

# 2018 City of Pueblo Community Survey

*...helping organizations make better decisions since 1982*

Final Report

**Submitted to the City of Pueblo, Colorado**

**by:**

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**August 2018**



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# 2018 DirectionFinder® Survey

## Executive Summary Report

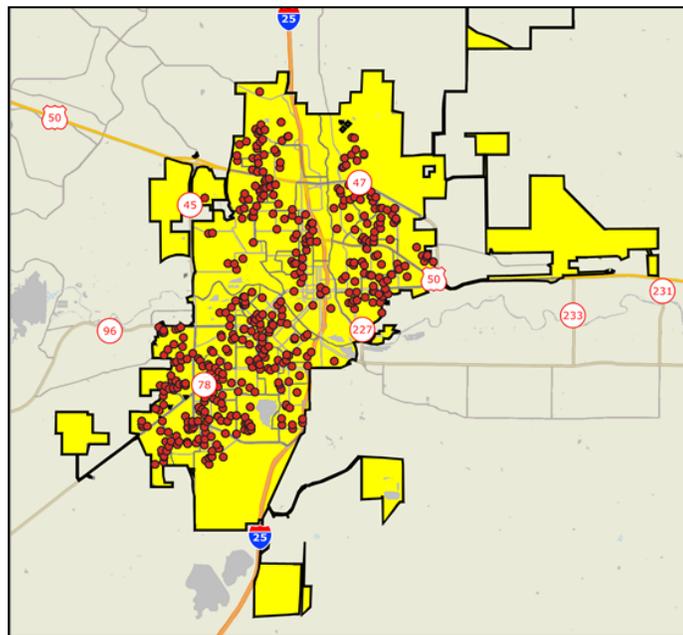
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### Purpose and Methodology

ETC Institute administered the fifth *DirectionFinder*® survey for the City of Pueblo during the summer of 2018. Previous surveys were administered during the same time period in 2010, 2012, 2014 and 2016. These surveys were administered as part of the City’s effort to assess citizen satisfaction with the quality of services. With this fifth 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, 466 completed the survey. The results for the random sample of 466 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-one percent (81%) of the residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of the City’s fire and EMS services; 58% were satisfied with the quality of City parks and recreation programs and facilities, and 49% were satisfied with the City’s sanitary sewer/wastewater management system. There was one category of service that showed a significant increase from 2016: enforcement of City codes and ordinances (+6%). There were four categories that showed a significant decrease from 2016: flow of traffic/congestion management in the City (-6%), effectiveness of City communication with the public (-8%), sanitary sewer/wastewater management system (-9%), quality of customer service received (-10%).
- **Services that residents thought should receive the most emphasis over the next two years.** The areas that residents thought should receive the most increase in emphasis from the City of Pueblo over the next two years were: (1) maintenance of City streets, and (2) the quality of police services.
- **Perceptions of the City.** Fifty-five percent (55%) 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; 53% were satisfied with the City as a place to retire, and 40% were satisfied with the City as a place to raise children.

- **Public Safety.** Seventy-nine percent (79%) of the residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the location of fire stations; 77% were satisfied with overall quality of local fire protection, and 77% were satisfied with how quickly fire and emergency personnel respond. There were two categories that showed a significant increase from 2016: overall feeling of safety in the City (+7%) and how quickly police respond to emergencies (+5%). There were two categories that showed a significant decrease from 2016: location of fire stations (-5%) and fire safety education programs (-5%).
- **Feeling of Safety in the City.** Seventy-three percent (73%) of residents surveyed, *who had an opinion*, felt safe in their neighborhoods during the day and 59% felt safe in their neighborhoods at night. Sixty-three percent (63%) felt unsafe on parks and river trails, and 76% felt unsafe in certain areas of town.
- **Codes and Ordinances.** Half (50%) 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. Two categories relating to the enforcement of codes and ordinances showed a significant increase from 2016: removal of graffiti (+23%) and enforcing codes to protect public safety (+9%).
- **Parks and Recreation.** Seventy-three percent (73%) of the residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the maintenance of City parks; 71% were satisfied with the location of parks, and 69% were satisfied with the number of City parks. There were seven categories that showed a significant decrease from 2016: availability of information about parks and recreation programs (-5%), the City's adult recreation programs (-5%), Walking Stick Golf Course (-6%), City special events and festivals (-7%), the City's youth recreation programs (-8%), aquatic programs (-9%), and the diversity of recreation programs (-10%).

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.** Forty-one percent (41%) of the residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the availability of information about City programs. There were no significant increases or decreases in satisfaction with any of the City communication categories from 2016.
- **City Maintenance/Public Works.** The areas of City maintenance that were rated highest by residents included the adequacy of City street lighting (47%), street sweeping service (47%), and landscaping/appearance of public areas (41%). and maintenance of traffic signals (58%). Residents were generally least satisfied with the demolition of vacant structures (11%). There were four categories of City maintenance that showed a

significant decrease in satisfaction from 2016: maintenance of major City streets (-5%), condition of City sidewalks (-7%), adequacy of City street lighting (-11%), and maintenance of street signs/pavement markings (-17%).

- **Neighborhoods.** Sixty-three percent (63%) of the residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with access to broadband internet services; 57% were satisfied with the condition of housing in their neighborhood, and 57% were satisfied with the overall appearance of neighborhoods. Residents were least satisfied with the removal of junk vehicles (36%).

### **Other Findings**

- 68% of residents surveyed, *who had an opinion*, were either “very likely” or “likely” to support a half-cent sales tax increase for a recycle collection or large item drop off facility.
- Nearly three-fourths (73%) 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.

## **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:

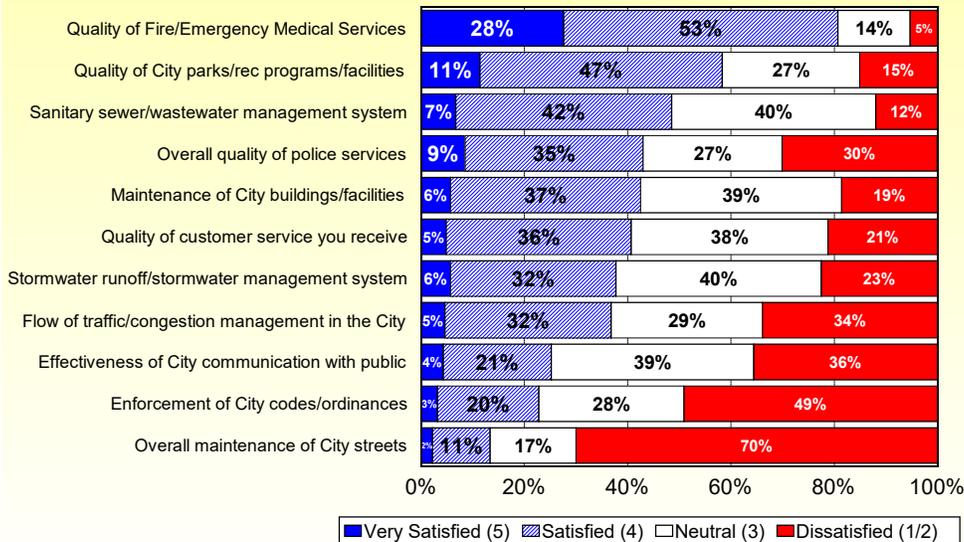
- **Overall Priorities for the City by Major Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services 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= 0.6125)
  - Overall quality of police services (IS Rating= 0.3203)
  - Enforcement of City codes and ordinances (IS Rating= 0.2741)
  
- **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, visibility of police in neighborhoods, how quickly police respond to emergencies, overall feeling of safety in the City, and overall quality of local police protection
  - **Parks and Recreation:** the City's youth 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**

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### Q1. Overall Satisfaction With City Services by Major Category

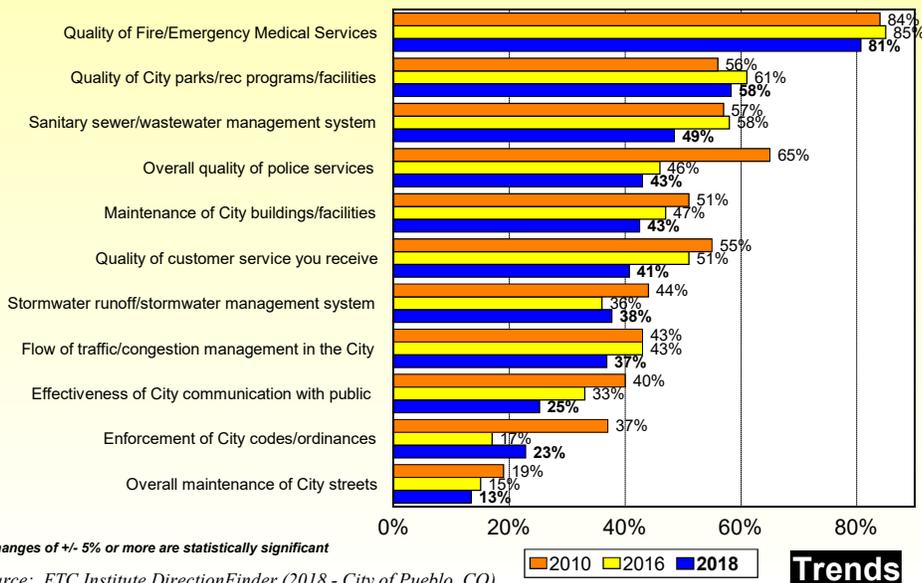
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

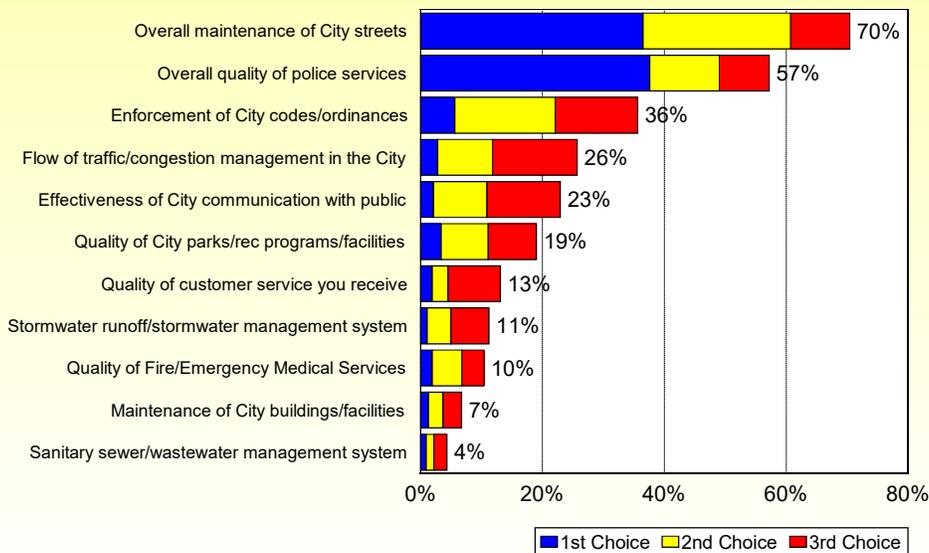
### Overall Satisfaction With City Services by Major Category - 2010 to 2018

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



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

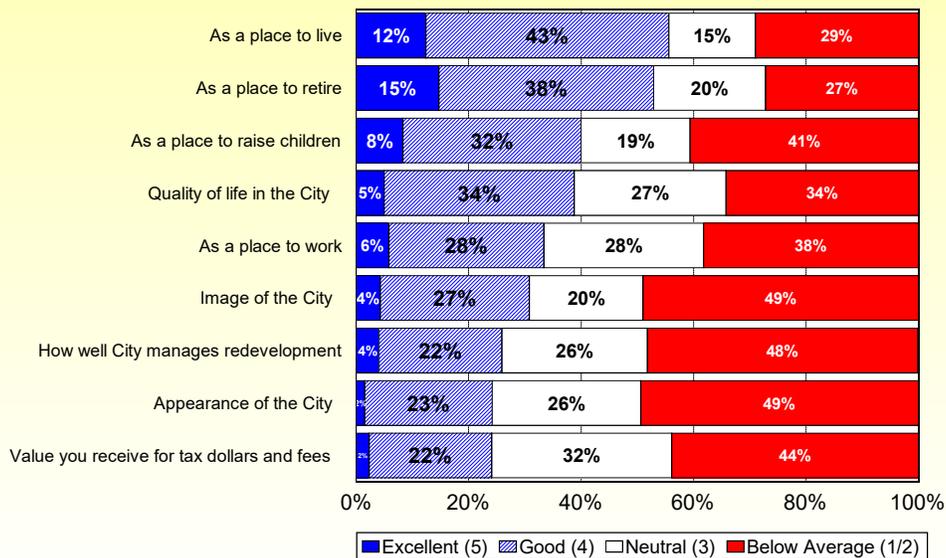
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

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

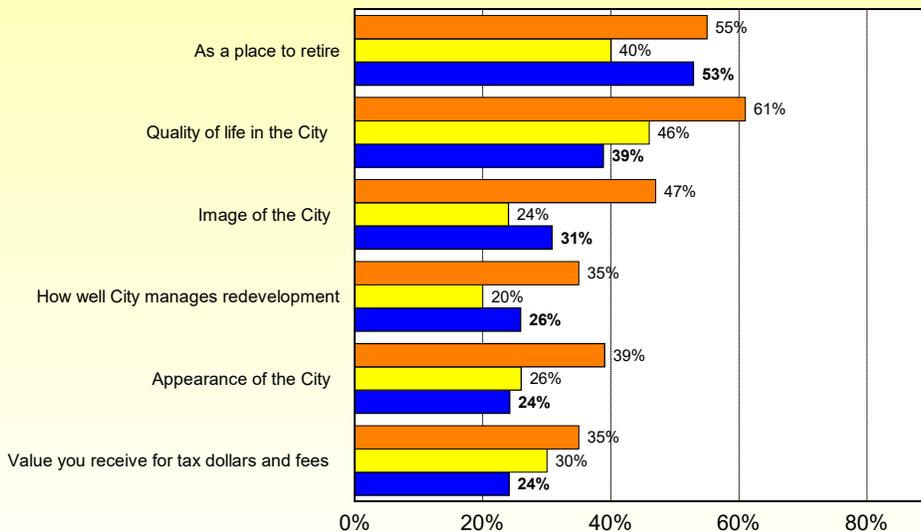
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

### Ratings of Issues That Influence Perception of the City 2010 to 2018

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



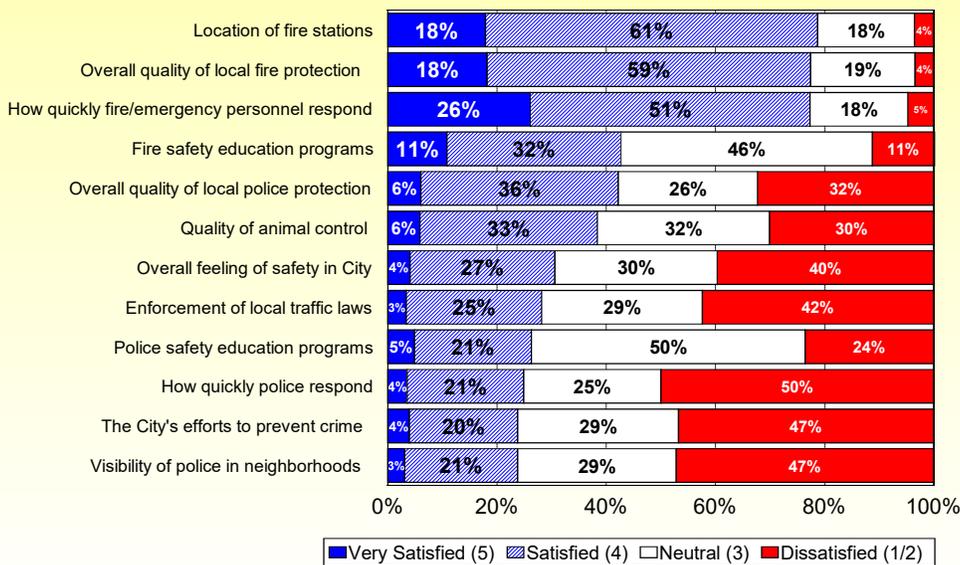
\*Changes of +/- 5% or more are statistically significant

Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

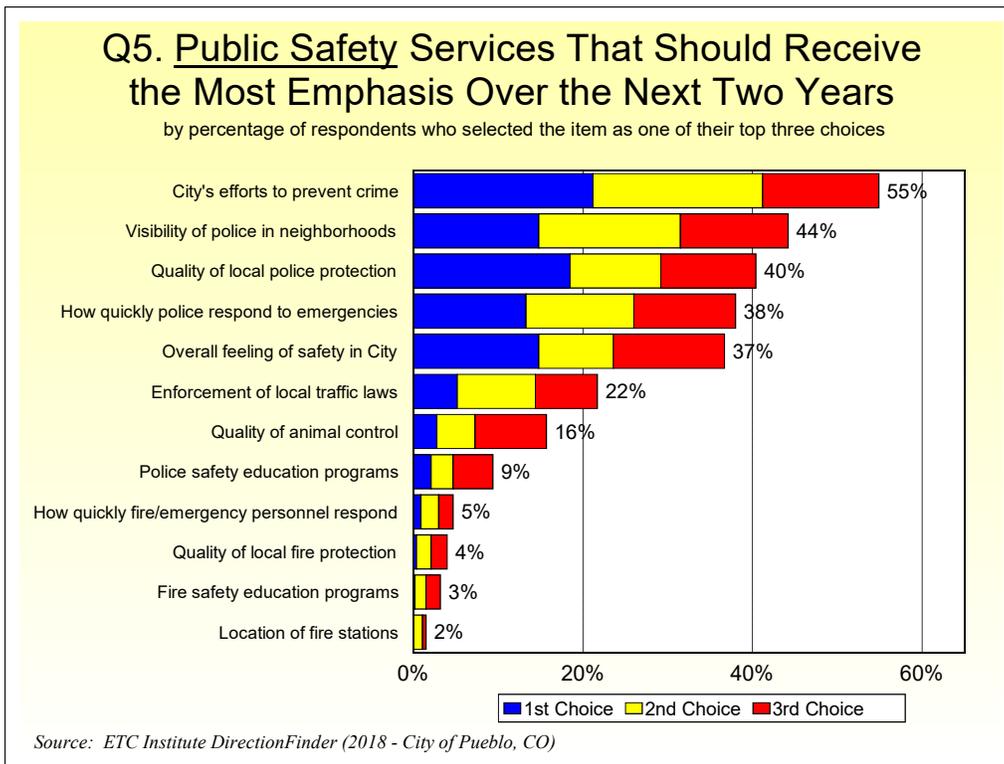
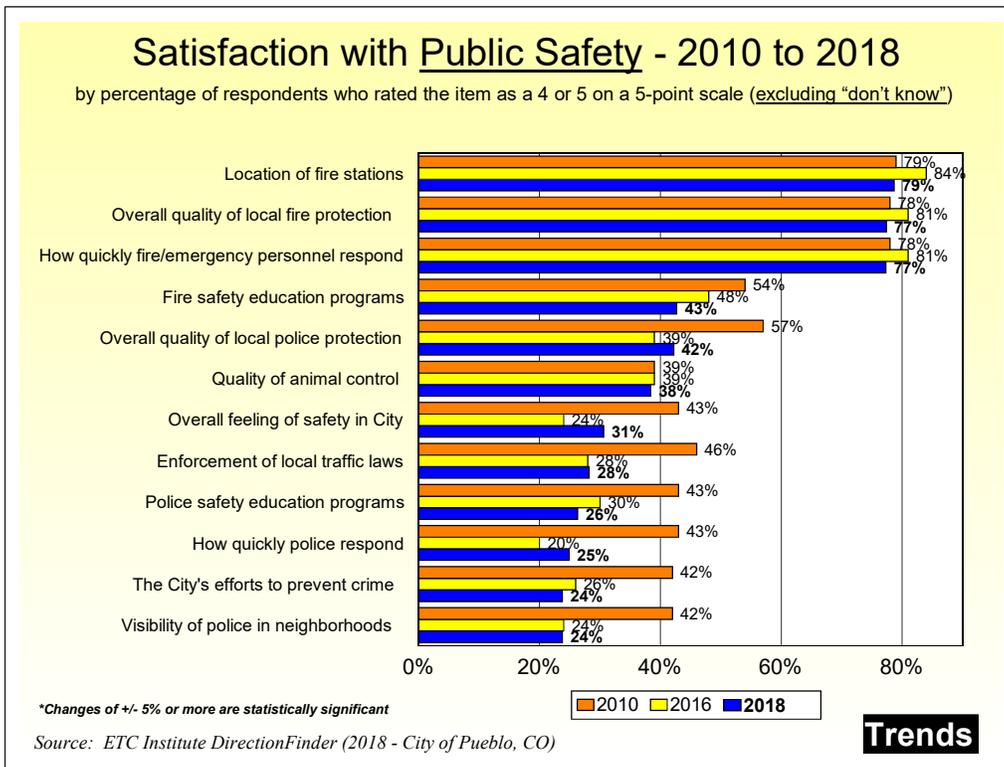
**Trends**

### Q4. Satisfaction with Public Safety

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

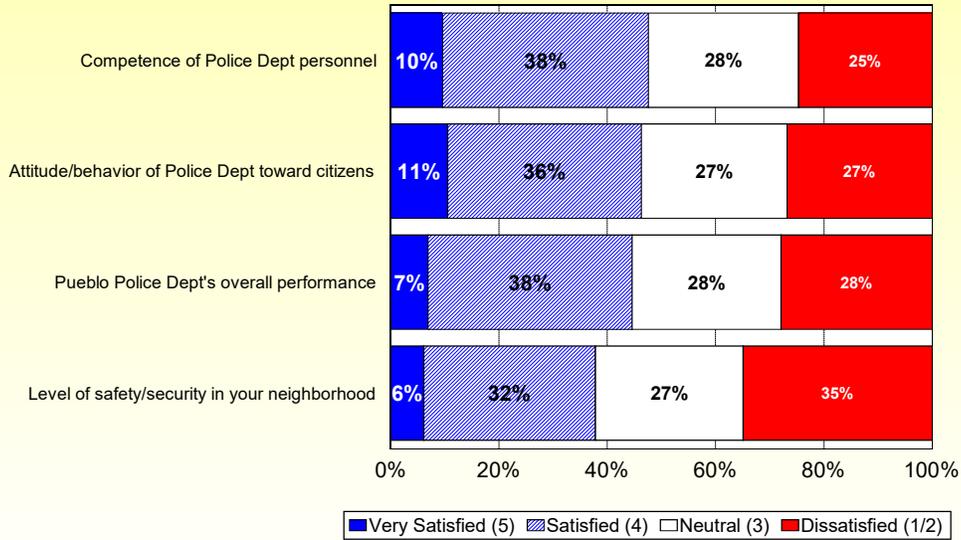


Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)



