblo Memorial Airport. Pueblo has an airport that provides commercial passenger flights. For each of the items listed, please rate your opinion to the statements below using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

(N=484)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q17-1. I consider Pueblo Memorial Airport when booking a ticket	13.3%	20.0%	21.7%	21.7%	23.4%
Q17-2. I'm aware that United Airlines branded service is offered from Pueblo Memorial Airport	23.2%	38.4%	19.7%	9.5%	9.2%
Q17-3. I consider drive time & cost to drive to Colorado Springs & Denver when purchasing airline tickets	31.3%	39.0%	15.3%	8.7%	5.7%
Q17-4. I will drive to Colorado Springs Airport to save any amount of money, if ticket is cheaper	27.7%	36.1%	18.6%	13.2%	4.3%
Q17-5. I will drive to Denver International Airport to save any amount of money, if ticket is cheaper	15.7%	23.3%	21.5%	25.3%	14.1%

Q18. Public Transportation. For each of the items listed, please rate your opinion to the statements below using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=484)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q18-1. I'm aware that Pueblo has public transportation services	35.5%	49.0%	9.5%	1.7%	1.0%	3.3%
Q18-2. I regularly use Pueblo Transit bus service	1.4%	2.9%	16.1%	23.1%	45.9%	10.5%
Q18-3. I regularly use CitiLift transportation	1.4%	2.1%	14.0%	23.1%	46.3%	13.0%
Q18-4. I have used new Bird Scooters in Pueblo	3.3%	3.9%	10.1%	21.5%	47.3%	13.8%

WITHOUT "DON'T KNOW"

Q18. Public Transportation. For each of the items listed, please rate your opinion to the statements below using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

(N=484)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q18-1. I'm aware that Pueblo has public transportation services	36.8%	50.6%	9.8%	1.7%	1.1%
Q18-2. I regularly use Pueblo Transit bus service	1.6%	3.2%	18.0%	25.9%	51.3%
Q18-3. I regularly use CitiLift transportation	1.7%	2.4%	16.2%	26.6%	53.2%
Q18-4. I have used new Bird Scooters in Pueblo	3.8%	4.6%	11.8%	24.9%	54.9%

Q19. City Leadership. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Overall satisfaction of leadership provided by Mayor	6.2%	21.1%	28.7%	18.2%	19.6%	6.2%
Q19-2. Overall satisfaction of leadership provided by City Council	1.7%	18.0%	32.0%	26.7%	16.3%	5.4%
Q19-3. Overall effectiveness of appointed boards & commissions	1.4%	17.6%	35.5%	21.3%	13.4%	10.7%
Q19-4. Overall effectiveness of economic development efforts	2.1%	17.1%	28.3%	26.4%	19.6%	6.4%

WITHOUT "DON'T KNOW"

Q19. City Leadership. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Overall satisfaction of leadership provided by Mayor	6.6%	22.5%	30.6%	19.4%	20.9%
Q19-2. Overall satisfaction of leadership provided by City Council	1.7%	19.0%	33.8%	28.2%	17.2%
Q19-3. Overall effectiveness of appointed boards & commissions	1.6%	19.7%	39.8%	23.8%	15.0%
Q19-4. Overall effectiveness of economic development efforts	2.2%	18.3%	30.2%	28.3%	21.0%

Q20. City Communication. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Satisfaction with communication from Mayor	4.8%	19.6%	31.0%	21.5%	14.5%	8.7%
Q20-2. Availability of information about City programs & services	1.7%	17.8%	34.1%	27.3%	12.2%	7.0%
Q20-3. City efforts to keep you informed about local issues	1.4%	18.0%	32.9%	30.0%	13.0%	4.8%
Q20-4. How open City is to public involvement & input from residents	1.9%	12.8%	31.4%	25.6%	15.5%	12.8%
Q20-5. Quality of programming on City's cable television channel (Channel 17)	1.2%	8.7%	25.8%	8.9%	6.4%	49.0%
Q20-6. Quality of City's web page (www.pueblo.us)	2.1%	14.7%	34.1%	10.3%	5.8%	33.1%
Q20-7. City communication on social media	1.2%	15.5%	31.6%	10.1%	7.9%	33.7%

WITHOUT "DON'T KNOW"

Q20. City Communication. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Satisfaction with communication from Mayor	5.2%	21.5%	33.9%	23.5%	15.8%
Q20-2. Availability of information about City programs & services	1.8%	19.1%	36.7%	29.3%	13.1%
Q20-3. City efforts to keep you informed about local issues	1.5%	18.9%	34.5%	31.5%	13.7%
Q20-4. How open City is to public involvement & input from residents	2.1%	14.7%	36.0%	29.4%	17.8%
Q20-5. Quality of programming on City's cable television channel (Channel 17)	2.4%	17.0%	50.6%	17.4%	12.6%
Q20-6. Quality of City's web page (www.pueblo.us)	3.1%	21.9%	50.9%	15.4%	8.6%
Q20-7. City communication on social media	1.9%	23.4%	47.7%	15.3%	11.8%

Q21. Where do you receive your information about the City?

<u>Q21. Where do you receive your information about City</u>	<u>Number</u>	<u>Percent</u>
Newspaper	168	34.7 %
Social media	201	41.5 %
Television	280	57.9 %
City website (www.pueblo.us)	111	22.9 %
Channel 17	18	3.7 %
Other	42	8.7 %
Total	820	

Q22. Have you contacted the City during the past year?

