

2020 City of Pueblo Community Survey

Findings Report

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Submitted to the City of Pueblo, Colorado

by:
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2020 DirectionFinder® Survey

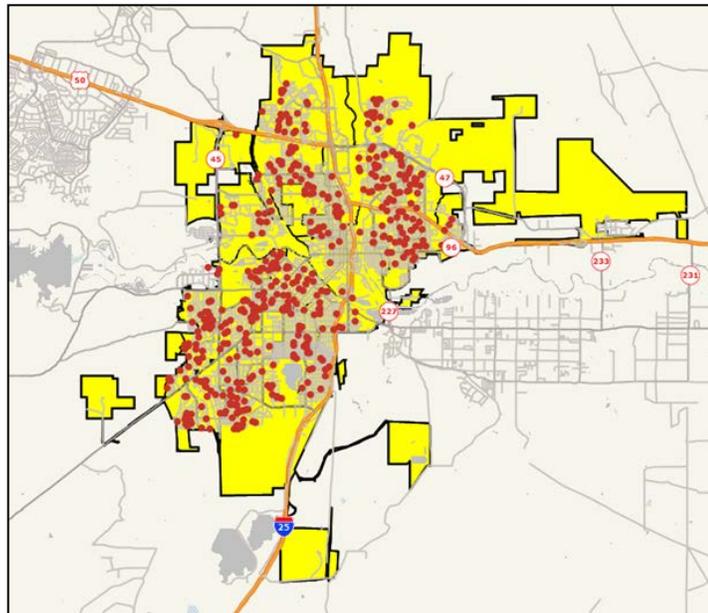
Executive Summary Report

Purpose and Methodology

ETC Institute administered the sixth *DirectionFinder*® survey for the City of Pueblo during the winter of 2020. The surveys have been administered every two years since 2010 as part of the City's effort to assess citizen satisfaction with the quality of services. With this sixth survey, valuable **TREND** information will show the City where changes have occurred in citizen satisfaction. The information gathered from the surveys will help the City establish budget priorities and refine policy decisions.

Resident Survey. A seven-page survey was mailed to a random sample of households in the City of Pueblo. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by e-mail to encourage participation. Of the households that received a survey, 480 completed the survey. The results for the random sample of 480 households have a 95% level of confidence with a precision of at least +/-5%.

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 on the right shows the physical distribution of survey respondents based on the location of their home.



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 in the *DirectionFinder*® database. 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.*”

This report contains:

- a summary of the methodology for administering the survey and major findings
- charts and graphs
- geocoded maps
- benchmarking data that show how the results for the City of Pueblo compare to other cities
- Importance-Satisfaction analysis
- tables that show the results for each question on the survey
- a copy of the survey instrument

Major Findings

The use of the word “significant”, when referring to change in ratings from the previous survey, means that the change is either above or below the margin of error (+/- 5%).

- **Satisfaction with City services.** Eighty-five percent (85%) 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; 59% were satisfied with the quality of City parks and recreation programs and facilities, and 58% were satisfied with the quality of police services.
- **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.** Sixty-one percent (61%) 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; 59% were satisfied with the city as a place to retire, and 44% were satisfied with quality of life in the city.
- **Public Safety.** Eighty-three percent (83%) 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; 82% were satisfied with overall quality of local fire protection, and 82% were satisfied with how quickly fire and emergency personnel respond.
- **Feeling of Safety in the City.** Eighty-eight percent (88%) of residents surveyed, *who had an opinion*, felt safe in their neighborhoods during the day and 60% felt safe in their neighborhoods at night. Seventy-six percent (76%) indicated there are areas of town where they do not feel safe.

- **Codes and Ordinances.** Fifty-one percent (51%) 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 34% were satisfied with the enforcement of codes to protect public safety.
- **Parks and Recreation.** Seventy-one percent (71%) 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; 69% were satisfied with the number of city parks, and 65% 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 city's youth recreation programs.

- **City Communication.** Thirty-five percent (35%) 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 web page, and 30% were satisfied with the quality of the city's cable television channel.
- **Maintenance/Public Works.** The areas of City maintenance that were rated highest by residents included street sweeping service (49%), the adequacy of City street lighting (46%), and landscaping/appearance of public areas (43%). Residents were generally least satisfied with the demolition of vacant structures (9%).
- **Neighborhoods.** Fifty-six percent (56%) of the residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the overall appearance of neighborhoods, and 54% were satisfied with the condition of housing in their neighborhood. Residents were least satisfied with the condition of streets (28%).

Other Findings

- 66% of residents surveyed, *who had an opinion*, were either "very likely" or "likely" to support a sales tax increase for a recycle collection or large item drop off facility.
- 64% of residents surveyed, *who had an opinion*, indicated they support terminating the Black Hills Energy franchise and forming a municipal electric utility.
- Three-fourths (75%) 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.

Trend Analysis

From 2018 to 2020, satisfaction ratings **improved or stayed the same in 55 of the 81 areas that were assessed**. There were significant increases (5% or more) in 22 of these areas. The areas that had a 10% increase or more since 2018 are listed below:

- Overall quality of police services (+15%)
- Feeling of safety in the neighborhood during the day (+14%)
- Visibility of police in neighborhoods (+14%)
- Overall quality of local police protection (+10%)

From 2018 to 2020, satisfaction ratings **decreased in 26 of the 81 areas that were assessed**. There were significant decreases (5% or more) in 10 of these areas. The areas that had a 10% decrease or more since 2018 are listed below:

- City efforts to keep residents informed (-10%)
- Drainage of rainwater off city streets (-14%)
- Availability of information about city programs and services (-14%)

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 that 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.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City by Major Category.** The first level of 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 major services that are recommended as the top three priorities for investment over the next two years in order to raise the city's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:

- Overall maintenance of city streets (IS Rating= 0.6411)
- Enforcement of City codes and ordinances (IS Rating= 0.2476)
- Overall quality of police services (IS Rating= 0.1921)

- **Priorities within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each area over the next two years are listed below:
 - **Public Safety:** the city's efforts to prevent crime, overall feeling of safety in the city, how quickly police respond to emergencies, and visibility of police in neighborhoods

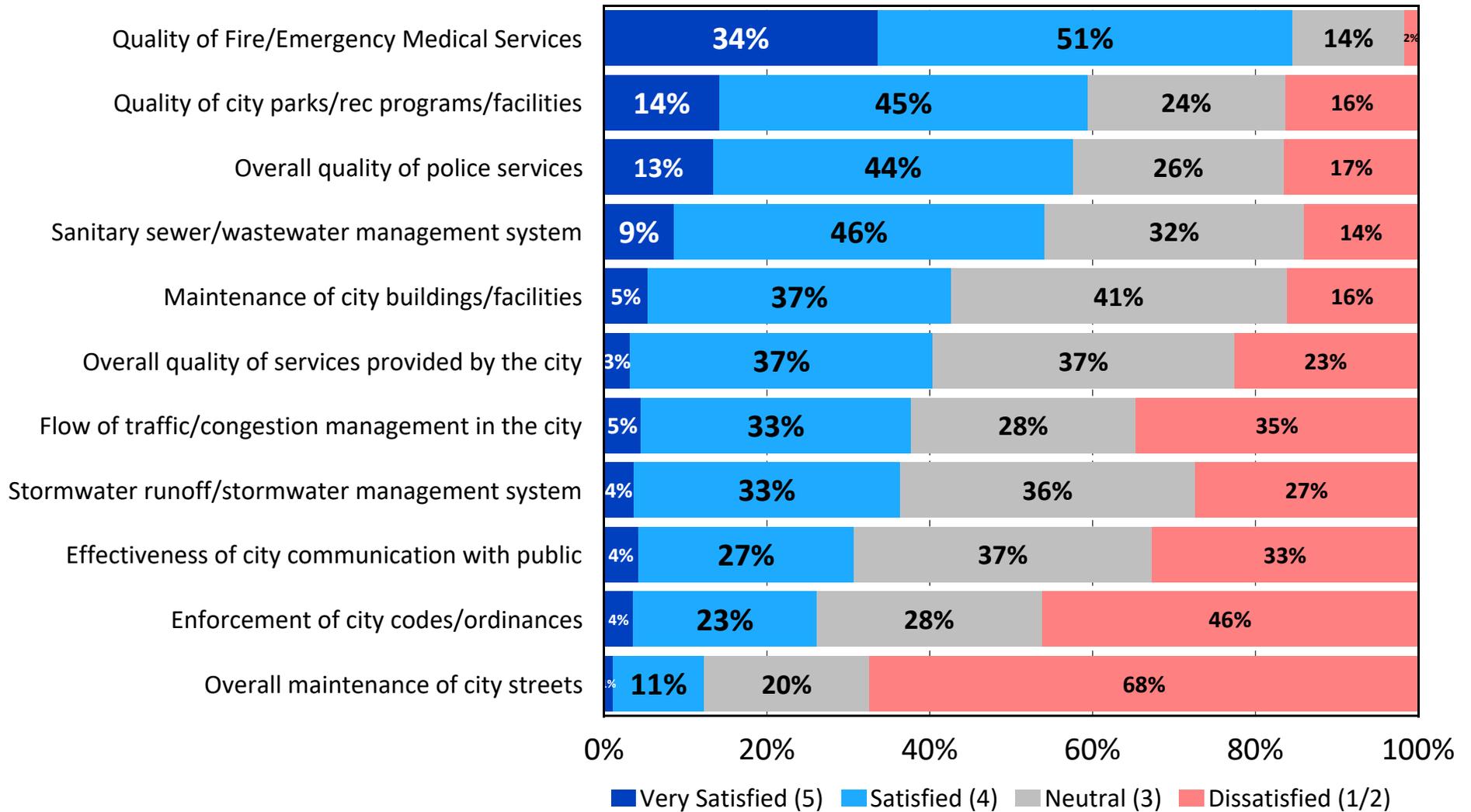
 - **Parks and Recreation:** the city's youth recreation programs, maintenance of city parks, availability of information about parks and recreation programs, and diversity of recreation programs

 - **Maintenance/Public Works:** maintenance of major city streets, demolition of vacant structures, and overall cleanliness of city streets/public areas

Section 1:
Charts and Graphs

Q1. Overall Satisfaction With City Services by Major Category

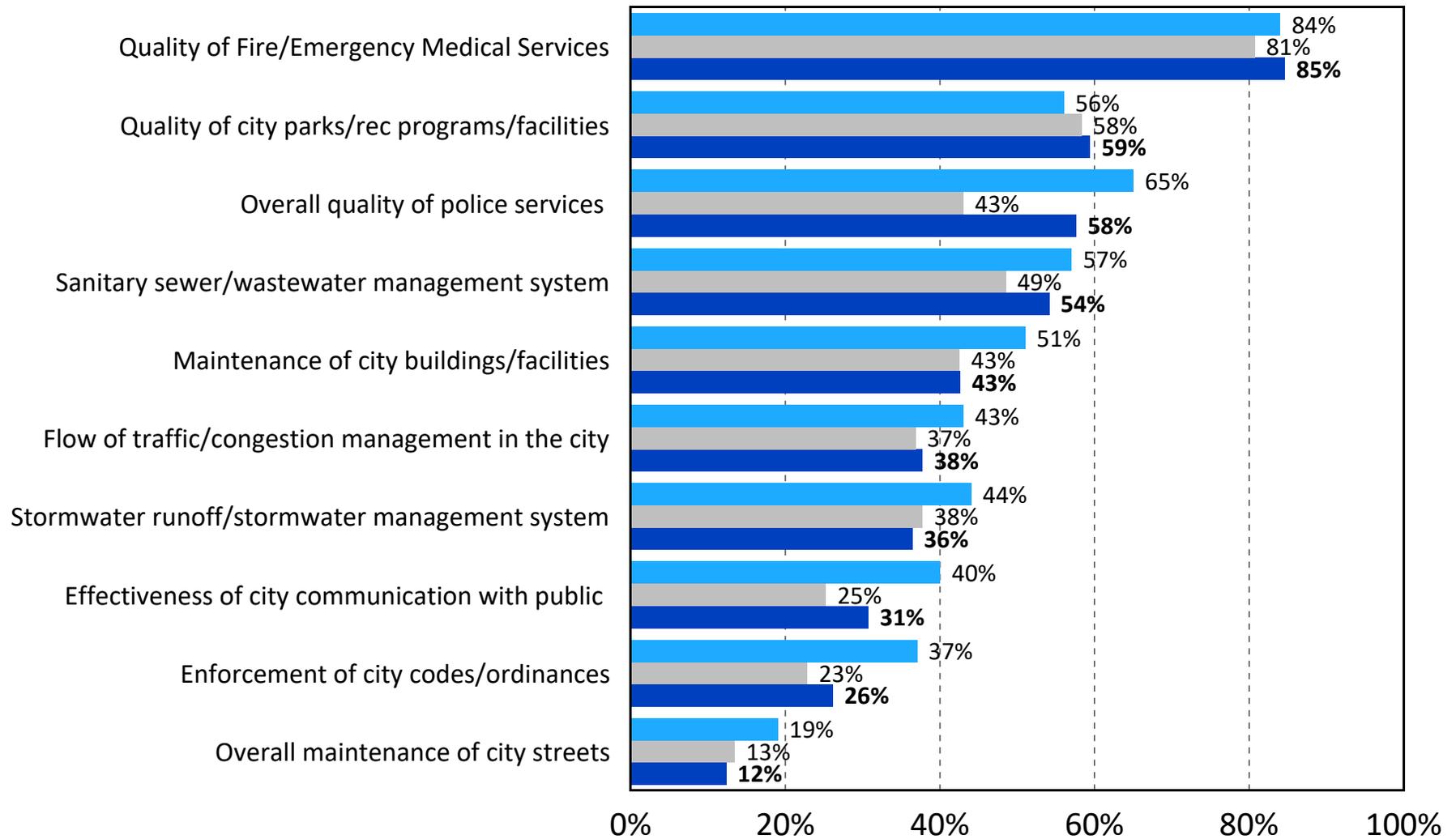
by percentage of respondents (excluding “don’t know”)



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Overall Satisfaction With City Services by Major Category - 2010 to 2020

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

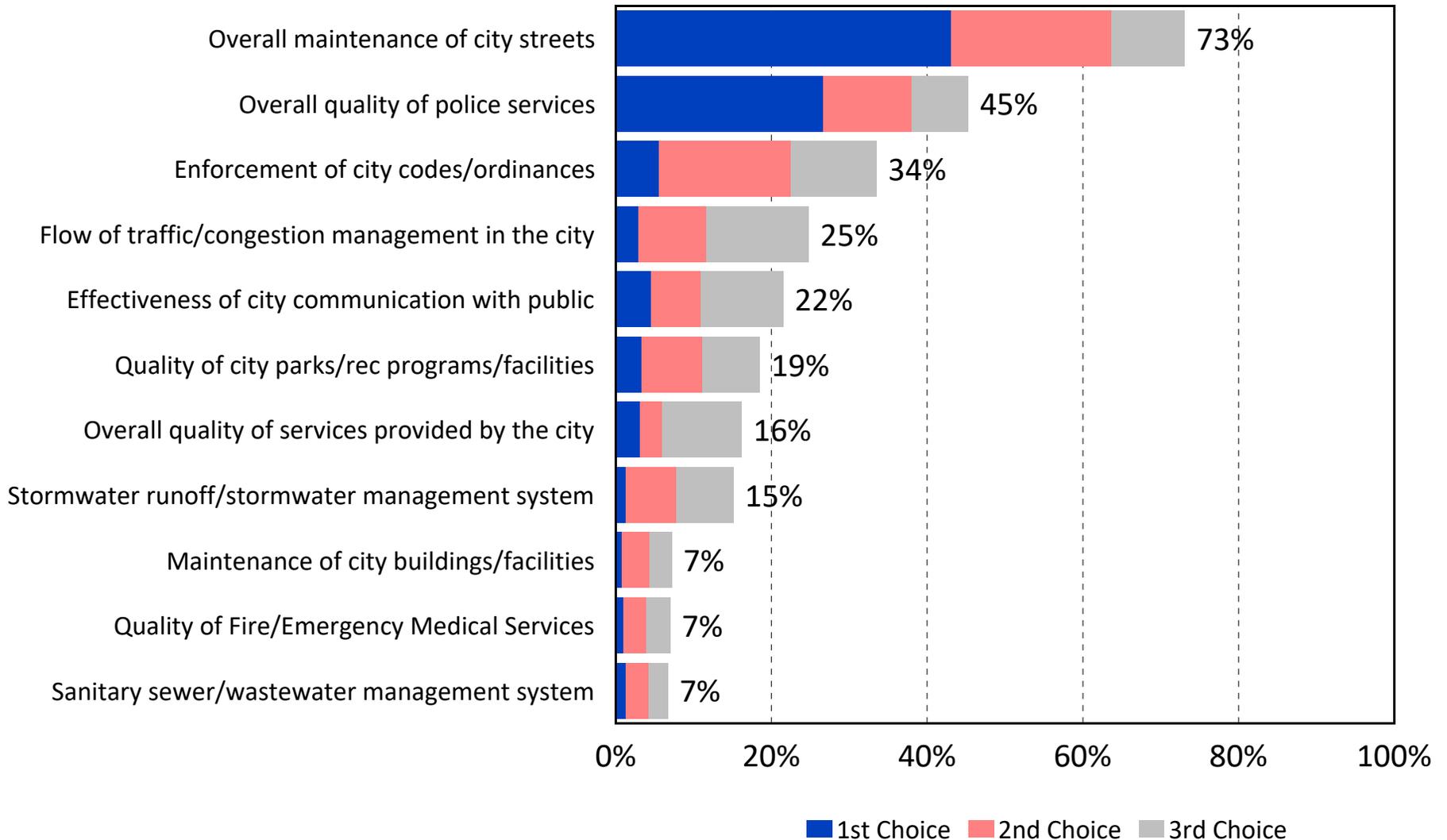
2010 2018 2020

Trends

Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

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

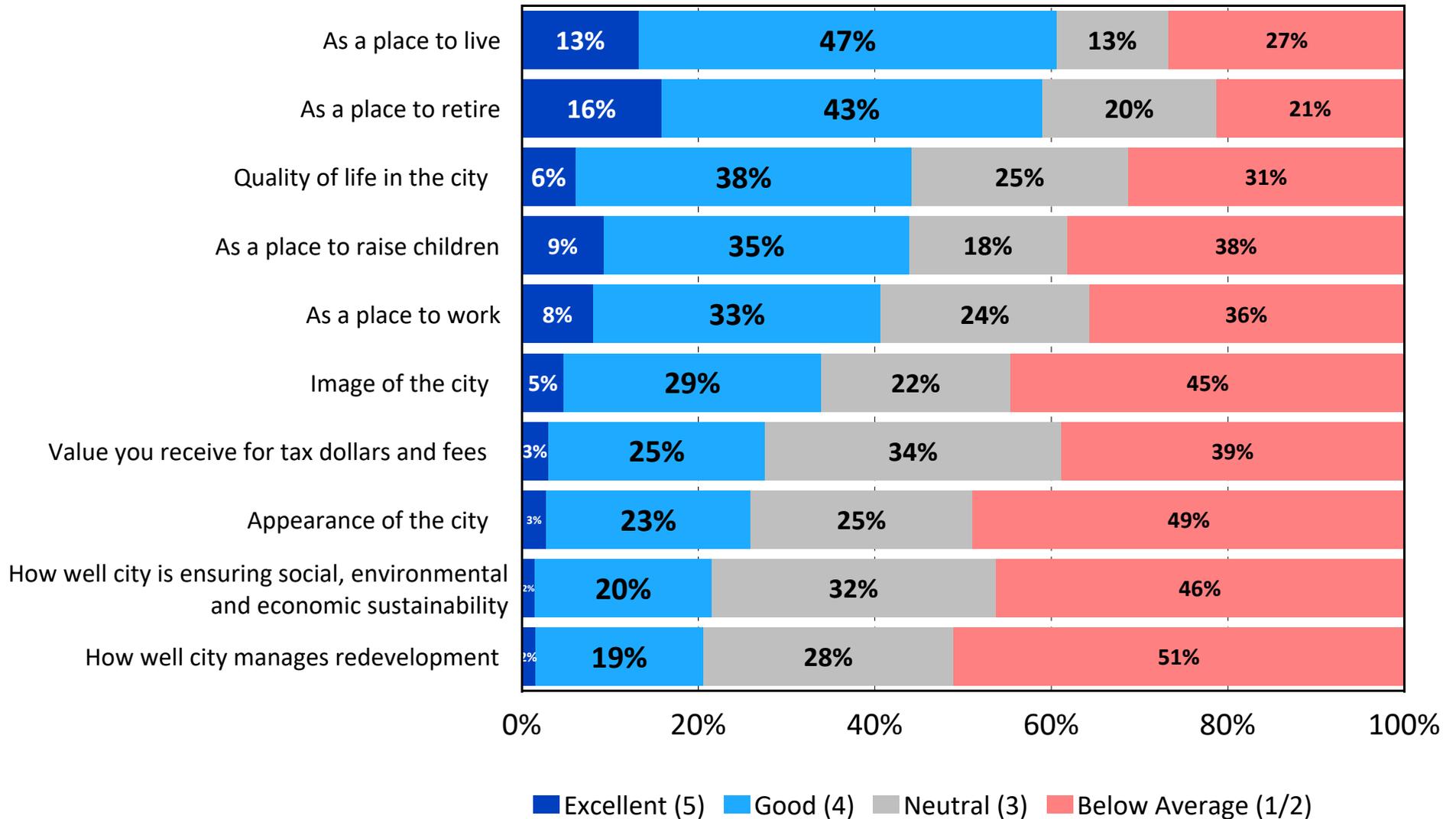
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

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

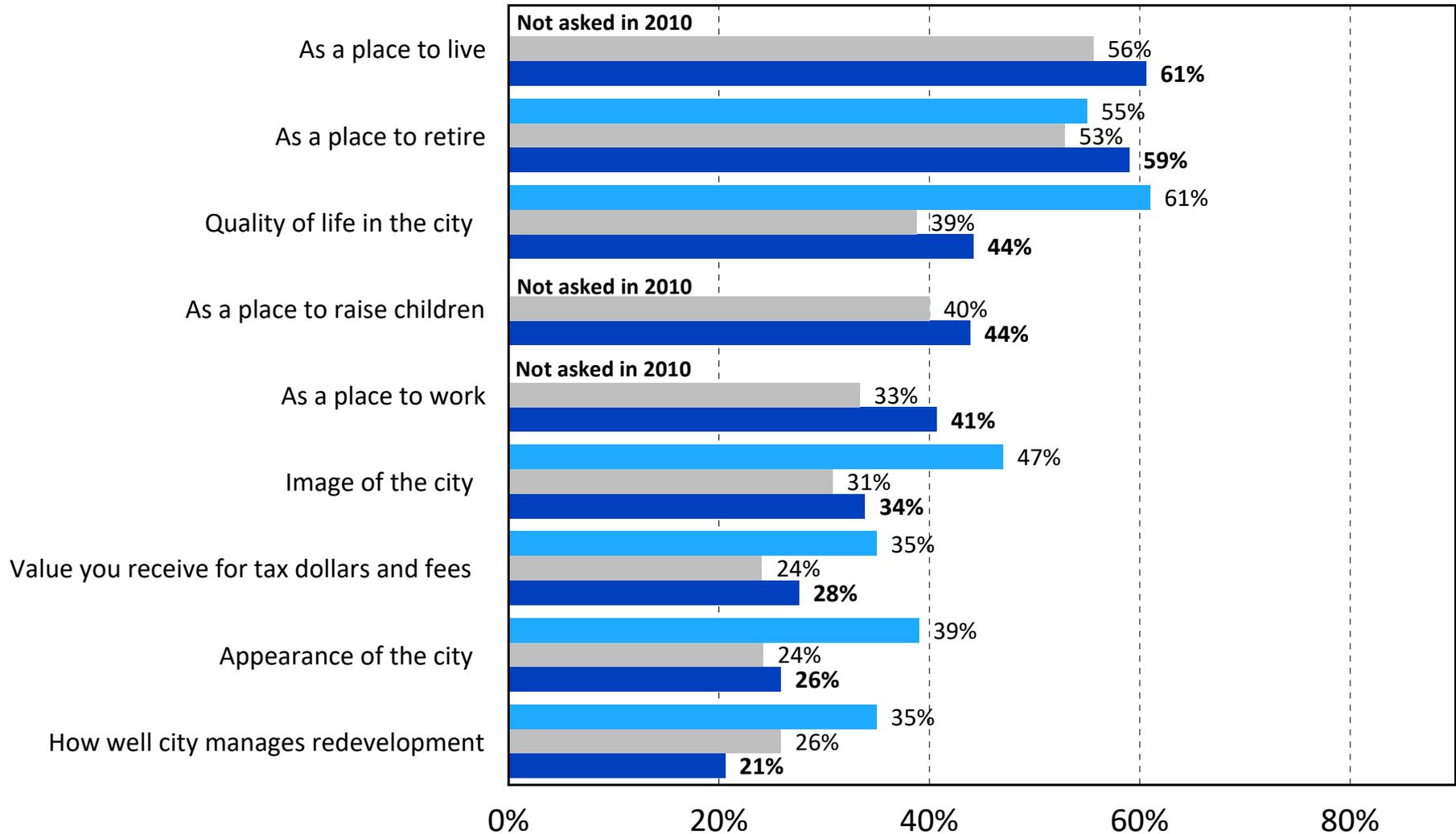
by percentage of respondents (excluding “don’t know”)



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Ratings of Issues That Influence Perception of the City 2010 to 2020

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 2018 2020

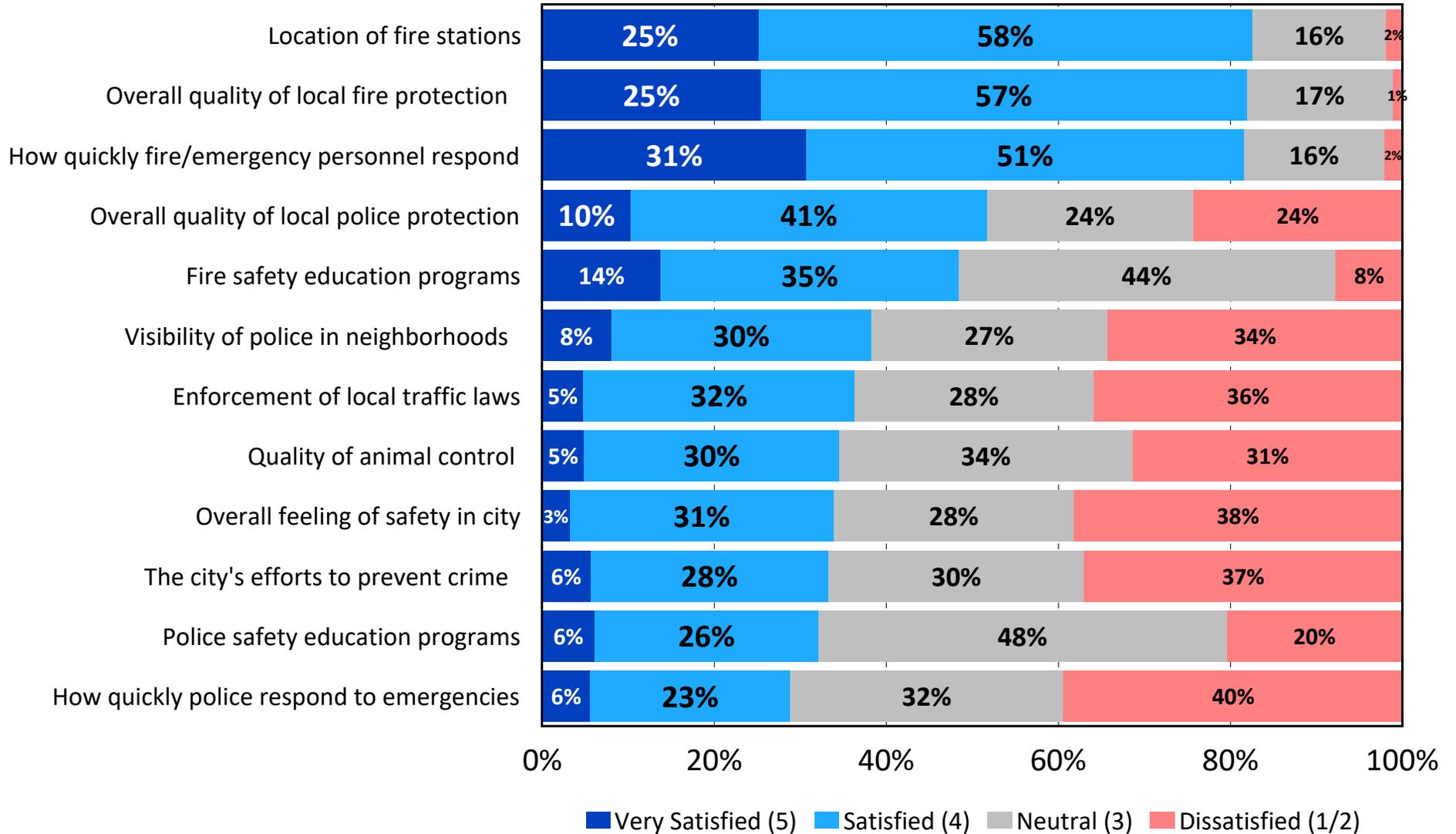
Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

ETC Institute (2020)

Trends

Q4. Satisfaction with Public Safety

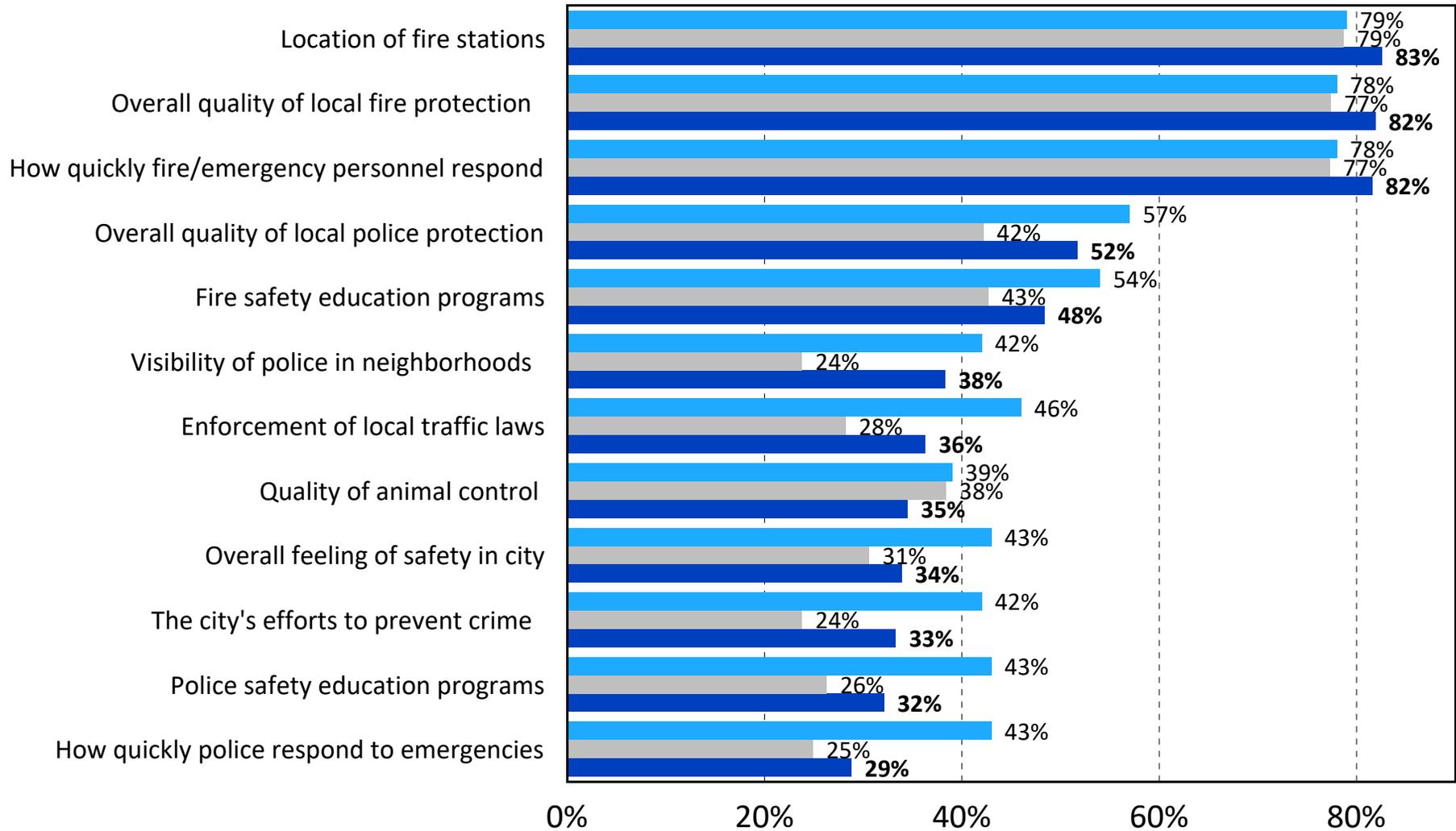
by percentage of respondents (excluding “don’t know”)



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Satisfaction with Public Safety - 2010 to 2020

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 2018 2020

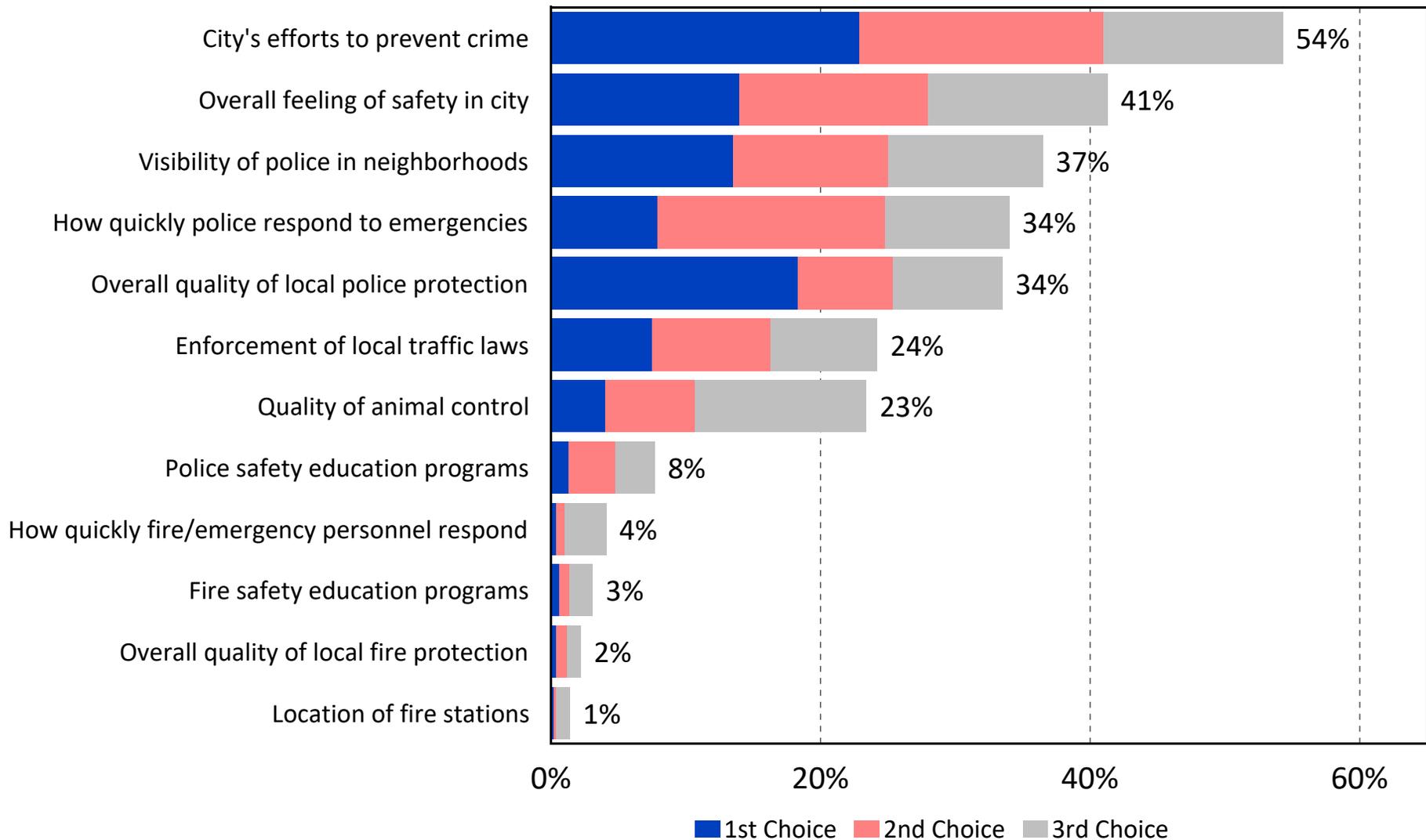
Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

ETC Institute (2020)

Trends

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

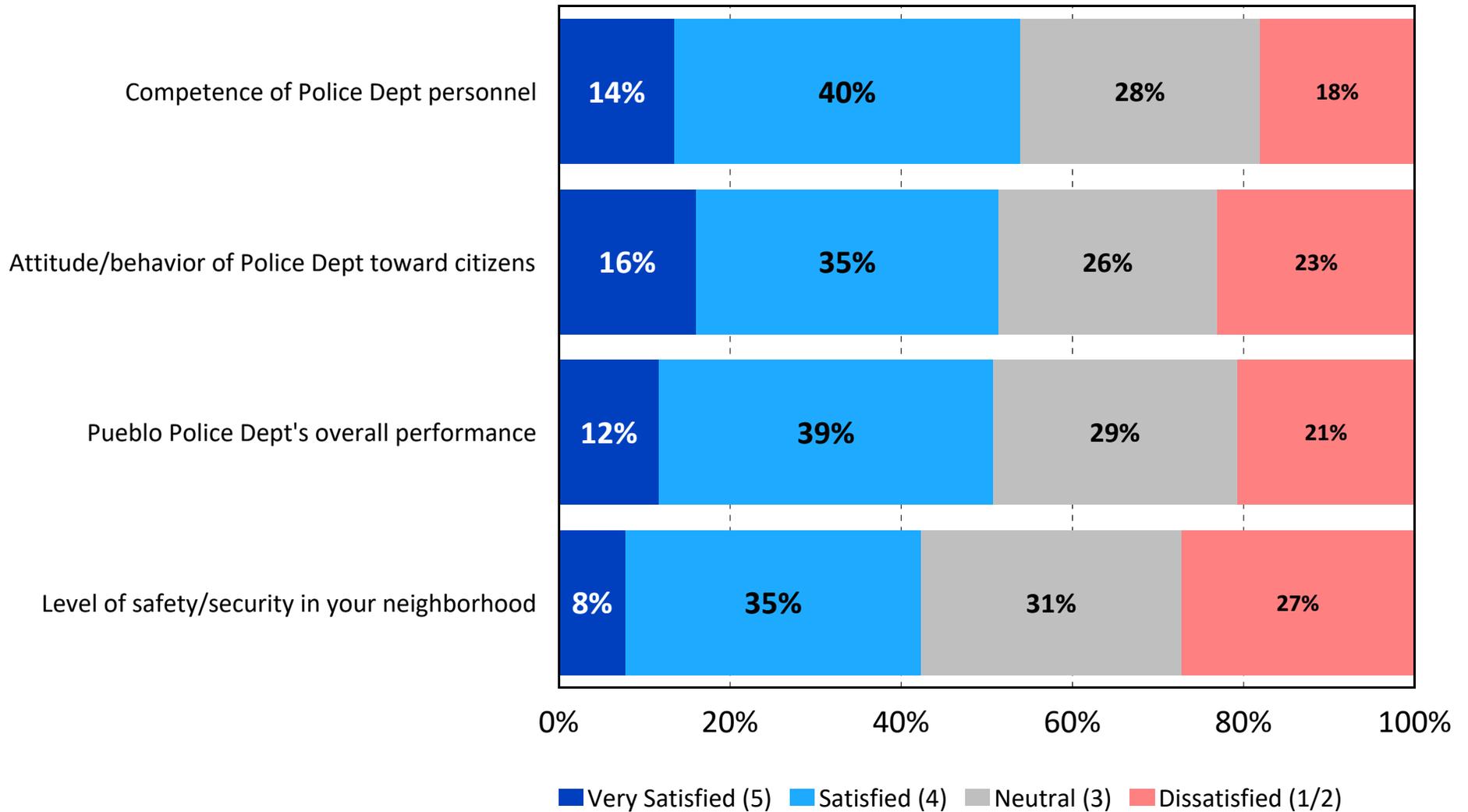
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Q6. Satisfaction with the Police Department

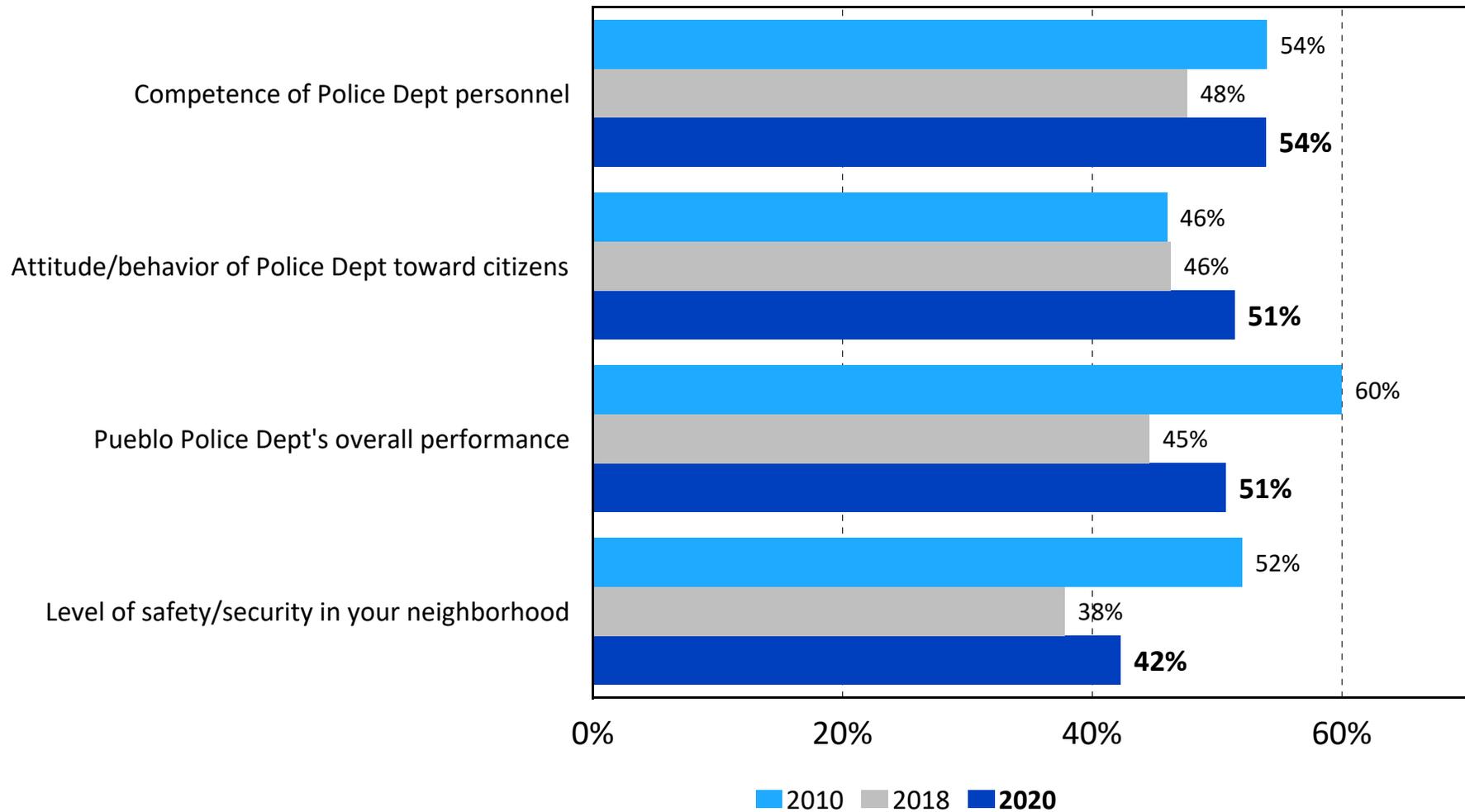
by percentage of respondents (excluding “don’t know”)



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Satisfaction with the Police Department - 2010 to 2020

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*

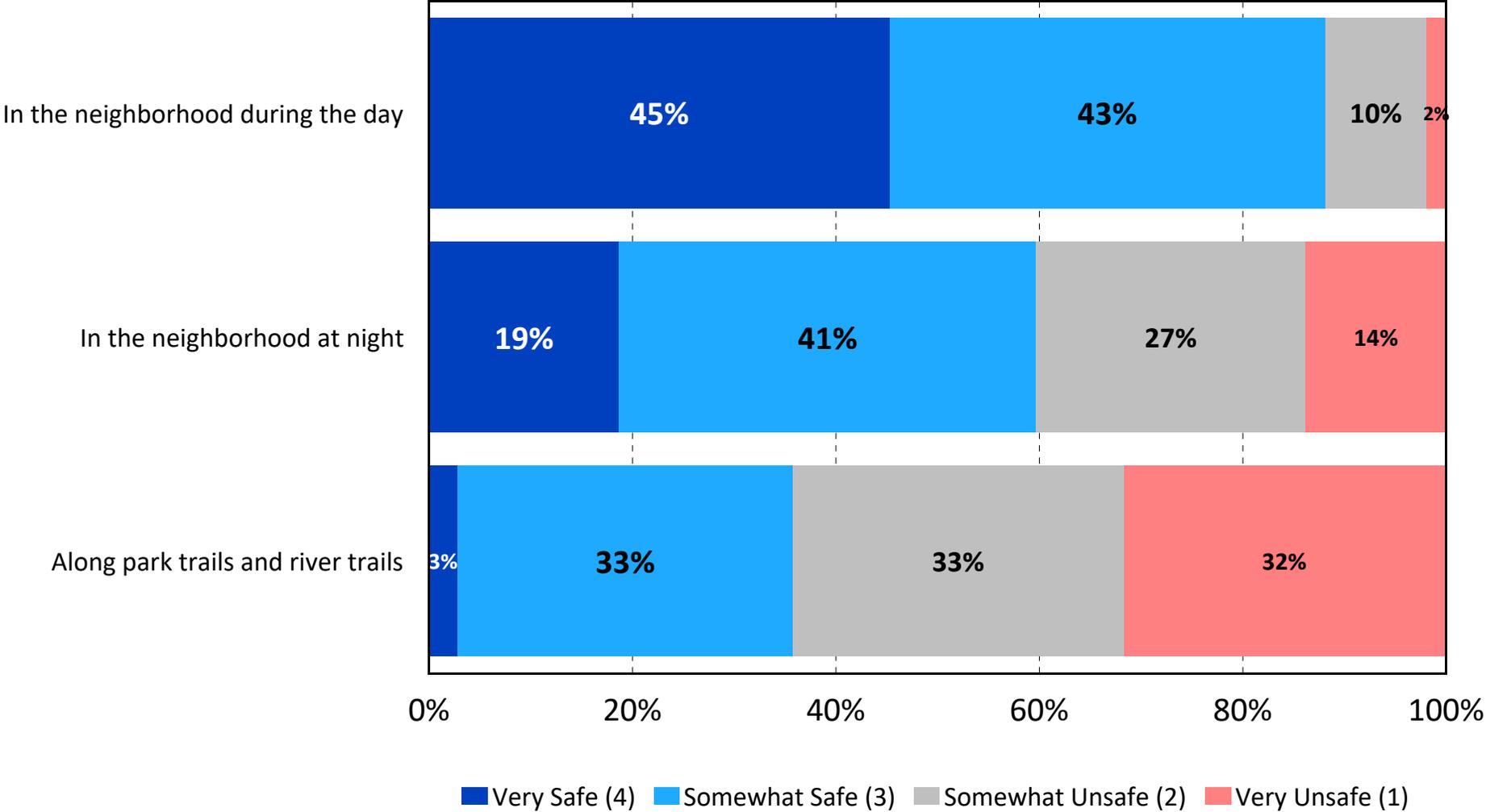
Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

ETC Institute (2020)

Trends

Q7. How Safe Do You Feel:

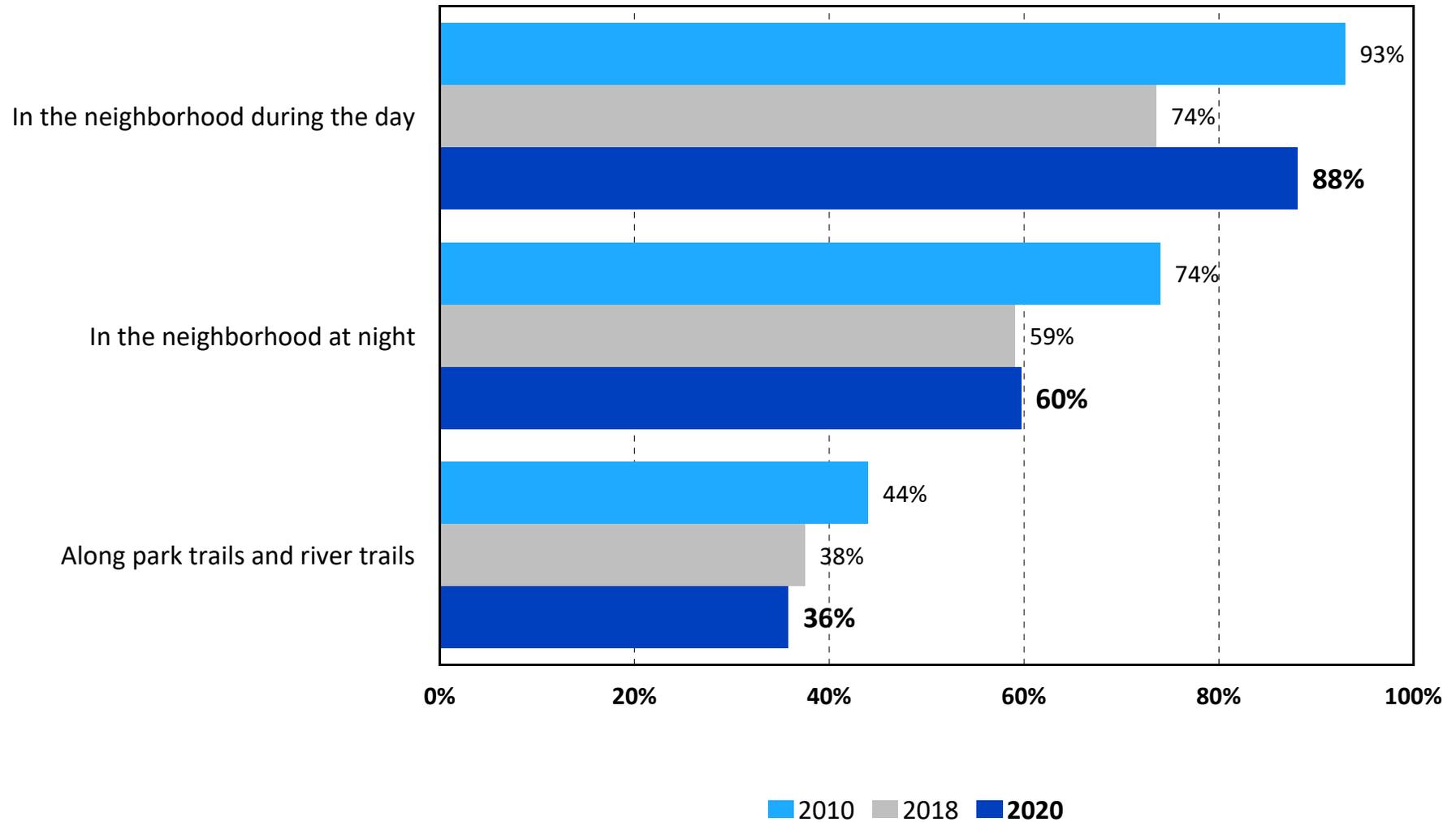
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Feeling of Safety - 2010 to 2020

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



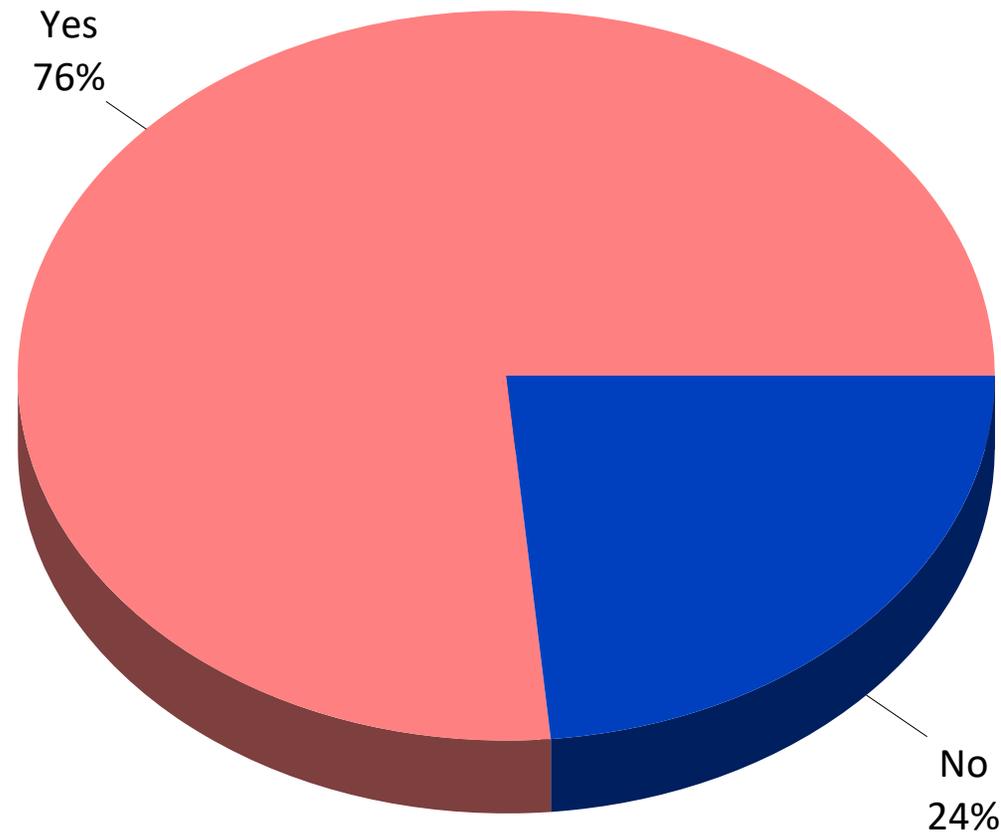
**Changes of +/- 5% or more are statistically significant*

Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

ETC Institute (2020)

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

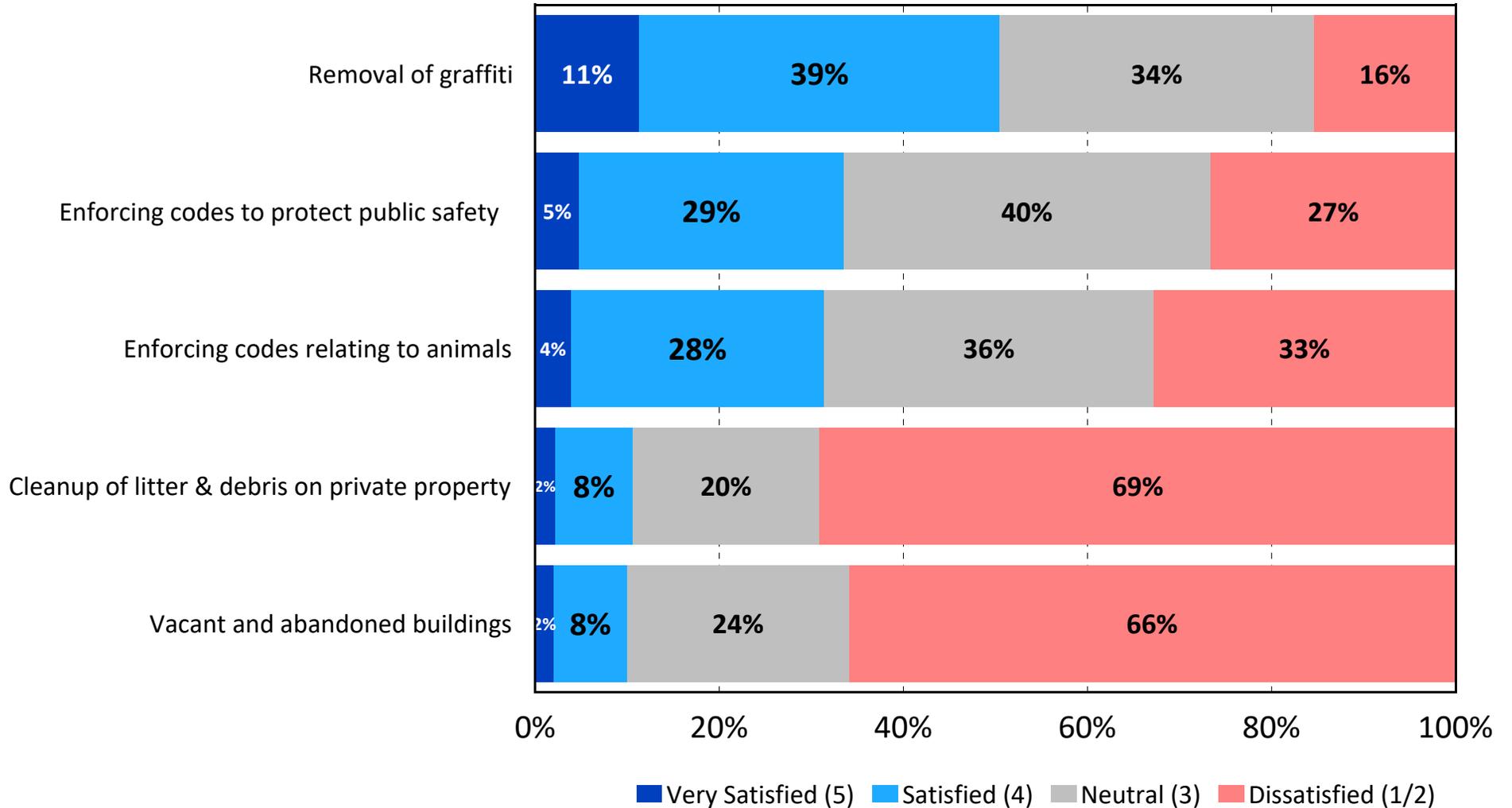
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Q9. Satisfaction with the Enforcement of City Codes and Ordinances

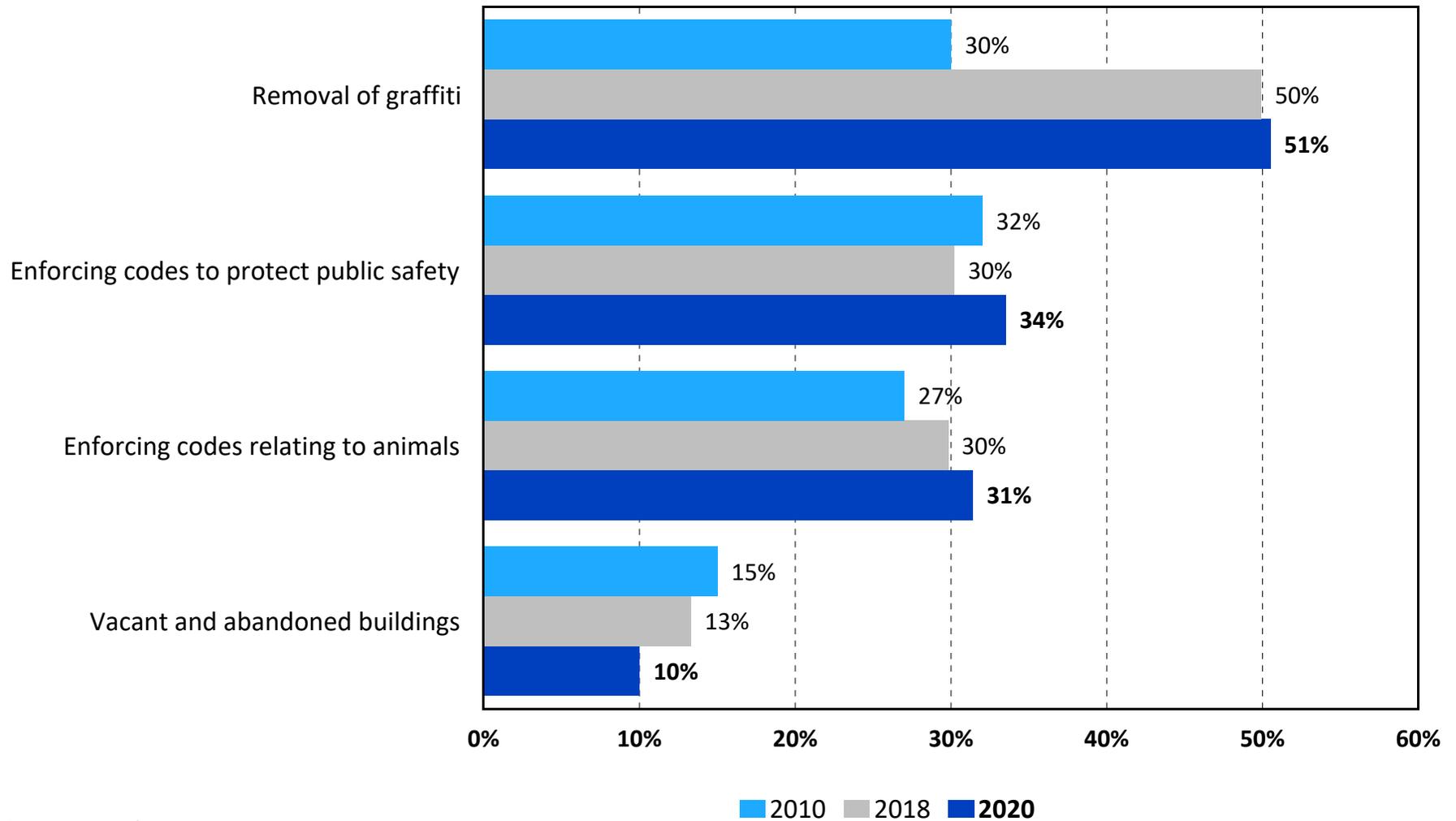
by percentage of respondents (excluding “don’t know”)



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Satisfaction with the Enforcement of City Codes and Ordinances - 2010 to 2020

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*

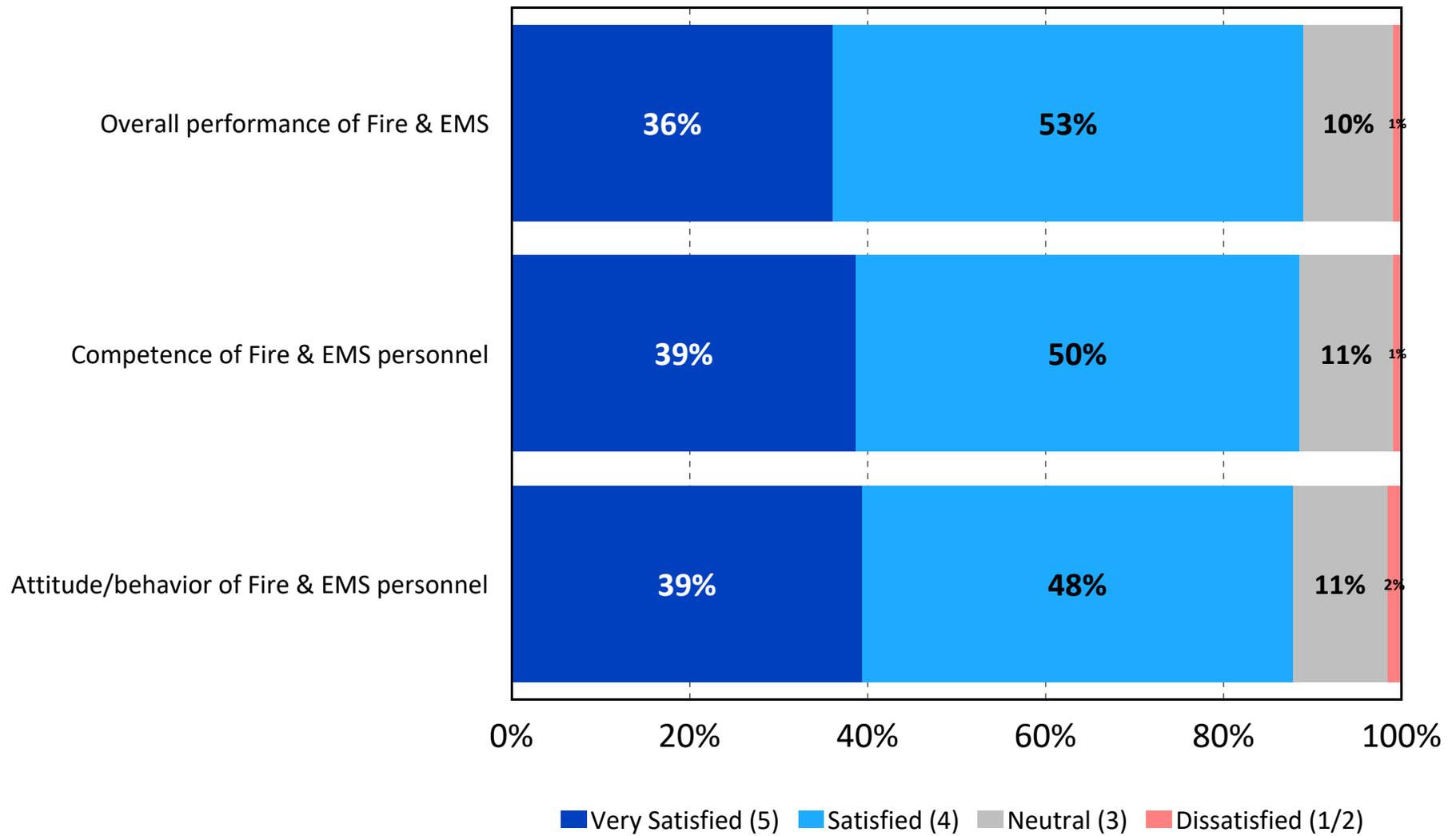
Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

ETC Institute (2020)

Trends

Q10. Satisfaction with Fire and Emergency Medical Services

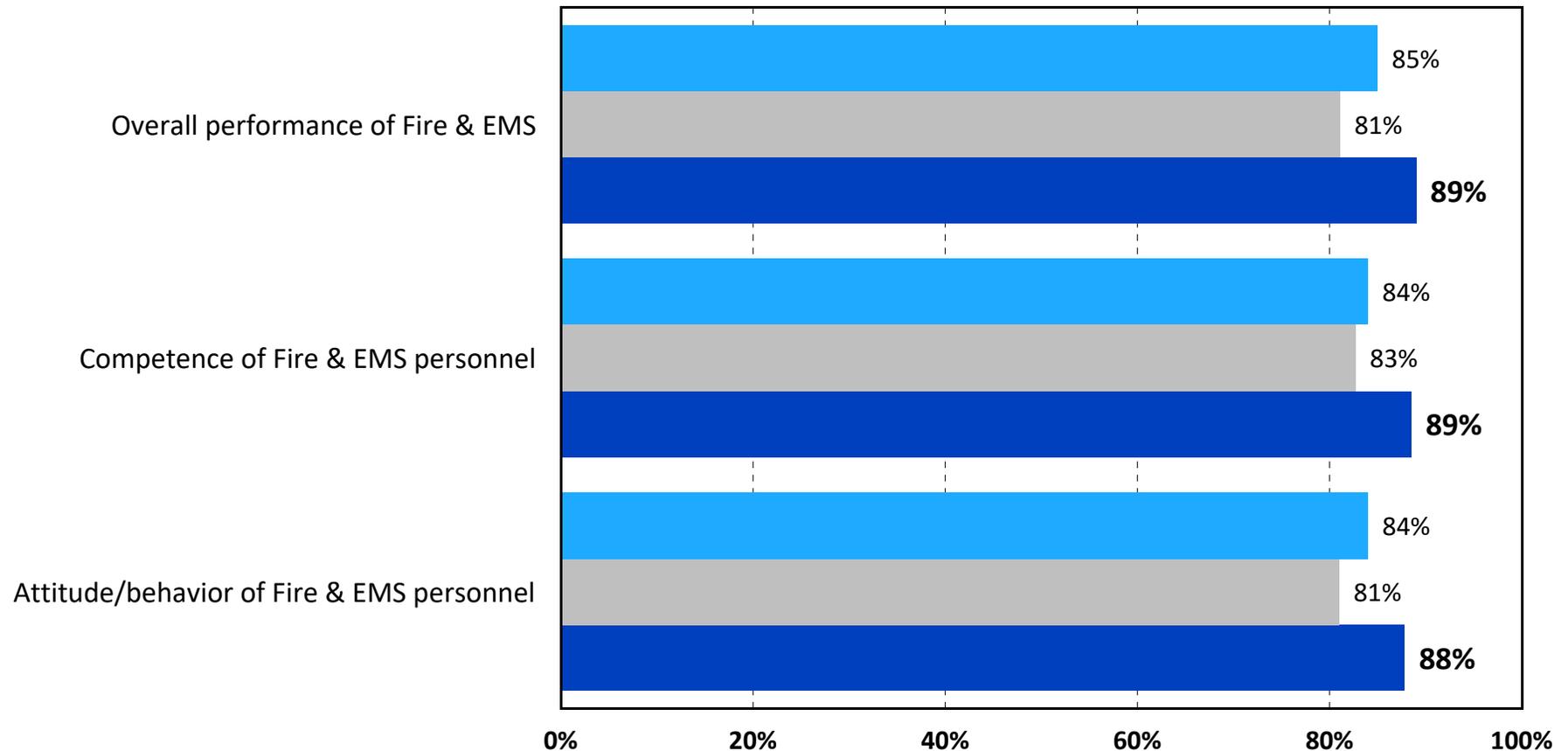
by percentage of respondents (excluding “don’t know”)



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Satisfaction with Fire and Emergency Medical Services 2010 to 2020

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 ■ 2018 ■ 2020

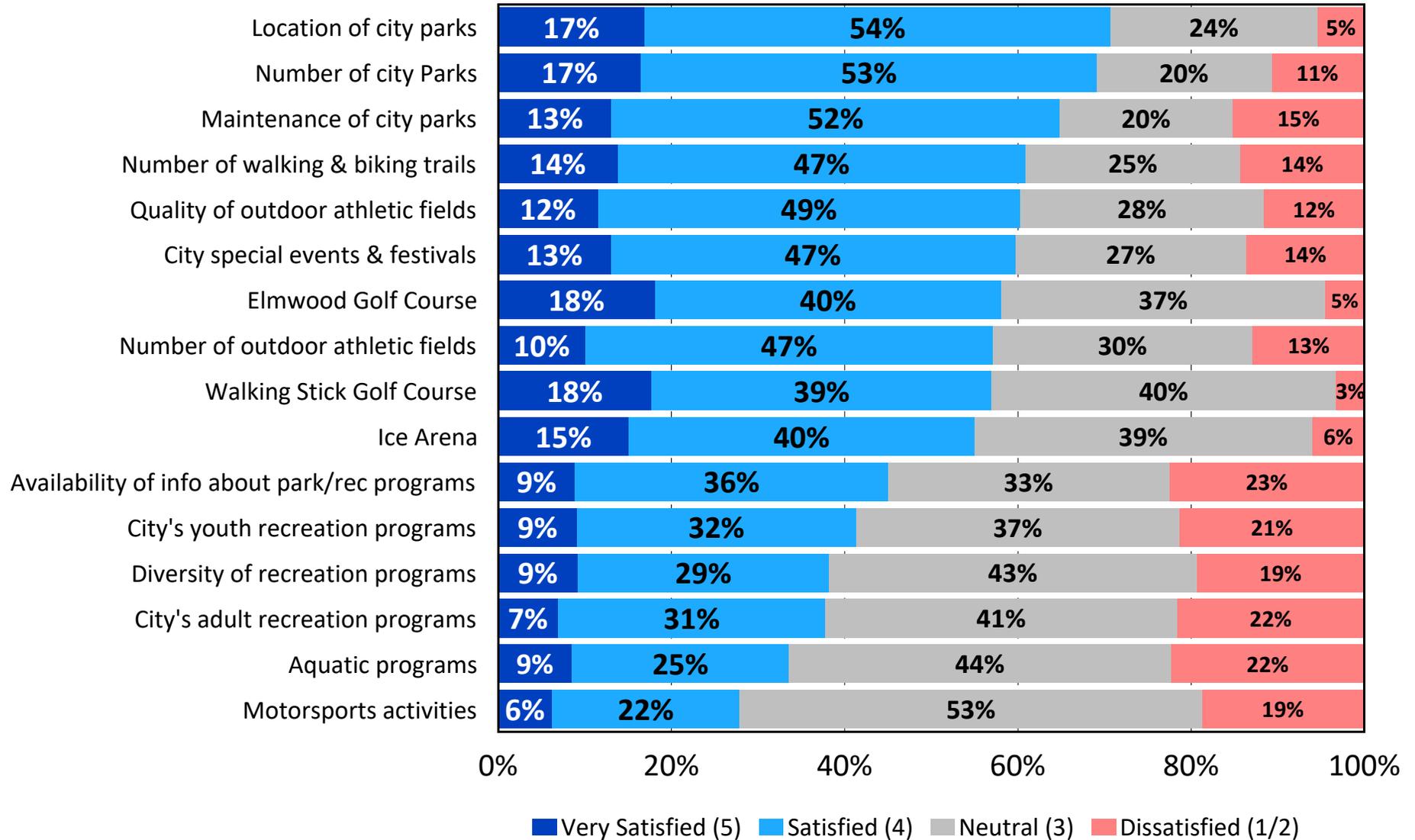
Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

ETC Institute (2020)

Trends

Q11. Satisfaction with Parks and Recreation

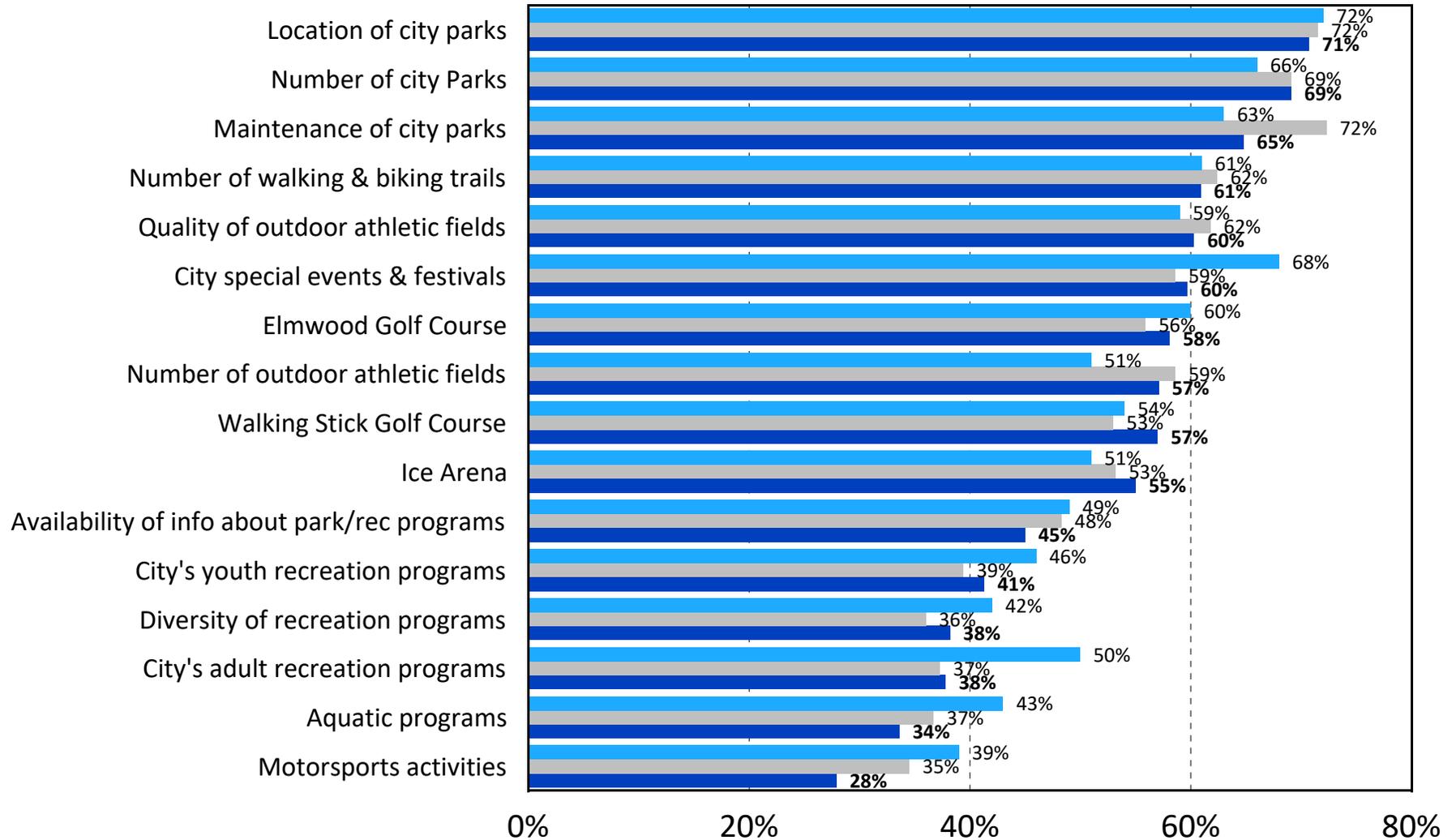
by percentage of respondents (excluding “don’t know”)



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Satisfaction with Parks and Recreation 2010 to 2020

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

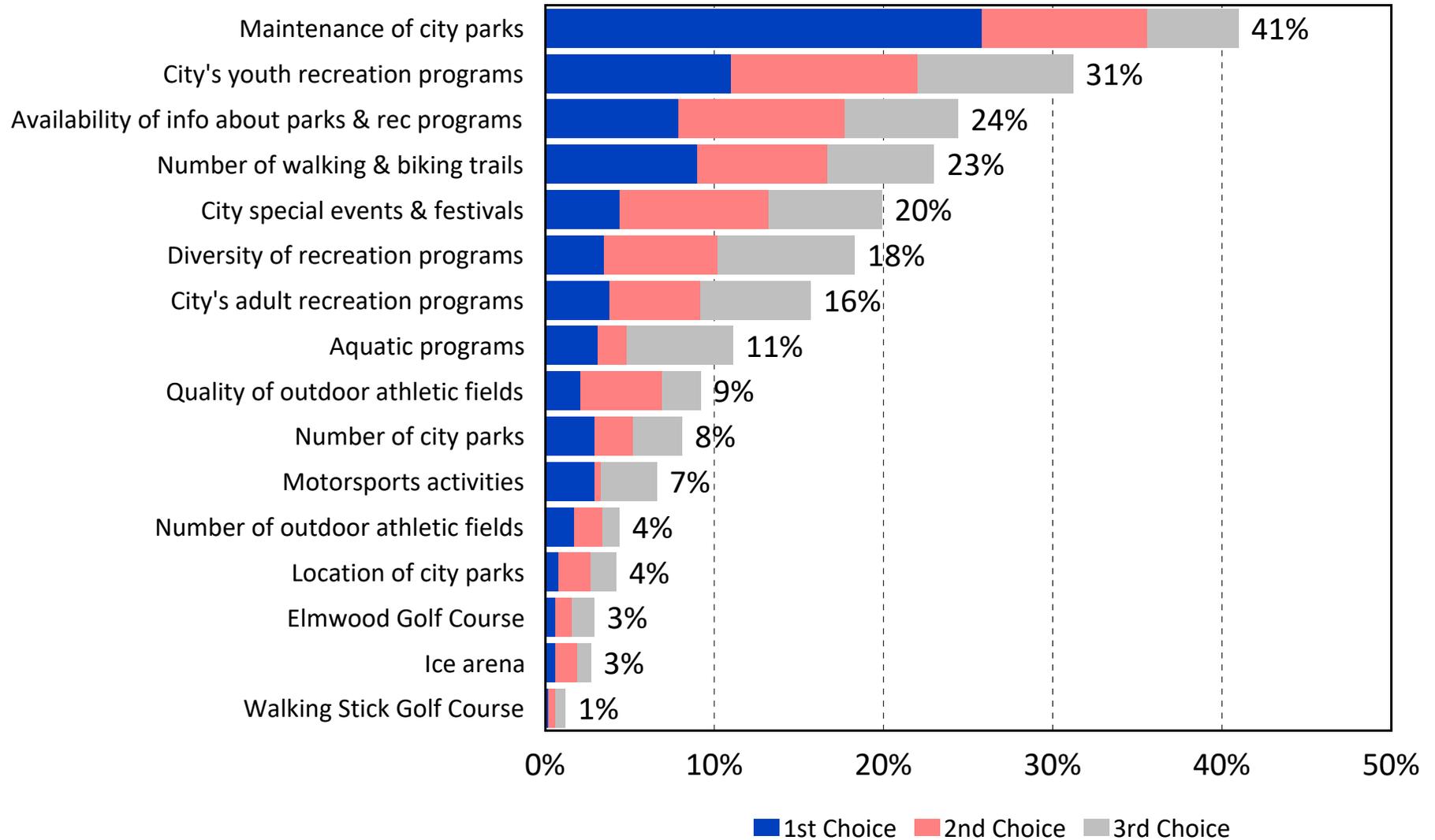
■ 2010 ■ 2018 ■ 2020

Trends

Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Q12. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

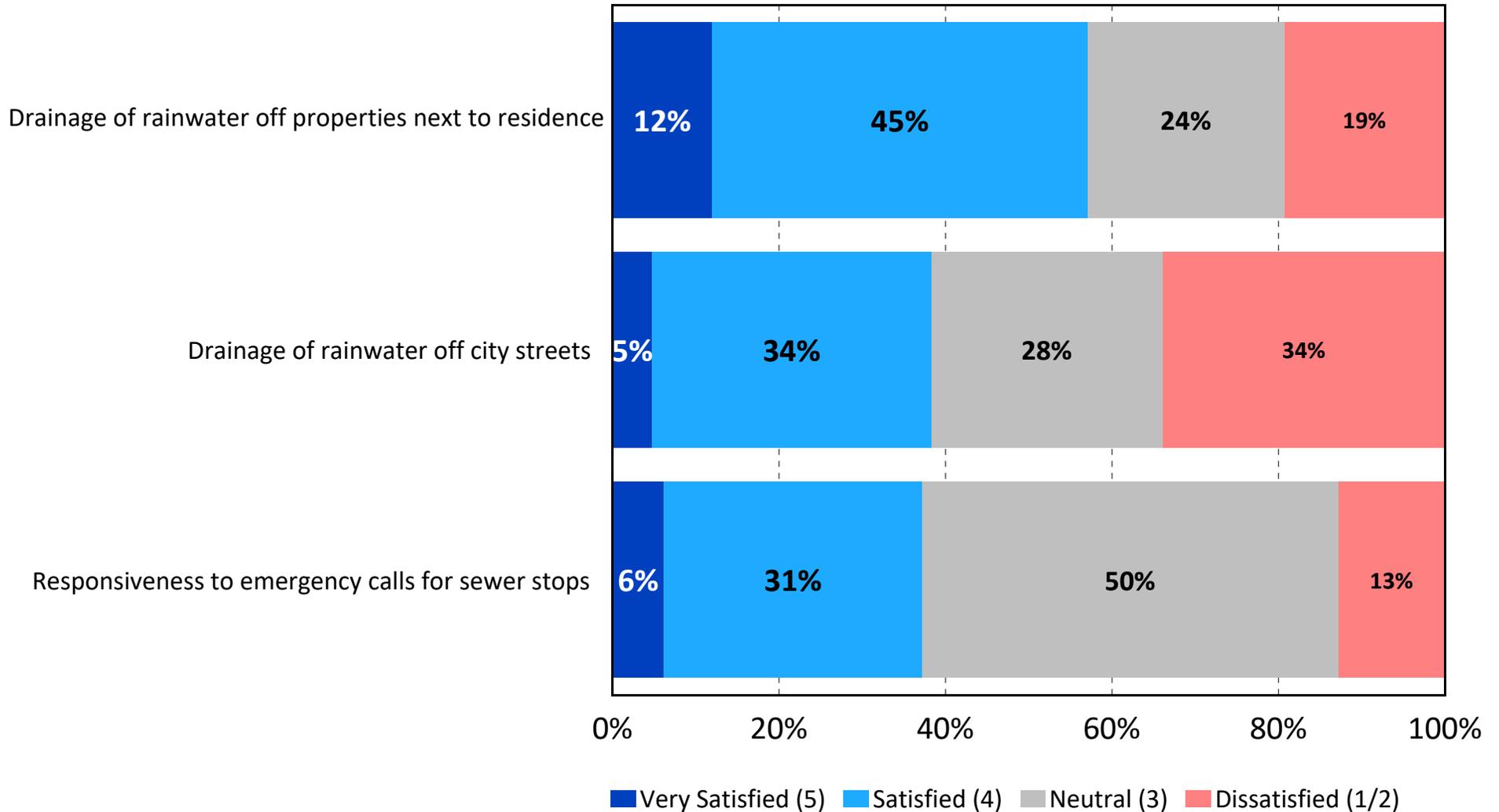
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Q13. Satisfaction with Sewer and Stormwater Management