### Q6. Satisfaction with the Police Department

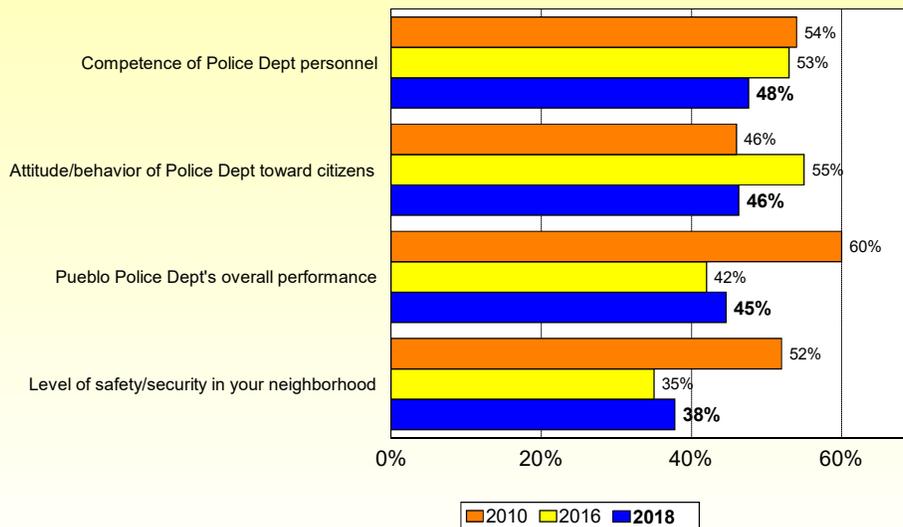
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

### Satisfaction with the Police Department - 2010 to 2018

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



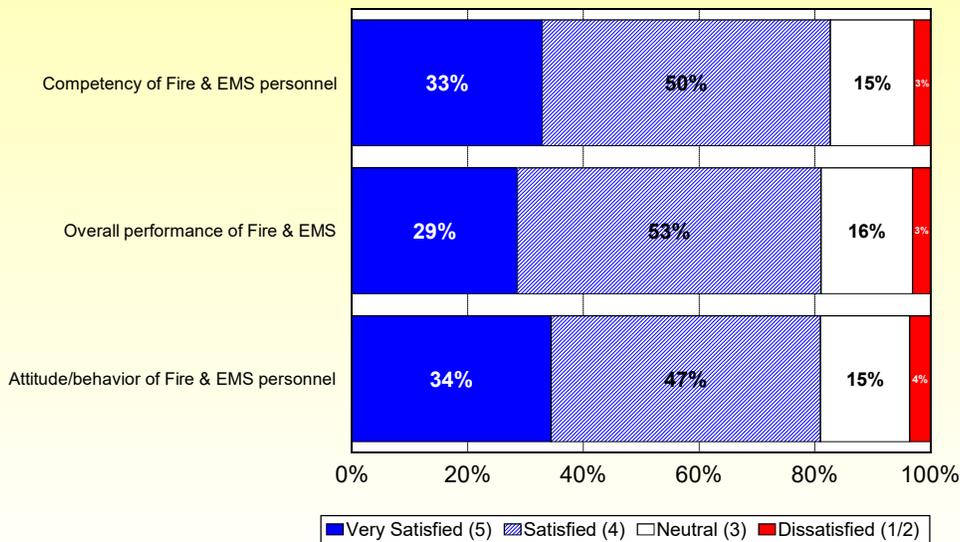
\*Changes of +/- 5% or more are statistically significant

Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

**Trends**

### Q7. Satisfaction with Fire and Emergency Medical Services

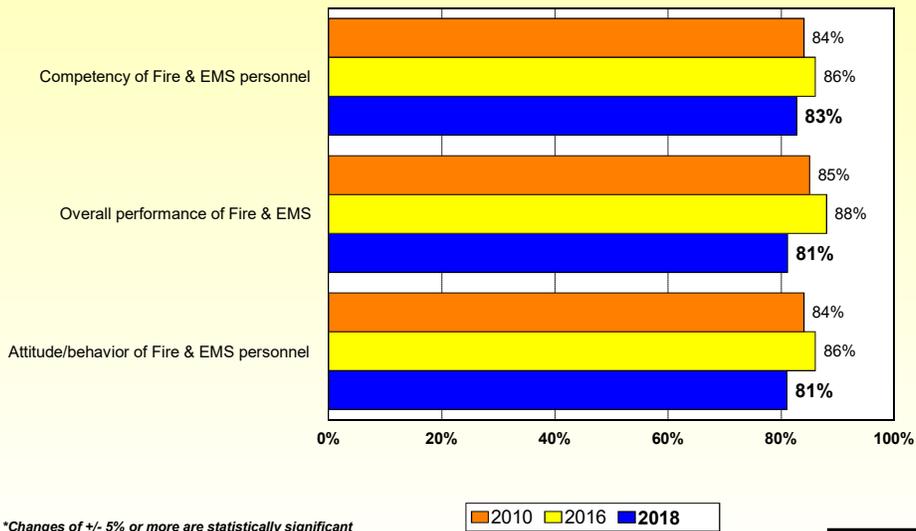
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

### Satisfaction with Fire and Emergency Medical Services 2010 to 2018

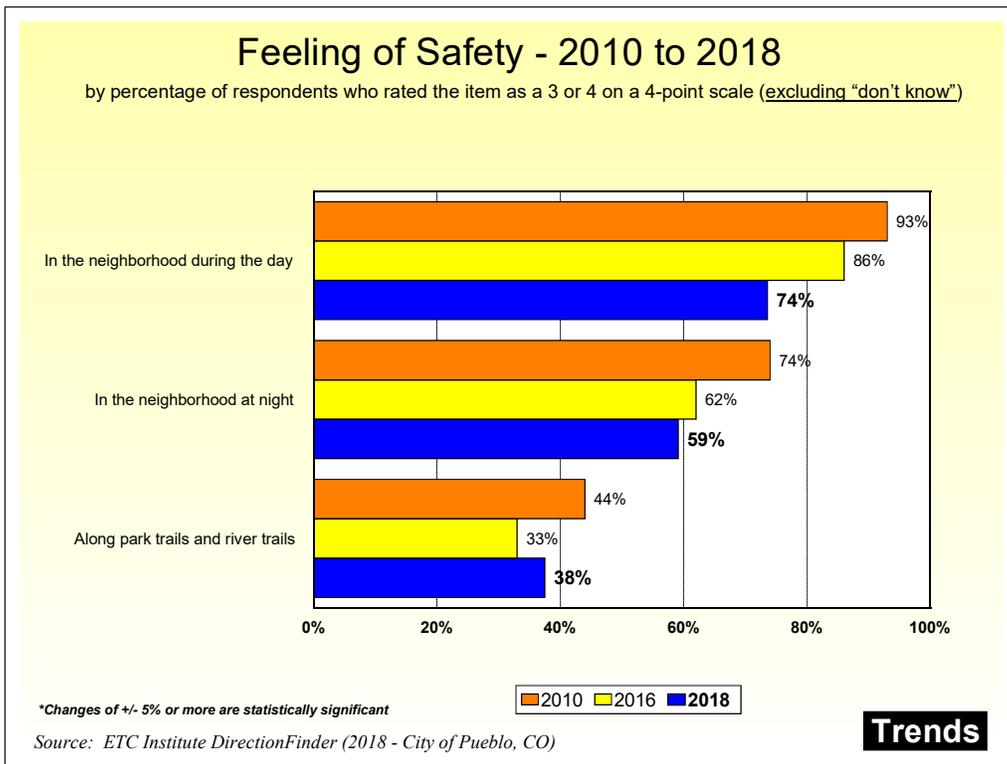
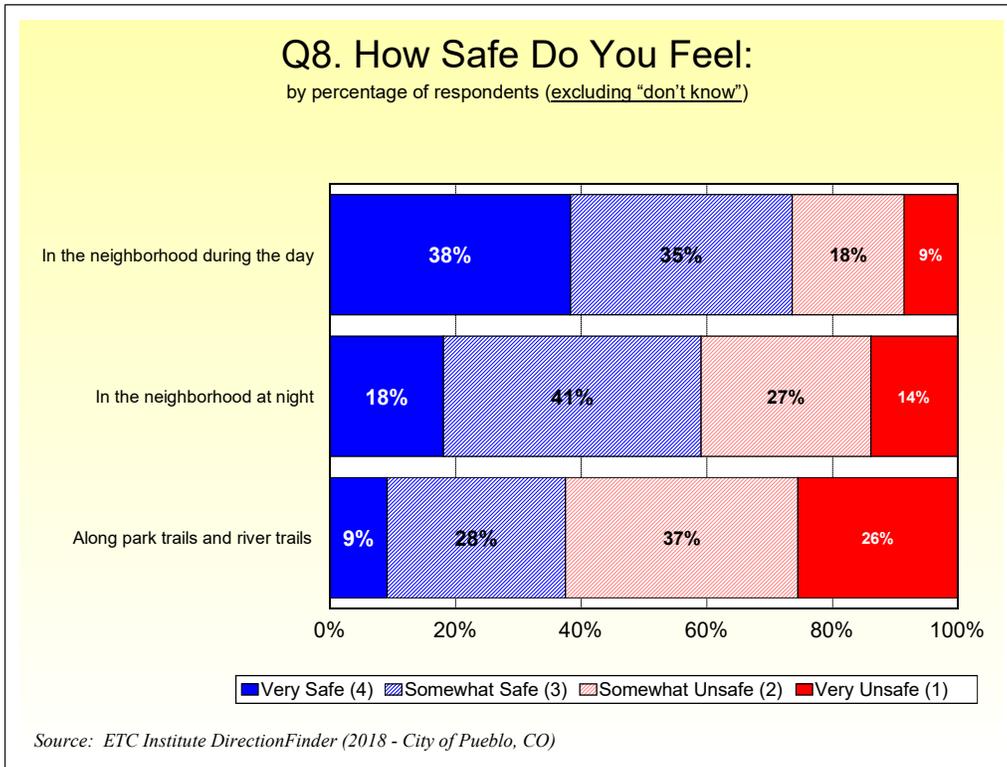
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



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

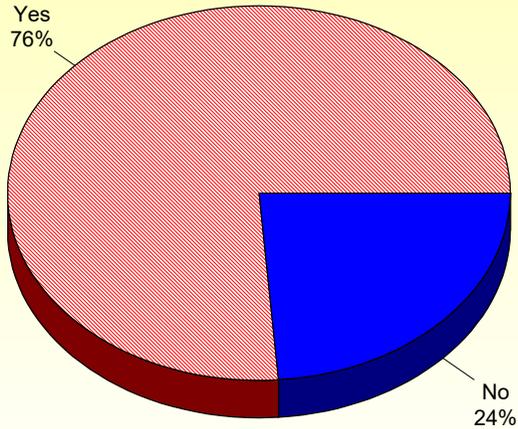
Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

**Trends**



### Q9. Are there any areas of town where you do not feel safe?

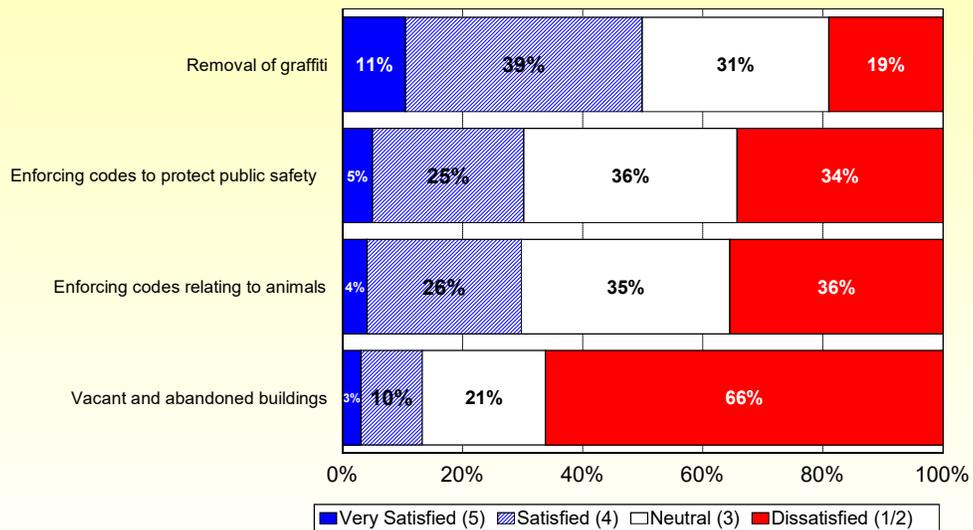
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

### Q10. Satisfaction with the Enforcement of City Codes and Ordinances

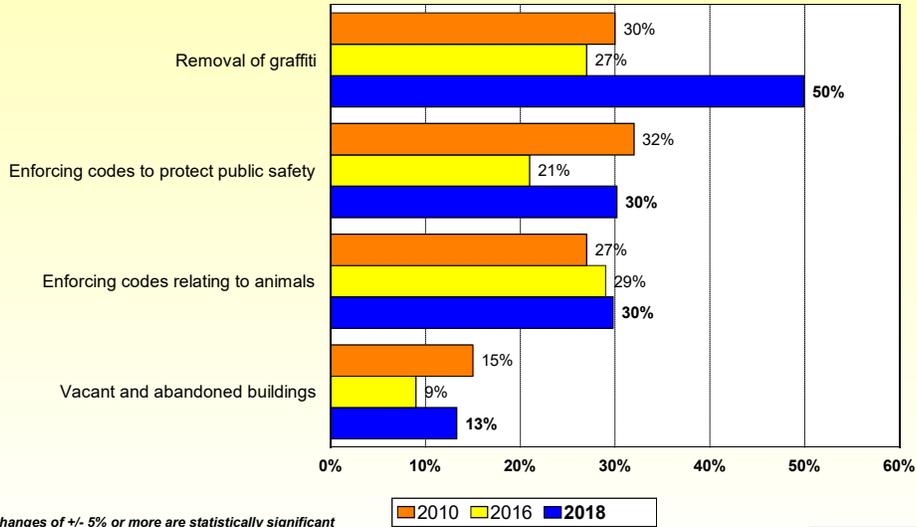
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

### Satisfaction with the Enforcement of City Codes and Ordinances - 2010 to 2018

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



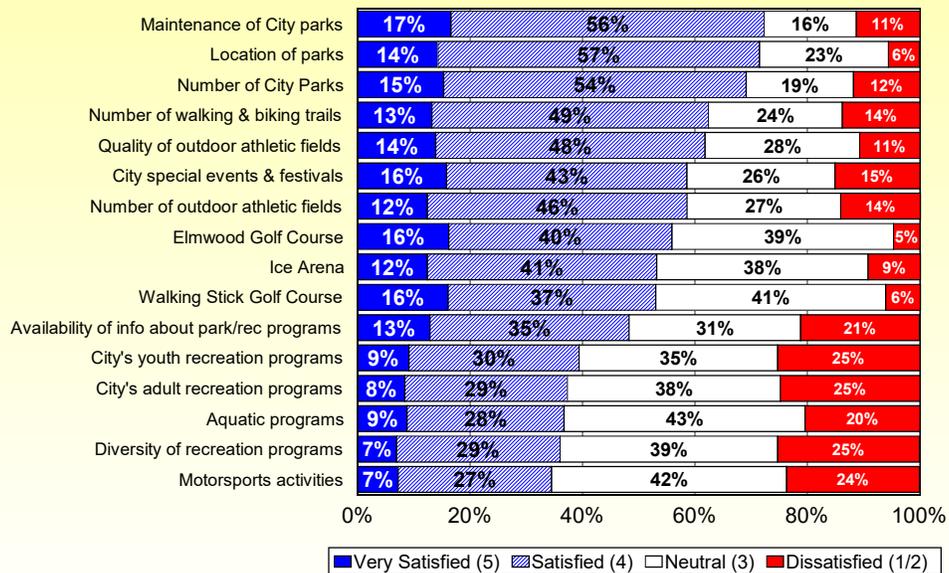
\*Changes of +/- 5% or more are statistically significant

Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

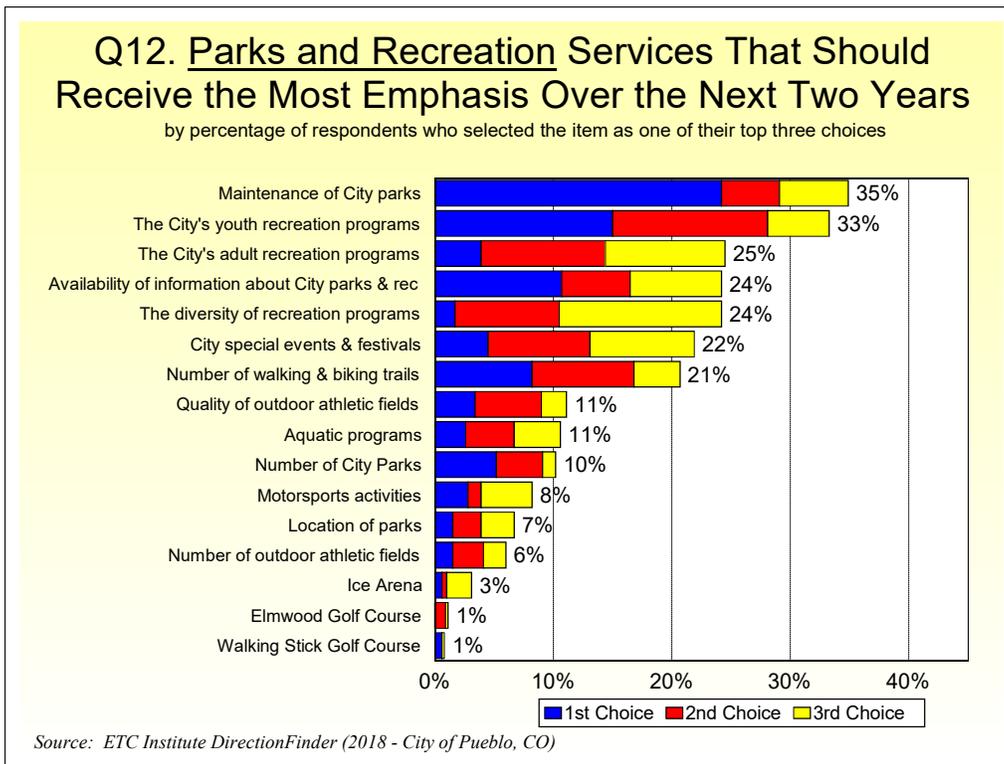
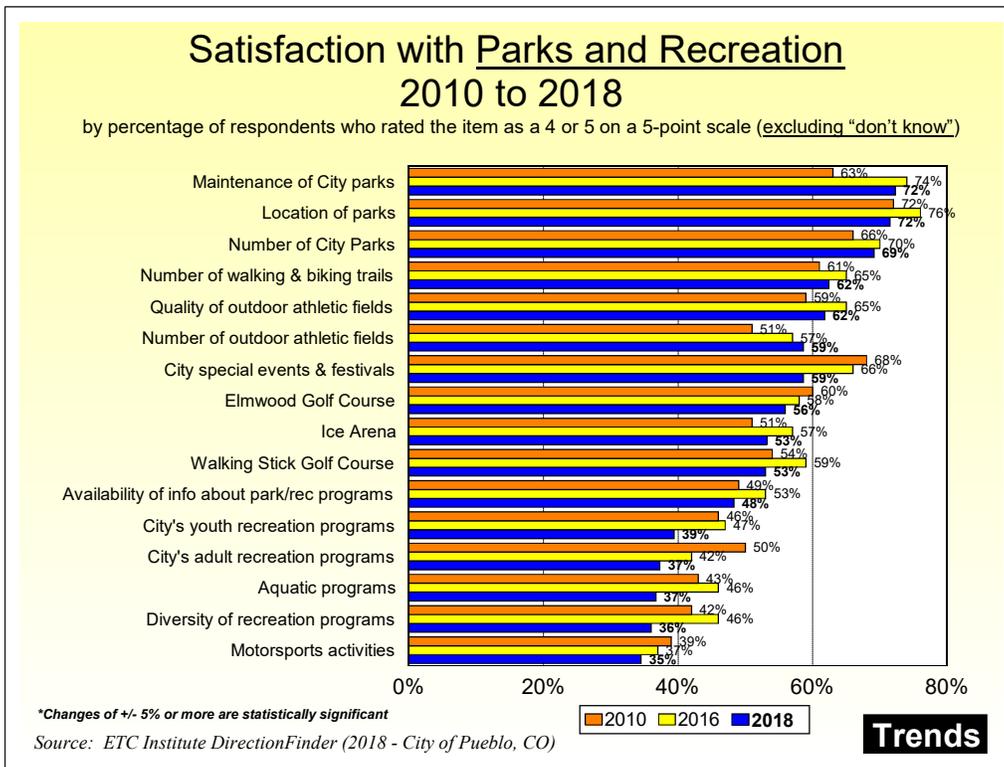
**Trends**

### Q11. Satisfaction with Parks and Recreation

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

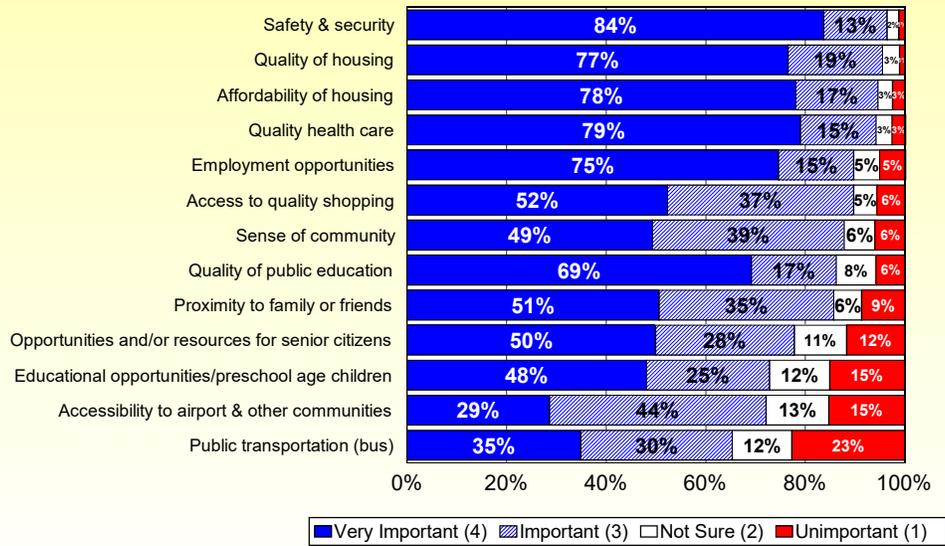


Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)