<u>Q22. Have you contacted City during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	161	33.3 %
No	323	66.7 %
Total	484	100.0 %

Q22a. Using a scale of 1 to 5, where 5 means "Always" and 1 means "Never," please rate your satisfaction with City employees (not elected officials) on the following behaviors.

(N=161)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q22a-1. Staff was courteous & polite	28.6%	42.9%	15.5%	8.1%	3.1%	1.9%
Q22a-2. Staff gave prompt, accurate, & complete answers to questions	19.3%	35.4%	23.6%	11.8%	6.8%	3.1%
Q22a-3. Staff was timely in their response	18.0%	32.9%	25.5%	13.0%	8.1%	2.5%
Q22a-4. Staff worked with me to resolve my issue	19.3%	29.2%	21.7%	14.3%	12.4%	3.1%
Q22a-5. Staff was consistent in their interpretation of the code	13.7%	22.4%	25.5%	11.8%	8.7%	18.0%
Q22a-6. It was easy to contact the person I needed	11.2%	27.3%	21.7%	21.1%	15.5%	3.1%
Q22a-7. Services were provided at a time that was accommodating to my schedule	11.2%	25.5%	21.7%	14.9%	13.0%	13.7%
Q22a-8. Treatment received was unbiased	21.7%	32.9%	18.0%	8.7%	6.2%	12.4%

WITHOUT "DON'T KNOW"

Q22a. Using a scale of 1 to 5, where 5 means "Always" and 1 means "Never," please rate your satisfaction with City employees (not elected officials) on the following behaviors. (without "don't know")

(N=161)

	Always	Usually	Sometimes	Seldom	Never
Q22a-1. Staff was courteous & polite	29.1%	43.7%	15.8%	8.2%	3.2%
Q22a-2. Staff gave prompt, accurate, & complete answers to questions	19.9%	36.5%	24.4%	12.2%	7.1%
Q22a-3. Staff was timely in their response	18.5%	33.8%	26.1%	13.4%	8.3%
Q22a-4. Staff worked with me to resolve my issue	19.9%	30.1%	22.4%	14.7%	12.8%
Q22a-5. Staff was consistent in their interpretation of the code	16.7%	27.3%	31.1%	14.4%	10.6%
Q22a-6. It was easy to contact the person I needed	11.5%	28.2%	22.4%	21.8%	16.0%
Q22a-7. Services were provided at a time that was accommodating to my schedule	12.9%	29.5%	25.2%	17.3%	15.1%
Q22a-8. Treatment received was unbiased	24.8%	37.6%	20.6%	9.9%	7.1%

Q23. Quality of Life. Several reasons for deciding where to live are listed below. Using a scale from 1 to 4, where 4 is "Very Important" and 1 is "Not Important," please rate how important each reason was in your decision to live where you live.

(N=484)

	Very important	Somewhat important	Not sure	Not important
Q23-1. Sense of community	47.3%	37.4%	10.7%	4.5%
Q23-2. Quality of public education	61.6%	19.6%	11.4%	7.4%
Q23-3. Employment opportunities	60.1%	21.5%	11.4%	7.0%
Q23-4. Affordability of housing	70.9%	19.0%	6.8%	3.3%
Q23-5. Quality of housing	70.9%	19.0%	9.3%	0.8%
Q23-6. Availability of housing	66.3%	21.1%	9.5%	3.1%
Q23-7. Access to quality shopping	54.1%	28.1%	11.6%	6.2%
Q23-8. Proximity to family or friends	47.7%	31.0%	8.7%	12.6%
Q23-9. Safety & security	80.2%	12.6%	6.2%	1.0%
Q23-10. Accessibility to airport & other communities	22.9%	45.9%	14.3%	16.9%
Q23-11. Educational opportunities for preschool age children	41.3%	21.5%	16.5%	20.7%
Q23-12. Quality health care	75.2%	16.3%	7.0%	1.4%
Q23-13. Public transportation (bus)	26.0%	27.5%	17.8%	28.7%
Q23-14. Opportunities and/or resources for senior citizens	49.2%	22.9%	16.9%	11.0%

Q23. Quality of Life. Please indicate if your needs are being met in Pueblo.

(N=484)

	Yes	No	Not provided
Q23-1. Sense of community	43.0%	27.3%	29.8%
Q23-2. Quality of public education	30.2%	34.3%	35.5%
Q23-3. Employment opportunities	35.1%	30.4%	34.5%
Q23-4. Affordability of housing	33.7%	33.3%	33.1%
Q23-5. Quality of housing	37.6%	30.0%	32.4%
Q23-6. Availability of housing	31.6%	34.5%	33.9%
Q23-7. Access to quality shopping	38.4%	31.8%	29.8%
Q23-8. Proximity to family or friends	59.3%	9.9%	30.8%
Q23-9. Safety & security	30.8%	39.3%	30.0%
Q23-10. Accessibility to airport & other communities	45.7%	19.6%	34.7%
Q23-11. Educational opportunities for preschool age children	34.1%	20.9%	45.0%
Q23-12. Quality health care	44.2%	24.2%	31.6%
Q23-13. Public transportation (bus)	39.5%	14.5%	46.1%
Q23-14. Opportunities and/or resources for senior citizens	34.3%	23.1%	42.6%