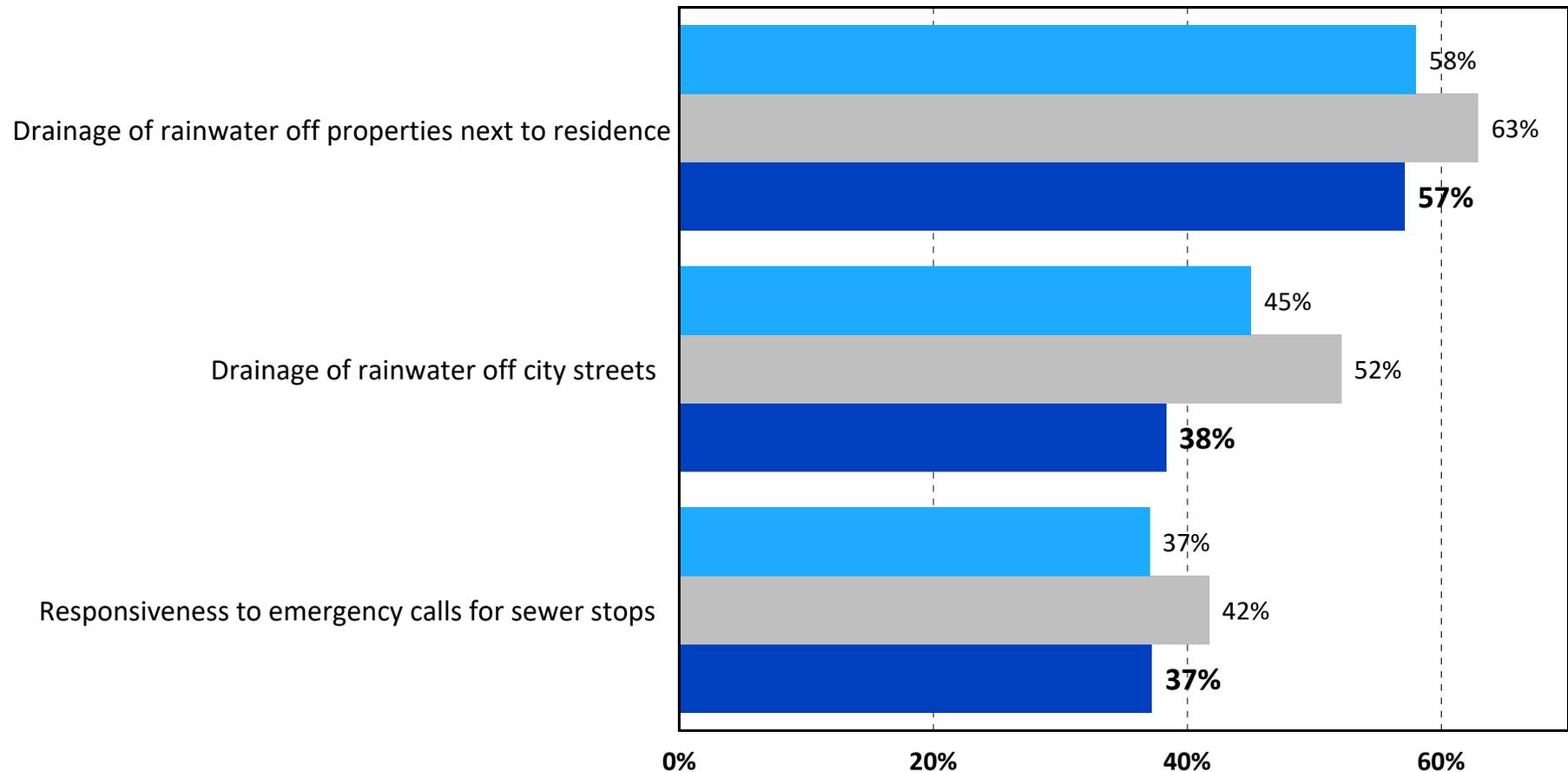
by percentage of respondents (excluding “don’t know”)



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Satisfaction with Sewer and Stormwater Management 2010 to 2020

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 2018 2020

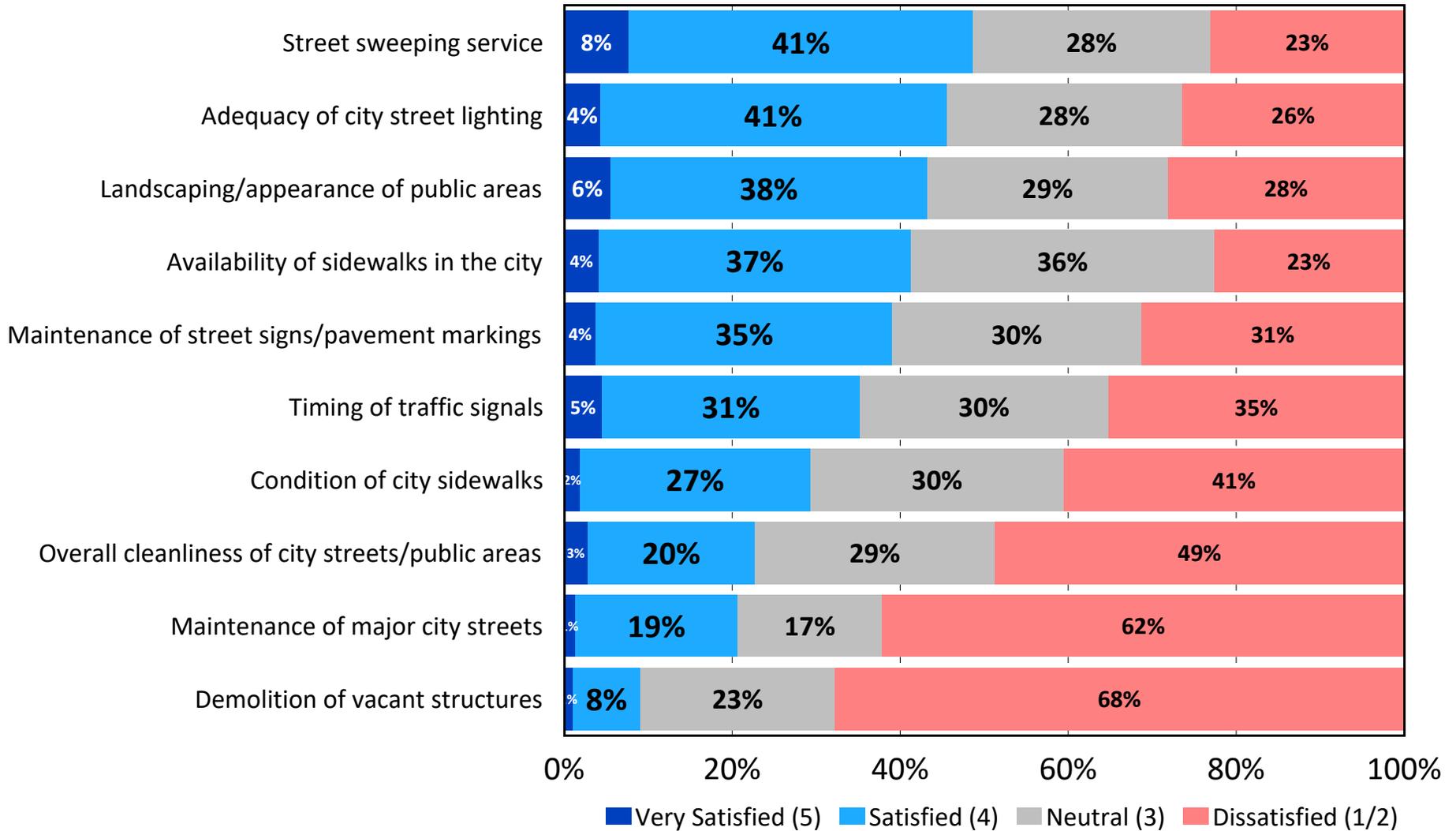
Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

ETC Institute (2020)

Trends

Q14. Satisfaction with Maintenance/Public Works

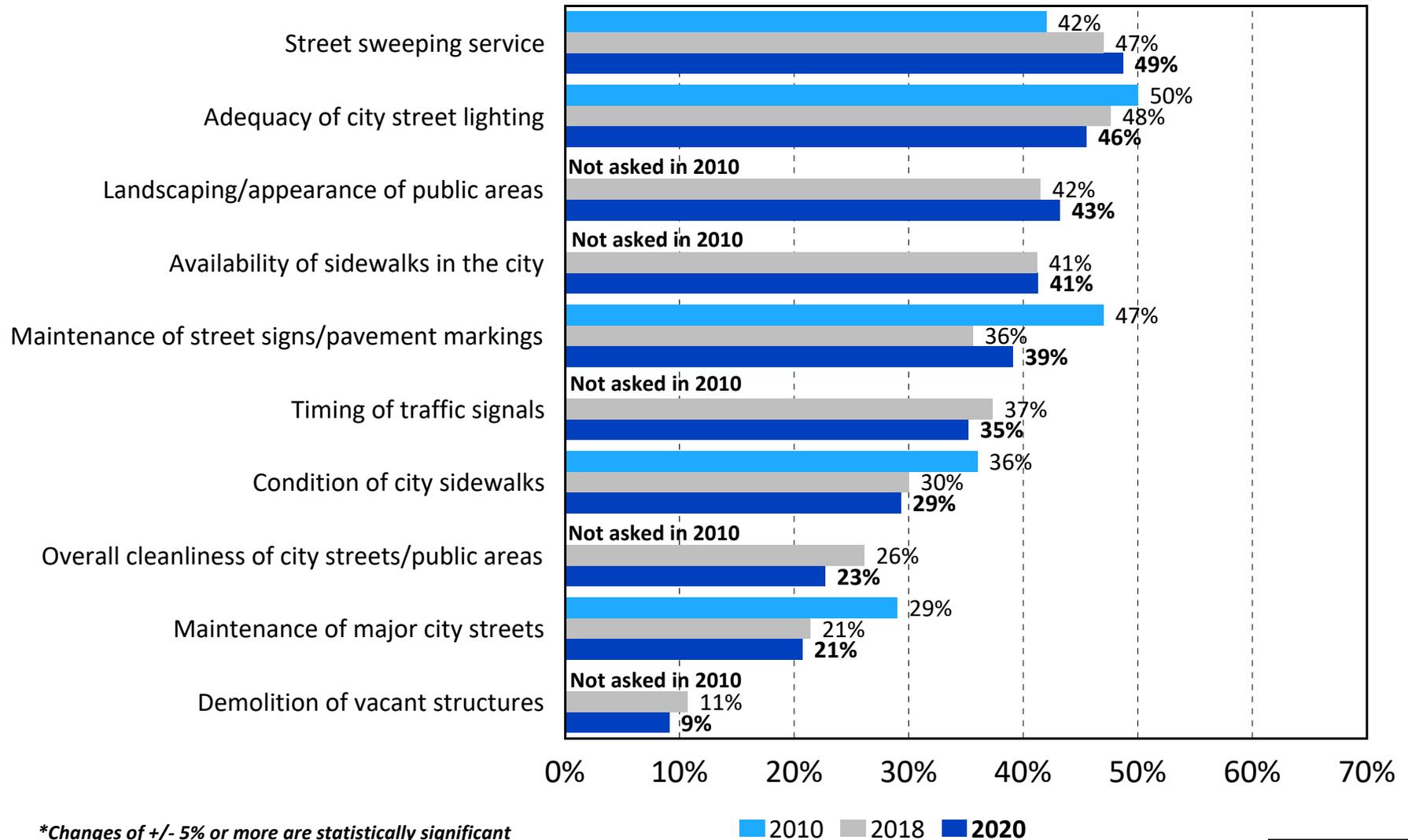
by percentage of respondents (excluding “don’t know”)



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Satisfaction with Maintenance/Public Works 2010 to 2020

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

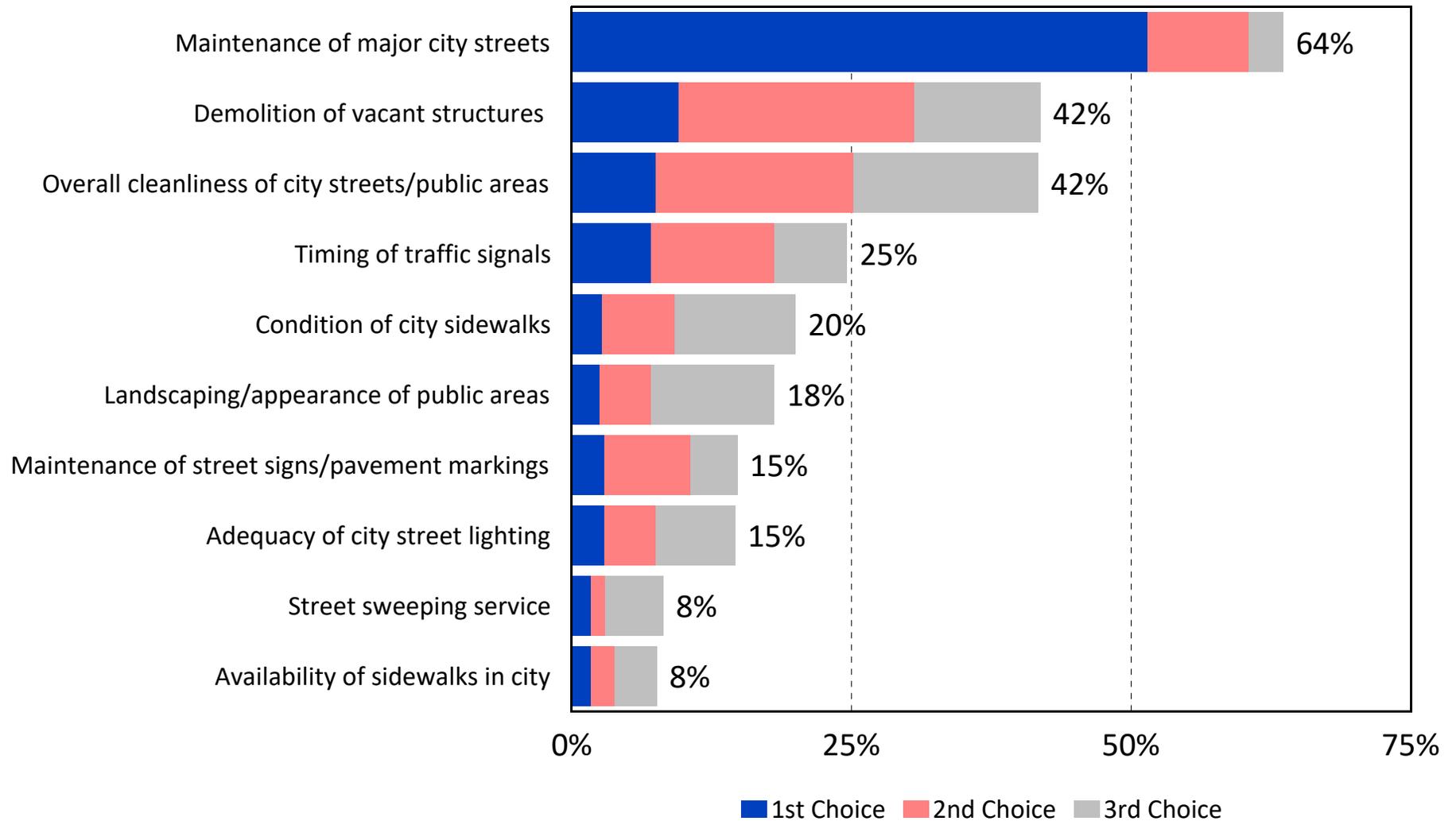
Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

ETC Institute (2020)

Trends

Q15. Maintenance/Public Works Services That Should Receive the Most Emphasis Over the Next Two Years

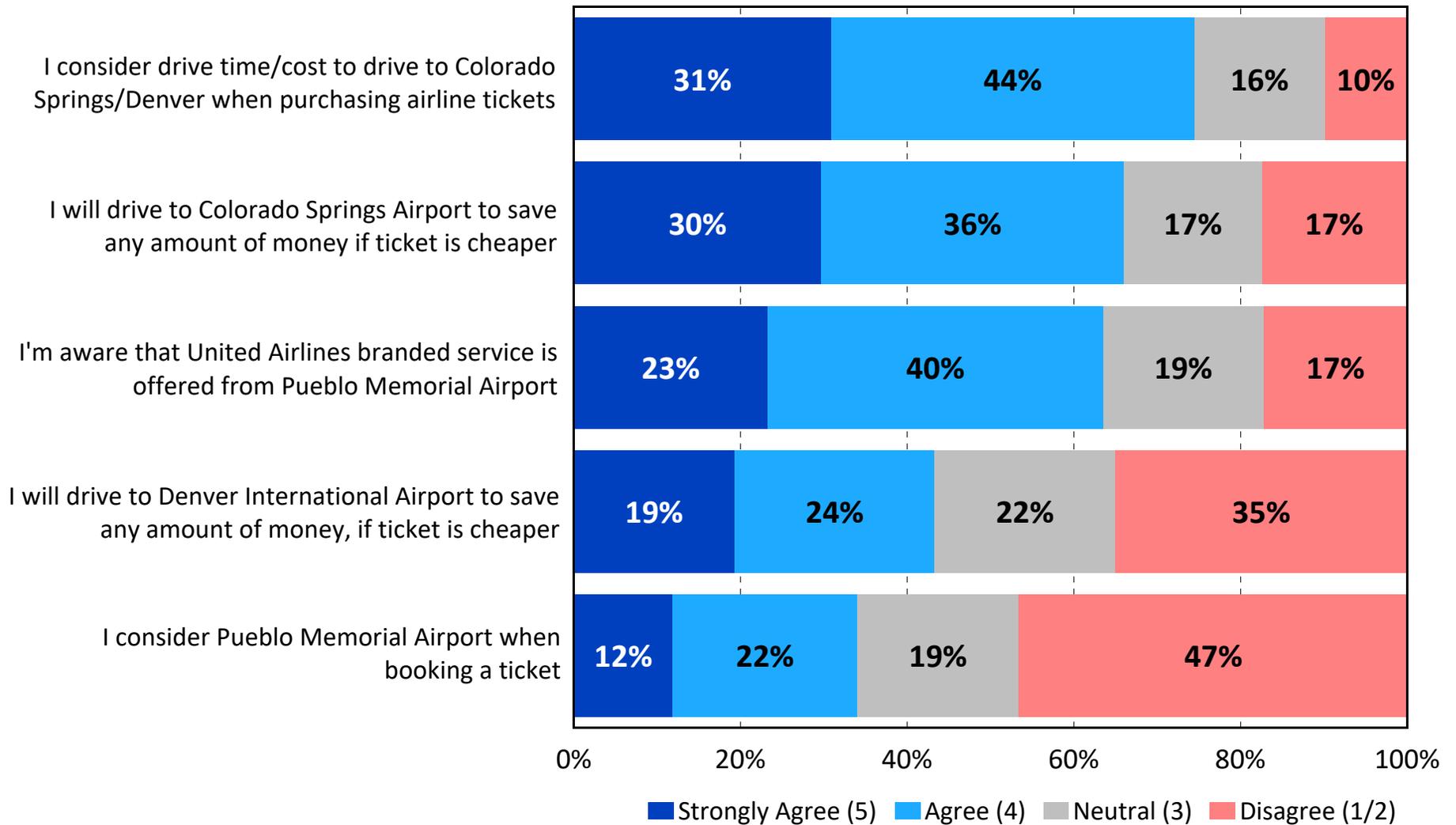
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Q16. Agreement With Various Statements Regarding Pueblo Memorial Airport

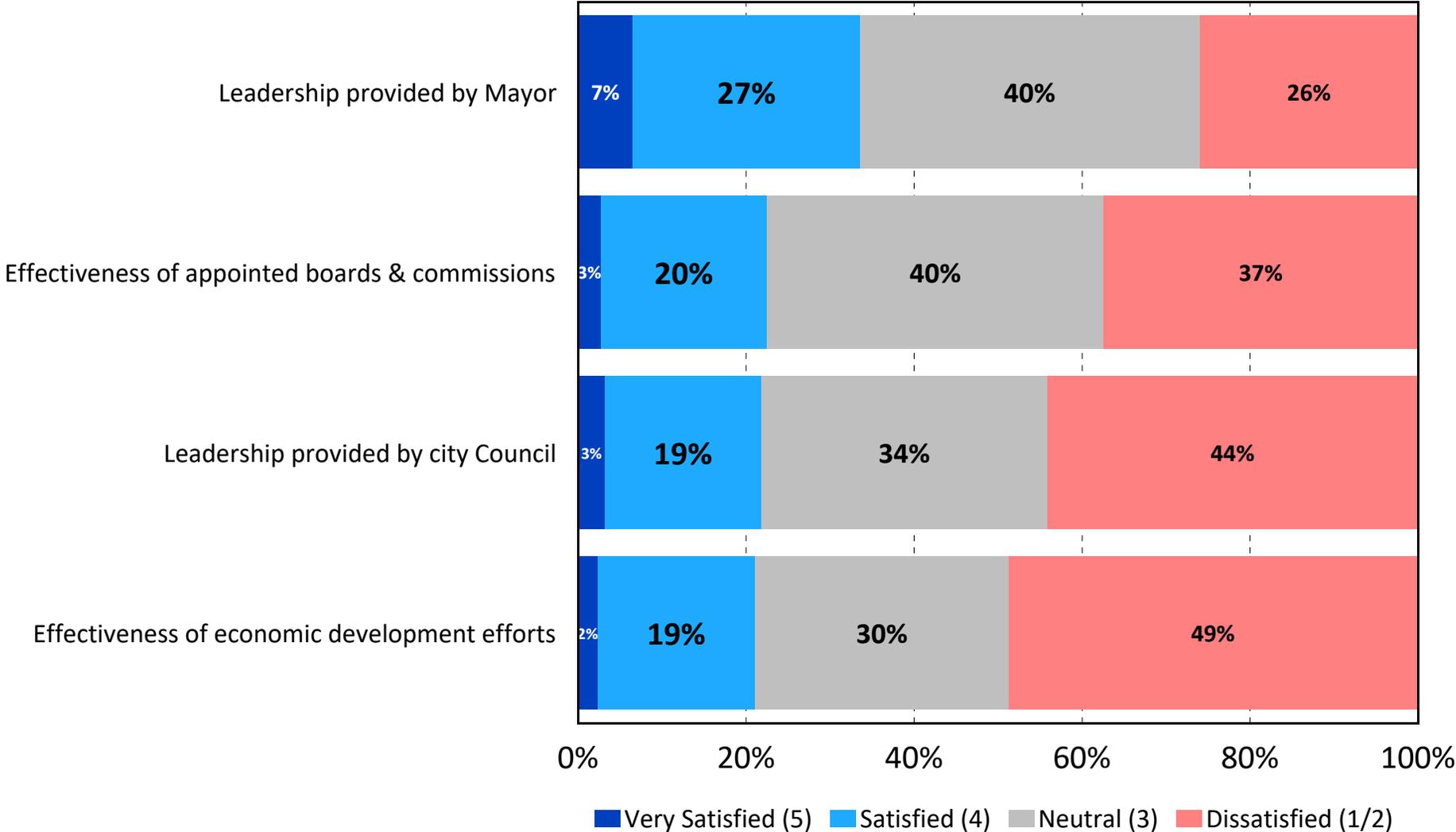
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Q17. Satisfaction with City Leadership

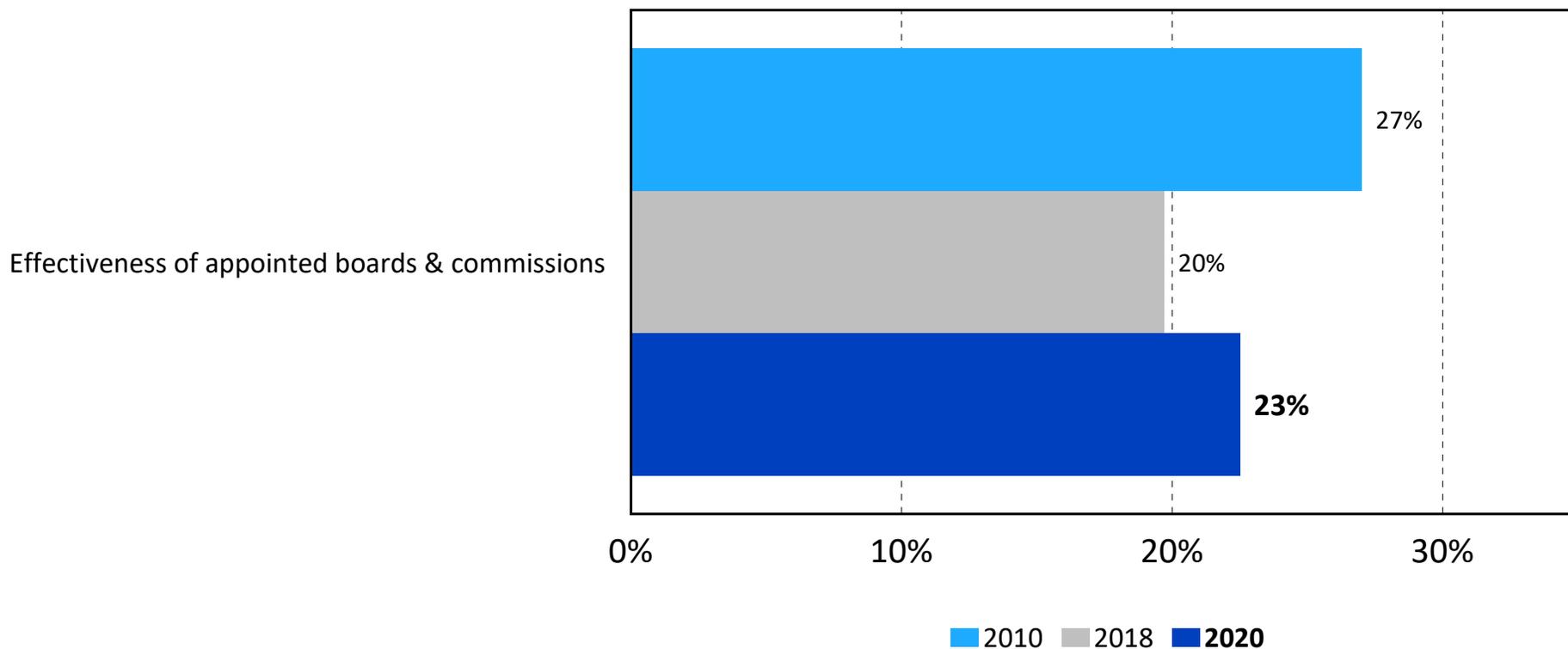
by percentage of respondents (excluding “don’t know”)



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Satisfaction with City Leadership - 2010 to 2020

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



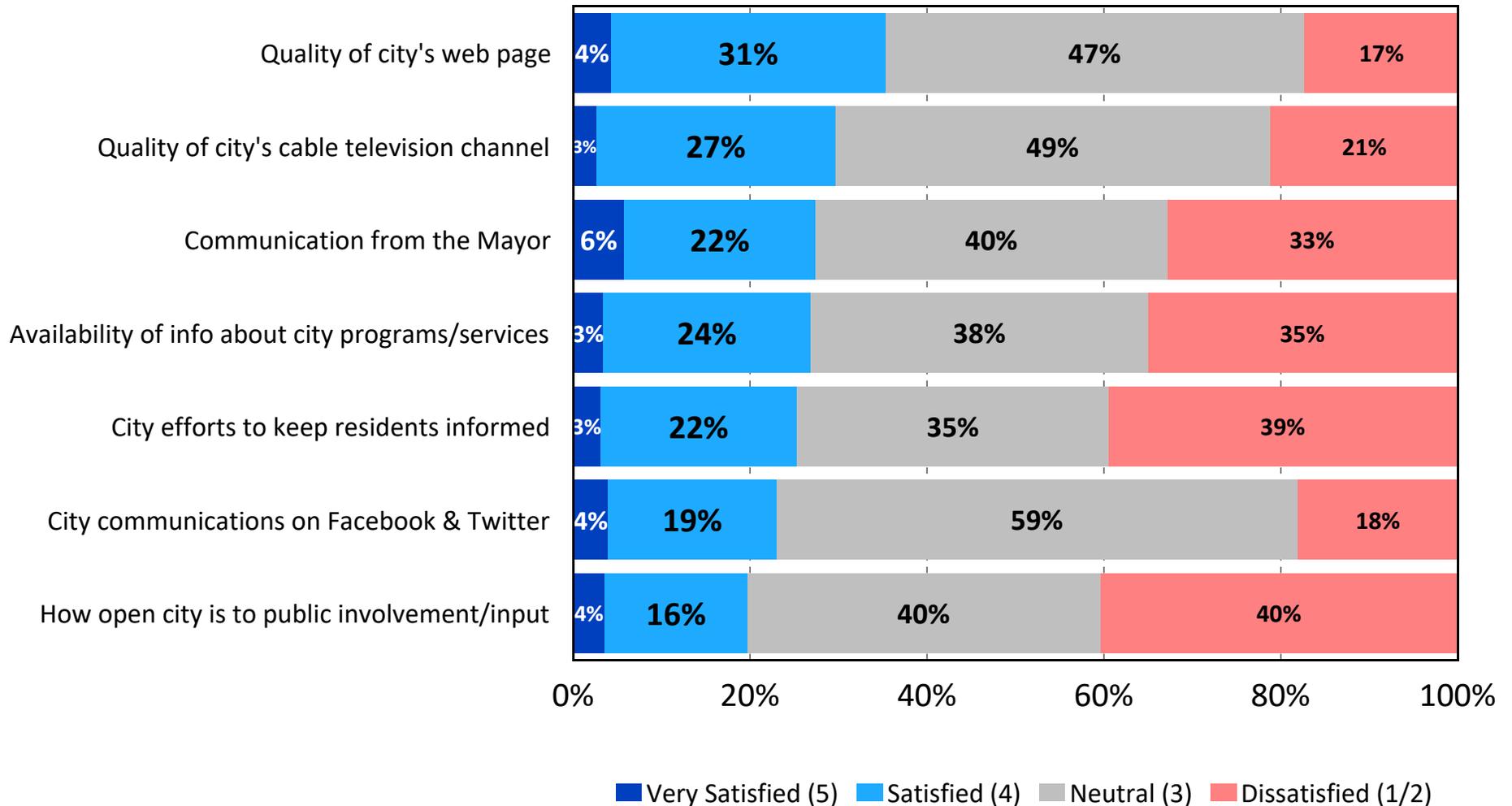
**Changes of +/- 5% or more are statistically significant*

Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

ETC Institute (2020)

Q18. Satisfaction with City Communication

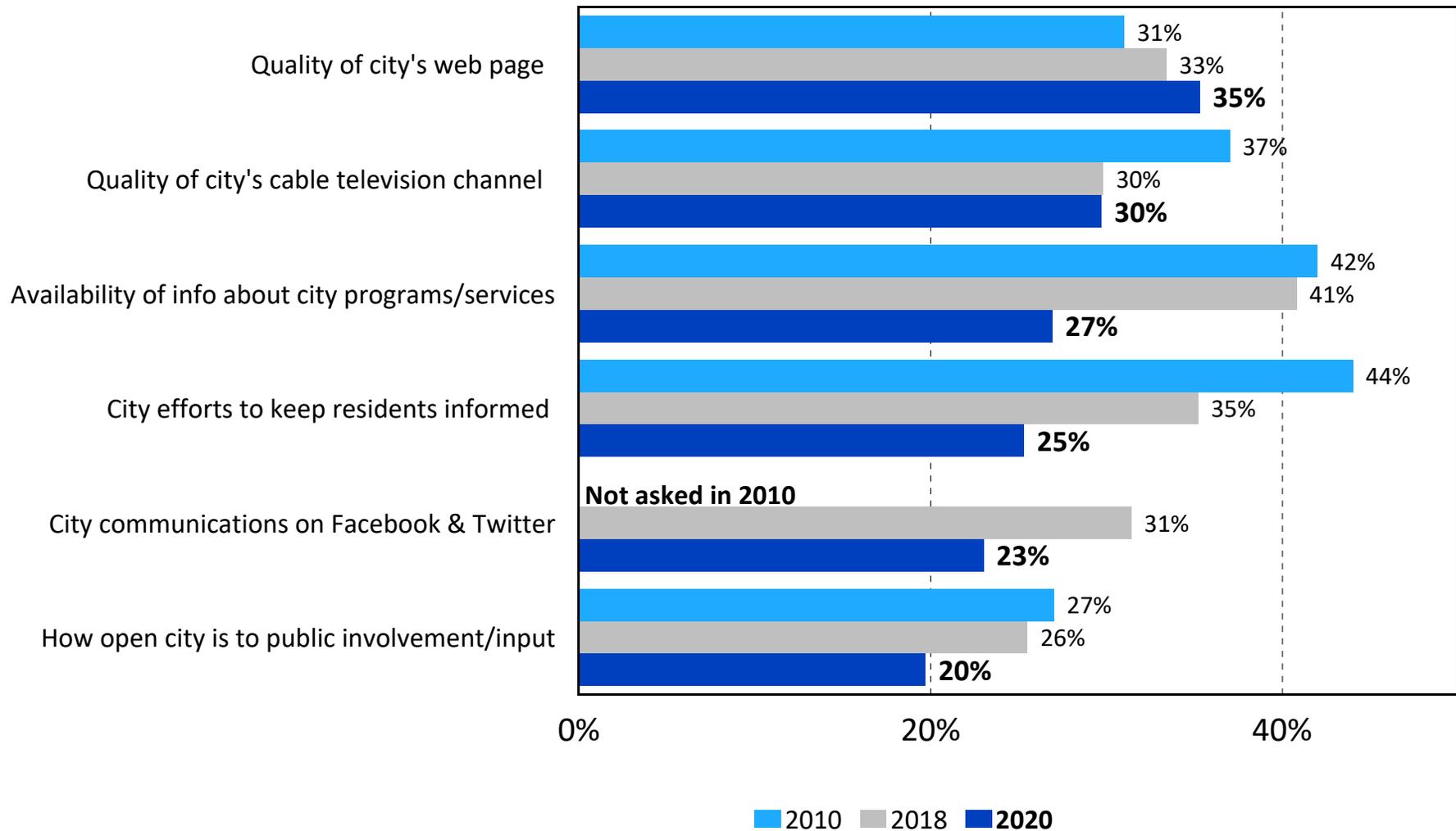
by percentage of respondents (excluding “don’t know”)



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Satisfaction with City Communication - 2010 to 2020

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*

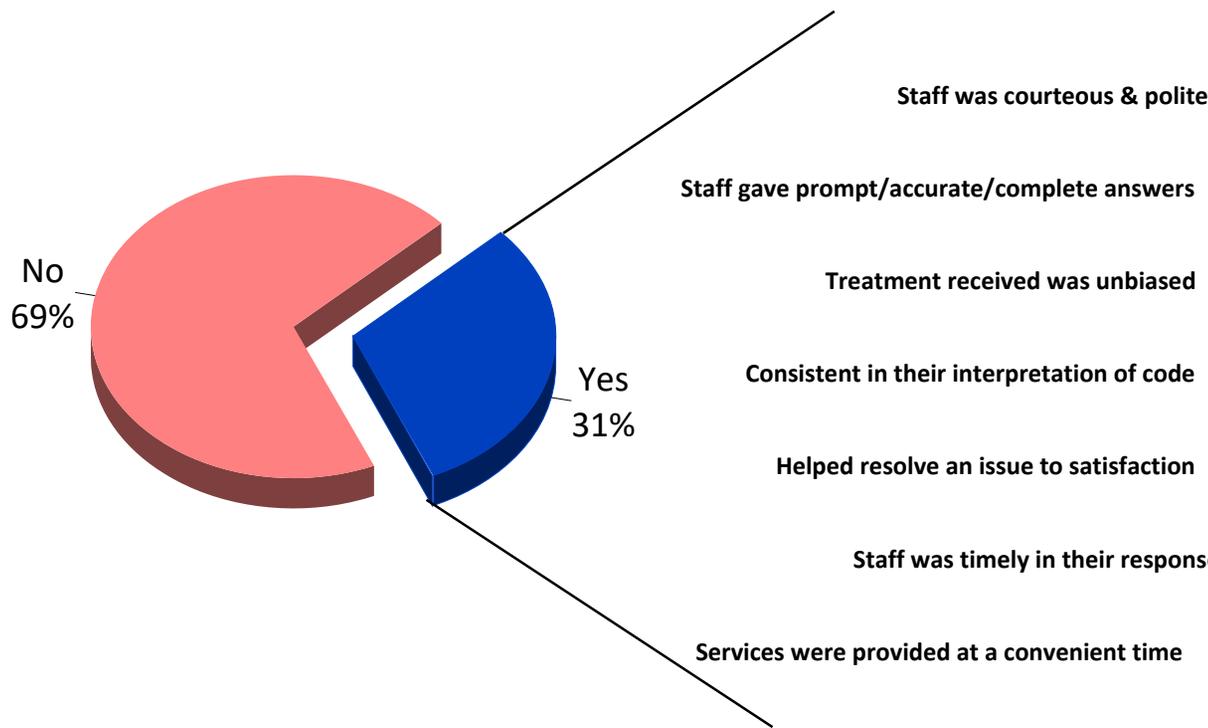
Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

ETC Institute (2020)

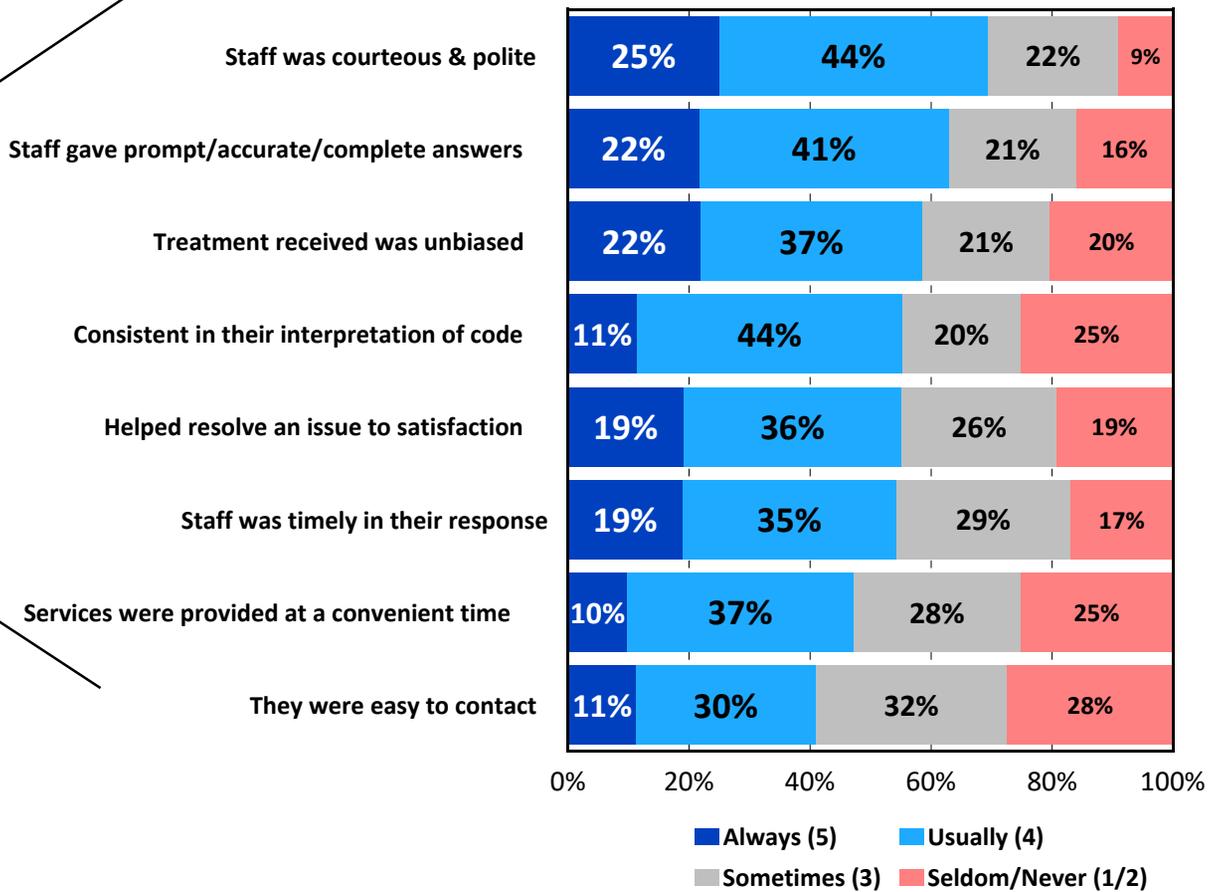
Trends

Q19. Have you contacted the city during the past year?

by percentage of respondents

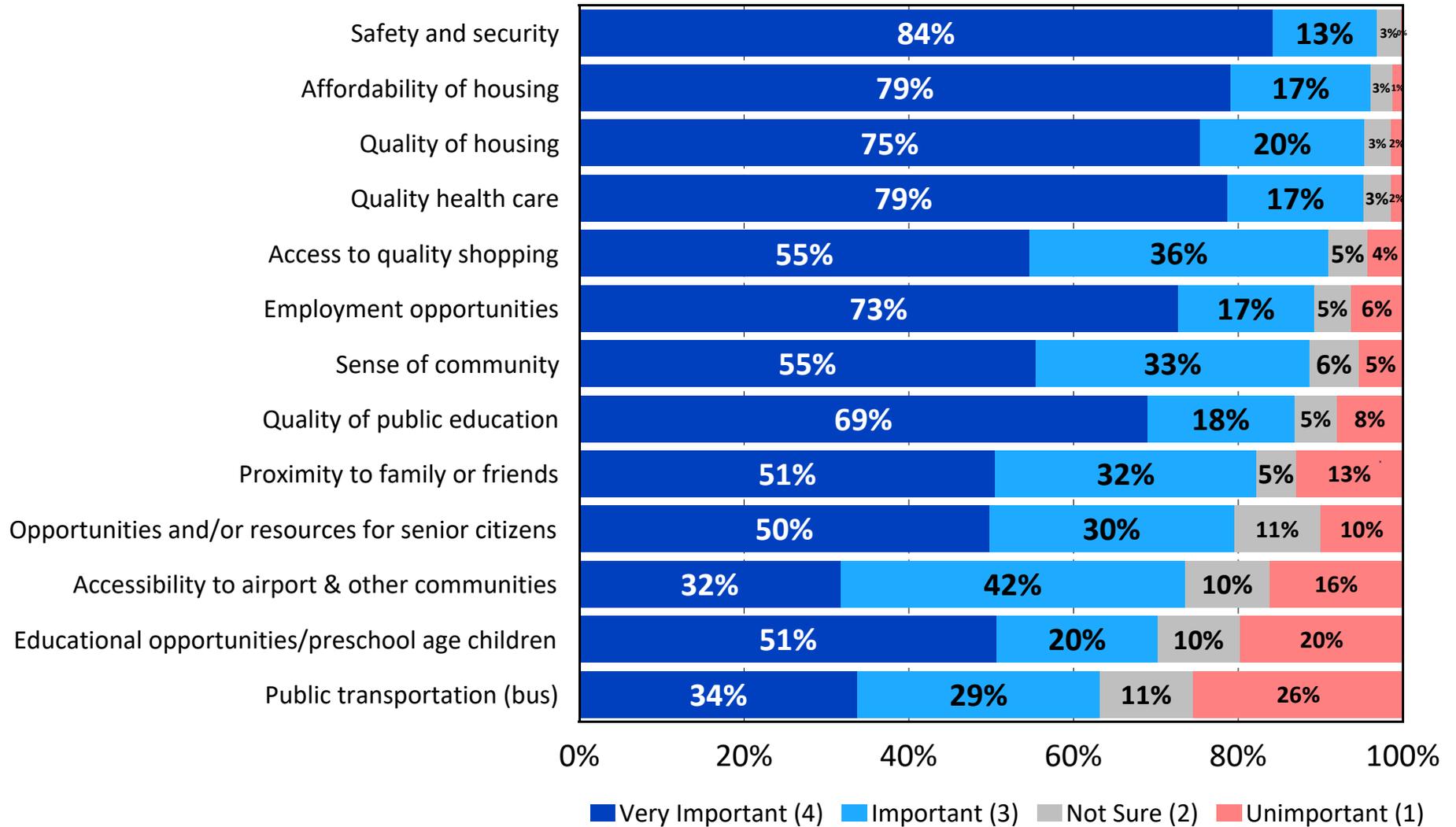


Q19a. If YES, rate your satisfaction with city employees on the following behaviors (excluding "don't know")



Q20. How important was each reason in your decision to live in Pueblo?

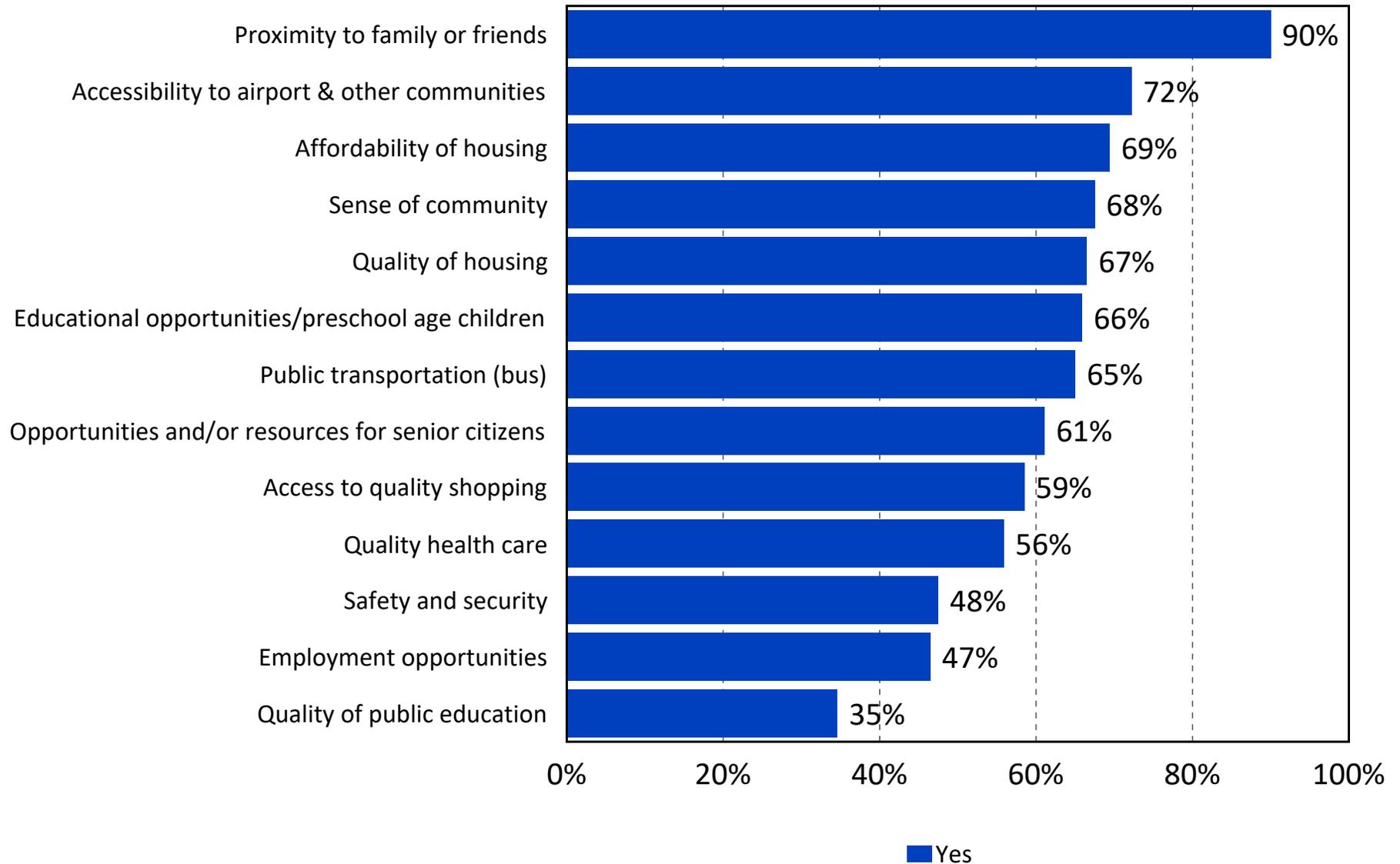
by percentage of respondents (excluding “not provided”)



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

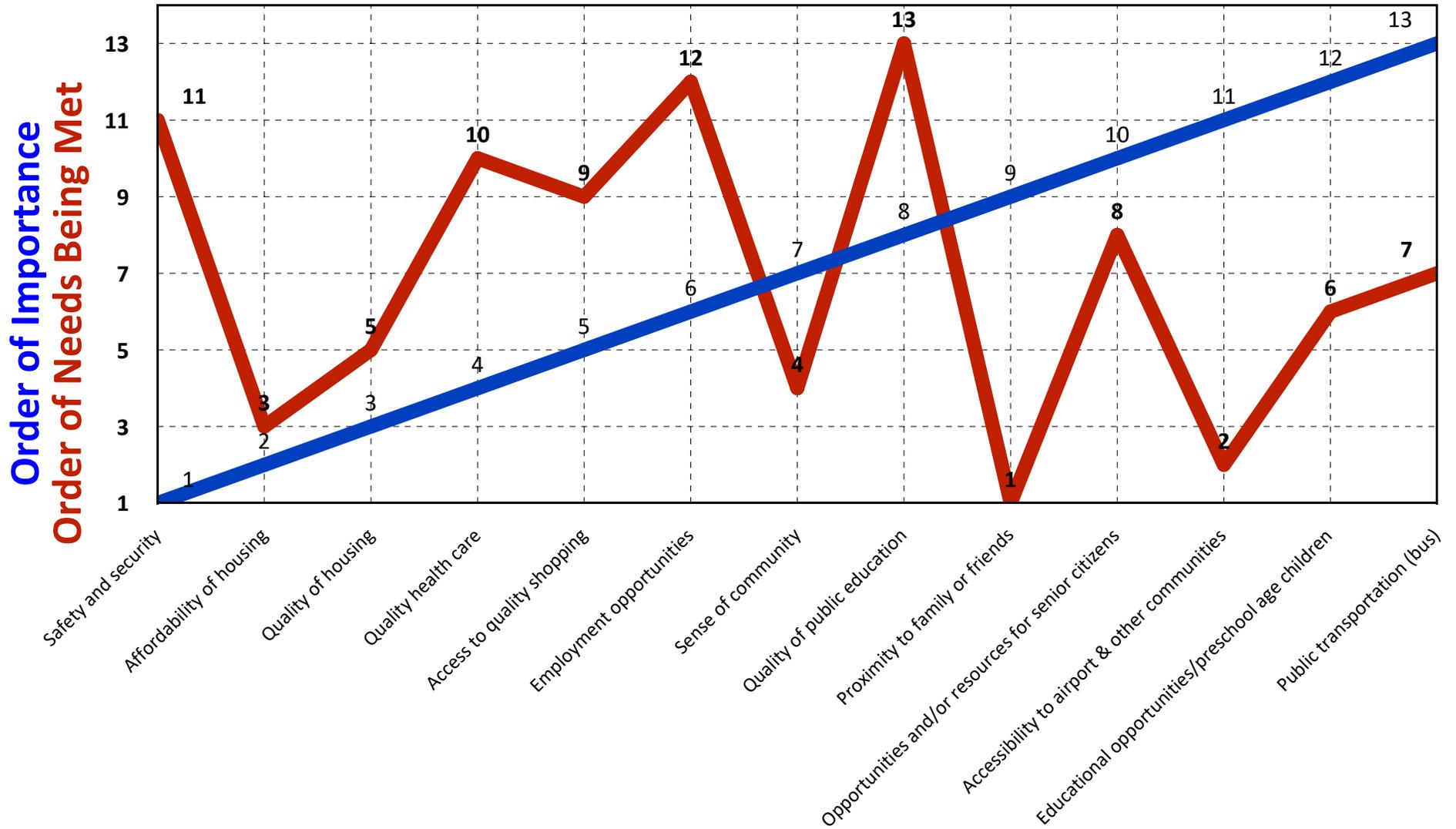
Q20a. Are your needs being met in Pueblo?

by percentage of respondents who responded "yes"



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

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

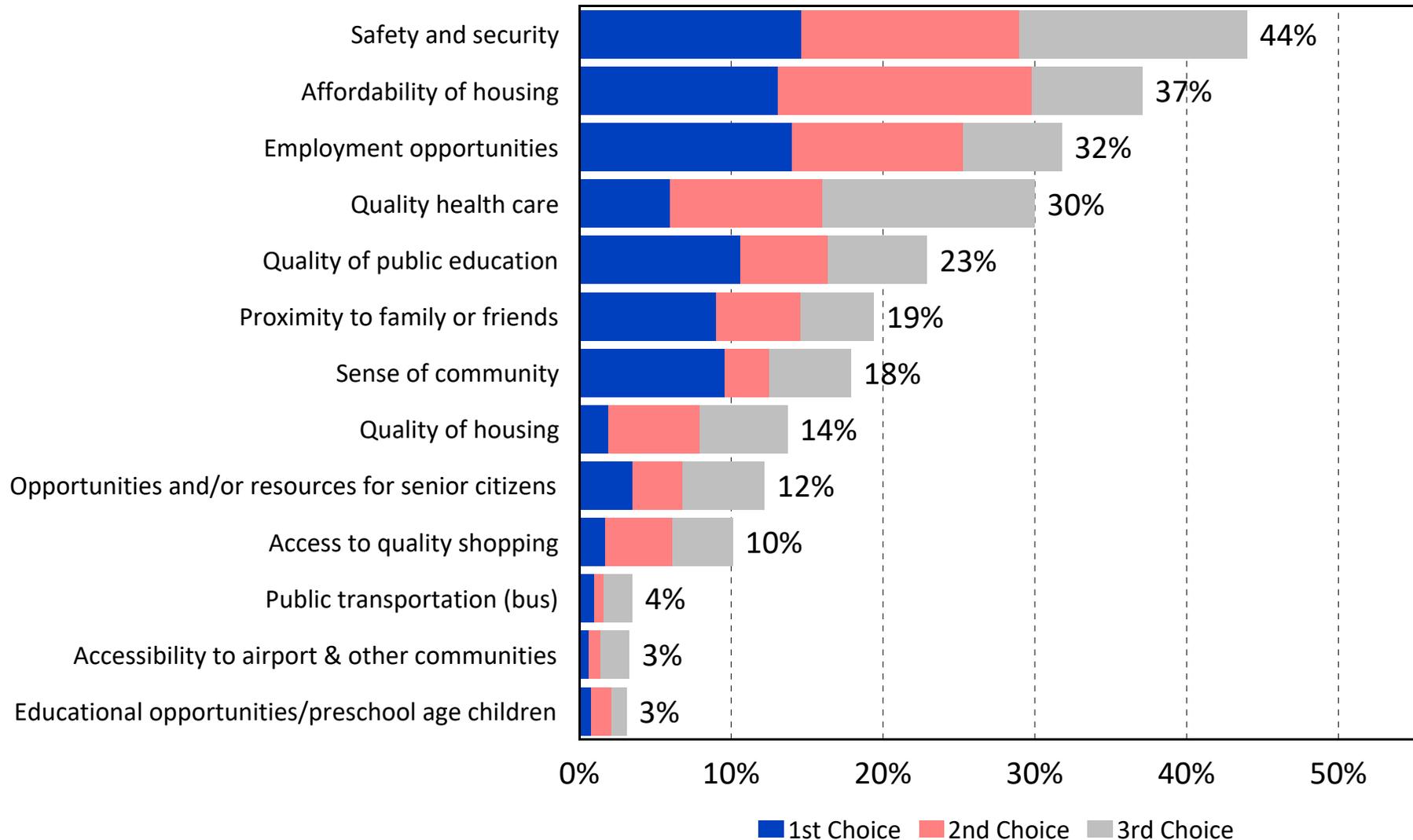


Red points above the blue line are needs that are not being met relative to their importance

Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Q21. Reasons That Will Have the Most Impact on Decision to Stay in Pueblo for the Next 10 Years

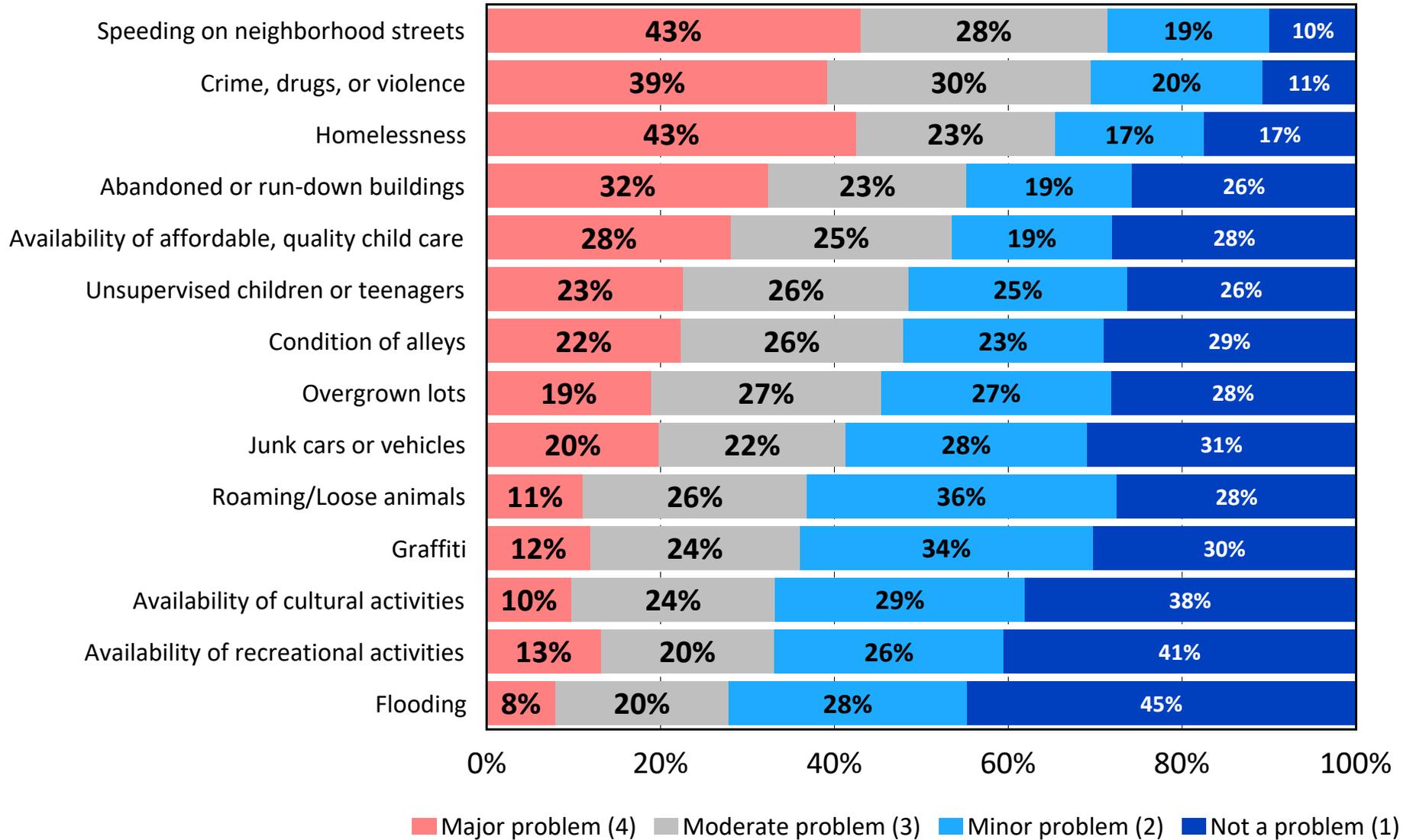
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Q22. Neighborhood Concerns

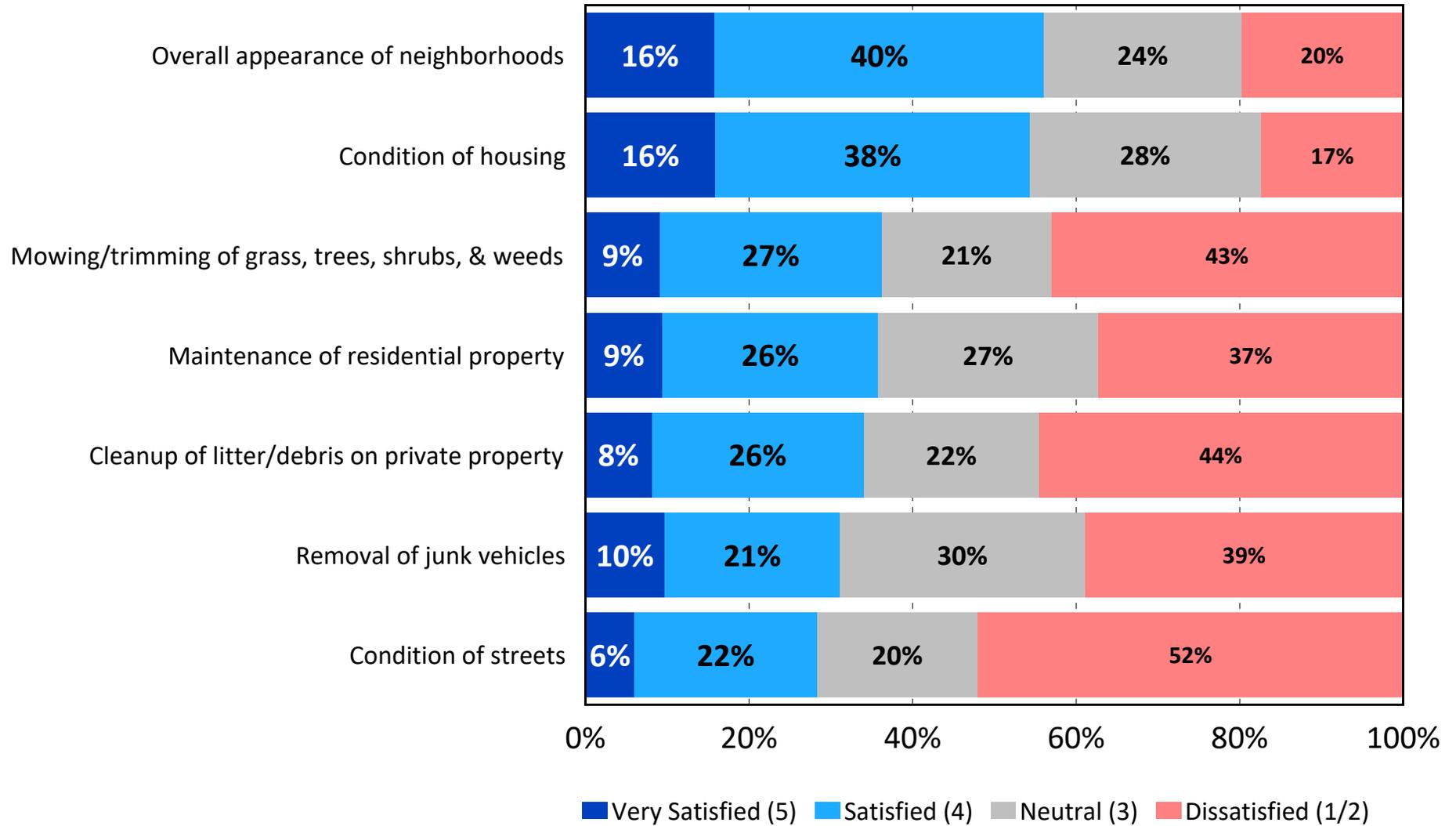
by percentage of respondents (excluding “don’t know”)



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Q23. Satisfaction with Neighborhoods

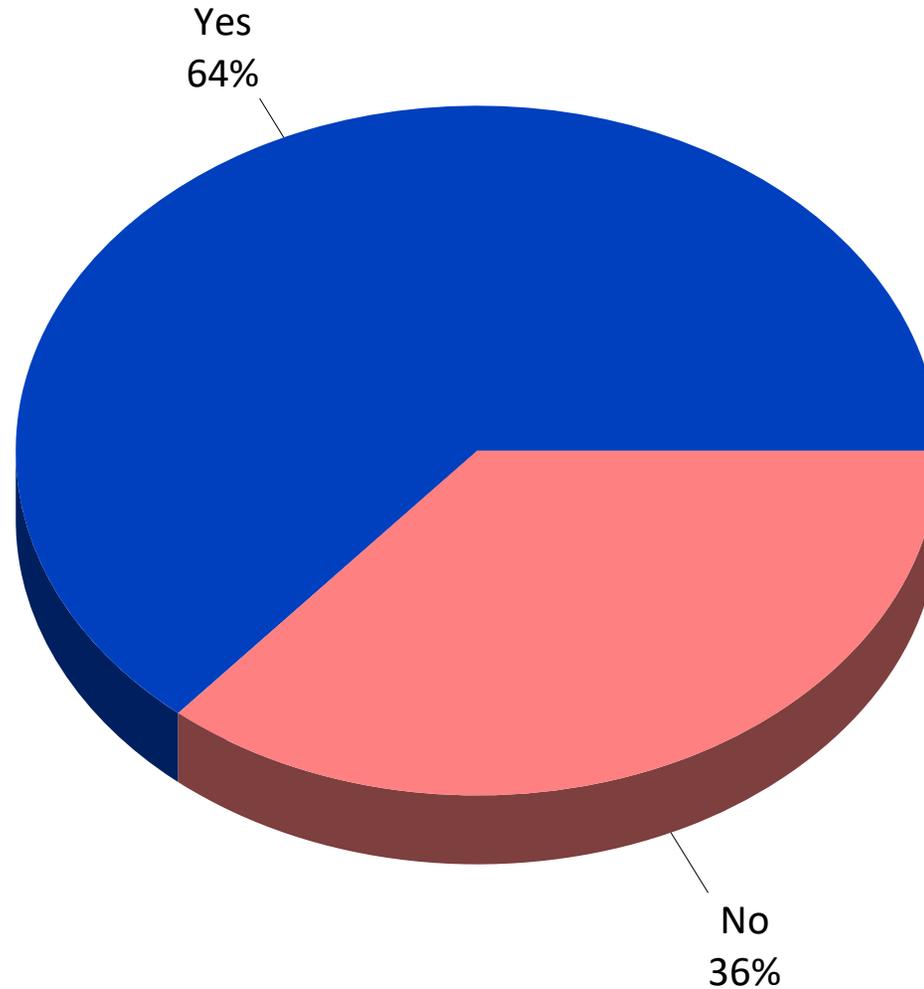
by percentage of respondents (excluding “don’t know”)



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Q24. Do you support terminating the Black Hills Energy franchise and forming a municipal electric utility?

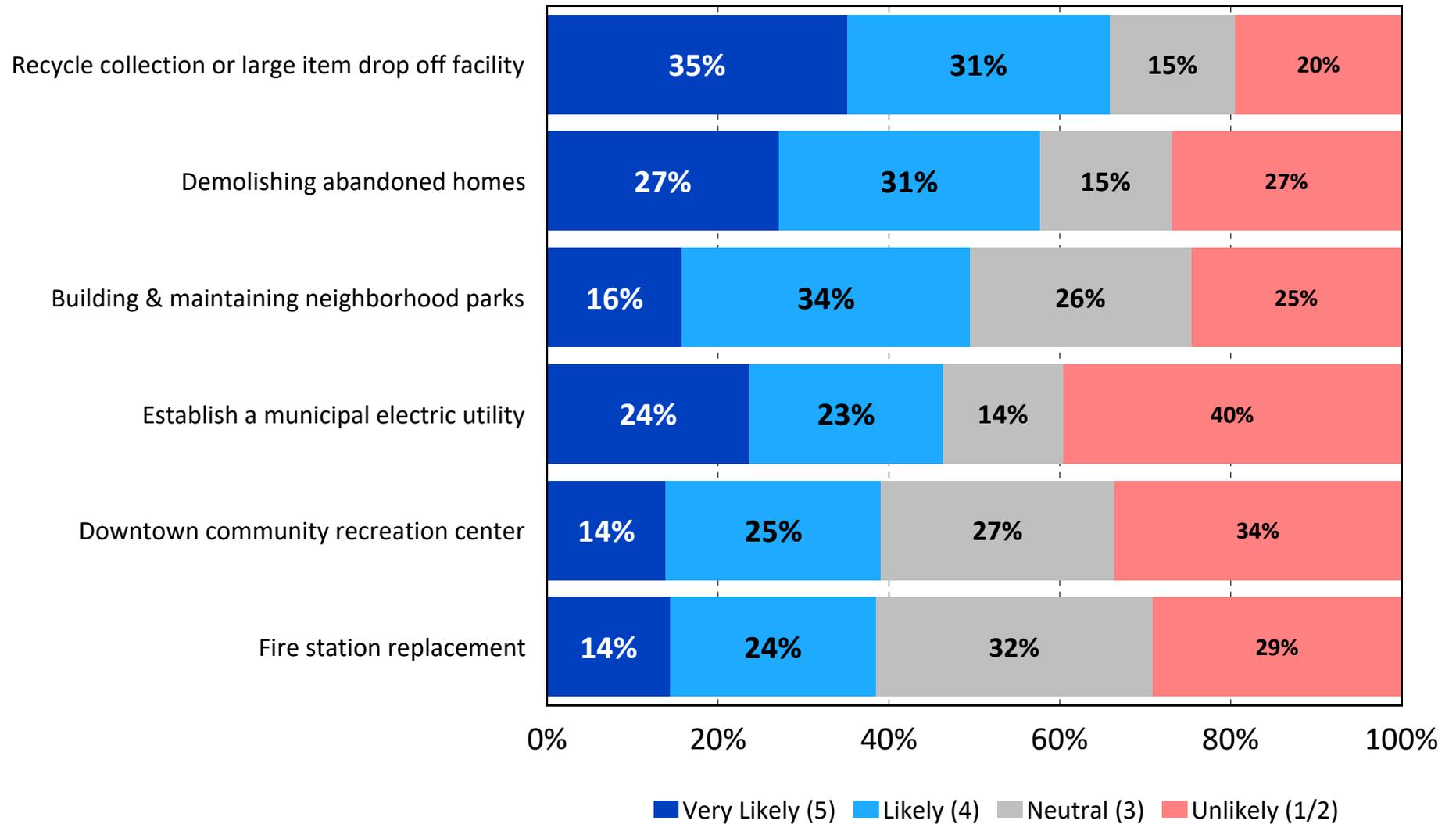
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Q25. Willingness to Support a Sales Tax Increase to Address the Following:

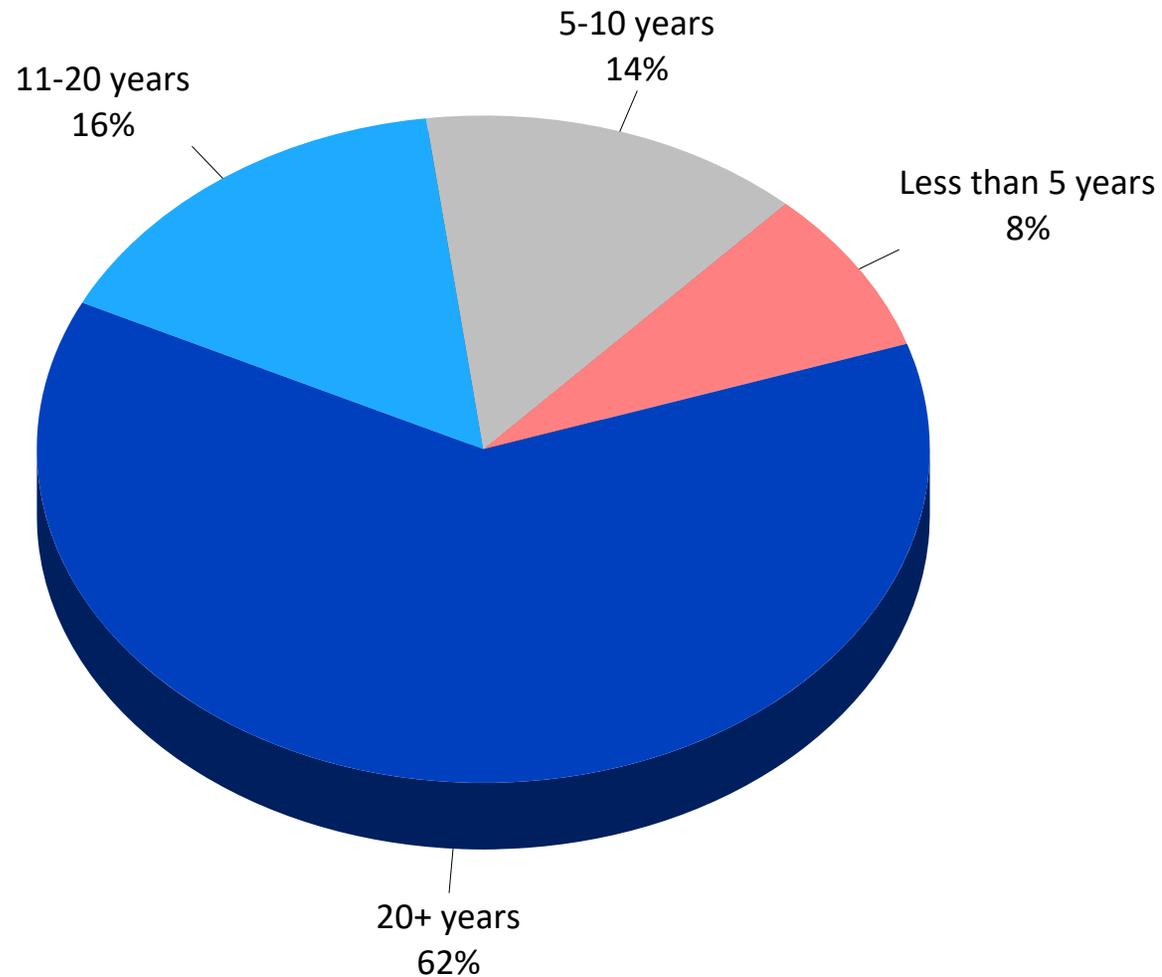
by percentage of respondents (excluding “don’t know”)



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Q26. Approximately how many years have you lived in the City of Pueblo?

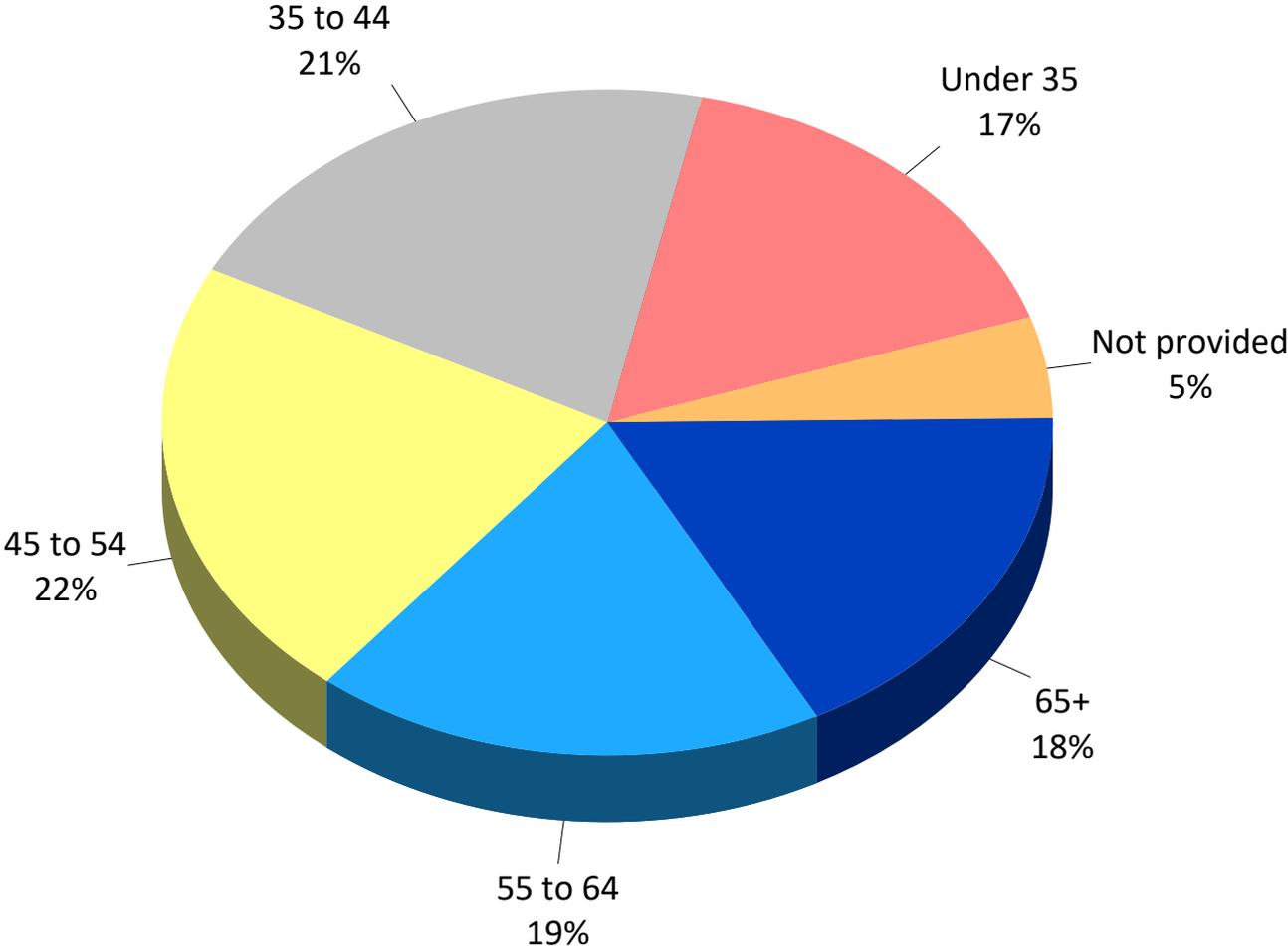
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Q27. What is your age?

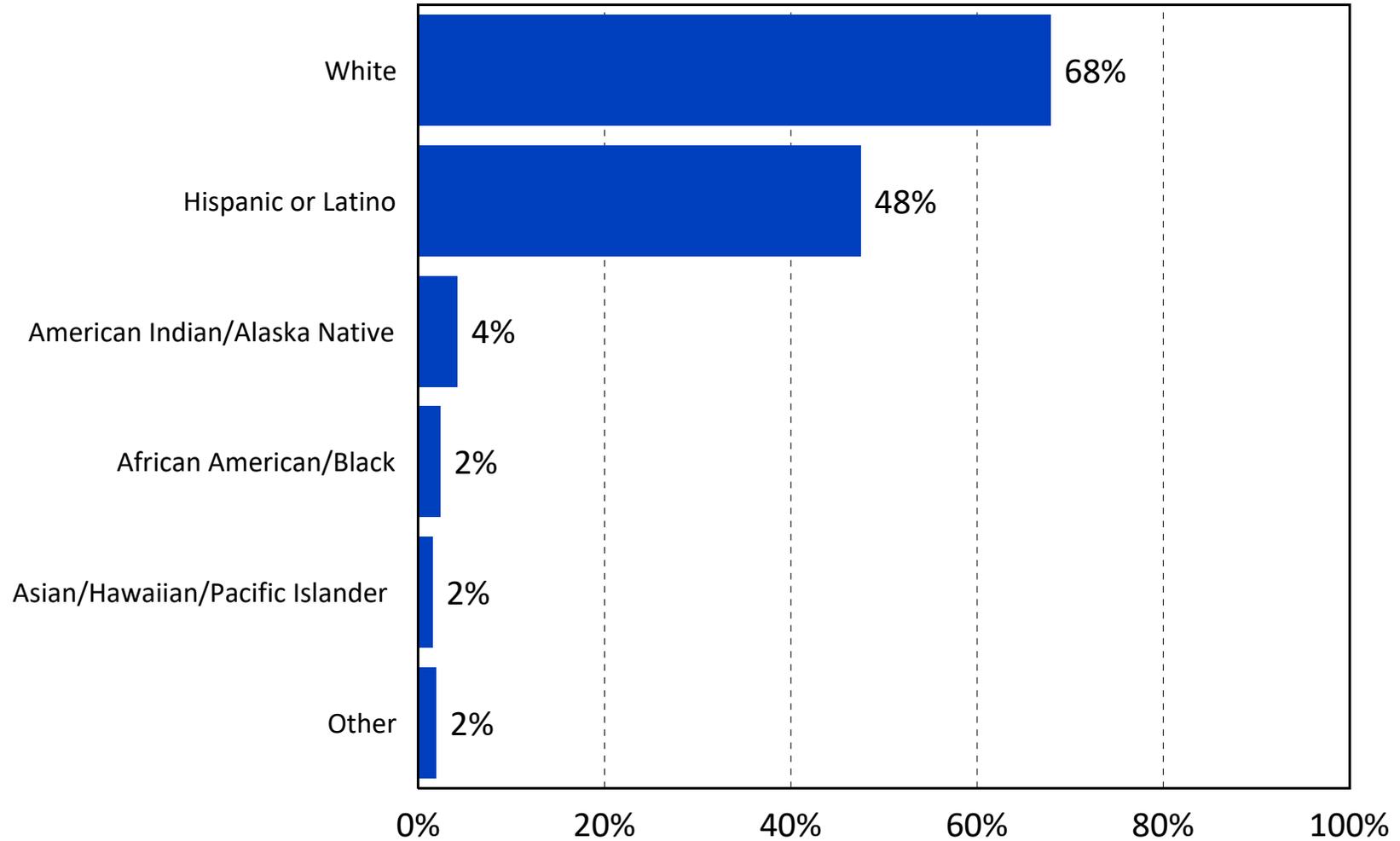
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Q28. Which of the following best describes your race?

by percentage of respondents (multiple selections could be made)

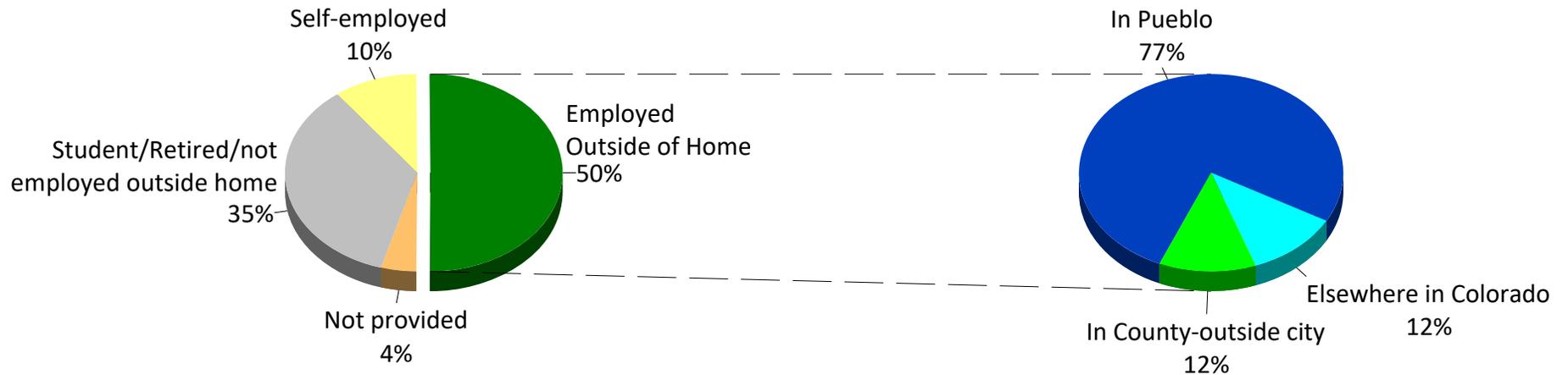


Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Q29. Which of the following best describes your current place of employment?