### Q13. How important was each reason in your decision to live in Pueblo?

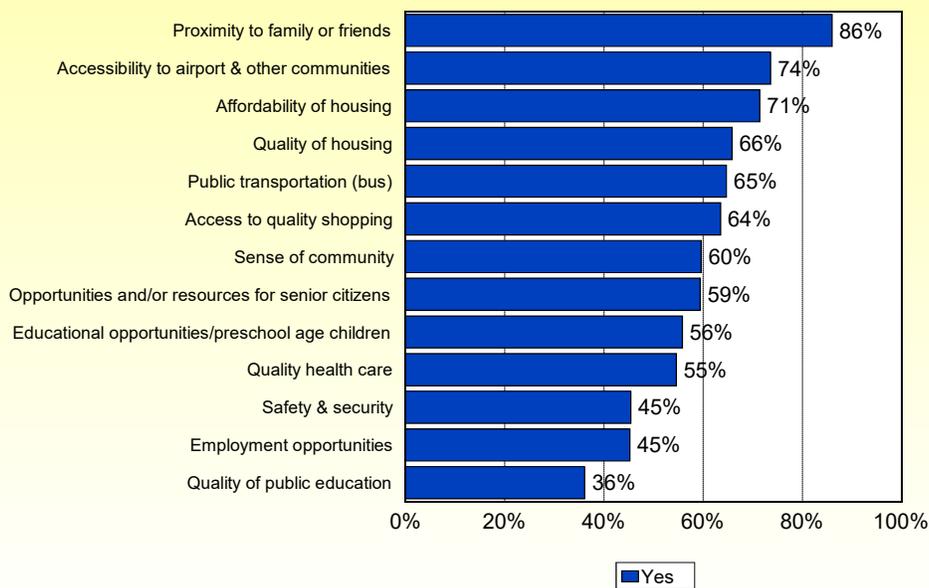
by percentage of respondents (excluding "don't know")



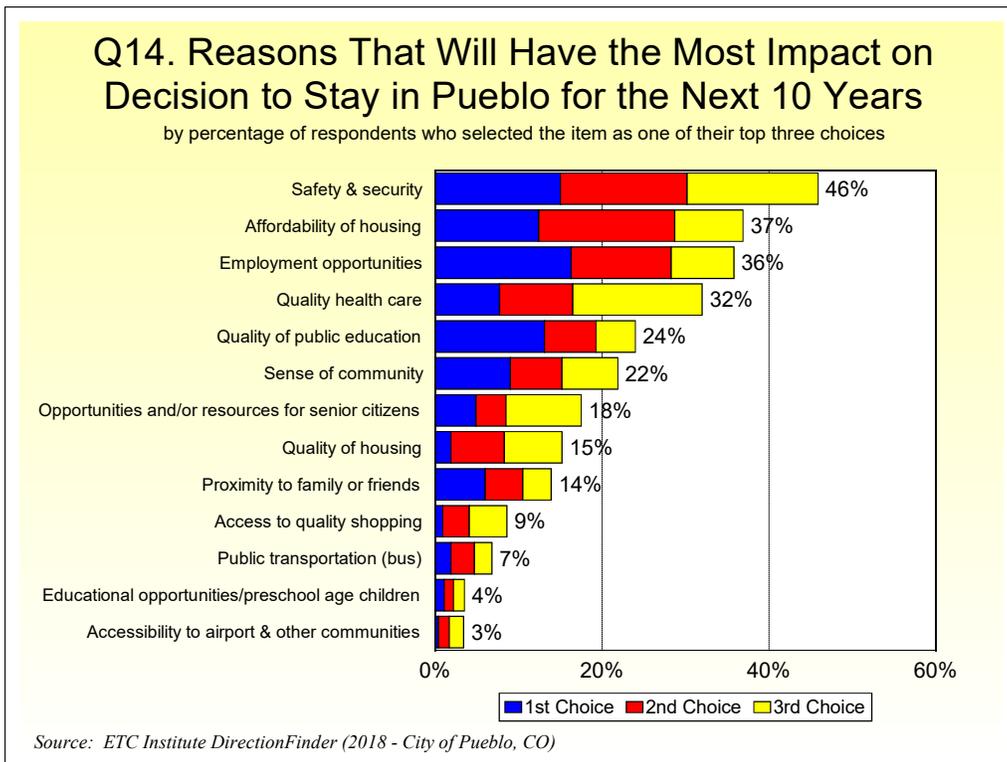
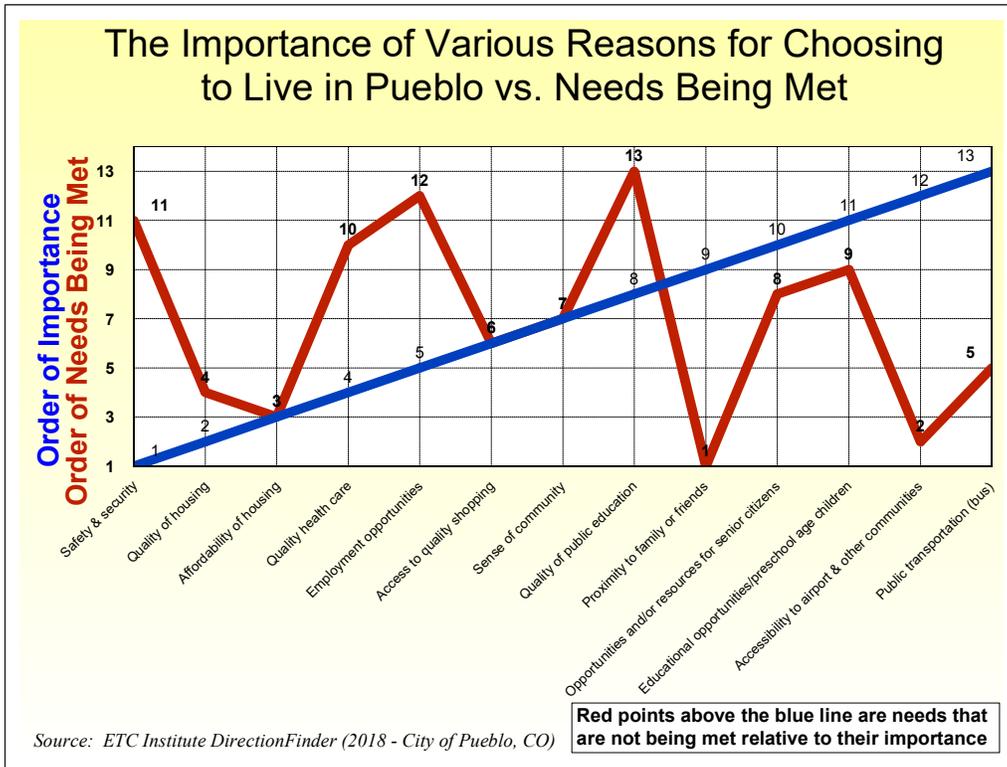
Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

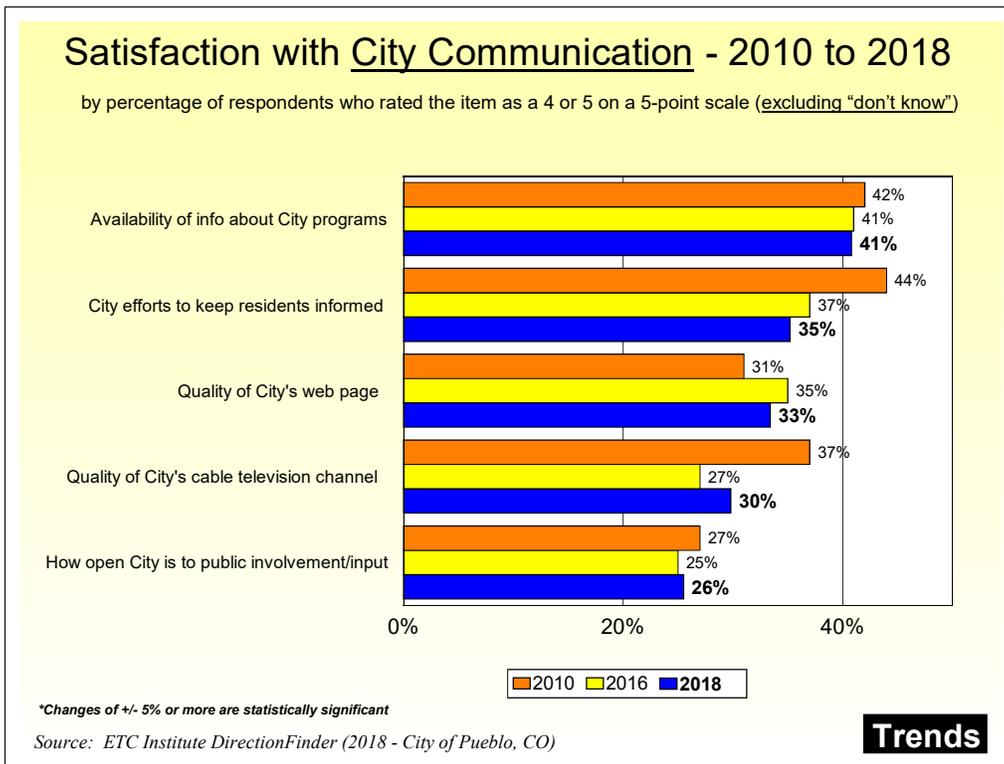
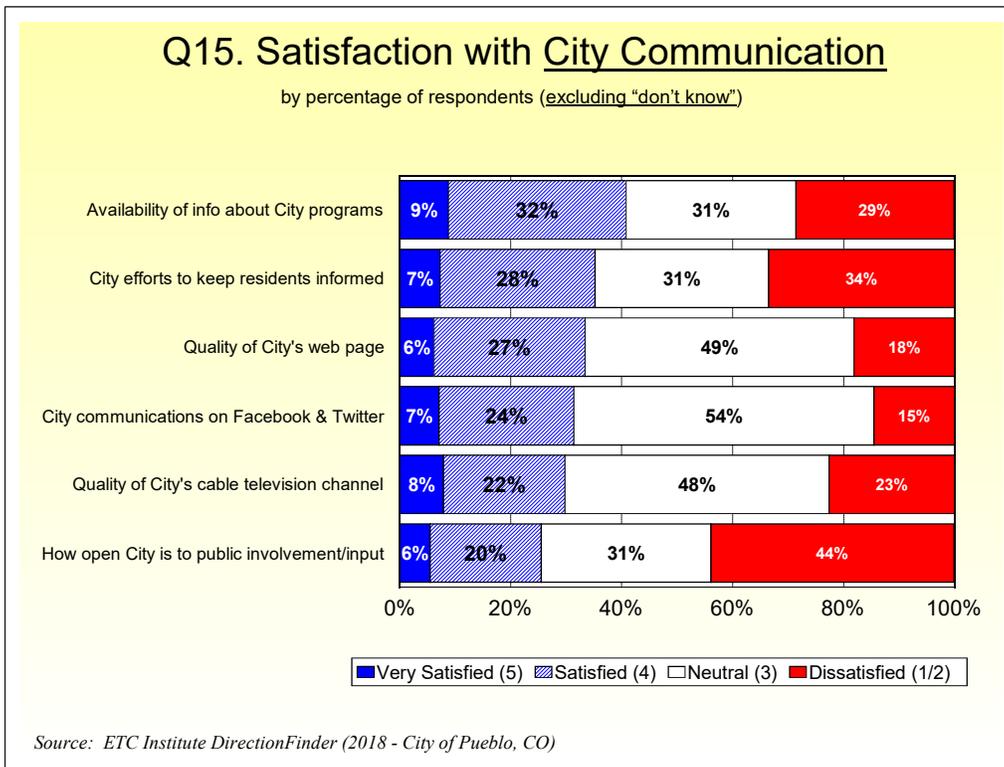
### Q13a. Are your needs being met in Pueblo?

by percentage of respondents who responded "yes"



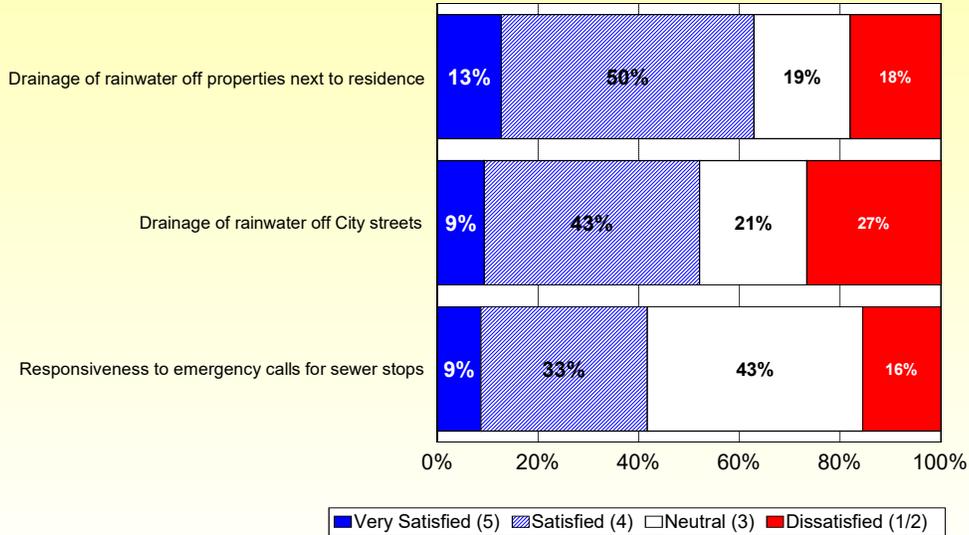
Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)





### Q16. Satisfaction with Sewer and Stormwater Mgmt.

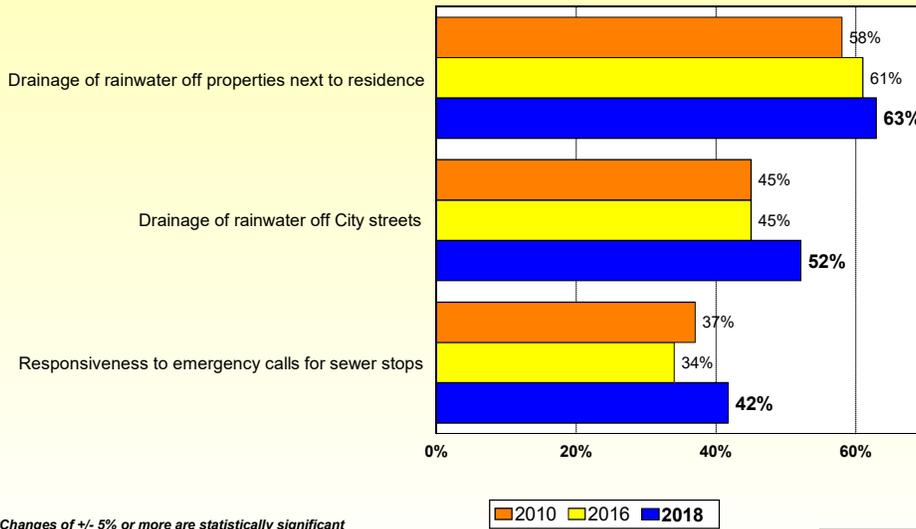
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

### Satisfaction with Sewer and Stormwater Management 2010 to 2018

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



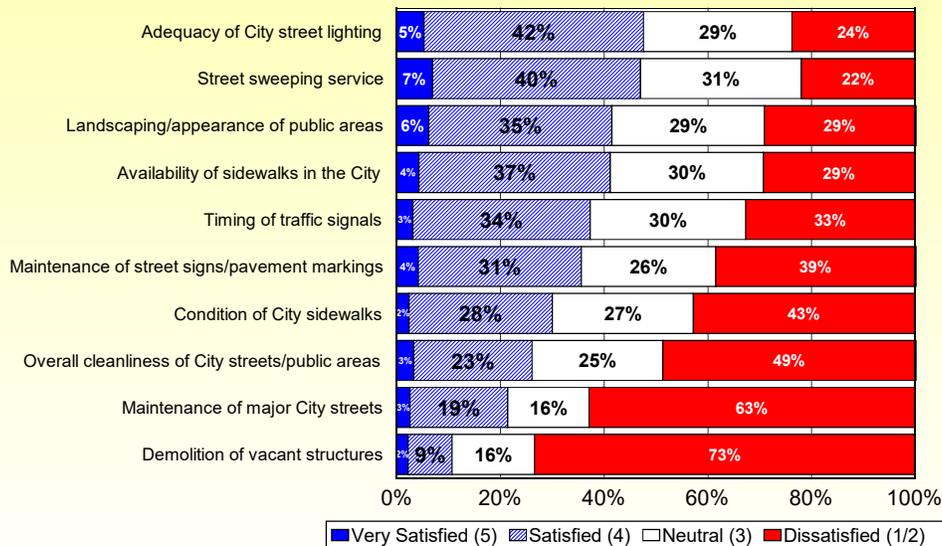
\*Changes of +/- 5% or more are statistically significant

Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

**Trends**

### Q17. Satisfaction with City Maintenance/Public Works

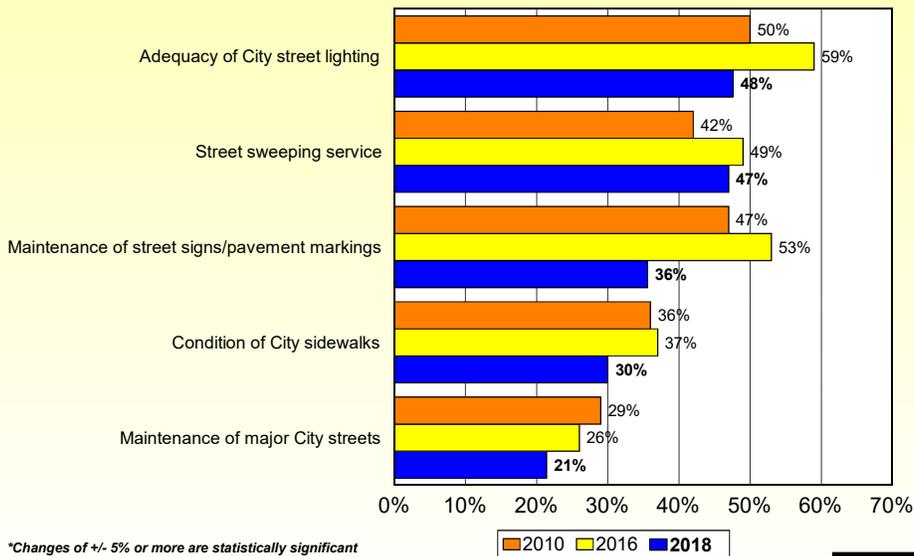
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

### Satisfaction with City Maintenance/Public Works 2010 to 2018

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



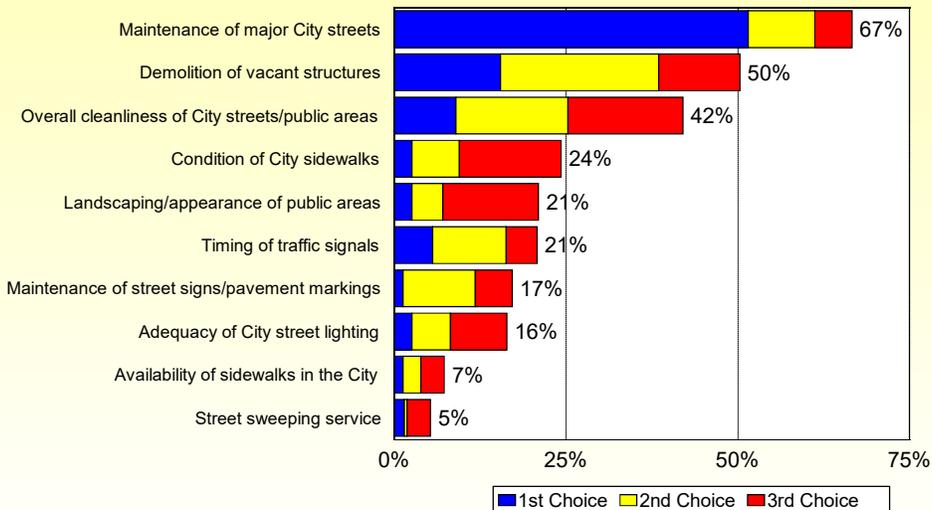
\*Changes of +/- 5% or more are statistically significant

Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

**Trends**

### Q18. City 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

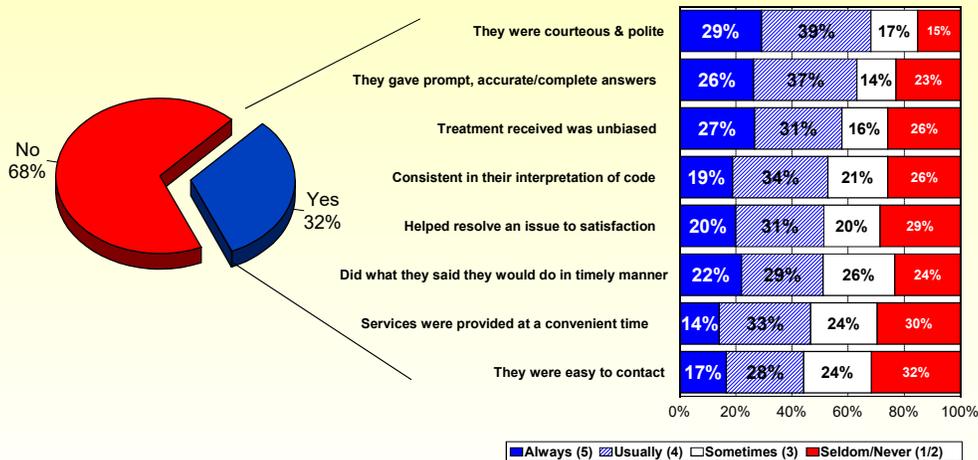


Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

### Q19. Have you contacted the City during the past year?

by percentage of respondents

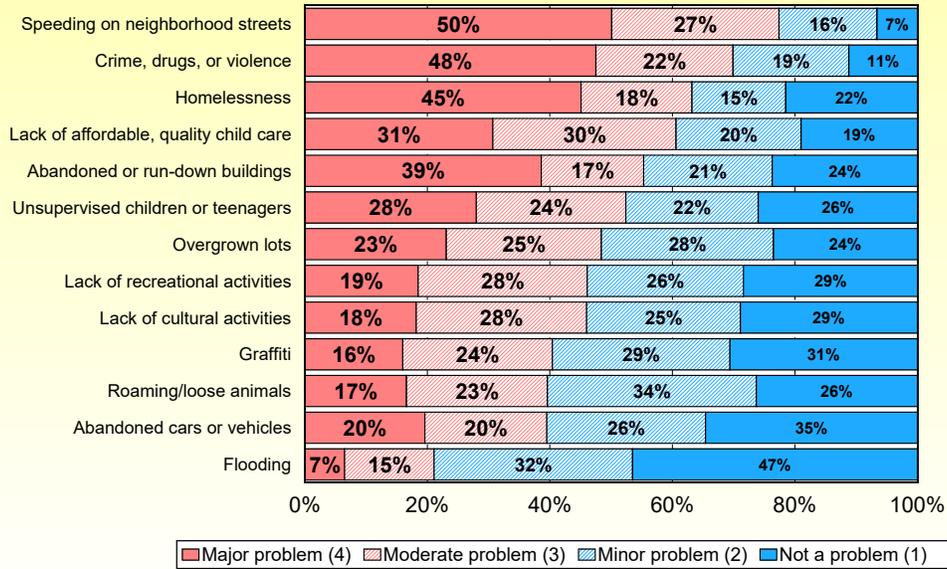
**Q19a. If YES, rate your satisfaction with City employees on the following behaviors (excluding "don't know")**



Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

### Q20. Neighborhood Concerns

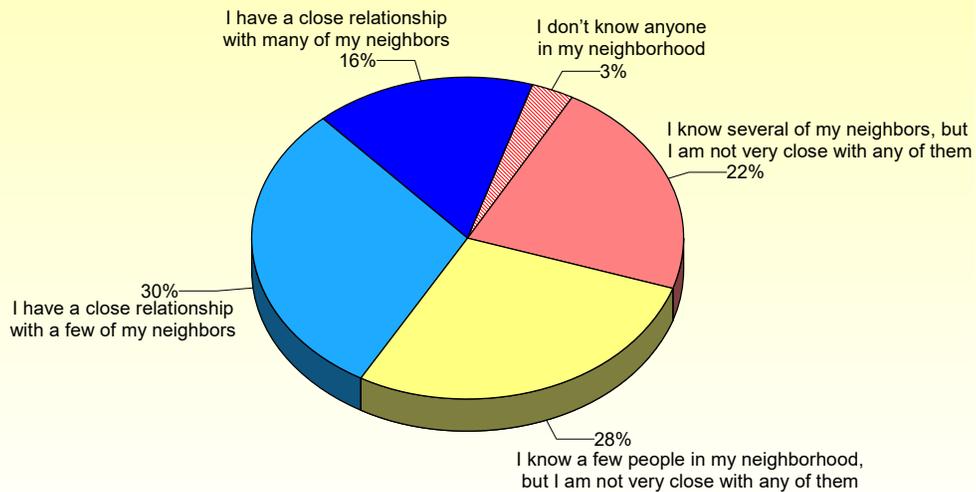
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

### Q21. Which one of the following best describes your relationship with your neighbors?

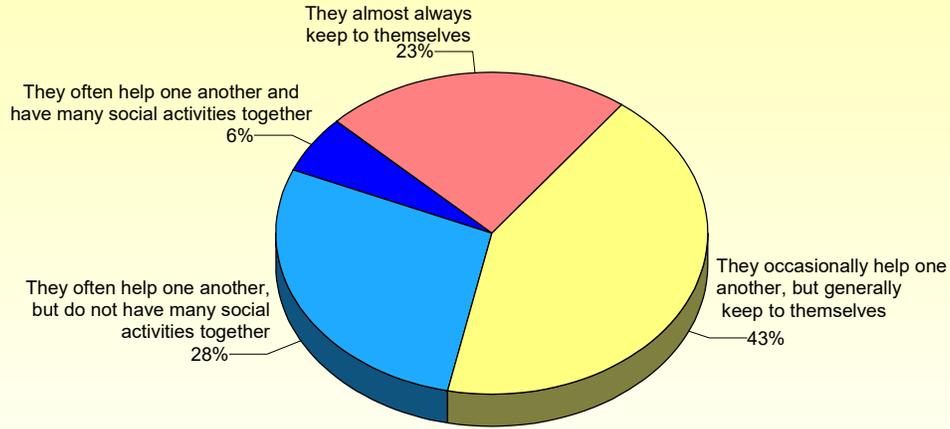
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

### Q22. Which one of the following best describes how people in your neighborhood interact with one another?

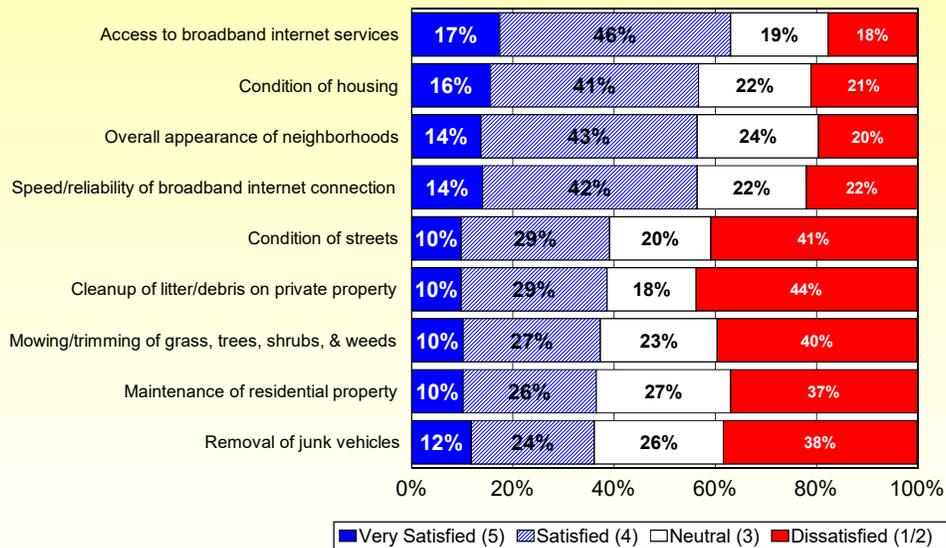
by percentage of respondents (excluding "don't know")



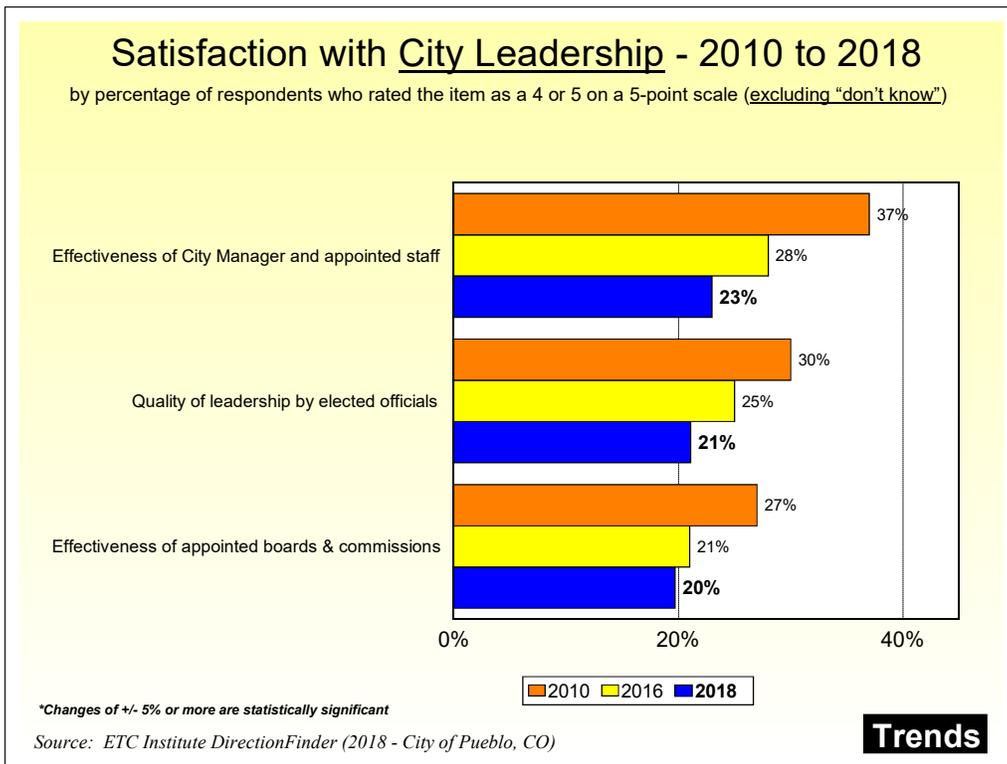
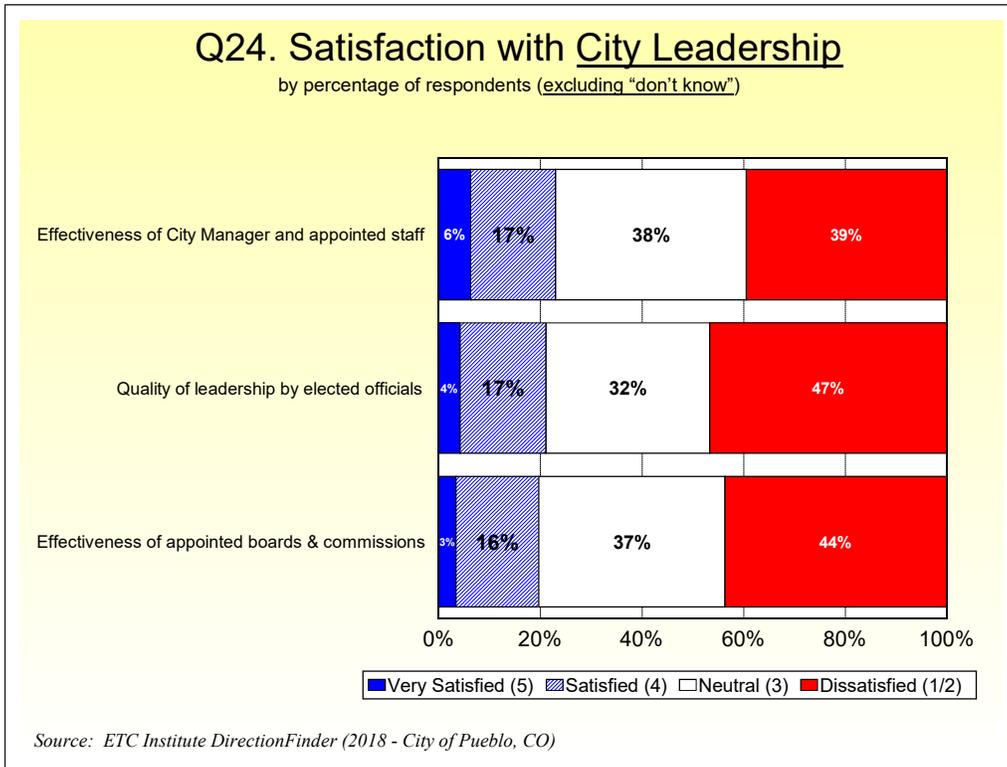
Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

### Q23. Satisfaction with Neighborhoods

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

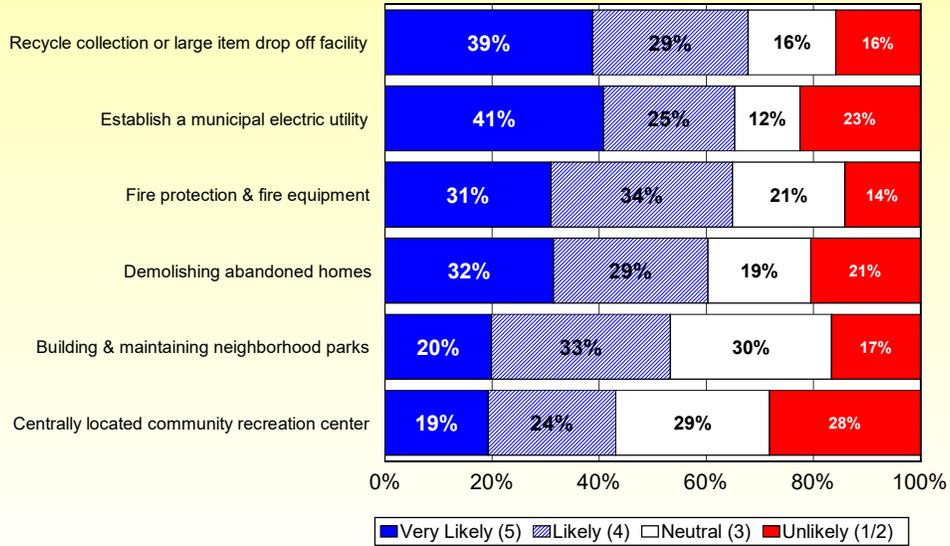


Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)



### Q25. Willingness to Support a Half-Cent Sales Tax Increase to Address the Following:

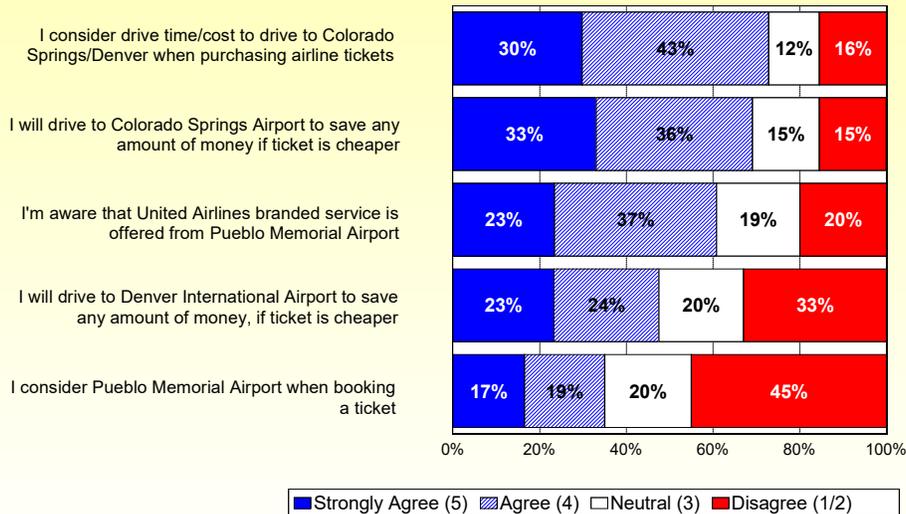
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

### Q26. Agreement With Various Statements Regarding Pueblo Memorial Airport

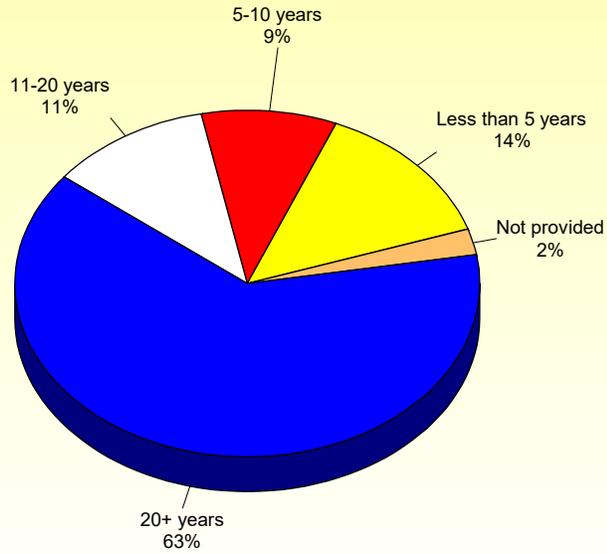
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

### Q27. Approximately how many years have you lived in the City of Pueblo?

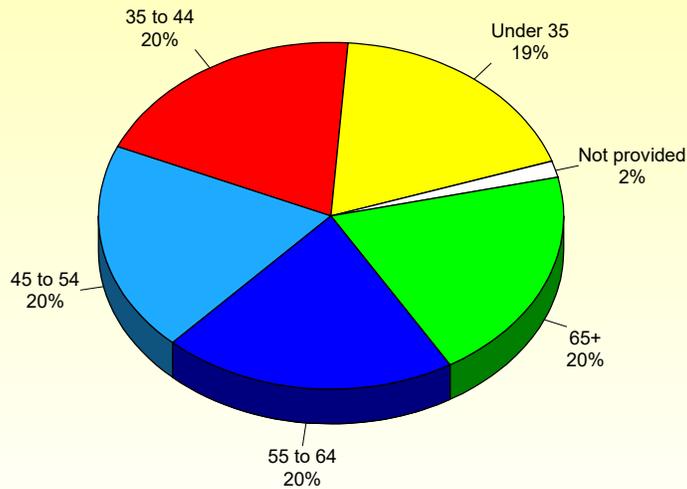
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

### Q28. What is your age?

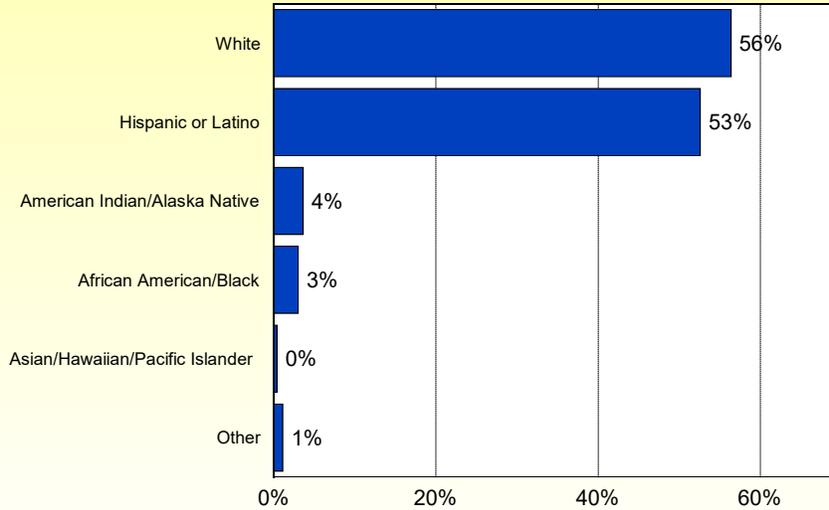
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

**Q29. Which of the following best describes your race?**

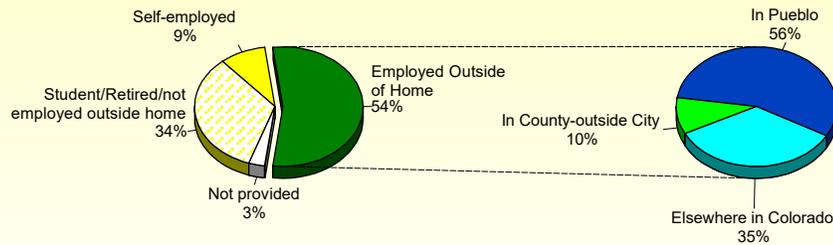
by percentage of respondents (multiple selections could be made)



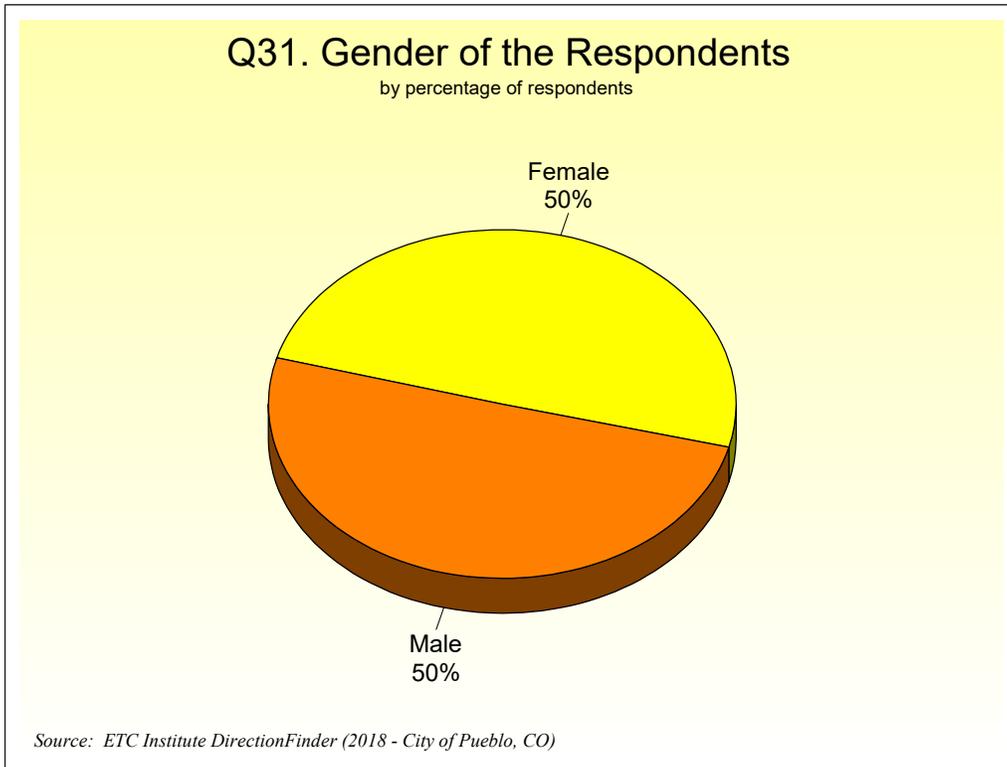
Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)

**Q30. Which of the following best describes your current place of employment?**

by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - City of Pueblo, CO)