WITHOUT "NOT PROVIDED"**Q23. Quality of Life. Please indicate if your needs are being met in Pueblo. (without "not provided")**

(N=484)

	Yes	No
Q23-1. Sense of community	61.2%	38.8%
Q23-2. Quality of public education	46.8%	53.2%
Q23-3. Employment opportunities	53.6%	46.4%
Q23-4. Affordability of housing	50.3%	49.7%
Q23-5. Quality of housing	55.7%	44.3%
Q23-6. Availability of housing	47.8%	52.2%
Q23-7. Access to quality shopping	54.7%	45.3%
Q23-8. Proximity to family or friends	85.7%	14.3%
Q23-9. Safety & security	44.0%	56.0%
Q23-10. Accessibility to airport & other communities	69.9%	30.1%
Q23-11. Educational opportunities for preschool age children	62.0%	38.0%
Q23-12. Quality health care	64.7%	35.3%
Q23-13. Public transportation (bus)	73.2%	26.8%
Q23-14. Opportunities and/or resources for senior citizens	59.7%	40.3%

Q24. Which THREE of the reasons listed in Question 23 will have the MOST IMPACT on your decision to stay in Pueblo for the next 10 years?

<u>Q24. Top choice</u>	<u>Number</u>	<u>Percent</u>
Sense of community	51	10.5 %
Quality of public education	37	7.6 %
Employment opportunities	39	8.1 %
Affordability of housing	70	14.5 %
Quality of housing	8	1.7 %
Availability of housing	8	1.7 %
Access to quality shopping	12	2.5 %
Proximity to family or friends	65	13.4 %
Safety & security	89	18.4 %
Accessibility to airport & other communities	4	0.8 %
Educational opportunities for preschool age children	3	0.6 %
Quality health care	24	5.0 %
Public transportation (bus)	1	0.2 %
Opportunities and/or resources for senior citizens	19	3.9 %
None chosen	54	11.2 %
Total	484	100.0 %

Q24. Which THREE of the reasons listed in Question 23 will have the MOST IMPACT on your decision to stay in Pueblo for the next 10 years?

<u>Q24. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Sense of community	33	6.8 %
Quality of public education	20	4.1 %
Employment opportunities	37	7.6 %
Affordability of housing	63	13.0 %
Quality of housing	26	5.4 %
Availability of housing	20	4.1 %
Access to quality shopping	22	4.5 %
Proximity to family or friends	32	6.6 %
Safety & security	77	15.9 %
Accessibility to airport & other communities	8	1.7 %
Educational opportunities for preschool age children	10	2.1 %
Quality health care	49	10.1 %
Public transportation (bus)	2	0.4 %
Opportunities and/or resources for senior citizens	22	4.5 %
None chosen	63	13.0 %
Total	484	100.0 %

Q24. Which THREE of the reasons listed in Question 23 will have the MOST IMPACT on your decision to stay in Pueblo for the next 10 years?

<u>Q24. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Sense of community	30	6.2 %
Quality of public education	21	4.3 %
Employment opportunities	30	6.2 %
Affordability of housing	39	8.1 %
Quality of housing	40	8.3 %
Availability of housing	24	5.0 %
Access to quality shopping	27	5.6 %
Proximity to family or friends	17	3.5 %
Safety & security	64	13.2 %
Accessibility to airport & other communities	14	2.9 %
Educational opportunities for preschool age children	8	1.7 %
Quality health care	68	14.0 %
Public transportation (bus)	5	1.0 %
Opportunities and/or resources for senior citizens	27	5.6 %
None chosen	70	14.5 %
Total	484	100.0 %

SUM OF TOP 3 CHOICES

Q24. Which THREE of the reasons listed in Question 23 will have the MOST IMPACT on your decision to stay in Pueblo for the next 10 years? (top 3)

<u>Q24. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Sense of community	114	23.6 %
Quality of public education	78	16.1 %
Employment opportunities	106	21.9 %
Affordability of housing	172	35.5 %
Quality of housing	74	15.3 %
Availability of housing	52	10.7 %
Access to quality shopping	61	12.6 %
Proximity to family or friends	114	23.6 %
Safety & security	230	47.5 %
Accessibility to airport & other communities	26	5.4 %
Educational opportunities for preschool age children	21	4.3 %
Quality health care	141	29.1 %
Public transportation (bus)	8	1.7 %
Opportunities and/or resources for senior citizens	68	14.0 %
None chosen	54	11.2 %
Total	1319	

Q25. Neighborhood Concerns. Please indicate the extent to which you think each of the following is a concern in your neighborhood using a scale of 1 to 4, where 4 is a "Major Problem" and 1 is "Not a Problem."