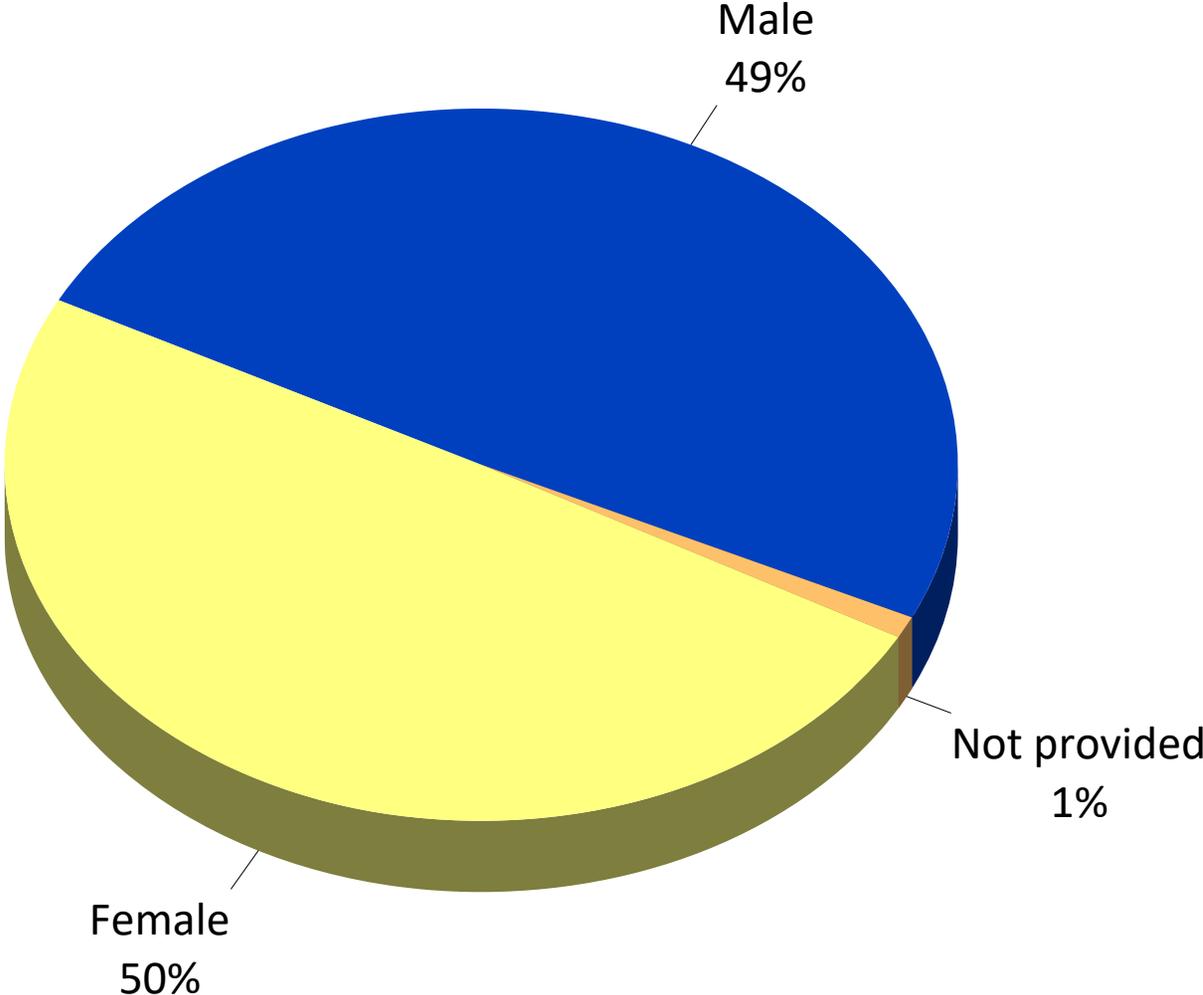
by percentage of respondents

Q29a. Where do you work?



Q30. Gender of the Respondents

by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - City of Pueblo, CO)

Section 2:
Geocoded Maps

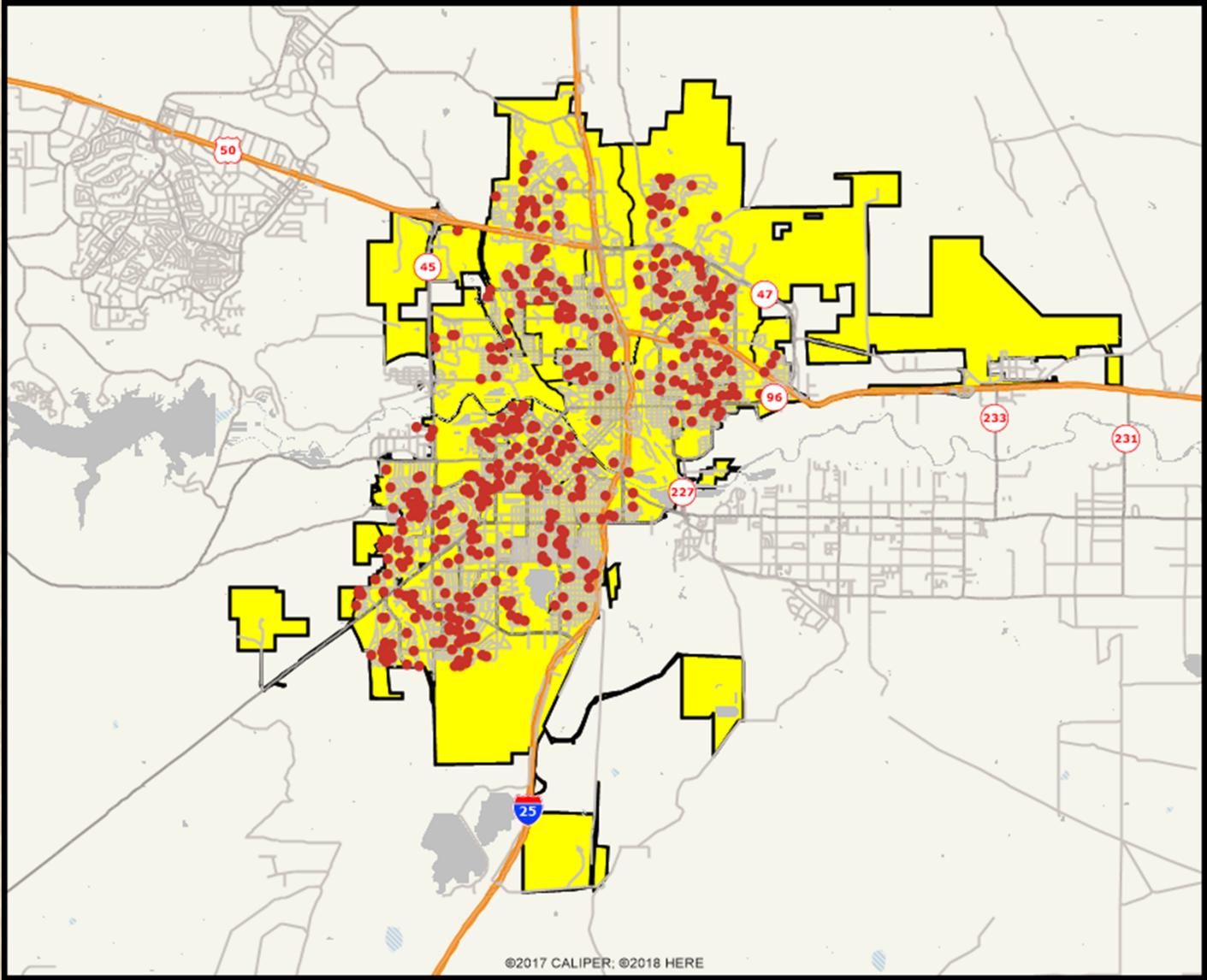
Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

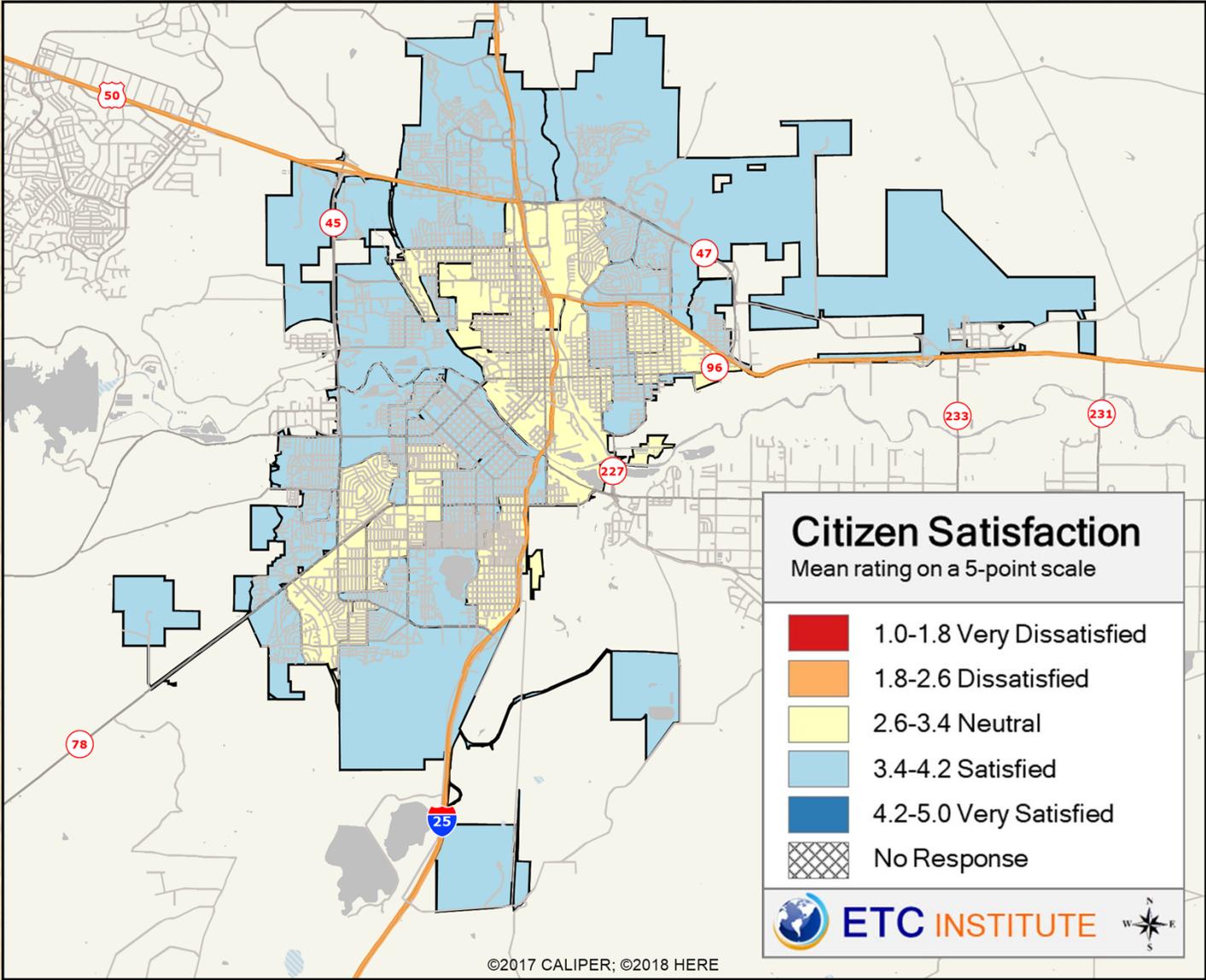
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

Location of Survey Respondents



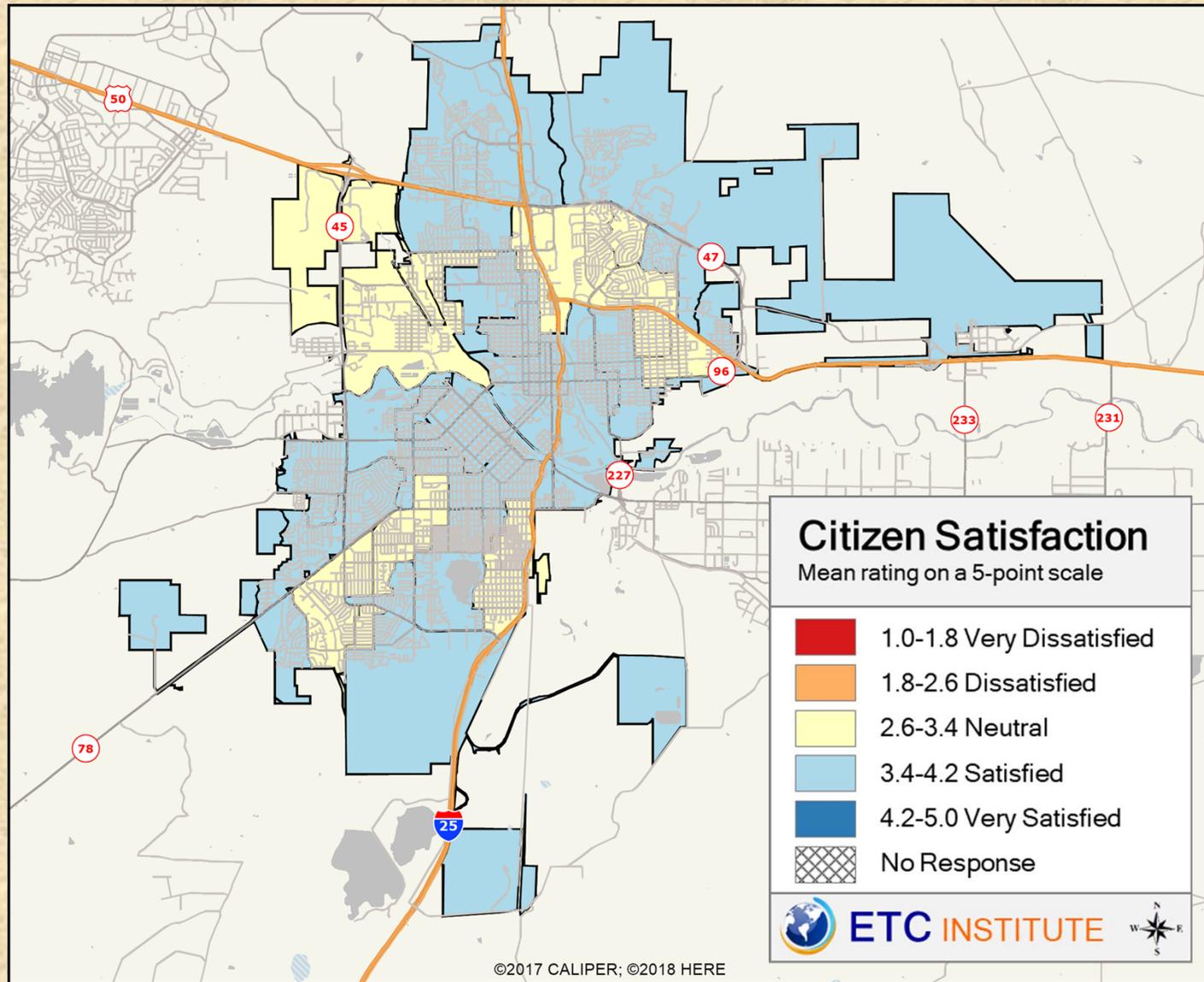
2020 City of Pueblo Community Survey

Q1-01 Satisfaction with overall quality of police services



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

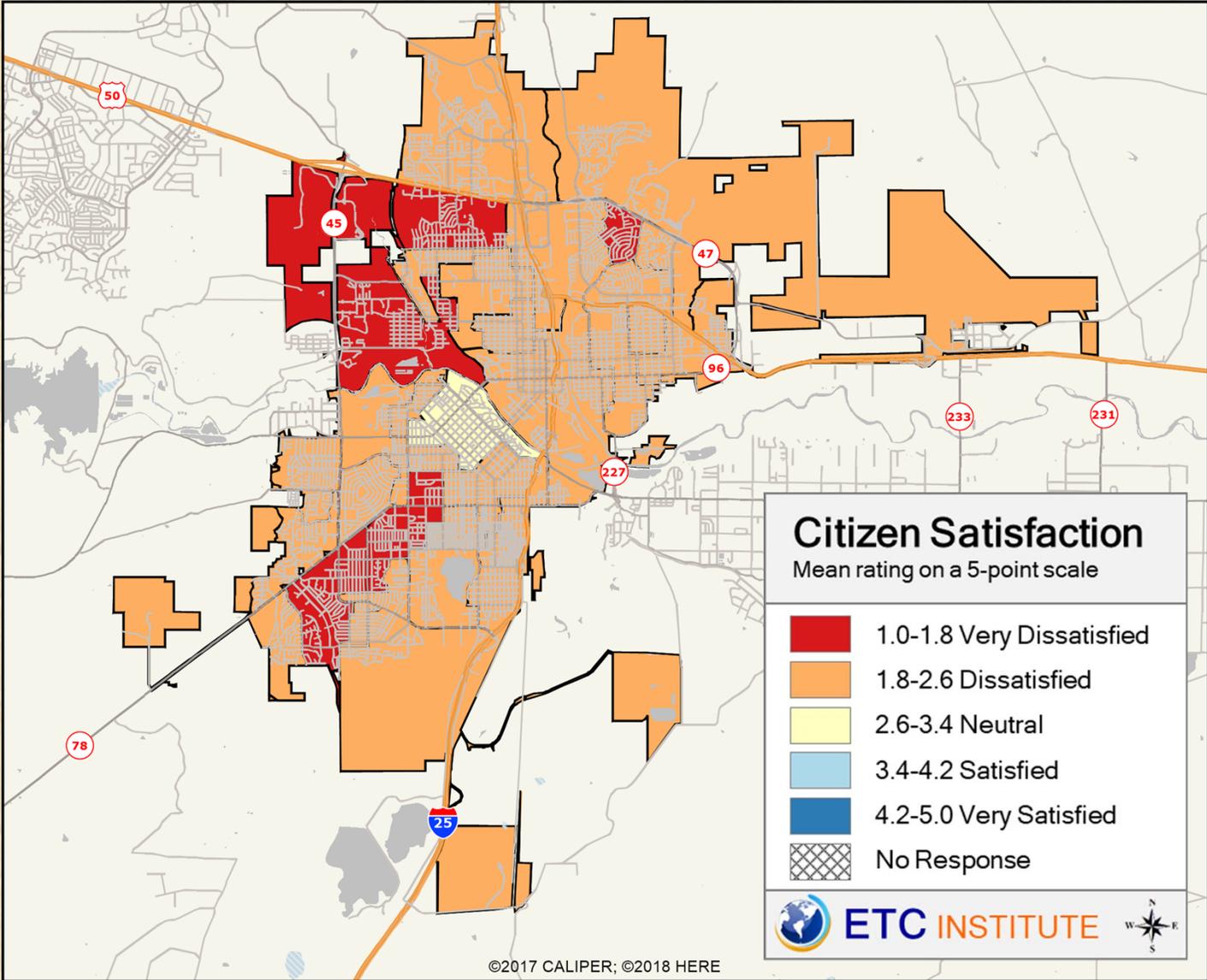
Q1-02 Satisfaction with overall quality of City parks and recreation programs and facilities



2020 City of Pueblo Community Survey

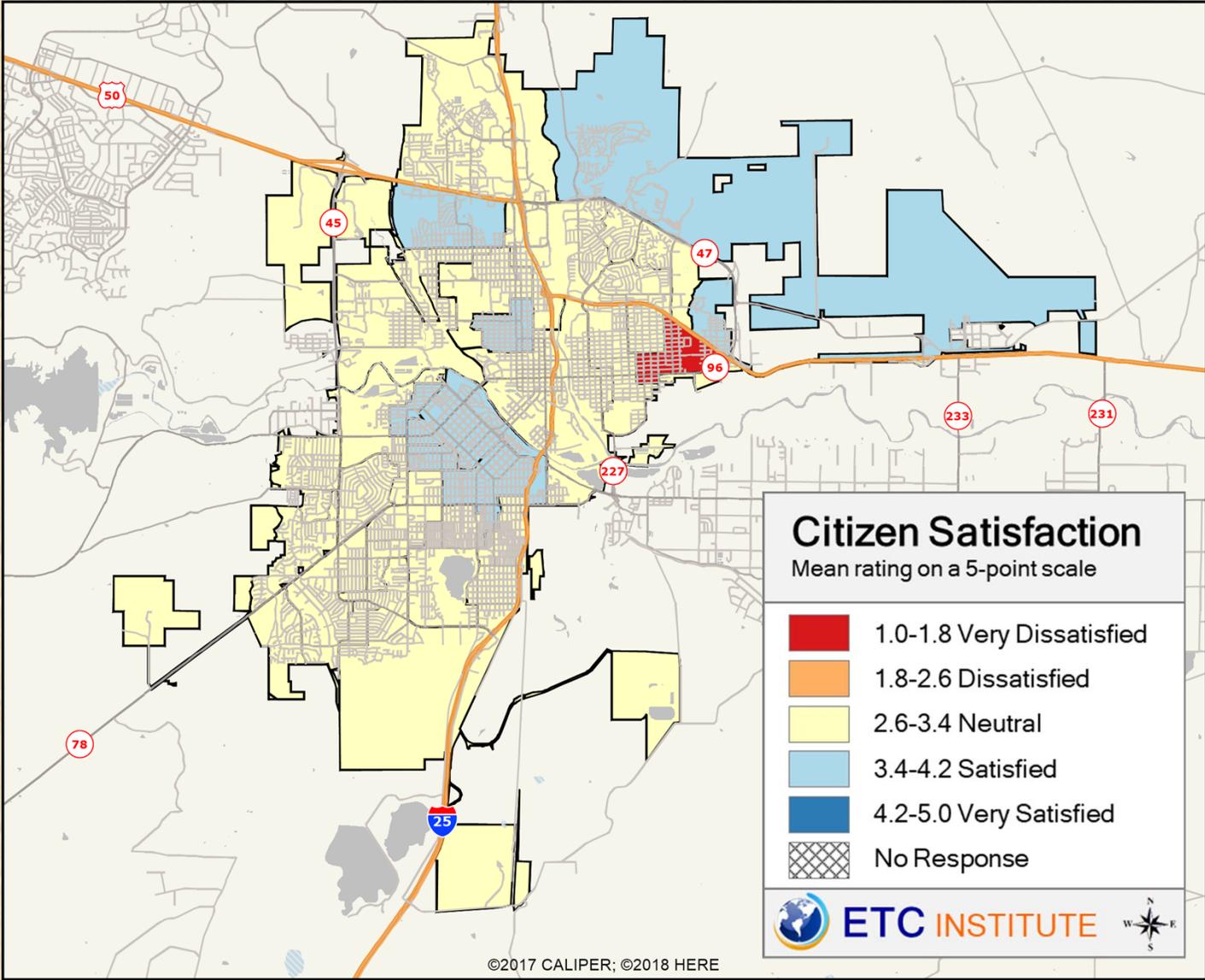
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1-03 Satisfaction with overall maintenance of city streets



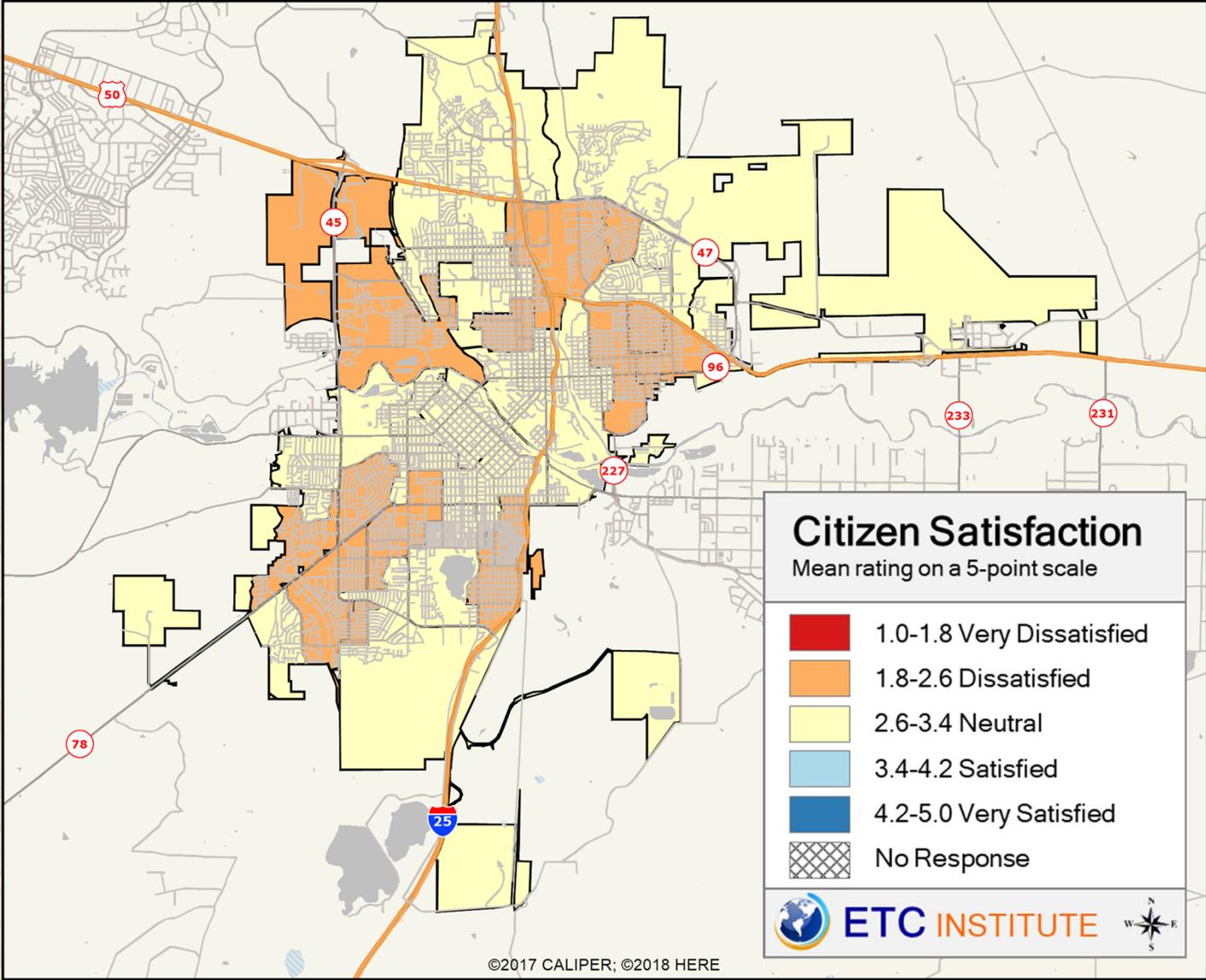
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1-04 Satisfaction with overall maintenance of city buildings and facilities



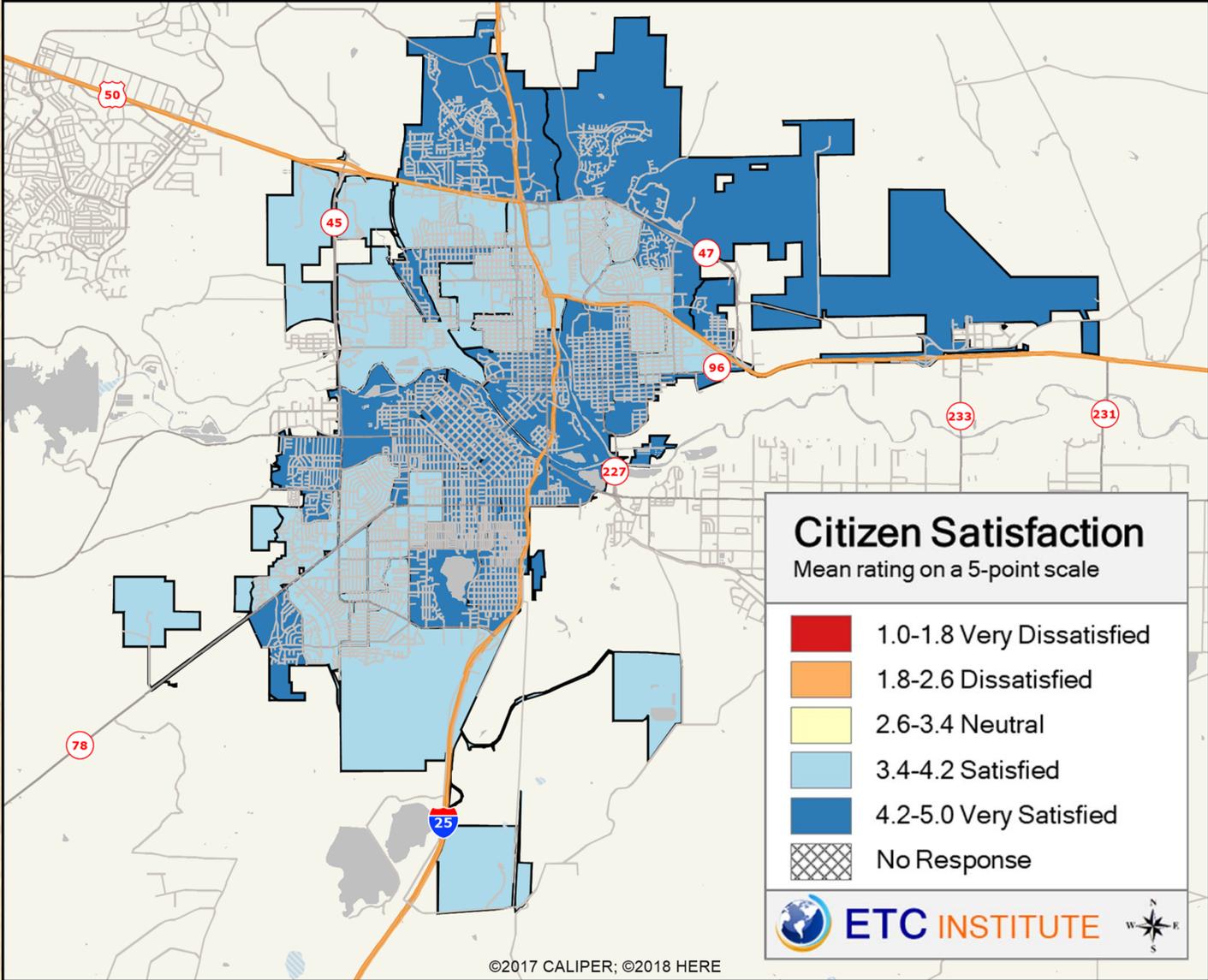
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1-05 Satisfaction with overall enforcement of city codes and ordinances



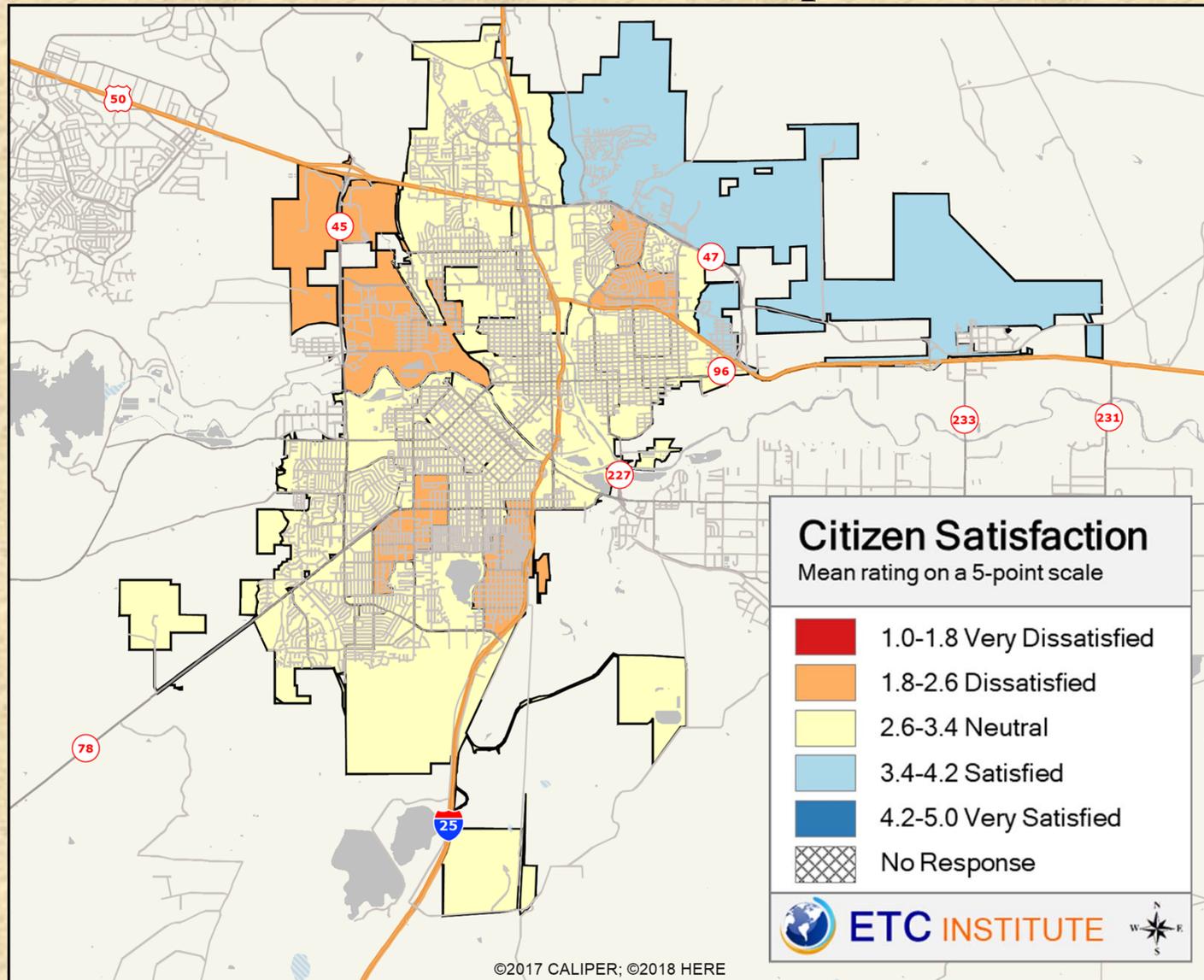
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1-06 Satisfaction with overall quality of Fire Department and Emergency Medical Services



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

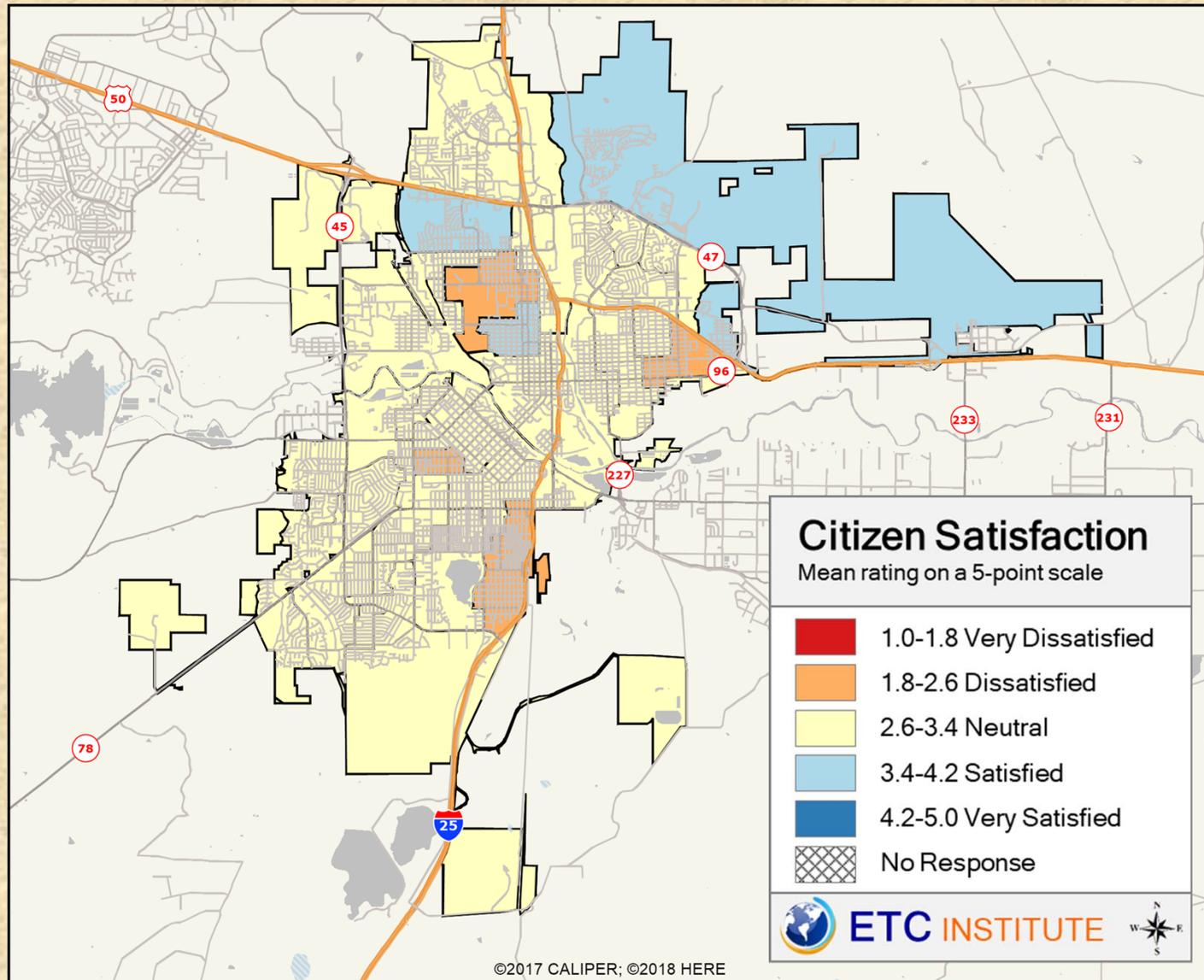
Q1-07 Satisfaction with overall effectiveness of city communication with the public



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

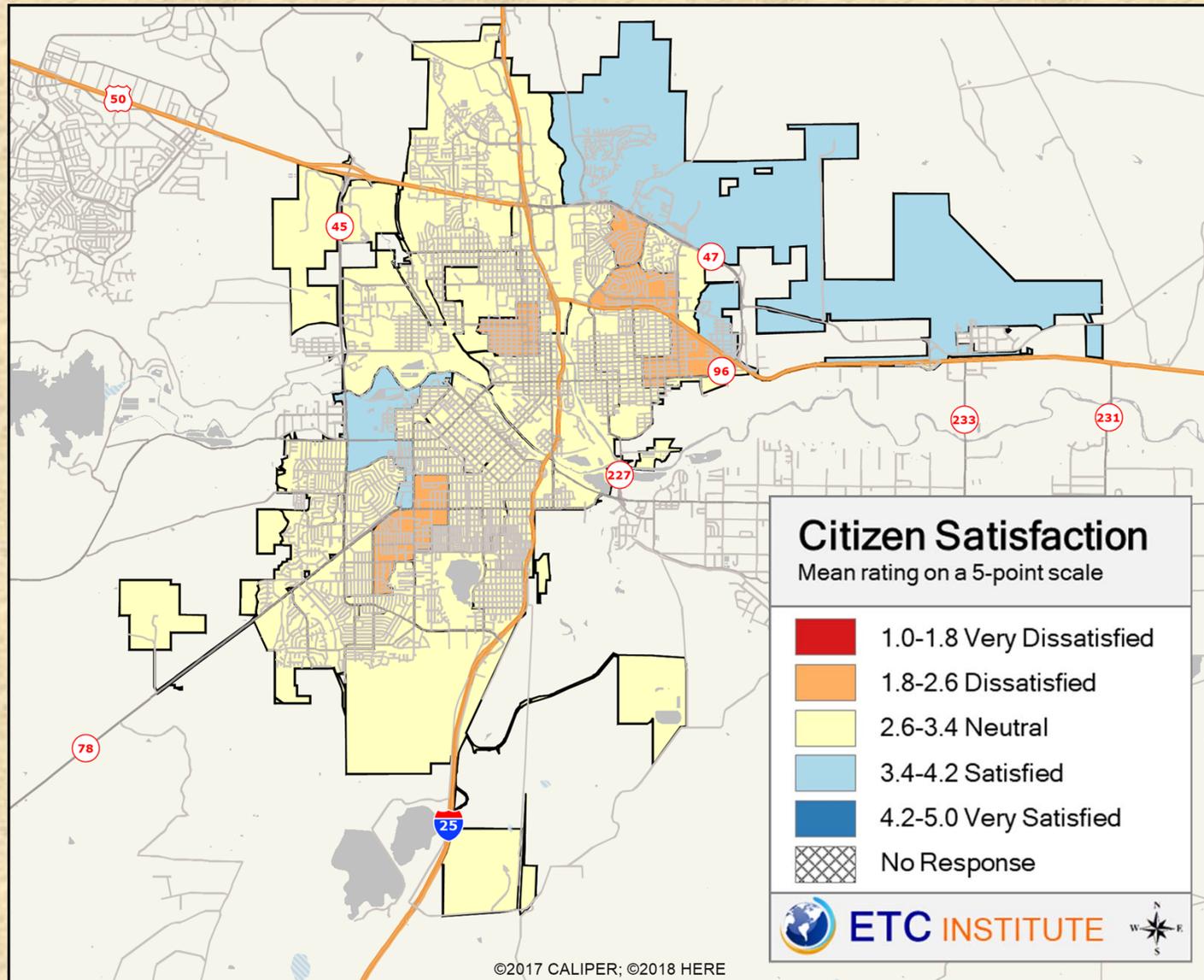
Q1-08 Satisfaction with overall quality of the city's stormwater runoff/stormwater management system



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

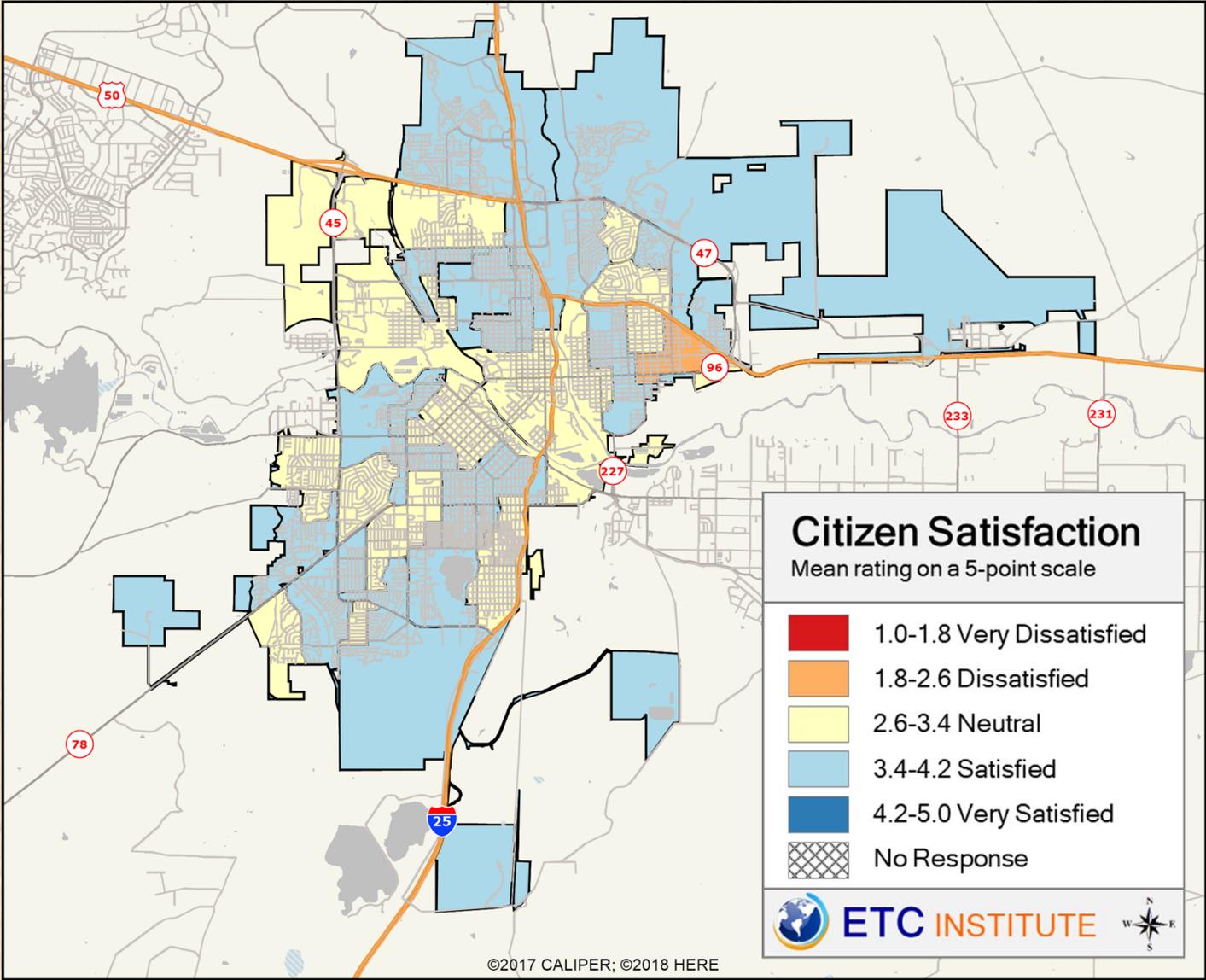
Q1-09 Satisfaction with overall flow of traffic and congestion management in the city



2020 City of Pueblo Community Survey

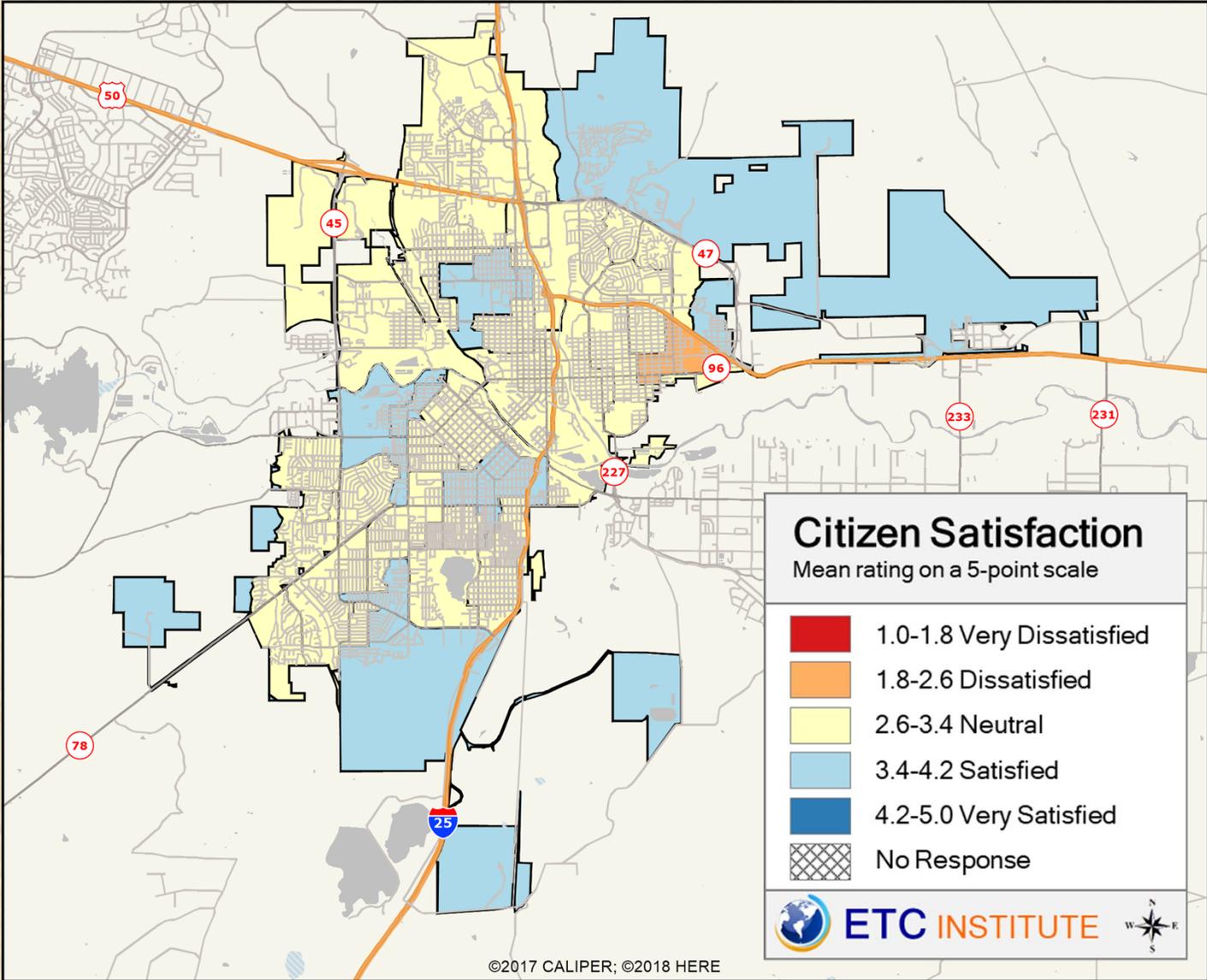
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1-10 Satisfaction with overall quality of sanitary sewer/ wastewater management system



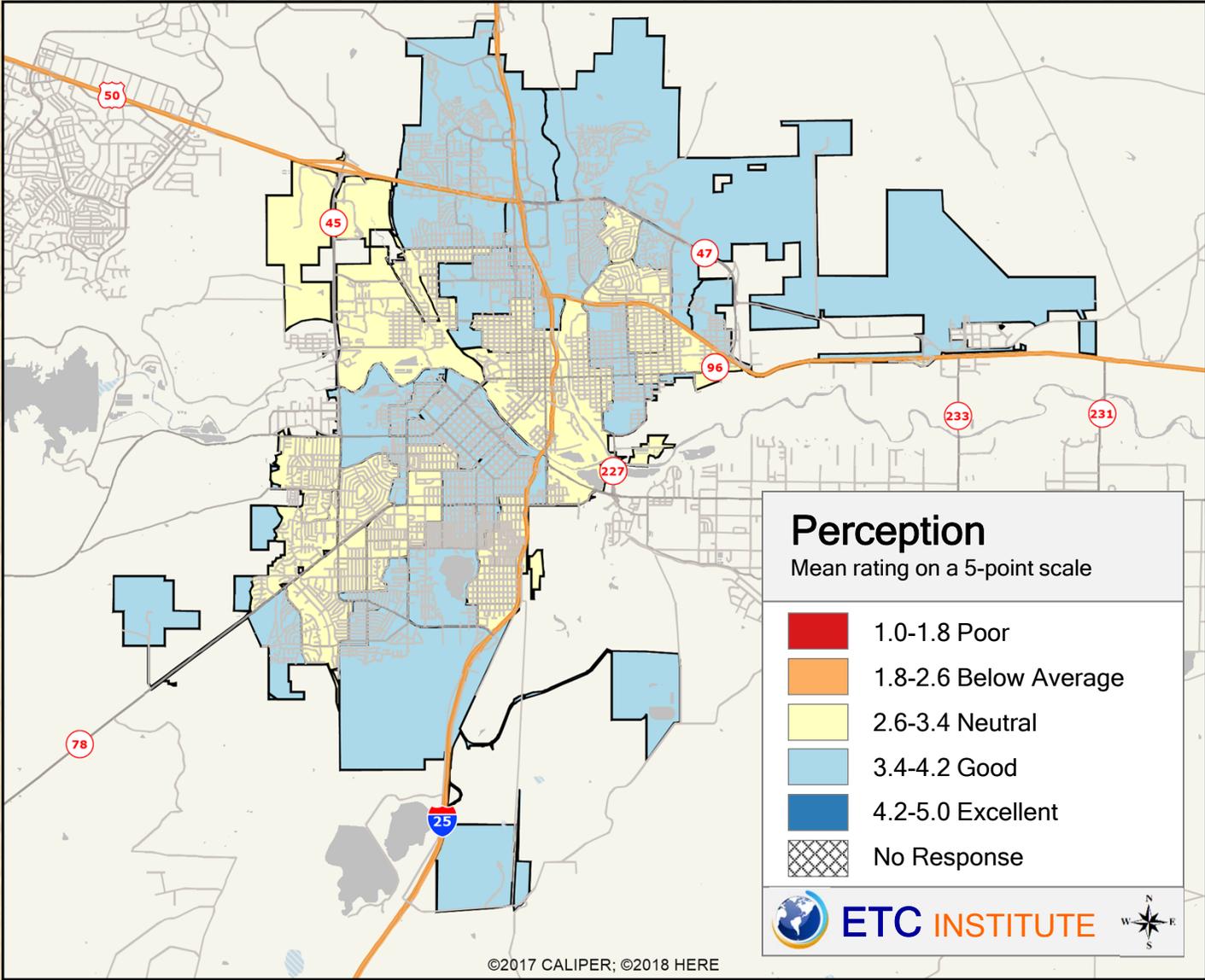
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1-11 Satisfaction with overall quality of services provided by the City of Pueblo



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

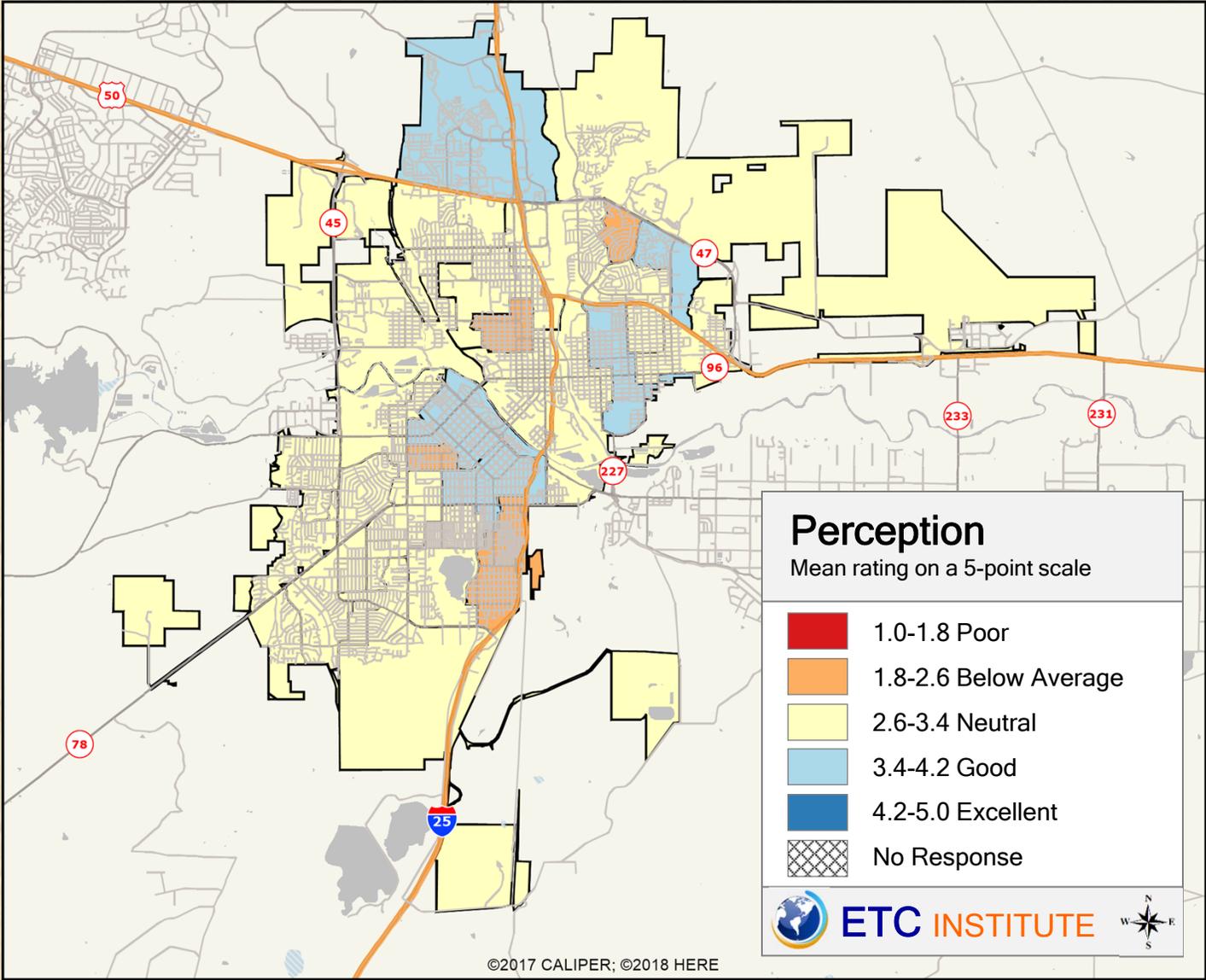
Q3-01 Ratings of the City as a place to live



2020 City of Pueblo Community Survey

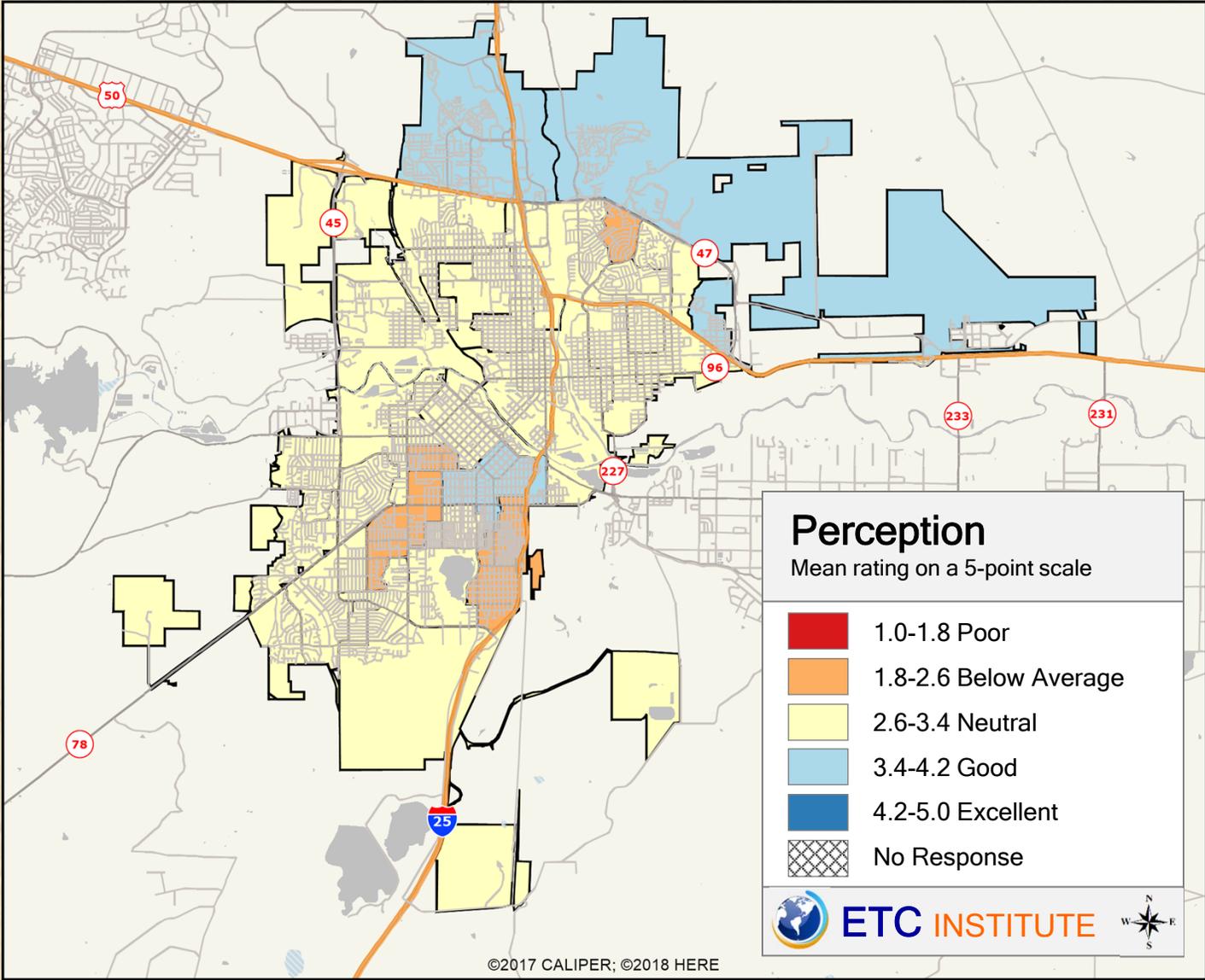
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3-02 Ratings of the City as a place to raise children



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

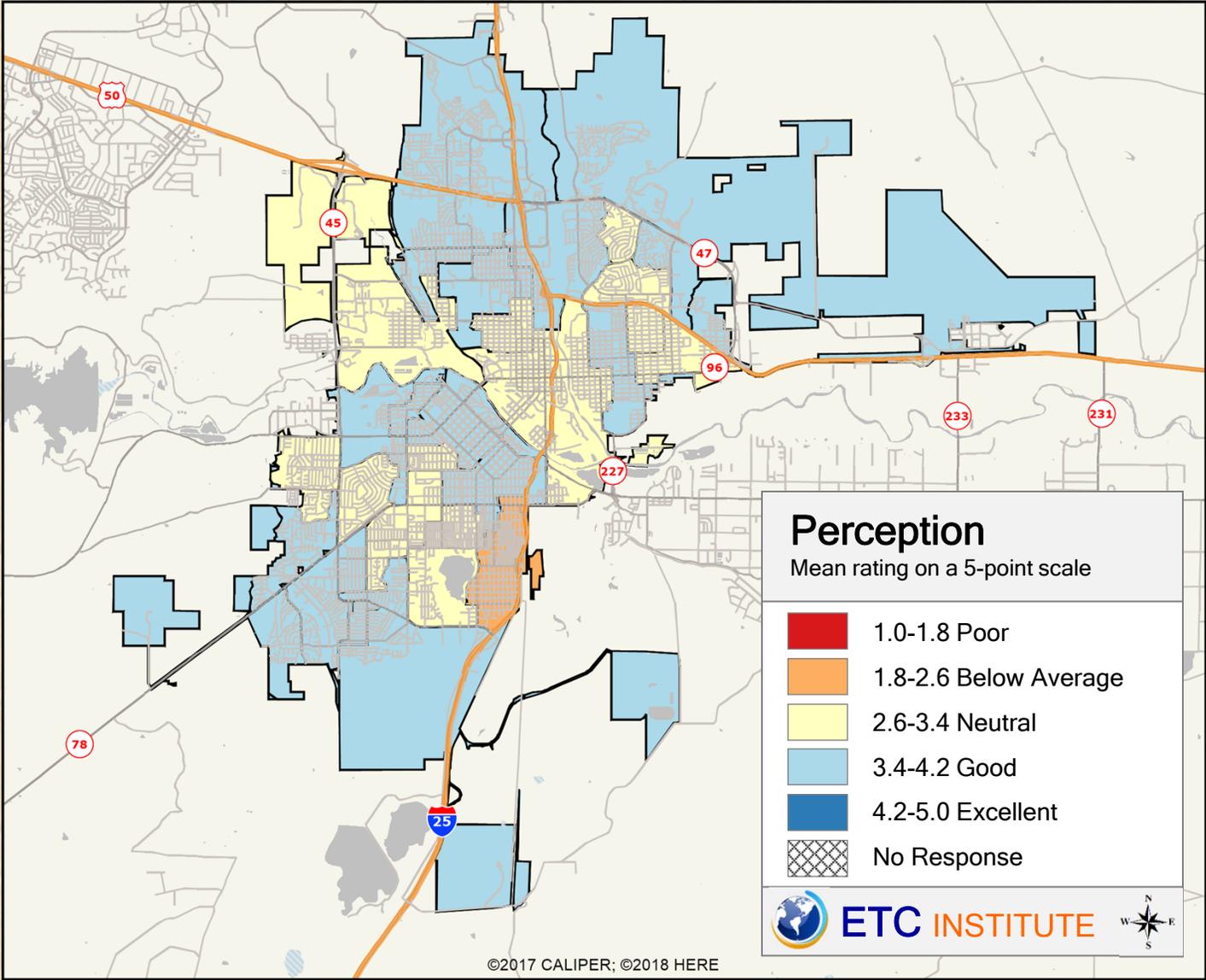
Q3-03 Ratings of the City as a place to work



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

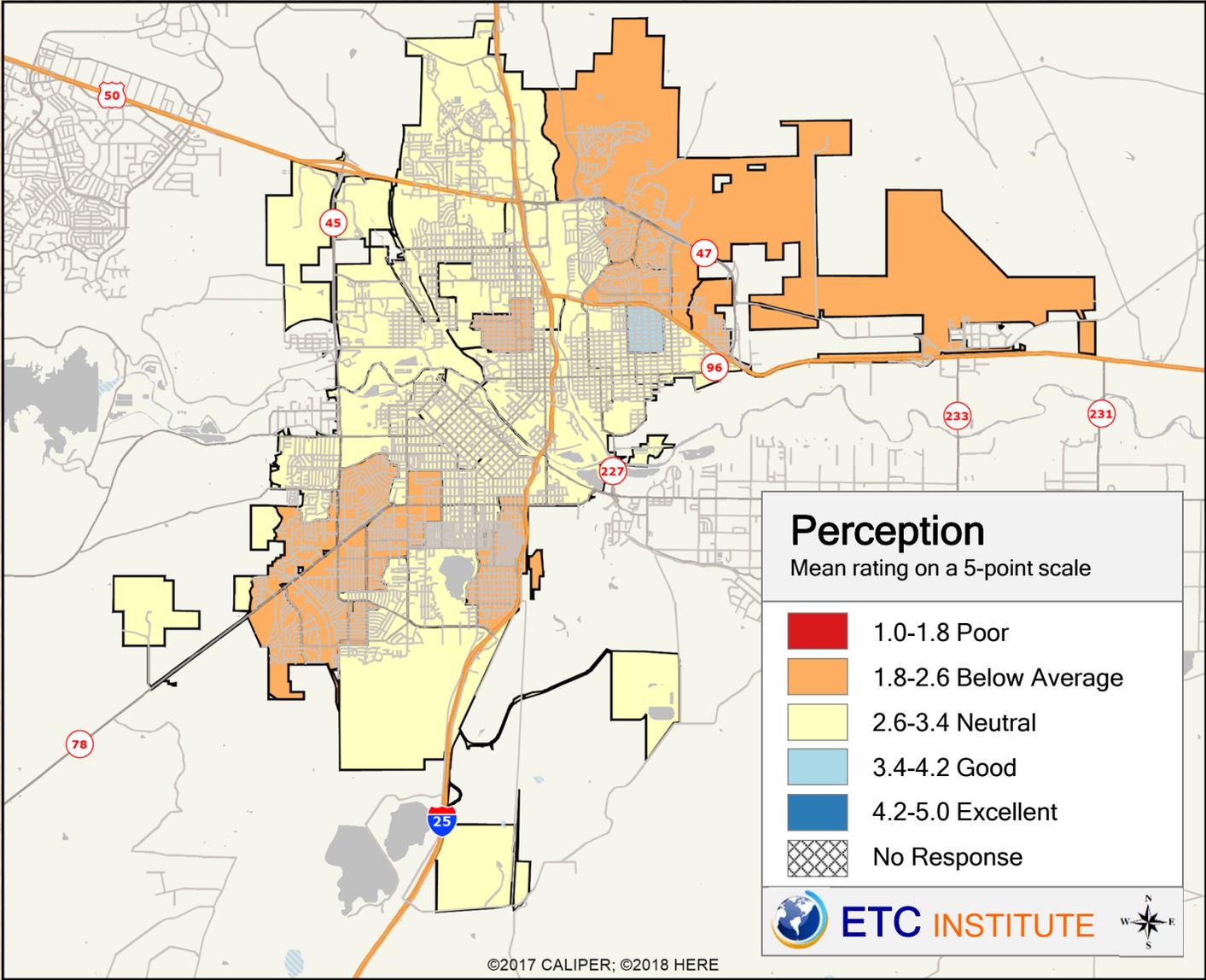
Q3-04 Ratings of the City as a place to retire



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

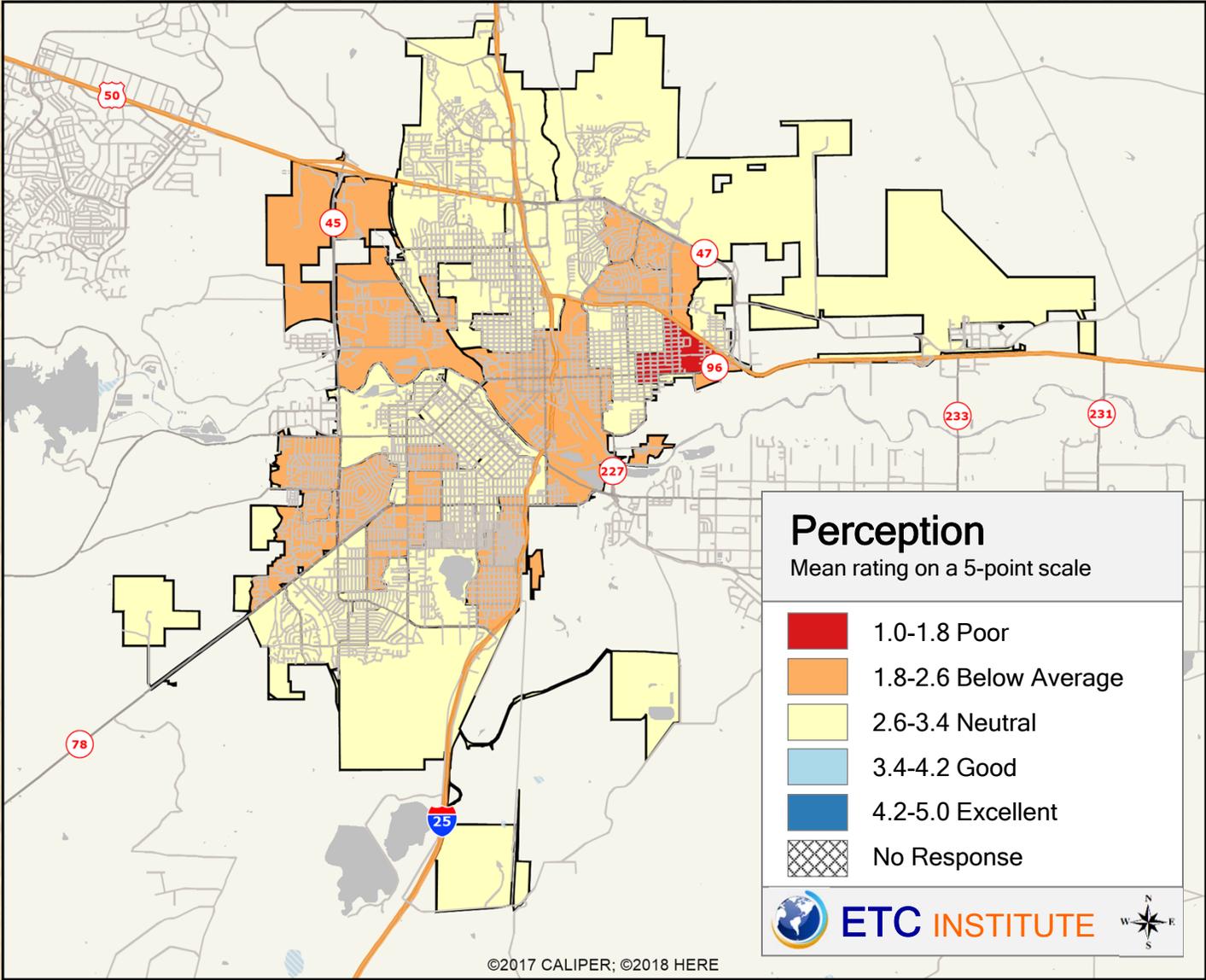
Q3-05 Ratings of the overall image of the city



2020 City of Pueblo Community Survey

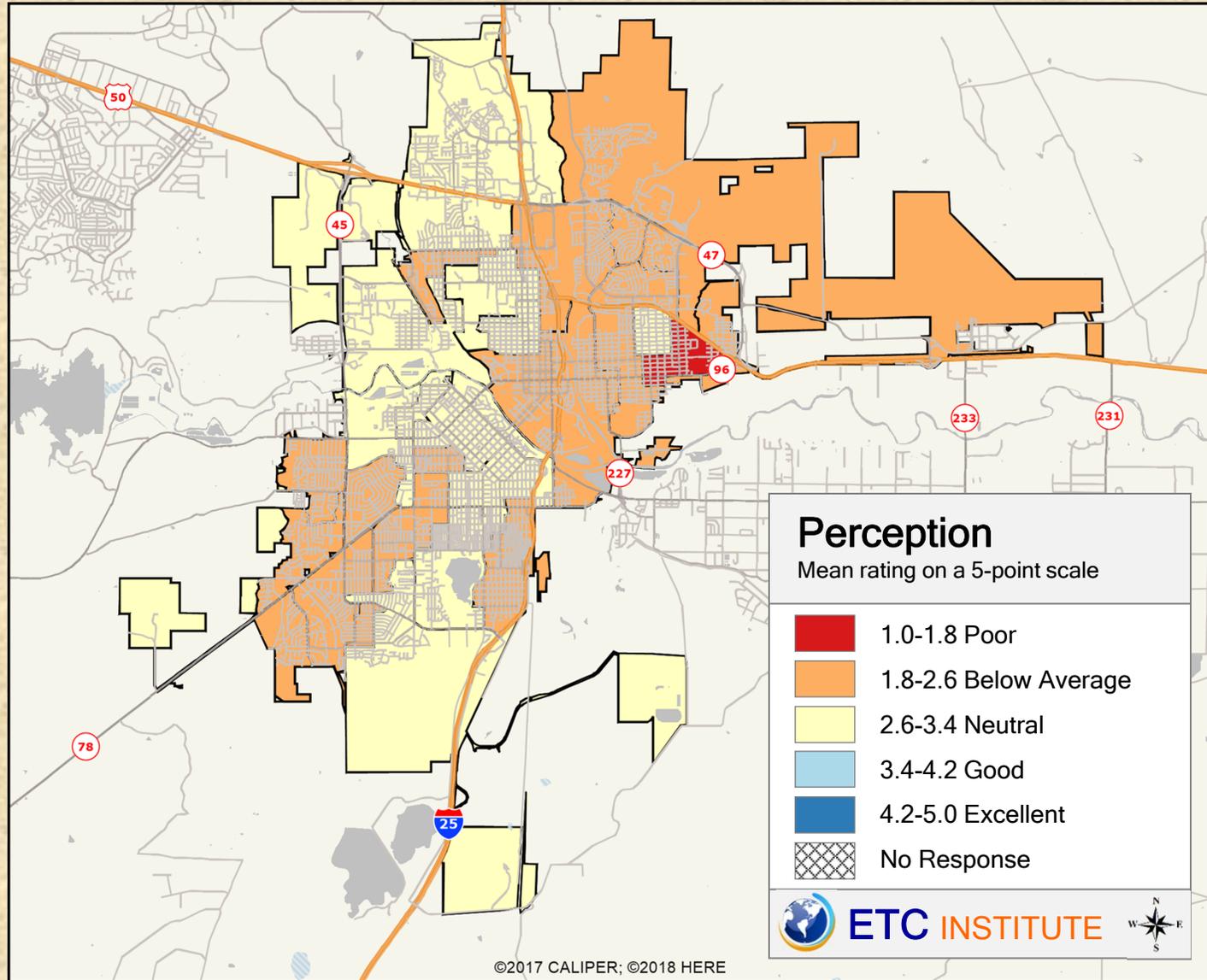
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3-06 Ratings of overall value received for city tax dollars and fees



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

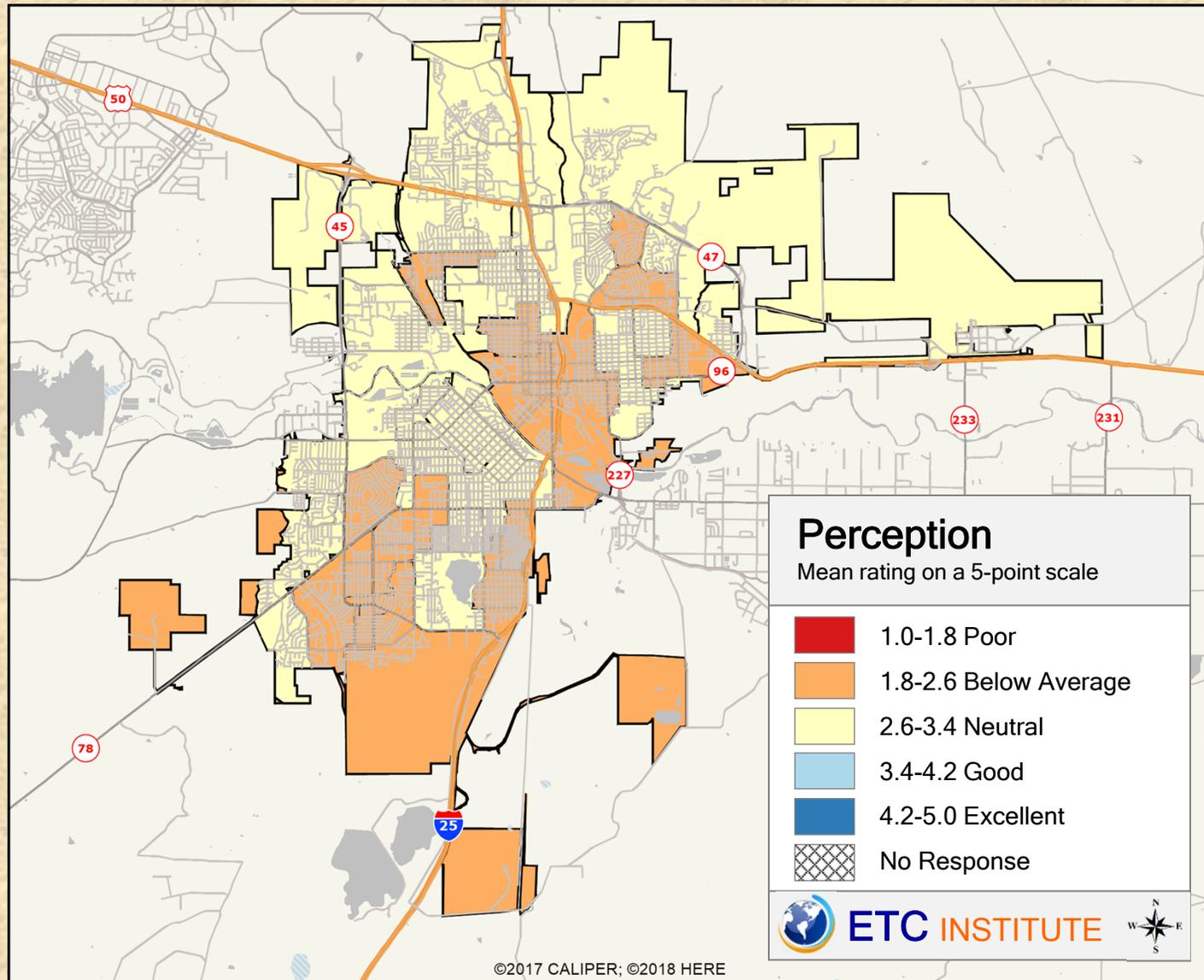
Q3-07 Ratings of how well the city is managing redevelopment in the city



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

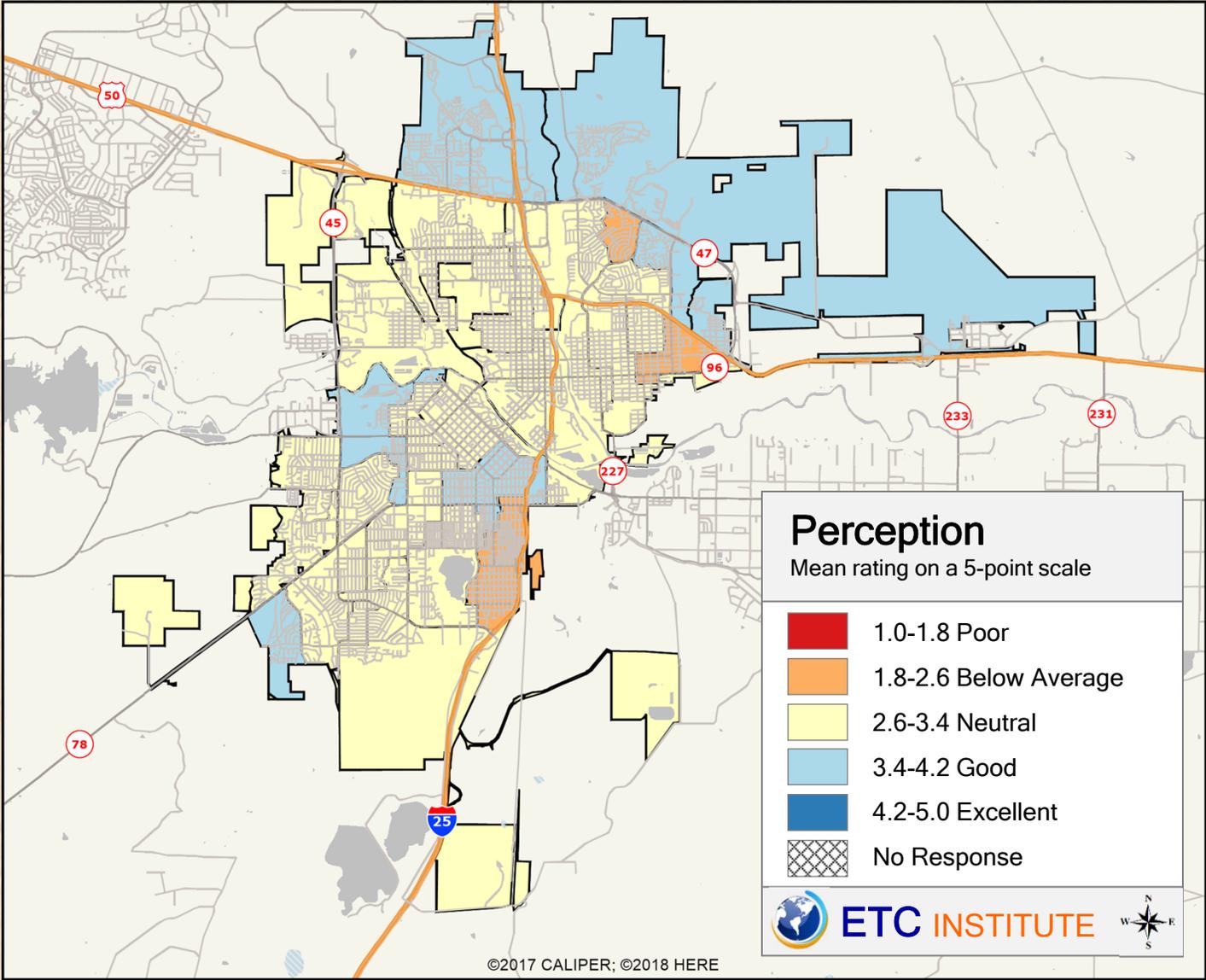
Q3-08 Ratings of how well the city is ensuring the social, environmental and economic sustainability of the city



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

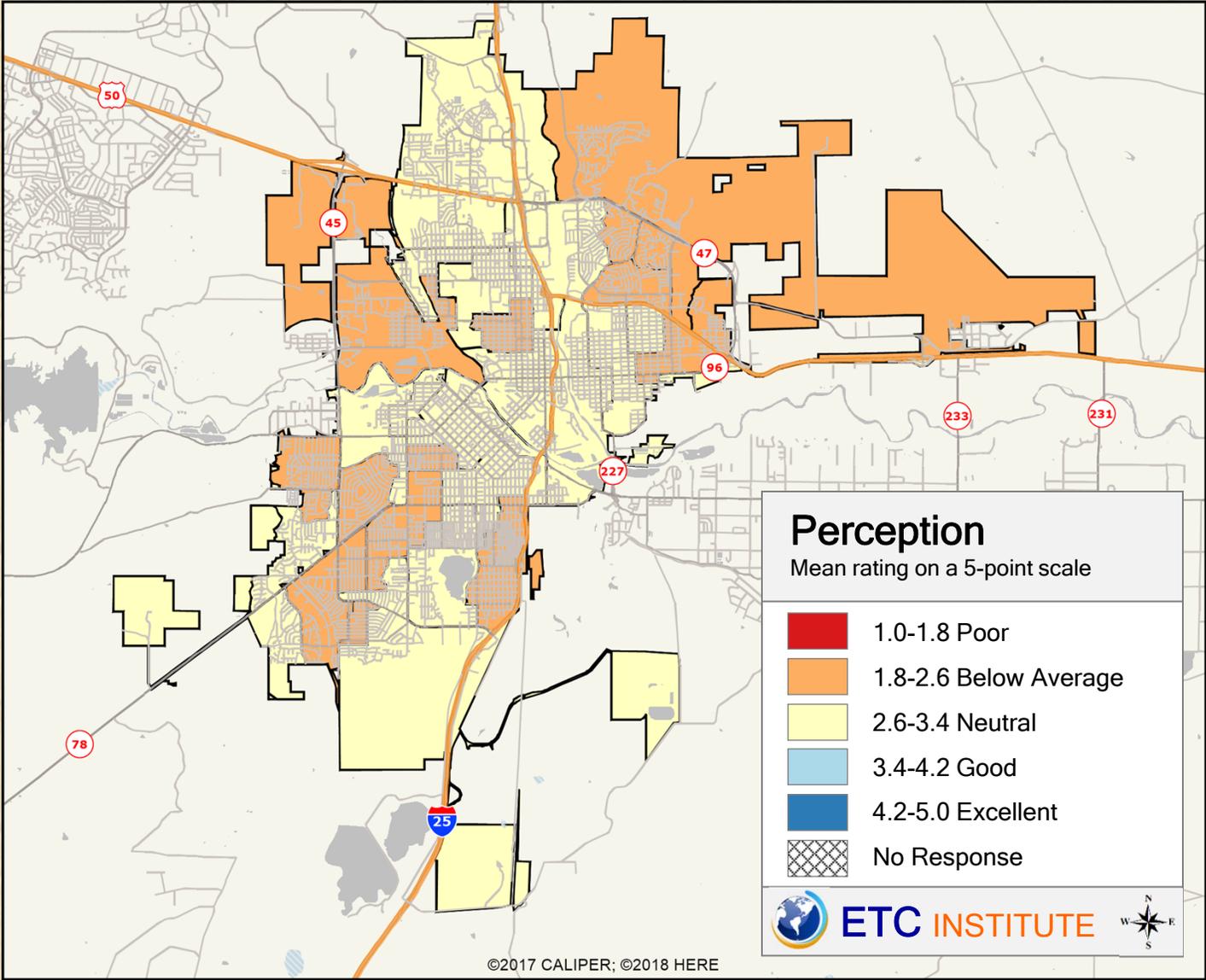
Q3-09 Ratings of overall quality of life in the city