## **Section 2:**

# **Geocoded Maps**

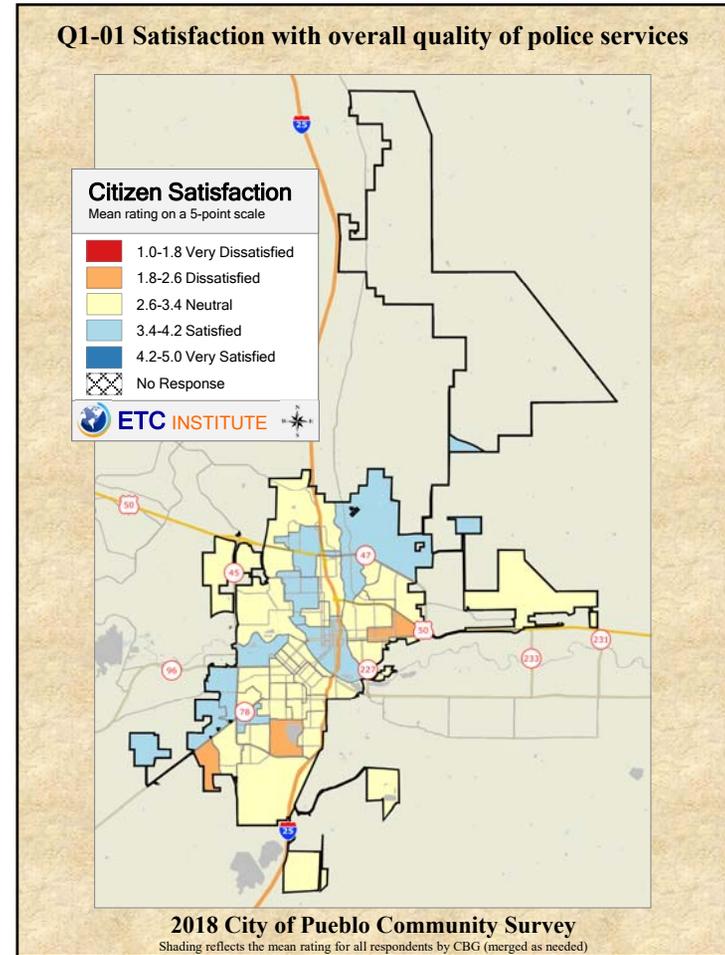
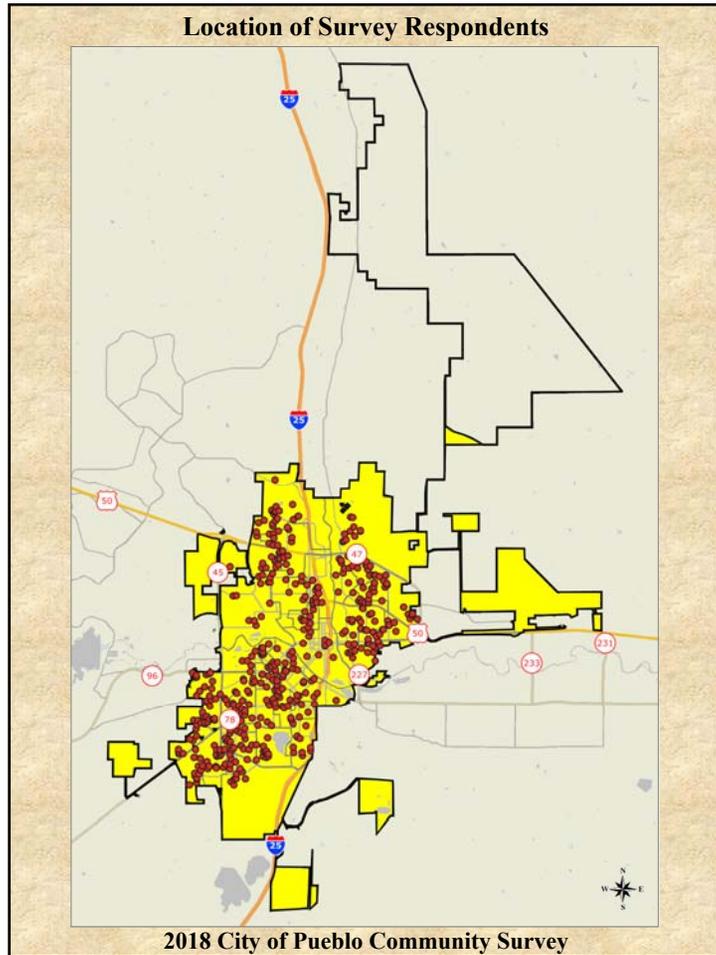
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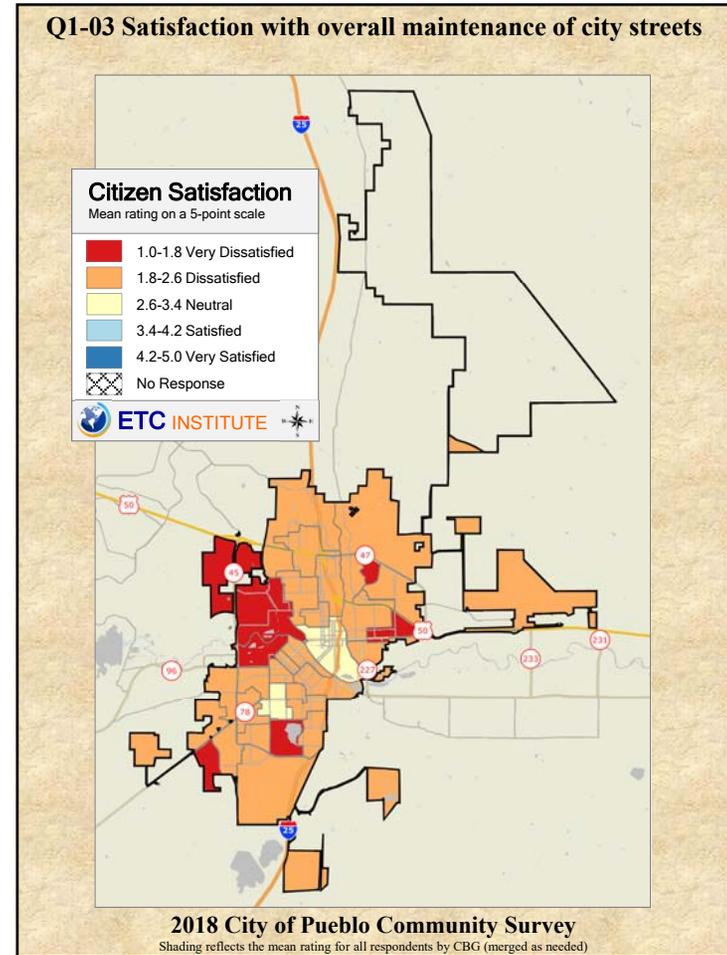
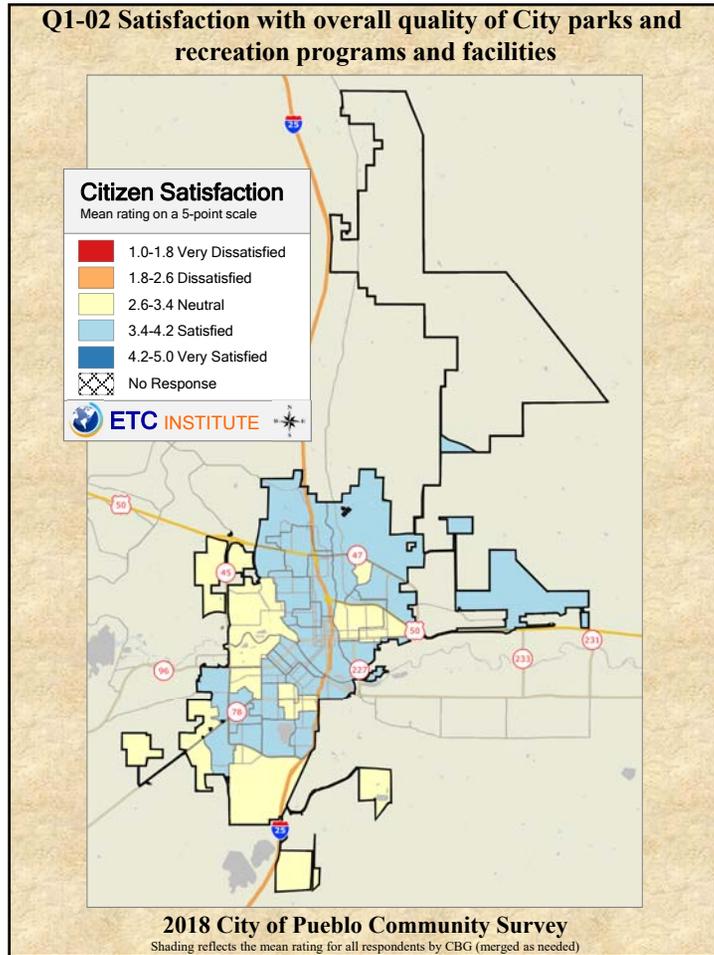
## Interpreting the Maps

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.

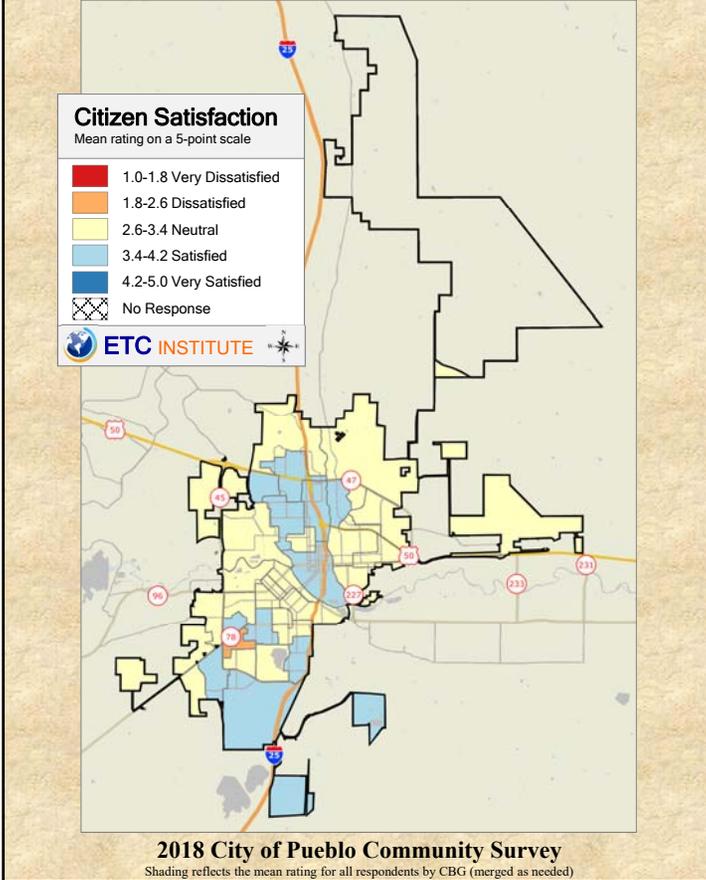
When reading the maps, please use the following color scheme as a guide:

- **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.”

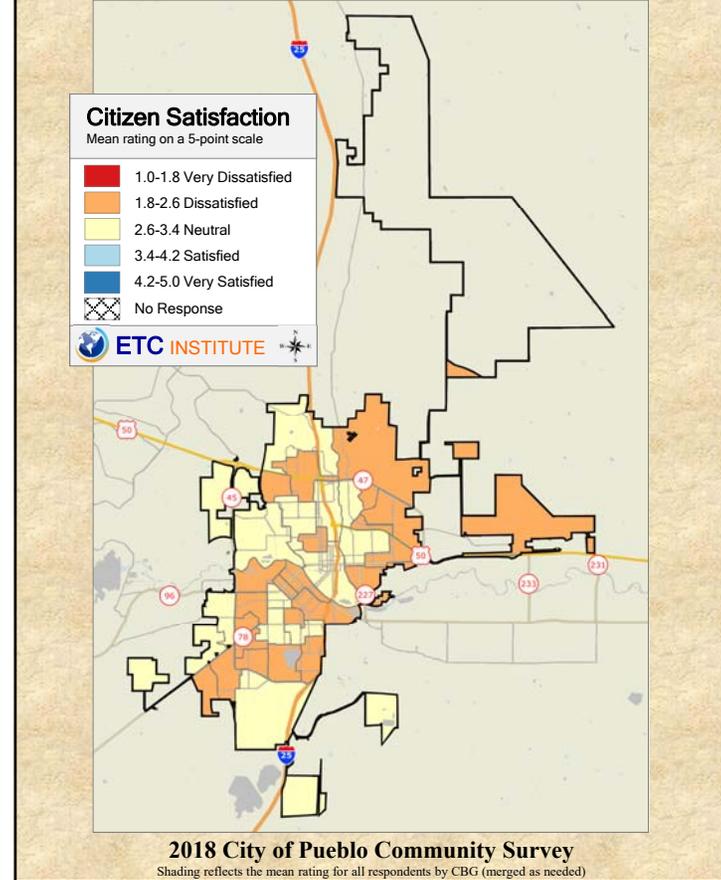


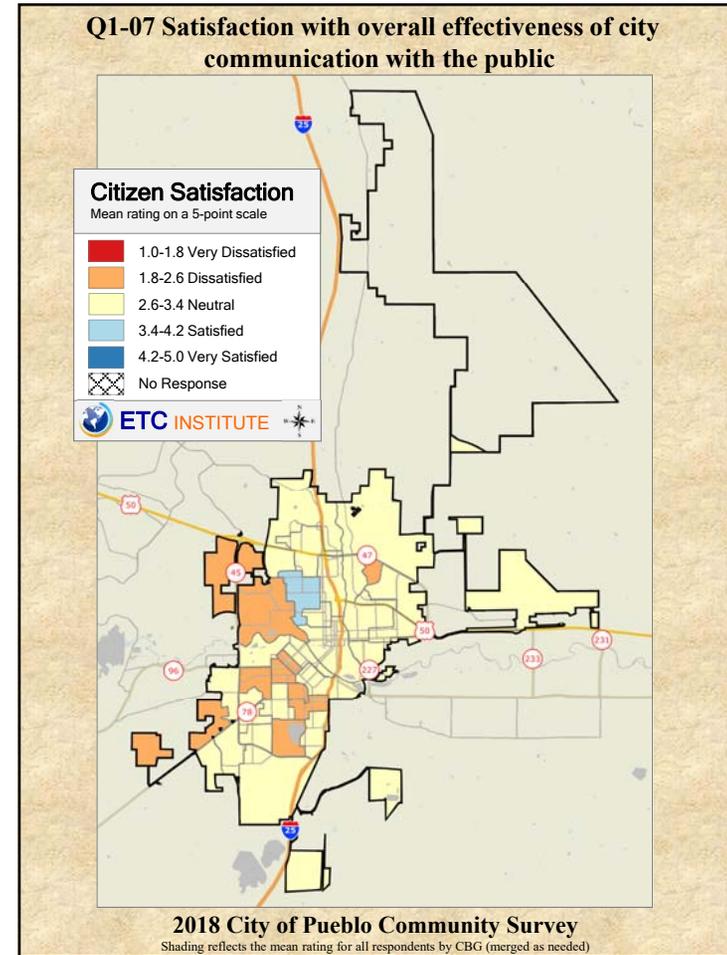
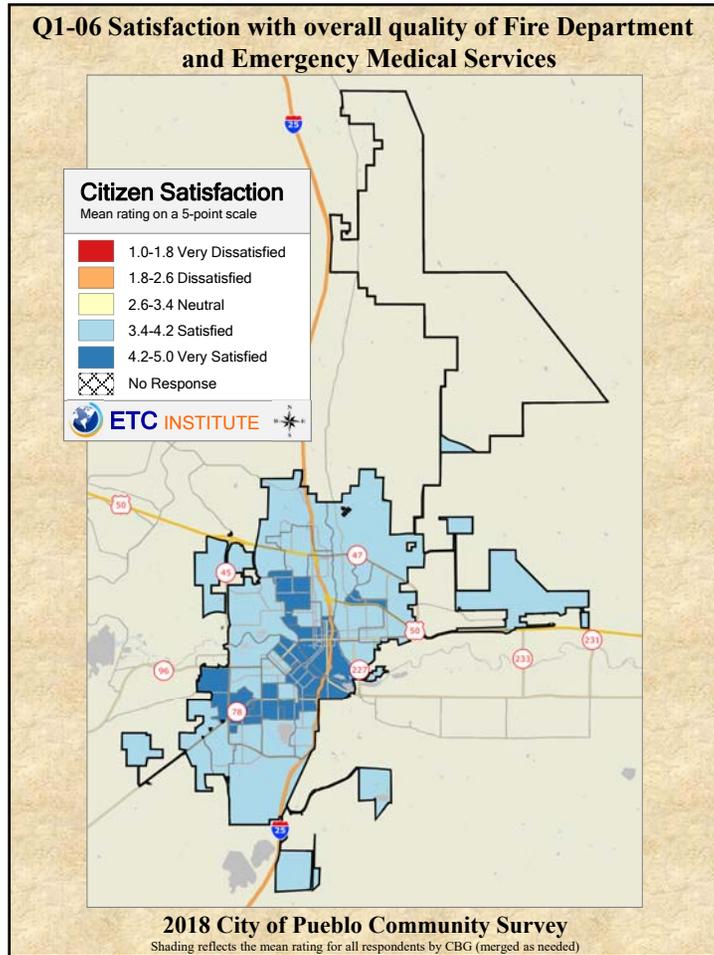


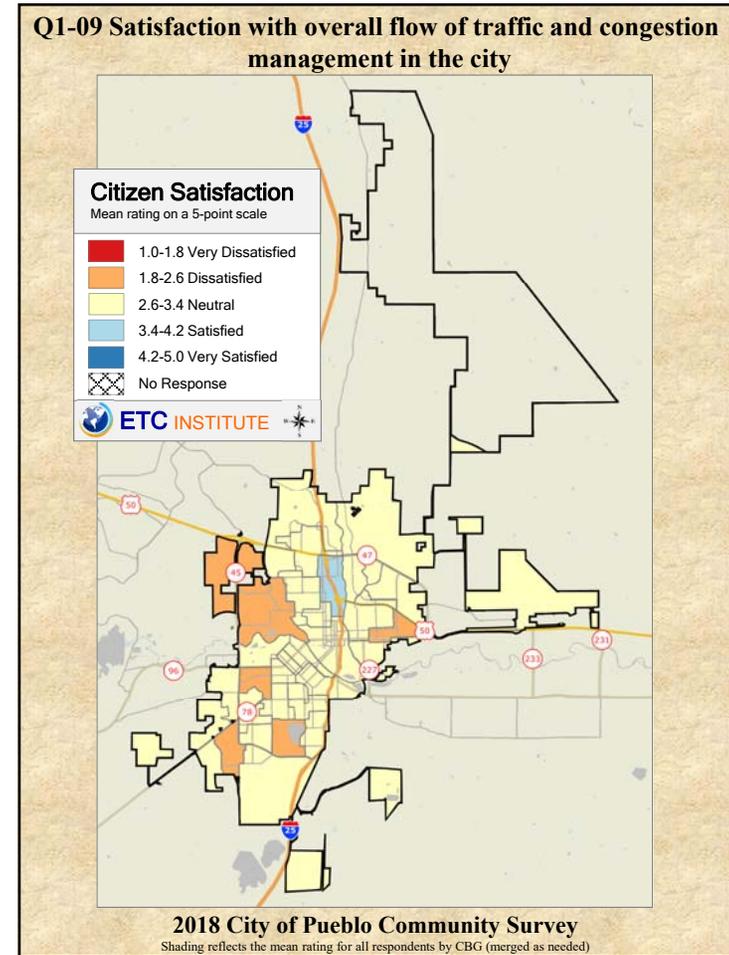
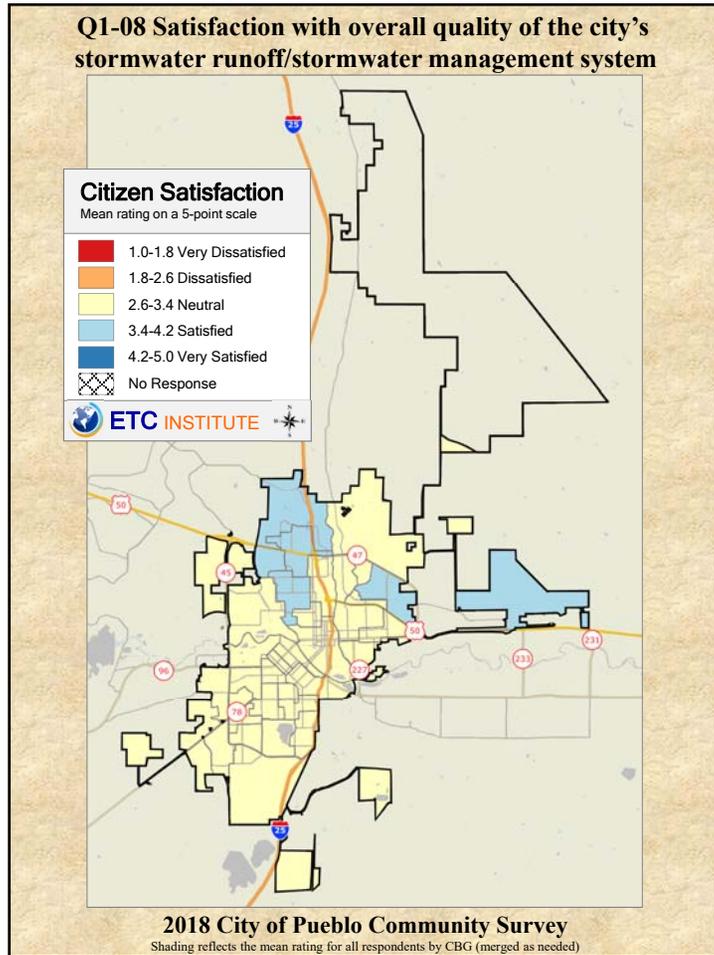
**Q1-04 Satisfaction with overall maintenance of city buildings and facilities**

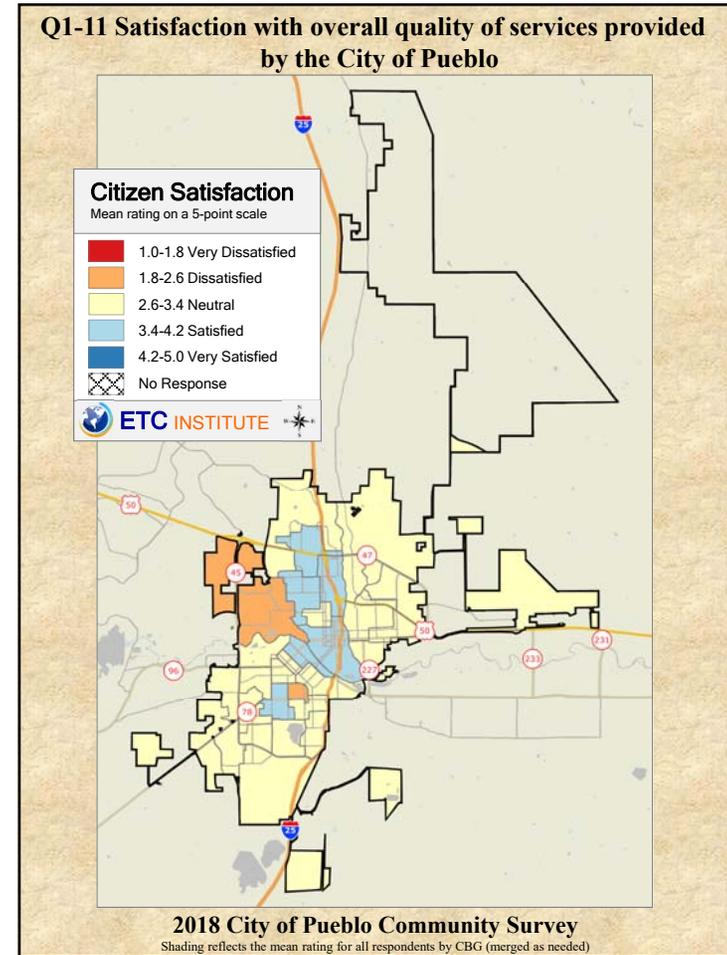
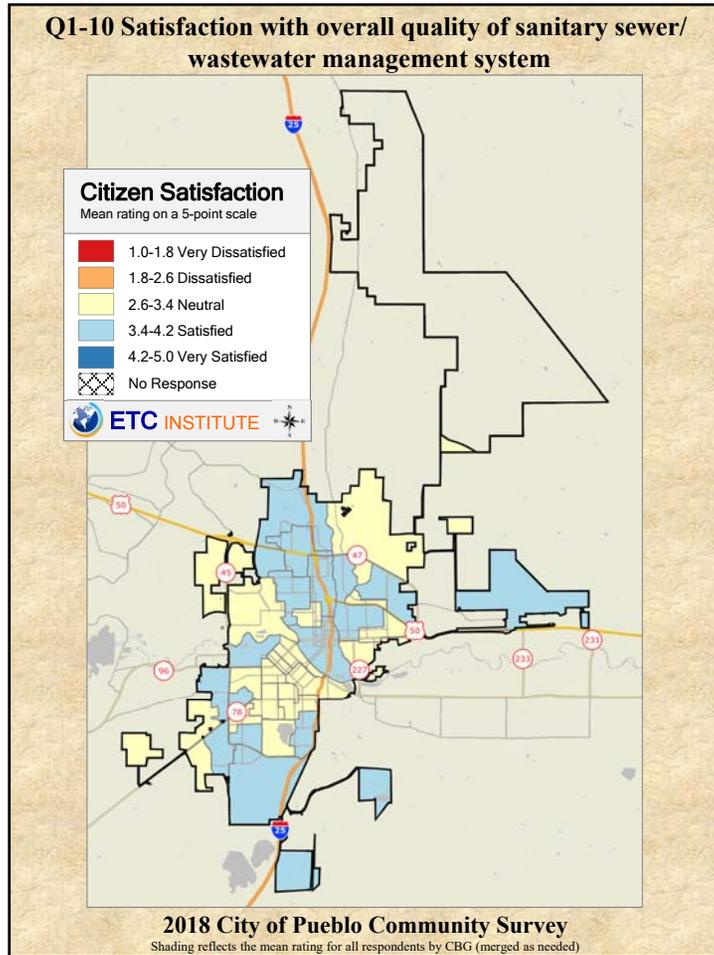