(N=484)

	Major problem	Moderate problem	Minor problem	Not a problem	Don't know
Q25-1. Crime, drugs, or violence	46.1%	25.0%	17.4%	8.1%	3.5%
Q25-2. Homelessness	44.6%	21.7%	16.5%	13.2%	3.9%
Q25-3. Availability of cultural activities	10.3%	23.6%	23.6%	28.1%	14.5%
Q25-4. Availability of recreational activities	10.7%	25.8%	23.8%	26.2%	13.4%
Q25-5. Availability of affordable, quality child care	16.5%	16.7%	10.7%	13.6%	42.4%
Q25-6. Abandoned or run-down buildings	32.0%	21.9%	19.6%	18.8%	7.6%
Q25-7. Unsupervised children or teenagers	23.6%	22.5%	21.1%	21.7%	11.2%
Q25-8. Speeding on neighborhood streets	45.7%	25.2%	19.4%	5.8%	3.9%
Q25-9. Roaming/loose animals	15.5%	20.2%	33.7%	25.6%	5.0%
Q25-10. Flooding	6.2%	13.6%	27.9%	41.3%	11.0%
Q25-11. Overgrown lots	21.7%	22.1%	27.9%	21.3%	7.0%
Q25-12. Graffiti	14.9%	24.4%	28.3%	25.2%	7.2%
Q25-13. Junk cars or vehicles	25.8%	18.2%	29.1%	20.9%	6.0%
Q25-14. Condition of alleys	28.7%	20.7%	13.8%	18.8%	18.0%

WITHOUT "DON'T KNOW"

Q25. Neighborhood Concerns. Please indicate the extent to which you think each of the following is a concern in your neighborhood using a scale of 1 to 4, where 4 is a "Major Problem" and 1 is "Not a Problem." (without "don't know")

(N=484)

	Major problem	Moderate problem	Minor problem	Not a problem
Q25-1. Crime, drugs, or violence	47.8%	25.9%	18.0%	8.4%
Q25-2. Homelessness	46.5%	22.6%	17.2%	13.8%
Q25-3. Availability of cultural activities	12.1%	27.5%	27.5%	32.9%
Q25-4. Availability of recreational activities	12.4%	29.8%	27.4%	30.3%
Q25-5. Availability of affordable, quality child care	28.7%	29.0%	18.6%	23.7%
Q25-6. Abandoned or run-down buildings	34.7%	23.7%	21.3%	20.4%
Q25-7. Unsupervised children or teenagers	26.5%	25.3%	23.7%	24.4%
Q25-8. Speeding on neighborhood streets	47.5%	26.2%	20.2%	6.0%
Q25-9. Roaming/loose animals	16.3%	21.3%	35.4%	27.0%
Q25-10. Flooding	7.0%	15.3%	31.3%	46.4%
Q25-11. Overgrown lots	23.3%	23.8%	30.0%	22.9%
Q25-12. Graffiti	16.0%	26.3%	30.5%	27.2%
Q25-13. Junk cars or vehicles	27.5%	19.3%	31.0%	22.2%
Q25-14. Condition of alleys	35.0%	25.2%	16.9%	22.9%

Q26. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26-1. Condition of housing	11.6%	38.4%	25.6%	14.7%	5.6%	4.1%
Q26-2. Availability of housing	4.5%	24.0%	33.7%	18.8%	8.7%	10.3%
Q26-3. Enforcing cleanup of litter & debris on private property	3.9%	19.8%	21.1%	28.5%	20.9%	5.8%
Q26-4. Enforcing mowing & trimming of grass, trees, shrubs, & weeds on property	4.8%	22.1%	21.5%	26.2%	20.2%	5.2%
Q26-5. Enforcing maintenance of residential property (exterior of homes, general upkeep)	4.3%	19.6%	29.3%	23.6%	16.1%	7.0%
Q26-6. Removal of junk vehicles	4.8%	15.9%	29.3%	23.1%	16.9%	9.9%
Q26-7. Condition of streets	3.1%	16.9%	19.2%	29.3%	29.1%	2.3%
Q26-8. Overall appearance of your neighborhood	9.7%	35.3%	28.9%	17.1%	6.4%	2.5%

WITHOUT "DON'T KNOW"

Q26. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=484)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26-1. Condition of housing	12.1%	40.1%	26.7%	15.3%	5.8%
Q26-2. Availability of housing	5.1%	26.7%	37.6%	21.0%	9.7%
Q26-3. Enforcing cleanup of litter & debris on private property	4.2%	21.1%	22.4%	30.3%	22.1%
Q26-4. Enforcing mowing & trimming of grass, trees, shrubs, & weeds on property	5.0%	23.3%	22.7%	27.7%	21.4%
Q26-5. Enforcing maintenance of residential property (exterior of homes, general upkeep)	4.7%	21.1%	31.6%	25.3%	17.3%
Q26-6. Removal of junk vehicles	5.3%	17.7%	32.6%	25.7%	18.8%
Q26-7. Condition of streets	3.2%	17.3%	19.7%	30.0%	29.8%
Q26-8. Overall appearance of your neighborhood	10.0%	36.2%	29.7%	17.6%	6.6%

Q27. Funding Ballot Issues. For each of the following, please rate how likely you would be to support a sales tax increase to address each of the following using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely."