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

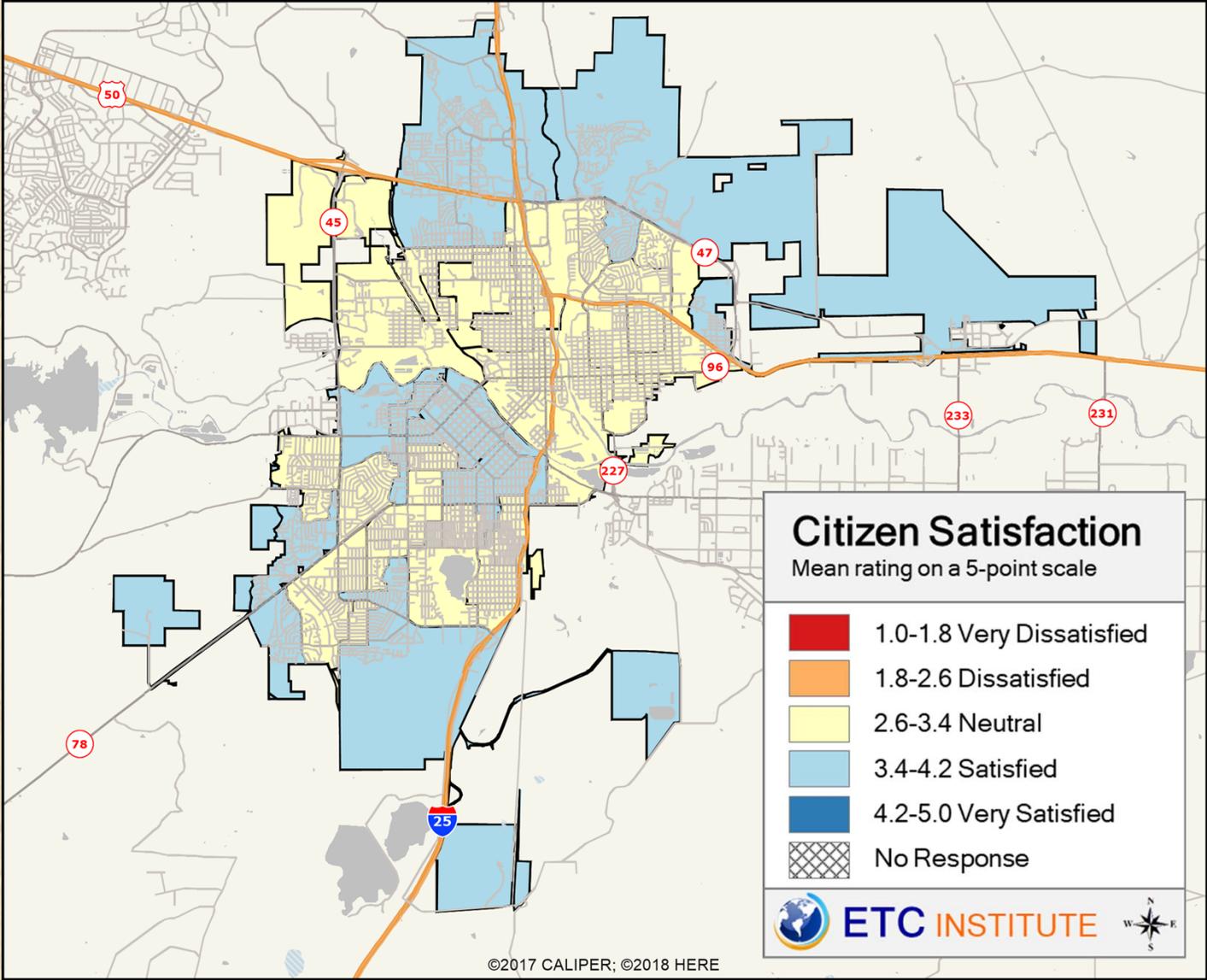
Q3-10 Ratings of overall appearance of the city



2020 City of Pueblo Community Survey

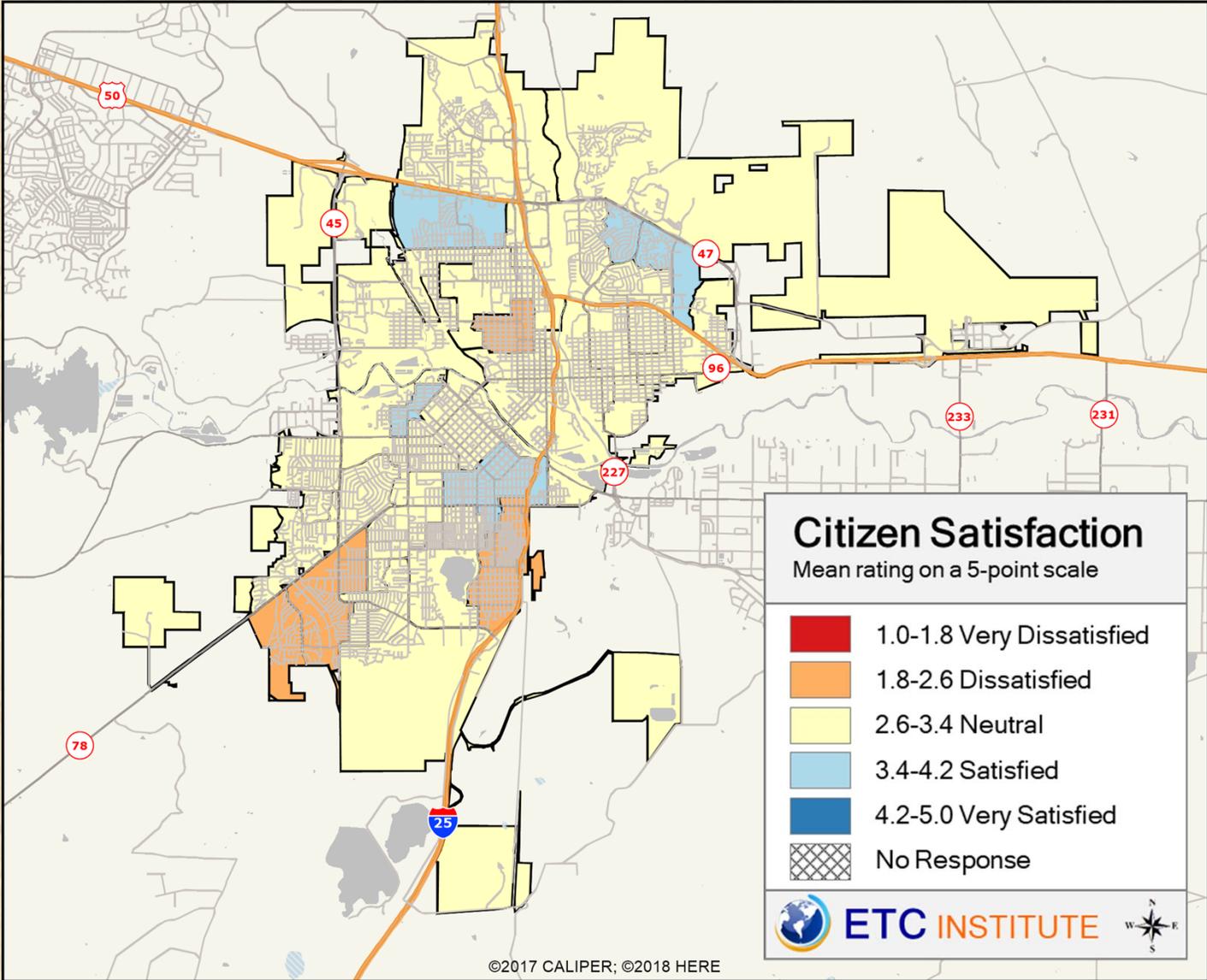
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q4-01 Satisfaction with overall quality of local police protection



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

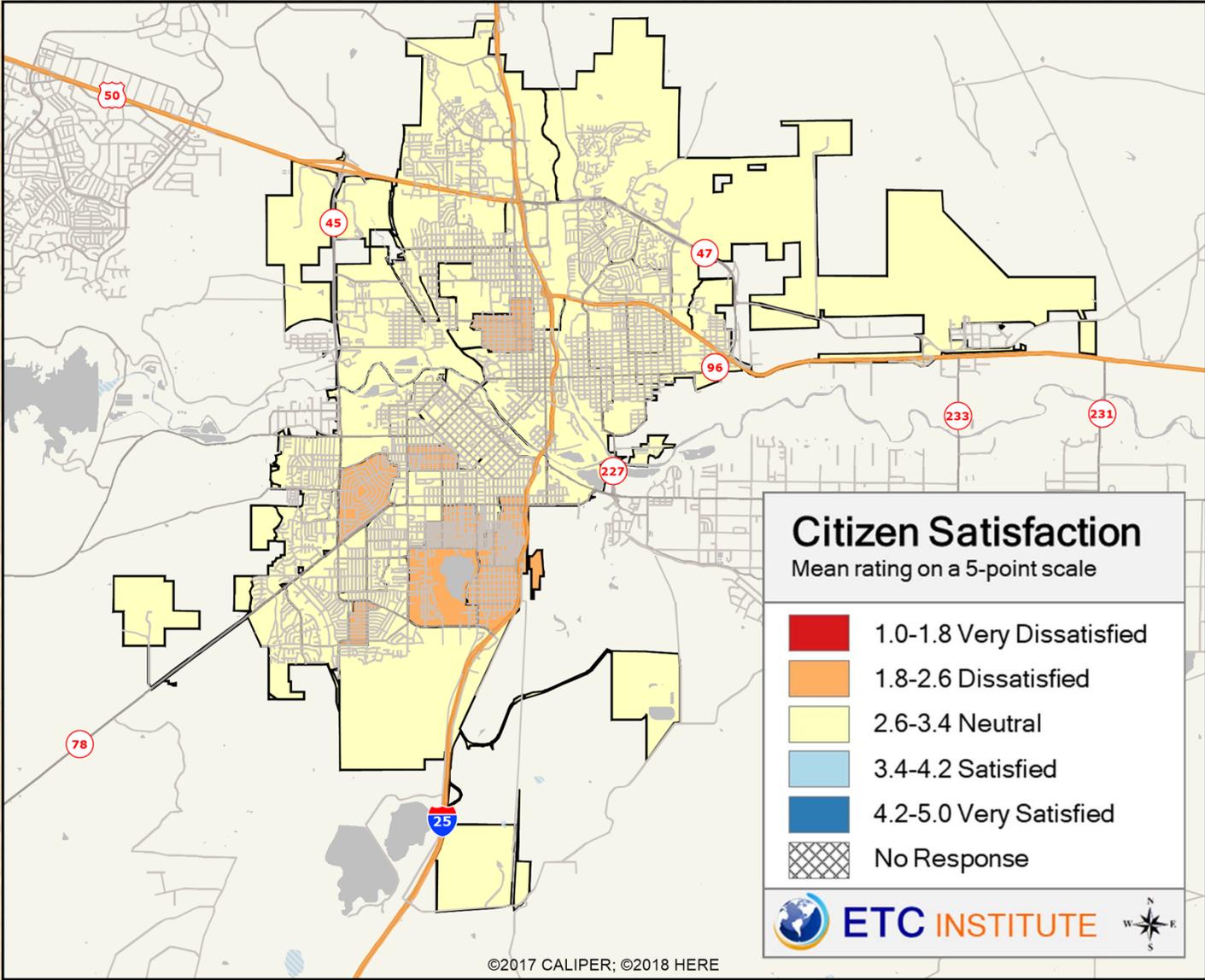
Q4-02 Satisfaction with the visibility of police in neighborhoods



2020 City of Pueblo Community Survey

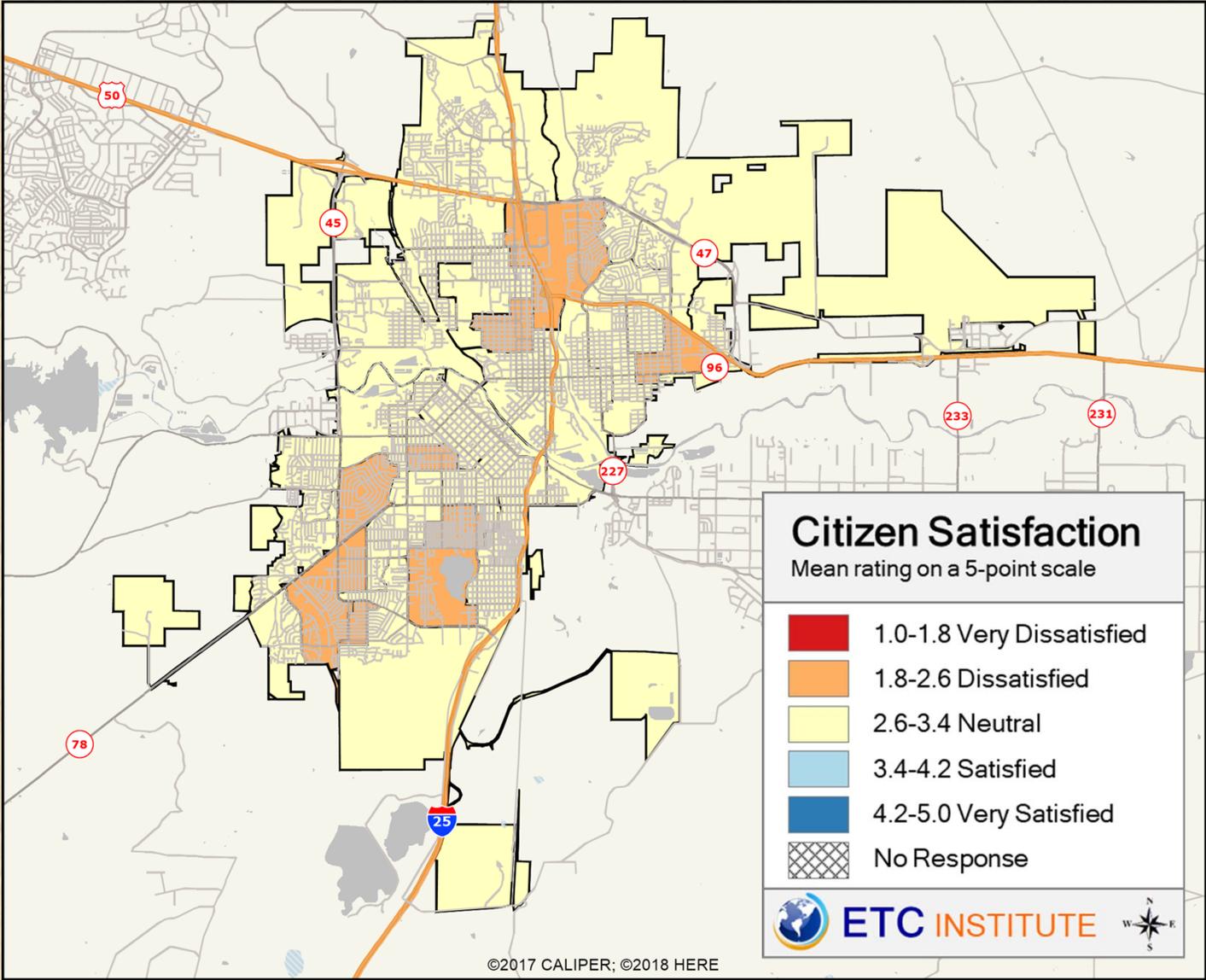
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q4-03 Satisfaction with the city's efforts to prevent crime



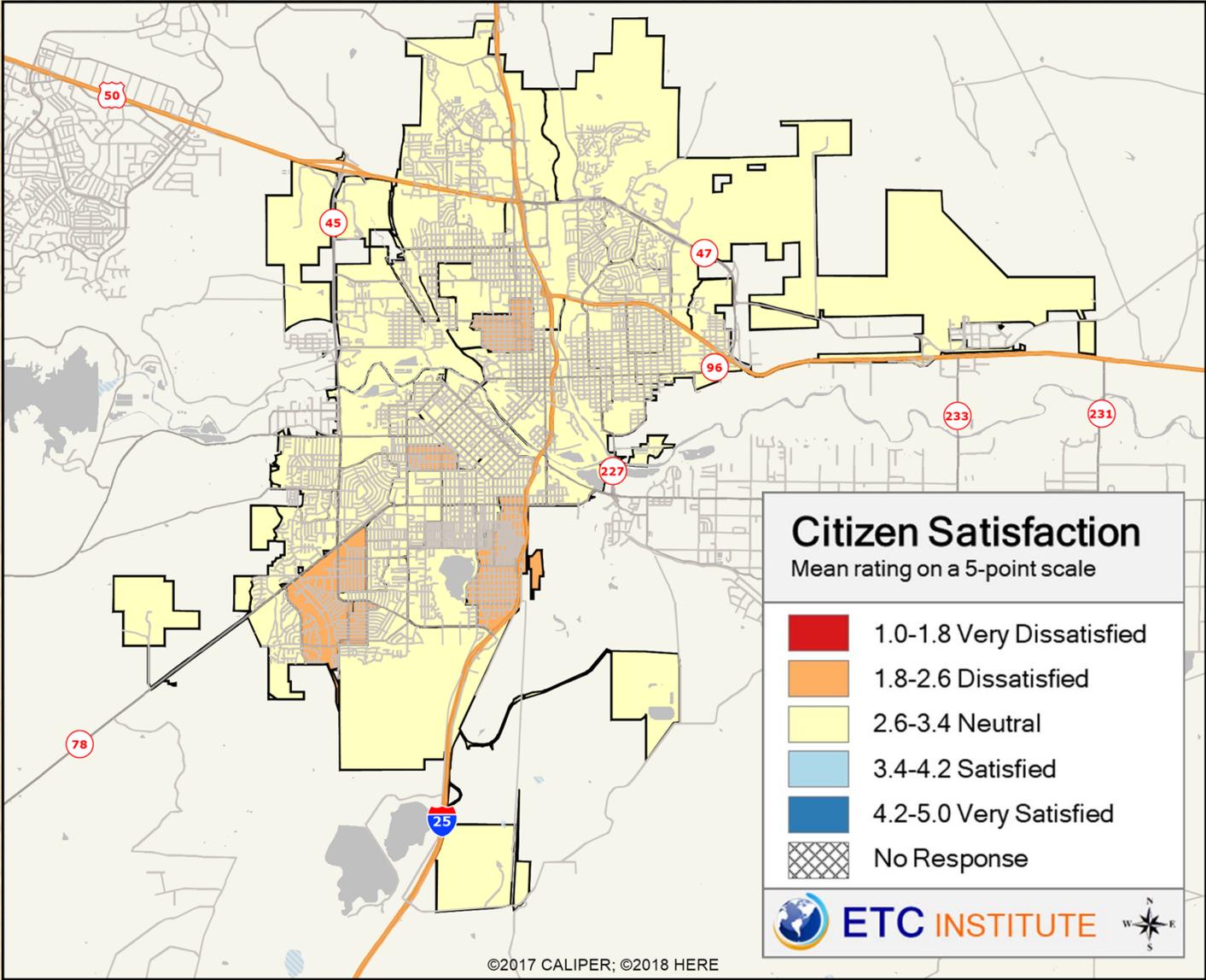
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q4-04 Satisfaction with how quickly police respond to emergencies



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

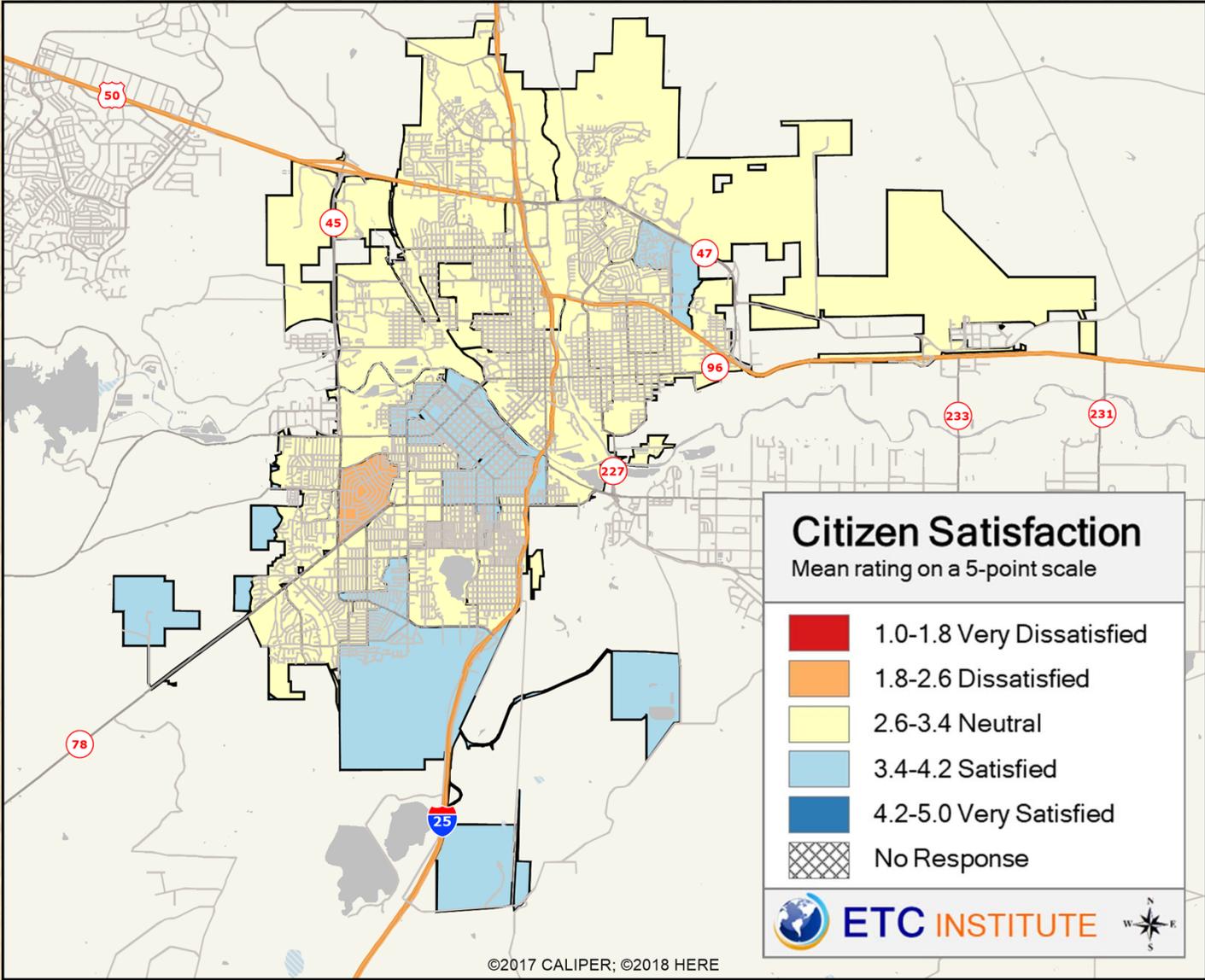
Q4-05 Satisfaction with enforcement of local traffic laws



2020 City of Pueblo Community Survey

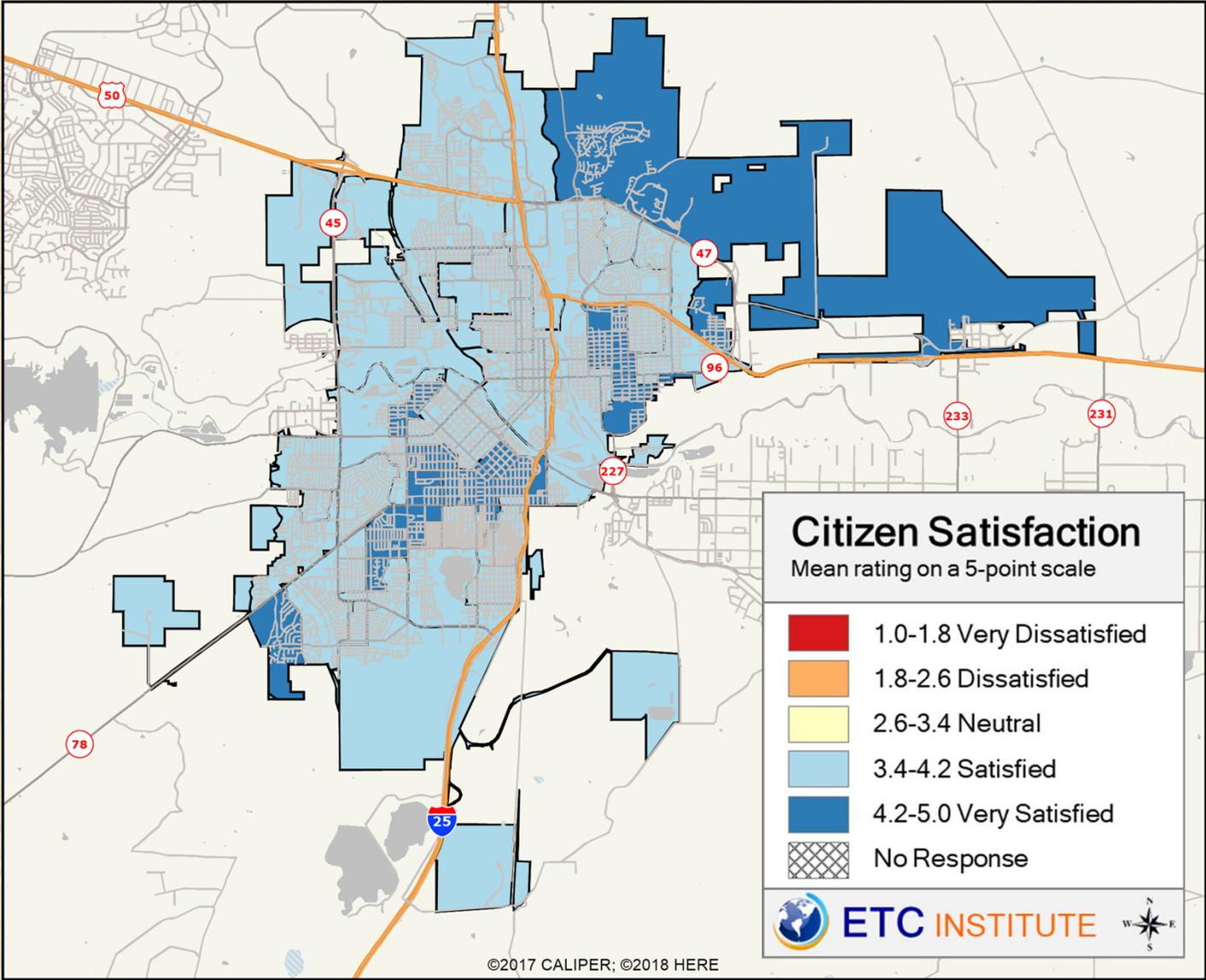
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q4-06 Satisfaction with police safety education programs



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q4-07 Satisfaction with overall quality of local fire protection

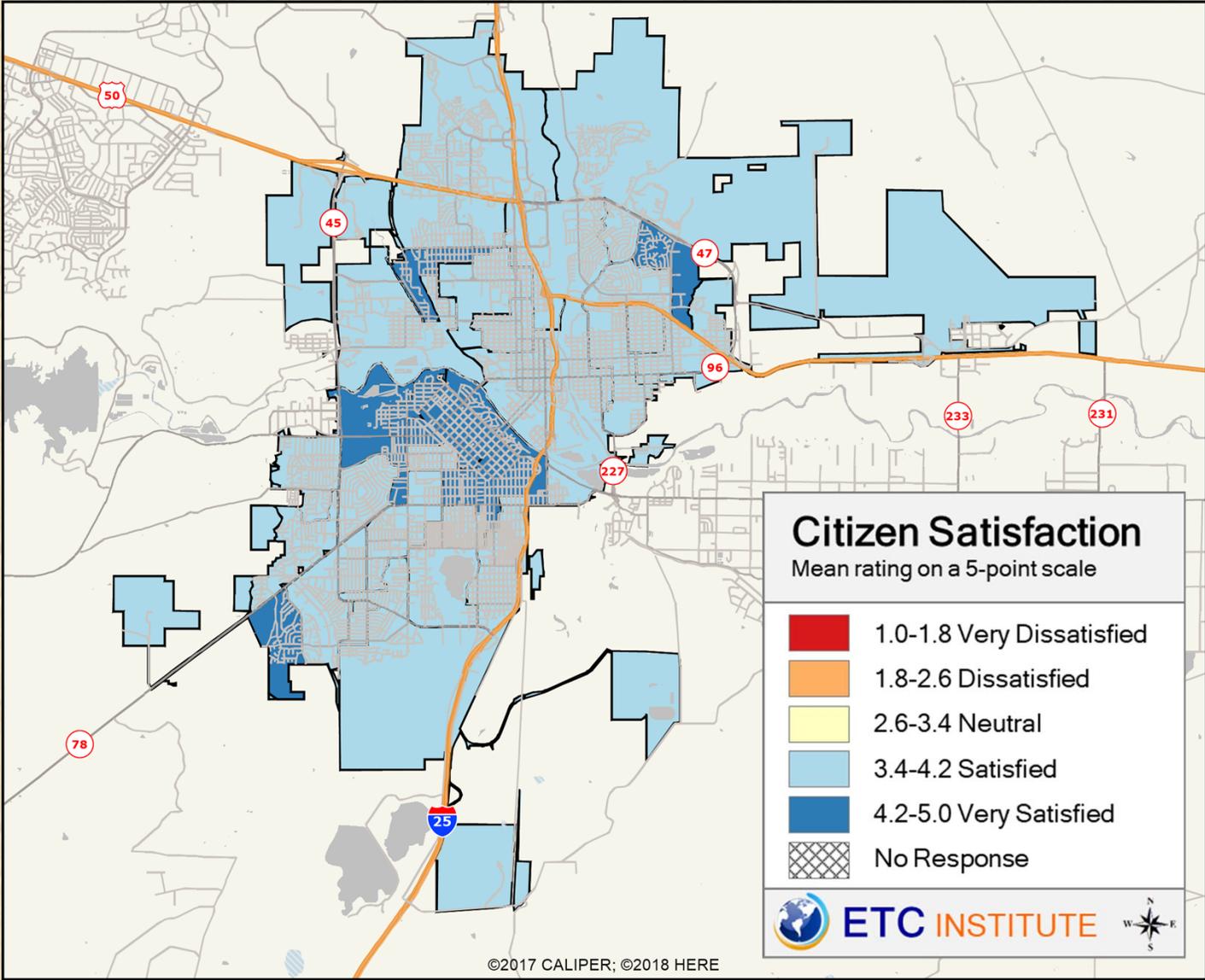


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2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

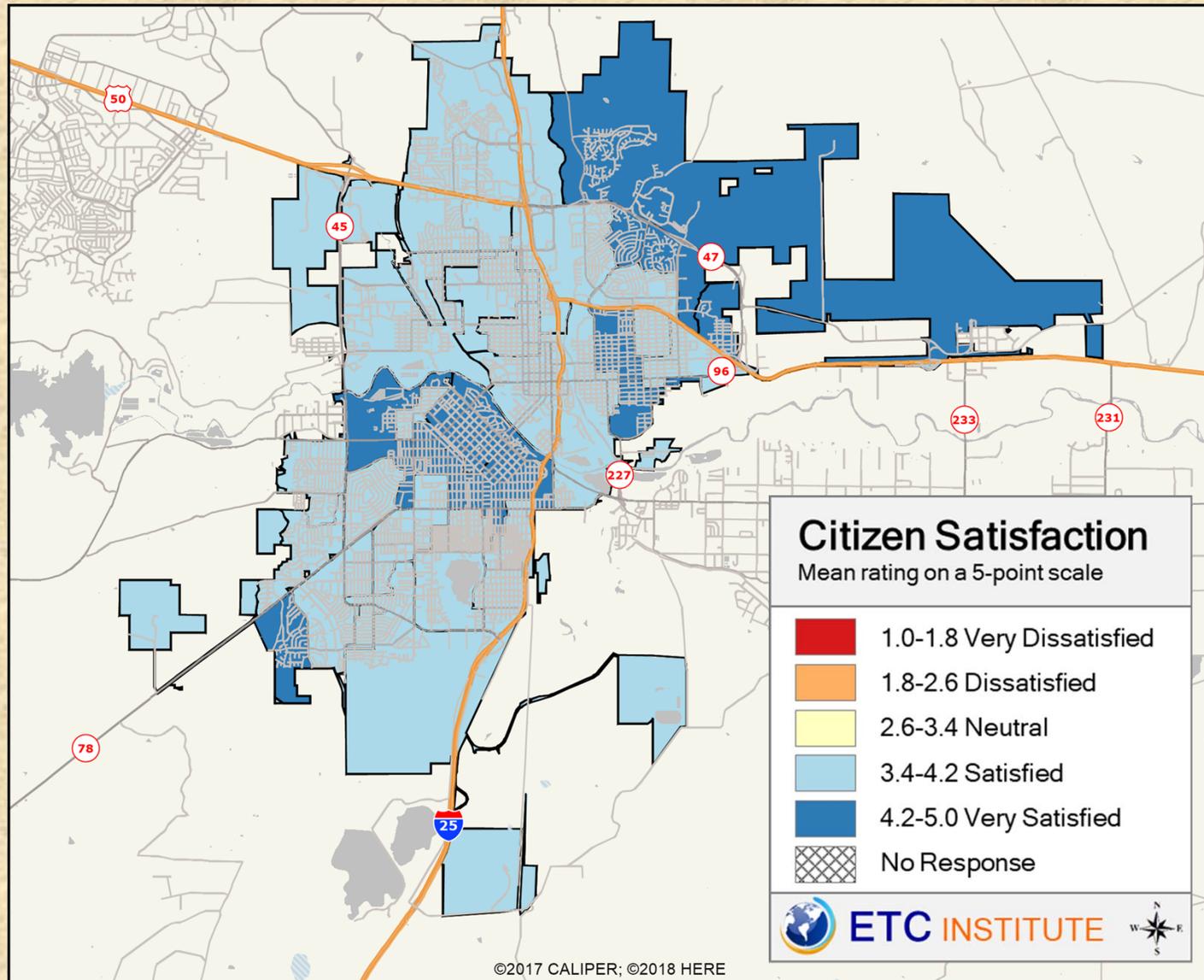
Q4-08 Satisfaction with location of fire stations



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

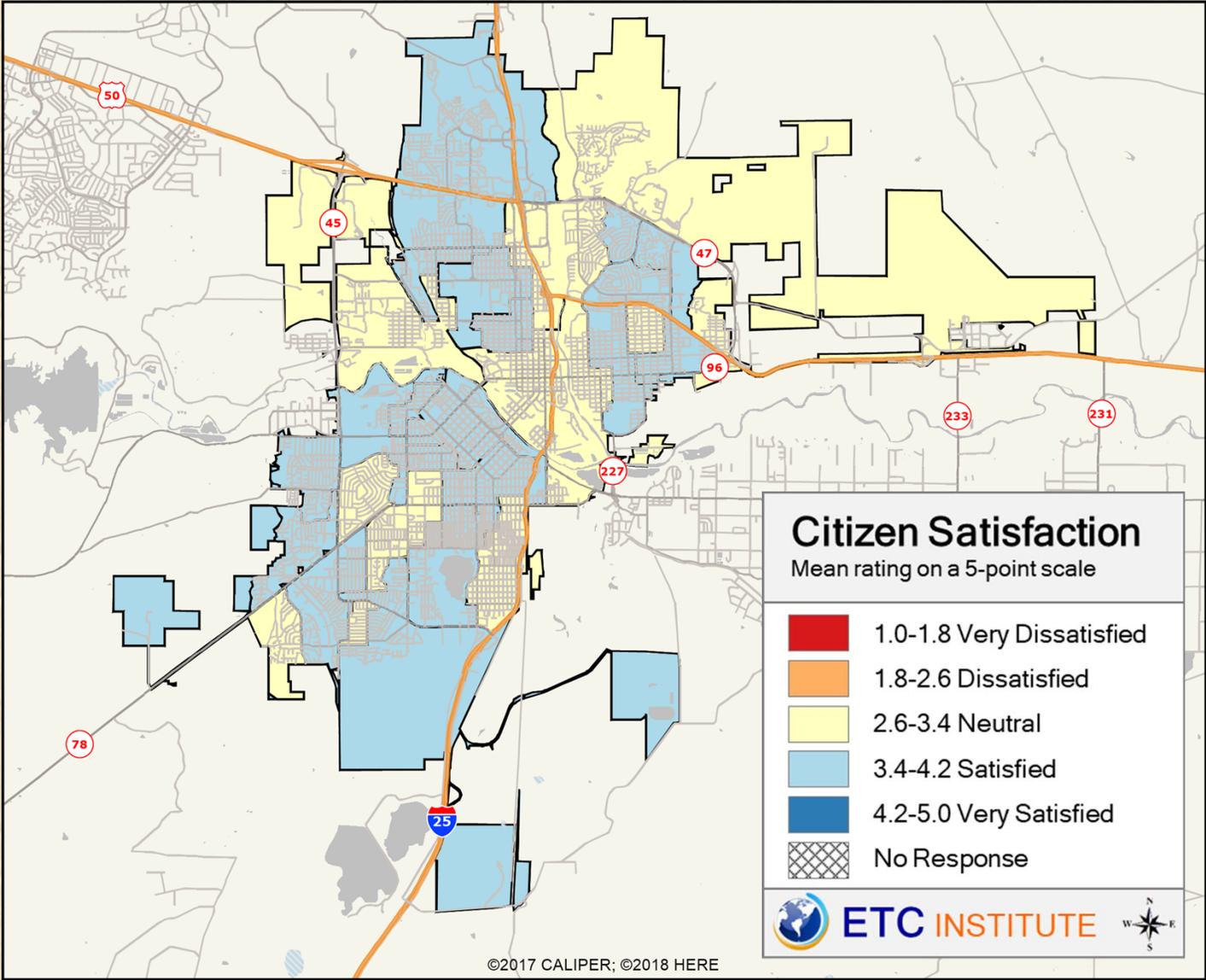
Q4-09 Satisfaction with how quickly Fire Department/ Emergency Services personnel respond to emergencies



2020 City of Pueblo Community Survey

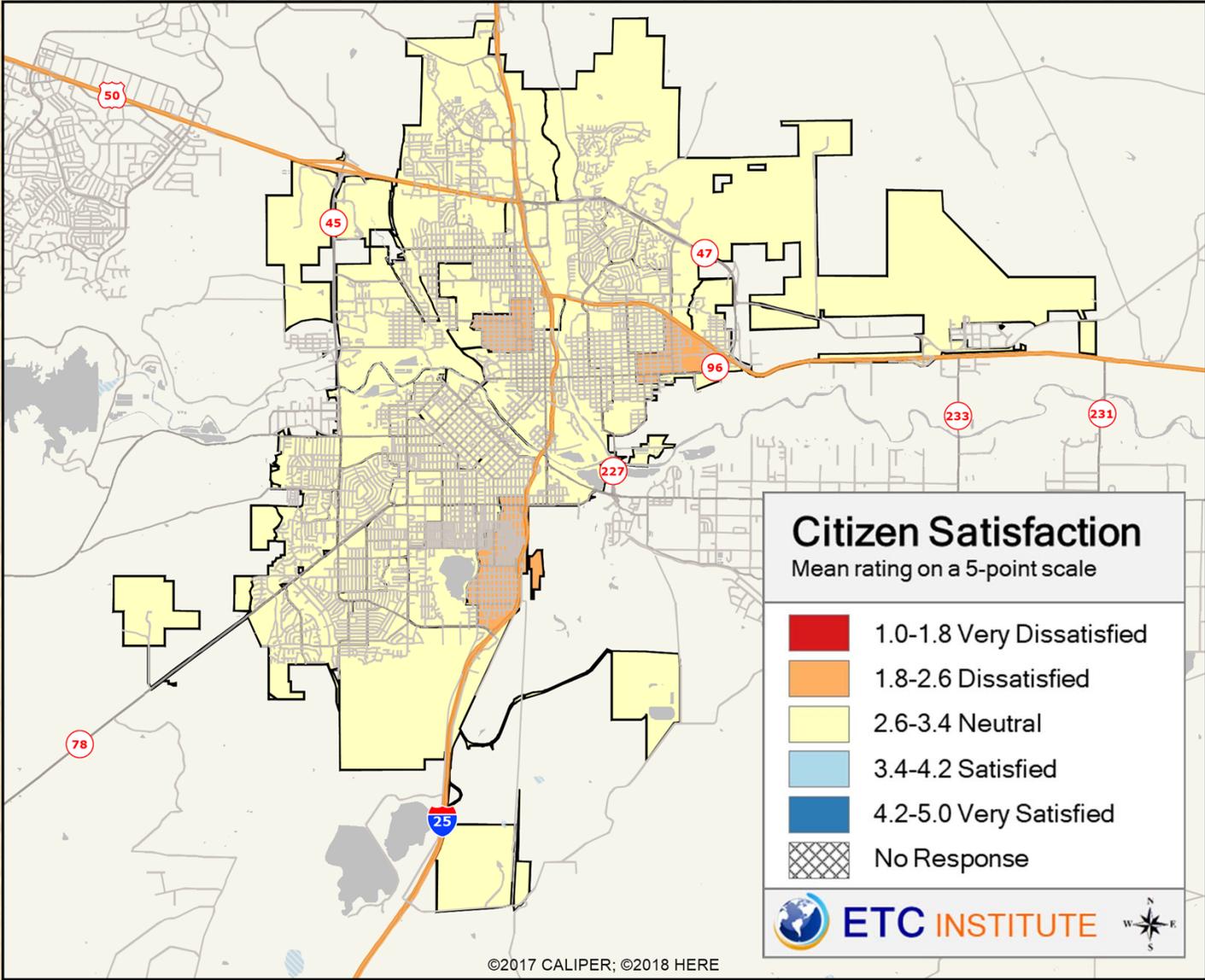
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q4-10 Satisfaction with fire safety education programs



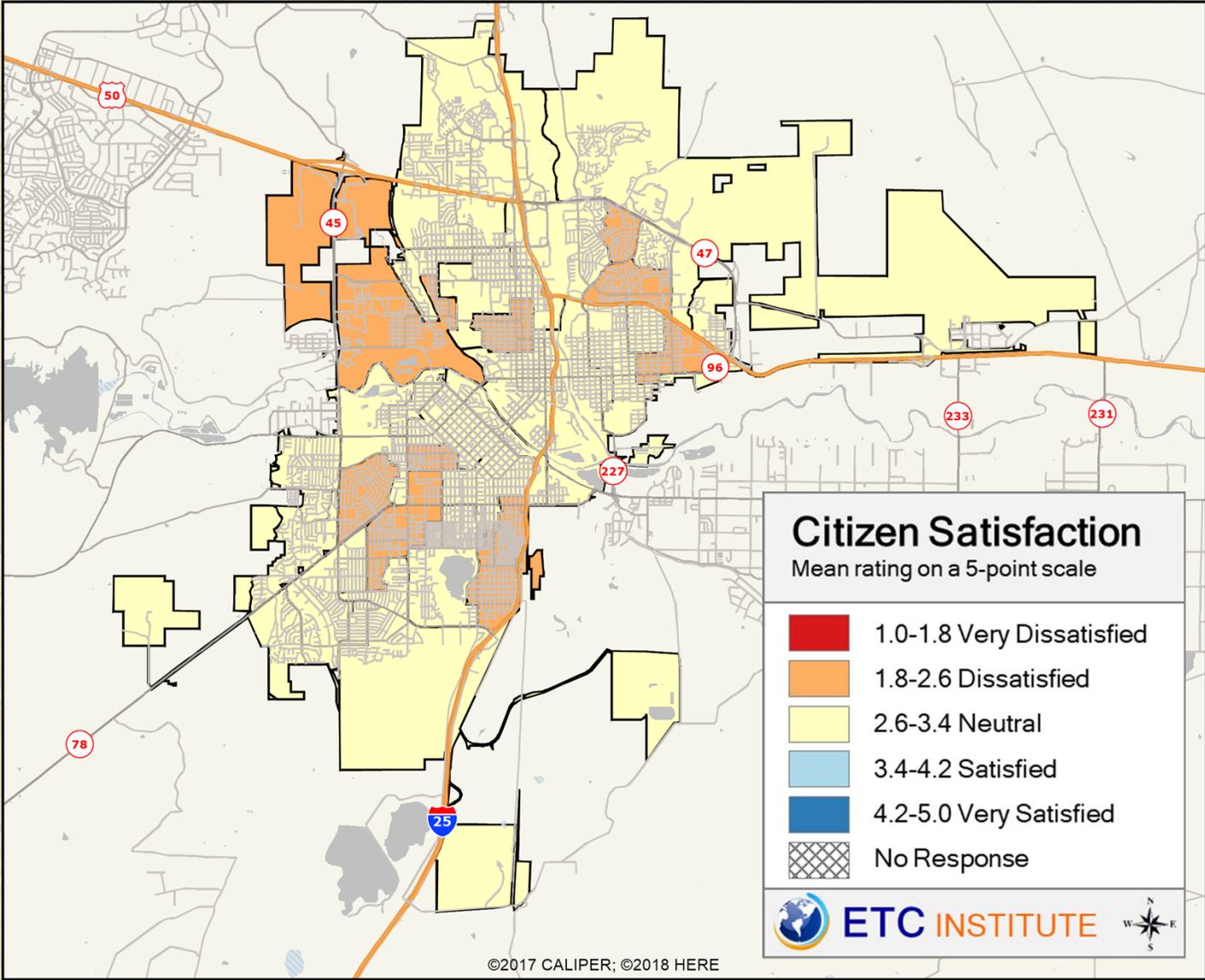
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q4-11 Satisfaction with quality of animal control



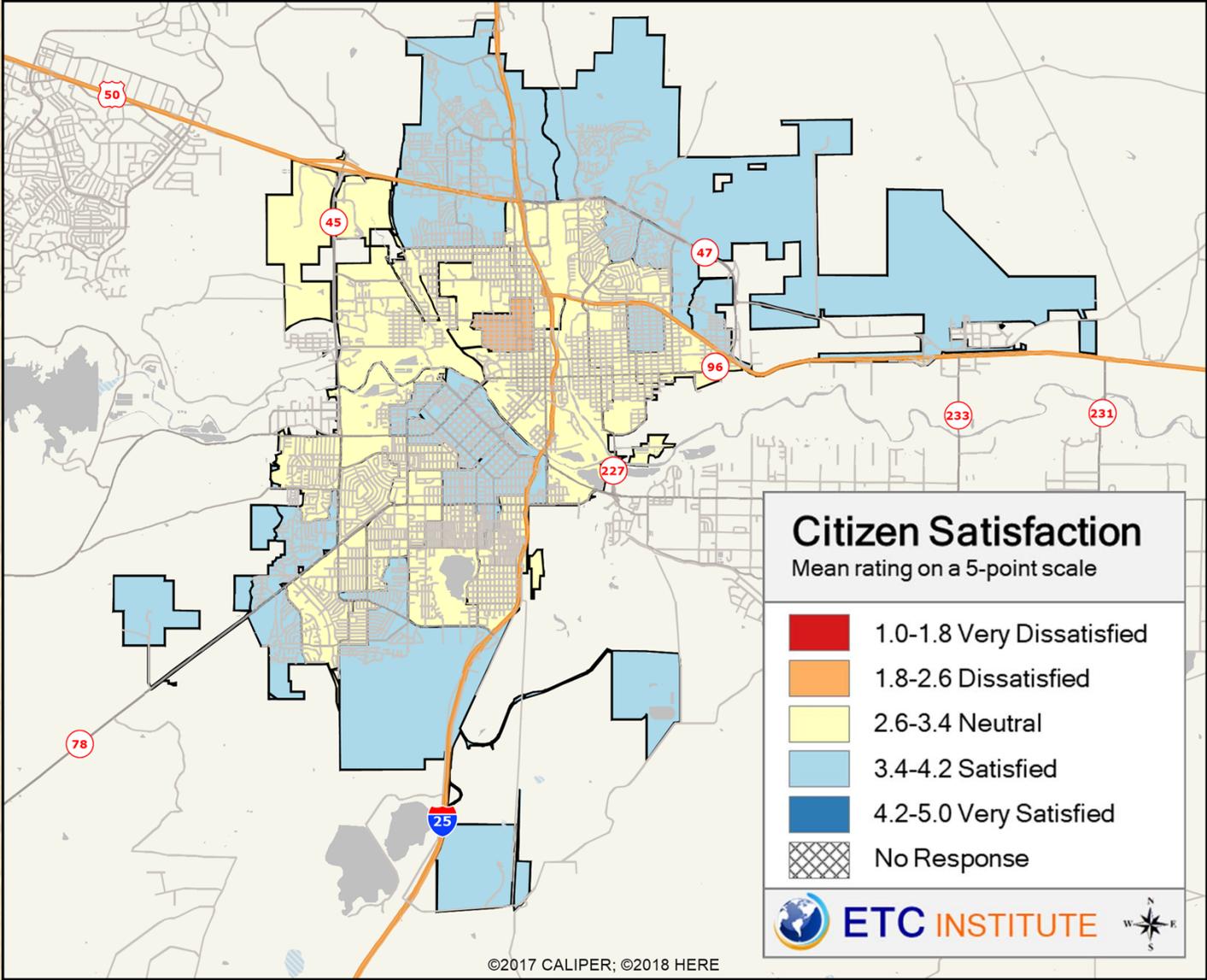
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q4-12 Satisfaction with overall feeling of safety in the city



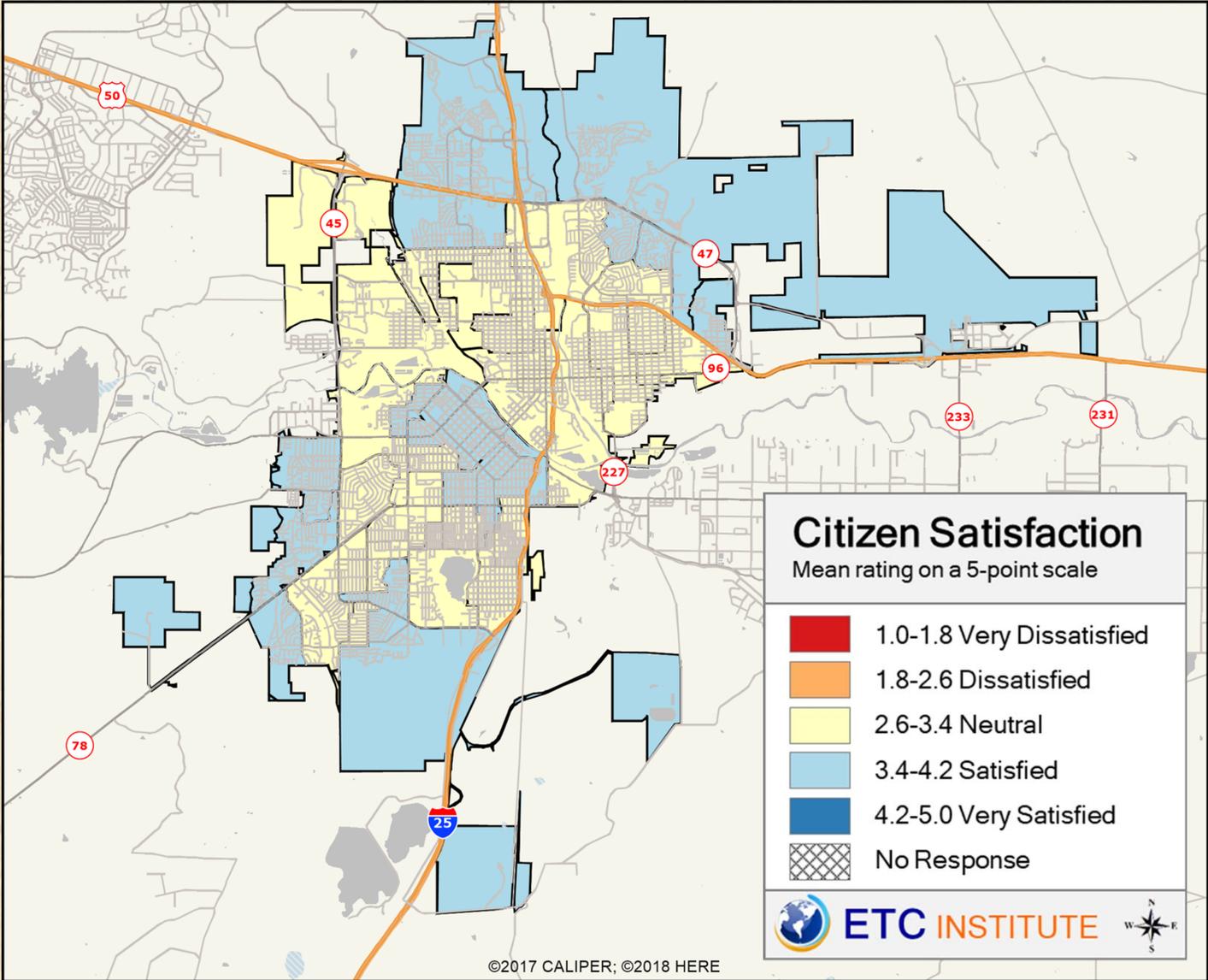
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6-01 Satisfaction with Pueblo Police Department's overall performance



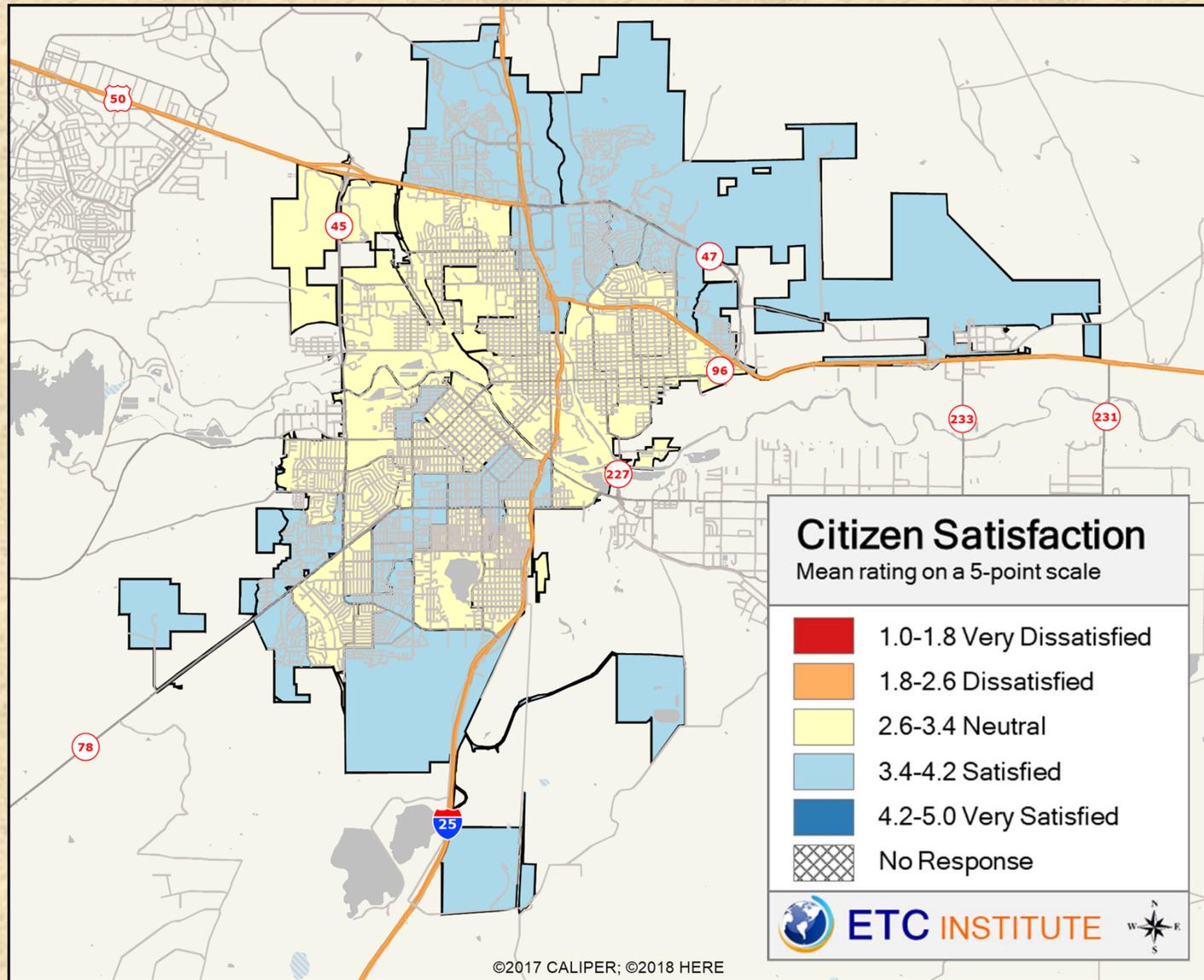
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6-02 Satisfaction with the competence of Police Department personnel



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

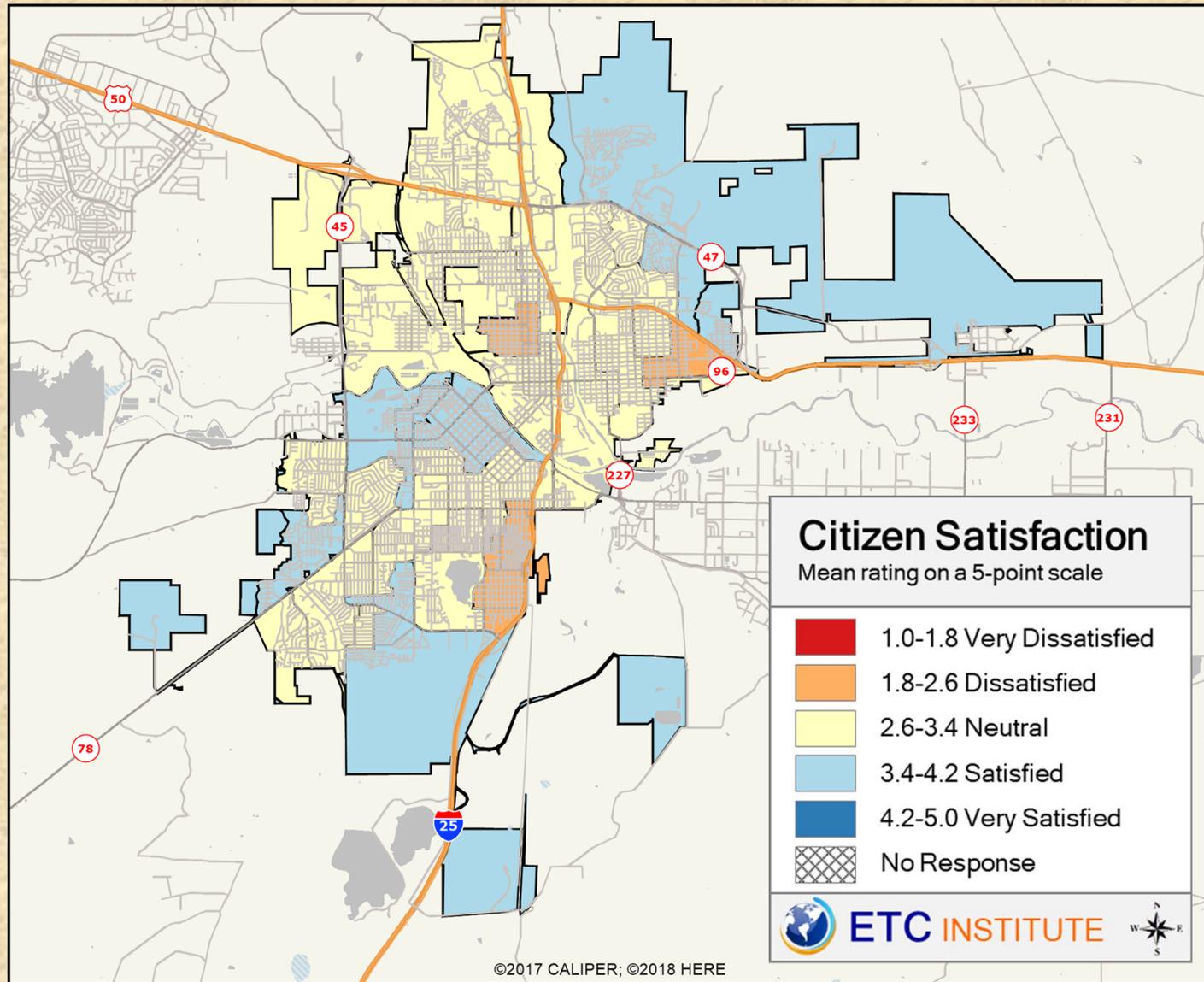
Q6-03 Satisfaction with the attitude and behavior of Police Department personnel toward citizens



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

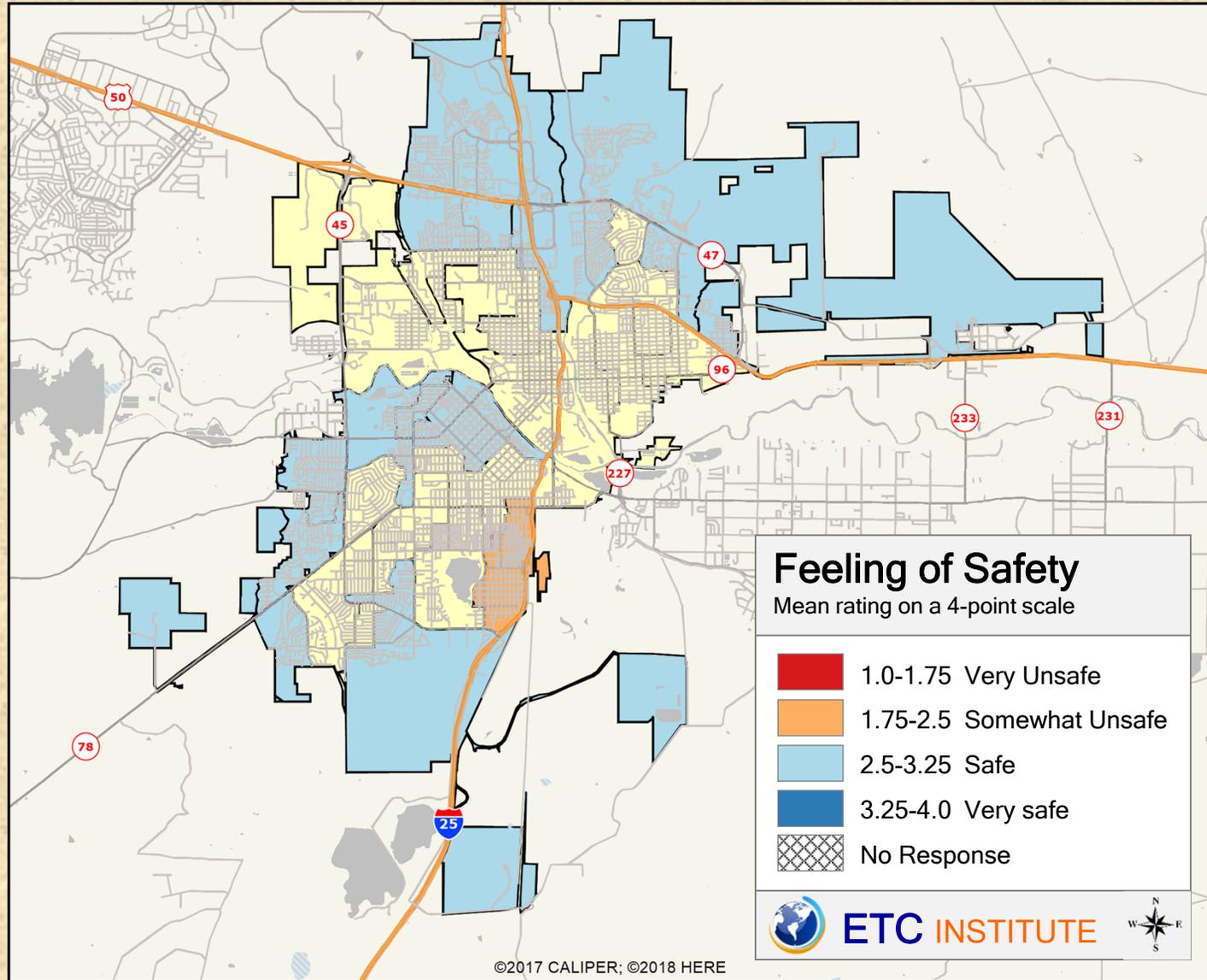
Q6-04 Satisfaction with the level of safety and security in neighborhoods



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

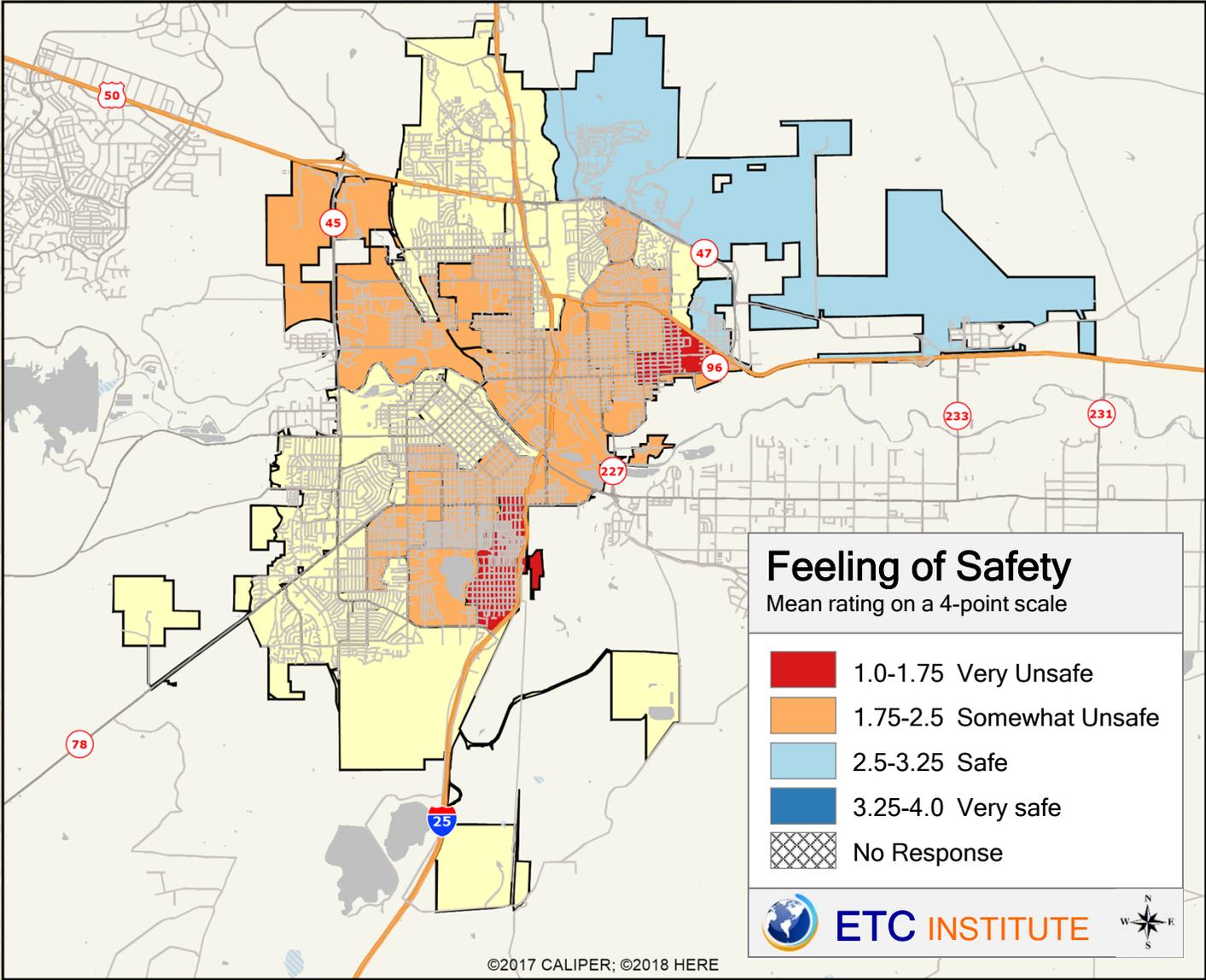
Q7-01 Feeling of safety in neighborhoods during the day



2020 City of Pueblo Community Survey

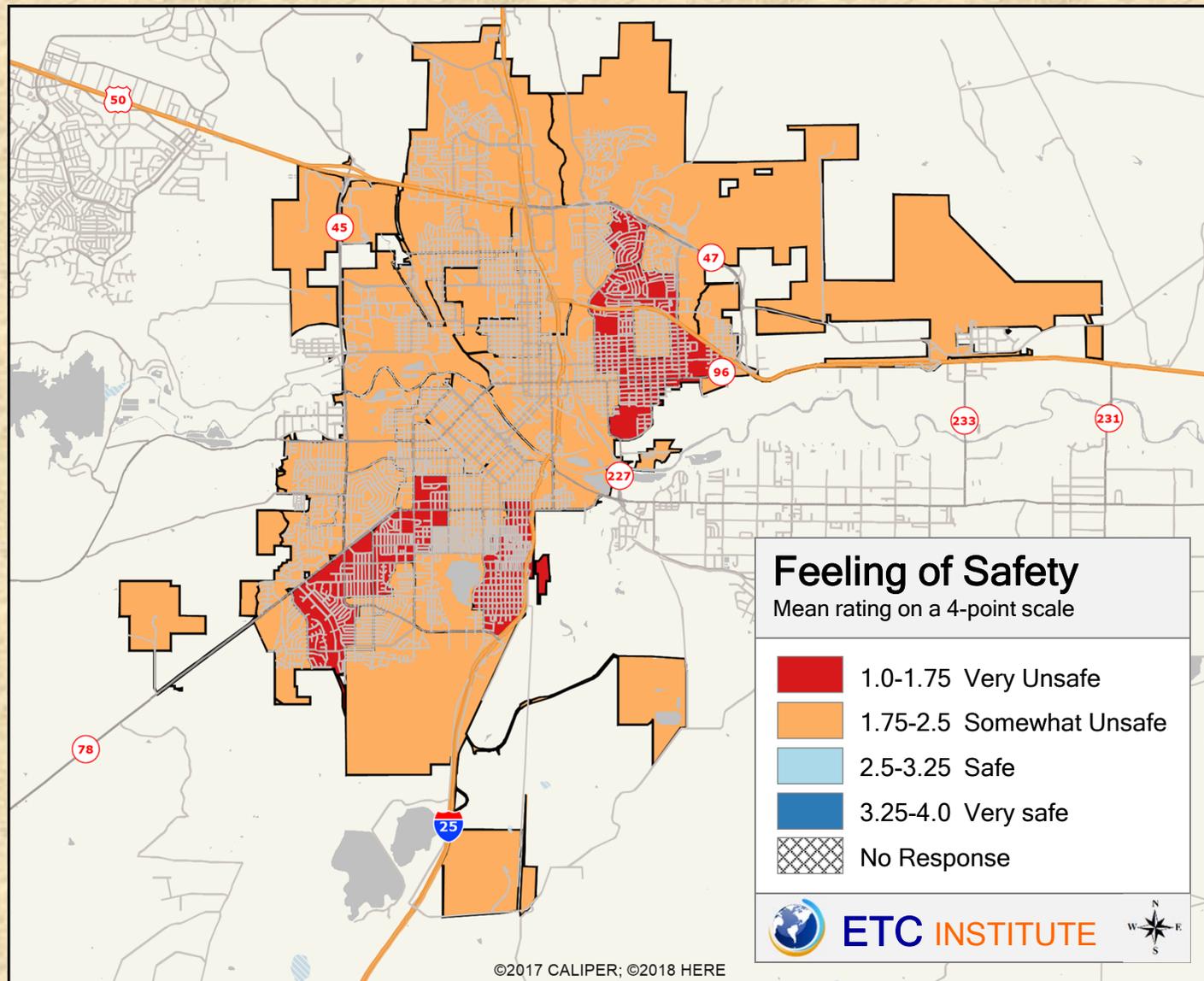
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q7-02 Feeling of safety in neighborhoods at night



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

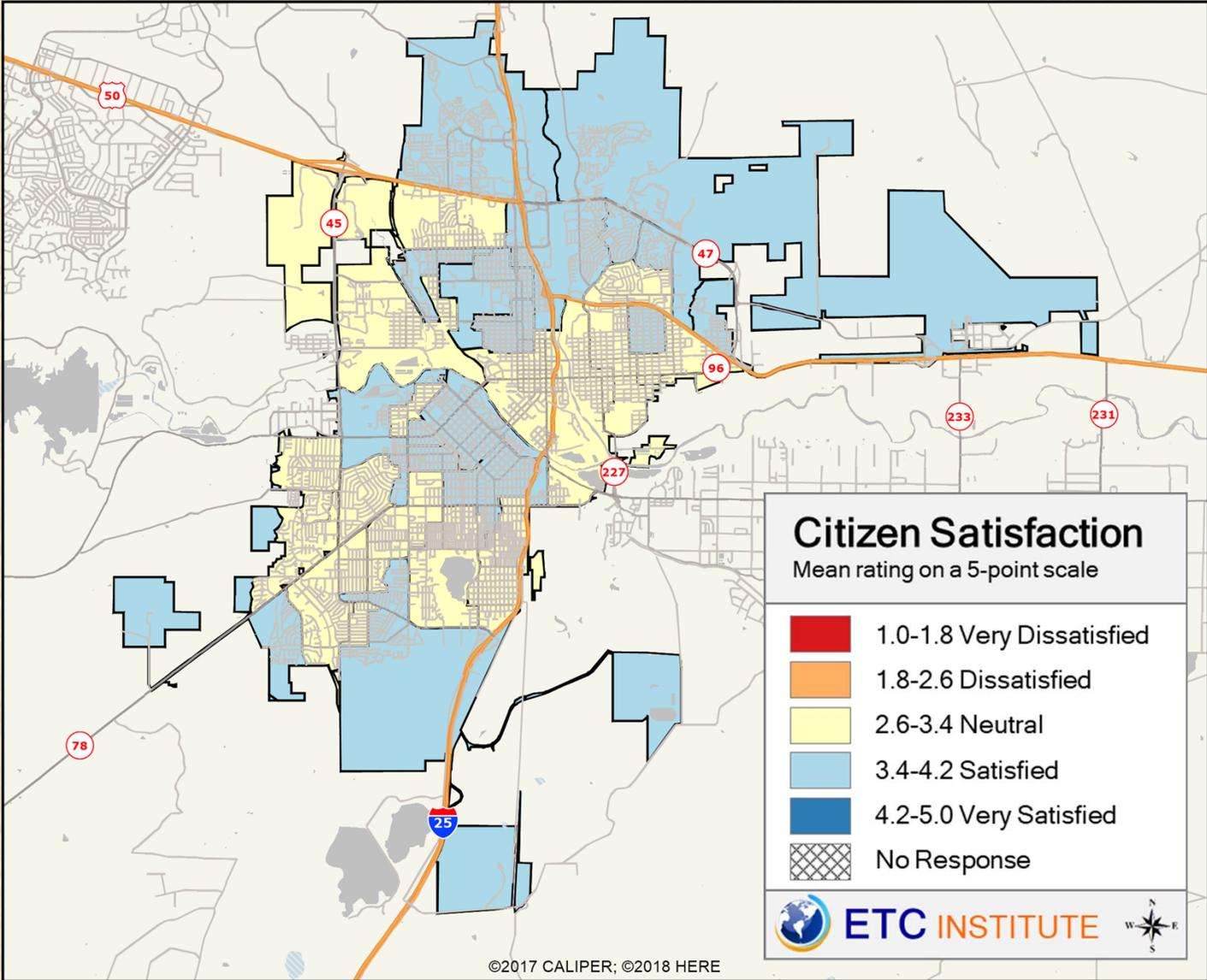
Q7-03 Feeling of safety along park trails and river trails



2020 City of Pueblo Community Survey

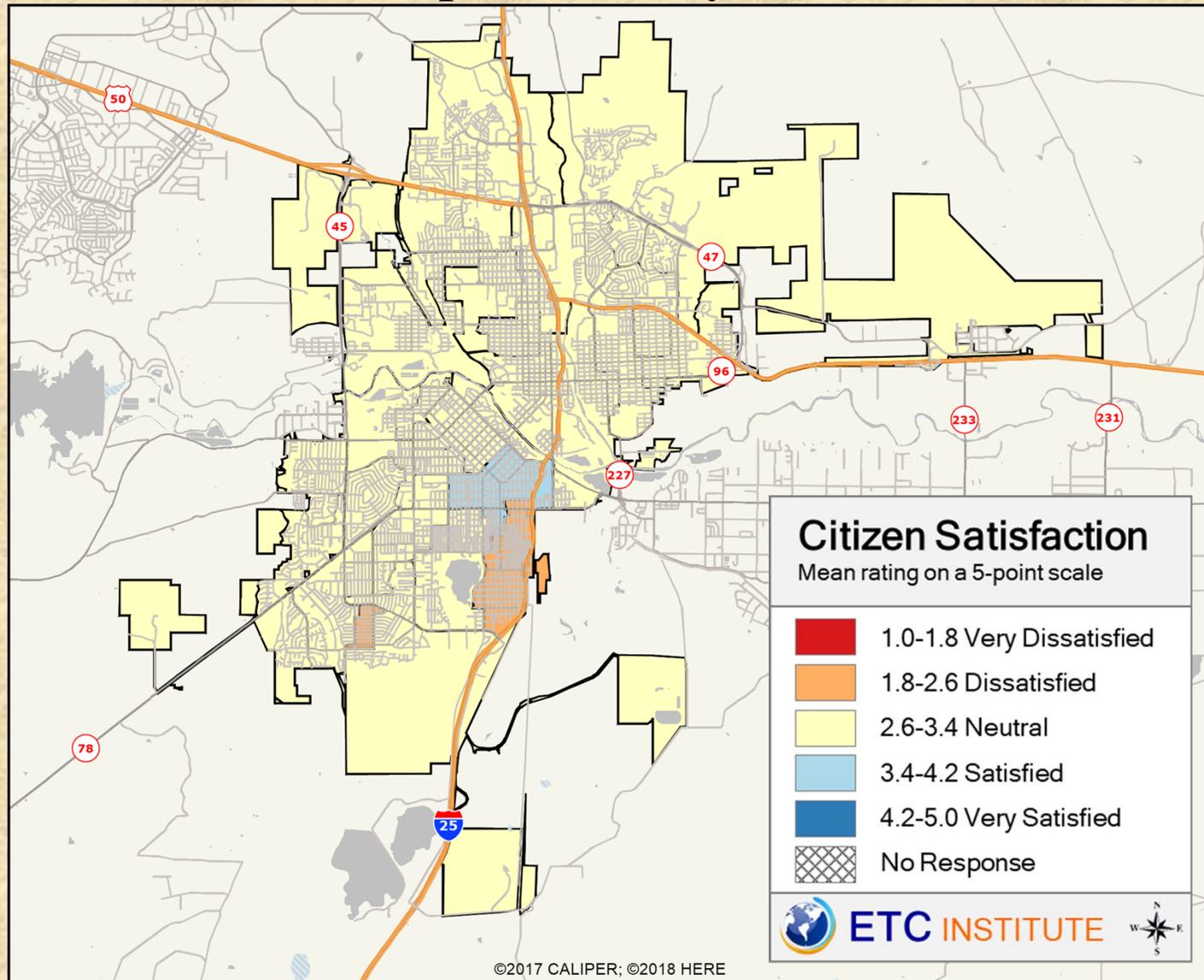
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9-01 Satisfaction with removal of graffiti



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

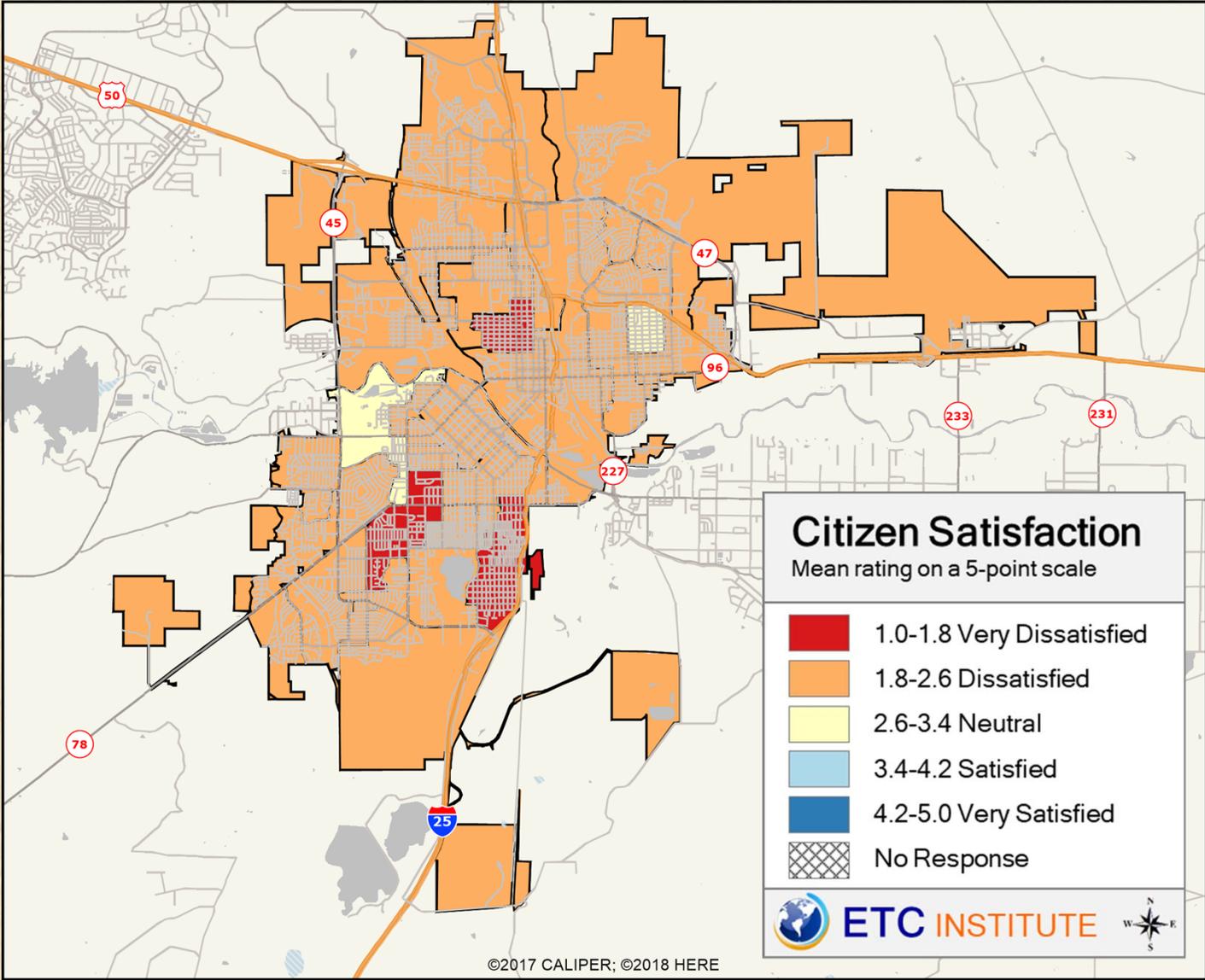
Q9-02 Satisfaction with enforcing codes designed to protect public safety



2020 City of Pueblo Community Survey

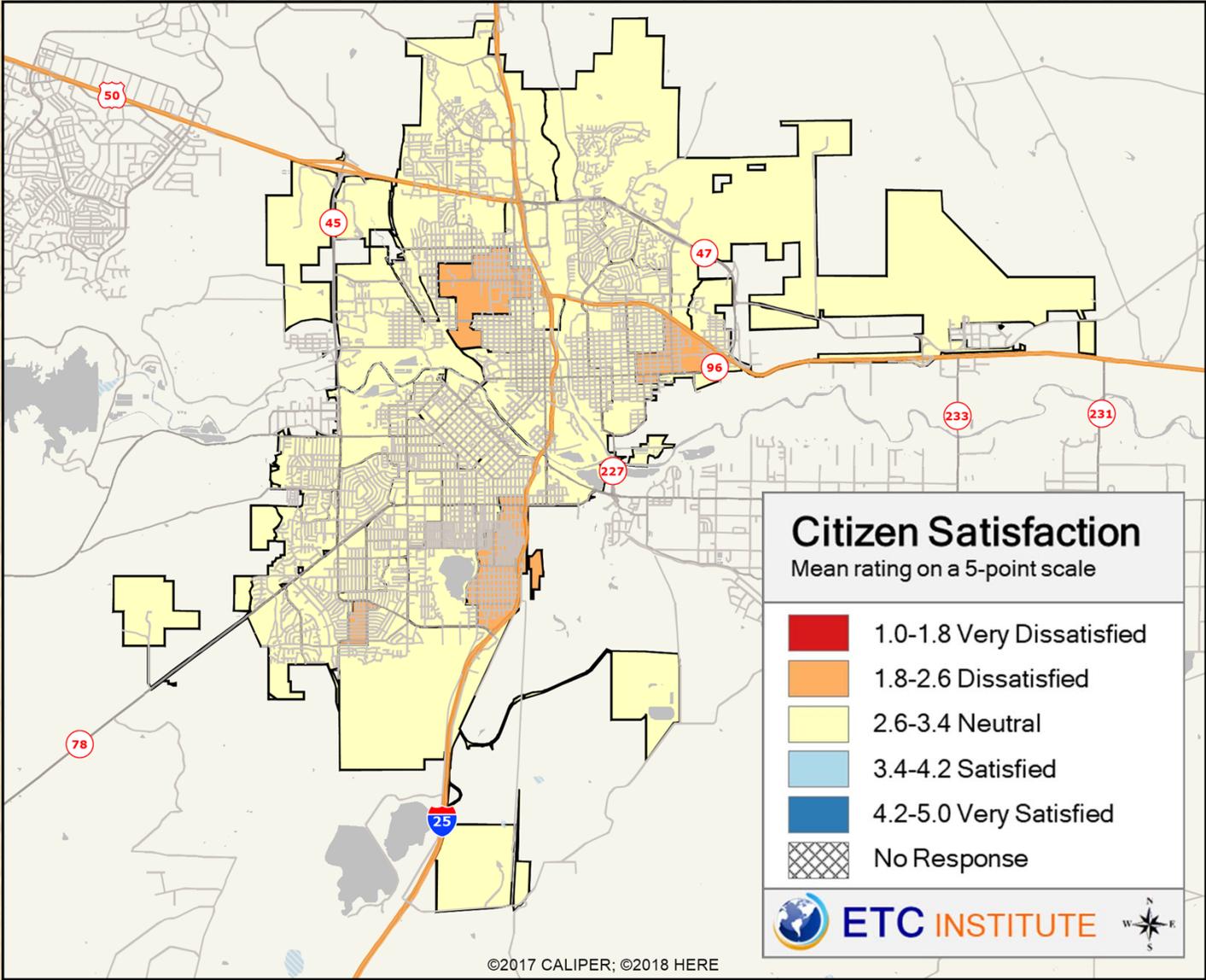
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9-03 Satisfaction with enforcing vacant and abandoned building regulations