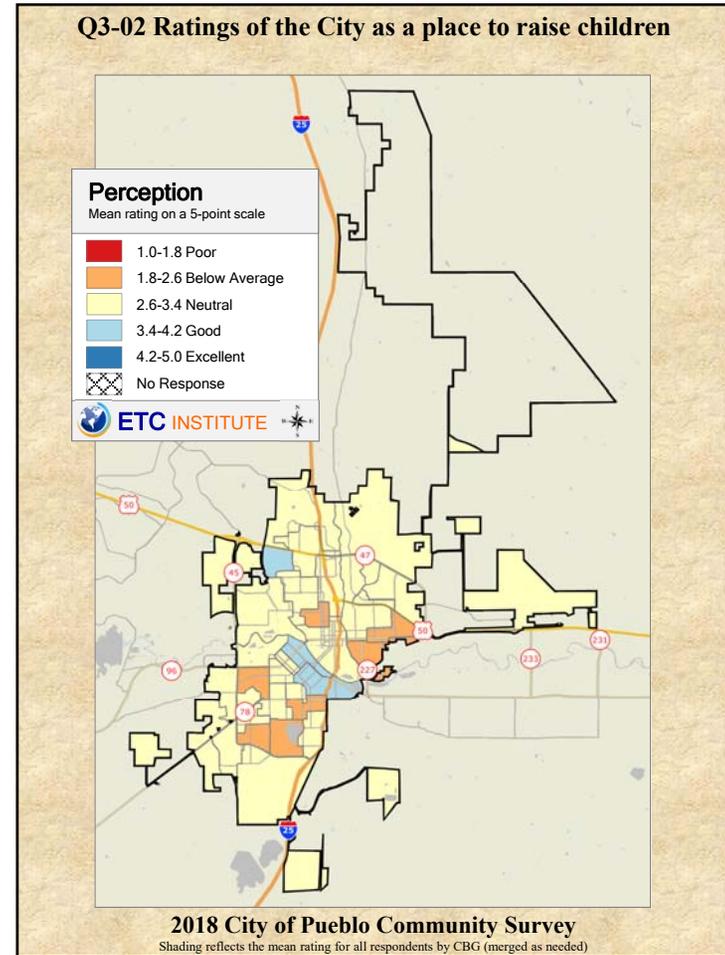
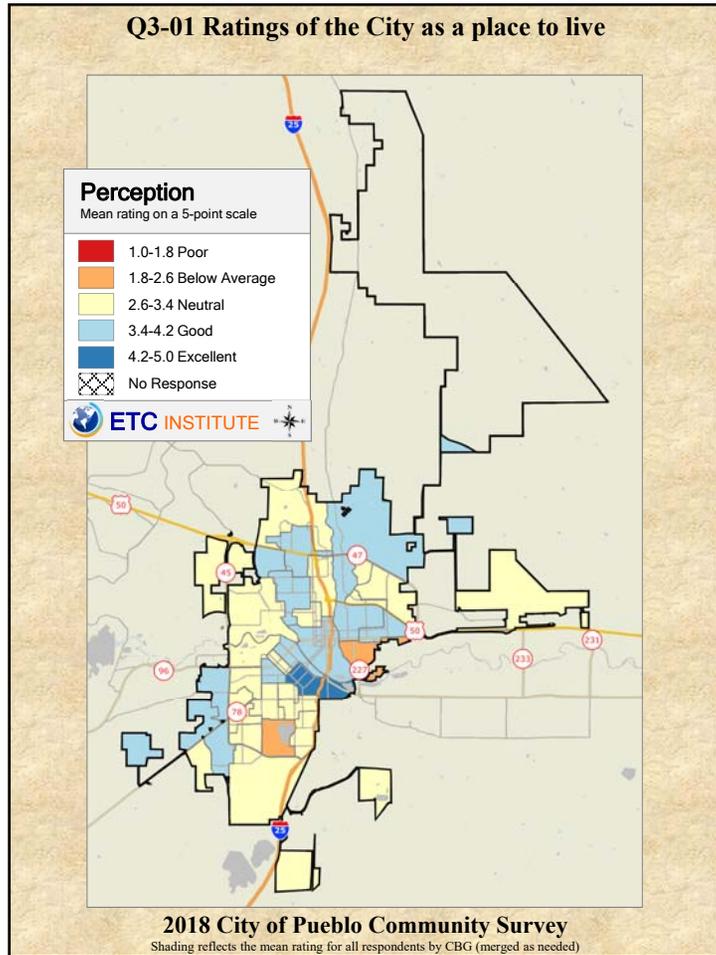
**Q1-05 Satisfaction with overall enforcement of city codes and ordinances**

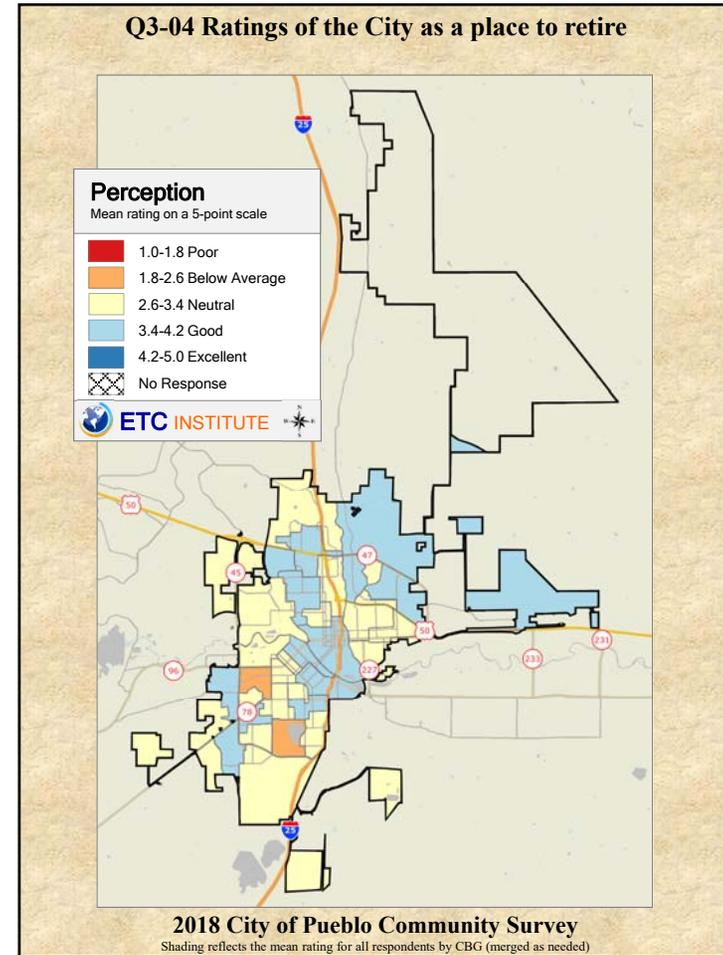
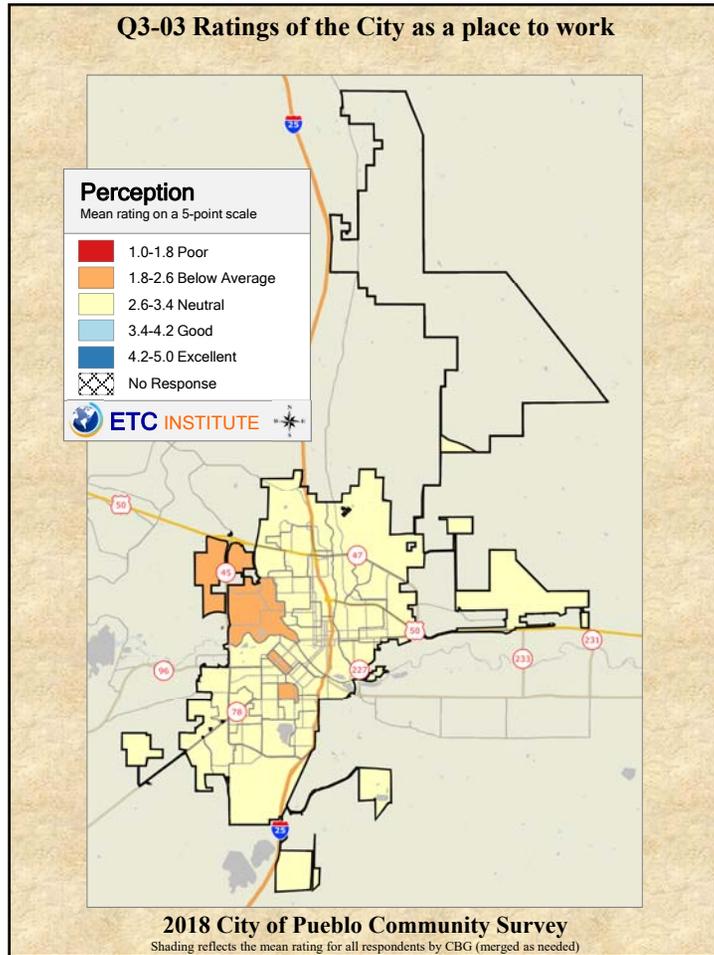


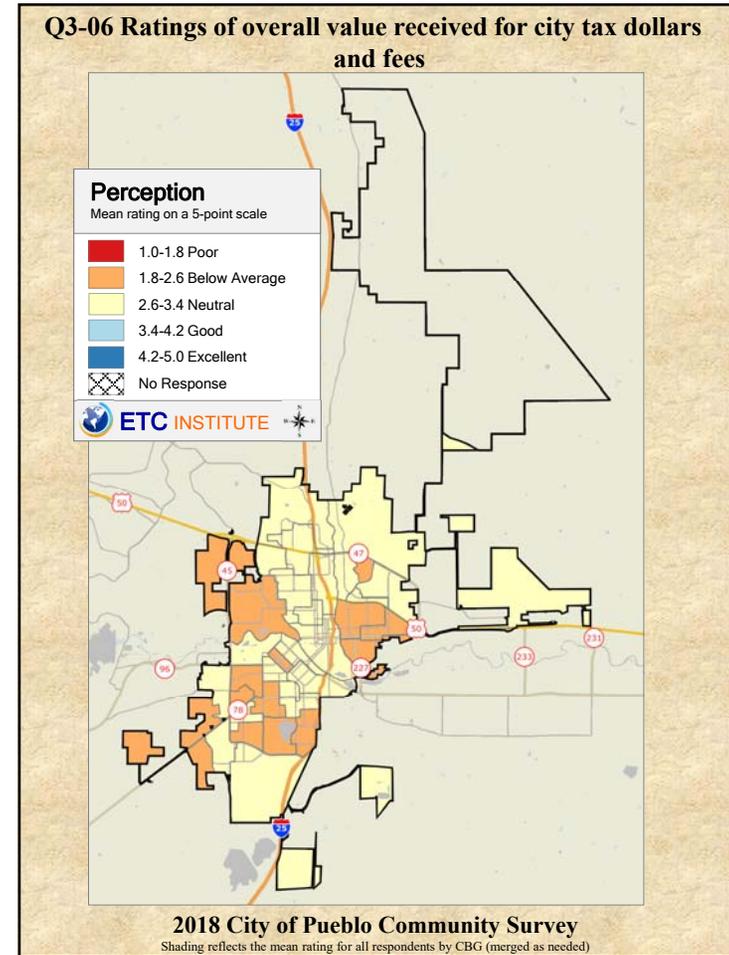
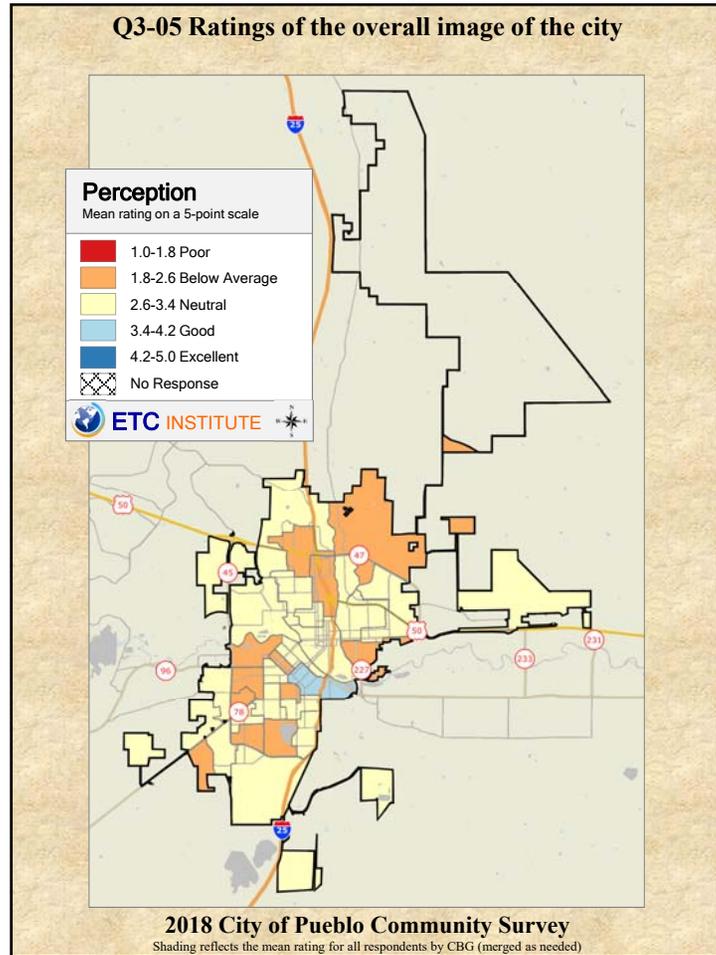


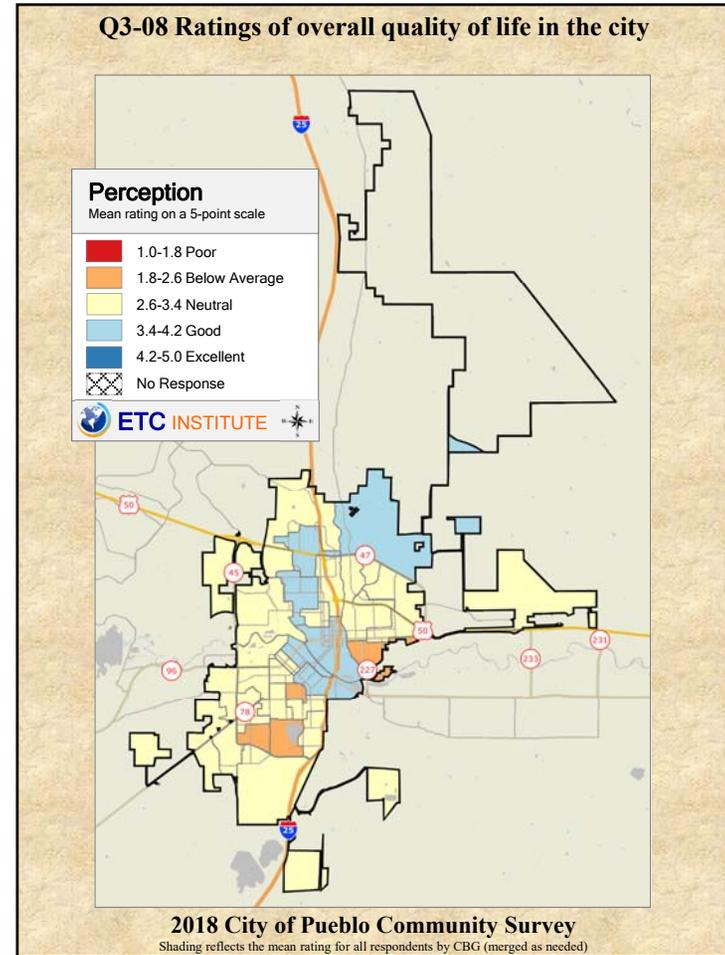
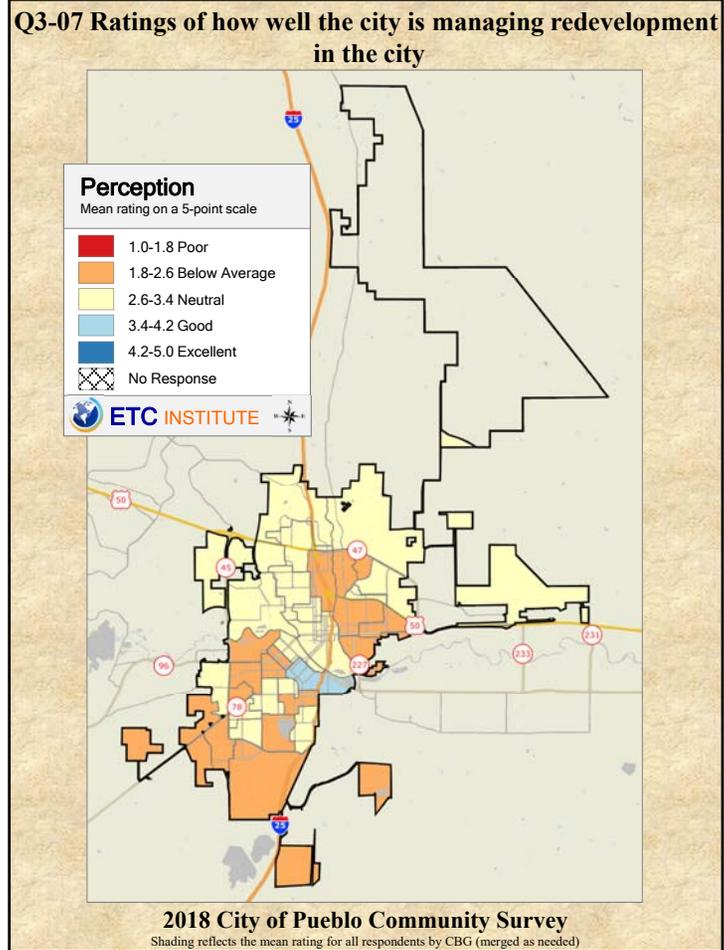


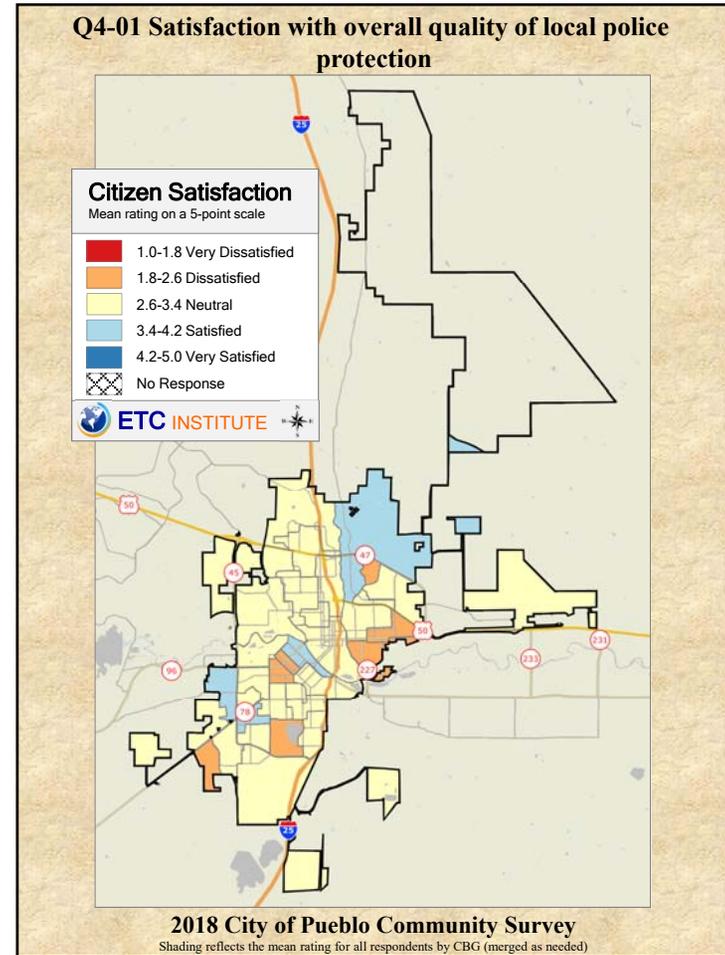
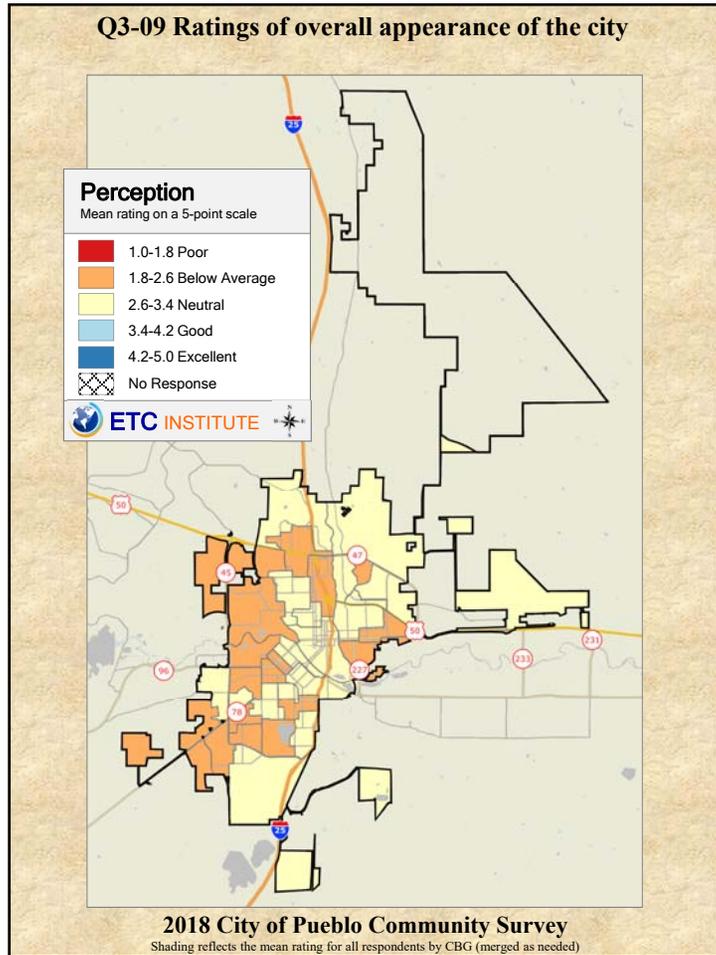