(N=484)

	Very likely	Likely	Neutral	Unlikely	Very unlikely	Don't know
Q27-1. Fire station replacement	14.3%	24.8%	25.0%	15.1%	14.7%	6.2%
Q27-2. Downtown community recreation center	16.3%	22.5%	22.5%	20.0%	11.6%	7.0%
Q27-3. Building & maintaining neighborhood parks	18.0%	35.5%	23.6%	11.4%	6.4%	5.2%
Q27-4. Street repairs & maintenance	44.0%	30.6%	9.1%	5.6%	6.8%	3.9%
Q27-5. Demolishing abandoned homes	29.1%	28.3%	18.8%	11.0%	7.0%	5.8%
Q27-6. Recycle or large item drop off facility	41.5%	28.3%	12.2%	6.0%	7.2%	4.8%
Q27-7. Creation of an Arts & Entertainment District	21.3%	22.5%	22.1%	14.0%	13.8%	6.2%

WITHOUT "DON'T KNOW"

Q27. Funding Ballot Issues. For each of the following, please rate how likely you would be to support a sales tax increase to address each of the following using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely." (without "don't know")

(N=484)

	Very likely	Likely	Neutral	Unlikely	Very unlikely
Q27-1. Fire station replacement	15.2%	26.4%	26.7%	16.1%	15.6%
Q27-2. Downtown community recreation center	17.6%	24.2%	24.2%	21.6%	12.4%
Q27-3. Building & maintaining neighborhood parks	19.0%	37.5%	24.8%	12.0%	6.8%
Q27-4. Street repairs & maintenance	45.8%	31.8%	9.5%	5.8%	7.1%
Q27-5. Demolishing abandoned homes	30.9%	30.0%	20.0%	11.6%	7.5%
Q27-6. Recycle or large item drop off facility	43.6%	29.7%	12.8%	6.3%	7.6%
Q27-7. Creation of an Arts & Entertainment District	22.7%	24.0%	23.6%	15.0%	14.8%

Q28. Approximately how many years have you lived in the City of Pueblo?

<u>Q28. How many years have you lived in City of Pueblo</u>	<u>Number</u>	<u>Percent</u>
Less than 5 years	54	11.2 %
5-10 years	62	12.8 %
11-20 years	109	22.5 %
20+ years	251	51.9 %
Not provided	8	1.7 %
Total	484	100.0 %

Q29. What is your age?

<u>Q29. Your age</u>	<u>Number</u>	<u>Percent</u>
Under 35	83	17.1 %
35-44	87	18.0 %
45-54	96	19.8 %
55-64	99	20.5 %
65+	101	20.9 %
Not provided	18	3.7 %
Total	484	100.0 %

Q30. Do you have children under the age of 18 in your household?

<u>Q30. Do you have children under 18 in your household</u>	<u>Number</u>	<u>Percent</u>
Yes	157	32.4 %
No	316	65.3 %
Not provided	11	2.3 %
Total	484	100.0 %

Q31. Which of the following best describes your race?

Q31. Which following best describes your race	Number	Percent
Asian or Asian Indian	8	1.7 %
Black or African American	13	2.7 %
American Indian or Alaska Native	19	3.9 %
White	364	75.2 %
Hispanic, Spanish, or Latino/a/x	240	49.6 %
Native Hawaiian or other Pacific Islander	2	0.4 %
Other	7	1.4 %
Total	653	

Q31-7. Self-describe your race:

Q31-6. Self-describe your race	Number	Percent
Mixed	3	42.9 %
Multiple races	2	28.6 %
Iranian and Native American	1	14.3 %
Not just one	1	14.3 %
Total	7	100.0 %

Q32. Which of the following best describes your current place of employment?

Q32. Which following best describes your current place of employment	Number	Percent
Employed outside the home	255	52.7 %
Self-employed	56	11.6 %
Remote work from home	28	5.8 %
Student	3	0.6 %
Retired	120	24.8 %
Unemployed	14	2.9 %
Not provided	8	1.7 %
Total	484	100.0 %

Q32a. Where do you work?

Q32a. Where do you work	Number	Percent
In Pueblo	208	81.6 %
Inside Pueblo County but outside City	23	9.0 %
Somewhere else in Colorado	21	8.2 %
Other	3	1.2 %
Total	255	100.0 %

Q32a-4. Other

<u>Q32a-4. Other</u>	<u>Number</u>	<u>Percent</u>
Some work in Pueblo as well as much of Southern Colorado	1	33.3 %
Traveling nurse	1	33.3 %
Nevada	1	33.3 %
Total	3	100.0 %

Q33. Your gender:

<u>Q33. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	219	45.2 %
Female	236	48.8 %
Non-binary	14	2.9 %
Other	1	0.2 %
Not provided	14	2.9 %
Total	484	100.0 %

Q33-4. Self-describe your gender:

<u>Q33-4. Self-describe your gender</u>	<u>Number</u>	<u>Percent</u>
Gender fluid	1	100.0 %
Total	1	100.0 %



5

Survey Instrument

March 2022

The voices of our citizens matter to the leaders of the City of Pueblo. You have been selected to participate in a survey designed to gather resident opinions and feedback regarding City services and programs. The information requested in this survey will be used to help improve our services and determine the future needs of Pueblo citizens.

We greatly appreciate your participation. Please take a few minutes to complete and return this survey. We estimate it should take approximately 15-20 minutes to answer all the questions, and your individual responses to the questions will remain confidential. The information printed on the survey identifies responses from broad geographic areas and helps us determine where we might improve our service delivery.

Please return your completed survey in the next 10 days using the postage paid envelope provided. If you would prefer to complete your survey online, please go to pueblosurvey.com to submit your survey electronically.

The survey data will be compiled and analyzed by ETC Institute, one of the nation's leading governmental research firms. ETC representatives will present survey results to the Pueblo City Council at a public meeting following the return of the results.

If you have any questions about the survey, please contact the Mayor's office at 719-553-2655. Thank you for helping guide the direction of our community by completing and returning the enclosed survey.