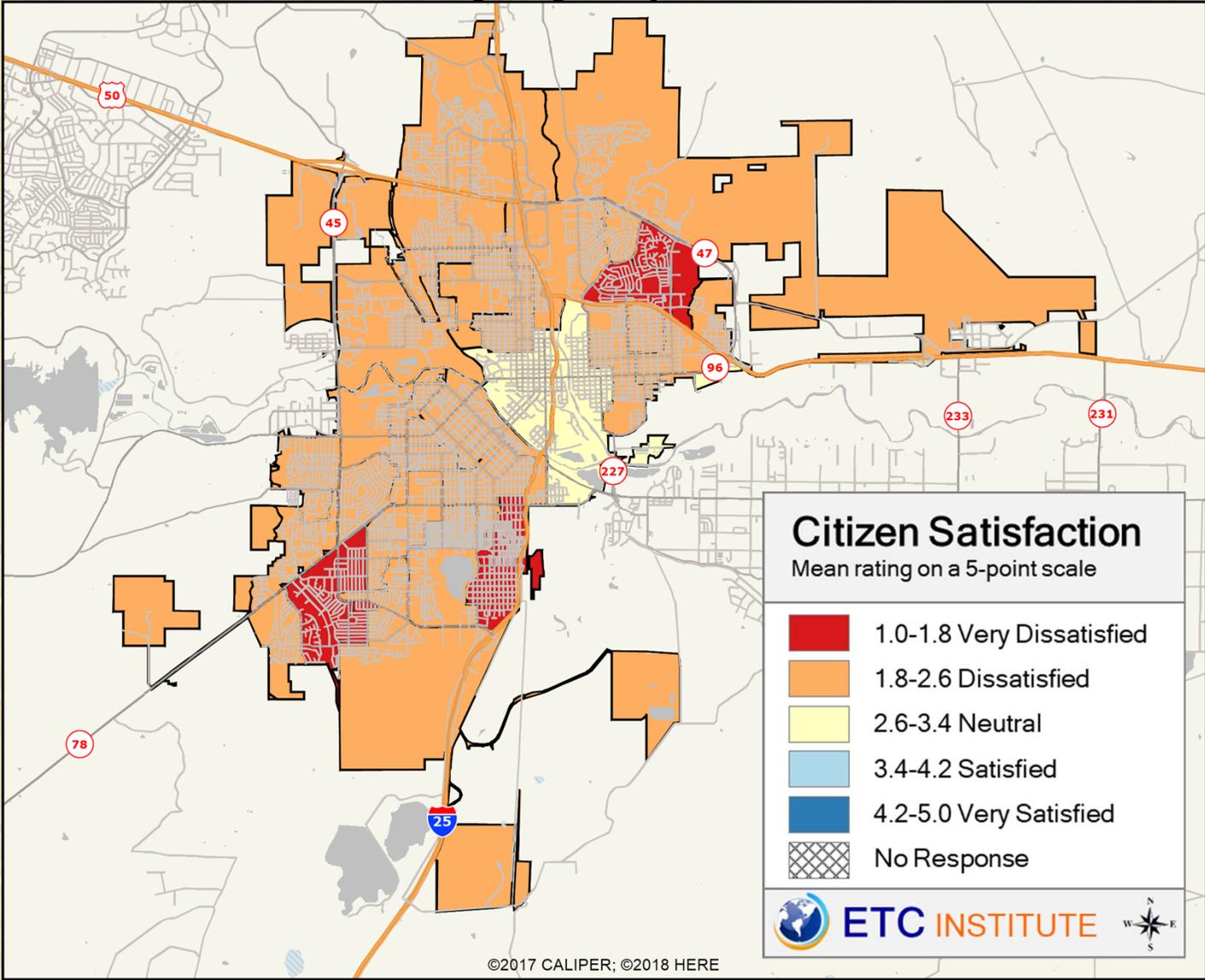
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9-04 Satisfaction with enforcing codes relating to animals



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

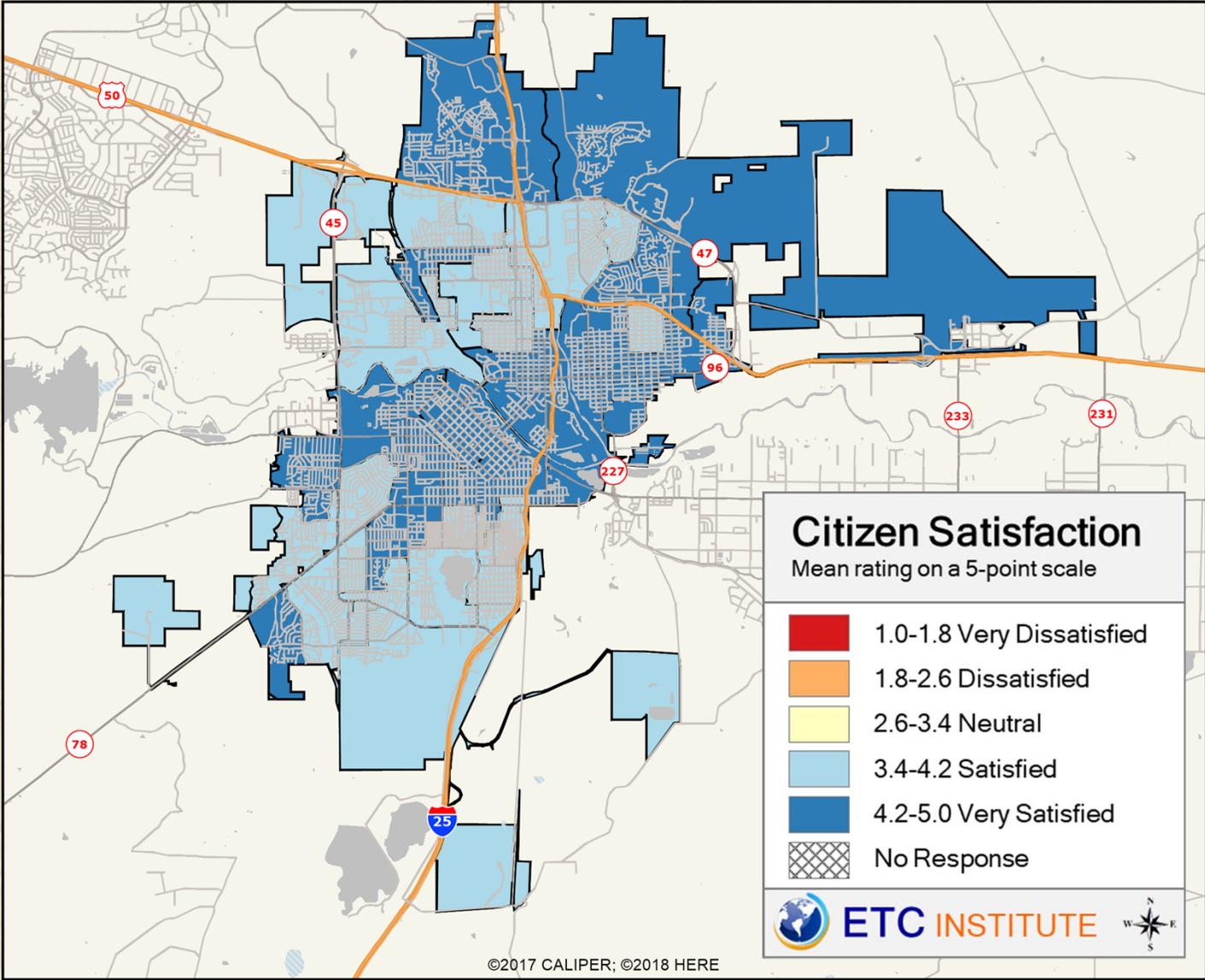
Q9-05 Satisfaction with cleanup of litter and debris on private property



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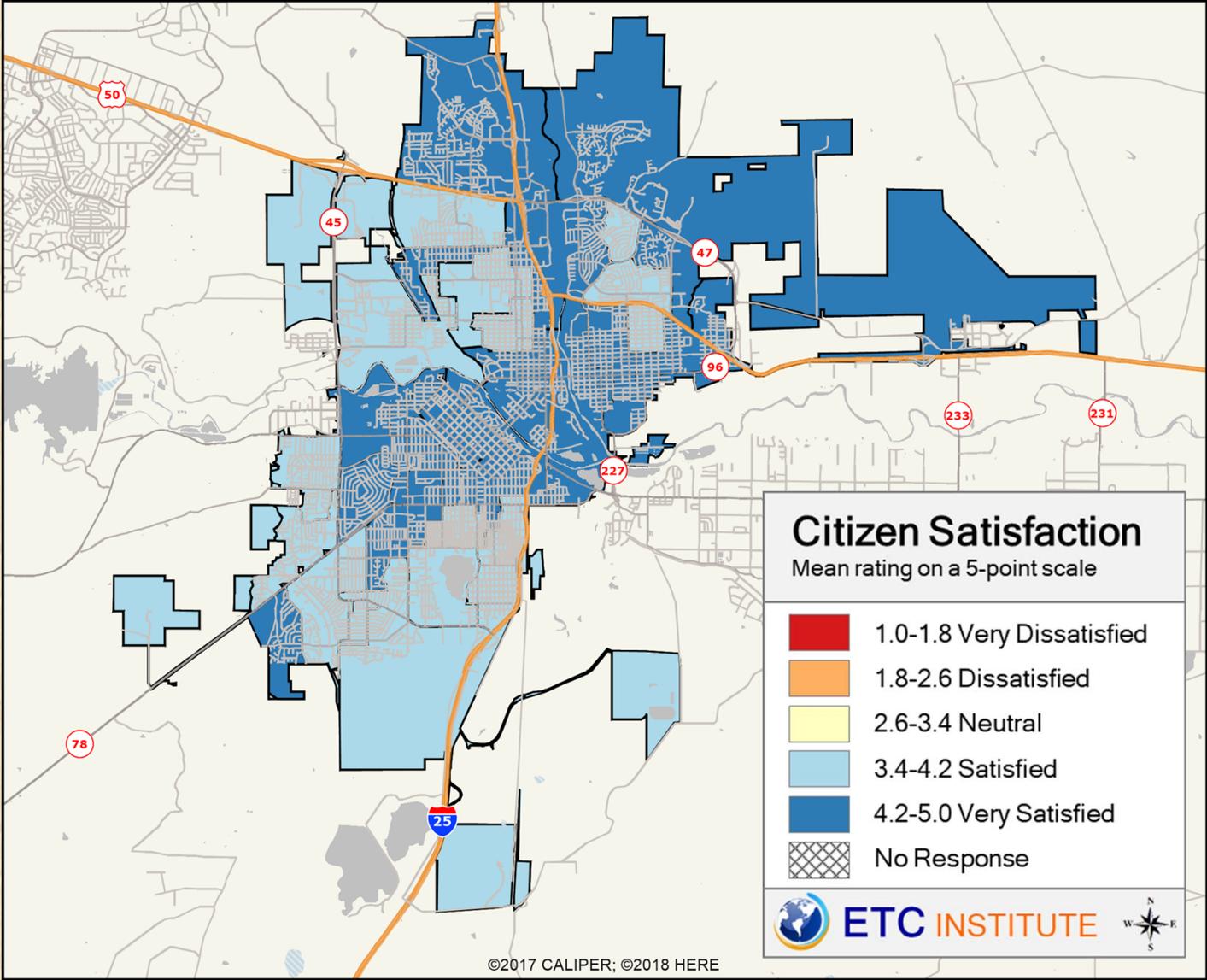
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q10-01 Satisfaction with the overall performance of Fire and Emergency Medical Services



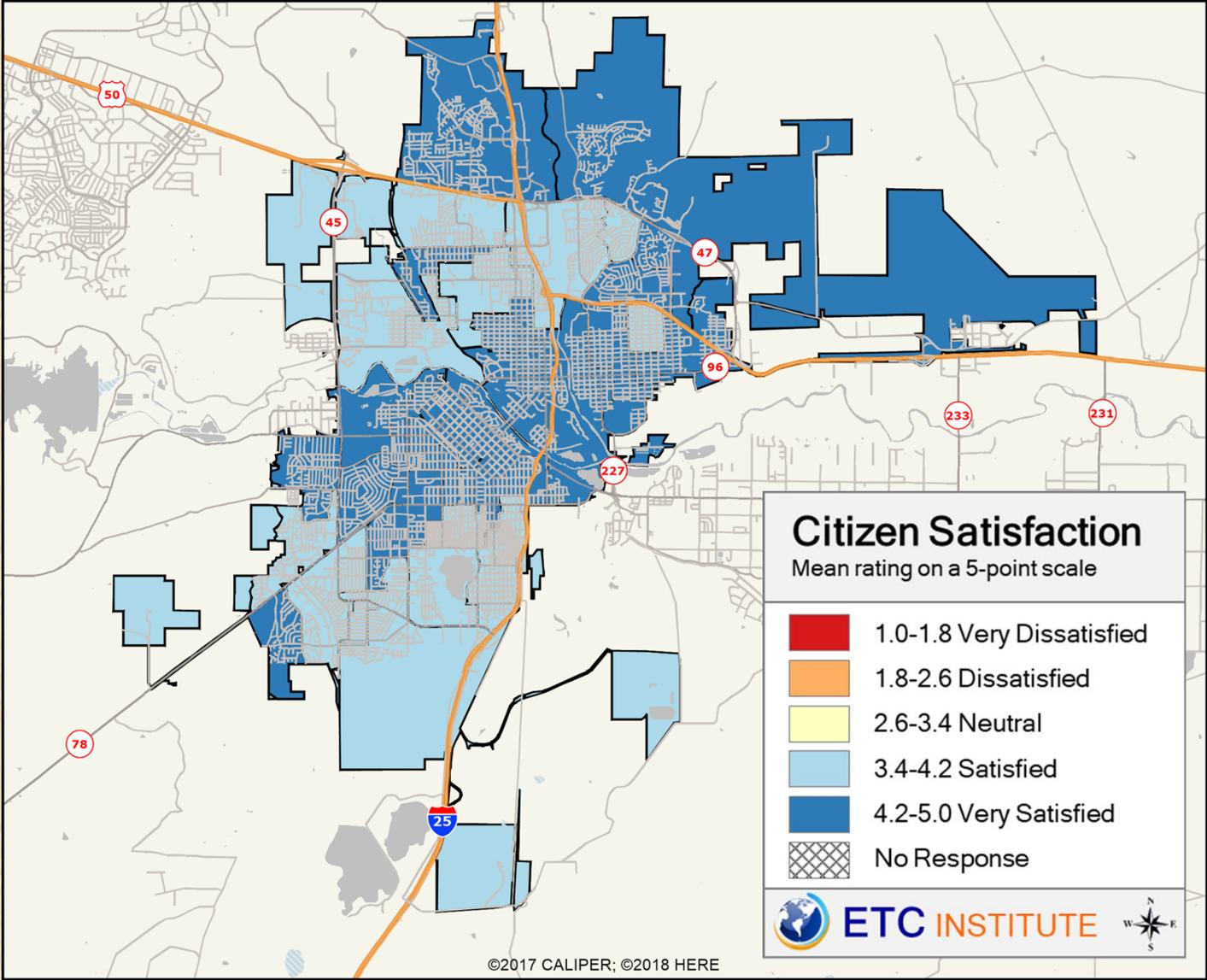
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q10-02 Satisfaction with the competence of Fire and Emergency Medical Services personnel



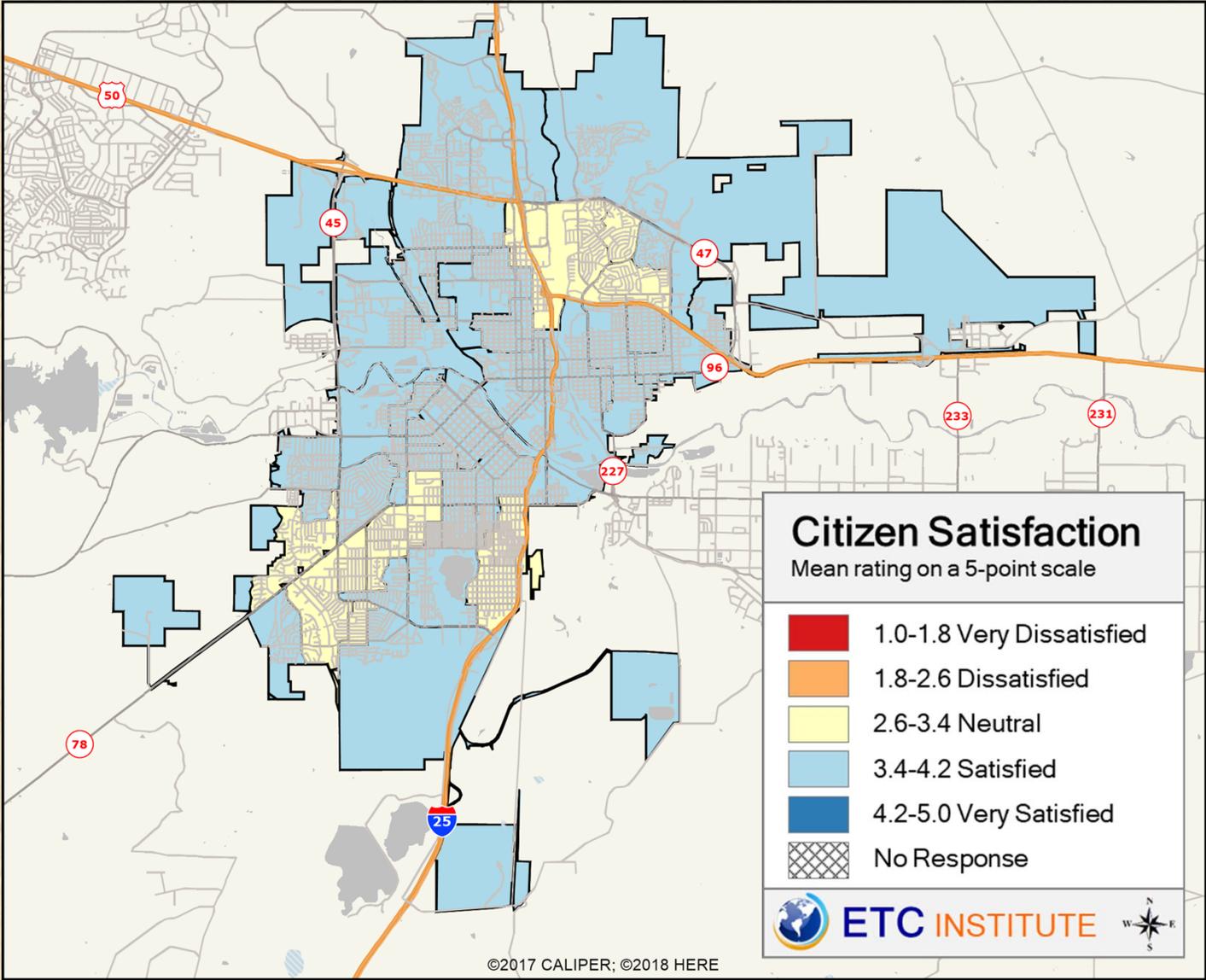
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q10-03 Satisfaction with the attitude and behavior of Fire and Emergency Medical Services personnel



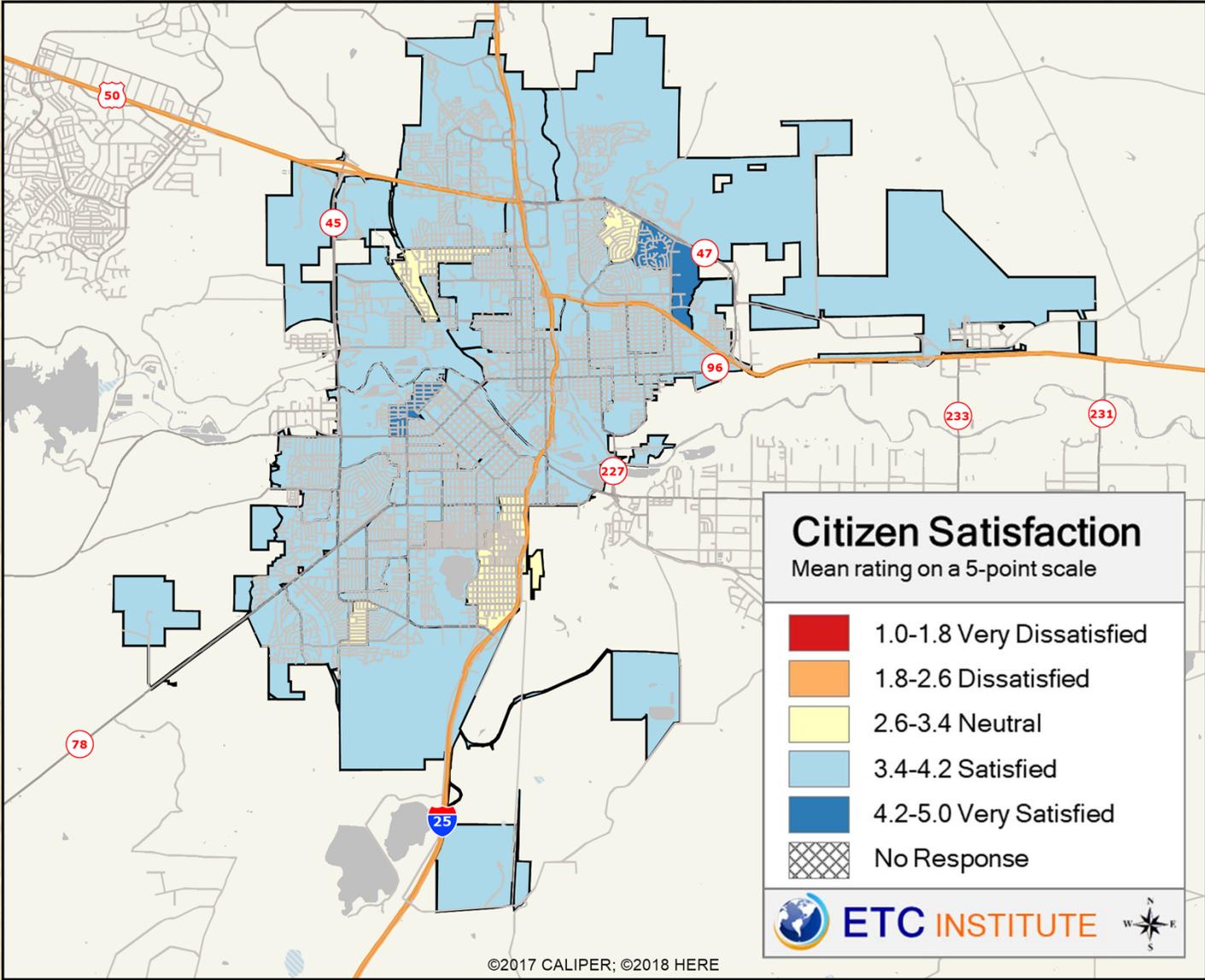
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11-01 Satisfaction with maintenance of city parks



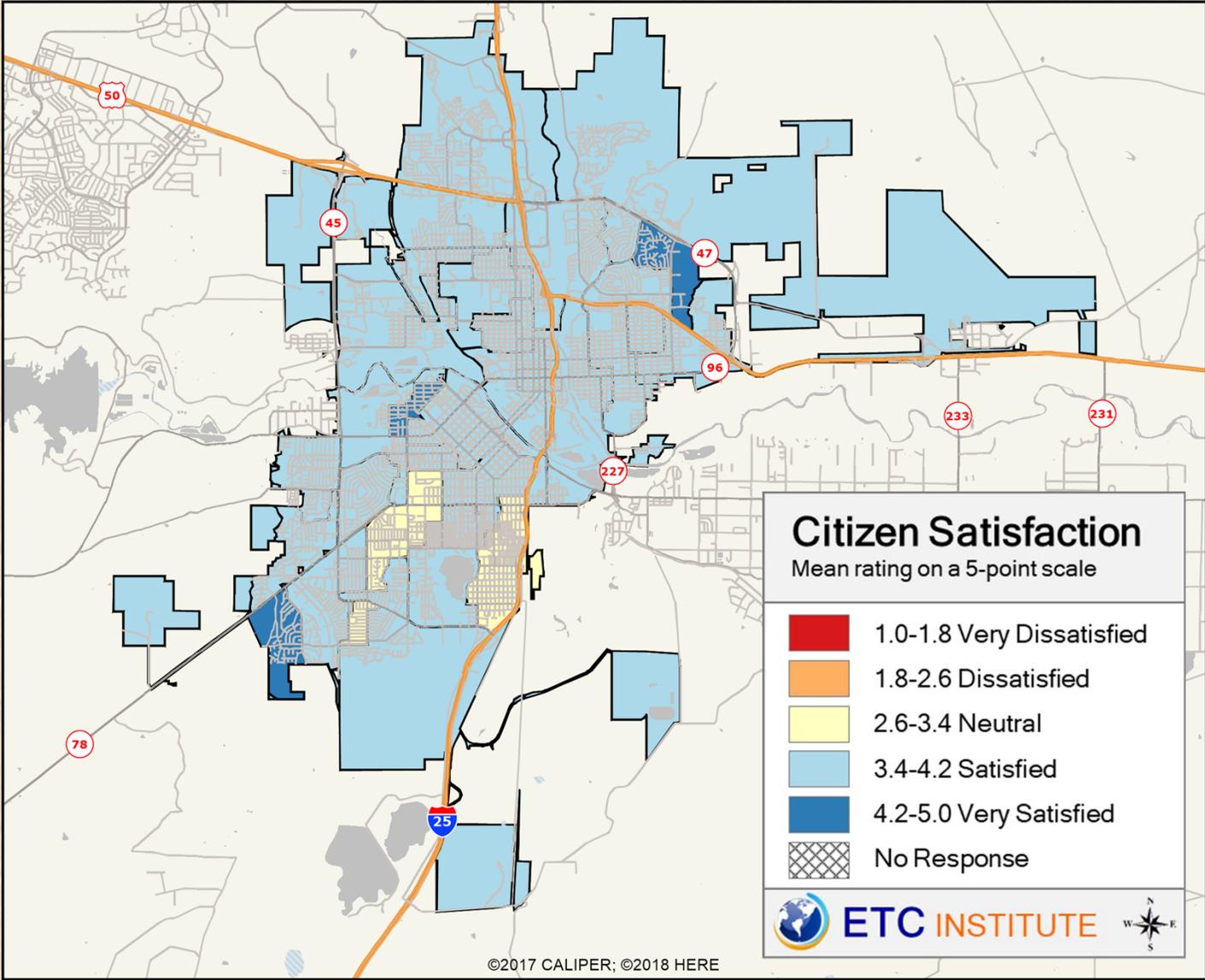
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11-02 Satisfaction with number of city parks



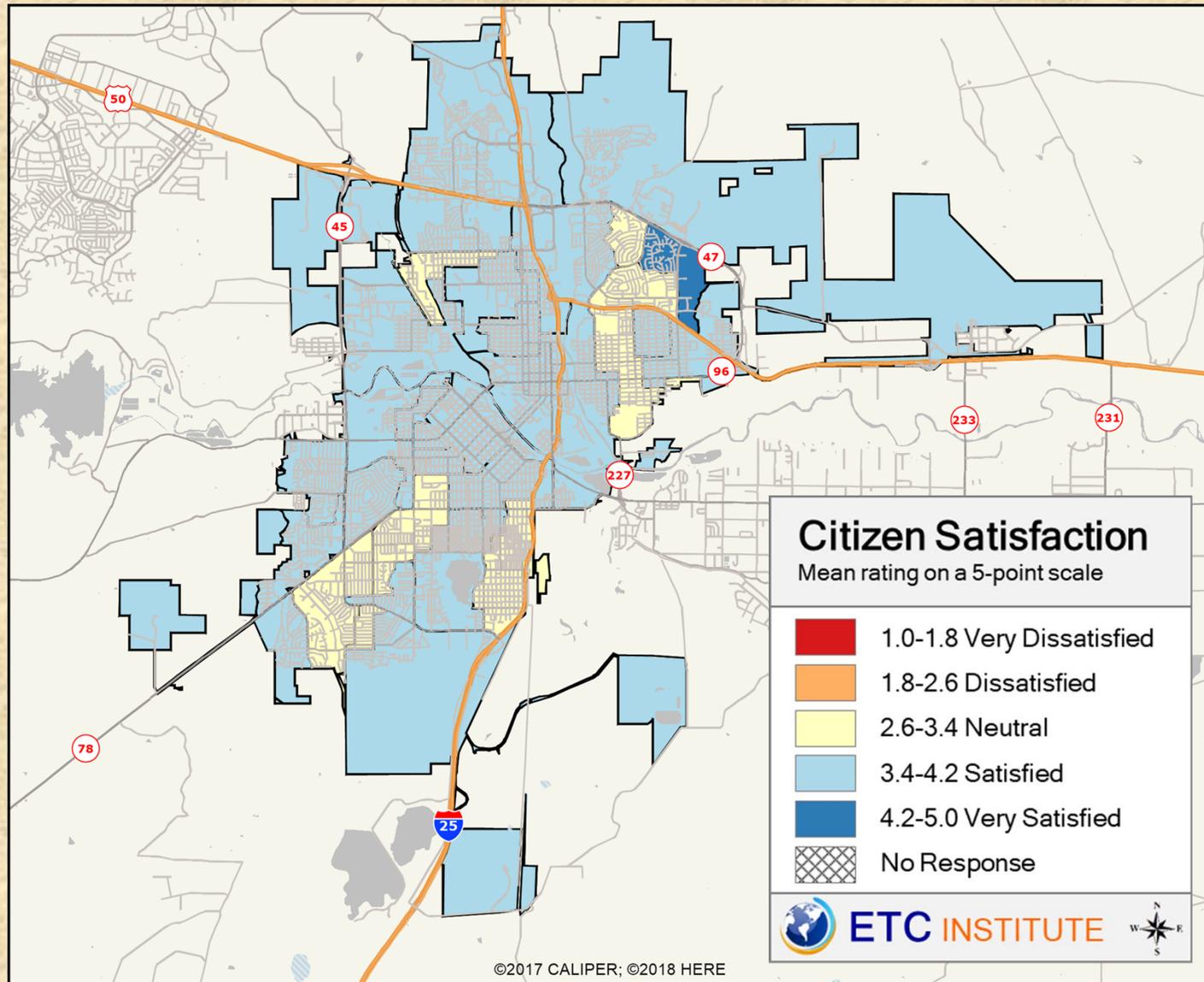
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11-03 Satisfaction with location of city parks



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

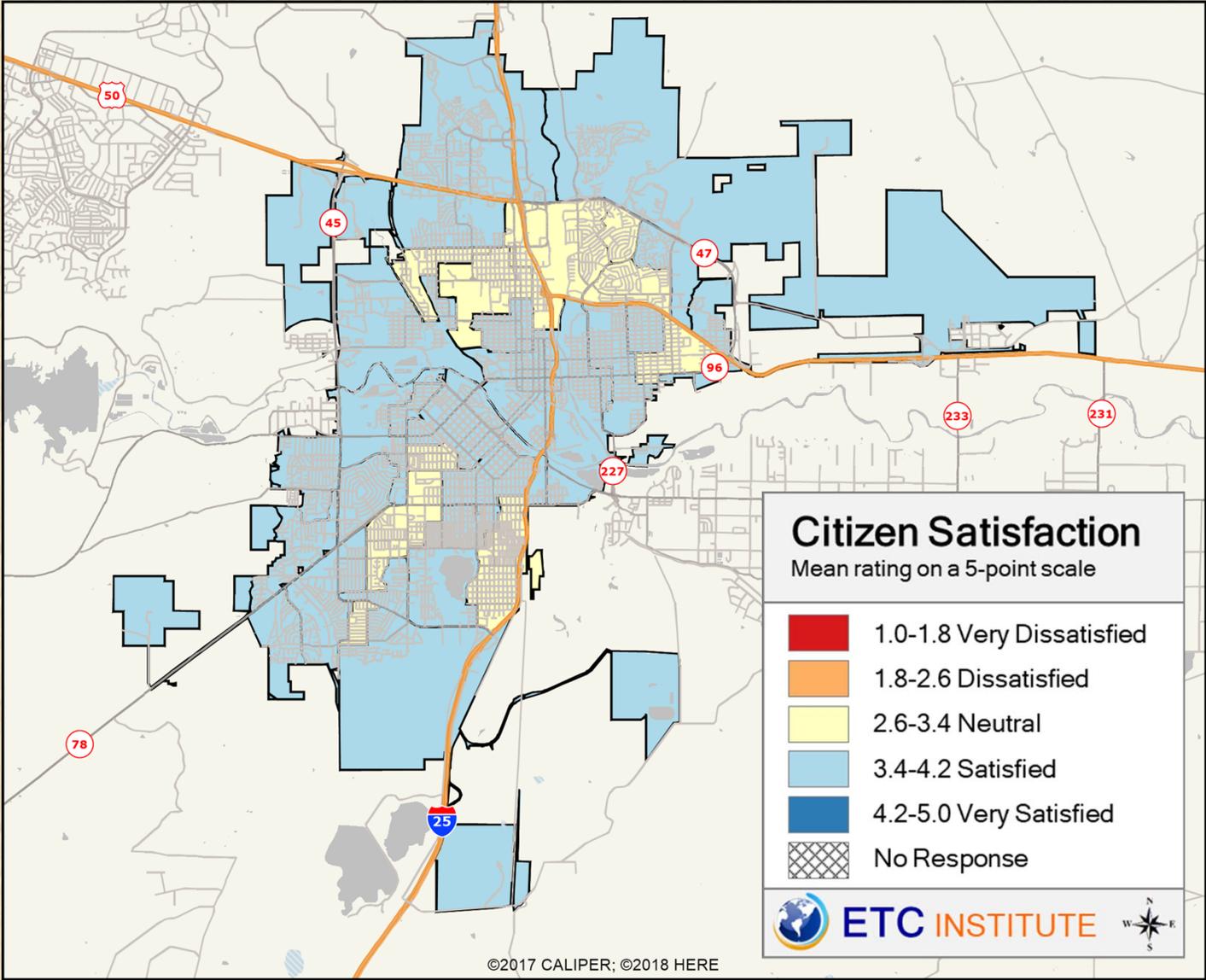
Q11-04 Satisfaction with number of walking and biking trails



2020 City of Pueblo Community Survey

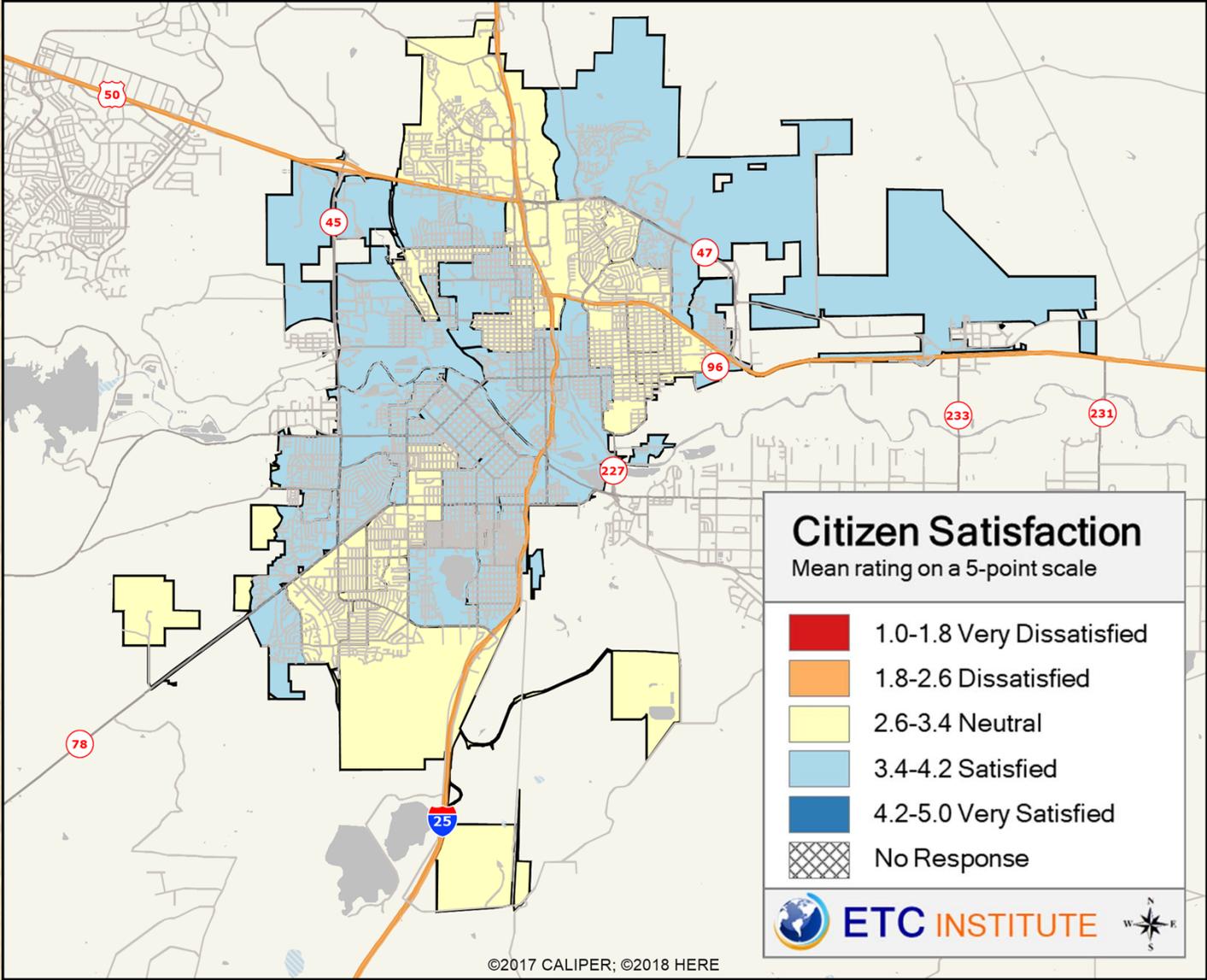
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11-05 Satisfaction with quality of outdoor athletic fields



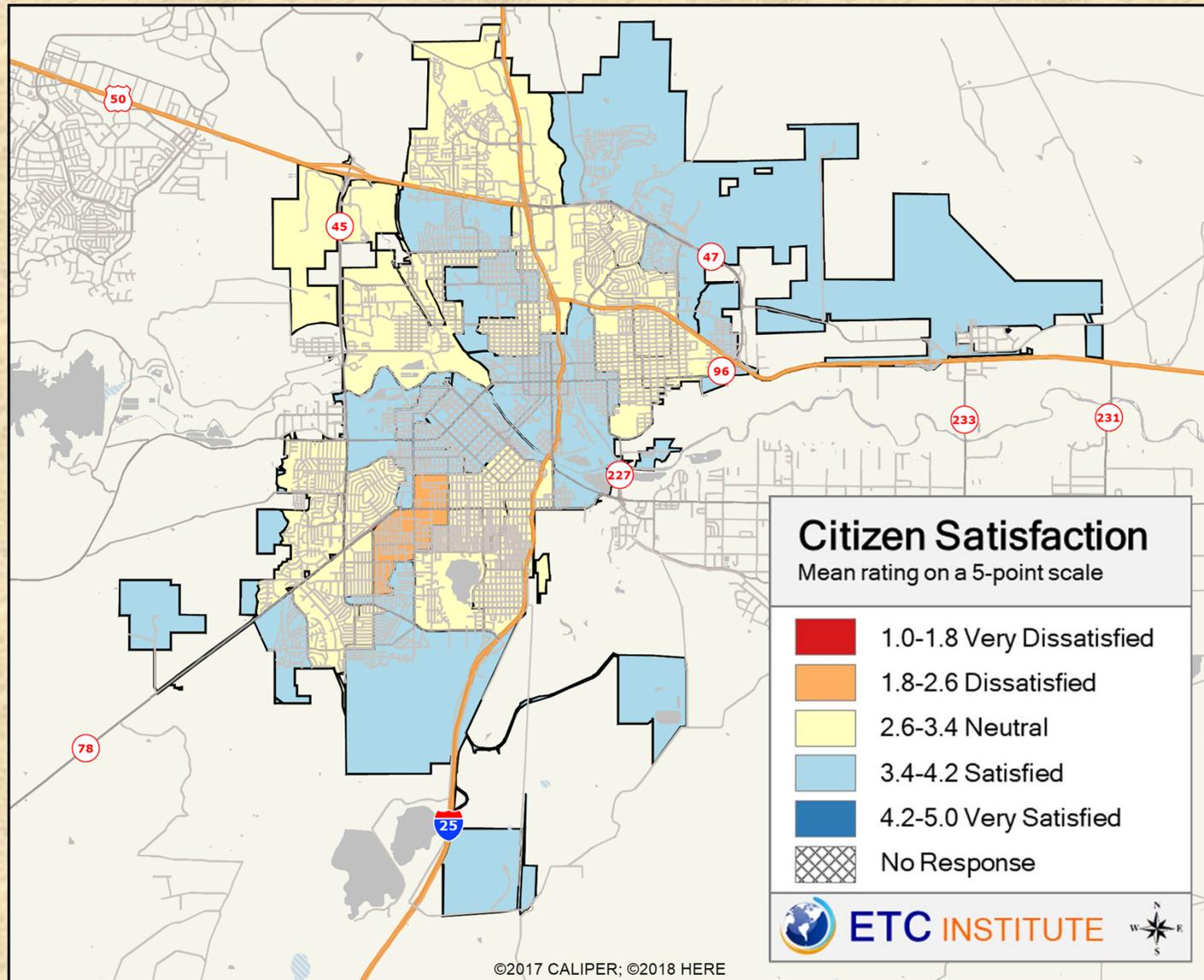
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11-06 Satisfaction with number of outdoor athletic fields



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

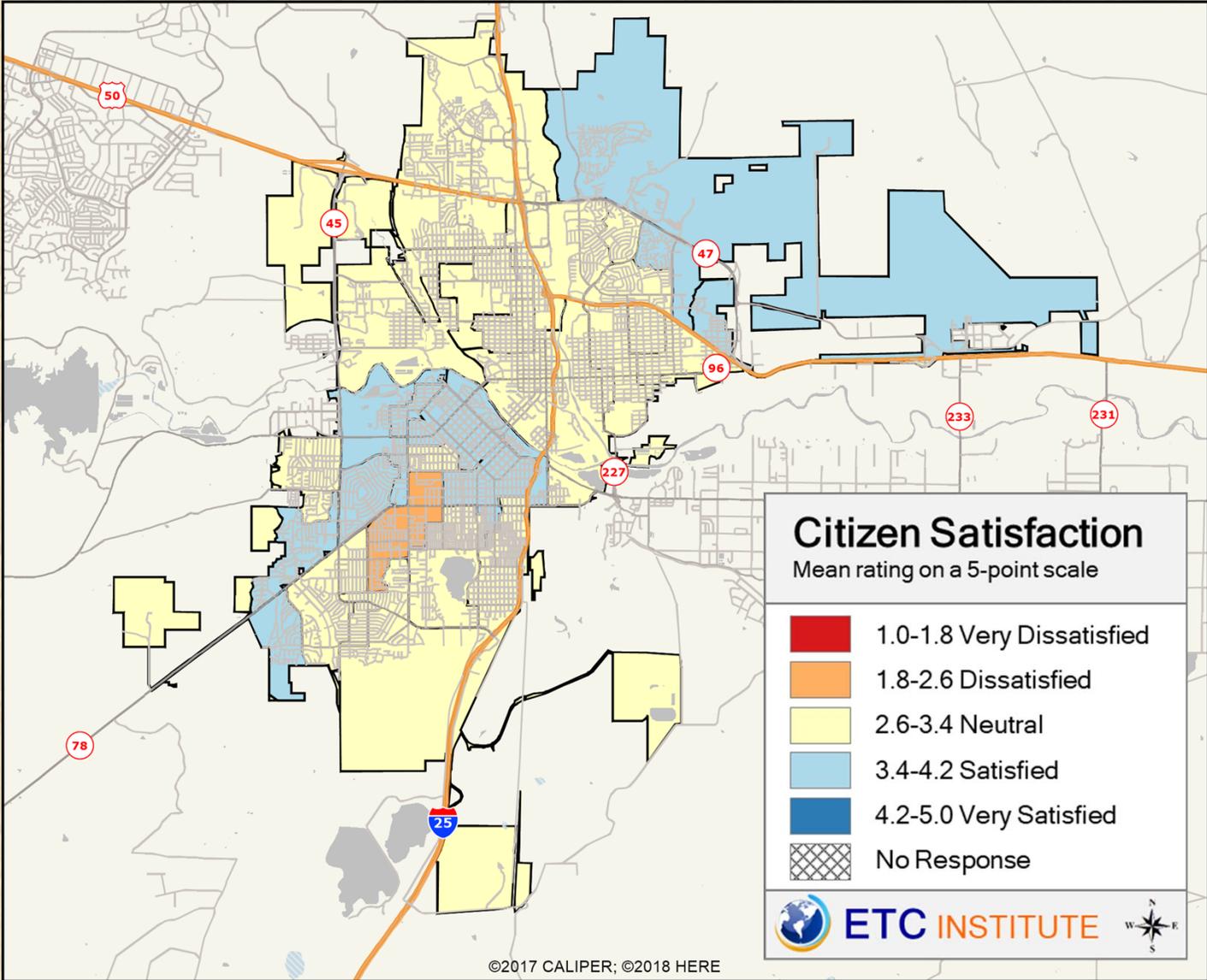
Q11-07 Satisfaction with availability of information about city parks and recreation programs



2020 City of Pueblo Community Survey

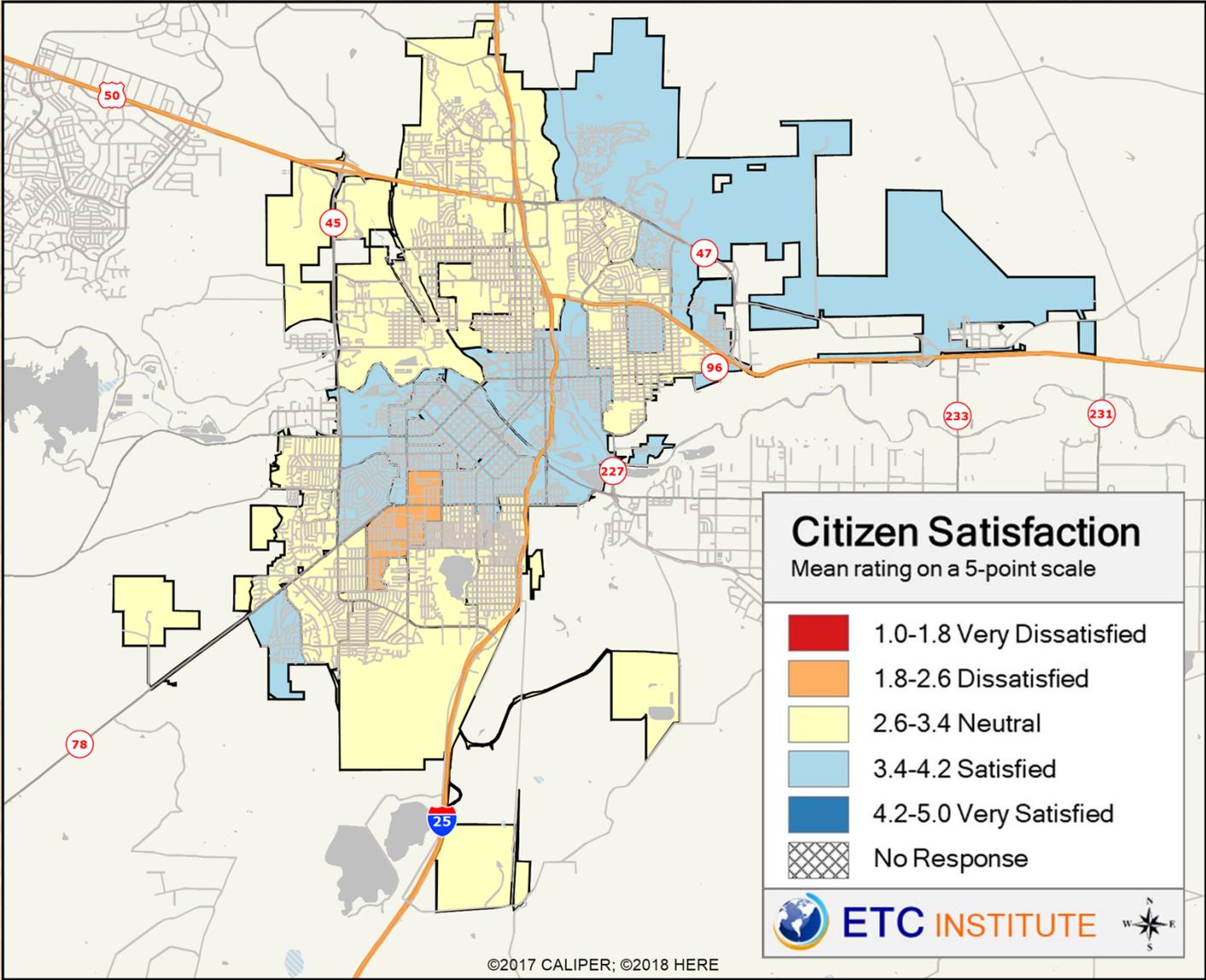
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11-08 Satisfaction with the city's youth recreation programs



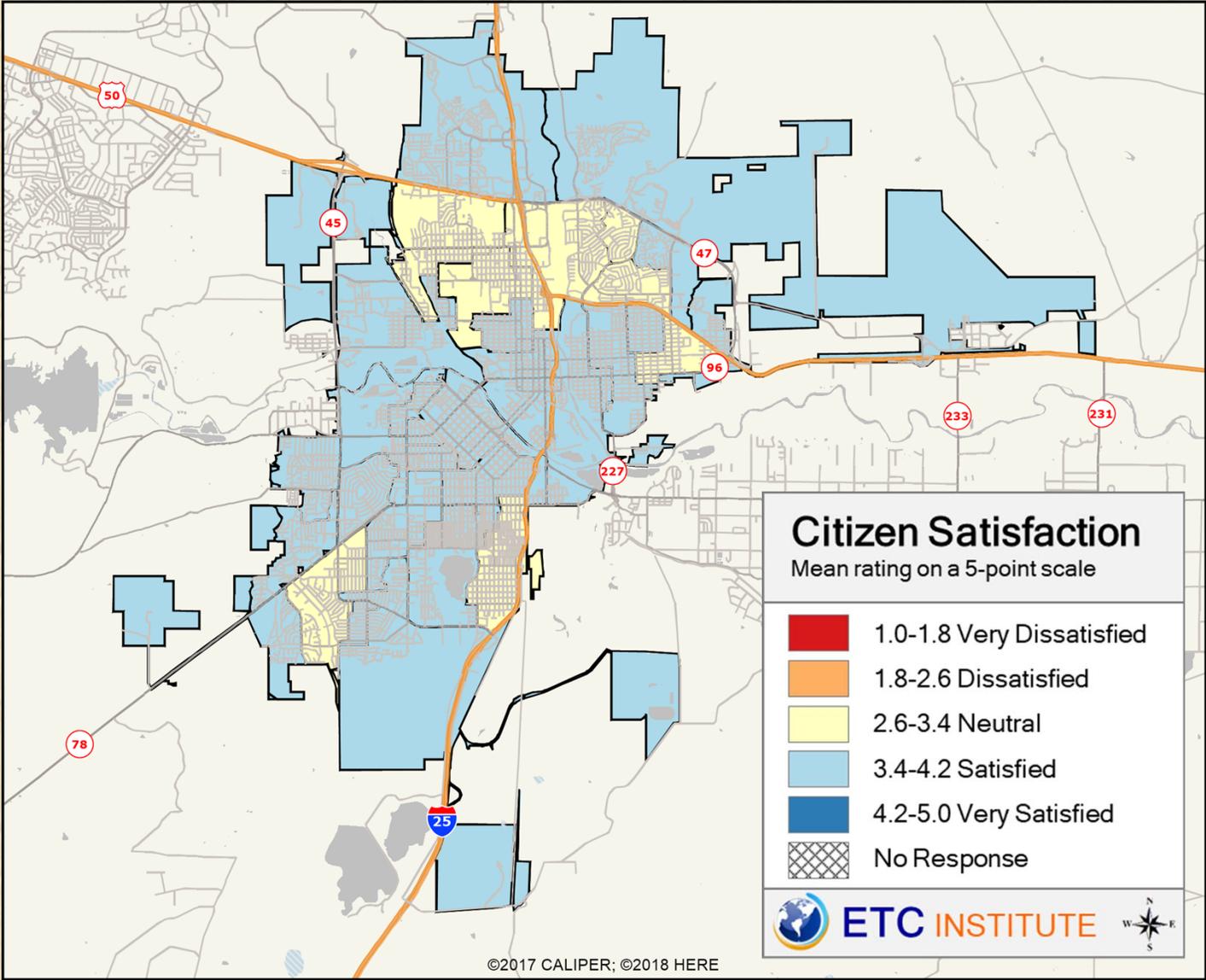
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11-09 Satisfaction with the city's adult recreation programs



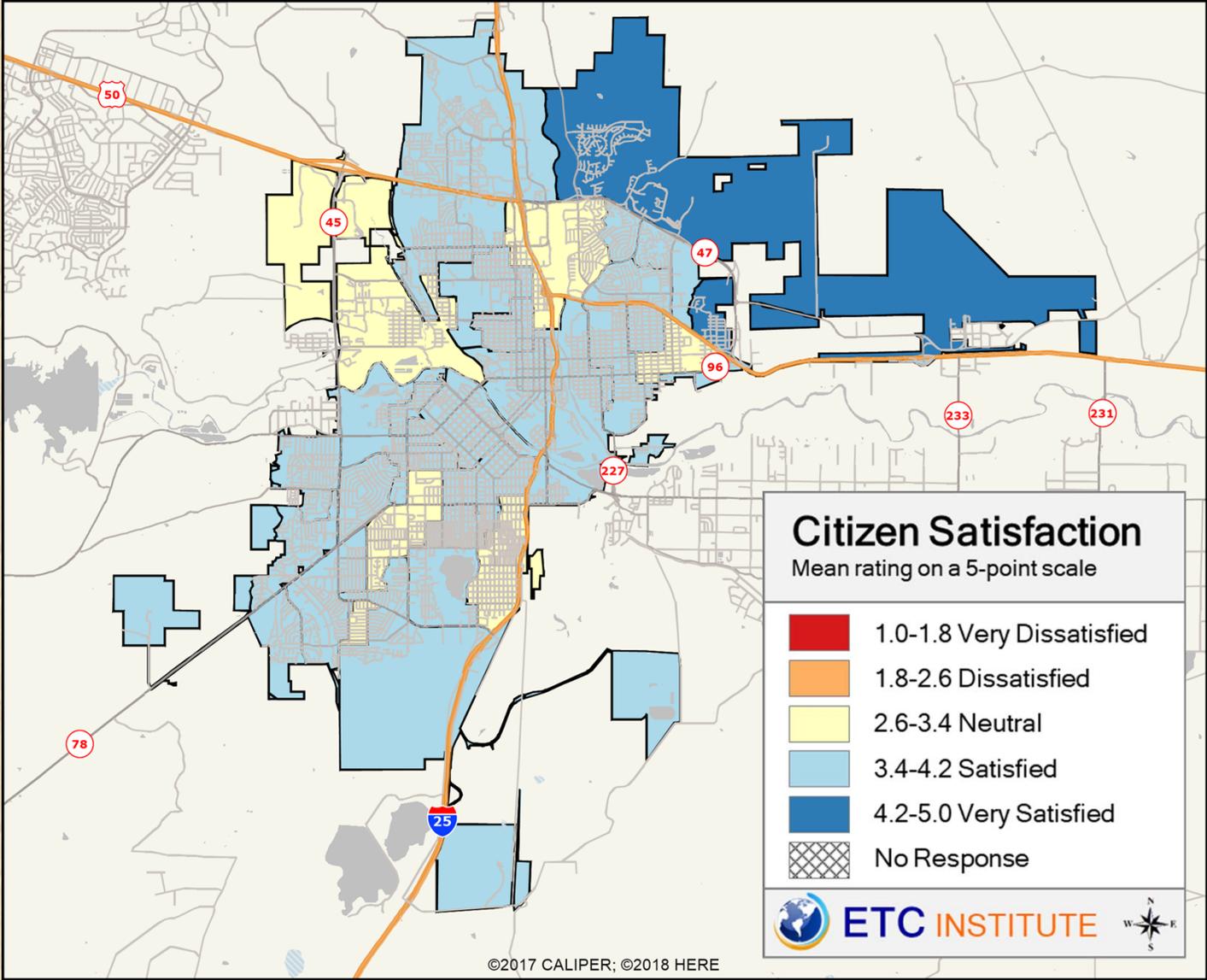
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11-10 Satisfaction with City special events and festivals



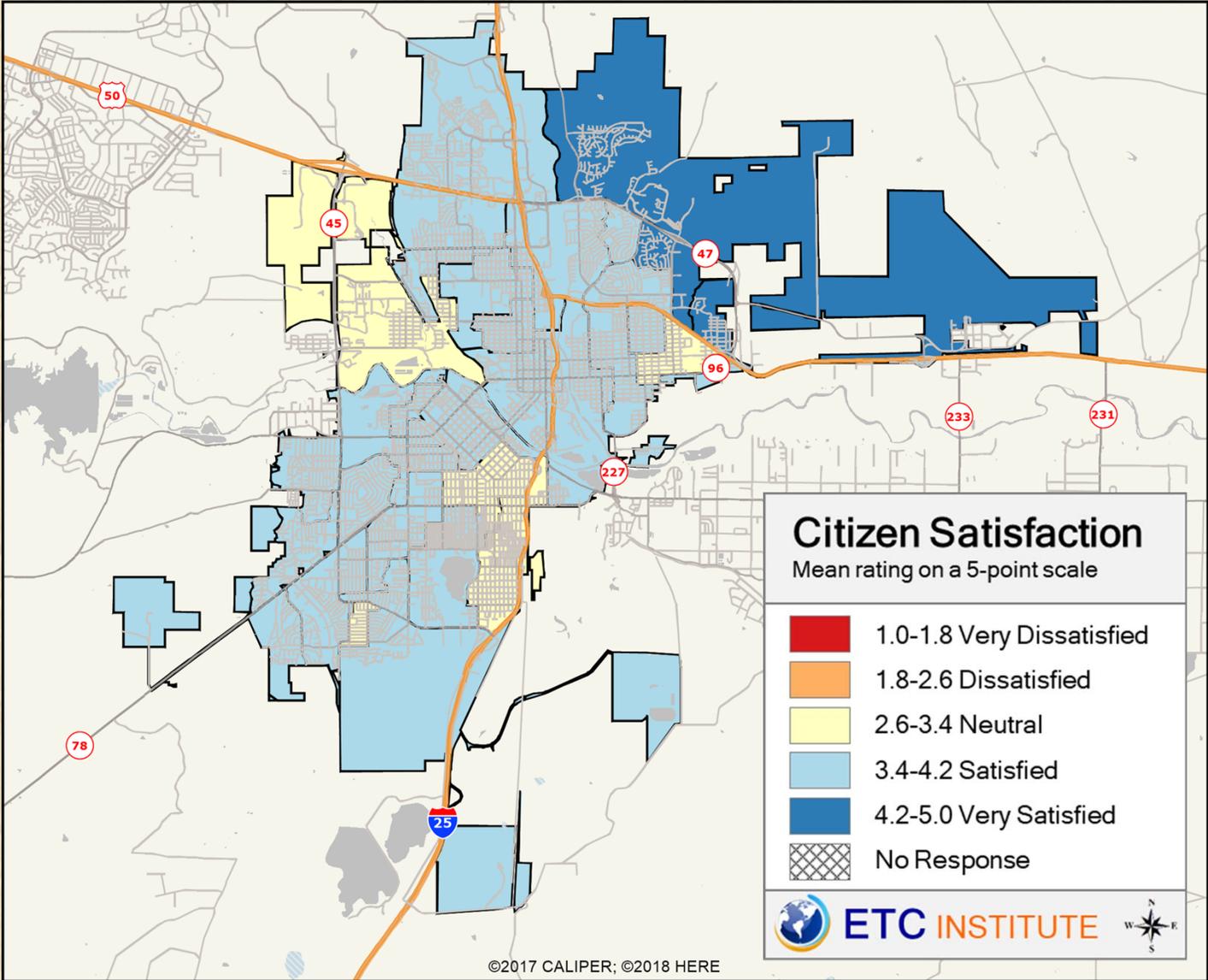
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11-11 Satisfaction with Elmwood Golf Course



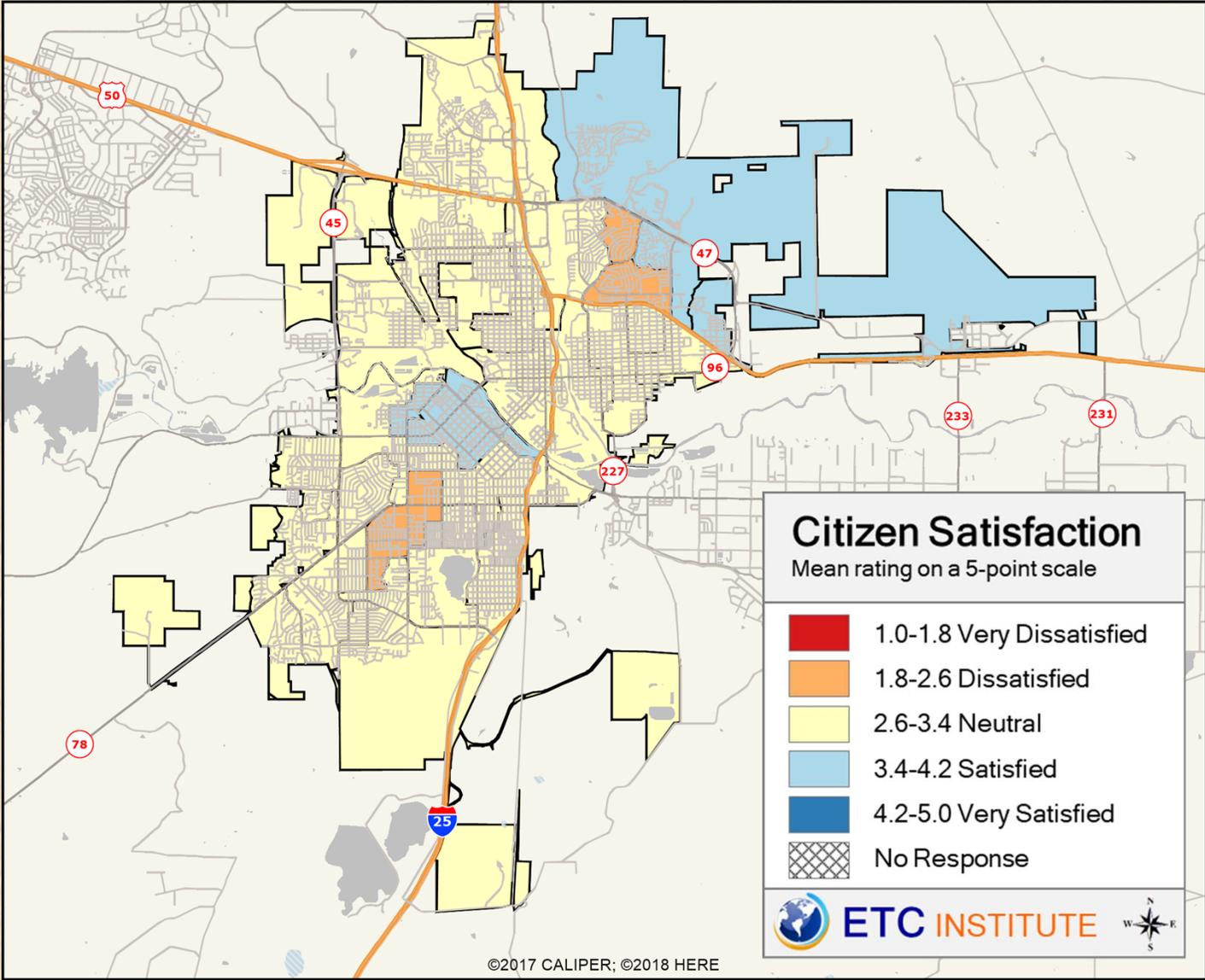
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11-12 Satisfaction with Walking Stick Golf Course



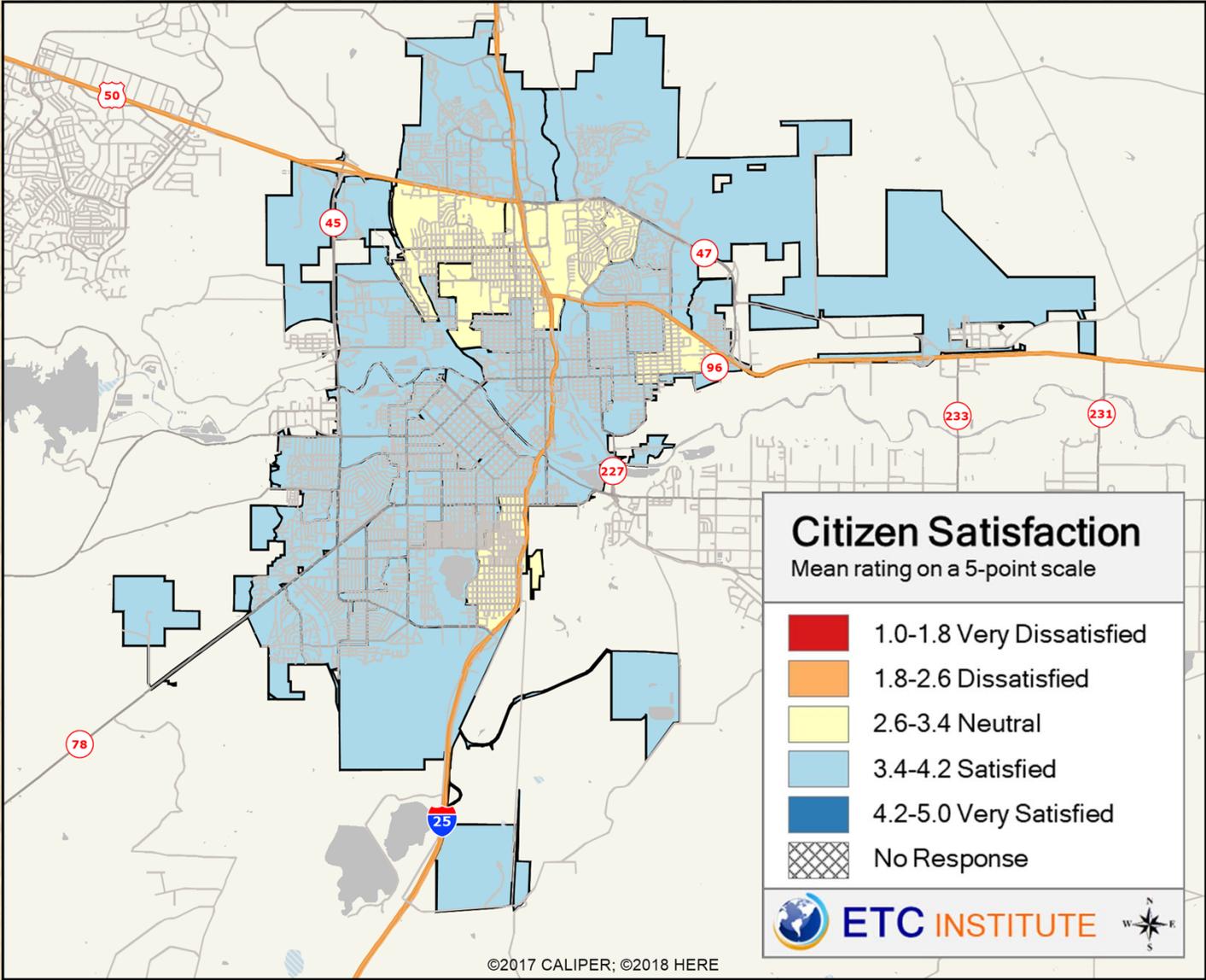
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11-13 Satisfaction with aquatic programs



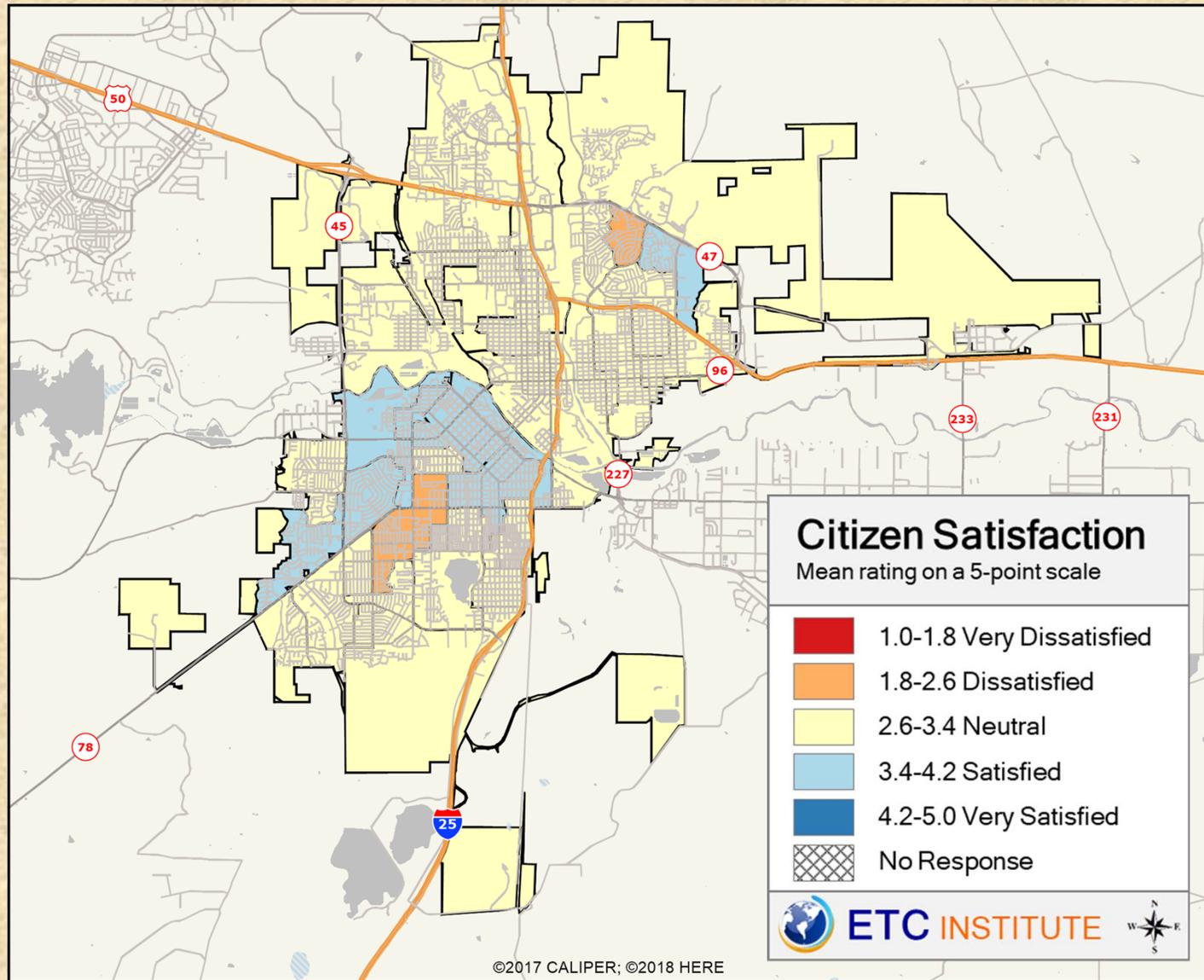
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11-14 Satisfaction with ice arena



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

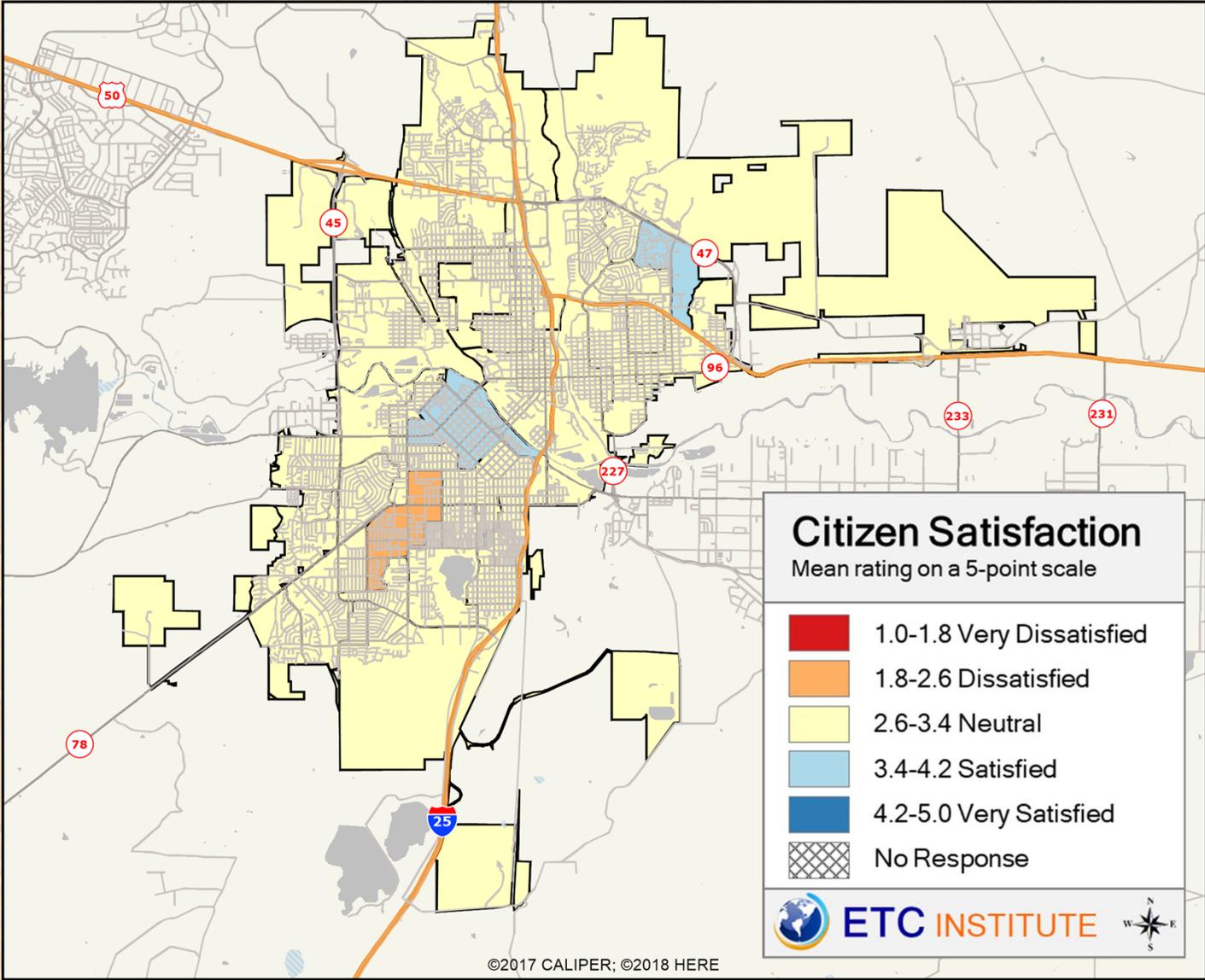
Q11-15 Satisfaction with the diversity of recreation programs



2020 City of Pueblo Community Survey

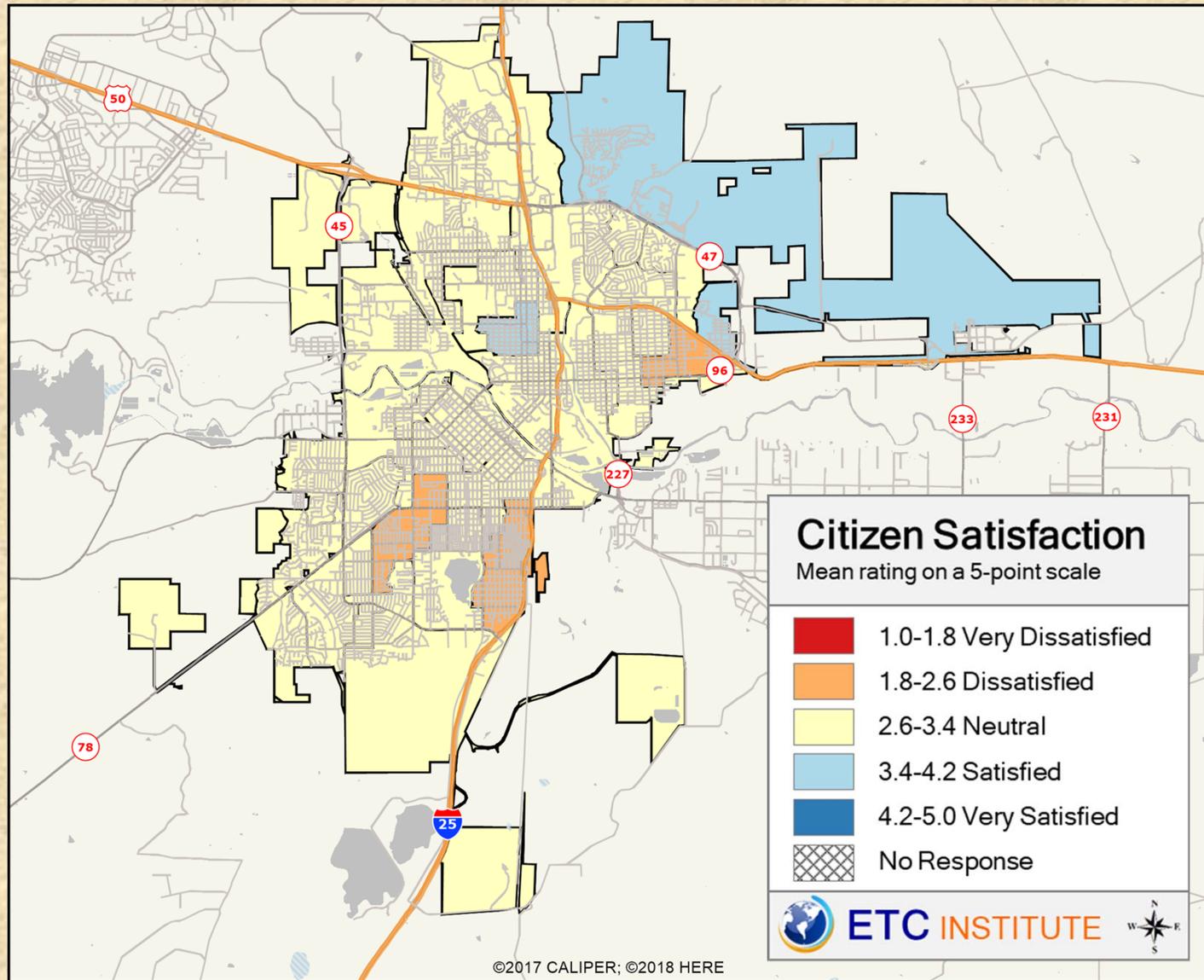
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11-16 Satisfaction with motorsports activities



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

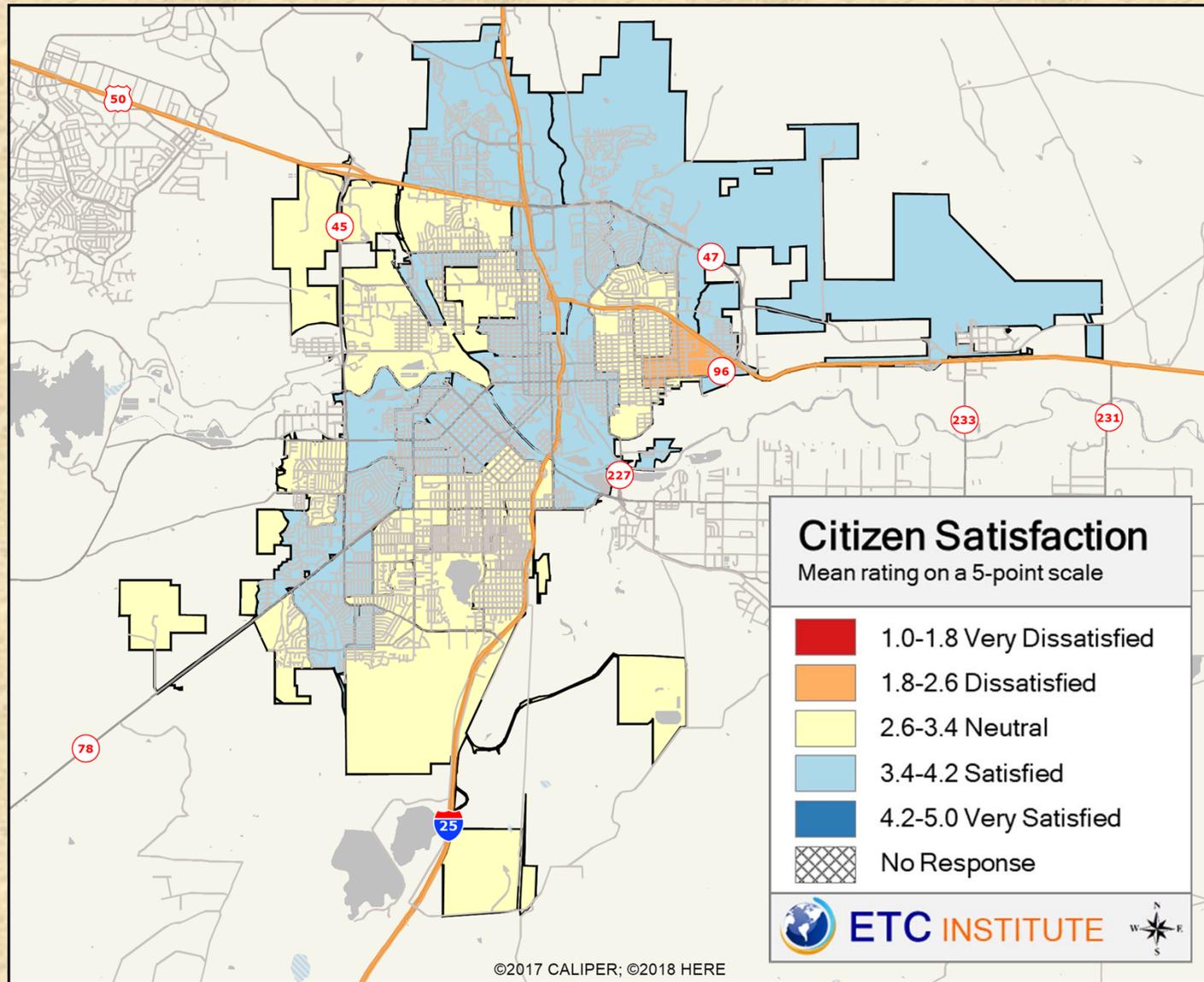
Q13-01 Satisfaction with drainage of rainwater off city streets