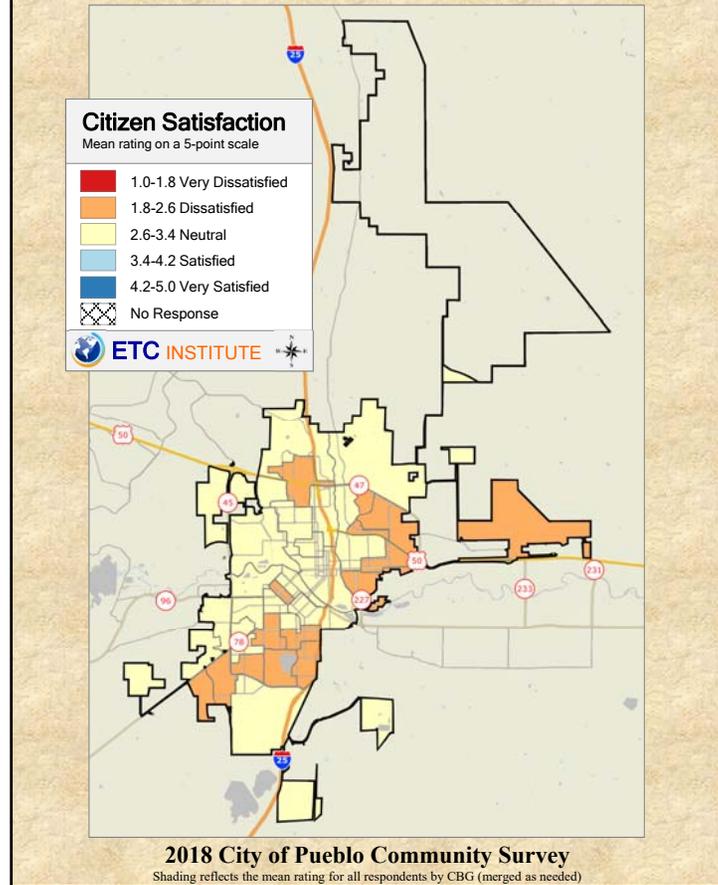




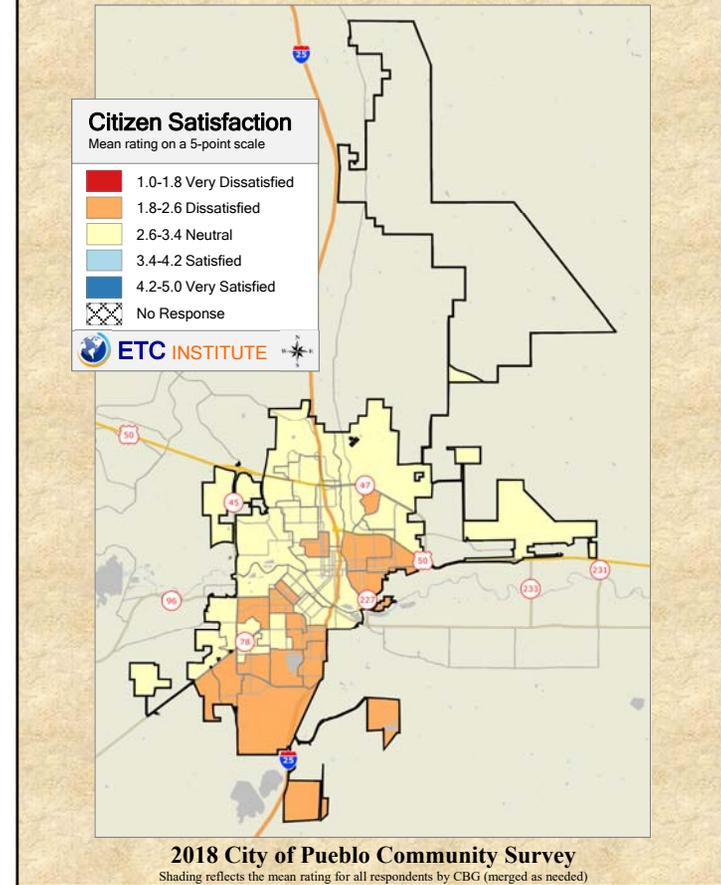


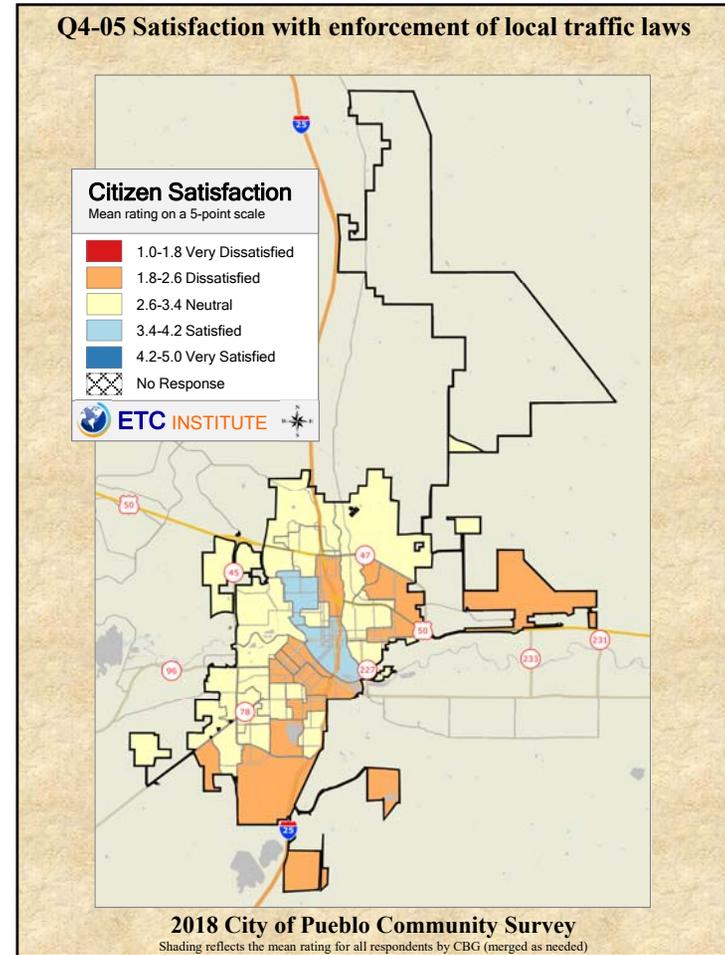
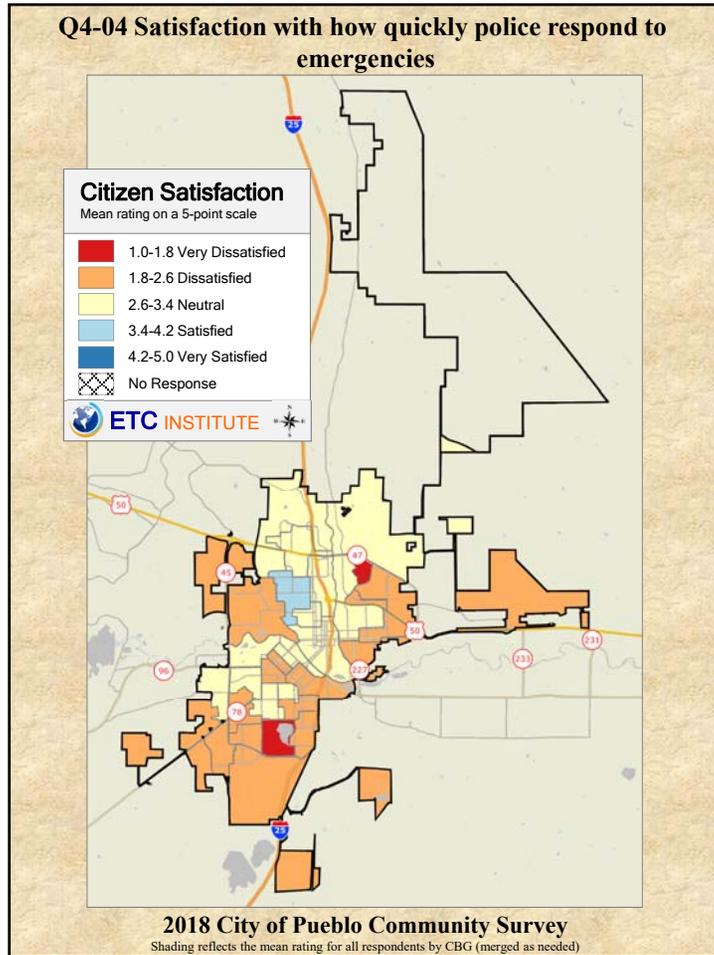


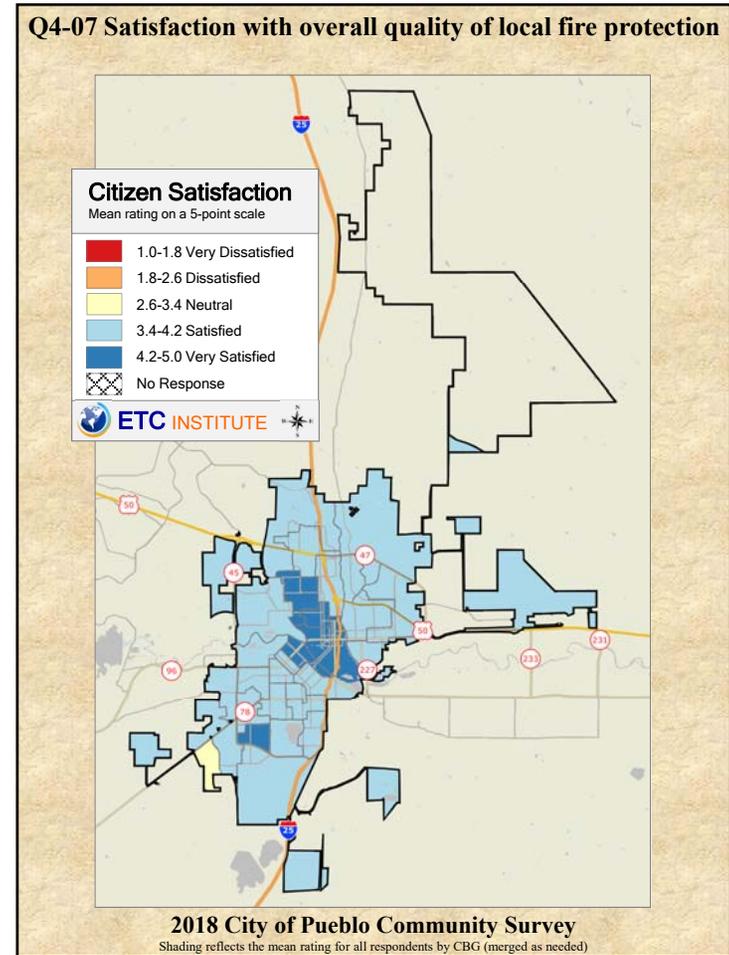
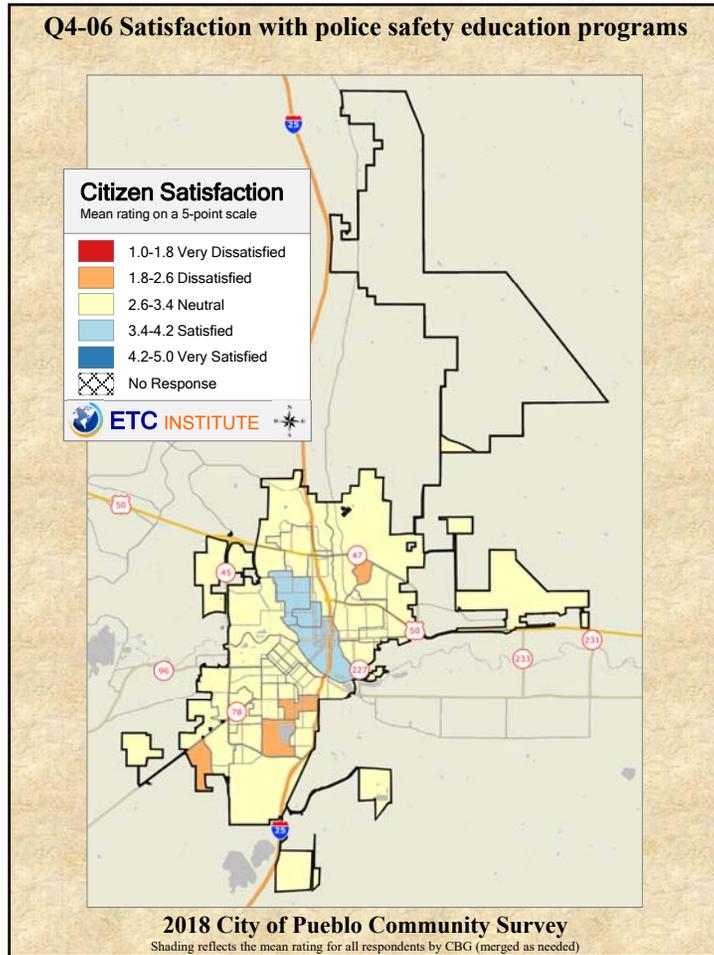
**Q4-02 Satisfaction with the visibility of police in neighborhoods**

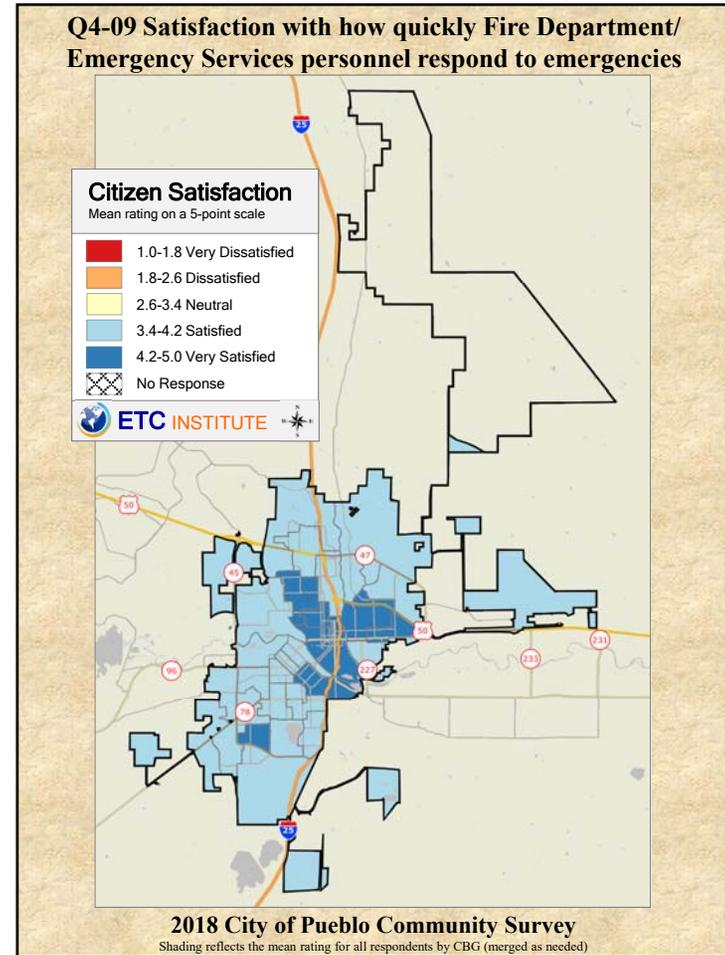
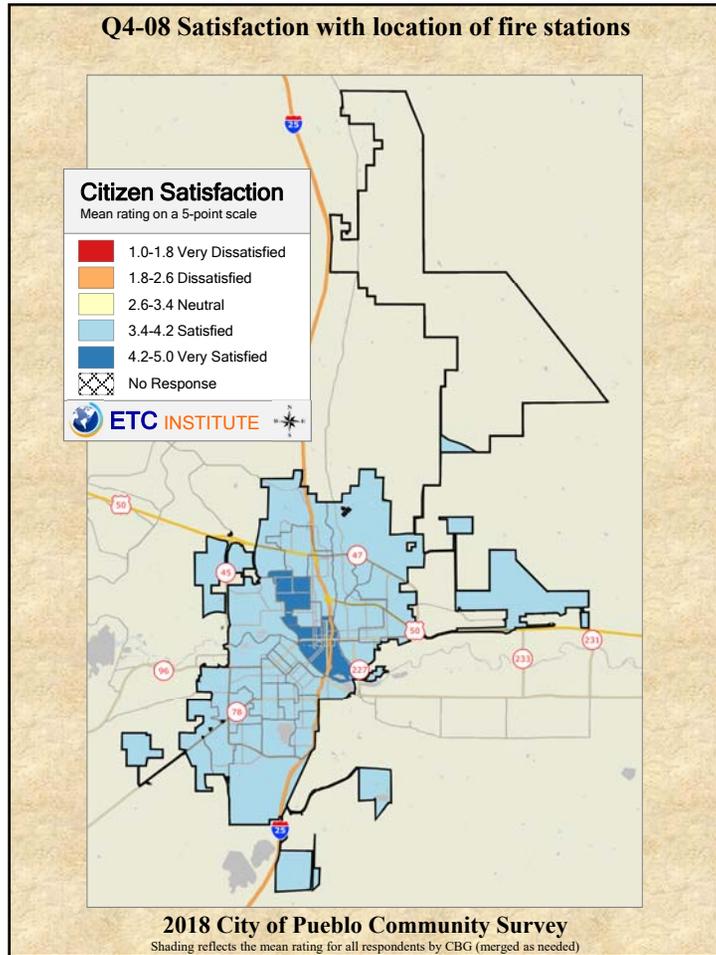


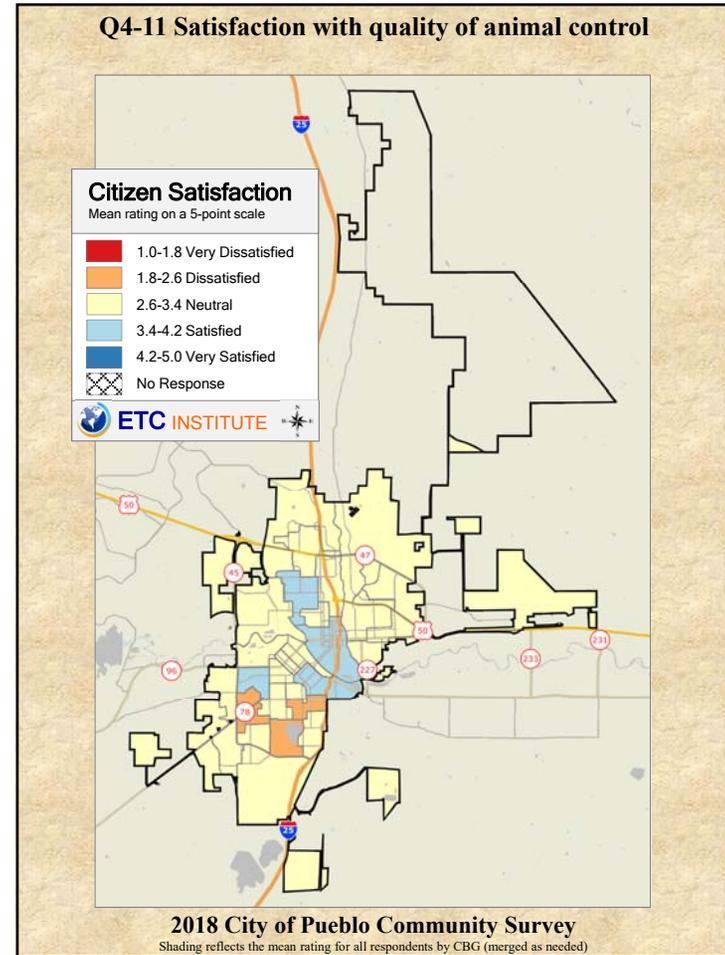
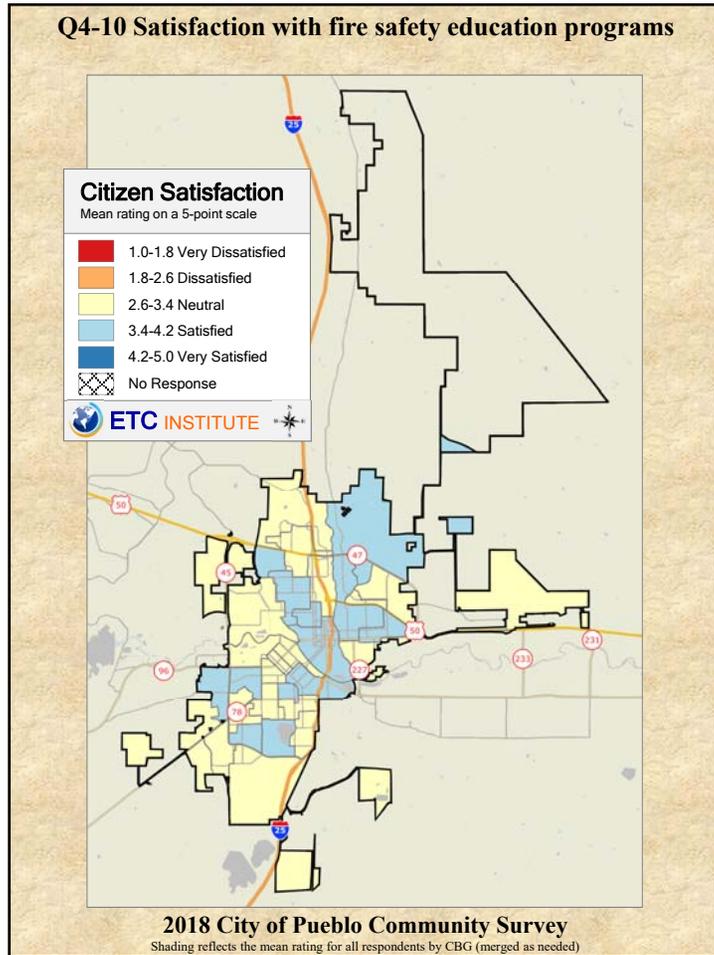
**Q4-03 Satisfaction with the city's efforts to prevent crime**