Sincerely,



Nicholas A. Gradisar
Mayor

Please take a few minutes to complete this survey. Your input is an important part of the city's ongoing effort to identify and respond to resident concerns. If you prefer, you may complete the survey on-line at pueblosurvey.com. If you have questions, please call the Mayor's Office at 719-553-2655.

1. **Overall Satisfaction with City Services.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with each of the services listed below.

City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of police services	5	4	3	2	1	9
02. Overall quality of city parks and recreation programs and facilities	5	4	3	2	1	9
03. Overall maintenance of city streets	5	4	3	2	1	9
04. Overall maintenance of city buildings and facilities	5	4	3	2	1	9
05. Overall enforcement of city codes and ordinances	5	4	3	2	1	9
06. Overall quality of Fire Department and Emergency Medical Services	5	4	3	2	1	9
07. Overall effectiveness of city communication with the public	5	4	3	2	1	9
08. Overall quality of the city's stormwater runoff/stormwater management system	5	4	3	2	1	9
09. Overall flow of traffic and congestion management in the city	5	4	3	2	1	9
10. Overall quality of sanitary sewer/wastewater management system	5	4	3	2	1	9
11. Overall quality of services provided by the City of Pueblo	5	4	3	2	1	9

2. **Which THREE of the items listed above do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?** [Write in your answers below using the numbers from the list in Question 1.]

1st: ____ 2nd: ____ 3rd: ____

3. **Several items that may influence your perception of the City of Pueblo are listed below. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor".**

How would you rate the City of Pueblo...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. The City of Pueblo as a place to live	5	4	3	2	1	9
02. The City of Pueblo as a place to raise children	5	4	3	2	1	9
03. The City of Pueblo as a place to work	5	4	3	2	1	9
04. The City of Pueblo as a place to retire	5	4	3	2	1	9
05. Overall image of the city	5	4	3	2	1	9
06. Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
07. How well the city is managing redevelopment in the city	5	4	3	2	1	9
08. How well the city is ensuring the social, environmental, and economic sustainability of the city	5	4	3	2	1	9
09. Overall quality of life in the city	5	4	3	2	1	9
10. Overall appearance of the city	5	4	3	2	1	9
11. Availability of employment	5	4	3	2	1	9
12. How well the city is addressing homeless issues	5	4	3	2	1	9

4. Public Safety. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

Public Safety		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of local police protection	5	4	3	2	1	9
02.	The visibility of police in neighborhoods	5	4	3	2	1	9
03.	The city's efforts to prevent crime	5	4	3	2	1	9
04.	How quickly police respond to emergencies	5	4	3	2	1	9
05.	Enforcement of local traffic laws	5	4	3	2	1	9
06.	Police safety education programs	5	4	3	2	1	9
07.	Overall quality of local fire protection	5	4	3	2	1	9
08.	Location of fire stations	5	4	3	2	1	9
09.	How quickly Fire Department/Emergency Services personnel respond to emergencies	5	4	3	2	1	9
10.	Fire safety education programs	5	4	3	2	1	9
11.	Quality of animal control	5	4	3	2	1	9
12.	Overall feeling of safety in the city	5	4	3	2	1	9

5. Which THREE of the Public Safety items listed above do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 4.]

1st: ____ 2nd: ____ 3rd: ____

6. Police Department. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

Police Department		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Pueblo Police Department's overall performance	5	4	3	2	1	9
2.	The competence of Police Department personnel	5	4	3	2	1	9
3.	The attitude and behavior of Police Department personnel toward citizens	5	4	3	2	1	9
4.	The level of safety and security in your neighborhood	5	4	3	2	1	9

7. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe", please rate how safe you feel in the following situations.

How safe do you feel...	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know	
1.	In your neighborhood during the day	4	3	2	1	9
2.	In your neighborhood at night	4	3	2	1	9
3.	Along park trails and river trails	4	3	2	1	9

8. Are there any areas in town where you do not feel safe?

____(1) Yes [Answer Q8a-b.] ____ (2) No [Skip to Q9.]

8a. Where are the specific areas in town that you do not feel safe?

8b. Why do you not feel safe there?

9. Enforcement of Codes and Ordinances. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

Codes and Ordinances		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Removal of graffiti	5	4	3	2	1	9
2.	Enforcing codes designed to protect public safety	5	4	3	2	1	9
3.	Enforcing vacant and abandoned building regulations	5	4	3	2	1	9
4.	Enforcing codes relating to animals	5	4	3	2	1	9
5.	Cleanup of litter and debris on private property	5	4	3	2	1	9

10. Funding from the 2018-2022 Public Safety Sales Tax supports the hiring of Police Officers. How likely are you to support the continuation of this tax on the 2022 ballot?