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

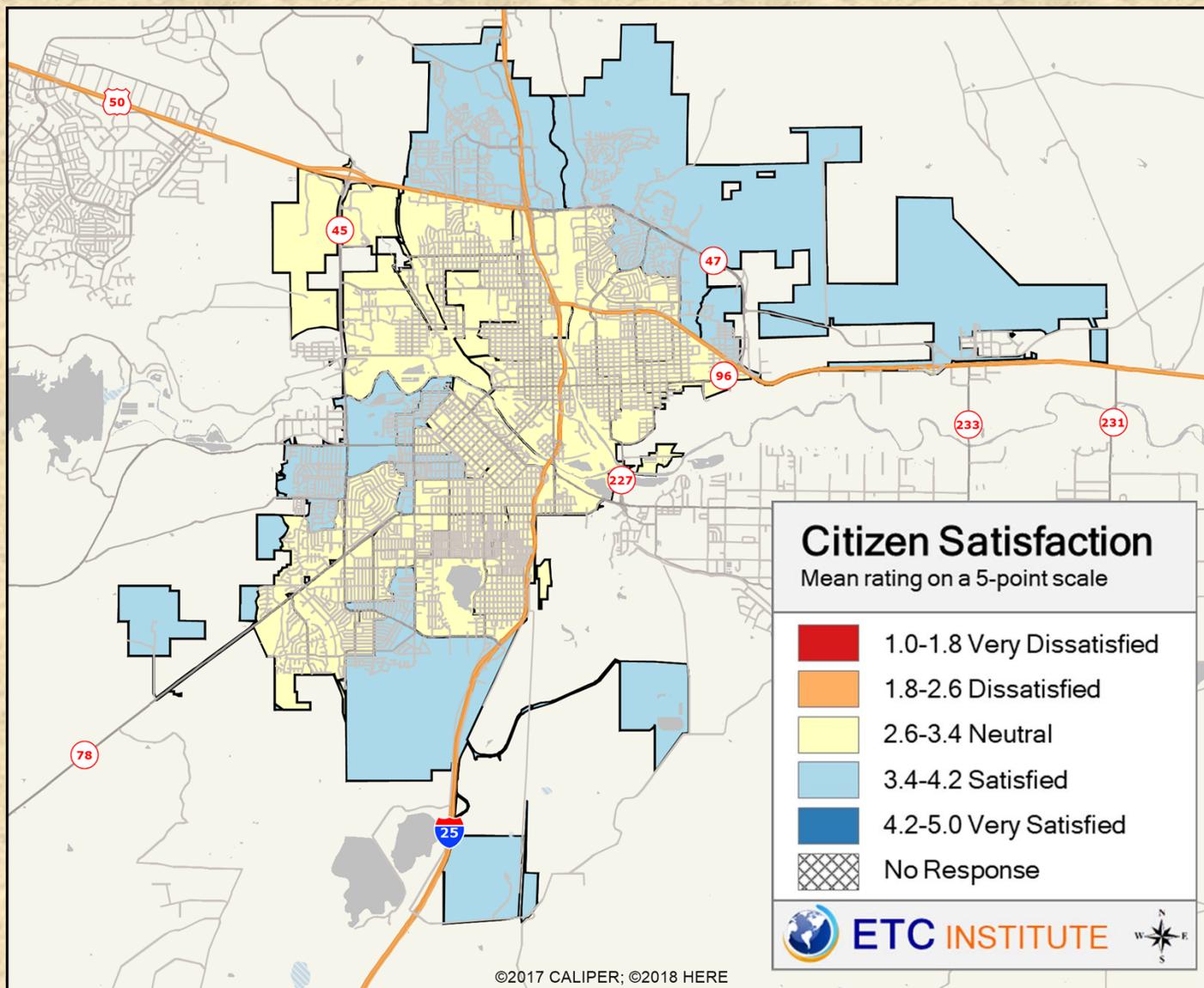
Q13-02 Satisfaction with drainage of rainwater off properties next to residence



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

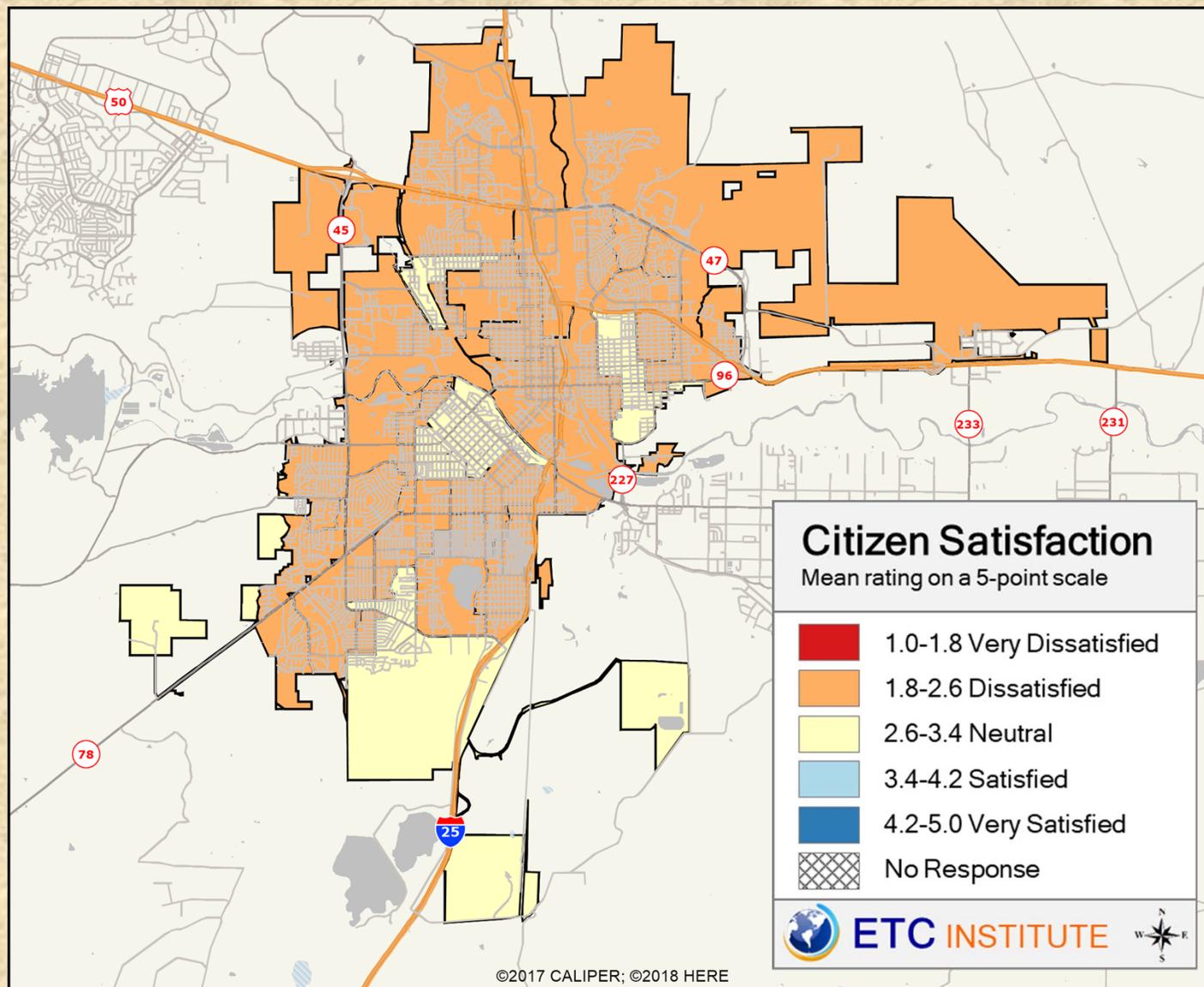
Q13-03 Satisfaction with responsiveness to calls for emergency sewer service for sewer stops



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

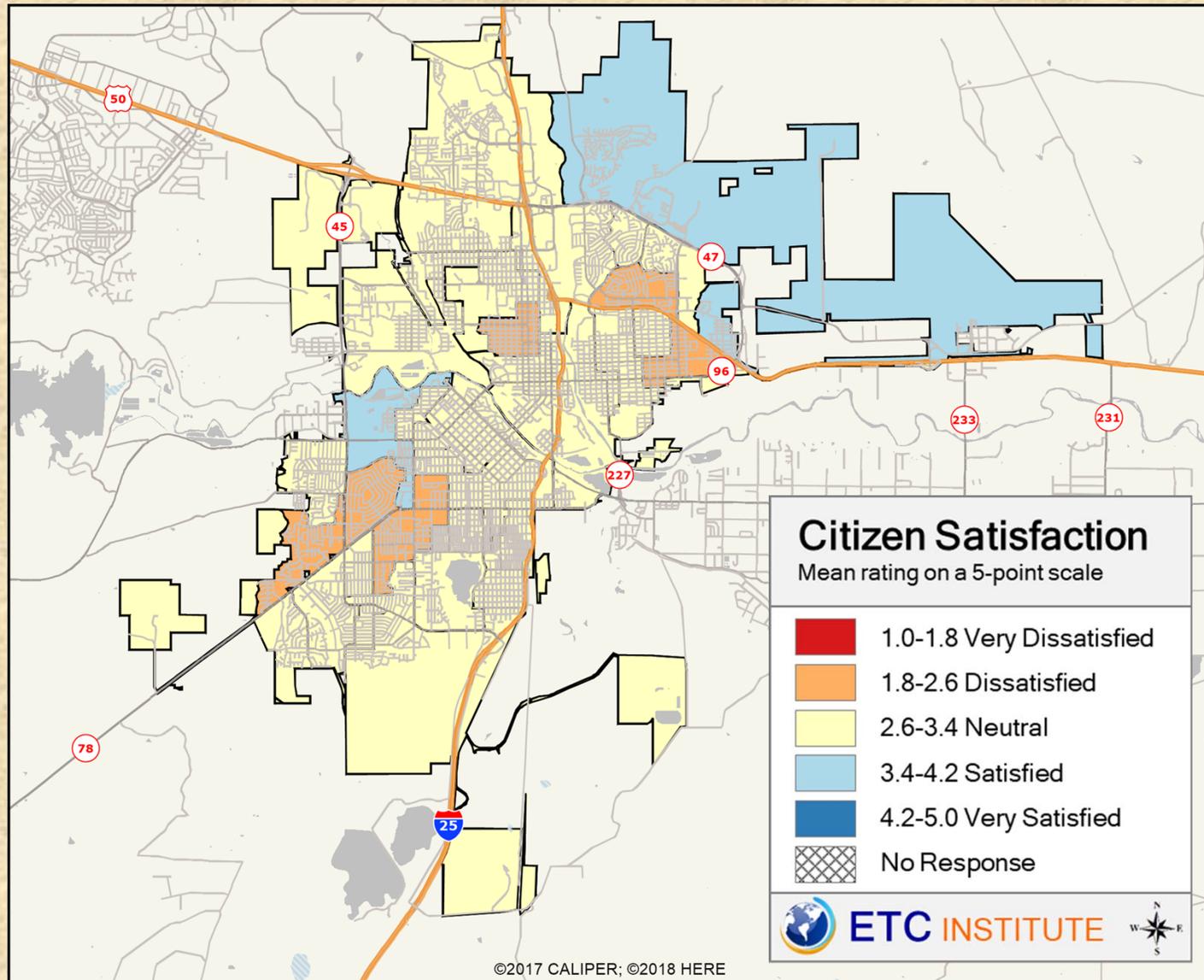
Q14-01 Satisfaction with maintenance of major city streets



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

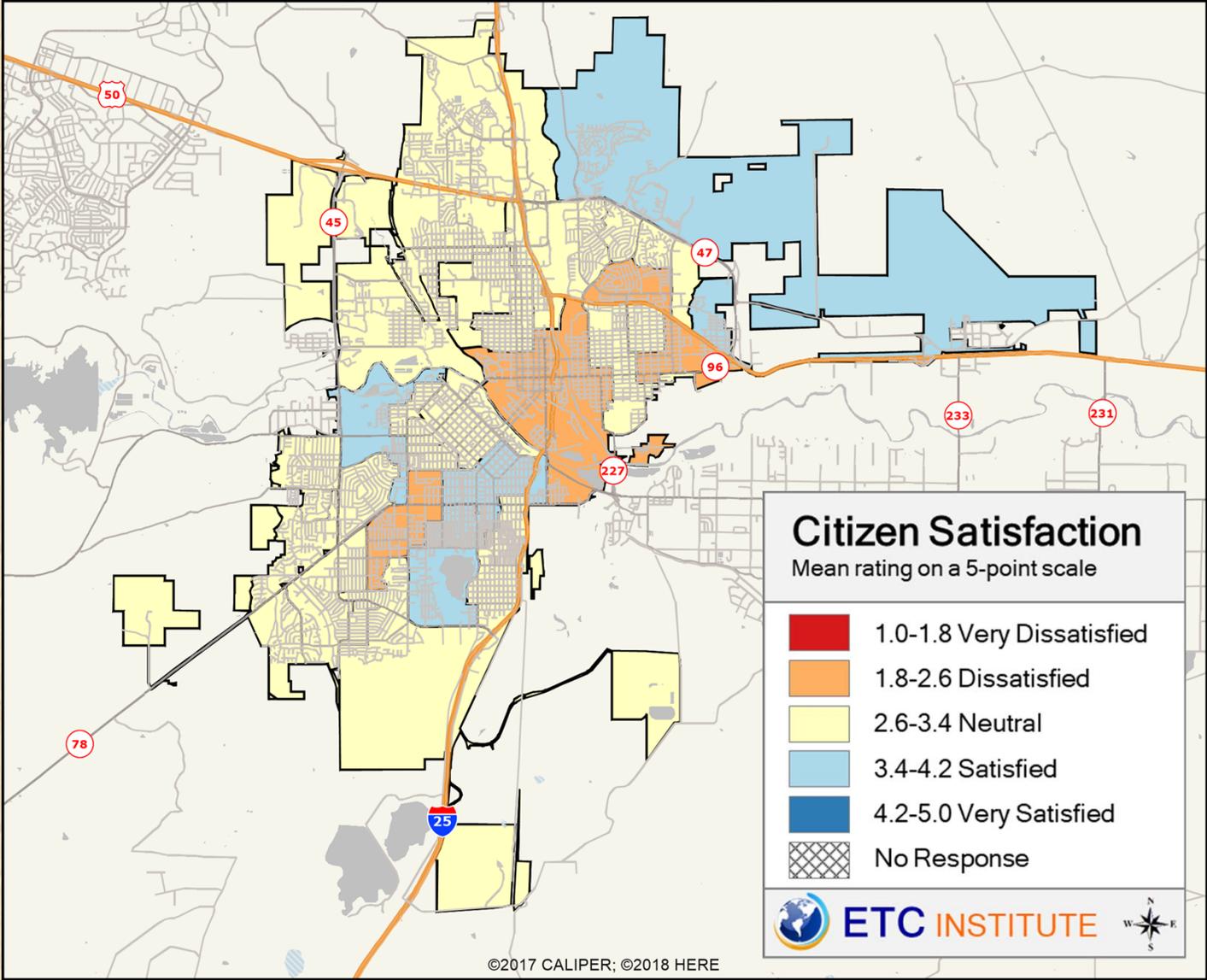
Q14-02 Satisfaction with timing of traffic signals



2020 City of Pueblo Community Survey

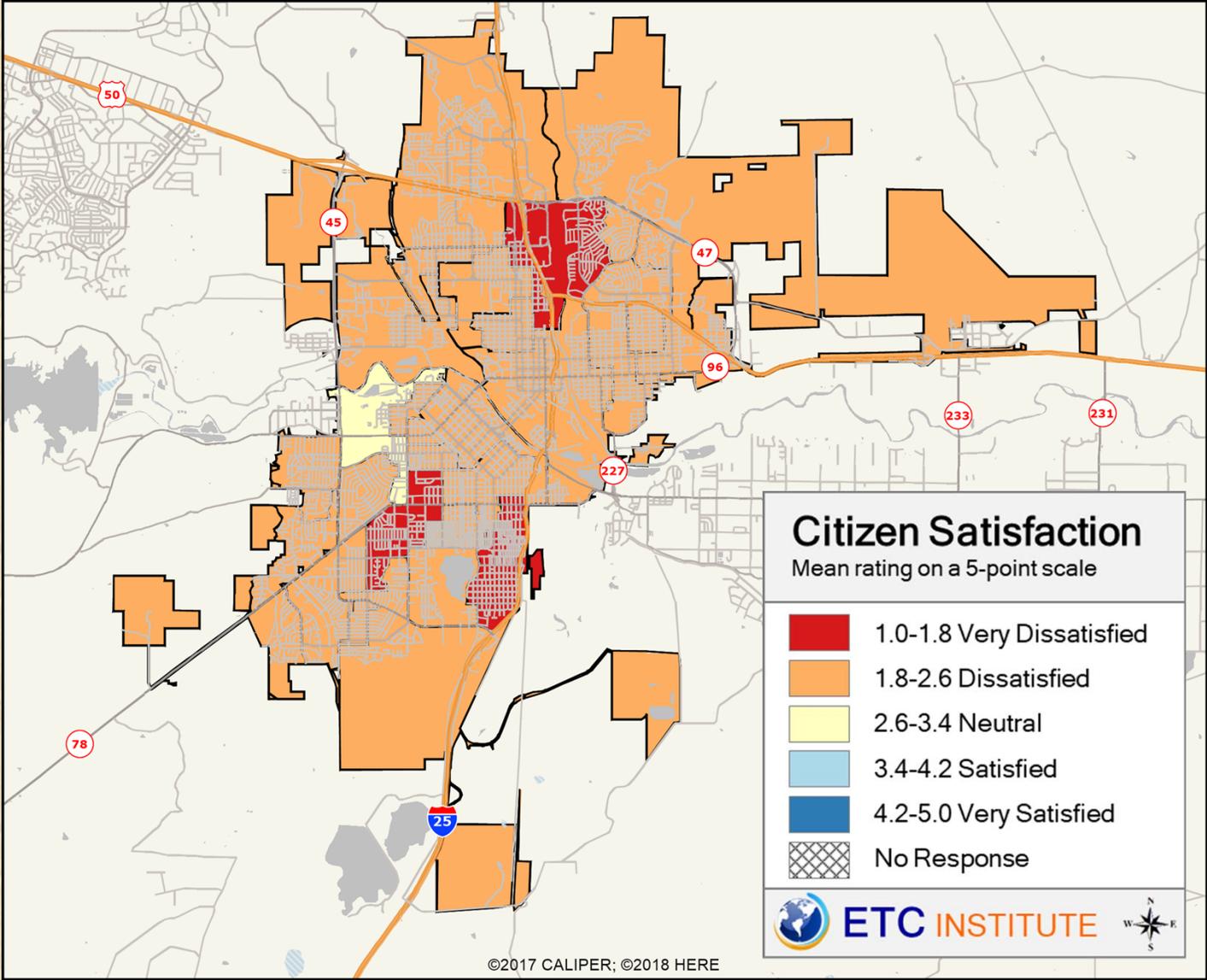
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q14-03 Satisfaction with maintenance of street signs/ pavement markings



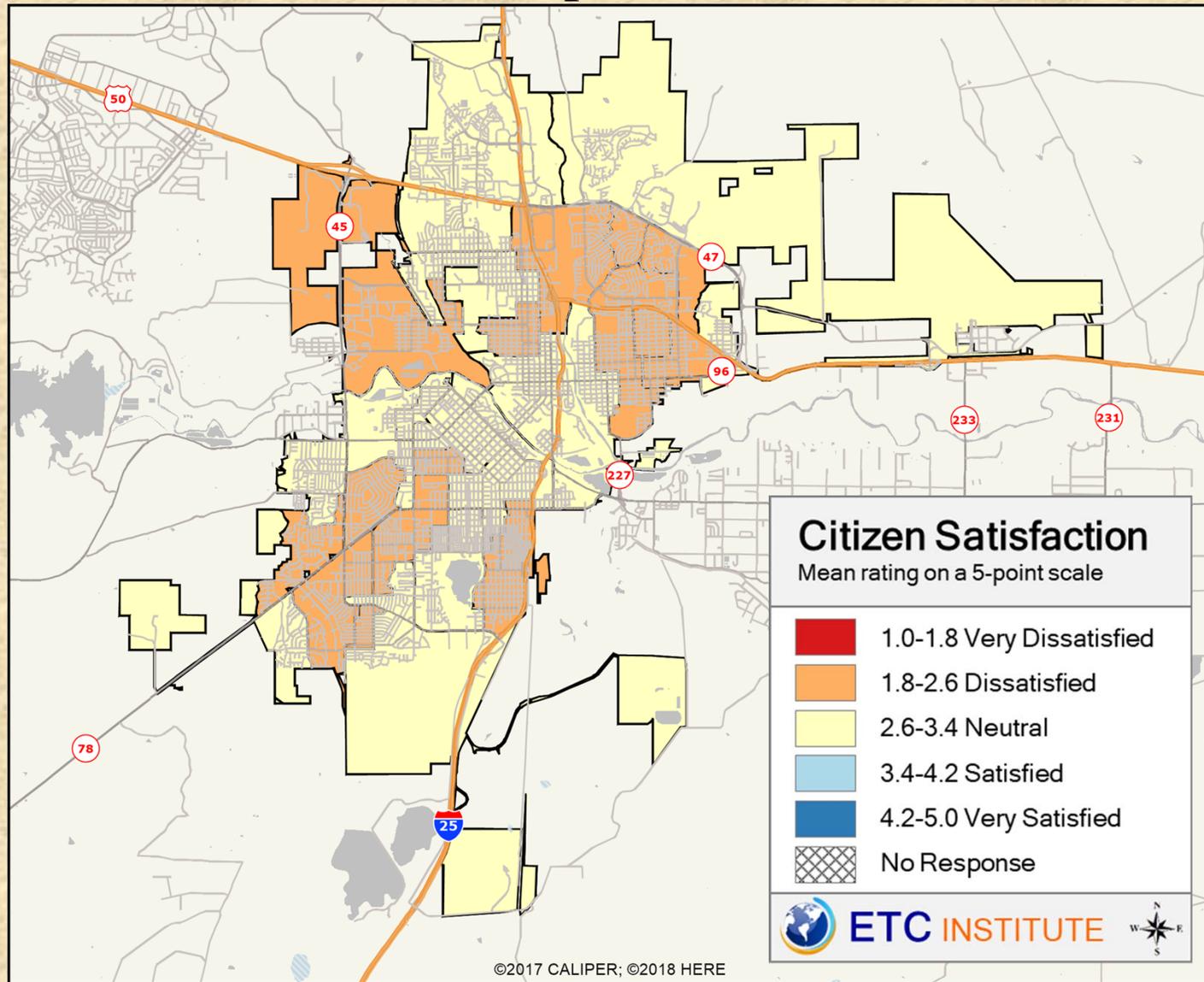
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q14-04 Satisfaction with demolition of vacant structures in dangerous building inventory



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

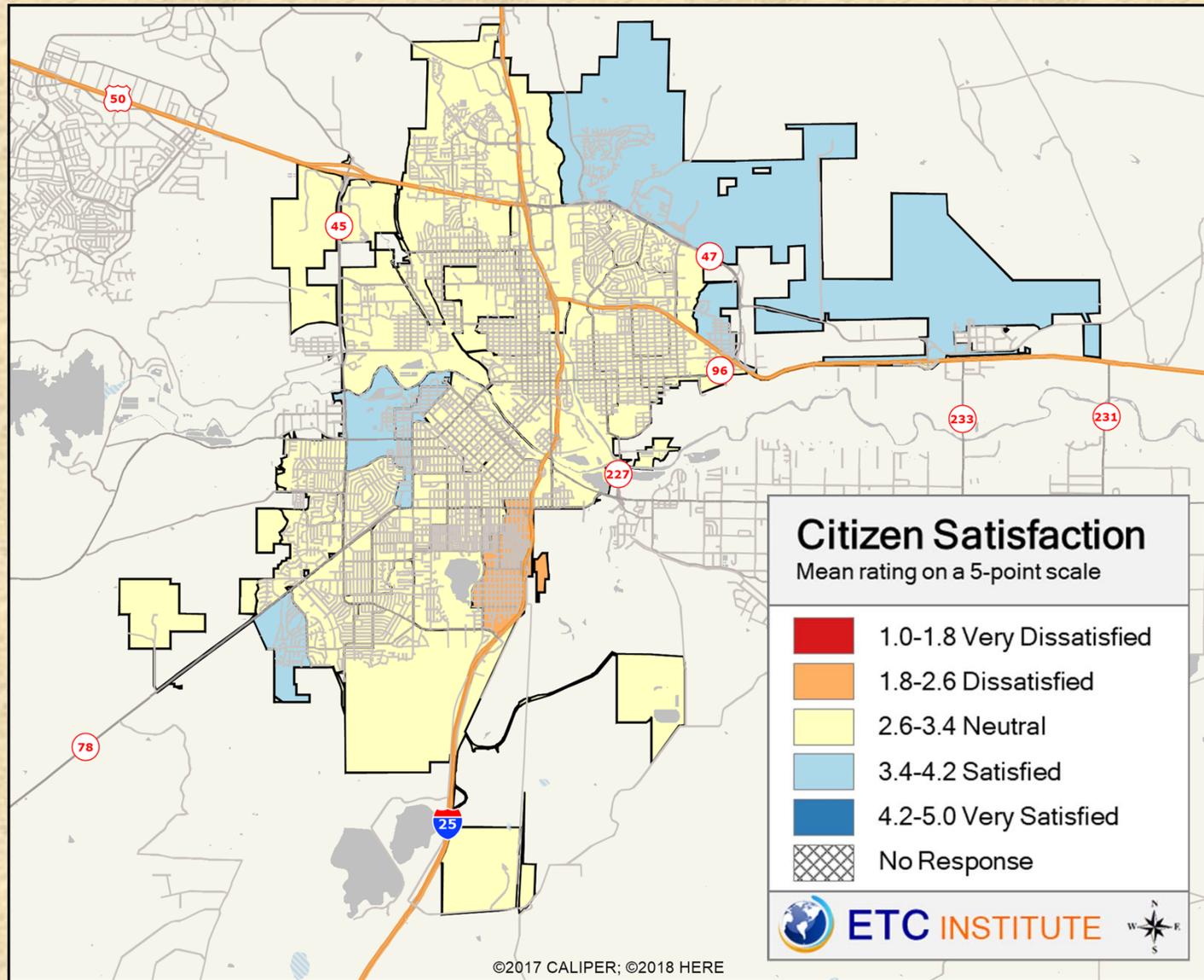
Q14-05 Satisfaction with overall cleanliness of city streets and other public areas



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

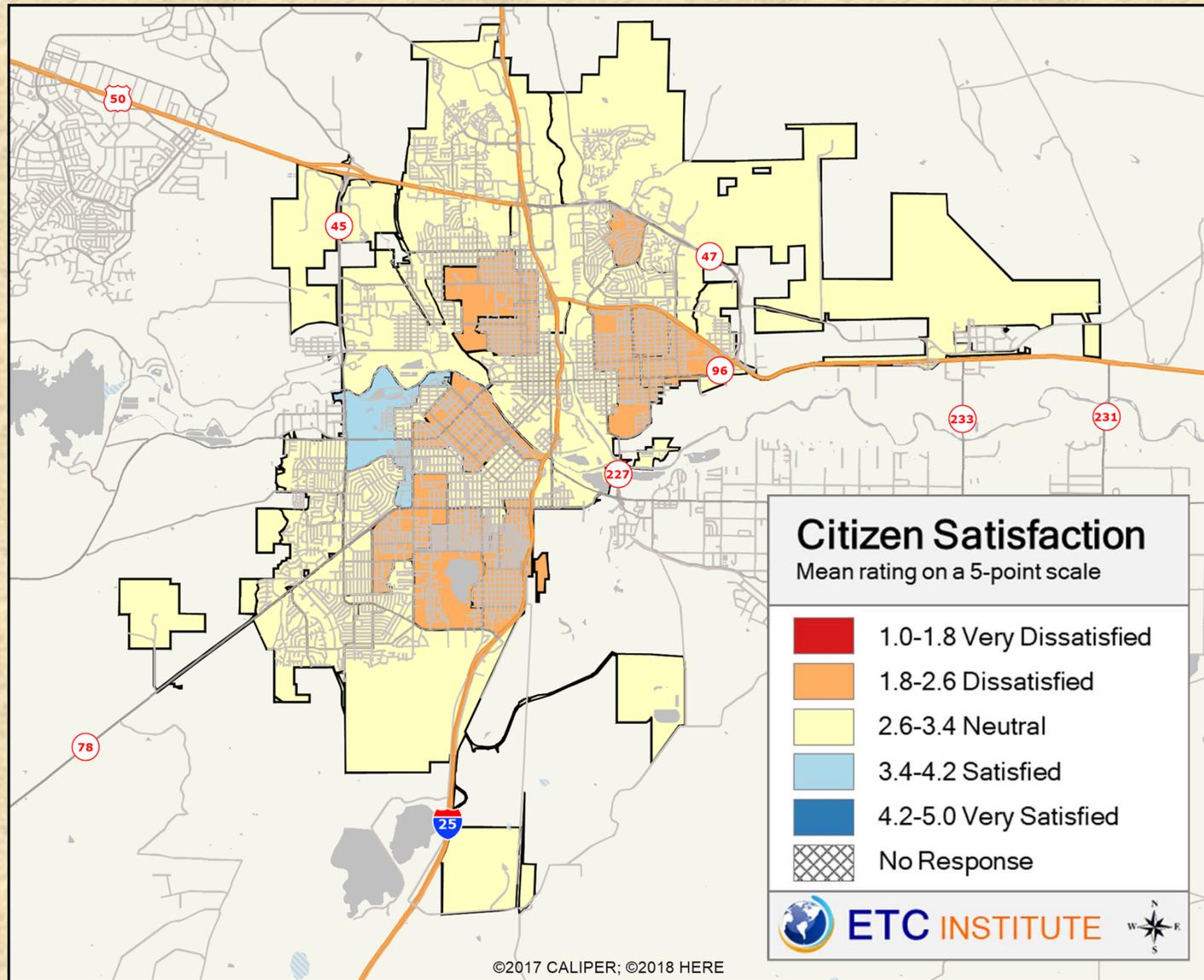
Q14-06 Satisfaction with adequacy of city street lighting



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

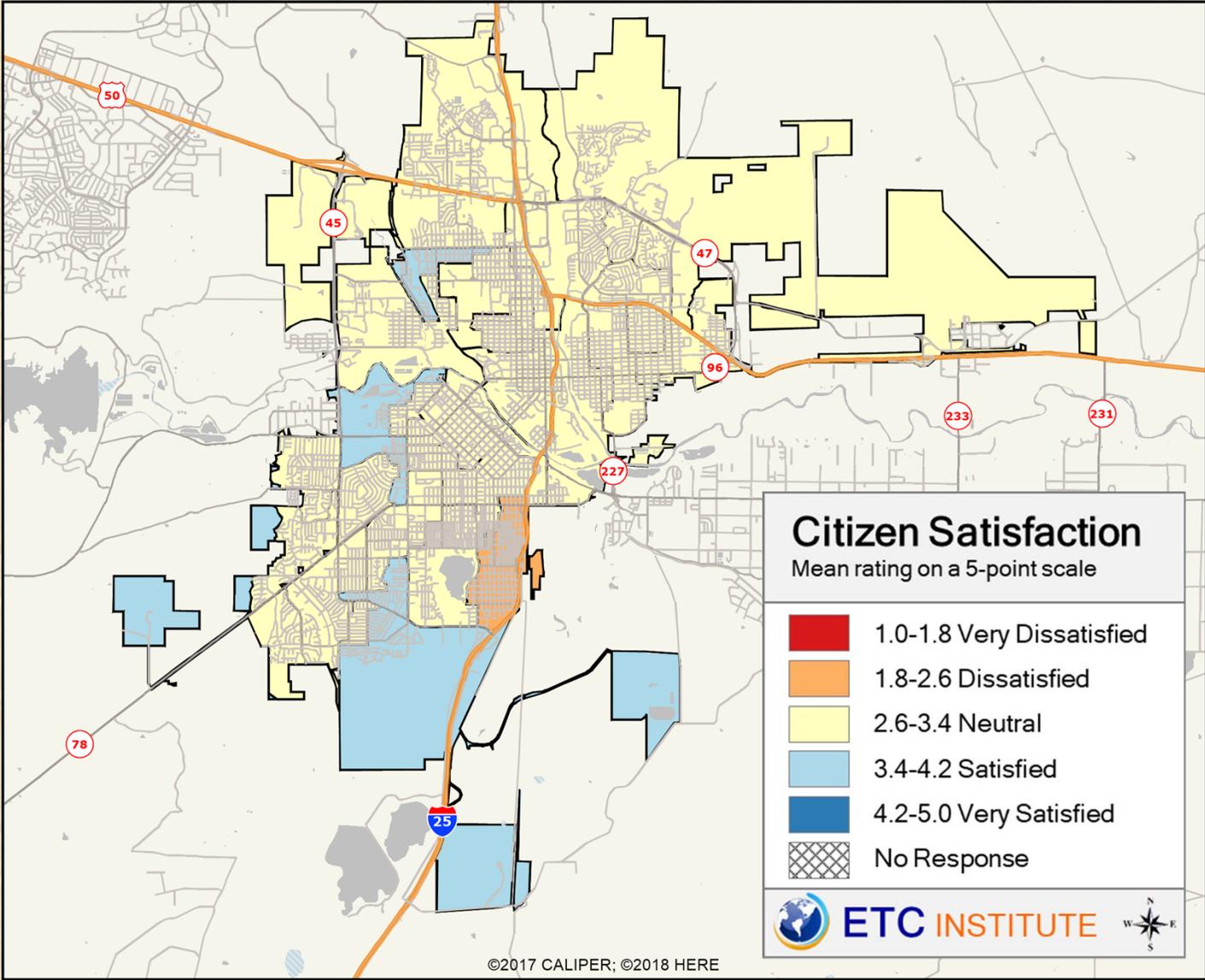
Q14-07 Satisfaction with condition of city sidewalks



2020 City of Pueblo Community Survey

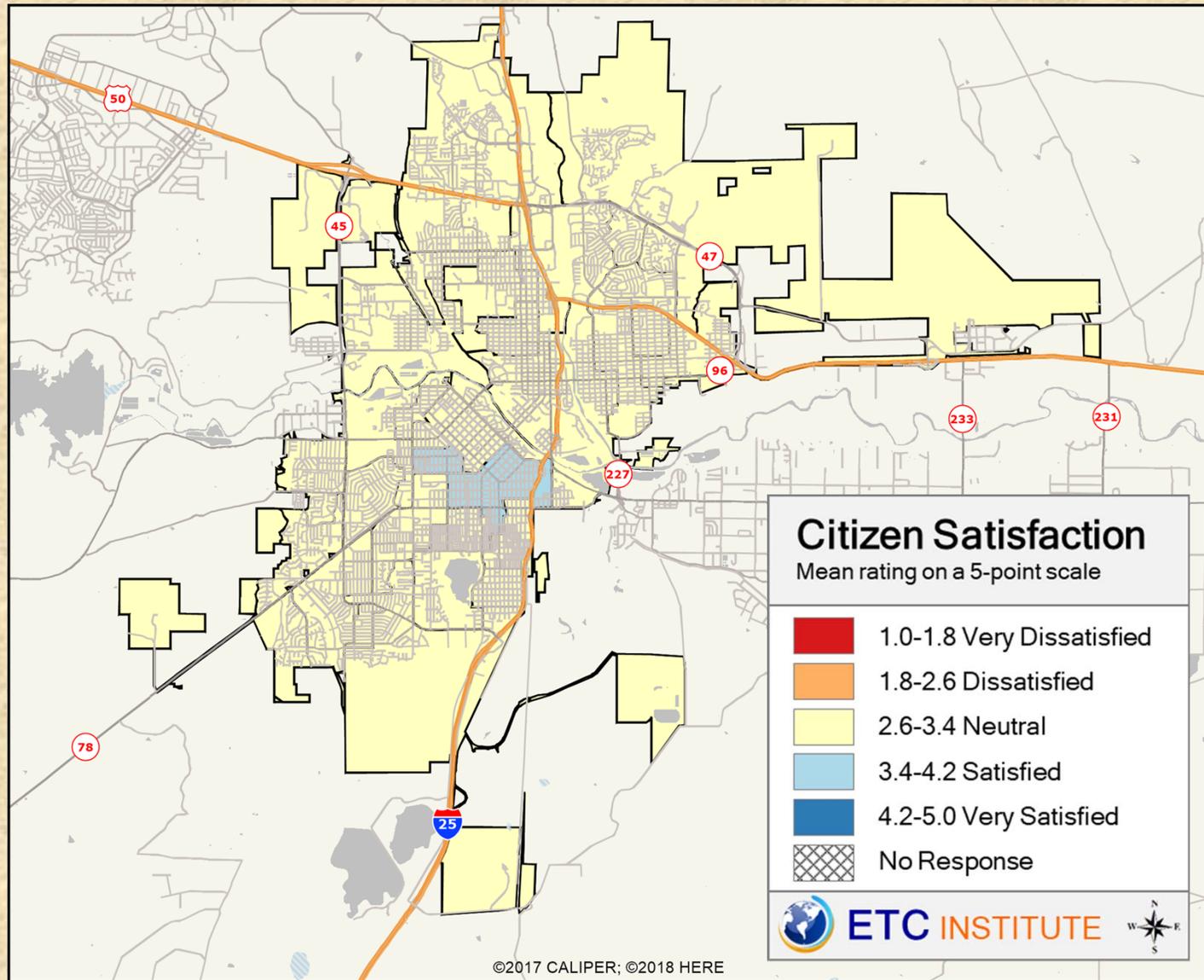
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q14-08 Satisfaction with availability of sidewalks in the city



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

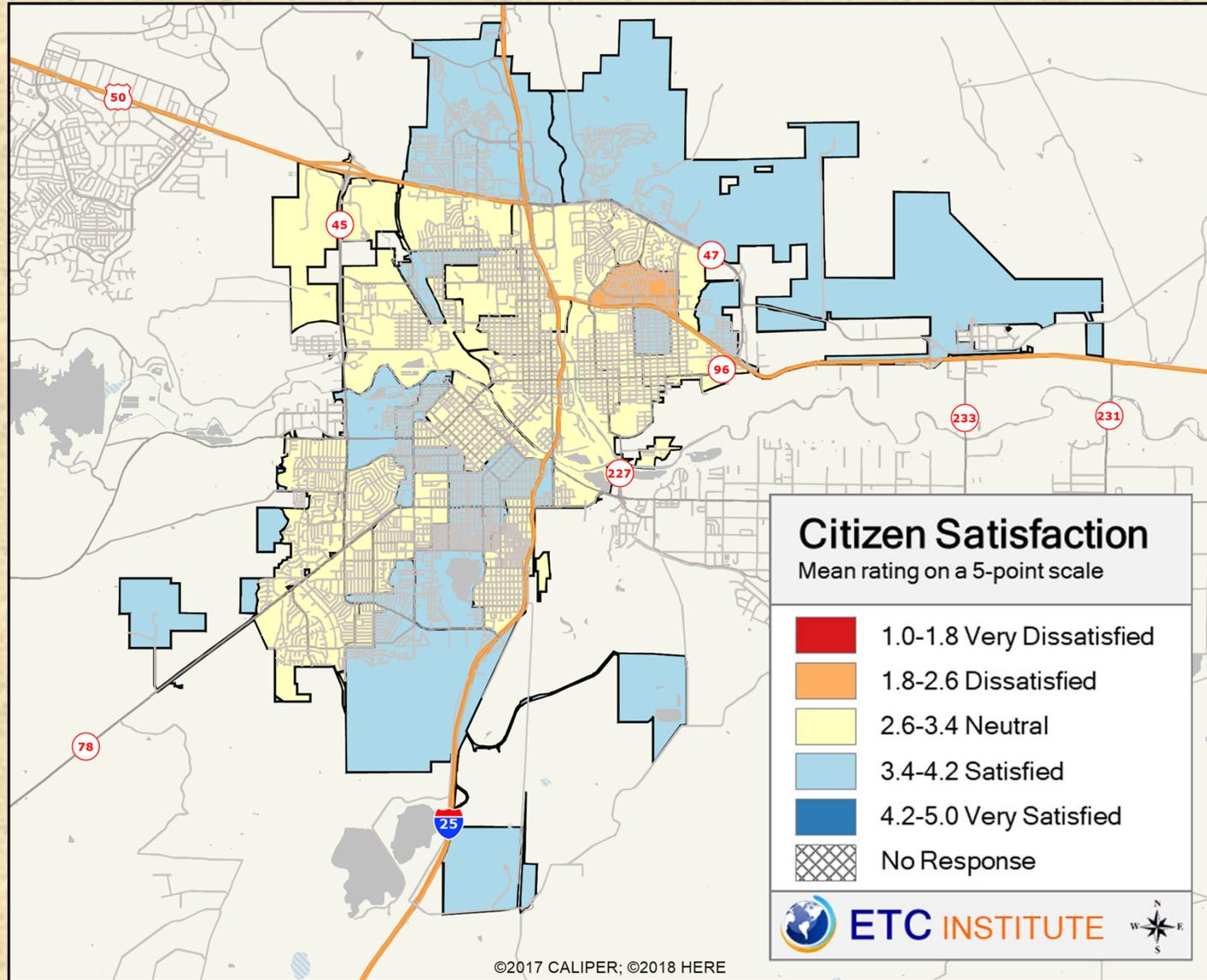
Q14-09 Satisfaction with landscaping and appearance of public areas along city streets



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

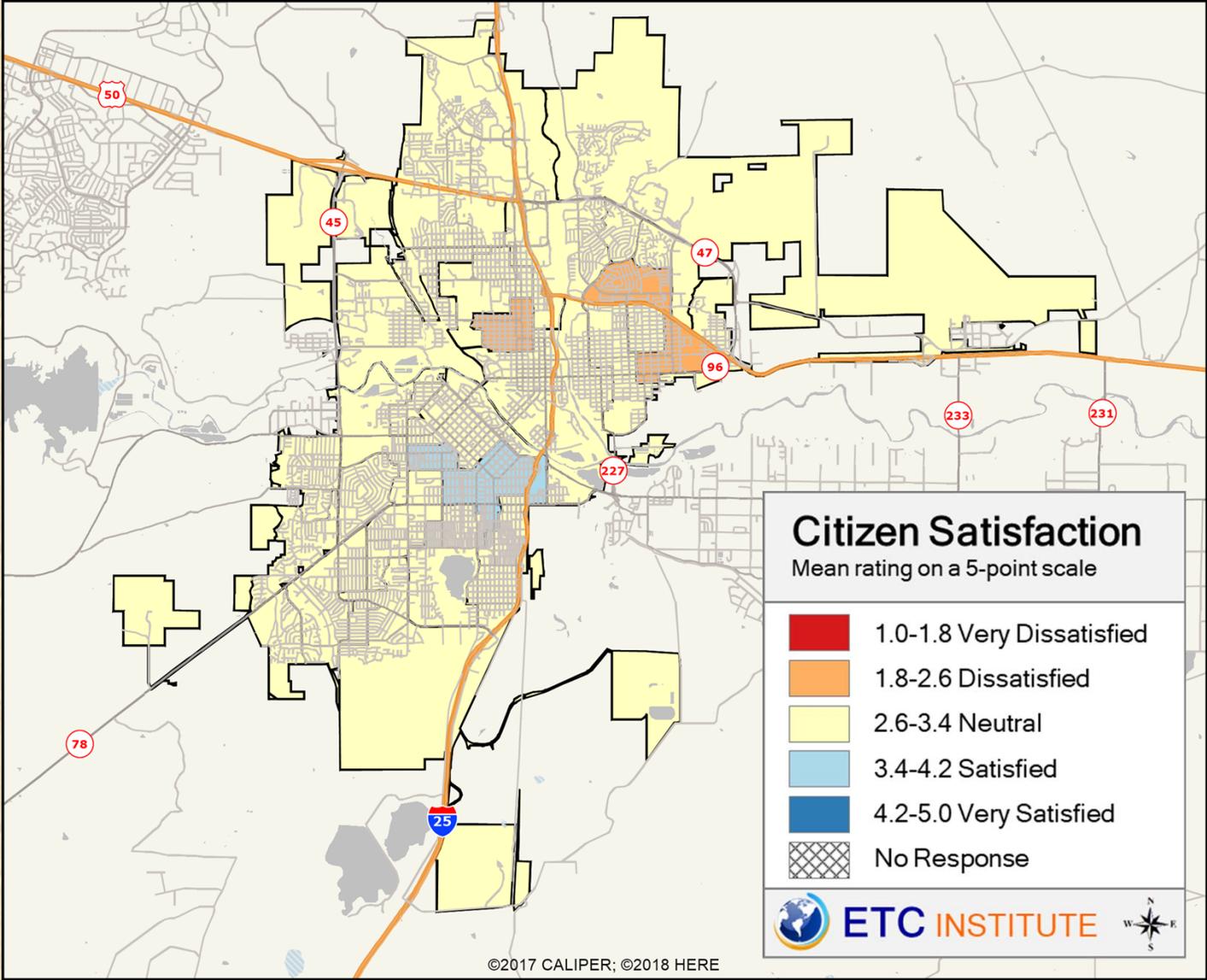
Q14-10 Satisfaction with street sweeping service



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

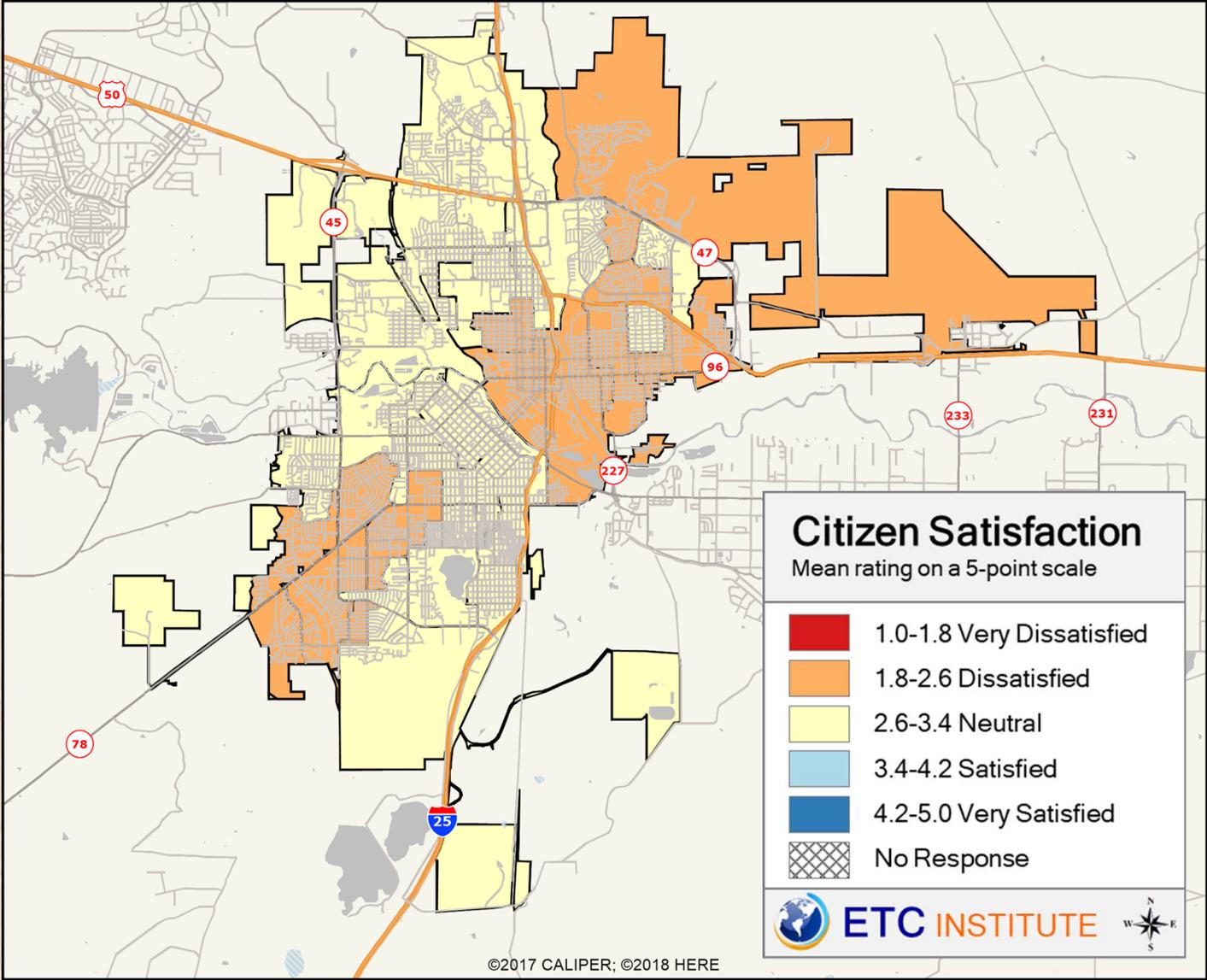
Q17-01 Satisfaction with leadership provided by the Mayor



©2017 CALIPER; ©2018 HERE

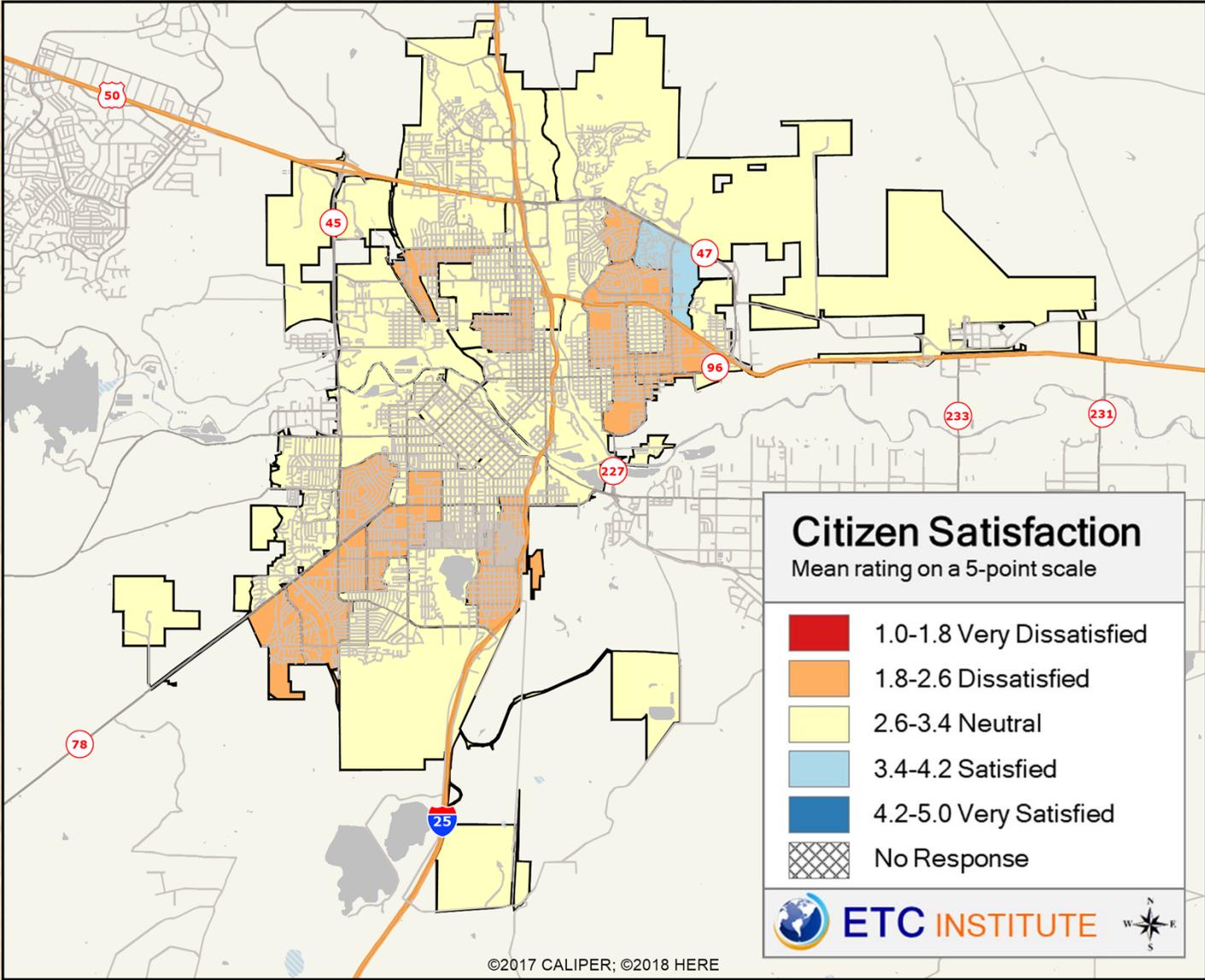
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q17-02 Satisfaction with leadership provided by the City Council



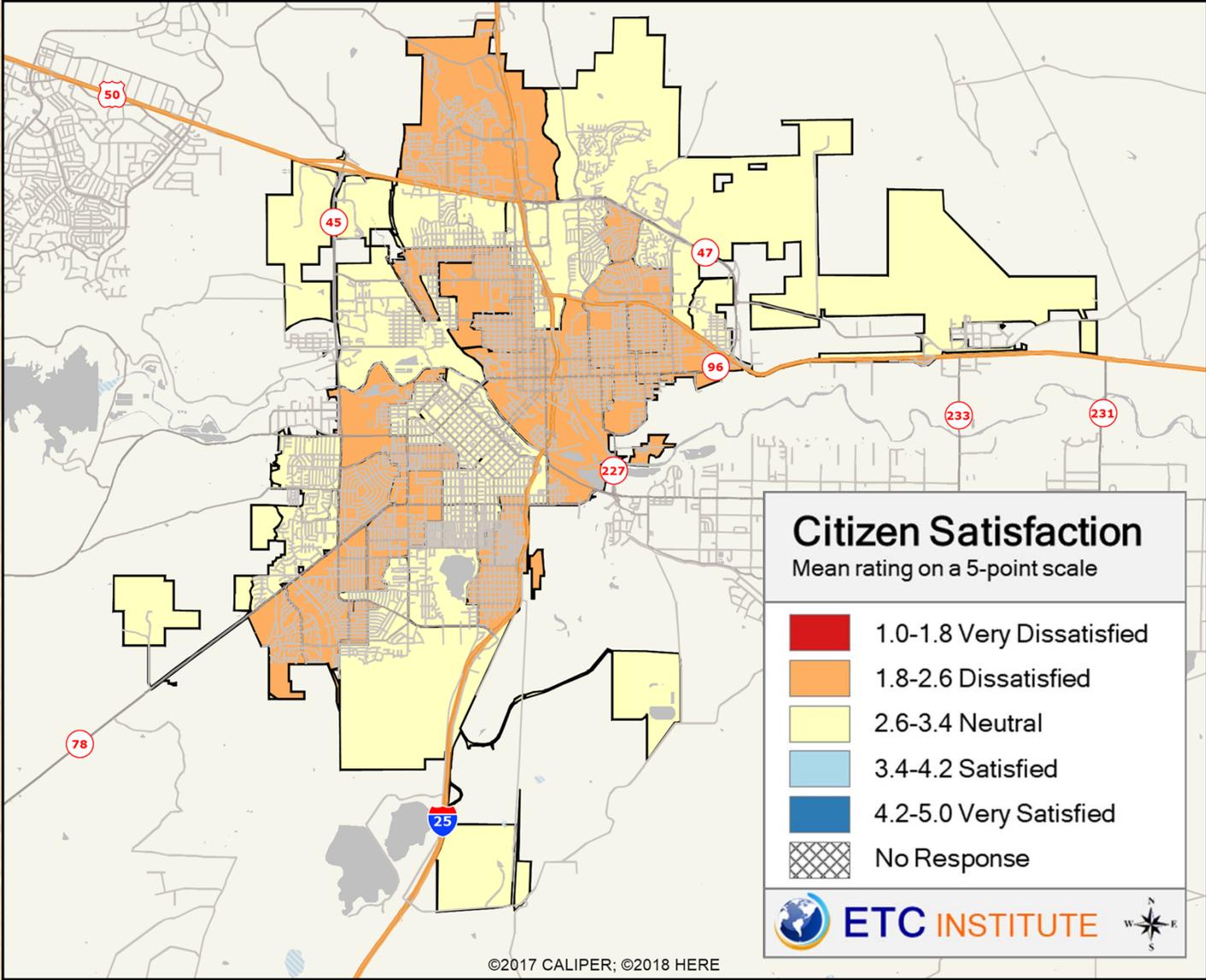
2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q17-03 Satisfaction with overall effectiveness of appointed boards and commissions



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

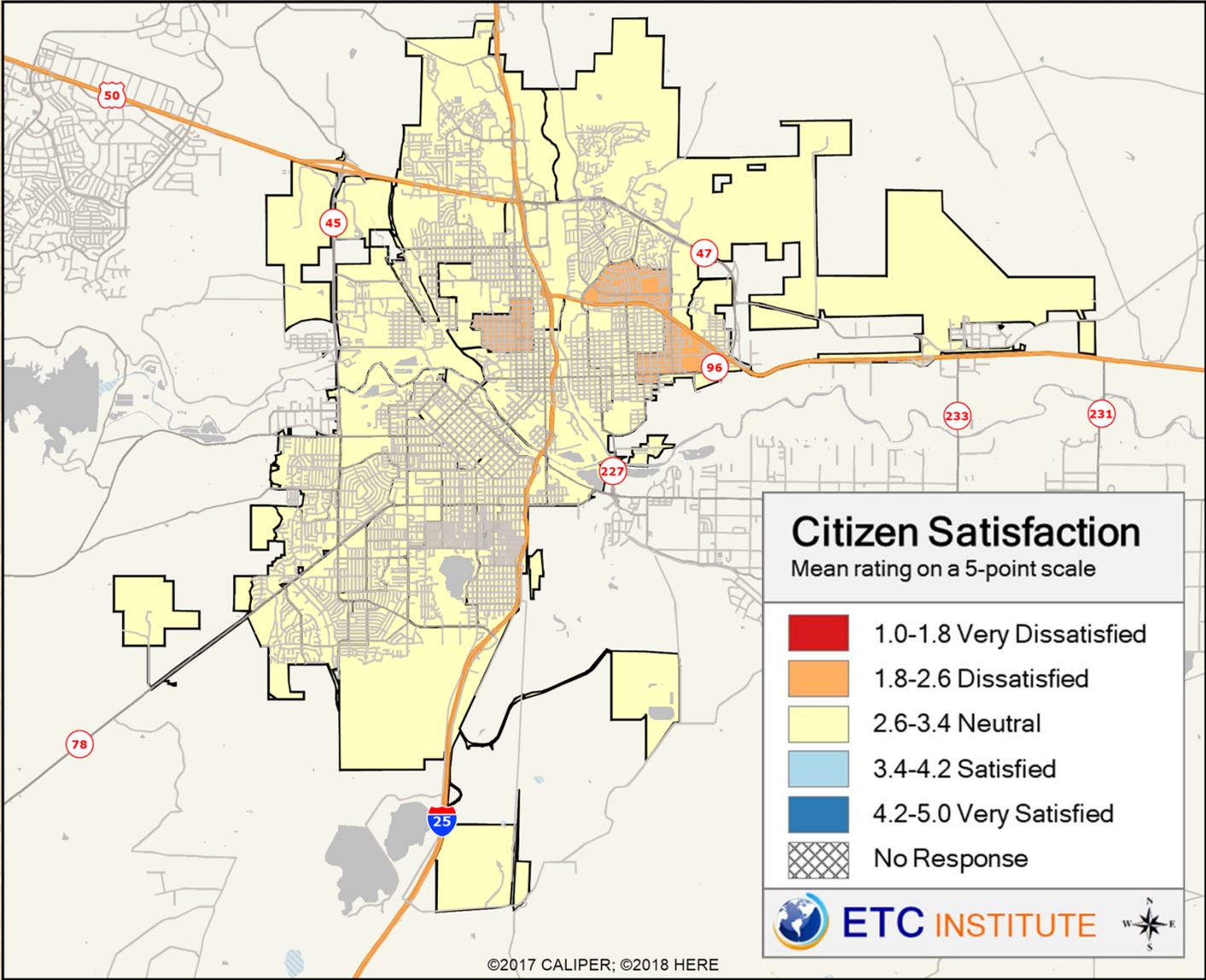
Q17-04 Satisfaction with overall effectiveness of economic development efforts



2020 City of Pueblo Community Survey

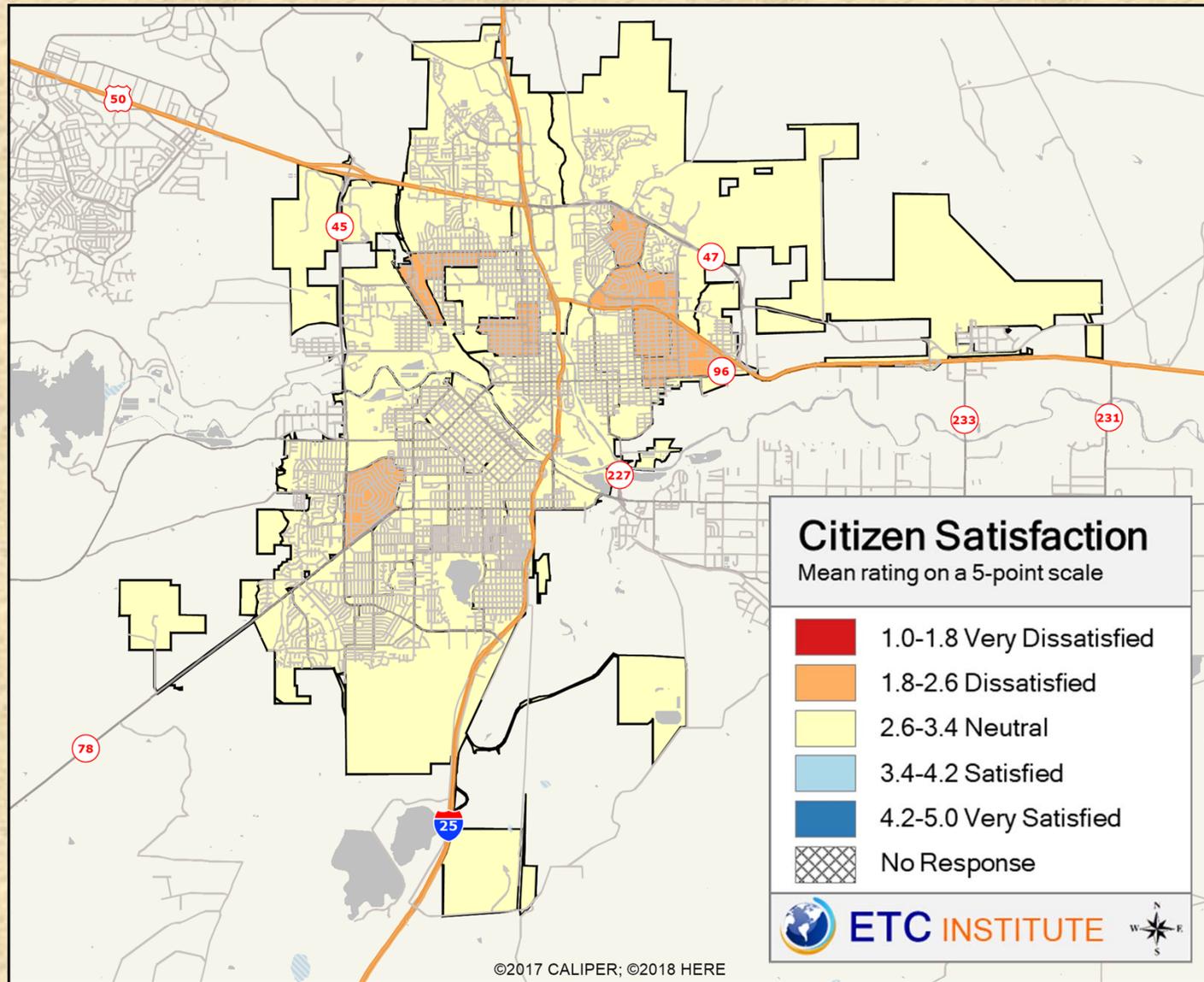
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q18-01 Satisfaction with communication from the Mayor



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

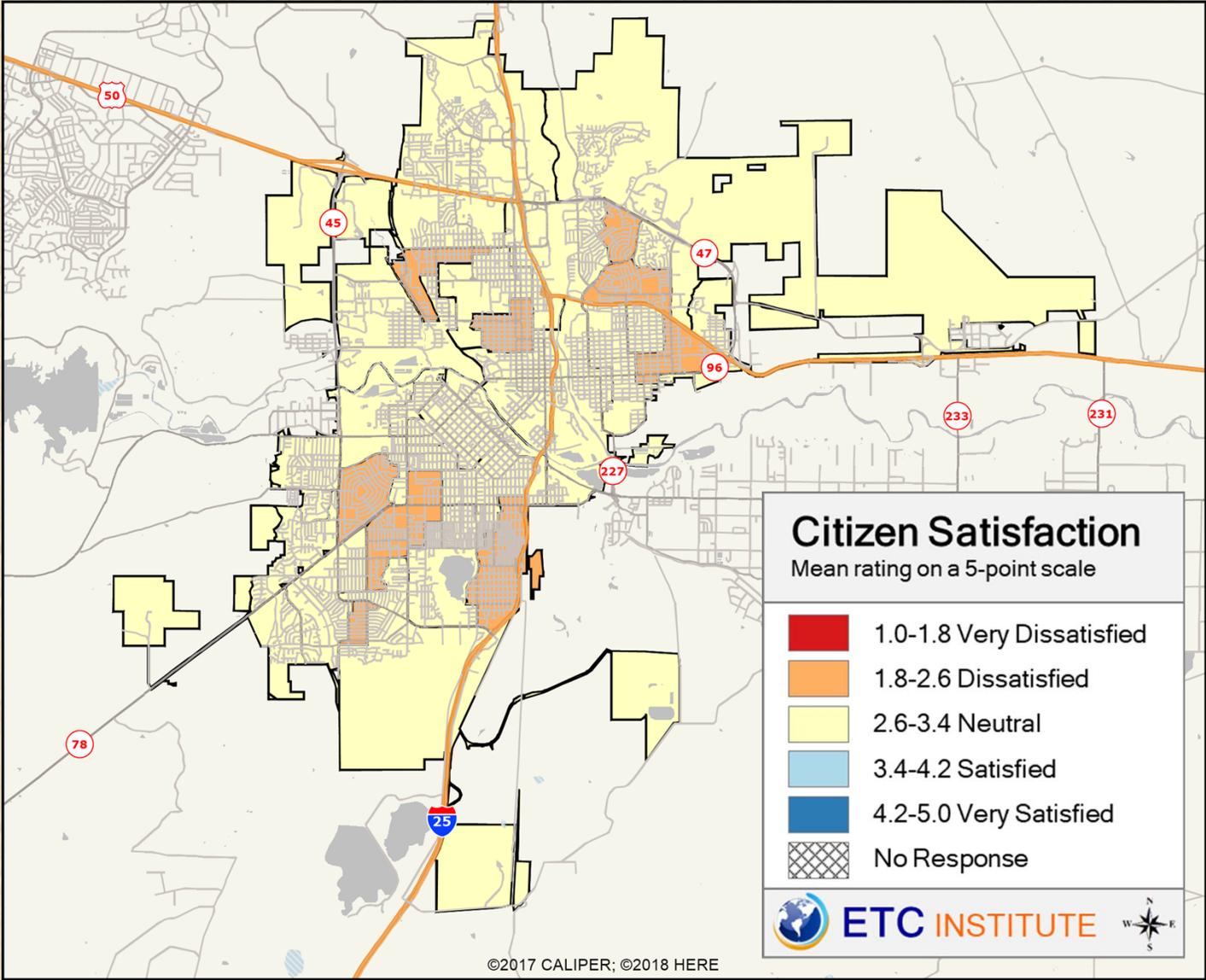
Q18-02 Satisfaction with the availability of information about city programs and services



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

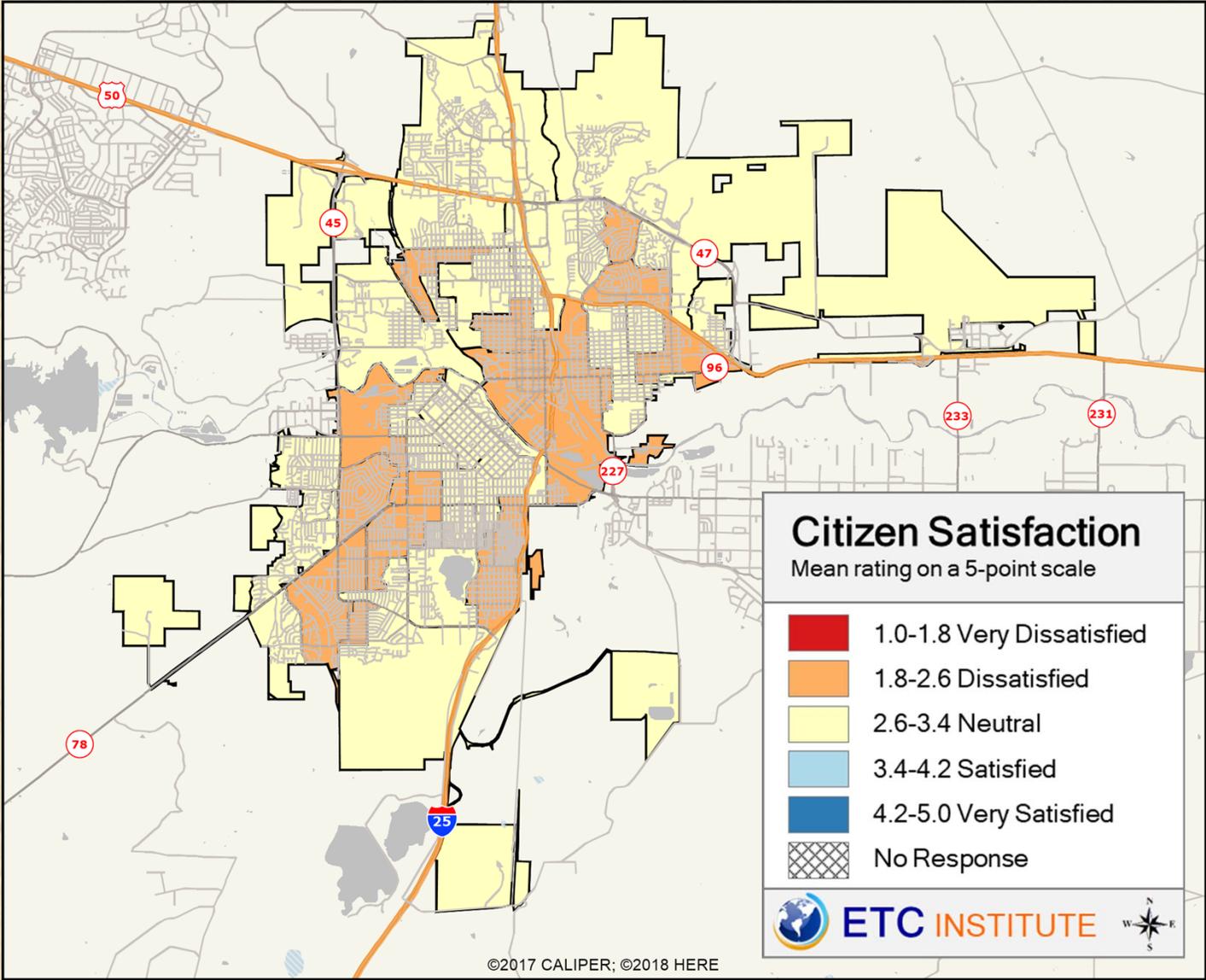
Q18-03 Satisfaction with City efforts to inform about local issues



2020 City of Pueblo Community Survey

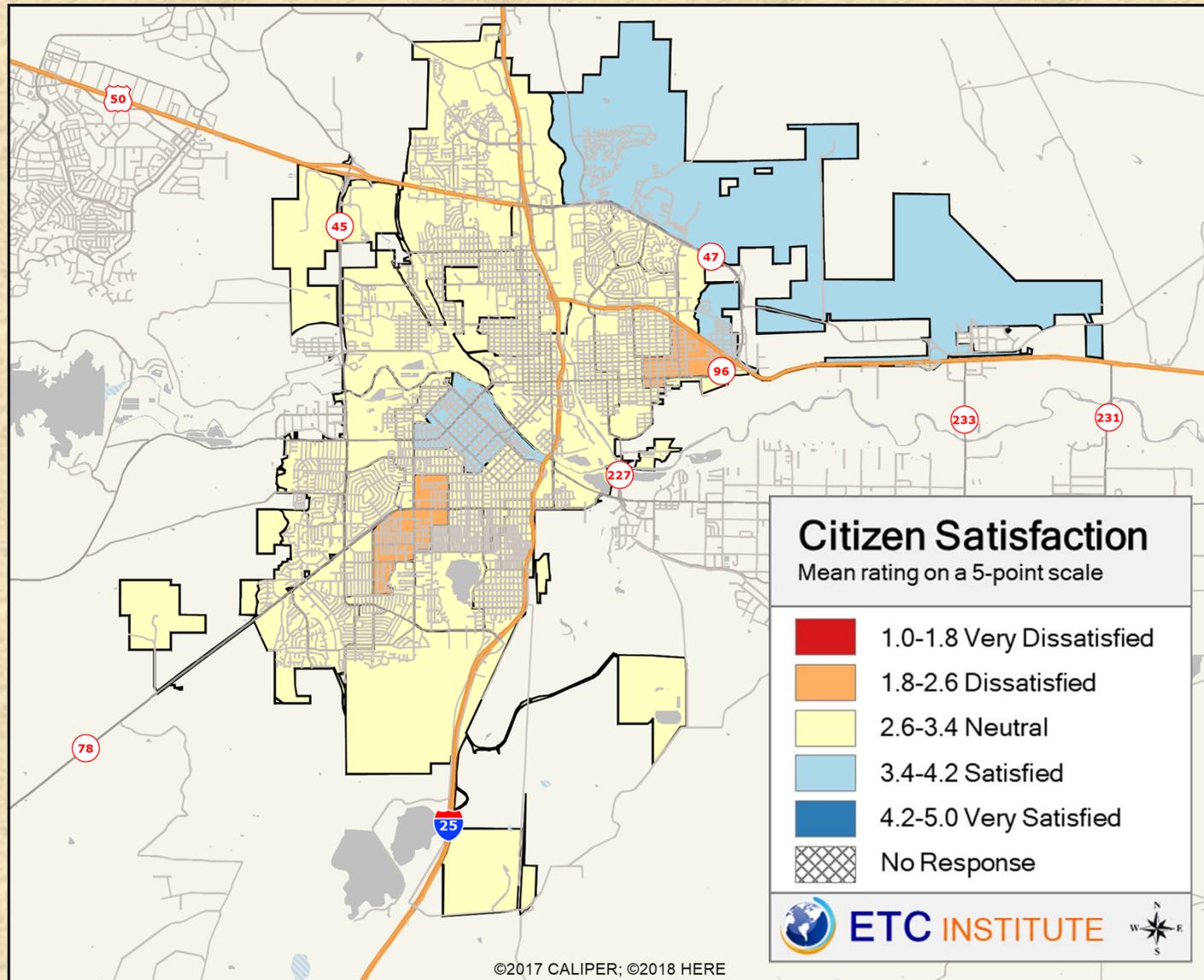
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q18-04 Satisfaction with how open the city is to public involvement and input from residents



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

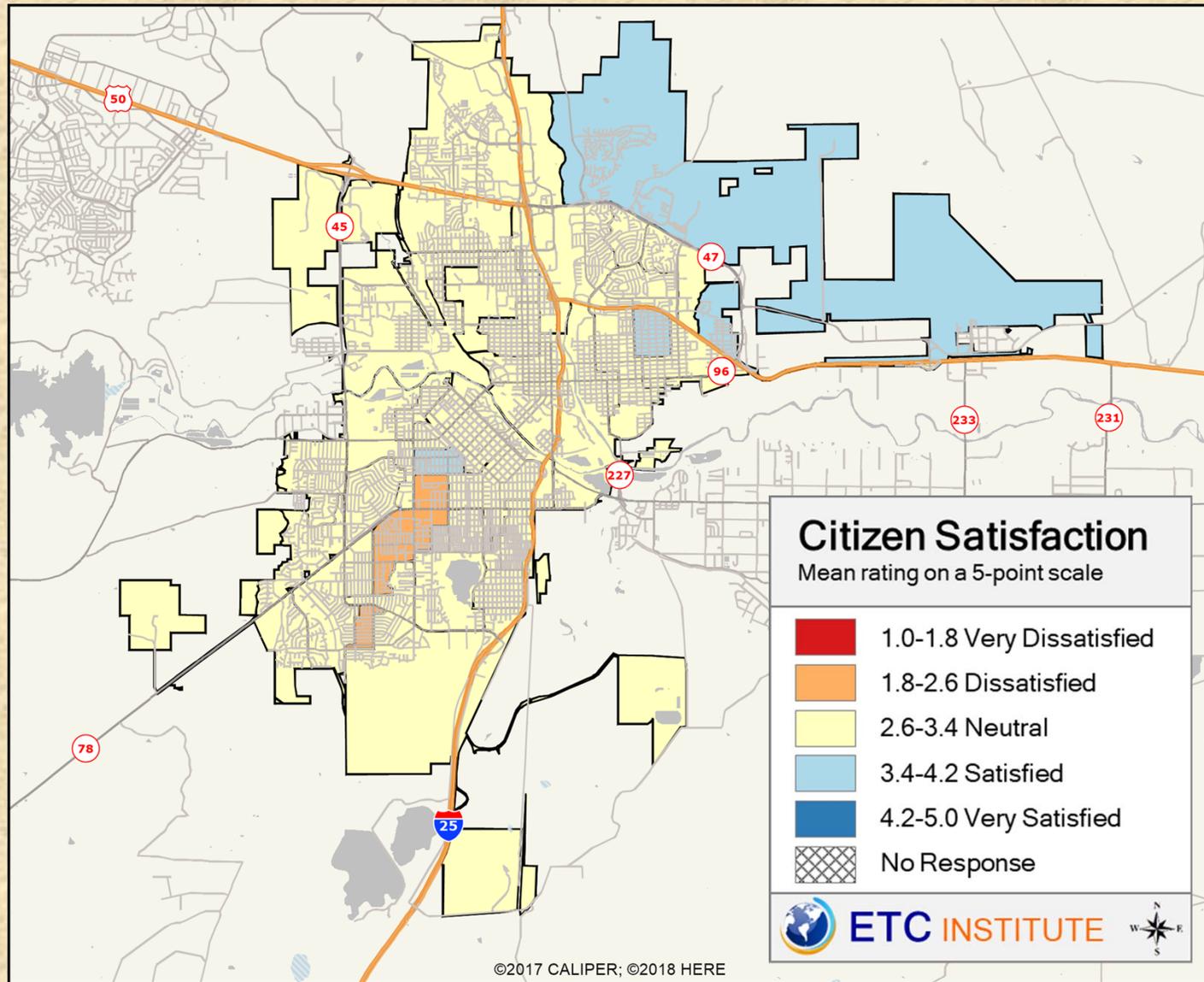
Q18-05 Satisfaction with the quality of programming on the city's cable television channel (Channel 17)



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

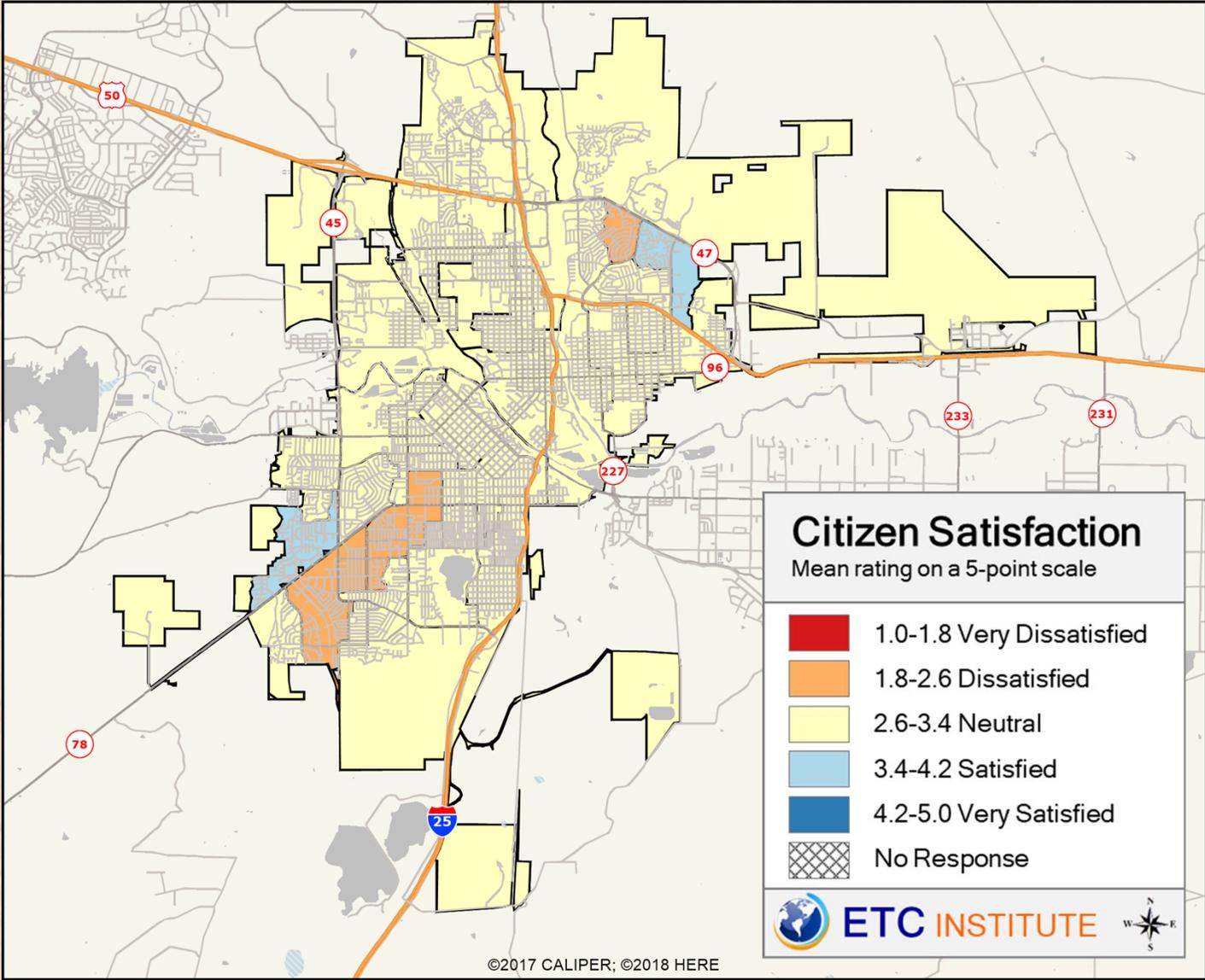
Q18-06 Satisfaction with the quality of the city's web page



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

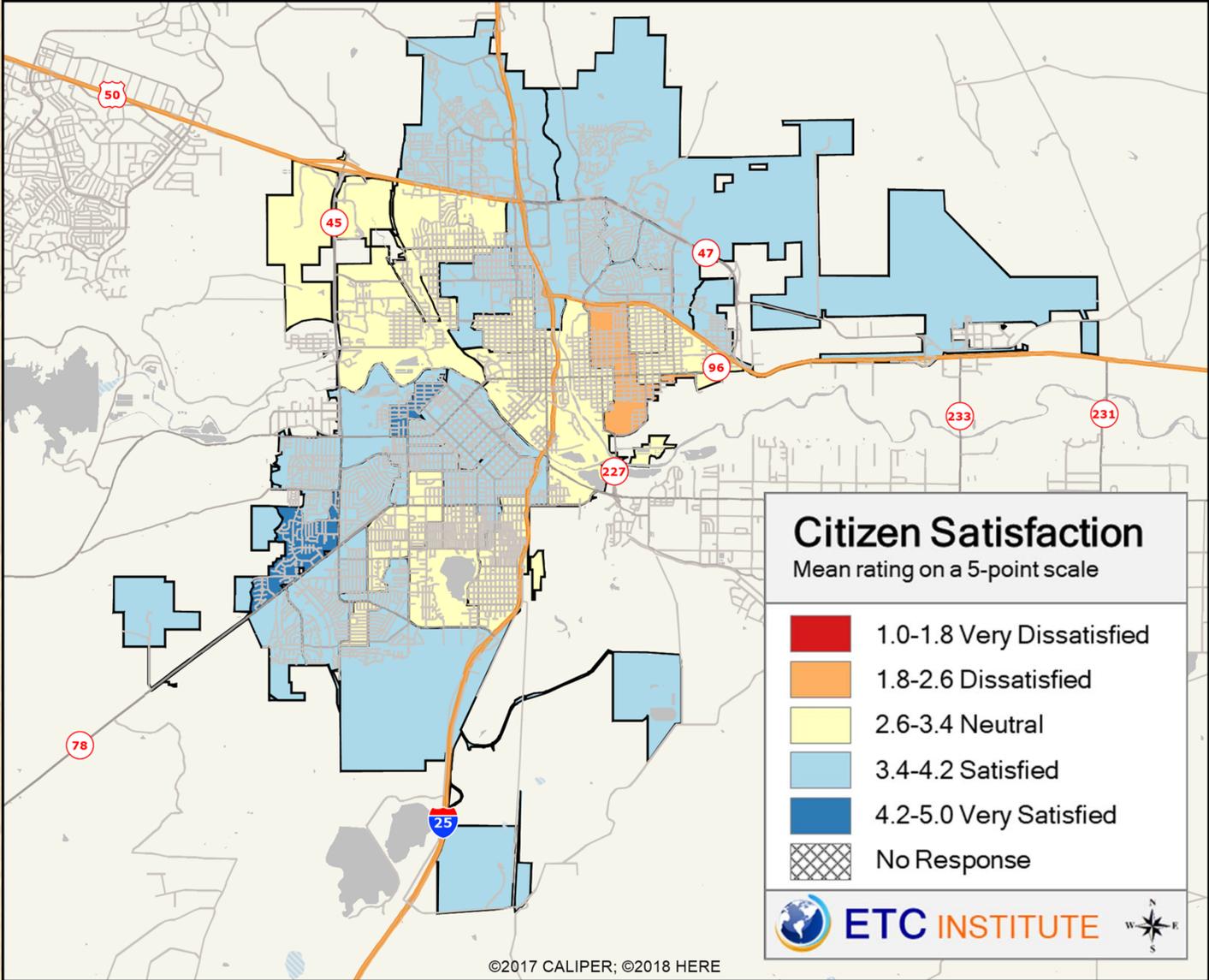
Q18-07 Satisfaction with City communications on Facebook and Twitter