____(5) Very likely ____ (4) Likely ____ (3) Neutral ____ (2) Not likely ____ (1) Not likely at all ____ (9) Don't know

11. Fire Department and Emergency Medical Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

Fire and Emergency Medical Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The overall performance of Fire and Emergency Medical Services	5	4	3	2	1	9
2.	The competence of Fire and Emergency Medical Services personnel	5	4	3	2	1	9
3.	The attitude and behavior of Fire and Emergency Medical Services personnel	5	4	3	2	1	9

12. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

Parks and Recreation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of city parks	5	4	3	2	1	9
02.	Number of city parks	5	4	3	2	1	9
03.	Location of city parks	5	4	3	2	1	9
04.	Number of walking and biking trails	5	4	3	2	1	9
05.	Quality of outdoor athletic fields	5	4	3	2	1	9
06.	Number of outdoor athletic fields	5	4	3	2	1	9
07.	Availability of information about city parks and recreation programs	5	4	3	2	1	9
08.	The city's youth recreation programs	5	4	3	2	1	9
09.	The city's adult recreation programs	5	4	3	2	1	9
10.	City special events and festivals	5	4	3	2	1	9
11.	Elmwood Golf Course	5	4	3	2	1	9
12.	Walking Stick Golf Course	5	4	3	2	1	9
13.	Aquatic programs	5	4	3	2	1	9
14.	Ice arena	5	4	3	2	1	9
15.	The diversity of recreation programs	5	4	3	2	1	9
16.	Motorsports activities	5	4	3	2	1	9

13. Which THREE of the Parks and Recreation items listed above do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 12.]

1st: ____ 2nd: ____ 3rd: ____

14. Sewer and Stormwater Management. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

Sewer and Stormwater Management		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Drainage of rainwater off city streets	5	4	3	2	1	9
2.	Drainage of rainwater off properties next to your residence	5	4	3	2	1	9
3.	Responsiveness to calls for emergency sewer service for sewer stops	5	4	3	2	1	9

15. **Maintenance/Public Works.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

City Maintenance/Public Works		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of major city streets	5	4	3	2	1	9
02.	Timing of traffic signals	5	4	3	2	1	9
03.	Maintenance of street signs/pavement markings	5	4	3	2	1	9
04.	Demolition of vacant structures in dangerous building inventory	5	4	3	2	1	9
05.	Overall cleanliness of city streets and other public areas	5	4	3	2	1	9
06.	Adequacy of city street lighting	5	4	3	2	1	9
07.	Condition of city sidewalks	5	4	3	2	1	9
08.	Availability of sidewalks in the city	5	4	3	2	1	9
09.	Landscaping and appearance of public areas along city streets	5	4	3	2	1	9
10.	Street sweeping service	5	4	3	2	1	9
11.	Availability of ADA-accessible sidewalks	5	4	3	2	1	9

16. **Which THREE of the Maintenance/Public Works items listed above do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 15.]**

1st: ____ 2nd: ____ 3rd: ____

17. **Pueblo Memorial Airport.** Pueblo has an airport that provides commercial passenger flights. For each of the items listed, please rate your opinion to the statements below using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree".

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	I consider the Pueblo Memorial Airport when booking a ticket	5	4	3	2	1	9
2.	I'm aware that United Airlines branded service is offered from the Pueblo Memorial Airport	5	4	3	2	1	9
3.	I consider the drive time and cost to drive to Colorado Springs and Denver when purchasing airline tickets	5	4	3	2	1	9
4.	I will drive to Colorado Springs Airport to save any amount of money, if the ticket is cheaper	5	4	3	2	1	9
5.	I will drive to Denver International Airport to save any amount of money, if the ticket is cheaper	5	4	3	2	1	9

18. **Public Transportation.** For each of the items listed, please rate your opinion to the statements below using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree".

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	I'm aware that Pueblo has public transportation services	5	4	3	2	1	9
2.	I regularly use Pueblo Transit bus service	5	4	3	2	1	9
3.	I regularly use CitiLift transportation	5	4	3	2	1	9
4.	I have used the new Bird Scooters in Pueblo	5	4	3	2	1	9

19. **City Leadership.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

City Leadership		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall satisfaction of leadership provided by the Mayor	5	4	3	2	1	9
2.	Overall satisfaction of leadership provided by the City Council	5	4	3	2	1	9
3.	Overall effectiveness of appointed boards and commissions	5	4	3	2	1	9
4.	Overall effectiveness of economic development efforts	5	4	3	2	1	9

20. City Communication. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

City Communication	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Satisfaction with communication from the Mayor	5	4	3	2	1	9
2. The availability of information about city programs and services	5	4	3	2	1	9
3. City efforts to keep you informed about local issues	5	4	3	2	1	9
4. How open the city is to public involvement and input from residents	5	4	3	2	1	9
5. The quality of programming on the city's cable television channel (Channel 17)	5	4	3	2	1	9
6. The quality of the city's web page (www.pueblo.us)	5	4	3	2	1	9
7. City communication on social media	5	4	3	2	1	9

21. Where do you receive your information about the city? [Check all that apply.]

- (1) Newspaper (3) Television (5) Channel 17
 (2) Social Media (4) City Website (www.pueblo.us) (6) Other: _____

22. Have you contacted the city during the past year?

- (1) Yes [Answer Q22a.] (2) No [Skip to Q23.]

22a. Using a scale of 1 to 5, where 5 means "Always" and 1 means "Never", please rate your satisfaction with city employees (not elected officials) on the following behaviors.

Customer Service Characteristics	Always	Usually	Sometimes	Seldom	Never	Don't Know
1. Staff was courteous and polite	5	4	3	2	1	9
2. Staff gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
3. Staff was timely in their response	5	4	3	2	1	9
4. Staff worked with me to resolve my issue	5	4	3	2	1	9
5. Staff was consistent in their interpretation of the code	5	4	3	2	1	9
6. It was easy to contact the person I needed	5	4	3	2	1	9
7. Services were provided at a time that was accommodating to my schedule	5	4	3	2	1	9
8. Treatment received was unbiased	5	4	3	2	1	9

23. Quality of Life. Several reasons for deciding where to live are listed below. Using a scale from 1 to 4, where 4 is "Very Important" and 1 is "Not Important", please rate how important each reason was in your decision to live where you live. Then, please indicate if your needs are being met in Pueblo.