2020 City of Pueblo Community Survey

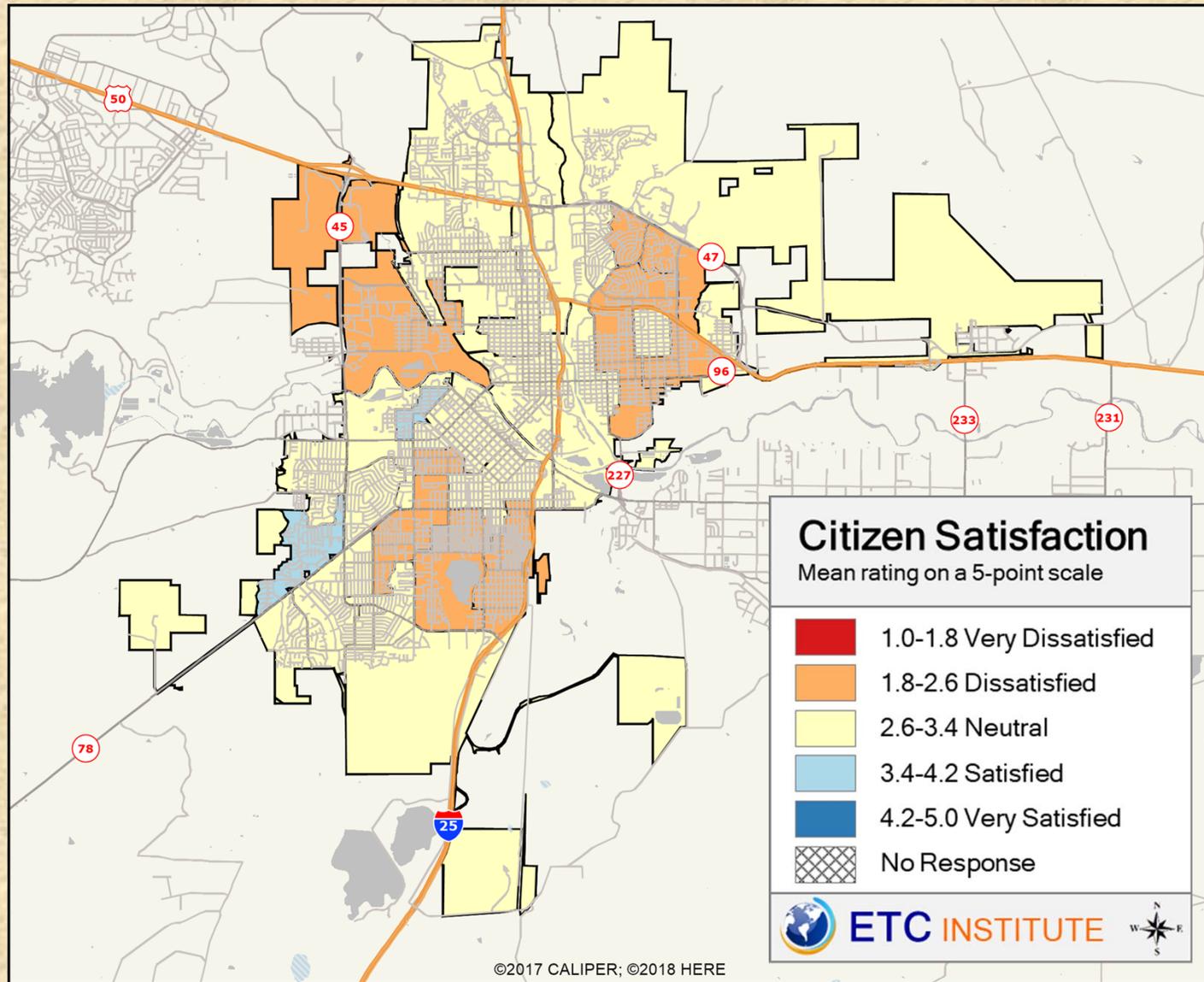
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q23-01 Satisfaction with condition of housing



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

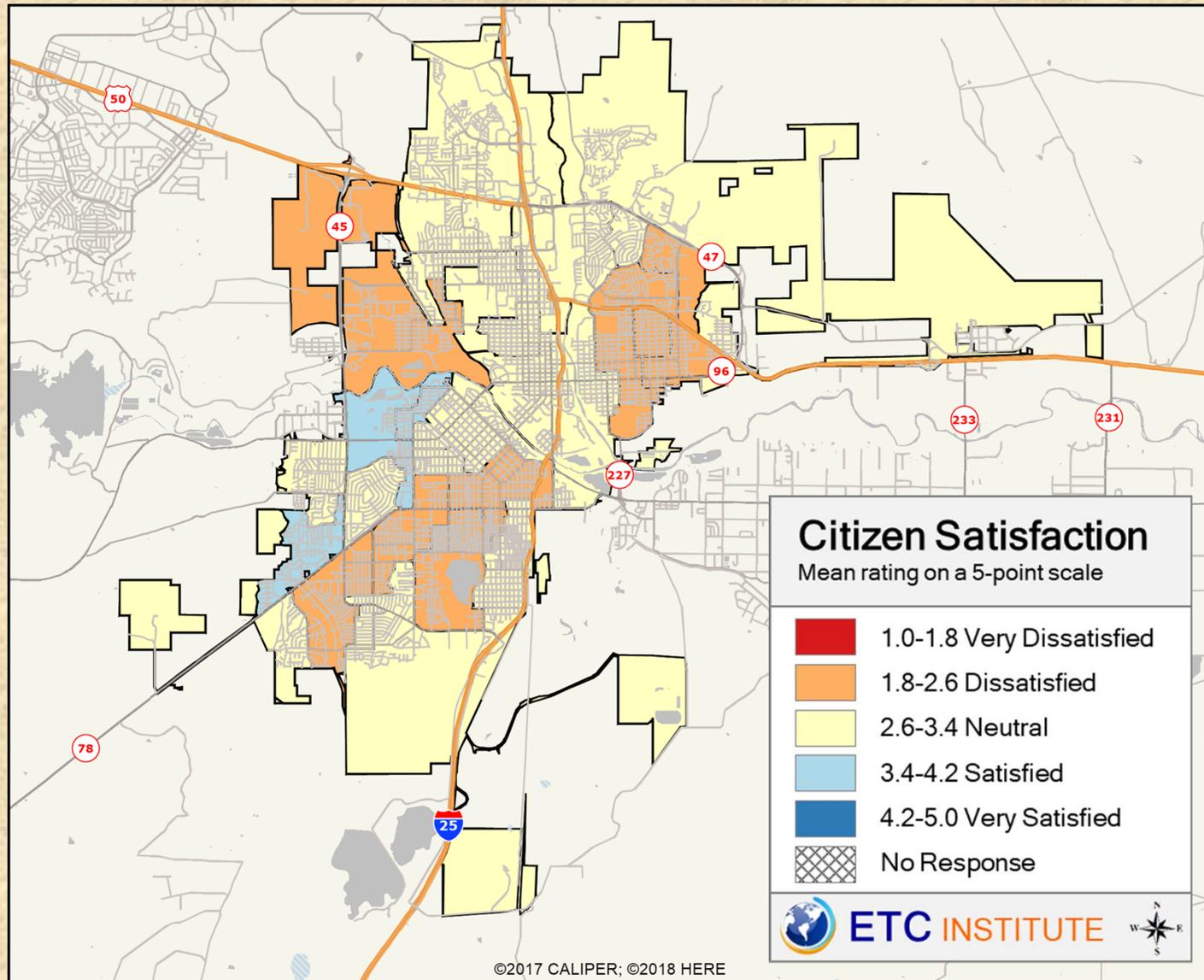
Q23-02 Satisfaction with enforcing the cleanup of litter and debris on private property



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

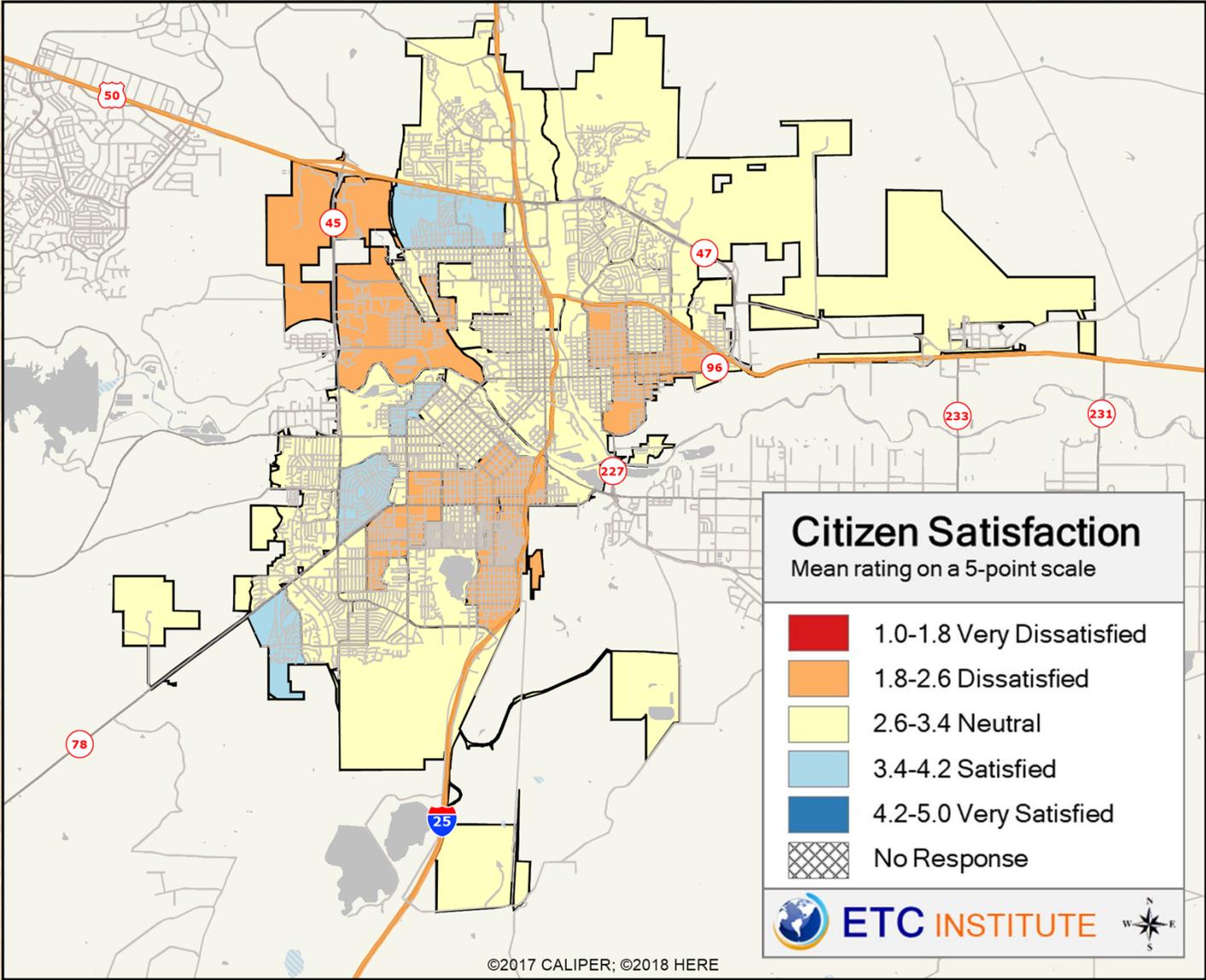
Q23-03 Satisfaction with enforcing the mowing and trimming of grass, trees, shrubs, and weeds on property



2020 City of Pueblo Community Survey

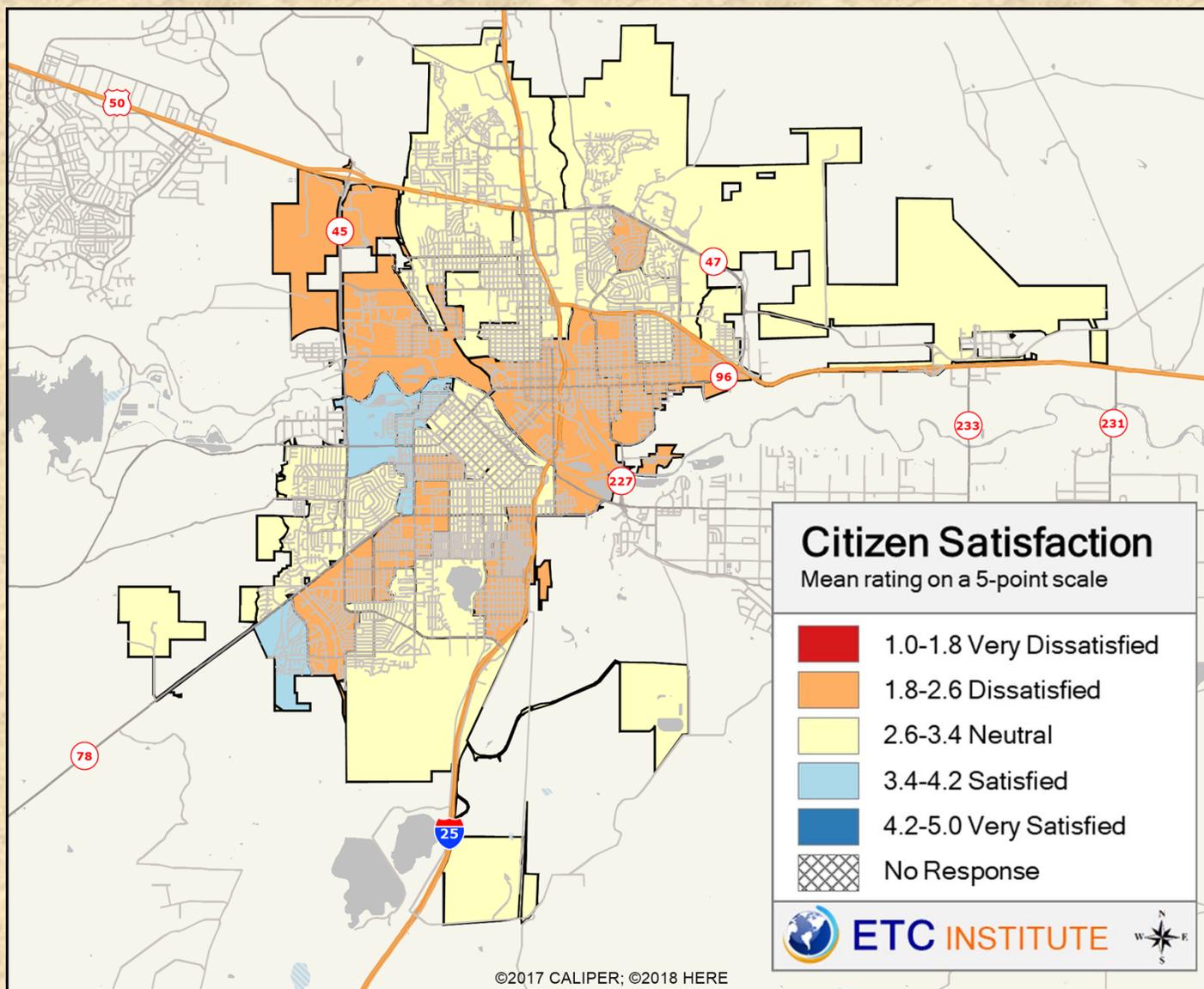
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q23-04 Satisfaction with enforcing the maintenance of residential property



2020 City of Pueblo Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

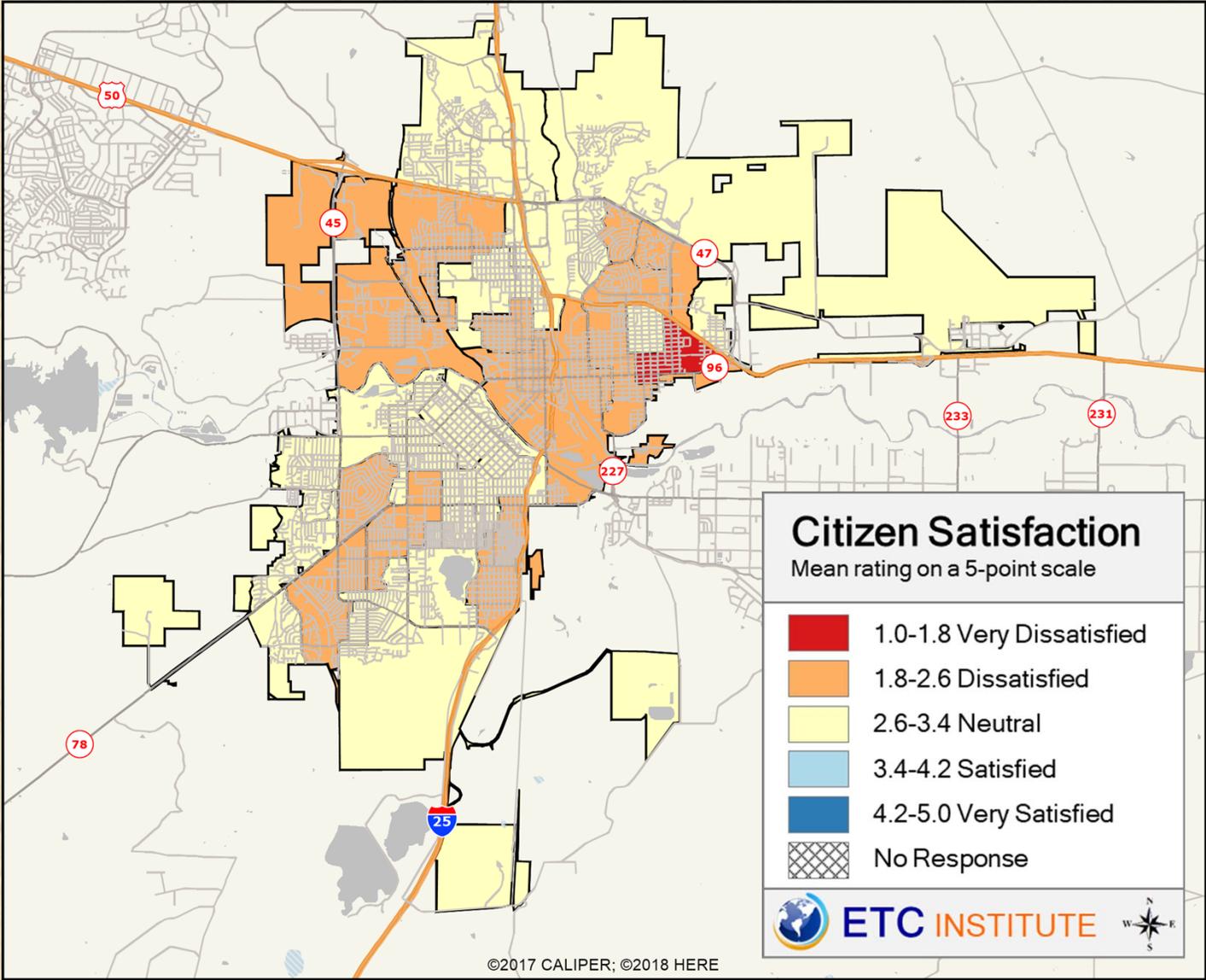
Q23-05 Satisfaction with removal of junk vehicles



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

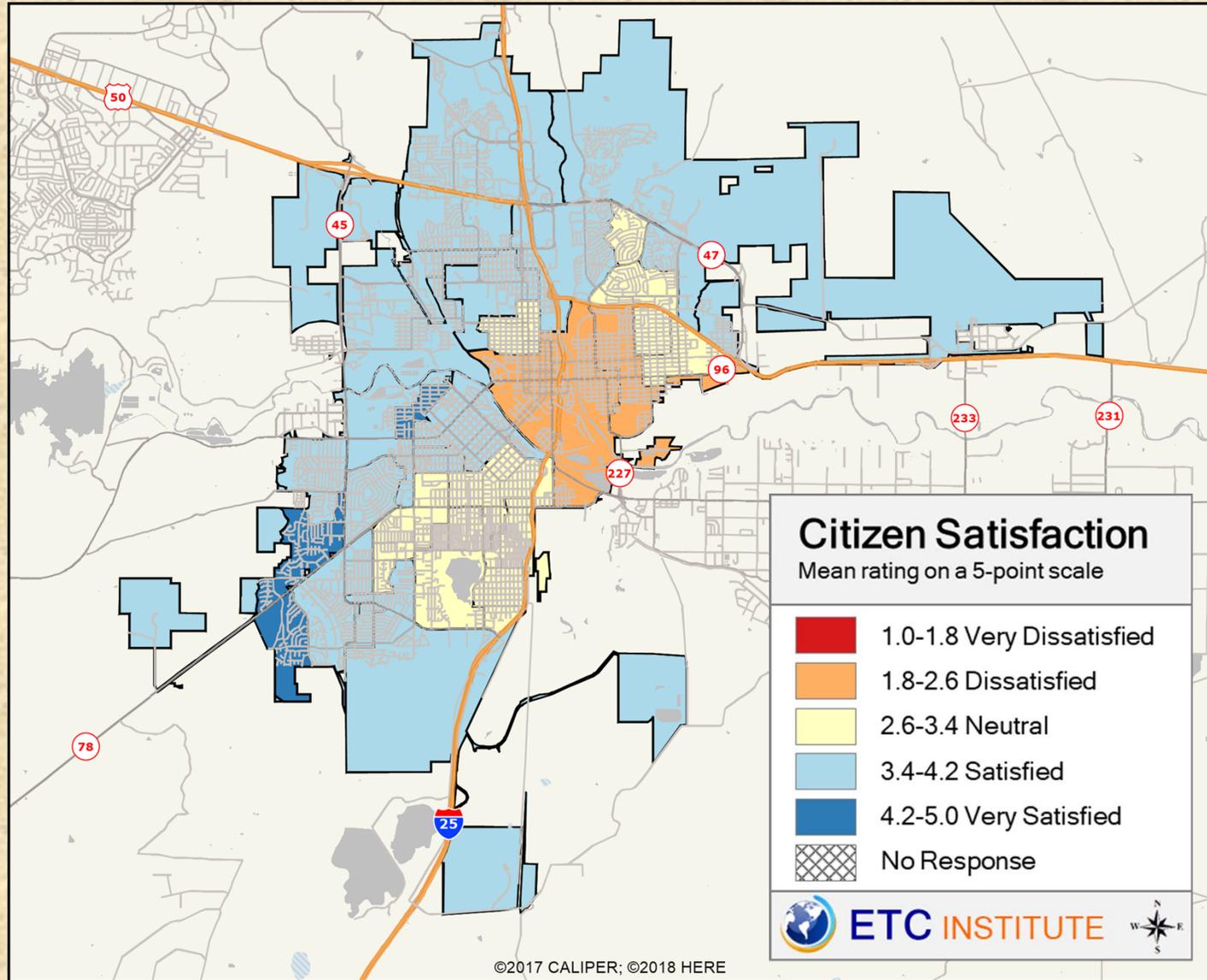
Q23-06 Satisfaction with condition of streets



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q23-07 Satisfaction with overall appearance of neighborhoods



2020 City of Pueblo Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Section 3:
Benchmarking Analysis

DirectionFinder® Survey

Year 2020 Benchmarking Summary Report

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 400 cities and counties in 43 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 in the summer of 2019 to a random sample of more than 4,000 residents across the United States and (2) a regional survey administered in the summer of 2019 to 365 residents living in the Mountain Region of the United States, which includes the states of Idaho, Colorado, Montana, Utah, and Wyoming.

Interpreting the Charts

The charts on the following pages show how the overall results for Pueblo compare to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents and the regional survey administered to residents living in the Mountain Region of the United States. The City of Pueblo's results are shown in blue, the Mountain Region's results are shown in red, and the National Averages are shown in yellow.

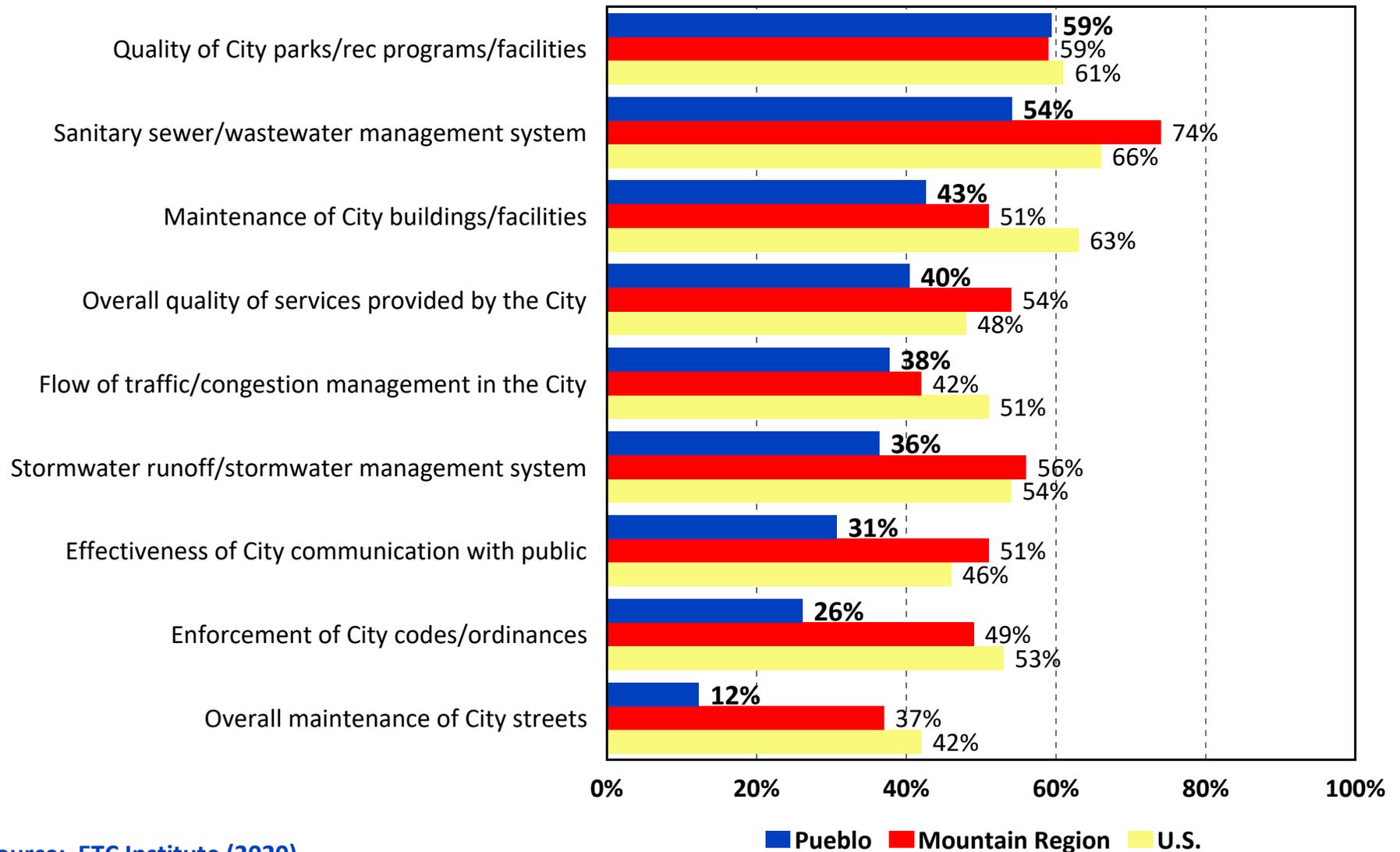
National Benchmarks

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)

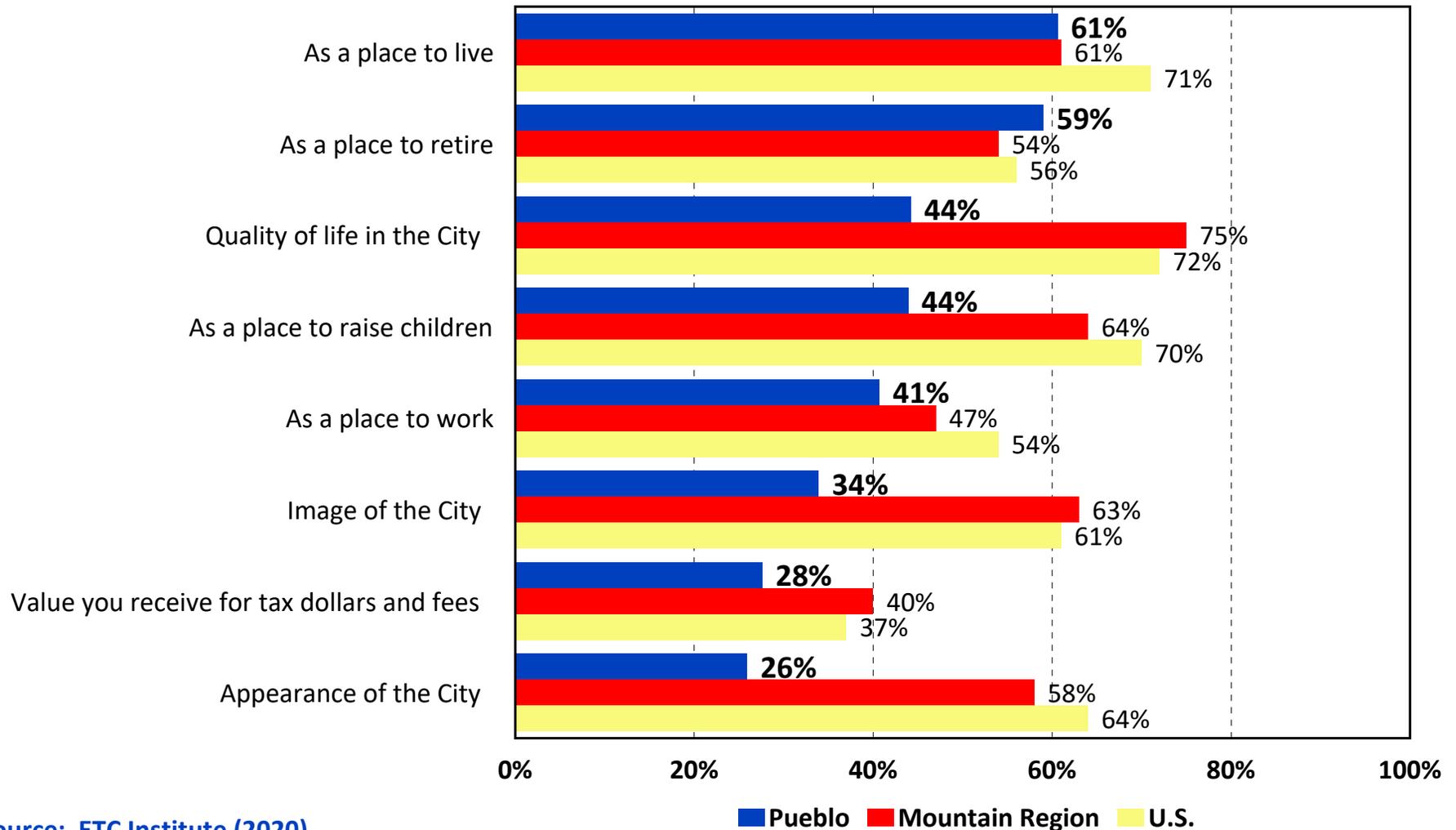


Source: ETC Institute (2020)

Satisfaction with Issues 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)

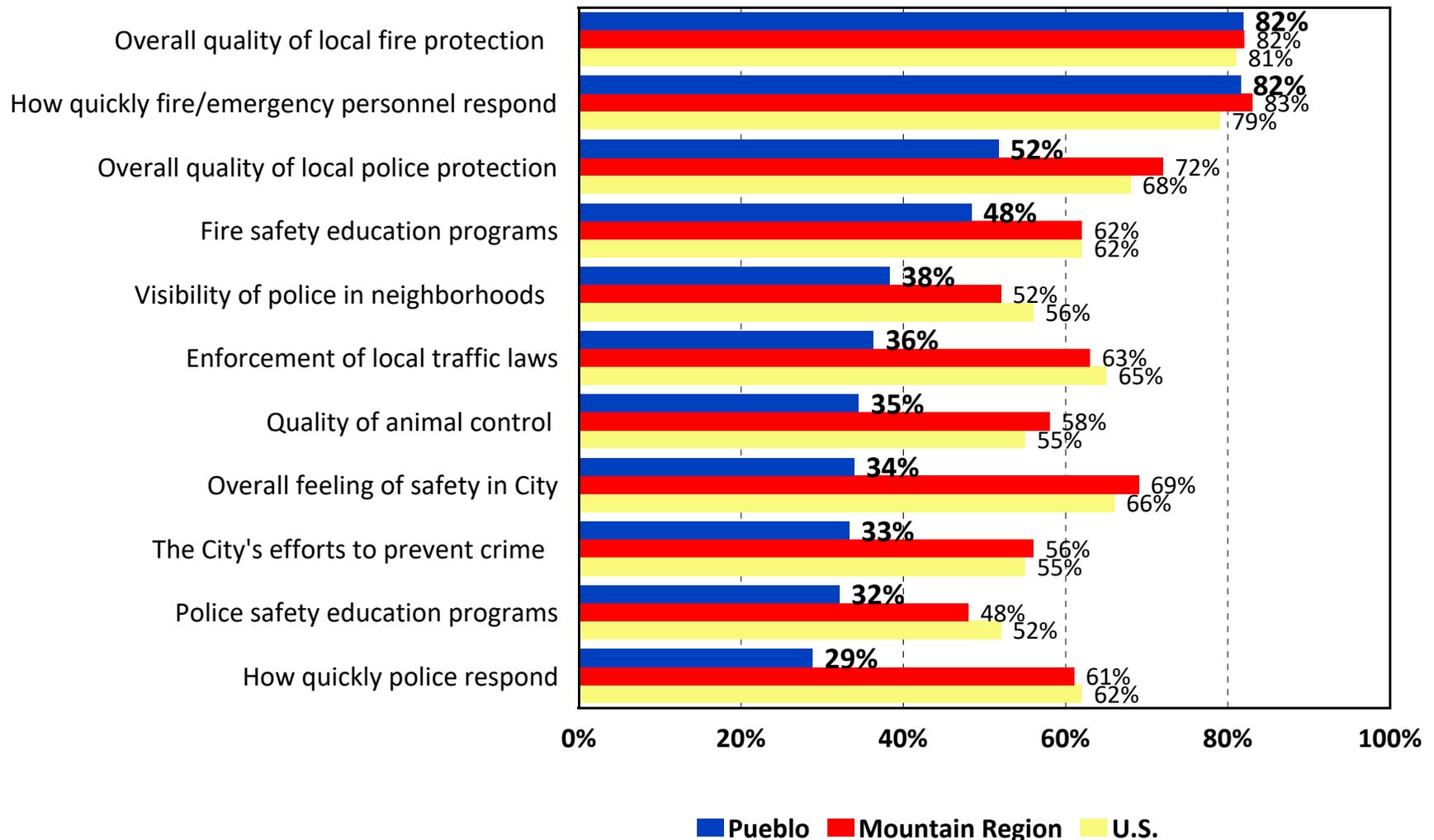


Source: ETC Institute (2020)

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)

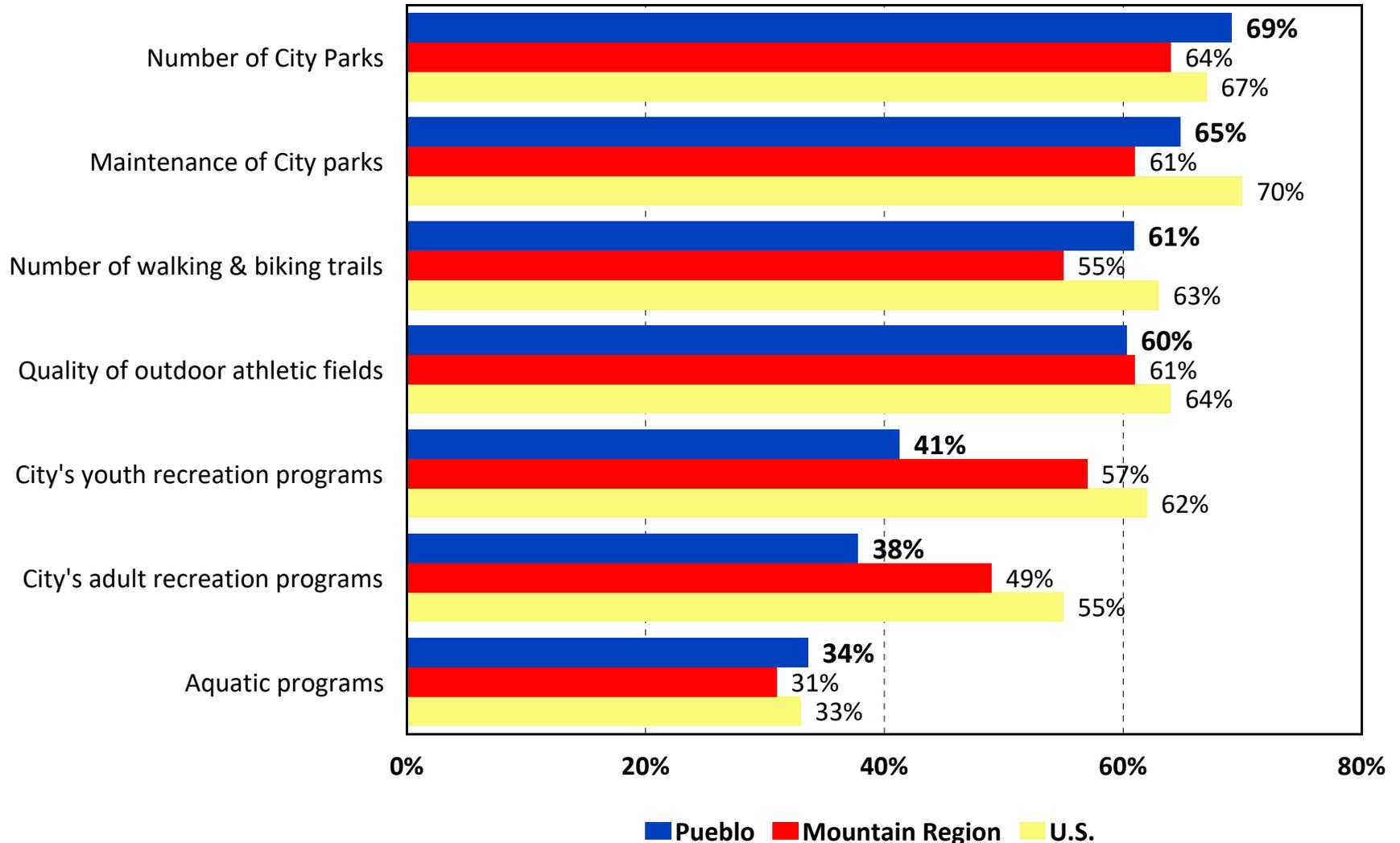


Source: ETC Institute (2020)

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)

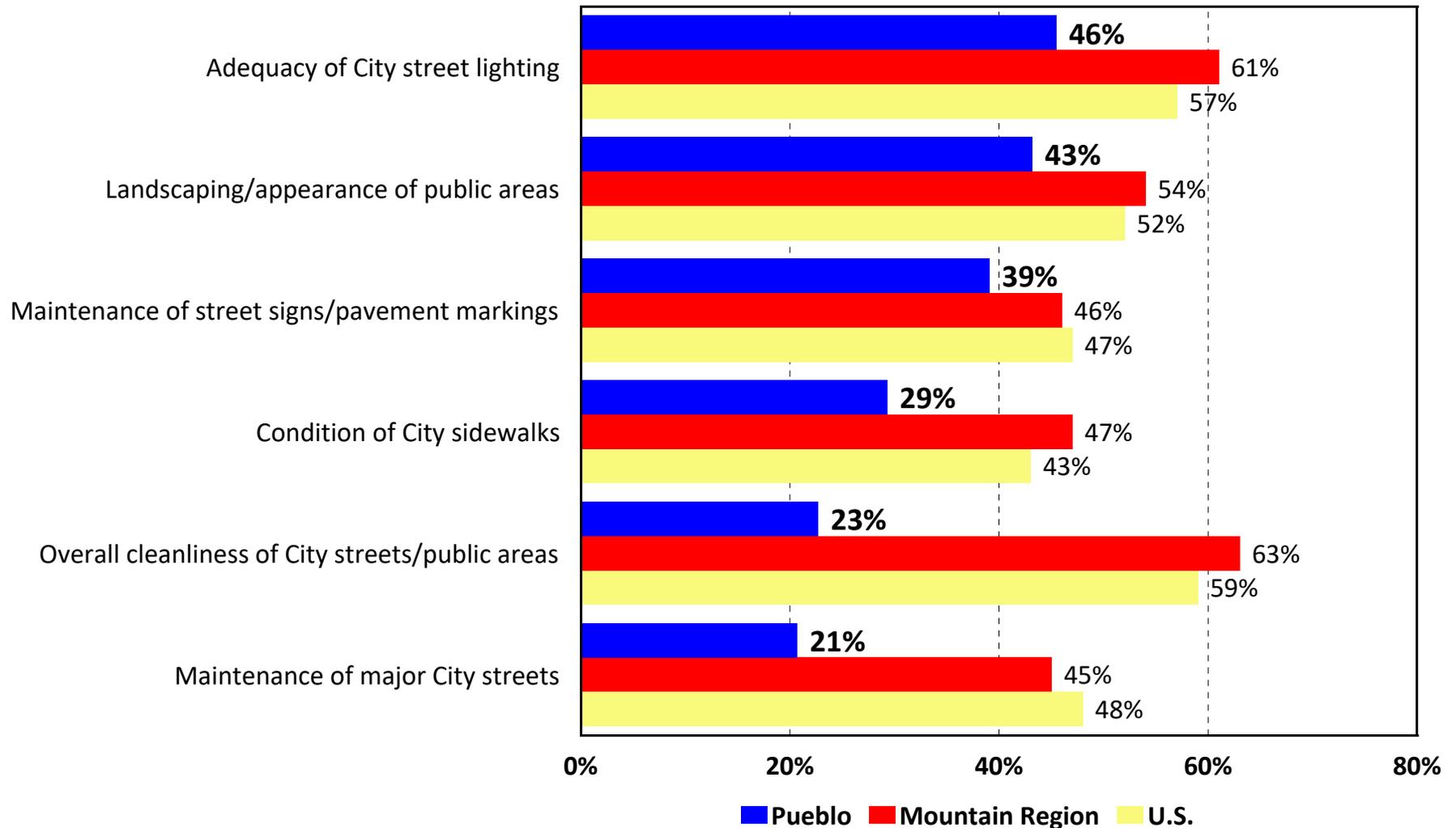


Source: ETC Institute (2020)

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)

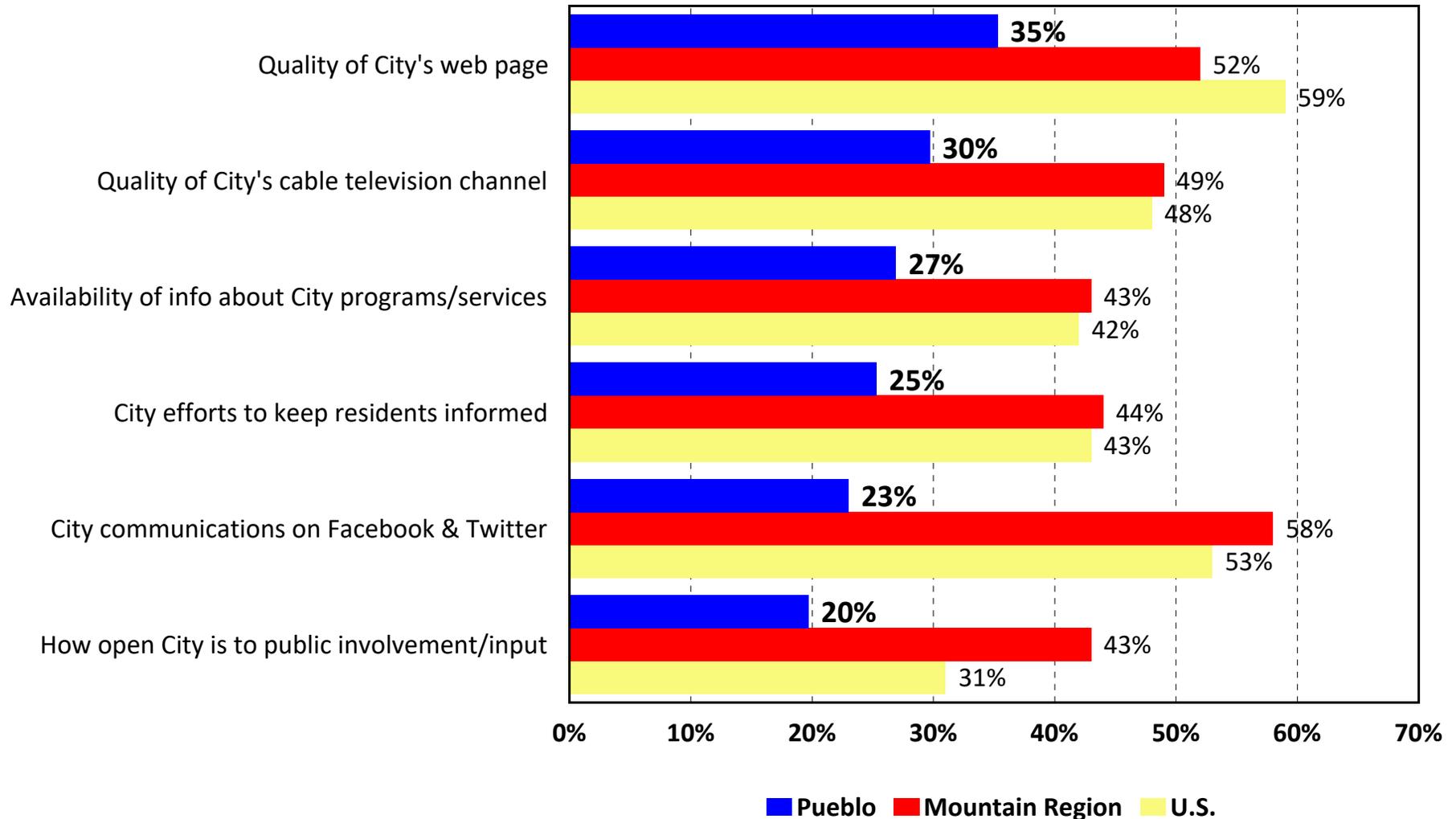


Source: ETC Institute (2020)

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)

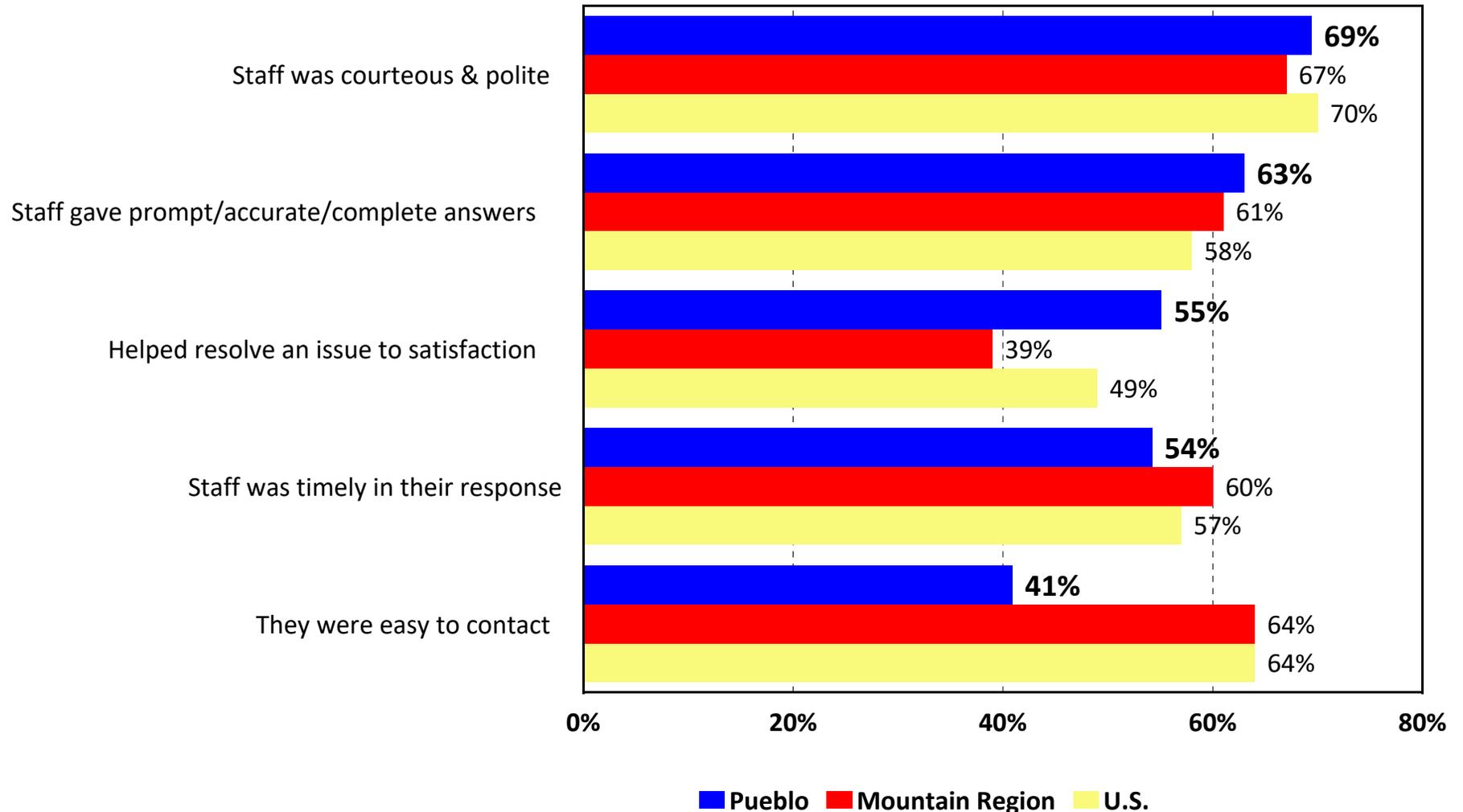


Source: ETC Institute (2020)

Overall Satisfaction with Customer Service

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)

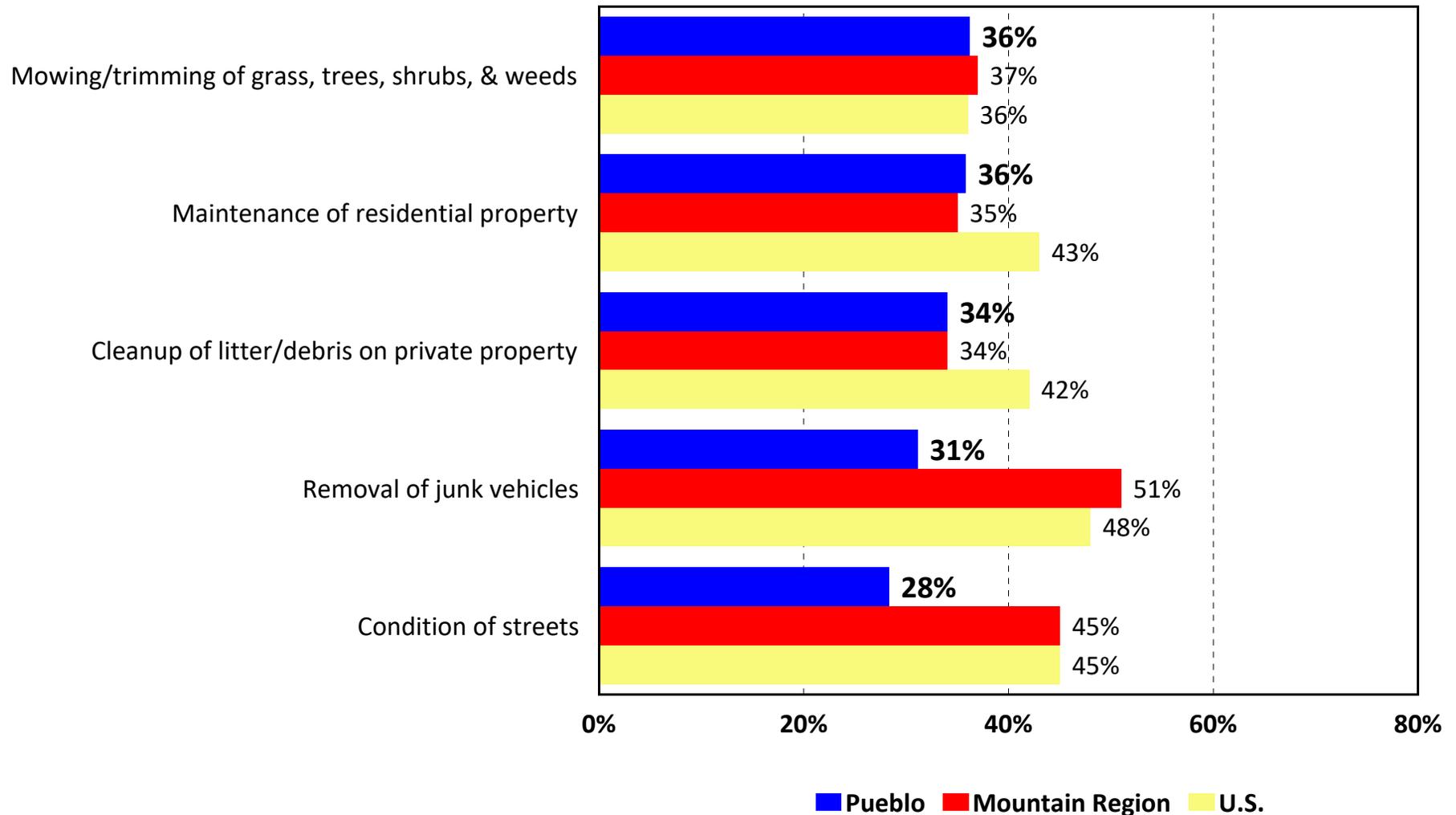


Source: ETC Institute (2020)

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)



Source: ETC Institute (2020)

Section 4:
Importance-Satisfaction
Analysis

Importance-Satisfaction Analysis

The City of Pueblo, CO

Overview

Today, city officials 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 (IS) 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 rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that 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 that the satisfaction ratings among service categories are comparable. $[IS=Importance \times (1-Satisfaction)]$.

Example of the Calculation. Respondents were asked to identify the major services they thought were the most important for the City to emphasize over the next two years. Approximately seventy-three percent (73.1%) of residents selected "*overall maintenance of city streets*" as one of the most important major City services to emphasize.

With regard to satisfaction, 12.3% of the residents surveyed rated “*overall maintenance of city streets*” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for “*overall maintenance of city streets*” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 73.1% was multiplied by 87.7% (1-0.123). This calculation yielded an I-S rating of 0.6411, which ranked first out of eleven major City services.

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 to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one 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 for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (IS > 0.20)
- Increase Current Emphasis (0.10 - 0.20)
- Maintain Current Emphasis (IS < 0.10)

The results for 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	73%	1	12%	11	0.6411	1
Enforcement of city codes/ordinances	34%	3	26%	10	0.2476	2
<u>High Priority (IS .10 -.20)</u>						
Overall quality of police services	45%	2	58%	3	0.1921	3
Flow of traffic/congestion management in the city	25%	4	38%	7	0.1545	4
Effectiveness of city communication with public	22%	5	31%	9	0.1490	5
<u>Medium Priority (IS <.10)</u>						
Overall quality of services provided by the city	16%	7	40%	6	0.0966	6
Stormwater runoff/stormwater management system	15%	8	36%	8	0.0960	7
Quality of city parks/rec programs/facilities	19%	6	59%	2	0.0751	8
Maintenance of city buildings/facilities	7%	9	43%	5	0.0413	9
Sanitary sewer/wastewater management system	7%	11	54%	4	0.0308	10
Quality of Fire/Emergency Medical Services	7%	10	85%	1	0.0108	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	54%	1	33%	10	0.3622	1
Overall feeling of safety in city	41%	2	34%	9	0.2730	2
How quickly police respond to emergencies	34%	4	29%	12	0.2421	3
Visibility of police in neighborhoods	37%	3	38%	6	0.2252	4
<u>High Priority (IS .10 - .20)</u>						
Overall quality of local police protection	34%	5	52%	4	0.1618	5
Enforcement of local traffic laws	24%	6	36%	7	0.1542	6
Quality of animal control	23%	7	35%	8	0.1533	7
<u>Medium Priority (IS <.10)</u>						
Police safety education programs	8%	8	32%	11	0.0523	8
Fire safety education programs	3%	10	48%	5	0.0160	9
How quickly fire/emergency personnel respond	4%	9	82%	3	0.0075	10
Overall quality of local fire protection	2%	11	82%	2	0.0040	11
Location of fire stations	1%	12	83%	1	0.0024	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>						
City's youth recreation programs	31%	2	41%	12	0.1831	1
Maintenance of city parks	41%	1	65%	3	0.1443	2
Availability of info about park/rec programs	24%	3	45%	11	0.1342	3
Diversity of recreation programs	18%	6	38%	13	0.1131	4
<u>Medium Priority (IS < .10)</u>						
City's adult recreation programs	16%	7	38%	14	0.0977	5
Number of walking & biking trails	23%	4	61%	4	0.0899	6
City special events & festivals	20%	5	60%	6	0.0802	7
Aquatic programs	11%	8	34%	15	0.0737	8
Motorsports activities	7%	11	28%	16	0.0476	9
Quality of outdoor athletic fields	9%	9	60%	5	0.0365	10
Number of city Parks	8%	10	69%	2	0.0250	11
Number of outdoor athletic fields	4%	12	57%	8	0.0189	12
Location of city parks	4%	13	71%	1	0.0123	13
Elmwood Golf Course	3%	14	58%	7	0.0122	14
Ice Arena	3%	15	55%	10	0.0122	15
Walking Stick Golf Course	1%	16	57%	9	0.0052	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	64%	9	21%	9	0.5043	1
Demolition of vacant structures	42%	10	9%	10	0.3809	2
Overall cleanliness of city streets/public areas	42%	8	23%	8	0.3223	3
<u>High Priority (IS 0.10 - 0.20)</u>						
Timing of traffic signals	25%	5	35%	6	0.1594	4
Condition of city sidewalks	20%	7	29%	7	0.1414	5
Landscaping/appearance of public areas	18%	3	43%	3	0.1028	6
<u>Medium Priority (IS < .10)</u>						
Maintenance of street signs/pavement markings	15%	6	39%	5	0.0901	7
Adequacy of city street lighting	15%	2	46%	2	0.0796	8
Availability of sidewalks in the city	8%	4	41%	4	0.0446	9
Street sweeping service	8%	1	49%	1	0.0421	10

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 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.

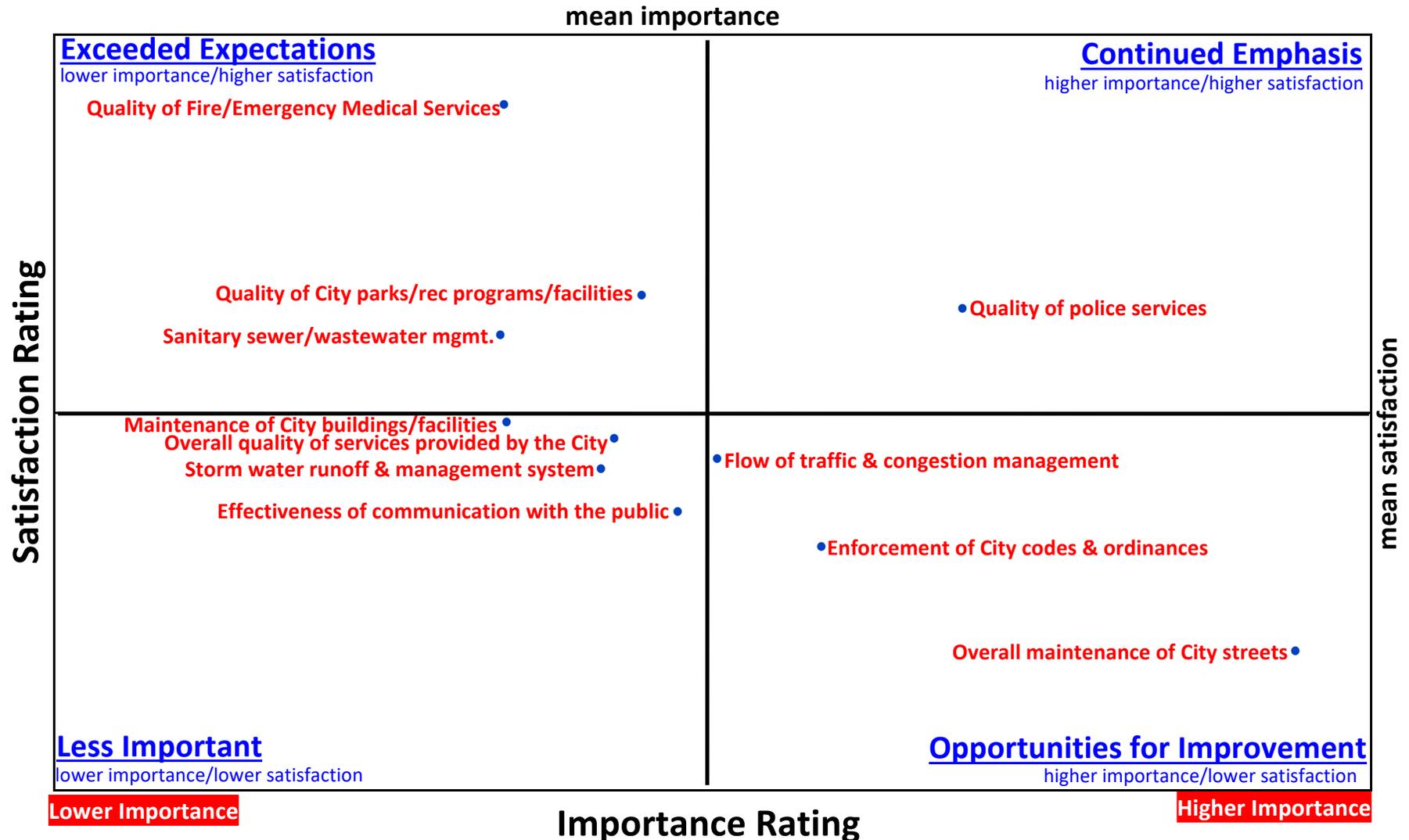
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on 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 the City's 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.

Matrices showing the results for Pueblo are provided on the following pages.

2020 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)

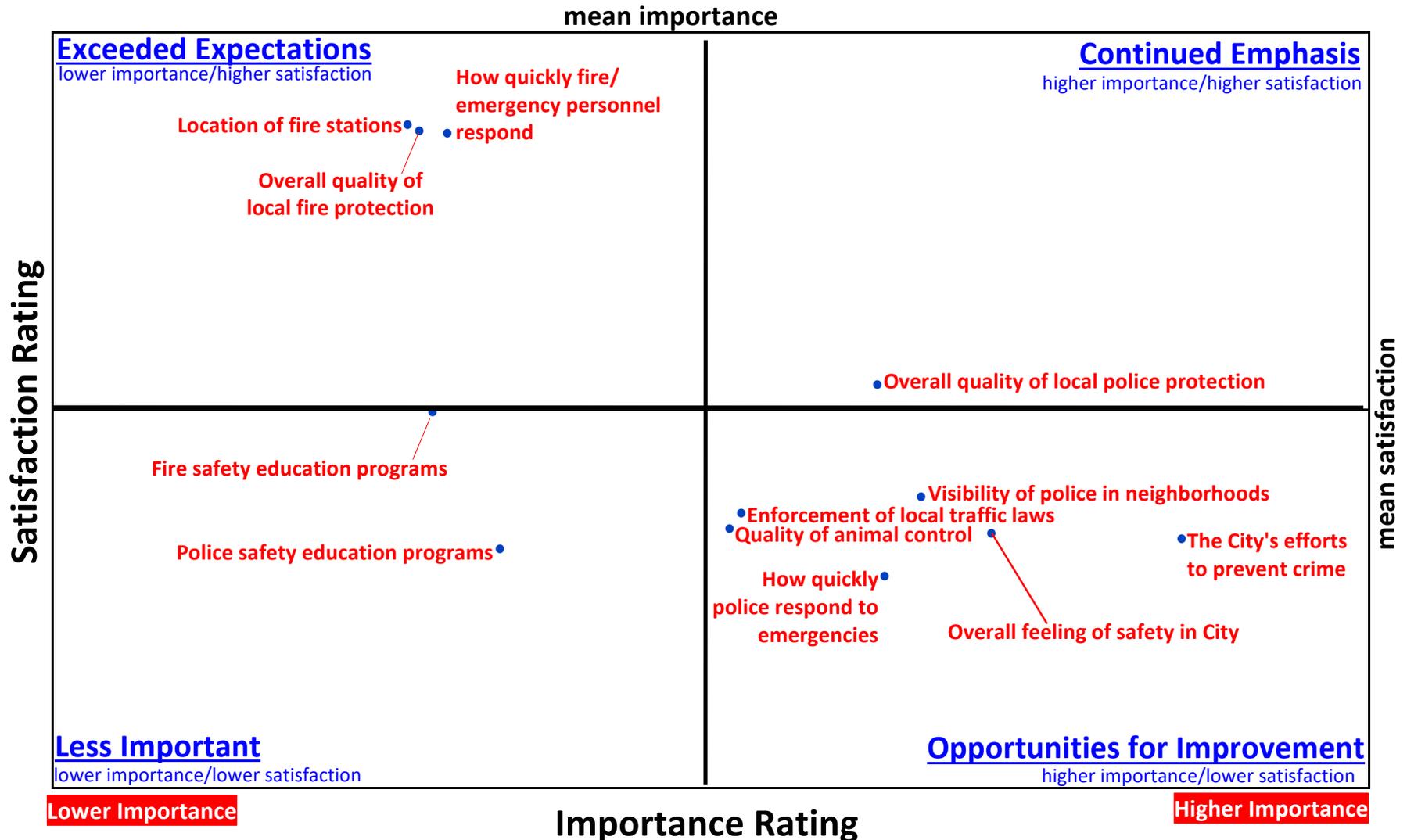


Source: ETC Institute (2020)

2020 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)

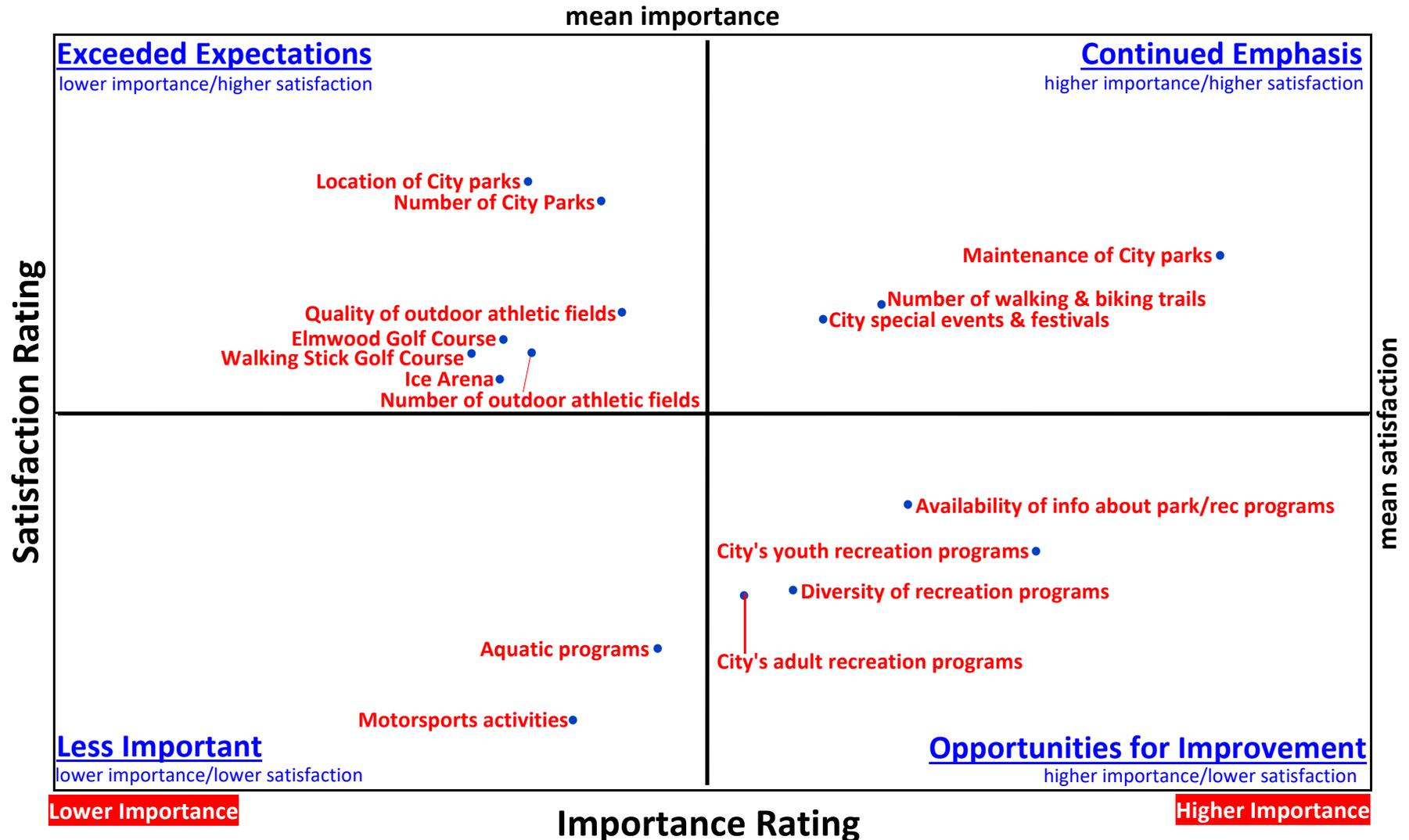


Source: ETC Institute (2020)

2020 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)

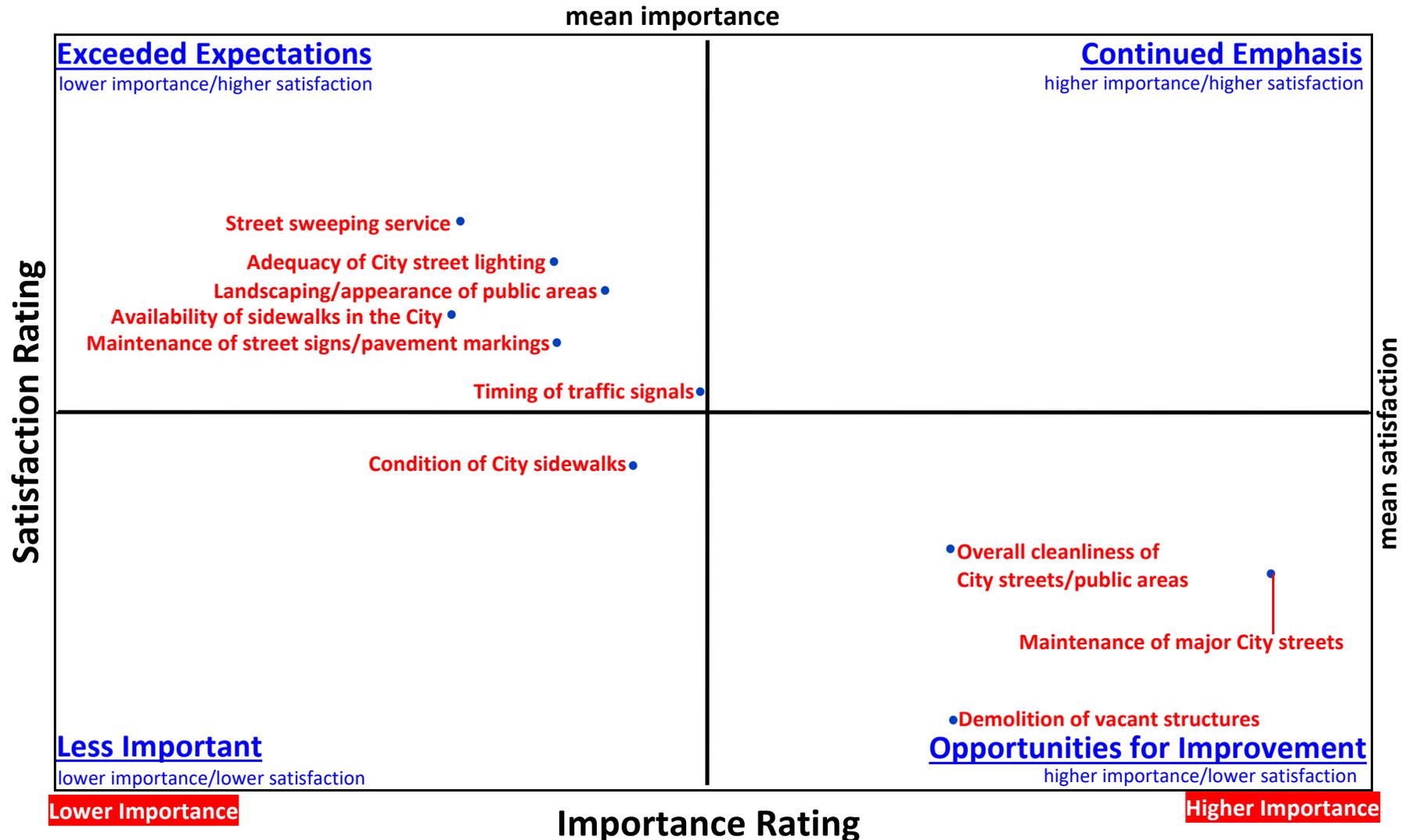


Source: ETC Institute (2020)

2020 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)



Source: ETC Institute (2020)

ETC Institute (2020)

Section 5:
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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	12.9%	42.7%	25.0%	11.9%	4.2%	3.3%
Q1-2. Overall quality of City parks & recreation programs & facilities	13.8%	43.8%	23.5%	13.3%	2.5%	3.1%
Q1-3. Overall maintenance of City streets	1.0%	11.0%	20.0%	34.6%	32.1%	1.3%
Q1-4. Overall maintenance of City buildings & facilities	5.0%	34.4%	38.1%	9.8%	5.0%	7.7%
Q1-5. Overall enforcement of City codes & ordinances	3.3%	21.0%	25.8%	27.3%	15.8%	6.7%
Q1-6. Overall quality of Fire Department & Emergency Medical Services	31.7%	48.1%	12.9%	1.3%	0.4%	5.6%
Q1-7. Overall effectiveness of City communication with the public	4.0%	25.0%	34.6%	22.7%	8.1%	5.6%
Q1-8. Overall quality of City's stormwater runoff/stormwater management system	3.3%	30.4%	33.5%	17.1%	8.3%	7.3%
Q1-9. Overall flow of traffic & congestion management in City	4.4%	32.3%	26.9%	23.5%	10.2%	2.7%
Q1-10. Overall quality of sanitary sewer/wastewater management system	7.9%	41.9%	29.4%	8.3%	4.6%	7.9%
Q1-11. Overall quality of services provided by City of Pueblo	3.1%	35.8%	35.6%	16.3%	5.4%	3.8%

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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	13.4%	44.2%	25.9%	12.3%	4.3%
Q1-2. Overall quality of City parks & recreation programs & facilities	14.2%	45.2%	24.3%	13.8%	2.6%
Q1-3. Overall maintenance of City streets	1.1%	11.2%	20.3%	35.0%	32.5%
Q1-4. Overall maintenance of City buildings & facilities	5.4%	37.2%	41.3%	10.6%	5.4%
Q1-5. Overall enforcement of City codes & ordinances	3.6%	22.5%	27.7%	29.2%	17.0%
Q1-6. Overall quality of Fire Department & Emergency Medical Services	33.6%	51.0%	13.7%	1.3%	0.4%
Q1-7. Overall effectiveness of City communication with the public	4.2%	26.5%	36.6%	24.1%	8.6%
Q1-8. Overall quality of City's stormwater runoff/stormwater management system	3.6%	32.8%	36.2%	18.4%	9.0%
Q1-9. Overall flow of traffic & congestion management in City	4.5%	33.2%	27.6%	24.2%	10.5%
Q1-10. Overall quality of sanitary sewer/wastewater management system	8.6%	45.5%	31.9%	9.0%	5.0%
Q1-11. Overall quality of services provided by City of Pueblo	3.2%	37.2%	37.0%	16.9%	5.6%

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	128	26.7 %
Overall quality of City parks & recreation programs & facilities	16	3.3 %
Overall maintenance of City streets	207	43.1 %
Overall maintenance of City buildings & facilities	4	0.8 %
Overall enforcement of City codes & ordinances	27	5.6 %
Overall quality of Fire Department & Emergency Medical Services	5	1.0 %
Overall effectiveness of City communication with the public	22	4.6 %
Overall quality of City's stormwater runoff/stormwater management system	6	1.3 %
Overall flow of traffic & congestion management in City	14	2.9 %
Overall quality of sanitary sewer/wastewater management system	6	1.3 %
Overall quality of services provided by City of Pueblo	15	3.1 %
None chosen	30	6.3 %
Total	480	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	54	11.3 %
Overall quality of City parks & recreation programs & facilities	38	7.9 %
Overall maintenance of City streets	99	20.6 %
Overall maintenance of City buildings & facilities	17	3.5 %
Overall enforcement of City codes & ordinances	81	16.9 %
Overall quality of Fire Department & Emergency Medical Services	14	2.9 %
Overall effectiveness of City communication with the public	30	6.3 %
Overall quality of City's stormwater runoff/stormwater management system	31	6.5 %
Overall flow of traffic & congestion management in City	42	8.8 %
Overall quality of sanitary sewer/wastewater management system	14	2.9 %
Overall quality of services provided by City of Pueblo	14	2.9 %
None chosen	46	9.6 %
Total	480	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?

Q2. 3rd choice	Number	Percent
Overall quality of police services	35	7.3 %
Overall quality of City parks & recreation programs & facilities	35	7.3 %
Overall maintenance of City streets	45	9.4 %
Overall maintenance of City buildings & facilities	14	2.9 %
Overall enforcement of City codes & ordinances	53	11.0 %
Overall quality of Fire Department & Emergency Medical Services	15	3.1 %
Overall effectiveness of City communication with the public	51	10.6 %
Overall quality of City's stormwater runoff/stormwater management system	35	7.3 %
Overall flow of traffic & congestion management in City	63	13.1 %
Overall quality of sanitary sewer/wastewater management system	12	2.5 %
Overall quality of services provided by City of Pueblo	49	10.2 %
None chosen	73	15.2 %
Total	480	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)

Q2. Sum of top 3 choices	Number	Percent
Overall quality of police services	217	45.2 %
Overall quality of City parks & recreation programs & facilities	89	18.5 %
Overall maintenance of City streets	351	73.1 %
Overall maintenance of City buildings & facilities	35	7.3 %
Overall enforcement of City codes & ordinances	161	33.5 %
Overall quality of Fire Department & Emergency Medical Services	34	7.1 %
Overall effectiveness of City communication with the public	103	21.5 %
Overall quality of City's stormwater runoff/stormwater management system	72	15.0 %
Overall flow of traffic & congestion management in City	119	24.8 %
Overall quality of sanitary sewer/wastewater management system	32	6.7 %
Overall quality of services provided by City of Pueblo	78	16.3 %
None chosen	30	6.3 %
Total	1321	

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=480)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q3-1. City of Pueblo as a place to live	13.1%	46.7%	12.5%	16.7%	9.8%	1.3%
Q3-2. City of Pueblo as a place to raise children	9.0%	33.3%	17.3%	22.9%	14.0%	3.5%
Q3-3. City of Pueblo as a place to work	7.7%	31.0%	22.5%	24.6%	9.4%	4.8%
Q3-4. City of Pueblo as a place to retire	15.2%	41.5%	19.0%	11.0%	9.4%	4.0%
Q3-5. Overall image of City	4.8%	28.8%	21.3%	24.8%	19.4%	1.0%
Q3-6. Overall value that you receive for your City tax & fees	2.9%	23.8%	32.3%	20.4%	17.1%	3.5%
Q3-7. How well City is managing redevelopment in City	1.5%	18.1%	26.9%	30.0%	18.5%	5.0%
Q3-8. How well City is ensuring social, environmental & economic sustainability of City	1.5%	19.0%	30.4%	25.4%	18.3%	5.4%
Q3-9. Overall quality of life in City	6.0%	37.5%	24.2%	20.0%	10.8%	1.5%
Q3-10. Overall appearance of City	2.7%	22.7%	24.8%	27.9%	20.2%	1.7%

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=480)

	Excellent	Good	Neutral	Below average	Poor
Q3-1. City of Pueblo as a place to live	13.3%	47.3%	12.7%	16.9%	9.9%
Q3-2. City of Pueblo as a place to raise children	9.3%	34.6%	17.9%	23.8%	14.5%
Q3-3. City of Pueblo as a place to work	8.1%	32.6%	23.6%	25.8%	9.8%
Q3-4. City of Pueblo as a place to retire	15.8%	43.2%	19.7%	11.5%	9.8%
Q3-5. Overall image of City	4.8%	29.1%	21.5%	25.1%	19.6%
Q3-6. Overall value that you receive for your City tax & fees	3.0%	24.6%	33.5%	21.2%	17.7%
Q3-7. How well City is managing redevelopment in City	1.5%	19.1%	28.3%	31.6%	19.5%
Q3-8. How well City is ensuring social, environmental & economic sustainability of City	1.5%	20.0%	32.2%	26.9%	19.4%
Q3-9. Overall quality of life in City	6.1%	38.1%	24.5%	20.3%	11.0%
Q3-10. Overall appearance of City	2.8%	23.1%	25.2%	28.4%	20.6%

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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall quality of local police protection	10.0%	40.2%	23.3%	15.0%	8.5%	2.9%
Q4-2. Visibility of police in neighborhoods	7.9%	30.0%	27.1%	22.9%	11.0%	1.0%
Q4-3. City's efforts to prevent crime	5.4%	26.9%	28.8%	24.0%	11.9%	3.1%
Q4-4. How quickly police respond to emergencies	5.0%	20.8%	28.5%	20.0%	15.4%	10.2%
Q4-5. Enforcement of local traffic laws	4.6%	30.2%	26.7%	22.5%	12.1%	4.0%
Q4-6. Police safety education programs	4.8%	20.4%	37.3%	11.3%	4.8%	21.5%
Q4-7. Overall quality of local fire protection	23.8%	52.7%	15.8%	0.6%	0.4%	6.7%
Q4-8. Location of fire stations	24.0%	55.0%	14.8%	1.5%	0.4%	4.4%
Q4-9. How quickly Fire Department/Emergency Services personnel respond to emergencies	27.1%	45.0%	14.4%	1.0%	0.8%	11.7%
Q4-10. Fire safety education programs	10.2%	25.6%	32.5%	4.6%	1.3%	25.8%
Q4-11. Quality of animal control	4.6%	27.7%	32.1%	18.8%	10.6%	6.3%
Q4-12. Overall feeling of safety in City	3.1%	30.4%	27.7%	23.1%	14.8%	0.8%

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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall quality of local police protection	10.3%	41.4%	24.0%	15.5%	8.8%
Q4-2. Visibility of police in neighborhoods	8.0%	30.3%	27.4%	23.2%	11.2%
Q4-3. City's efforts to prevent crime	5.6%	27.7%	29.7%	24.7%	12.3%
Q4-4. How quickly police respond to emergencies	5.6%	23.2%	31.8%	22.3%	17.2%
Q4-5. Enforcement of local traffic laws	4.8%	31.5%	27.8%	23.4%	12.6%
Q4-6. Police safety education programs	6.1%	26.0%	47.5%	14.3%	6.1%
Q4-7. Overall quality of local fire protection	25.4%	56.5%	17.0%	0.7%	0.4%
Q4-8. Location of fire stations	25.1%	57.5%	15.5%	1.5%	0.4%
Q4-9. How quickly Fire Department/ Emergency Services personnel respond to emergencies	30.7%	50.9%	16.3%	1.2%	0.9%
Q4-10. Fire safety education programs	13.8%	34.6%	43.8%	6.2%	1.7%
Q4-11. Quality of animal control	4.9%	29.6%	34.2%	20.0%	11.3%
Q4-12. Overall feeling of safety in City	3.2%	30.7%	27.9%	23.3%	14.9%

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	18.3 %
Visibility of police in neighborhoods	65	13.5 %
City's efforts to prevent crime	110	22.9 %
How quickly police respond to emergencies	38	7.9 %
Enforcement of local traffic laws	36	7.5 %
Police safety education programs	6	1.3 %
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	2	0.4 %
Fire safety education programs	3	0.6 %
Quality of animal control	19	4.0 %
Overall feeling of safety in City	67	14.0 %
None chosen	43	9.0 %
Total	480	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	34	7.1 %
Visibility of police in neighborhoods	55	11.5 %
City's efforts to prevent crime	87	18.1 %
How quickly police respond to emergencies	81	16.9 %
Enforcement of local traffic laws	42	8.8 %
Police safety education programs	17	3.5 %
Overall quality of local fire protection	4	0.8 %
Location of fire stations	1	0.2 %
How quickly Fire Department/Emergency Services personnel respond to emergencies	3	0.6 %
Fire safety education programs	4	0.8 %
Quality of animal control	32	6.7 %
Overall feeling of safety in City	67	14.0 %
None chosen	53	11.0 %
Total	480	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?

Q5. 3rd choice	Number	Percent
Overall quality of local police protection	39	8.1 %
Visibility of police in neighborhoods	55	11.5 %
City's efforts to prevent crime	64	13.3 %
How quickly police respond to emergencies	44	9.2 %
Enforcement of local traffic laws	38	7.9 %
Police safety education programs	14	2.9 %
Overall quality of local fire protection	5	1.0 %
Location of fire stations	5	1.0 %
How quickly Fire Department/Emergency Services personnel respond to emergencies	15	3.1 %
Fire safety education programs	8	1.7 %
Quality of animal control	61	12.7 %
Overall feeling of safety in City	64	13.3 %
None chosen	68	14.2 %
Total	480	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)

Q5. Sum of top 3 choices	Number	Percent
Overall quality of local police protection	161	33.5 %
Visibility of police in neighborhoods	175	36.5 %
City's efforts to prevent crime	261	54.4 %
How quickly police respond to emergencies	163	34.0 %
Enforcement of local traffic laws	116	24.2 %
Police safety education programs	37	7.7 %
Overall quality of local fire protection	11	2.3 %
Location of fire stations	7	1.5 %
How quickly Fire Department/Emergency Services personnel respond to emergencies	20	4.2 %
Fire safety education programs	15	3.1 %
Quality of animal control	112	23.3 %
Overall feeling of safety in City	198	41.3 %
None chosen	43	9.0 %
Total	1319	

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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Pueblo Police Department's overall performance	11.5%	38.1%	27.9%	12.1%	8.1%	2.3%
Q6-2. Competence of Police Department personnel	12.5%	37.5%	26.0%	9.8%	7.1%	7.1%
Q6-3. Attitude & behavior of Police Department personnel toward citizens	14.8%	32.7%	23.5%	12.3%	9.2%	7.5%
Q6-4. Level of safety & security in your neighborhood	7.7%	34.0%	30.0%	18.3%	8.3%	1.7%

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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Pueblo Police Department's overall performance	11.7%	39.0%	28.6%	12.4%	8.3%
Q6-2. Competence of Police Department personnel	13.5%	40.4%	28.0%	10.5%	7.6%
Q6-3. Attitude & behavior of Police Department personnel toward citizens	16.0%	35.4%	25.5%	13.3%	9.9%
Q6-4. Level of safety & security in your neighborhood	7.8%	34.5%	30.5%	18.6%	8.5%

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=480)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Q7-1. In your neighborhood during the day	44.6%	42.1%	9.8%	1.9%	1.7%
Q7-2. In your neighborhood at night	18.3%	40.2%	26.0%	13.5%	1.9%
Q7-3. Along park trails & river trails	2.5%	29.2%	28.8%	27.9%	11.7%

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=480)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Q7-1. In your neighborhood during the day	45.3%	42.8%	10.0%	1.9%
Q7-2. In your neighborhood at night	18.7%	41.0%	26.5%	13.8%
Q7-3. Along park trails & river trails	2.8%	33.0%	32.5%	31.6%

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

Q8. Are there any areas of town where you do not feel safe	Number	Percent
Yes	362	75.4 %
No	112	23.3 %
Not provided	6	1.3 %
Total	480	100.0 %

WITHOUT "NOT PROVIDED"

Q8. Are there any areas of town where you do not feel safe? (without "not provided")

Q8. Are there any areas of town where you do not feel safe	Number	Percent
Yes	362	76.4 %
No	112	23.6 %
Total	474	100.0 %

Q8a. Where are the specific areas of town that you do not feel safe?

- 1) west side midtown area
- 2) lower Eastside
- 3) Southside Bessemer area
- Abriendo area
- ALL BUSINESS AREAS
- All low income areas, which is pretty much the entire city of Pueblo. East side, west side, Bessemer, downtown, everywhere but the rich neighborhoods.
- All over
- All over
- All over Pueblo. the Southside has gotten really bad and the Eastside.
- all over town
- All River trails after dusk, River trail by Hwy 50 and Fountain creek at all times, Hwy 50 Albertsons parking lot at all times,
- All sides
- All sides of town after dark.
- Alleyo and Fountain Creek.
- Almost anywhere at night
- Along Northern
- Along the river and other homeless camps.
- Along the river and park trails.
- ANY RUN DOWN AREAS, WHERE THE HOMELESS HANGOUT.
- Anyplace after sunset. East side and some South side.
- ANYWHERE AFTER DARK.
- ANYWHERE AFTER DARK.
- Anywhere after dark. Mainly the block of 1200 on Northern where there are countless homeless people sleeping and panhandling next to Northern Liquor. They are there at ALL hours of the day and night.
- ANYWHERE AT NIGHT
- Anywhere near Fountain Creek, eastside
- ANYWHERE SOUTH OF HWY 50.
- AREAS AND BUSINESS AROUND NORTH SIDE OF FOUNTAIN CREEK AND EAST SIDE.
- Areas where there are more gangs, drug activity, homeless encampments and panhandlers.
- Areas with obvious gang activities and indigent populations.
- ARKANSAS RIVER TRAIL
- At night mostly. Certain businesses where homeless and people with drug addiction hang out, i.e., LNJ, H50/Club Manor. Walking in parking lots of Walmart or King Sooper.
- At the Pueblo Mall
- Bar and areas where people are drinking, using marijuana then driving away
- BESSAMER, WEST SIDE, LOWER EAST SIDE.

Q8a. Where are the specific areas of town that you do not feel safe? (cont.)

- Bessemer
- Bessemer
- Bessemer
- Bessemer
- Bessemer by Northern ave, parts of the east side and downtown by Marriott
- BESSEMER NEAR EVANS AND NORTHERN.
- Bessemer, All of the east side and Belmont Area and Midtown/west side
- Bessemer, east side
- Bessemer, east side
- Bessemer, east side
- Bessemer, East Side, and some areas in the Northside.
- BESSEMER, EAST SIDE, WEST SIDE(NOT PUEBLO WEST)
- Bessemer area at night
- BIKE TRAIL BEHIND THE OLD CROSS ROADS ON THE EAST SIDE.
- BIKE TRAILS
- CHEYENNE AVE- NORTH SIDE
- City in general
- Different areas, when the panhandler or homeless are present, the city fountains and at times the HARP area it's only when these individuals demand money.
- downtown
- downtown
- Downtown (4th and Elizabeth area). Also along Fountain creek.
- Downtown after dark. Eastside. Northern Ave. Bessemer. River trail park
- Downtown and Belmont area at hwy 50 and Bonforte street
- Downtown area, East side, Bessemer, parts of Belmont, general public areas like the mall and Walmart
- Downtown at night at gas stations, some parking lots
- DOWNTOWN, 8TH TO ABRIERDE.
- Downtown, Eastside, Bessemer.
- DOWNTOWN, LOWER EASTSIDE
- Downtown....Bus Terminal....Northside McDonalds area populated with addicts, needles etc., rarely see Patrolmen anywhere near there regardless of time of day....walking my dog along my neighborhood in the Eastside and rarely see Patrolmen....
- each area has issues
- East & West side, around the fair grounds when the fair is active
- EAST 4TH STREET
- EAST 4TH STREET AND PORTLAND AREA/ DOWNTOWN.
- East and Bessemer
- East and South side.
- EAST AND WEST SIDE ALONG THE RIVER

Q8a. Where are the specific areas of town that you do not feel safe? (cont.)

- East side
- East side Bessemer, West side, North side, South side
- east side , downtown
- East side, the blocks, Bessemer , Minnequa heights, west side
- East side after dark
- East side after dark
- East Side after dark, Bessemer after dark but not all the time.
- East side and Aberdeen area high drug traffic and crime.
- East side and along Northern Ave, especially at night
- EAST SIDE AND ANYWHERE AFTER 10 PM
- East side and Bessemer
- East side and Bessemer and anywhere in the city at night
- East side and downtown
- East side and downtown
- EAST SIDE AND NEAR THE RIVER WITH HOMELESS CAMPS.
- East side and north walmart/mall area, southside walmart area
- EAST SIDE AND NORTHERN AVE

Q8a. Where are the specific areas of town that you do not feel safe? (cont.)

- EAST SIDE AND PARK TRAILS
- EAST SIDE AND PARKS OF THE WEST SIDE.
- East side and some south side
- East side and South side
- East side and trails
- East side and west side
- East side at night
- East side at night
- East side at night
- east side Bessemer
- East side due to Drive By Shootings and Bessemer because of Noticeable Drug Use outside various businesses. Downtown & Riverbottom because of the homeless.
- EAST SIDE ESPECIALLY NORTHERN AVE
- east side front range river trail
- East side Hudson to Troy
- East side neighborhoods, along Northern Ave and Hwy 50 and Elizabeth business area.
- EAST SIDE OF FOUNTAIN CREEK, SOUTH OF BELMONT, BESSMER, SOUTH OF NORTHERN.
- East side of I-25.
- East side of I-25.
- East side of Pueblo
- East side of Pueblo
- EAST SIDE OF TOWN AND PART OF SOUTH SIDE.
- EAST SIDE PARKING LOTS AFTER DARK
- EAST SIDE SOUTH OF 8TH, PARTS OF BESSEMER.
- East side Bessemer
- East side Bessemer area. Central area of city
- East side projects
- East Side, area around St Mary Corwin, parking lots
- EAST SIDE, BELMONT, WEST SIDE, BESSEMER, SUNSET PLAZA, CITY STREETS, TRAFFIC.
- east side, Bessemer

Q8a. Where are the specific areas of town that you do not feel safe? (cont.)

- east side, Bessemer
- East side, Bessemer (and of course Dog Patch!)
- East side, Bessemer and downtown at night.
- East side, Bessemer, downtown at night.
- East side, Bessemer, and lower west side
- EAST SIDE, BESSEMER, DOWNTOWN
- East side, Bessemer, Lower south side
- East Side, Bessemer, West Side, South Side
- East Side, Big Hill,
- East side, but only by reputation and news accounts of location of crime.
- East side, downtown after dark
- East side, downtown area
- EAST SIDE, DOWNTOWN, PARKS
- EAST SIDE, DOWNTOWN, TRAILS.
- East side, lowes on north side. North side walmart
- EAST SIDE, MALL
- East side, mature center, river area near skate park. Area near Target.
- East side, Mesa Junction, Nature Center parking lot. Runyon Lake area, Lake Minnequa
- east side, midtown area
- EAST SIDE, MOST AREAS ARE NOT SAFE, RUN DOWN, A LOT OF HOMELESS.
- East side, near homeless camps
- EAST SIDE, NORTH SIDE WALMART, AREAS WITH HIGH DRUG ADDICT/HOMELESS POPULATION.
- East side, parts of Bessemer
- east side, pueblo mall
- east side, south side
- east side, southside
- EAST SIDE, WEST 19TH ST
- East side, west side
- East side, west side and Bessemer
- East side, west side and Bessemer
- East side, west side and Bessemer
- East side, West side and some of the south side.

Q8a. Where are the specific areas of town that you do not feel safe? (cont.)

- East side, west side, Bessemer, mesa junction
- East side, west side, Bessemer, anywhere there are homeless, parts of downtown, Central high school area, many parks, many other places
- East side, west side, Bessemer, parts of southside
- East side, West side, Bessemer, River trail, Downtown
- East side, west side, Bessemer, salt creek
- East side, West side, Downtown
- East side, Westside, Salt Creek, Bessemer, and Minnequa.
- East side. My neighbor by Pueblo village apartments. West side. The hotels that are used by the drug addicts
- EAST SIDE-NEVER WILL GO THERE AGAIN
- EAST WEST SIDE AND BESSEMER
- EAST, WEST, SOUTH SIDE, BESSEMER.
- East, west sides of town
- Eastside, ANY parking lots in the evening, downtown especially during the evening.
- Eastside, Bessemer, and downtown areas
- Easy and west sides
- Essentially the whole city. To many homeless roam the streets accosting citizens
- EVERY AREA OF TOWN FEELS UNSAFE
- EVERY AREA OF TOWN.
- Everywhere
- Everywhere
- Everywhere
- Everywhere
- EVERYWHERE ALL THE HOMELESS ALL THE POT SHOPS.
- EVERYWHERE AT NIGHT
- everywhere, anytime
- Far West
- FEELING UNSAFE CAN HAPPEN ANYWHERE IN TOWN, ESPECIALLY ON THE WEST AND EAST SIDE.
- Fountain River
- FROM MIDTOWN ALL THE WAY EAST.
- GOING OUT AT NIGHT TO GROCERY STORES.
- Grocery store and drug store
- GROCERY STORE KING SOOPER, MALL, CLOTHING STORES.
- Grove
- Homeless hangouts
- HWY 50 MCDONALDS HUGE NUMBER OF HOMELESS
- I don't really feel safe in any part of town after dark.

Q8a. Where are the specific areas of town that you do not feel safe? (cont.)

- I live on the east side and it is very unsafe at night and I leave my home every morning for work expecting to come home to a burglarized house.
- I reside on the East Side of town and I feel that there are a lot of people on drugs walking around. I feel unsafe on 4th street near the 7 Eleven area and on 8th street as well. I don't really even go outside my own house because I don't feel safe with people walking around and I don't let my kids play outside alone.
- I would love to go down and walk the Riverwalk that goes next to the river but I'm too scared because the homeless population is outrageous. I feel they need to do something about all these campsites.
- IN PARKING LOTS AT NIGHT.
- In the parking lots of supermarkets.
- Lake Ave. south of the hospital, 4th St. east of Fountain River
- Library, Highway 50, East near the bridge.
- Local businesses along the Fountain River. In Belmont, around the area of Drew Dix Park.
- LOWER EAST SIDE
- LOWER EAST SIDE
- LOWER EAST SIDE
- LOWER EAST SIDE
- LOWER EAST SIDE AT NIGHT
- lower east side lower west side and sometimes downtown by the mineral palace park area the homeless and quite a few druggies and dealers live down here for the most part its okay but there are times when some of the dealers and their gangs come around and get loud and act stupid
- Lower east side of town; 1415 Craig area; Fountain Creek trail; Prairie & Northern Avenue area.
- Lower east side, Bessemer
- LOWER EAST SIDE, West Side
- Lower Eastside, Westside, parks
- LOWER INCOME AREAS
- MAINLY AT NIGHT AROUND UNION ST
- mall after dark
- MALL, PARKS, TAKING A WALK
- MESA JUNCTION AND EAST SIDE
- Most of the neighbors
- Multiple areas of the city in shopping center parking lots. especially. The amount of drug related pan handling.
- My home
- My home
- My own house in the avenues
- My own neighborhood

Q8a. Where are the specific areas of town that you do not feel safe? (cont.)

- My own neighborhood
- MY OWN NEIGHBORHOOD ON THE EAST SIDE, THE FORGOTTEN ZIP CODE OF PUEBLO.
- NATURE CENTER
- NEAR I-25
- Night time East Side / Bessemer
- NO STREET LIGHTS
- north and Central, River trail system
- NORTHERN AVE/ E 4TH
- northside shopping, south side shopping
- on the east side
- Outside stores even loaf n jugs
- parking lots # night
- Parking lots and street parking where criminals smash windows and grab anything inside or in the trunk.
- parks
- Parks and river areas at night
- Parks and river trail system
- Parts of the east side and parts of Bessemer
- Possibly the lower eastside and maybe some areas of Bessemer. I don't get around much at night but during the day I shop and visit restaurants and friends throughout the city and I feel safe. Also, I feel safe at home. We always take necessary precautions and stay alert.
- Prairie and Northern area,
- PREVALENT PARKING LOTS
- PRIMARILY GROCERY STORES, SHOPPING CENTER PARKING LOTS.
- Public libraries, convenience stores and pharmacy have addicts and homeless people that forcibly make you give them cash
- Pueblo east side
- Pueblo east side
- River trails
- RIVER WALK
- River walk on East side.
- RIVERWALK TRAILS FROM EASTSIDE TO RUHYAN
- SAFETY ANYWHERE AT NIGHT IS AN ISSUE, PARKING LOTS DAY OR NIGHT.
- SEVERAL AREAS, MOSTLY DARK, UNKEMPT AREAS.
- Shopping along Hwy 50, anywhere on the Eastside, downtown near homeless shelter; Bessemer area
- SHOPPING AREA PARKING LOTS.
- South and east side of Pueblo
- South and east side of Pueblo

Q8a. Where are the specific areas of town that you do not feel safe? (cont.)

- south of hwy 50
- SOUTH OF I-25, STREET LIGHTS ARE NOT BRIGHT.
- SOUTH PUEBLO
- South side shopping areas at night.
- Southside
- STRAY DOGS/OFF LEASH DOGS
- STREET/BUS DEPOT
- THE APARTMENTS WHERE I LIVE. MY MOM'S INTERSECTION. DOWNTOWN. WALMART PARKING LOT. KING SOOPERS PARKING LOT.
- The bike/ walking trail that needs to be cleaned up, repaired regularly and a show of police on bikes, especially the over grown areas.
- The City's East side
- The east side has a problem
- The east side of Pueblo is an issue for me because of the crime, however, anywhere in the city at night you need to be on your toes. I do not go out at night like I used to.
- The East side, Bessemer, Neighborhood around Central.
- The east side, Bessemer, the North side near K-mart, although that has gotten better recently. I live in University Park, and would love to have some police patrols at night as cameras have caught criminals circulating the area to break into cars, etc. I live across from the University Park playground and it is a constant problem with people going there at all hours of the night to party, parking in front of my home at all hours. I've had to call the police several times every year to report these issues. When people park in front of my home at 3:00 a.m. as an example, I don't know if they are there to break into my home or what they are doing. I believe police actually need to patrol every neighborhood at night; this would prevent much crime. Also, the Parks and Recreation department needs to make it known that there is a curfew in all parks between 10:00 p.m. and 6:00 a.m. and keep reminding people as best they can through media and on their website. Those of us who live near parks understand how important this is. I've personally tried to tell people creating loud disturbances in the playground that also have sounded as if they are vandalizing the equipment that I have called police to get them to stop, but no longer do that considering it could be a threat to my safety. The times I have called in the last year, the police arrive in a timely fashion, that has not been the case in the past. I also want to add something that bothers me greatly about the way the Police Department operates. I am a landlord to 9 tenants, and deal with tenant situations sometimes, and the police advise me to come in to file reports. The staff at the windows who take these reports generally are rude. No one ever shows up to help, and I've had to sit there for hours sometimes, only to be told at 5:00 pm they are closing, waiting to see a police officer. Many citizens experience minor police issues, and while I understand the need to prioritize, there needs to be staff AT THE POLICE DEPARTMENT itself that only handles minor problems; you shouldn't have to wait for an officer to arrive. The last issue I had was with a handyman who threatened me which I had a video of, and when I called I was told to come in. I sat there for 3 1/2 hours until 5:00 p.m., then was told an officer would contact me. It wasn't until 8:00 p.m. that night the police finally arrived at my home. Again, there should be a staff to deal with these issues who do not go out on patrols; they should be there to help those like myself deal with issues like mine, which by the way was threatening to my health and safety.

Q8a. Where are the specific areas of town that you do not feel safe? (cont.)

- The known drug house areas through out the Pueblo area one right across the street that neighbors as well as myself have called in and reported.
- the malls and shopping areas
- The river trail, The Nature Center, At night when coming out of grocery stores, All the homeless that seem to gather and act as if they re owed everything and not have to earn it like the rest of us who earn a living and are law abiding citizens, the lower East side, etc.
- The south and east side.
- The trail that goes through town.
- THERE ARE AREAS ALL OVER THE CITY WHERE I DO NOT FEEL SAFE.
- THROUGHOUT PUEBLO
- TRAILS, POOR RUN DOWN NEIGHBORHOODS, WAY TOO MANY ABANDONED OLD BOARDED UP HOUSES AND BUSINESSES.
- UPP EAST SIDE BRADFORD PARK READING
- WALKING AROUND THE RIVER ANYWHERE
- Walmart grocery store parking lot at night.
- Walmart parking lots
- Walmart, the mall, grocery stores, parking lots , parks
- Walmart, Walgreens, Safeway, Kings Soopers, Pueblo Mall
- WEST 13TH ST
- You get harassed by drug addicts & scum panhandling every time one goes to the grocery store or other places in this cesspool of A town. It was nice here once till drugs were legalized in this scummy State!

Q8b. Why do you not feel safe there?

- 2 CARS OF MINE STOLEN, MY MOM'S AND MY APARTMENT WHERE I LIVE. POLICE CHASING SOMEONE TOOK OUT MY CAR AND MY TEETH AND NOONE DOES ANYTHING ABOUT IT. STOP SIGN BY MY MOM'S HOUSE IS 100 PERCENT OF THE TIME IGNORED AND I'VE SEEN 2 CLOSE CALLS WITH KIDS ON GO CARTS AT NIGHT IN DARK CLOTHES ALMOST GET HIT. JUST PEOPLE IN GENERAL BEING STUPID.
- A LOT OF ADDICTS AND THIEVES, CRAZZIES.
- A lot of foot traffic, drugs, violence, graffiti, and crime. We lived in Bessemer for two years, too much theft, we moved.
- A LOT OF GANG AND CRIMINAL ACTIVITY, AND PANHANDLING.
- A LOT OF HOMELESS
- A lot of homeless people & crime
- A lot of homeless people and drug users in those areas/places. Albertsons parking lot is a hot spot for drug deals
- A lot of people outside in that area after dark
- A LOT OF SHOOTINGS AND DRUGS.
- A LOT OF STUFF GOES ON THERE.
- all the homeless the panhandlers amount of people just walking around with backpacks looking in cars and following people
- AMOUNT OF CRIME
- Amount of foot traffic
- Amount of shootings int area
- Anything could happen. I am an elderly woman and even a public place is not safe
- Apparently, catching criminals who smash windows and grab anything inside or in the trunk is a low priority. Increasing revenue from speed traps is more important.
- appears to be run down
- Approached by people asking for money. Just not sure what they are capable of or if they'll do you harm.
- BAD EXPERIENCE, DID PARTICIPATE IN NEEDLE CLEAN UP AND NEIGHBORS WERE SUPPORTIVE.
- Bars, shady characters out at all hours, run-down homes showing lack of pride
- Because people are drinking and using marijuana and not making safe decisions
- Because plenty of street people are out, and people are getting mugged when we go get groceries
- Because residents around these drug houses get broken into many of my neighbors have had break ins, attempts have been made to break into my home items have been stolen from my back yard clothing and boots were found on the side of my home I had security lights installed. During the day neighbors and myself have watched those high on drugs dancing around the neighborhood.
- Because that's where the most crime seems to be reported, particularly violence to others, maybe gang? Or drugs?

Q8b. Why do you not feel safe there? (cont.)

- Because the police don't do anything. For example, my friend was choked out by her step father and when the police arrived, they did not arrest the step father because they said it wasn't a violent enough crime to arrest him.
- Because there is so much crime there, as I read in the Chieftain
- Because they're high crime areas
- BECAUSE YOU ARE NOT IN YOUR HOUSE.
- BEING ACCOSTED BY BEGGARS.
- BESSEMER AT NIGHT
- BESSEMER, HOUSLEMEN, NOT ENOUGH POLICE PRESENCE.
- BESSEMER, SOUTH SIDE
- Blatant drug and prostitution activities; aggressive homeless and panhandling individuals; gang activity.
- Boarded up buildings. Types of individuals. Gang type people in stores and driving around.
- BOOGY PEOPLE THUGS
- Bullets and drugs
- Bums & drugs
- can not go to a store without someone begging. Any store, homeless everywhere.
- Can't walk and enjoy too much trash and too many homeless.
- constantly seeing drug deals on the streets. constantly seeing people walking down the streets and always looking in garages, cars, etc. constantly seeing people visibly 'casing' neighborhoods.
- Crime
- Crime
- Crime
- Crime and drugs
- crime and homeless people
- Crime and homeless prey there
- Crime and shootings
- CRIME EVERYWHERE
- Crime is higher
- CRIME IS RAMPANT, GETTING WORSE BY THE DAY.
- Crime on east side, gang activity. Downtown homeless people
- Crime rate
- CRIME RATE, GANGS, POVERTY, CITY TRAFFIC, SPEEDING AND CARELESS DRIVING.
- crime rate, homeless, drug use, encounters with unpleasant people. needles on ground.
- CRIME RATE, PEOPLE WHO LIVE THERE.
- crime rate, presence of thugs
- CRIME RATES AND HOMELESS POPULATIONS.
- crime reported on news

Q8b. Why do you not feel safe there? (cont.)

- crime seems to be higher in that area
- CRIME, CRIME, CRIME
- Crime, drugs
- CRIME, DRUGS AND HOMELESS POPULATION
- crime, drugs, no law enforcement
- CRIME, GANGS, AUTO THEFTS
- CRIME, GANGS, DRUG ACTIVITY
- CRIME, HOMICIDES
- crime, shootings, homeless people
- CRIME/REPUTATION
- CRIME/THEFT/VIOLENCE
- CRIMINAL ACTIVITY AND SHOOTINGS
- CURRENT AND OLD PATIENTS HANG AROUND THAT AREA DAY AND NIGHT.
- Dark, no police patrol
- DARK-TYPE OF PEOPLE HANGING AROUND.
- Day and night, people walking the streets selling stuff to passing vehicles.
- DRUG DEALERS SHOULD BE MORE WATCHED WHERE CARS GO MORE THEN THE MILK BARN.
- Drug dealing. Homeless.
- Drug Use & Homelessness.
- Drug use going on in this area. Very trashy!
- DRUGS
- Drugs and gangs
- Drugs and gangs
- DRUGS AND HOMELESS
- drugs, addicts, property crime, gangs
- Due to drug crimes
- East side- history of violent incidences, Hwy 50 and Elizabeth all of the solicitors and panhandlers.
- Economic downtown area, know for gang activity.
- EVERYWHERE
- EVIDENCE OF DRUG USAGE.
- FEEL IT IS UNSAFE TO GO ANYWHERE AT NIGHT. ALWAYS WORRIED ABOUT CAR GETTING BROKEN INTO.
- FIGHTS AND GANGS, HOMELESS.
- Frequent reports of crime, car theft, etc.
- FREQUENTLY APPROACHED BY THOSE ASKING FOR MONEY OR OTHER ASSISTANCE. MANY GO DOOR TO DOOR ASKING FOR WORK, I FEEL LIKE THEY HAVE A HIDDEN AGENDA.

Q8b. Why do you not feel safe there? (cont.)

- From listening to the news on radio and tv and reading the newspaper, I get the message that it would not be wise to walk through those two neighborhoods at night. I seldom have reason to be in the eastside so perhaps I am misjudging the neighborhood.
- GANG ACTIVITY
- GANG ACTIVITY
- GANG ACTIVITY
- Gang activity and violence
- Gang activity, drugs, etc.
- GANG ACTIVITY, HOMELESS POPULATION, PEOPLE APPROACHING FOR MONEY.
- gang activity. Marijuana shops. This was the worst thing the city did
- Gang activity. I also worry about being robbed where I live, 2200 blk of Elizabeth.
- GANG AND DRUG PROBLEMS
- GANG MEMBERS
- gang violence and history/reputation
- Gangs
- Gangs and bad people
- GANGS AND CRIME
- gangs and drugs
- gangs and drugs
- Gangs and vagrants and druggies
- Gangs and violence
- GANGS, CRIME, DRUGS, VIOLENCE.
- GANGS, CRIMINAL ACTIVITY SEEMS HIGH
- gangs, drive by's, homeless
- GANGS, DRUGS, AND PANHANDLERS.
- GANGS, DRUGS, ASSAULTS.
- Gangs, drugs, auto theft, shootings,
- Gangs, drugs, crime, homeless
- Gangs, drugs, unkempt properties abound
- Gangs, homeless
- Gangs, homeless
- Gangs, homeless

Q8b. Why do you not feel safe there? (cont.)

- Gangs, Homeless people and Junkies
- gangs, homeless, panhandling
- GANGS, SHOOTINGS ON EAST SIDE. MALL-TOO MANY ATTEMPTED CHILDREN AND WOMEN KIDNAPPINGS.
- Gangs, thief's, drug dealers
- Gangs, violence, drug use.
- General appearance and history of crimes.
- Generational poverty given rise to a continually eroding quality of life leading to the perception of higher crime rates and unsafe community.
- Graffiti, drug use, gang members walking and driving around, homeless demanding handouts
- GUN SHOTS GETTING CLOSER, WITHIN A HALF BLOCK, DRUG DEALS DAY AND NIGHT, HOMELESS WANDERING AROUND YELLING AND HITTING MAILBOXES, ASKING FOR MONEY, CIGARETTES, LOOKING IN CAR WINDOWS, HELP THESE PEOPLE.
- Gun shots homeless
- Have lived on the east side for 20 years and do not hardly see any police officers patrolling. If you do see police officers they are already going to a call.
- Have to be aware at all times and need to arm oneself.
- High crime
- High crime areas, high homeless population areas, traffic laws with pedestrians
- High crime rate . Buglers car jackers
- Drug attics . High homeless population car break ins
- High crime reports Never do I see police just cruising around or even in the area unless radar traps Patrol the parks become a part of the community not just oh there's the cops
- High Crime, drug use, homeless
- High crime, iv drug paraphernalia
- High Crime's and to many Shooting's
- High Drug and Violent crime areas as well as many other crimes
- history, reputation, and experience.
- homeless
- homeless
- homeless
- homeless

Q8b. Why do you not feel safe there? (cont.)

- Homeless. Gangs. Illegals.
- HOMELESS AND GANGS.
- Homeless are prevalent everywhere you go. You can't get out of your car, at any part of the day, without being approached, pan handled, or begged. The homeless lay all over the sidewalks and live along the trails so you can't walk safely. There are drug dealers, traffickers, and strong out addicts that are everywhere including walking through your yard. There are several drug houses on every block in the neighborhoods. Your kids, your pets, and your property are always in danger. Used up needles in the parks, on the schoolyards, on the street, on your property. Police are late to respond or even go into those areas.
- homeless cap, trash, debris, used syringes
- Homeless hangout
- Homeless make you feel unsafe.
- homeless people
- homeless people
- Homeless people always around and begging for money. Lots of crime in these areas.
- Homeless people ask for money
- homeless people, crime in the areas, gangs, face-tattoo people walking the streets, no presence of police, large dogs on the loose, low riders, slow drivers scoping the neighborhood, very fast drivers
- HOMELESS PEOPLE, WE NEED TO MOVE THEM OUT.
- Homeless population
- Homeless population
- HOMELESS POPULATION, DRUG USAGE.
- HOMELESS POPULATIONS AND DRUG ACTIVITY.
- HOMELESS TRASH NO EMERGENCY PHONES CAMERAS ETC.
- HOMELESS WITH DRUGS, EAST SIDE GANGS.
- homeless, city looks dumpy, free use of marijuana.
- homeless, they have trash all over
- homelessness
- homelessness, drug addiction and lawlessness prevails after dark.
- HOUSE BROKEN INTO, THEFT NOT ADEQUATELY INVESTIGATED, ABANDONED HOUSES.
- I AM ALONE.
- I am crippled
- I FEEL OPEN TO ATTACK BECAUSE I CANNOT RUN AWAY.
- I FEEL THERE ARE MORE CRIMINALS THERE.
- I have been harassed and panhandled at several of these stores and restaurants. I see gang bangers inside the King Soopers on 29th street. They are all in small gangs with their heads on a swivel. Constantly checking the scene. For the park, I saw a young male exit the park twirling a gun, right out in the open in broad daylight.

Q8b. Why do you not feel safe there? (cont.)

- I have been threatened with physical harm by vagrant wanting cigarettes. I could not provide. Library security says vagrants have a right to be in library and nothing can be done.
- I have heard there are transients and, perhaps, unsavory characters.
- I HEAR RUMORS.
- I WORKED IN A STORE ON THE EAST SIDE.
- I'm not sure I just get a creepy feeling
- incidents have happened day and night while driving through the east side, homeless activity near the mall
- Increase in gun violence, lack of lighting.
- Increase in homeless and vagrants.
- IT IS A HAVEN FOR HOMELESS AND DRUG USERS, STRAY ANIMALS.
- JUST A FEELING AT NIGHT.
- Just feels scary. East side is crazy.
- Just yesterday, after parking at Ritas restaurant, a man ran towards my car yelling 'I'm going to f**king kill you'. Luckily he seemed to walk away. We got out of the car and in the 20 ft to get to the restaurant 2 other guys, who looked homeless? came walking up towards and asked us what we were doing. They were making weird states about 'they're eating burritos! and laughing' as were walking in. They seemed intoxicated. I ride my bike along fountain creek trail and will commonly ride past transients or see needles from drug use along the trail. My wife won't ride there because she doesn't feel safe.
- KILLINGS
- KNOWN DRUG/GANG AREA.
- KNOWN OF PERSONAL ROBBERIES AND VANDALIZING IN PARKING LOTS.
- Lack of concern about the residents by the city
- lack of law enforcement. homeless everywhere.
- Lack of police presence
- Lack of police presence, homeless and vagrants
- LOOSE ANIMALS
- LOTS OF CRIME THERE.
- Lot's of homeless people.
- Lots of shootings
- MAJOR DRUG PROBLEM, TOO MANY PEOPLE WILLING TO DO ANYTHING FOR DRUGS, LACK OF SERVICES AND EMPLOYMENT OPPORTUNITIES THAT WOULD ENCOURAGE POSITIVE AND PRODUCTIVE CITIZENS. LACK OF CRIME ENFORCEMENT.
- MANY HOMELESS PEOPLE AND TRANSIENTS.
- Many people loitering and asking for money.
- Many thefts, drug traffic
- more crime on east side
- MORE REPUTATION THAN PERSONAL EXPERIENCE.
- MORE SHOOTINGS

Q8b. Why do you not feel safe there? (cont.)

- My house has been broken into once in daylight/early evening. Once a break-in was attempted at night, while I was in there asleep-Goodness knows what would have happened if they had succeeded. Once in broad daylight someone stole a board right off the side of my garage. Objects have been stolen from my yard, including keys hidden under a rock and the rock they were under. I found the rock in my neighbor's yard. That neighbor throws objects into my yard, including throwing a heavy wrench at my 10-pound dog's head. The family there has a variable and uncertain number of people living there. One of them came over and demanded money for spraying around after he claimed a stranger in a bar told him I wanted some work done.
- Newspaper police blotter.
- no police enforcement
- No police in the area. No alarm systems to alert anyone needing help, homeless.
- no police patrols
- No police presence
- No security in parking lot.
- NOT COMMON SENSE TO BE OUT AFTER DARK IN THIS ERA.
- Not enough patrol officers.
- Not enough police presence in the neighborhood. Short drive into the Runyon Lake area and not cruising the only 2 Street blocks in the area.
- NOT SURE WHAT THEIR INTENTIONS ARE TOWARD CITIZENS.
- Notable arrests recorded in the paper
- OVERALL ATMOSPHERE, VIOLENCE, CRIME.
- OVERALL CRIME RATE THROUGHOUT THE CITY.
- OVERALL FEELING AND REPUTATION
- Panhandling
- PAST HISTORY
- People hanging around
- People living in condemned houses
- People loitering, pan handling
- PEOPLE LURKING AROUND AND ASKING FOR MONEY.
- People shooting up drugs in broad daylight near fountains and downtown amenities.
- Parks do not have sidewalks which makes it unsafe to walk children due to the traffic. Mineral Palace and City Park is not set up for people. They are set up for cars.
- People who are on drugs seem to be everywhere. Their judgement is impaired and they will break into your house to get their next fix. It is very sad .
- plenty of security personnel
- POLICE ARE ONLY CONCERNED WITH TICKETING SPEEDING DRIVERS AND NOT WITH RESPONSE TIME TO EMERGENCIES.
- Police department unreliable
- police do not respond
- Poverty and gang related areas.

Q8b. Why do you not feel safe there? (cont.)

- PRESENCE OF QUESTIONABLE PEOPLE AND VERY LITTLE POLICE PRESENCE EVER.
- Previous known problems like purse stealing, child or sex trafficking.
- QUALITY OF LIVING IS POOR FROM DRUGS, VAGRANTS, GANGS.
- QUESTIONABLE INDIVIDUALS ROAMING
- RANDOM CRIME
- Recent shootings, car jackings, pan handlers, drug users.
- Reports of crimes-violent at times.
- Reports of previous assaults.
- Reputation
- Reputation and frequent crimes
- Running away drug problem
- See lots of homeless people, just saw police pick up a man and put cuffs on him. Do not go to loaf and jug or Walgreens on Bonforte due to people who go there. Walgreens closed at night due to theft. McDonald worker told me they do not feel safe due to type of people who come to the restaurant at night.
- See people doing drug deals, people racing cars on Queens, people peeking in windows
- Seems to be a high crime area.
- Several incidents of shootings by both criminals and police.
- Shootings, robberies, thefts, assaults, domestic violence
- slums
- So many drug addicted and homeless people asking for money. We need programs to help them
- SO MUCH CRIME
- SOME REAL CHARACTERS WALK UP AND DOWN THE STREETS, OUR HOUSE HAS OUR BACK YARD FACING THE SOCCER COMPLEX AND NOW AND THEN THERE ARE SOME CHARACTERS WALKING AROUND THE COMPLEX-DON'T KNOW HOW CRAZY IT GETS AT NIGHT TIME.
- street people
- The allowed pan handling on every corner of every shopping area during business hours and the amount of people roaming after hours asking for money.
- The city is plagued with drugs and crime. Parks have dirty needles where children are supposed to play. Everyone is suspicious because of the world we live in
- The crime
- the crime is spreading to the South side, where I have lived for the past 15 + years, it used to be safer than most areas, now there is no neighborhood that is immune from theft and violence.
- The crime rate, obviously, for me goes up at night, however, on the east side it is anytime, so I do not drive through there anytime at this point. I do want to point out that there are places on the east side where residents are trying to keep their yards and home up and safe for them. We owe it to them and us to make sure they are safe at they can be.
- The crime, theft, burglary's, drugs, druggies, etc.

Q8b. Why do you not feel safe there? (cont.)

- The criminal elements in the city over time
- The east side and Bessemer have much gang activity and is usually where major crimes occur. The homeless that have now taken refuge along the Fountain, behind McDonald's on Hwy 50, and also near Goodwill, King Soopers and Target stores have made it feel unsafe.
- The homeless and other locals walking and lurking at night.
- the people that live there
- THE RANDOM GLASS, NEEDLES, AN JUNK.
- THE THINGS YOU SEE DRIVING DOWN 4TH STREET ON THE EAST SIDE.
- The type of people that walk and live in the various areas that the trail pass through.
- There are always people standing around trying to ask for money or watching u
- There are WAY too many homeless people who will harass and constantly ask for money, drugs, or alcohol. There is a vacant shop building that they have broken windows out of constantly that must be better maintained or fully boarded up.
- There is a large transient community.
- There is a lot of crime in those areas and the homeless people down town also make it feel unsafe.
- THERE IS LITTLE RESPONSE AND PROACTIVE MEASURES FROM OUR POLICE DEPARTMENT AND CITY OFFICIALS.
- There seems to be an increase in gang and drug activity overall in the city but very visible on those areas, also many homeless activity there.
- There's been a lot of crimes in both sides of town.
- They have a lot of crime and I don't feel safe when on that side of town
- This is where all the crime and shootings take place.
- To many gang activities
- To many gang members and shooting on east side, work near homeless camps many not so good interactions with the homeless.
- to many gang members mostly
- To many gangs and homeless
- to many gangs there fighting each other
- To many homeless people and rift raft
- To many homeless people looking for a fast buck to buy drugs that this city turns a blind eye too. Legalizing Marijuana brought them in in droves. letting criminals out of jail early cause there is no room in jail. They don't want to contribute to society but take from those that do!
- To many homeless roaming at night. Possible drug deals going on,
- To much violence
- TOO DARK
- Too many reported crimes.
- Too many desperate people in need of somewhere to live and help to transition to normal lives. And drivers who ignore traffic rules and speed limits.
- Too many drug users and panhandlers
- TOO MANY DRUGS AND HOMELESS PEOPLE WALKING AROUND.
- TOO MANY GANGS AND DRUGS

Q8b. Why do you not feel safe there? (cont.)

- TOO MANY GANGS, HOMELESS, NO LIGHTING.
- Too many homeless and drug use.
- Too many homeless people walking around the streets looking for things to take from people or break into homes and cars.
- TOO MANY HOMELESS, GANGS, NO PARENT CONTROL.
- TOO MANY HOMELESS, VERY LITTLE POLICE PRESENCE.
- TOO MANY ODD PEOPLE HANG OUT ALL OVER.
- TOO MANY PANHANDLERS ASKING FOR HAND OUTS.
- TOO MANY PEOPLE, ESPECIALLY THIEVES AFTER DARK.
- TOO MANY SHOOTINGS.
- Too many strange people up to no good walking around the area. I have found drug needles in my yard and near my children's schools. People I don't know randomly knock on my front door. I feel like I have to sleep with one eye open because of people trying to steal my property or tag on my property. My car has been broken into and things stolen from my yard.
- Too many vagrants and gang like people hanging around, not enough lights
- Too much crime
- Too much crime
- Too much crime
- Too much crime and gangs.
- Too much crime. Drugs, gunfire, auto theft, burglaries.
- Too much gang activity
- Too much known criminal activities.
- Traffic, and to many homeless walking around talking on cell phones. Renters not keeping yards clean.
- TRANSIENTS AND DRUG POPULATION GROWTH.
- Unsafe to drive they take the right a way, stop in the middle of the street to take to someone and do care if you set behind to move. They make a left hand turn, and turn into the right on come lane, then move into in left lane. I drive a bus and I often said They have their own traffic laws on the East Side and they are not telling the rest of the rest of the city
- UNSHELTERED POPULATIONS ARE NOT BEING SERVED, VIOLENT/DRUG-RELATED/THEFT CRIMES ARE OUT OF CONTROL.
- VANDALIZED TWICE BY NEXT DOOR NEIGHBOR, 18,000 DOLLARS DAMAGE AND EXPECTING MORE.
- VERY UNSAFE TO DRIVE IN THERE NEIGHBORHOODS AND ROADWAYS.
- VIOLENCE, BEGGING, FILTHY PEOPLE AROUND.
- We have seen kids carrying guns and my sister had her car hit by a Molotov cocktail
- What I hear about the East Side.
- You walk the streets of Pueblo? Are you constantly approached by addicts wanting money....so tired of the lack of Police intervention and mere presence and when I do have an issue why is there a message that is on the other end!??? Where is the safety in a 911 voice message?

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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Removal of graffiti	10.6%	36.9%	32.1%	11.5%	3.1%	5.8%
Q9-2. Enforcing codes designed to protect public safety	4.4%	26.3%	36.5%	17.9%	6.5%	8.5%
Q9-3. Enforcing vacant & abandoned building regulations	1.9%	7.3%	22.1%	38.3%	22.1%	8.3%
Q9-4. Enforcing codes relating to animals	3.5%	25.0%	32.5%	20.4%	9.4%	9.2%
Q9-5. Cleanup of litter & debris on private property	2.1%	7.9%	19.2%	37.1%	28.3%	5.4%

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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Removal of graffiti	11.3%	39.2%	34.1%	12.2%	3.3%
Q9-2. Enforcing codes designed to protect public safety	4.8%	28.7%	39.9%	19.6%	7.1%
Q9-3. Enforcing vacant & abandoned building regulations	2.0%	8.0%	24.1%	41.8%	24.1%
Q9-4. Enforcing codes relating to animals	3.9%	27.5%	35.8%	22.5%	10.3%
Q9-5. Cleanup of litter & debris on private property	2.2%	8.4%	20.3%	39.2%	30.0%

Q10. 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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Overall performance of Fire & Emergency Medical Services	33.5%	49.2%	9.4%	0.2%	0.6%	7.1%
Q10-2. Competence of Fire & Emergency Medical Services personnel	35.6%	45.8%	9.8%	0.2%	0.6%	7.9%
Q10-3. Attitude & behavior of Fire & Emergency Medical Services personnel	35.6%	43.8%	9.6%	0.6%	0.8%	9.6%

WITHOUT "DON'T KNOW"

Q10. 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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Overall performance of Fire & Emergency Medical Services	36.1%	52.9%	10.1%	0.2%	0.7%
Q10-2. Competence of Fire & Emergency Medical Services personnel	38.7%	49.8%	10.6%	0.2%	0.7%
Q10-3. Attitude & behavior of Fire & Emergency Medical Services personnel	39.4%	48.4%	10.6%	0.7%	0.9%

Q11. 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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Maintenance of City parks	12.7%	50.2%	19.4%	11.9%	2.9%	2.9%
Q11-2. Number of City parks	15.8%	50.4%	19.4%	7.5%	2.7%	4.2%
Q11-3. Location of City parks	16.3%	51.7%	22.9%	4.2%	1.0%	4.0%
Q11-4. Number of walking & biking trails	12.9%	44.0%	23.1%	10.4%	2.9%	6.7%
Q11-5. Quality of outdoor athletic fields	10.0%	42.3%	24.4%	8.1%	1.9%	13.3%
Q11-6. Number of outdoor athletic fields	8.8%	40.8%	26.0%	9.4%	1.9%	13.1%
Q11-7. Availability of information about City parks & recreation programs	8.1%	33.1%	29.8%	17.3%	3.3%	8.3%
Q11-8. City's youth recreation programs	7.3%	25.8%	30.0%	12.3%	4.8%	19.8%
Q11-9. City's adult recreation programs	5.4%	24.4%	32.1%	13.8%	3.3%	21.0%
Q11-10. City special events & festivals	12.3%	44.2%	25.2%	9.4%	3.5%	5.4%
Q11-11. Elmwood Golf Course	11.7%	25.8%	24.2%	2.5%	0.4%	35.4%
Q11-12. Walking Stick Golf Course	11.0%	24.6%	24.8%	1.7%	0.4%	37.5%
Q11-13. Aquatic programs	5.8%	17.3%	30.4%	11.7%	3.8%	31.0%
Q11-14. Ice arena	10.4%	27.5%	26.9%	3.1%	1.0%	31.0%
Q11-15. diversity of recreation programs	7.1%	22.3%	32.7%	10.2%	4.6%	23.1%
Q11-16. Motorsports activities	3.8%	13.1%	32.3%	7.1%	4.2%	39.6%

WITHOUT "DON'T KNOW"

Q11. 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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Maintenance of City parks	13.1%	51.7%	20.0%	12.2%	3.0%
Q11-2. Number of City parks	16.5%	52.6%	20.2%	7.8%	2.8%
Q11-3. Location of City parks	16.9%	53.8%	23.9%	4.3%	1.1%
Q11-4. Number of walking & biking trails	13.8%	47.1%	24.8%	11.2%	3.1%
Q11-5. Quality of outdoor athletic fields	11.5%	48.8%	28.1%	9.4%	2.2%
Q11-6. Number of outdoor athletic fields	10.1%	47.0%	30.0%	10.8%	2.2%
Q11-7. Availability of information about City parks & recreation programs	8.9%	36.1%	32.5%	18.9%	3.6%
Q11-8. City's youth recreation programs	9.1%	32.2%	37.4%	15.3%	6.0%
Q11-9. City's adult recreation programs	6.9%	30.9%	40.6%	17.4%	4.2%
Q11-10. City special events & festivals	13.0%	46.7%	26.7%	9.9%	3.7%
Q11-11. Elmwood Golf Course	18.1%	40.0%	37.4%	3.9%	0.6%
Q11-12. Walking Stick Golf Course	17.7%	39.3%	39.7%	2.7%	0.7%
Q11-13. Aquatic programs	8.5%	25.1%	44.1%	16.9%	5.4%
Q11-14. Ice arena	15.1%	39.9%	39.0%	4.5%	1.5%
Q11-15. diversity of recreation programs	9.2%	29.0%	42.5%	13.3%	6.0%
Q11-16. Motorsports activities	6.2%	21.7%	53.4%	11.7%	6.9%

Q12. Which THREE of the Parks and Recreation items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q12. Top choice	Number	Percent
Maintenance of City parks	124	25.8 %
Number of City parks	14	2.9 %
Location of City parks	4	0.8 %
Number of walking & biking trails	43	9.0 %
Quality of outdoor athletic fields	10	2.1 %
Number of outdoor athletic fields	8	1.7 %
Availability of information about City parks & recreation programs	38	7.9 %
City's youth recreation programs	53	11.0 %
City's adult recreation programs	18	3.8 %
City special events & festivals	21	4.4 %
Elmwood Golf Course	3	0.6 %
Walking Stick Golf Course	1	0.2 %
Aquatic programs	15	3.1 %
Ice arena	3	0.6 %
diversity of recreation programs	17	3.5 %
Motorsports activities	14	2.9 %
None chosen	94	19.6 %
Total	480	100.0 %

Q12. Which THREE of the Parks and Recreation items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q12. 2nd choice	Number	Percent
Maintenance of City parks	47	9.8 %
Number of City parks	11	2.3 %
Location of City parks	9	1.9 %
Number of walking & biking trails	37	7.7 %
Quality of outdoor athletic fields	23	4.8 %
Number of outdoor athletic fields	8	1.7 %
Availability of information about City parks & recreation programs	47	9.8 %
City's youth recreation programs	53	11.0 %
City's adult recreation programs	26	5.4 %
City special events & festivals	42	8.8 %
Elmwood Golf Course	5	1.0 %
Walking Stick Golf Course	2	0.4 %
Aquatic programs	8	1.7 %
Ice arena	6	1.3 %
diversity of recreation programs	32	6.7 %
Motorsports activities	2	0.4 %
None chosen	122	25.4 %
Total	480	100.0 %

Q12. Which THREE of the Parks and Recreation items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q12. 3rd choice	Number	Percent
Maintenance of City parks	26	5.4 %
Number of City parks	14	2.9 %
Location of City parks	7	1.5 %
Number of walking & biking trails	30	6.3 %
Quality of outdoor athletic fields	11	2.3 %
Number of outdoor athletic fields	5	1.0 %
Availability of information about City parks & recreation programs	32	6.7 %
City's youth recreation programs	44	9.2 %
City's adult recreation programs	31	6.5 %
City special events & festivals	32	6.7 %
Elmwood Golf Course	6	1.3 %
Walking Stick Golf Course	3	0.6 %
Aquatic programs	30	6.3 %
Ice arena	4	0.8 %
diversity of recreation programs	39	8.1 %
Motorsports activities	16	3.3 %
None chosen	150	31.3 %
Total	480	100.0 %

SUM OF TOP 3 CHOICES

Q12. Which THREE of the Parks and Recreation items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q12. Sum of top 3 choices	Number	Percent
Maintenance of City parks	197	41.0 %
Number of City parks	39	8.1 %
Location of City parks	20	4.2 %
Number of walking & biking trails	110	22.9 %
Quality of outdoor athletic fields	44	9.2 %
Number of outdoor athletic fields	21	4.4 %
Availability of information about City parks & recreation programs	117	24.4 %
City's youth recreation programs	150	31.3 %
City's adult recreation programs	75	15.6 %
City special events & festivals	95	19.8 %
Elmwood Golf Course	14	2.9 %
Walking Stick Golf Course	6	1.3 %
Aquatic programs	53	11.0 %
Ice arena	13	2.7 %
diversity of recreation programs	88	18.3 %
Motorsports activities	32	6.7 %
None chosen	94	19.6 %
Total	1168	

Q13. 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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Drainage of rainwater off City streets	4.6%	32.1%	26.7%	24.2%	8.3%	4.2%
Q13-2. Drainage of rainwater off properties next to your residence	11.5%	42.9%	22.5%	12.1%	6.3%	4.8%
Q13-3. Responsiveness to calls for emergency sewer service for sewer stops	3.8%	18.8%	30.2%	5.4%	2.3%	39.6%

WITHOUT "DON'T KNOW"

Q13. 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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Drainage of rainwater off City streets	4.8%	33.5%	27.8%	25.2%	8.7%
Q13-2. Drainage of rainwater off properties next to your residence	12.0%	45.1%	23.6%	12.7%	6.6%
Q13-3. Responsiveness to calls for emergency sewer service for sewer stops	6.2%	31.0%	50.0%	9.0%	3.8%

Q14. 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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Maintenance of major City streets	1.3%	19.0%	16.7%	31.0%	29.8%	2.3%
Q14-2. Timing of traffic signals	4.4%	30.0%	29.0%	21.7%	12.7%	2.3%
Q14-3. Maintenance of street signs/pavement markings	3.8%	34.6%	29.0%	19.2%	11.5%	2.1%
Q14-4. Demolition of vacant structures in dangerous building inventory	0.8%	7.1%	20.2%	35.2%	24.2%	12.5%
Q14-5. Overall cleanliness of City streets & other public areas	2.7%	19.4%	27.9%	30.8%	16.7%	2.5%
Q14-6. Adequacy of City street lighting	4.2%	40.2%	27.5%	16.5%	9.4%	2.3%
Q14-7. Condition of City sidewalks	1.9%	26.9%	29.6%	27.1%	12.5%	2.1%
Q14-8. Availability of sidewalks in City	4.0%	35.8%	34.8%	12.9%	8.8%	3.8%
Q14-9. Landscaping & appearance of public areas along City streets	5.4%	36.9%	28.1%	17.5%	10.0%	2.1%
Q14-10. Street sweeping service	7.3%	38.8%	26.7%	13.8%	8.1%	5.4%

WITHOUT "DON'T KNOW"**Q14. 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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Maintenance of major City streets	1.3%	19.4%	17.1%	31.8%	30.5%
Q14-2. Timing of traffic signals	4.5%	30.7%	29.6%	22.2%	13.0%
Q14-3. Maintenance of street signs/pavement markings	3.8%	35.3%	29.6%	19.6%	11.7%
Q14-4. Demolition of vacant structures in dangerous building inventory	1.0%	8.1%	23.1%	40.2%	27.6%
Q14-5. Overall cleanliness of City streets & other public areas	2.8%	19.9%	28.6%	31.6%	17.1%
Q14-6. Adequacy of City street lighting	4.3%	41.2%	28.1%	16.8%	9.6%
Q14-7. Condition of City sidewalks	1.9%	27.4%	30.2%	27.7%	12.8%
Q14-8. Availability of sidewalks in City	4.1%	37.2%	36.1%	13.4%	9.1%
Q14-9. Landscaping & appearance of public areas along City streets	5.5%	37.7%	28.7%	17.9%	10.2%
Q14-10. Street sweeping service	7.7%	41.0%	28.2%	14.5%	8.6%

Q15. Which THREE of the Maintenance/Public Works items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q15. Top choice	Number	Percent
Maintenance of major City streets	247	51.5 %
Timing of traffic signals	34	7.1 %
Maintenance of street signs/pavement markings	14	2.9 %
Demolition of vacant structures in dangerous building inventory	46	9.6 %
Overall cleanliness of City streets & other public areas	36	7.5 %
Adequacy of City street lighting	14	2.9 %
Condition of City sidewalks	13	2.7 %
Availability of sidewalks in City	8	1.7 %
Landscaping & appearance of public areas along City streets	12	2.5 %
Street sweeping service	8	1.7 %
None chosen	48	10.0 %
Total	480	100.0 %

Q15. Which THREE of the Maintenance/Public Works items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q15. 2nd choice	Number	Percent
Maintenance of major City streets	43	9.0 %
Timing of traffic signals	53	11.0 %
Maintenance of street signs/pavement markings	37	7.7 %
Demolition of vacant structures in dangerous building inventory	101	21.0 %
Overall cleanliness of City streets & other public areas	85	17.7 %
Adequacy of City street lighting	22	4.6 %
Condition of City sidewalks	31	6.5 %
Availability of sidewalks in City	10	2.1 %
Landscaping & appearance of public areas along City streets	22	4.6 %
Street sweeping service	6	1.3 %
None chosen	70	14.6 %
Total	480	100.0 %

Q15. Which THREE of the Maintenance/Public Works items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q15. 3rd choice	Number	Percent
Maintenance of major City streets	15	3.1 %
Timing of traffic signals	31	6.5 %
Maintenance of street signs/pavement markings	20	4.2 %
Demolition of vacant structures in dangerous building inventory	54	11.3 %
Overall cleanliness of City streets & other public areas	79	16.5 %
Adequacy of City street lighting	34	7.1 %
Condition of City sidewalks	52	10.8 %
Availability of sidewalks in City	18	3.8 %
Landscaping & appearance of public areas along City streets	53	11.0 %
Street sweeping service	25	5.2 %
None chosen	99	20.6 %
Total	480	100.0 %

SUM OF TOP 3 CHOICES

Q15. Which THREE of the Maintenance/Public Works items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q15. Sum of top 3 choices	Number	Percent
Maintenance of major City streets	305	63.5 %
Timing of traffic signals	118	24.6 %
Maintenance of street signs/pavement markings	71	14.8 %
Demolition of vacant structures in dangerous building inventory	201	41.9 %
Overall cleanliness of City streets & other public areas	200	41.7 %
Adequacy of City street lighting	70	14.6 %
Condition of City sidewalks	96	20.0 %
Availability of sidewalks in City	36	7.5 %
Landscaping & appearance of public areas along City streets	87	18.1 %
Street sweeping service	39	8.1 %
None chosen	48	10.0 %
Total	1271	

Q16. 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=480)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q16-1. I consider Pueblo Memorial Airport when booking a ticket	10.0%	18.5%	16.3%	21.9%	17.3%	16.0%
Q16-2. I'm aware that United Airlines branded service is offered from Pueblo Memorial Airport	18.3%	31.7%	15.2%	7.7%	5.8%	21.3%
Q16-3. I consider drive time & cost to drive to Colorado Springs & Denver when purchasing airline tickets	26.9%	37.9%	13.5%	4.6%	4.0%	13.1%
Q16-4. I will drive to Colorado Springs Airport to save any amount of money, if ticket is cheaper	26.5%	32.3%	14.8%	11.3%	4.2%	11.0%
Q16-5. I will drive to Denver International Airport to save any amount of money, if ticket is cheaper	17.3%	21.5%	19.4%	20.8%	10.4%	10.6%

WITHOUT "DON'T KNOW"

Q16. 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=480)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q16-1. I consider Pueblo Memorial Airport when booking a ticket	11.9%	22.1%	19.4%	26.1%	20.6%
Q16-2. I'm aware that United Airlines branded service is offered from Pueblo Memorial Airport	23.3%	40.2%	19.3%	9.8%	7.4%
Q16-3. I consider drive time & cost to drive to Colorado Springs & Denver when purchasing airline tickets	30.9%	43.6%	15.6%	5.3%	4.6%
Q16-4. I will drive to Colorado Springs Airport to save any amount of money, if ticket is cheaper	29.7%	36.3%	16.6%	12.6%	4.7%
Q16-5. I will drive to Denver International Airport to save any amount of money, if ticket is cheaper	19.3%	24.0%	21.7%	23.3%	11.7%

Q17. 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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Overall satisfaction of leadership provided by Mayor	5.4%	22.5%	33.5%	10.6%	11.0%	16.9%
Q17-2. Overall satisfaction of leadership provided by City Council	2.9%	16.7%	30.6%	25.4%	14.2%	10.2%
Q17-3. Overall effectiveness of appointed boards & commissions	2.3%	16.9%	34.2%	20.4%	11.5%	14.8%
Q17-4. Overall effectiveness of economic development efforts	2.1%	16.9%	27.1%	23.8%	19.8%	10.4%

WITHOUT "DON'T KNOW"

Q17. 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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Overall satisfaction of leadership provided by Mayor	6.5%	27.1%	40.4%	12.8%	13.3%
Q17-2. Overall satisfaction of leadership provided by City Council	3.2%	18.6%	34.1%	28.3%	15.8%
Q17-3. Overall effectiveness of appointed boards & commissions	2.7%	19.8%	40.1%	24.0%	13.4%
Q17-4. Overall effectiveness of economic development efforts	2.3%	18.8%	30.2%	26.5%	22.1%

Q18. 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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Satisfaction with communication from Mayor	5.0%	18.5%	34.2%	15.2%	12.9%	14.2%
Q18-2. Availability of information about City programs & services	3.1%	21.5%	34.8%	22.3%	9.6%	8.8%
Q18-3. City efforts to keep you informed about local issues	2.9%	20.6%	32.7%	26.5%	10.0%	7.3%
Q18-4. How open City is to public involvement & input from residents	3.1%	14.0%	34.6%	23.3%	11.7%	13.3%
Q18-5. Quality of programming on City's cable television channel (Channel 17)	1.5%	15.4%	27.9%	5.8%	6.3%	43.1%
Q18-6. Quality of City's web page	2.9%	20.8%	31.9%	7.7%	4.0%	32.7%
Q18-7. City communications on Facebook & Twitter	2.1%	10.0%	31.0%	5.4%	4.2%	47.3%

WITHOUT "DON'T KNOW"**Q18. 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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Satisfaction with communication from Mayor	5.8%	21.6%	39.8%	17.7%	15.0%
Q18-2. Availability of information about City programs & services	3.4%	23.5%	38.1%	24.4%	10.5%
Q18-3. City efforts to keep you informed about local issues	3.1%	22.2%	35.3%	28.5%	10.8%
Q18-4. How open City is to public involvement & input from residents	3.6%	16.1%	39.9%	26.9%	13.5%
Q18-5. Quality of programming on City's cable television channel (Channel 17)	2.6%	27.1%	49.1%	10.3%	11.0%
Q18-6. Quality of City's web page	4.3%	31.0%	47.4%	11.5%	5.9%
Q18-7. City communications on Facebook & Twitter	4.0%	19.0%	58.9%	10.3%	7.9%

Q19. Have you contacted the city during the past year?

<u>Q19. Have you contacted City during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	147	30.6 %
No	333	69.4 %
Total	480	100.0 %

Q19a. 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=147)

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Seldom</u>	<u>Never</u>	<u>Don't know</u>
Q19a-1. Staff was courteous & polite	24.5%	43.5%	21.1%	4.8%	4.1%	2.0%
Q19a-2. Staff gave prompt, accurate, & complete answers to questions	21.1%	40.1%	20.4%	10.2%	5.4%	2.7%
Q19a-3. Staff was timely in their response	18.4%	34.0%	27.9%	10.9%	5.4%	3.4%
Q19a-4. Staff worked with me to resolve my issue	17.7%	33.3%	23.8%	9.5%	8.2%	7.5%
Q19a-5. Staff was consistent in their interpretation of code	9.5%	36.7%	16.3%	16.3%	4.8%	16.3%
Q19a-6. It was easy to contact the person I needed	10.9%	28.6%	30.6%	15.0%	11.6%	3.4%
Q19a-7. Services were provided at a time that was accommodating to my schedule	8.2%	31.3%	23.1%	10.9%	10.2%	16.3%
Q19a-8. Treatment received was unbiased	19.0%	32.0%	18.4%	8.8%	8.8%	12.9%

WITHOUT "DON'T KNOW"

Q19a. 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=147)

	Always	Usually	Sometimes	Seldom	Never
Q19a-1. Staff was courteous & polite	25.0%	44.4%	21.5%	4.9%	4.2%
Q19a-2. Staff gave prompt, accurate, & complete answers to questions	21.7%	41.3%	21.0%	10.5%	5.6%
Q19a-3. Staff was timely in their response	19.0%	35.2%	28.9%	11.3%	5.6%
Q19a-4. Staff worked with me to resolve my issue	19.1%	36.0%	25.7%	10.3%	8.8%
Q19a-5. Staff was consistent in their interpretation of code	11.4%	43.9%	19.5%	19.5%	5.7%
Q19a-6. It was easy to contact the person I needed	11.3%	29.6%	31.7%	15.5%	12.0%
Q19a-7. Services were provided at a time that was accommodating to my schedule	9.8%	37.4%	27.6%	13.0%	12.2%
Q19a-8. Treatment received was unbiased	21.9%	36.7%	21.1%	10.2%	10.2%

Q20. 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=480)

	Very important	Somewhat important	Not sure	Not important	Not provided
Q20-1. Sense of community	53.1%	31.9%	5.6%	5.2%	4.2%
Q20-2. Quality of public education	66.3%	17.1%	5.0%	7.7%	4.0%
Q20-3. Employment opportunities	70.0%	15.8%	4.4%	6.0%	3.8%
Q20-4. Affordability of housing	76.5%	16.5%	2.5%	1.3%	3.3%
Q20-5. Quality of housing	72.7%	19.2%	3.1%	1.5%	3.5%
Q20-6. Access to quality shopping	52.5%	34.8%	4.6%	4.2%	4.0%
Q20-7. Proximity to family or friends	48.8%	30.6%	4.6%	12.5%	3.5%
Q20-8. Safety & security	80.8%	12.1%	2.9%	0.2%	4.0%
Q20-9. Accessibility to airport & other communities	30.6%	40.4%	9.8%	15.6%	3.5%
Q20-10. Educational opportunities for preschool age children	47.7%	18.3%	9.4%	18.8%	5.8%
Q20-11. Quality health care	75.4%	15.8%	3.1%	1.5%	4.2%
Q20-12. Public transportation (bus)	31.9%	27.7%	10.6%	24.2%	5.6%
Q20-13. Opportunities and/or resources for senior citizens	47.5%	28.3%	10.0%	9.6%	4.6%

WITHOUT "NOT PROVIDED"

Q20. 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. (without "not provided")

(N=480)

	Very important	Somewhat important	Not sure	Not important
Q20-1. Sense of community	55.4%	33.3%	5.9%	5.4%
Q20-2. Quality of public education	69.0%	17.8%	5.2%	8.0%
Q20-3. Employment opportunities	72.7%	16.5%	4.5%	6.3%
Q20-4. Affordability of housing	79.1%	17.0%	2.6%	1.3%
Q20-5. Quality of housing	75.4%	19.9%	3.2%	1.5%
Q20-6. Access to quality shopping	54.7%	36.2%	4.8%	4.3%
Q20-7. Proximity to family or friends	50.5%	31.7%	4.8%	13.0%
Q20-8. Safety & security	84.2%	12.6%	3.0%	0.2%
Q20-9. Accessibility to airport & other communities	31.7%	41.9%	10.2%	16.2%
Q20-10. Educational opportunities for preschool age children	50.7%	19.5%	10.0%	19.9%
Q20-11. Quality health care	78.7%	16.5%	3.3%	1.5%
Q20-12. Public transportation (bus)	33.8%	29.4%	11.3%	25.6%
Q20-13. Opportunities and/or resources for senior citizens	49.8%	29.7%	10.5%	10.0%

Q20. Please indicate if your needs are being met in Pueblo.

(N=480)

	Yes	No	Not provided
Q20-1. Sense of community	47.5%	22.9%	29.6%
Q20-2. Quality of public education	23.1%	43.8%	33.1%
Q20-3. Employment opportunities	31.5%	36.3%	32.3%
Q20-4. Affordability of housing	49.6%	21.9%	28.5%
Q20-5. Quality of housing	46.3%	23.3%	30.4%
Q20-6. Access to quality shopping	41.0%	29.2%	29.8%
Q20-7. Proximity to family or friends	61.7%	6.9%	31.5%
Q20-8. Safety & security	33.3%	36.9%	29.8%
Q20-9. Accessibility to airport & other communities	47.1%	18.1%	34.8%
Q20-10. Educational opportunities for preschool age children	36.7%	19.0%	44.4%
Q20-11. Quality health care	40.2%	31.7%	28.1%
Q20-12. Public transportation (bus)	37.1%	20.0%	42.9%
Q20-13. Opportunities and/or resources for senior citizens	36.0%	22.9%	41.0%

WITHOUT "NOT PROVIDED"**Q20. Please indicate if your needs are being met in Pueblo. (without "not provided")**

(N=480)

	Yes	No
Q20-1. Sense of community	67.5%	32.5%
Q20-2. Quality of public education	34.6%	65.4%
Q20-3. Employment opportunities	46.5%	53.5%
Q20-4. Affordability of housing	69.4%	30.6%
Q20-5. Quality of housing	66.5%	33.5%
Q20-6. Access to quality shopping	58.5%	41.5%
Q20-7. Proximity to family or friends	90.0%	10.0%
Q20-8. Safety & security	47.5%	52.5%
Q20-9. Accessibility to airport & other communities	72.2%	27.8%
Q20-10. Educational opportunities for preschool age children	65.9%	34.1%
Q20-11. Quality health care	55.9%	44.1%
Q20-12. Public transportation (bus)	65.0%	35.0%
Q20-13. Opportunities and/or resources for senior citizens	61.1%	38.9%

Q21. Which THREE of the reasons listed in Question 20 will have the MOST IMPACT on your decision to stay in Pueblo for the next 10 years?

Q21. Top choice	Number	Percent
Sense of community	46	9.6 %
Quality of public education	51	10.6 %
Employment opportunities	67	14.0 %
Affordability of housing	63	13.1 %
Quality of housing	9	1.9 %
Access to quality shopping	8	1.7 %
Proximity to family or friends	43	9.0 %
Safety & security	70	14.6 %
Accessibility to airport & other communities	3	0.6 %
Educational opportunities for preschool age children	4	0.8 %
Quality health care	29	6.0 %
Public transportation (bus)	5	1.0 %
Opportunities and/or resources for senior citizens	17	3.5 %
None chosen	65	13.5 %
Total	480	100.0 %

Q21. Which THREE of the reasons listed in Question 20 will have the MOST IMPACT on your decision to stay in Pueblo for the next 10 years?

Q21. 2nd choice	Number	Percent
Sense of community	14	2.9 %
Quality of public education	28	5.8 %
Employment opportunities	54	11.3 %
Affordability of housing	80	16.7 %
Quality of housing	29	6.0 %
Access to quality shopping	21	4.4 %
Proximity to family or friends	27	5.6 %
Safety & security	69	14.4 %
Accessibility to airport & other communities	4	0.8 %
Educational opportunities for preschool age children	6	1.3 %
Quality health care	48	10.0 %
Public transportation (bus)	3	0.6 %
Opportunities and/or resources for senior citizens	16	3.3 %
None chosen	81	16.9 %
Total	480	100.0 %

Q21. Which THREE of the reasons listed in Question 20 will have the MOST IMPACT on your decision to stay in Pueblo for the next 10 years?

Q21. 3rd choice	Number	Percent
Sense of community	26	5.4 %
Quality of public education	31	6.5 %
Employment opportunities	31	6.5 %
Affordability of housing	35	7.3 %
Quality of housing	28	5.8 %
Access to quality shopping	19	4.0 %
Proximity to family or friends	23	4.8 %
Safety & security	72	15.0 %
Accessibility to airport & other communities	9	1.9 %
Educational opportunities for preschool age children	5	1.0 %
Quality health care	67	14.0 %
Public transportation (bus)	9	1.9 %
Opportunities and/or resources for senior citizens	26	5.4 %
None chosen	99	20.6 %
Total	480	100.0 %

SUM OF TOP 3 CHOICES

Q21. Which THREE of the reasons listed in Question 20 will have the MOST IMPACT on your decision to stay in Pueblo for the next 10 years? (top 3)

Q21. Sum of top 3 choices	Number	Percent
Sense of community	86	17.9 %
Quality of public education	110	22.9 %
Employment opportunities	152	31.7 %
Affordability of housing	178	37.1 %
Quality of housing	66	13.8 %
Access to quality shopping	48	10.0 %
Proximity to family or friends	93	19.4 %
Safety & security	211	44.0 %
Accessibility to airport & other communities	16	3.3 %
Educational opportunities for preschool age children	15	3.1 %
Quality health care	144	30.0 %
Public transportation (bus)	17	3.5 %
Opportunities and/or resources for senior citizens	59	12.3 %
None chosen	65	13.5 %
Total	1260	

Q22. 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=480)

	Major problem	Moderate problem	Minor problem	Not a problem	Don't know
Q22-1. Crime, drugs, or violence	37.5%	29.0%	19.0%	10.2%	4.4%
Q22-2. Homelessness	40.6%	21.9%	16.5%	16.7%	4.4%
Q22-3. Availability of cultural activities	8.1%	19.8%	24.2%	32.1%	15.8%
Q22-4. Availability of recreational activities	11.5%	17.5%	23.1%	35.4%	12.5%
Q22-5. Availability of affordable, quality child care	15.2%	13.8%	10.0%	15.2%	45.8%
Q22-6. Abandoned or run-down buildings	30.4%	21.5%	17.9%	24.2%	6.0%
Q22-7. Unsupervised children or teenagers	20.2%	23.3%	22.5%	23.5%	10.4%
Q22-8. Speeding on neighborhood streets	41.3%	27.3%	17.9%	9.6%	4.0%
Q22-9. Roaming/loose animals	10.6%	24.6%	34.2%	26.5%	4.2%
Q22-10. Flooding	7.3%	18.3%	25.4%	41.3%	7.7%
Q22-11. Overgrown lots	18.1%	25.4%	25.4%	26.9%	4.2%
Q22-12. Graffiti	11.5%	23.1%	32.5%	29.0%	4.0%
Q22-13. Junk cars or vehicles	19.0%	20.6%	26.7%	29.6%	4.2%
Q22-14. Condition of alleys	18.8%	21.5%	19.4%	24.4%	16.0%

WITHOUT "DON'T KNOW"

Q22. 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=480)

	Major problem	Moderate problem	Minor problem	Not a problem
Q22-1. Crime, drugs, or violence	39.2%	30.3%	19.8%	10.7%
Q22-2. Homelessness	42.5%	22.9%	17.2%	17.4%
Q22-3. Availability of cultural activities	9.7%	23.5%	28.7%	38.1%
Q22-4. Availability of recreational activities	13.1%	20.0%	26.4%	40.5%
Q22-5. Availability of affordable, quality child care	28.1%	25.4%	18.5%	28.1%
Q22-6. Abandoned or run-down buildings	32.4%	22.8%	19.1%	25.7%
Q22-7. Unsupervised children or teenagers	22.6%	26.0%	25.1%	26.3%
Q22-8. Speeding on neighborhood streets	43.0%	28.4%	18.7%	10.0%
Q22-9. Roaming/loose animals	11.1%	25.7%	35.7%	27.6%
Q22-10. Flooding	7.9%	19.9%	27.5%	44.7%
Q22-11. Overgrown lots	18.9%	26.5%	26.5%	28.0%
Q22-12. Graffiti	11.9%	24.1%	33.8%	30.2%
Q22-13. Junk cars or vehicles	19.8%	21.5%	27.8%	30.9%
Q22-14. Condition of alleys	22.3%	25.6%	23.1%	29.0%

Q23. 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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Condition of housing	15.4%	37.3%	27.5%	11.9%	5.0%	2.9%
Q23-2. Enforcing cleanup of litter & debris on private property	7.7%	24.6%	20.4%	28.3%	13.8%	5.2%
Q23-3. Enforcing mowing & trimming of grass, trees, shrubs, & weeds on property	8.8%	26.0%	20.0%	27.3%	14.0%	4.0%
Q23-4. Enforcing maintenance of residential property (exterior of homes, general upkeep)	9.0%	25.2%	25.6%	24.2%	11.5%	4.6%
Q23-5. Removal of junk vehicles	8.8%	19.4%	27.1%	22.1%	13.1%	9.6%
Q23-6. Condition of streets	5.8%	21.7%	19.2%	28.5%	22.1%	2.7%
Q23-7. Overall appearance of your neighborhood	15.4%	39.4%	23.5%	12.9%	6.5%	2.3%

WITHOUT "DON'T KNOW"

Q23. 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=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Condition of housing	15.9%	38.4%	28.3%	12.2%	5.2%
Q23-2. Enforcing cleanup of litter & debris on private property	8.1%	25.9%	21.5%	29.9%	14.5%
Q23-3. Enforcing mowing & trimming of grass, trees, shrubs, & weeds on property	9.1%	27.1%	20.8%	28.4%	14.5%
Q23-4. Enforcing maintenance of residential property (exterior of homes, general upkeep)	9.4%	26.4%	26.9%	25.3%	12.0%
Q23-5. Removal of junk vehicles	9.7%	21.4%	30.0%	24.4%	14.5%
Q23-6. Condition of streets	6.0%	22.3%	19.7%	29.3%	22.7%
Q23-7. Overall appearance of your neighborhood	15.8%	40.3%	24.1%	13.2%	6.6%

Q24. Do you support terminating the Black Hills Energy franchise and forming a municipal electric utility?

Q24.Do you support terminating the Black Hills Energy franchise and forming a municipal electric utility?	Number	Percent
Yes	266	55.4 %
No	151	31.5 %
Not provided	63	13.1 %
Total	480	100.0 %

WITHOUT "NOT PROVIDED"

Q24. Do you support terminating the Black Hills Energy franchise and forming a municipal electric utility? (without "not provided")

Q24.Do you support terminating the Black Hills Energy franchise and forming a municipal electric utility?	Number	Percent
Yes	266	63.8 %
No	151	36.2 %
Total	417	100.0 %

Q25. 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=480)

	Very likely	Likely	Neutral	Unlikely	Very unlikey	Don't know
Q25-1. Establish a municipal electric utility to replace Black Hills Energy as City of Pueblo's electric utility provider	22.1%	21.0%	13.1%	9.8%	27.1%	6.9%
Q25-2. Street repairs & maintenance	26.7%	36.7%	12.9%	8.3%	12.7%	2.7%
Q25-3. Fire Station replacement	13.8%	22.9%	30.8%	14.4%	13.3%	4.8%
Q25-4. Downtown community recreation center	13.3%	24.2%	26.3%	15.2%	17.1%	4.0%
Q25-5. Building & maintaining neighborhood parks	15.2%	32.5%	25.0%	10.8%	12.9%	3.5%
Q25-6. Demolishing abandoned homes	26.0%	29.4%	14.8%	12.7%	13.1%	4.0%
Q25-7. Recycle collection or large item drop off facility	34.0%	29.8%	14.2%	8.3%	10.6%	3.1%

WITHOUT "DON'T KNOW"

Q25. 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=480)

	Very likely	Likely	Neutral	Unlikely	Very unlikey
Q25-1. Establish a municipal electric utility to replace Black Hills Energy as City of Pueblo's electric utility provider	23.7%	22.6%	14.1%	10.5%	29.1%
Q25-2. Street repairs & maintenance	27.4%	37.7%	13.3%	8.6%	13.1%
Q25-3. Fire Station replacement	14.4%	24.1%	32.4%	15.1%	14.0%
Q25-4. Downtown community recreation center	13.9%	25.2%	27.3%	15.8%	17.8%
Q25-5. Building & maintaining neighborhood parks	15.8%	33.7%	25.9%	11.2%	13.4%
Q25-6. Demolishing abandoned homes	27.1%	30.6%	15.4%	13.2%	13.7%
Q25-7. Recycle collection or large item drop off facility	35.1%	30.8%	14.6%	8.6%	11.0%

Q26. Approximately how many years have you lived in the City of Pueblo?

Q26. How many years have you lived in City of Pueblo	Number	Percent
Less than 5 years	39	8.1 %
5-10 years	66	13.8 %
11-20 years	76	15.8 %
20+ years	297	61.9 %
Not provided	2	0.4 %
Total	480	100.0 %

WITHOUT "NOT PROVIDED"

Q26. Approximately how many years have you lived in the City of Pueblo? (without "not provided")

Q26. How many years have you lived in City of Pueblo	Number	Percent
Less than 5 years	39	8.2 %
5-10 years	66	13.8 %
11-20 years	76	15.9 %
20+ years	297	62.1 %
Total	478	100.0 %

Q27. What is your age?

Q27. Your age	Number	Percent
Under 35	80	16.7 %
35-44	100	20.8 %
45-54	104	21.7 %
55-64	89	18.5 %
65+	84	17.5 %
Not provided	23	4.8 %
Total	480	100.0 %

WITHOUT "NOT PROVIDED"

Q27. What is your age? (without "not provided")

Q27. Your age	Number	Percent
Under 35	80	17.5 %
35-44	100	21.9 %
45-54	104	22.8 %
55-64	89	19.5 %
65+	84	18.4 %
Total	457	100.0 %

Q28. Which of the following best describes your race?

Q28. Your race	Number	Percent
Hispanic or Latino	228	47.5 %
African American/Black	11	2.3 %
American Indian or Alaska Native	20	4.2 %
Asian, Hawaiian, or other Pacific Islander	7	1.5 %
White	326	67.9 %
Other	9	1.9 %
Total	601	

Q28-6. Other

Q28-6. Other	Number	Percent
MIXED	3	33.3 %
Italian American	1	11.1 %
LATINO	1	11.1 %
SPANISH/NATIVE	1	11.1 %
SLOVENIAN	1	11.1 %
Hispanic/White	1	11.1 %
German	1	11.1 %
Total	9	100.0 %

Q29. Which of the following best describes your current place of employment?

Q29. What best describes your current place of employment	Number	Percent
Employed outside home	241	50.2 %
Self-employed or work out of home	49	10.2 %
Student, retired, or not currently employed outside home	170	35.4 %
Not provided	20	4.2 %
Total	480	100.0 %

WITHOUT "NOT PROVIDED"**Q29. Which of the following best describes your current place of employment? (without "not provided")**

Q29. What best describes your current place of employment	Number	Percent
Employed outside home	241	52.4 %
Self-employed or work out of home	49	10.7 %
Student, retired, or not currently employed outside home	170	37.0 %
Total	460	100.0 %

Q29a. Where do you work?

Q29a. Where do you work	Number	Percent
In Pueblo	185	76.8 %
Inside Pueblo County but outside City	28	11.6 %
Somewhere else in Colorado	28	11.6 %
Total	241	100.0 %

Q30. Your gender:

Q30. Your gender	Number	Percent
Male	237	49.4 %
Female	238	49.6 %
Not provided	5	1.0 %
Total	480	100.0 %

WITHOUT "NOT PROVIDED"

Q30. Your gender: (without "not provided")

Q30. Your gender	Number	Percent
Male	237	49.9 %
Female	238	50.1 %
Total	475	100.0 %

Section 6:
Survey Instrument

January 2020

The voices of our citizens matter to the leaders of the City of Pueblo. You have been chosen 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 <http://www.pueblosurvey.org/> 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 www.pueblosurvey.org. 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

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 of town where you do not feel safe?
 ____ (1) Yes [Answer Q8a-b.] ____ (2) No [Skip to Q9.]

8a. Where are the specific areas of 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. **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

11. **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

12. **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 11.]

1st: _____ 2nd: _____ 3rd: _____

13. **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

14. **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

15. 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 14.]

1st: _____ 2nd: _____ 3rd: _____

16. **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

17. **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

18. 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	5	4	3	2	1	9
7. City communications on Facebook and Twitter	5	4	3	2	1	9

19. Have you contacted the city during the past year? ____ (1) Yes [Answer Q19a.] ____ (2) No [Skip to Q20.]

19a. 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

20. 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. Access to quality shopping	4	3	2	1	Yes	No
07. Proximity to family or friends	4	3	2	1	Yes	No
08. Safety and security	4	3	2	1	Yes	No
09. Accessibility to airport and other communities	4	3	2	1	Yes	No
10. Educational opportunities for preschool age children	4	3	2	1	Yes	No
11. Quality health care	4	3	2	1	Yes	No
12. Public transportation (bus)	4	3	2	1	Yes	No
13. Opportunities and/or resources for senior citizens	4	3	2	1	Yes	No

21. Which THREE of the reasons listed above 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 20.] 1st: ____ 2nd: ____ 3rd: ____

22. **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

23. 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. Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
3. Enforcing the mowing and trimming of grass, trees, shrubs, and weeds on property	5	4	3	2	1	9
4. Enforcing the maintenance of residential property (exterior of homes, general upkeep)	5	4	3	2	1	9
5. Removal of junk vehicles	5	4	3	2	1	9
6. Condition of streets	5	4	3	2	1	9
7. Overall appearance of your neighborhood	5	4	3	2	1	9

24. Do you support terminating the Black Hills Energy franchise and forming a municipal electric utility? ___ (1) Yes ___ (2) No

25. **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. Establish a municipal electric utility to replace Black Hills Energy as the City of Pueblo's electric utility provider	5	4	3	2	1	9
2. Street repairs and maintenance	5	4	3	2	1	9
3. Fire Station replacement	5	4	3	2	1	9
4. Downtown community recreation center	5	4	3	2	1	9
5. Building and maintaining neighborhood parks	5	4	3	2	1	9
6. Demolishing abandoned homes	5	4	3	2	1	9
7. Recycle collection or large item drop off facility	5	4	3	2	1	9

Demographics

26. 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

27. What is your age?

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

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

____(1) Hispanic or Latino ____ (4) Asian, Hawaiian, or other Pacific Islander
____(2) African American/Black ____ (5) White
____(3) American Indian or Alaska Native ____ (6) Other: _____

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

____(1) Employed outside the home [Answer Q29a.] ____ (3) Student, retired, or not currently employed outside the home
____(2) Self-employed or work out of home

29a. Where do you work?

____(1) In Pueblo ____ (3) Somewhere else in Colorado
____(2) Inside Pueblo County but outside the city

30. Your gender: ____ (1) Male ____ (2) Female

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.