Reasons for Choosing a Community to Live In:	Very Important	Somewhat Important	Not Sure	Not Important	Are your needs being met in Pueblo?	
01. Sense of community	4	3	2	1	Yes	No
02. Quality of public education	4	3	2	1	Yes	No
03. Employment opportunities	4	3	2	1	Yes	No
04. Affordability of housing	4	3	2	1	Yes	No
05. Quality of housing	4	3	2	1	Yes	No
06. Availability of housing	4	3	2	1	Yes	No
07. Access to quality shopping	4	2	2	1	Yes	No
08. Proximity to family or friends	4	3	2	1	Yes	No
09. Safety and security	4	3	2	1	Yes	No
10. Accessibility to airport and other communities	4	3	2	1	Yes	No
11. Educational opportunities for preschool age children	4	3	2	1	Yes	No
12. Quality health care	4	3	2	1	Yes	No
13. Public transportation (bus)	4	3	2	1	Yes	No
14. Opportunities and/or resources for senior citizens	4	3	2	1	Yes	No

24. Which **THREE** of the reasons listed on the previous page from Question 23 will have the **MOST IMPACT** on your decision to stay in Pueblo for the next 10 years? [Write in your answers below using the numbers from the list in Question 23.]

1st: ____ 2nd: ____ 3rd: ____

25. **Neighborhood Concerns.** Please indicate the extent to which you think each of the following is a concern in your neighborhood using a scale of 1 to 4, where 4 is a "Major Problem" and 1 is "Not a Problem".

Neighborhood Concerns	Major Problem	Moderate Problem	Minor Problem	Not a Problem	Don't Know
01. Crime, drugs, or violence	4	3	2	1	9
02. Homelessness	4	3	2	1	9
03. Availability of cultural activities	4	3	2	1	9
04. Availability of recreational activities	4	3	2	1	9
05. Availability of affordable, quality child care	4	3	2	1	9
06. Abandoned or run-down buildings	4	3	2	1	9
07. Unsupervised children or teenagers	4	3	2	1	9
08. Speeding on neighborhood streets	4	3	2	1	9
09. Roaming/Loose animals	4	3	2	1	9
10. Flooding	4	3	2	1	9
11. Overgrown lots	4	3	2	1	9
12. Graffiti	4	3	2	1	9
13. Junk cars or vehicles	4	3	2	1	9
14. Condition of alleys	4	3	2	1	9

26. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

In your neighborhood, how satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Condition of housing	5	4	3	2	1	9
2. Availability of housing	5	4	3	2	1	9
3. Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
4. Enforcing the mowing and trimming of grass, trees, shrubs, and weeds on property	5	4	3	2	1	9
5. Enforcing the maintenance of residential property (exterior of homes, general upkeep)	5	4	3	2	1	9
6. Removal of junk vehicles	5	4	3	2	1	9
7. Condition of streets	5	4	3	2	1	9
8. Overall appearance of your neighborhood	5	4	3	2	1	9

27. **Funding Ballot Issues.** For each of the following, please rate how likely you would be to support a sales tax increase to address each of the following using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely".

Would you support a tax increase to address...	Very Likely	Likely	Neutral	Unlikely	Very Unlikely	Don't Know
1. Fire Station replacement	5	4	3	2	1	9
2. Downtown community recreation center	5	4	3	2	1	9
3. Building and maintaining neighborhood parks	5	4	3	2	1	9
4. Street repairs and maintenance	5	4	3	2	1	9
5. Demolishing abandoned homes	5	4	3	2	1	9
6. Recycle or large item drop off facility	5	4	3	2	1	9
7. Creation of an Arts and Entertainment District	5	4	3	2	1	9

Demographics

28. Approximately how many years have you lived in the City of Pueblo?

___(1) Less than 5 years ___(2) 5-10 years ___(3) 11-20 years ___(4) More than 20 years

29. What is your age?

___(1) Under 25 ___(3) 35 - 44 ___(5) 55 - 64
___(2) 25 - 34 ___(4) 45 - 54 ___(6) 65+

30. Do you have children under the age of 18 in your household?

___(1) Yes ___(2) No

31. Which of the following best describes your race? [Check all that apply.]

___(1) Asian or Asian Indian ___(5) Hispanic, Spanish, or Latino/a/x
___(2) Black or African American ___(9) Native Hawaiian or other Pacific Islander
___(3) American Indian or Alaska Native ___(99) Other: _____
___(4) White

32. Which of the following best describes your current place of employment?

___(1) Employed outside the home ___(3) Remote work from home ___(5) Retired
___(2) Self-employed ___(4) Student ___(6) Unemployed

32a. Where do you work?

___(1) In Pueblo ___(3) Somewhere else in Colorado
___(2) Inside Pueblo County but outside the city ___(4) Other: _____

33. Your gender: ___(1) Male ___(2) Female ___(3) Non-binary ___(4) Other

34. Would you be willing to participate in future surveys sponsored by the City of Pueblo?

___(1) Yes [Answer Q34a.] ___(2) No

34a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the city are having problems with city services. If your address is not correct, please provide the correct information. Thank you.