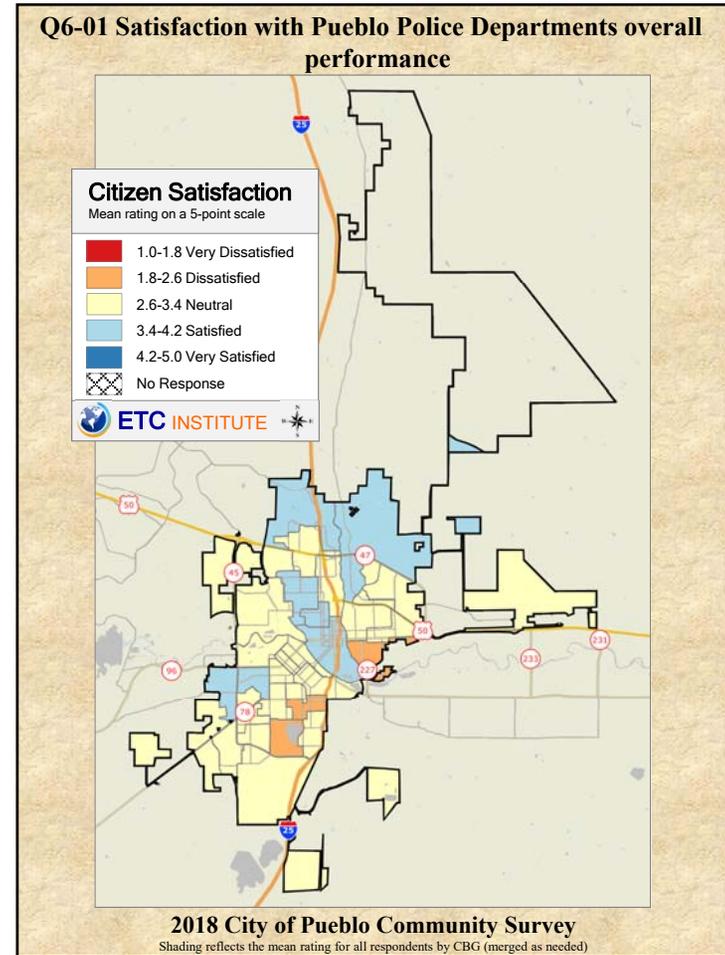
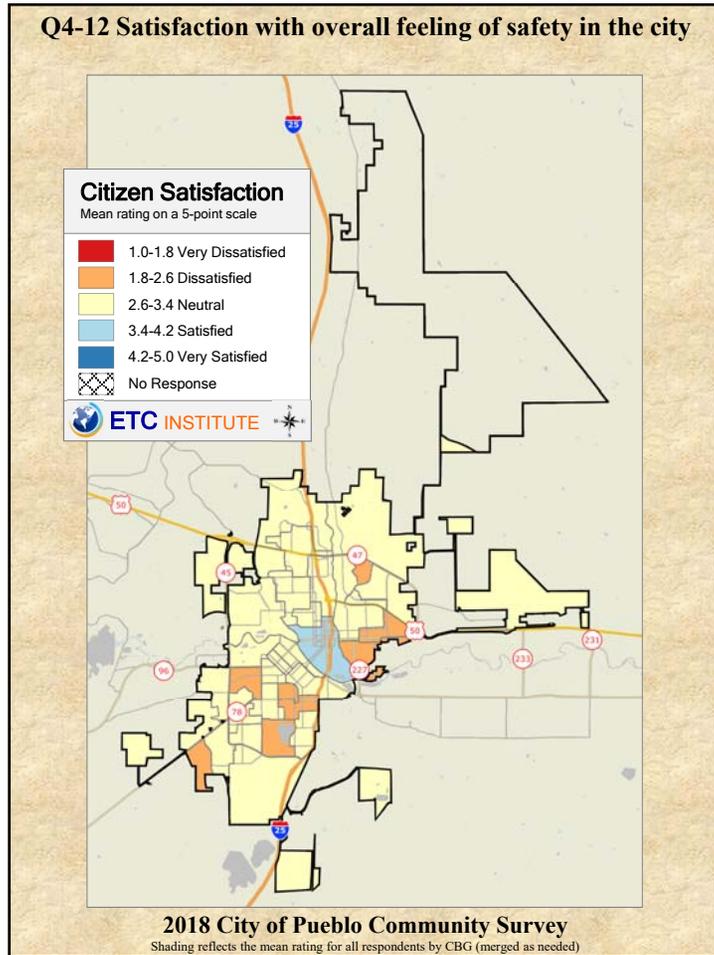


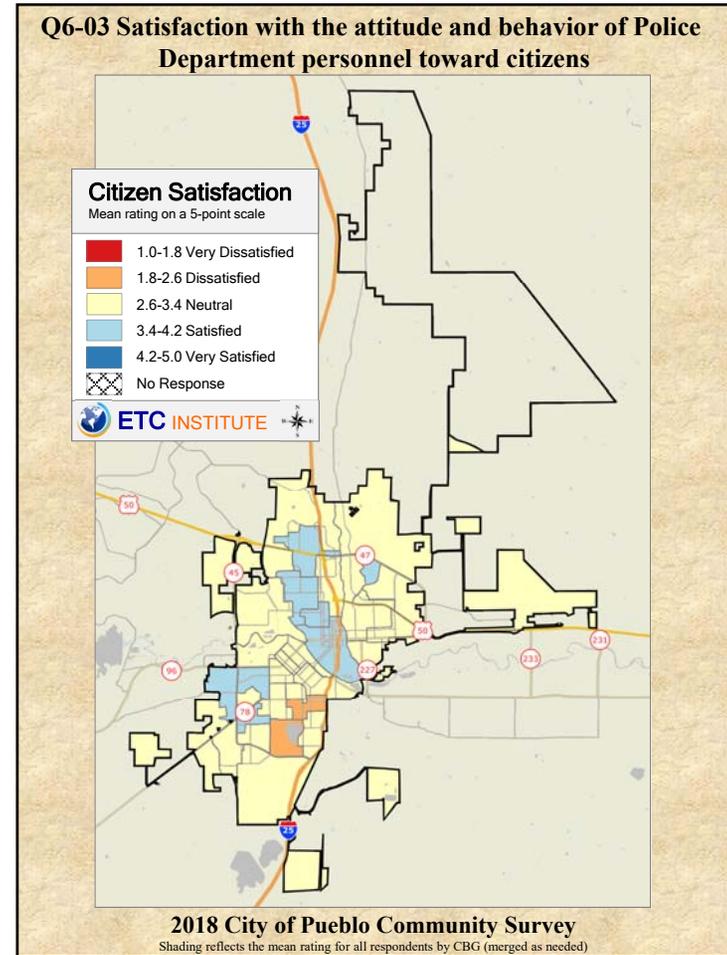
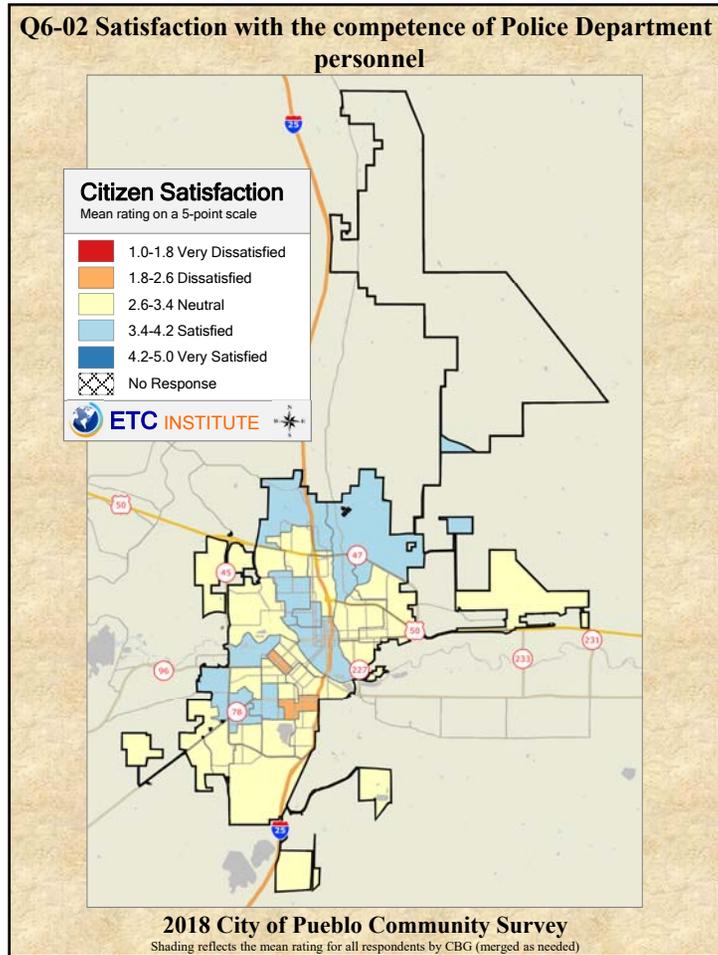


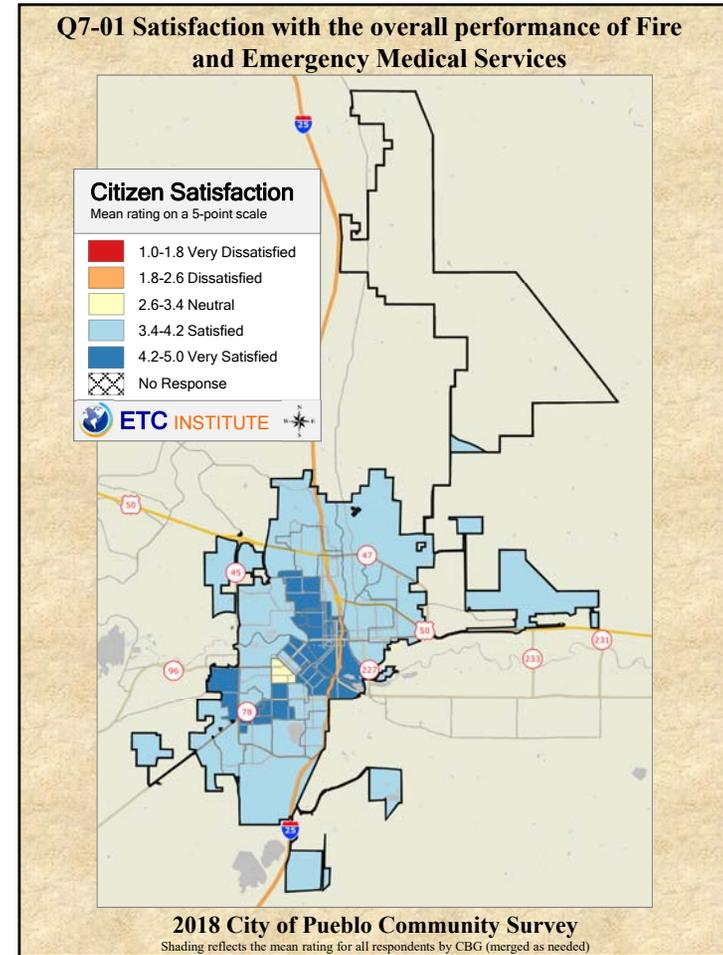
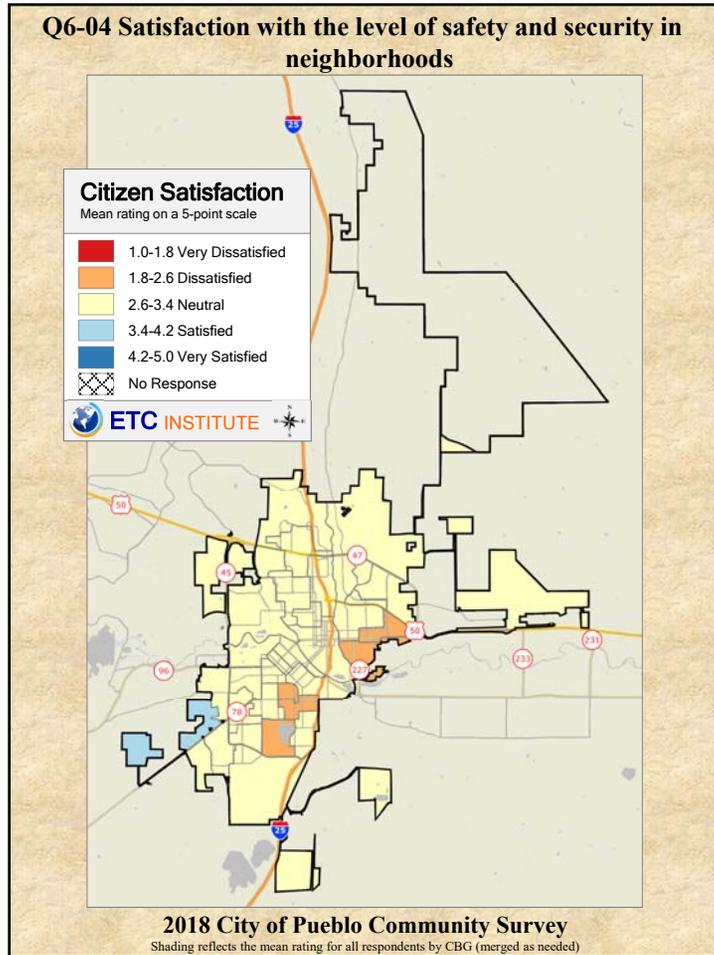


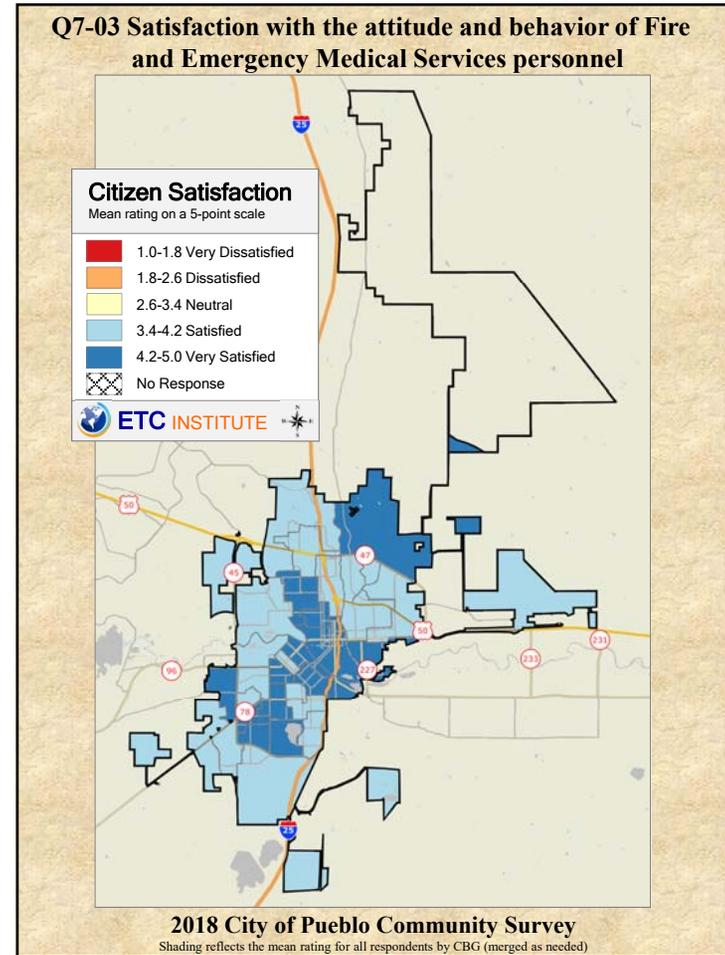
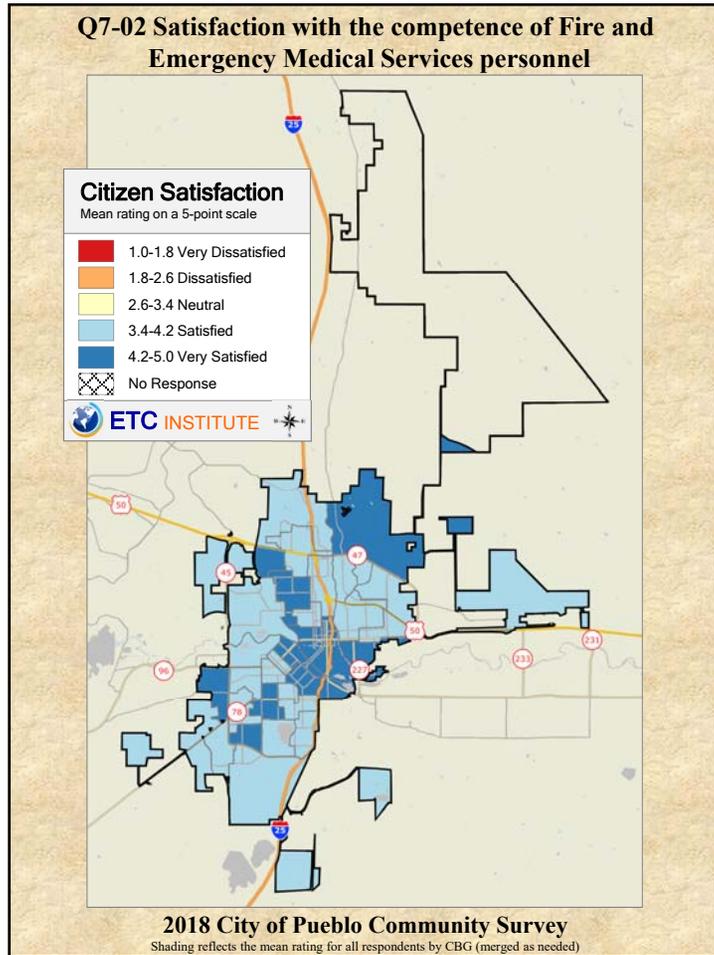


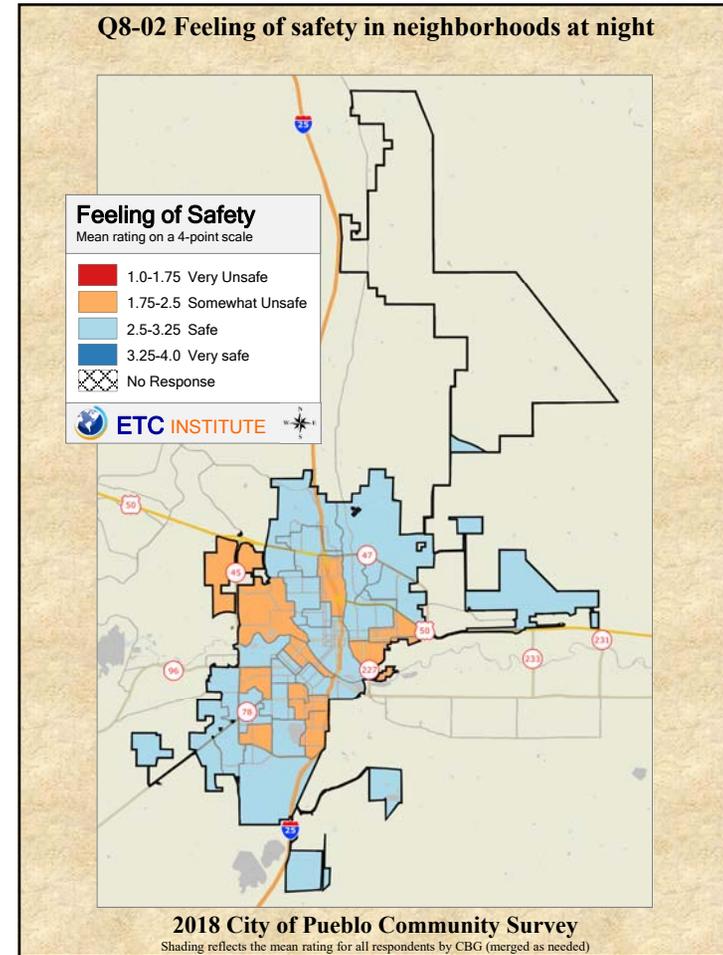
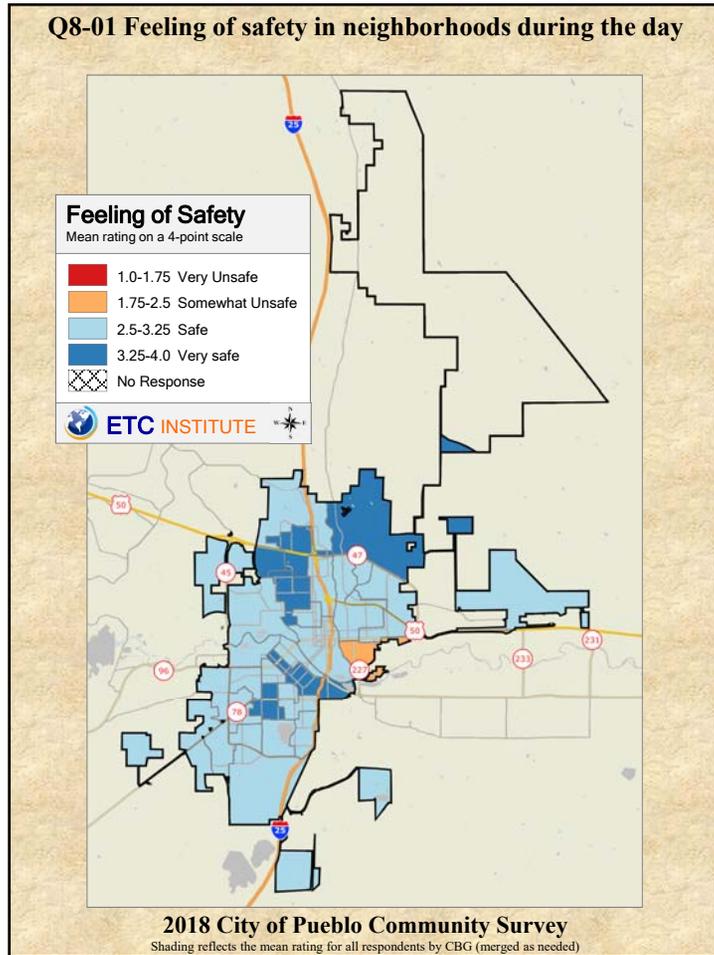


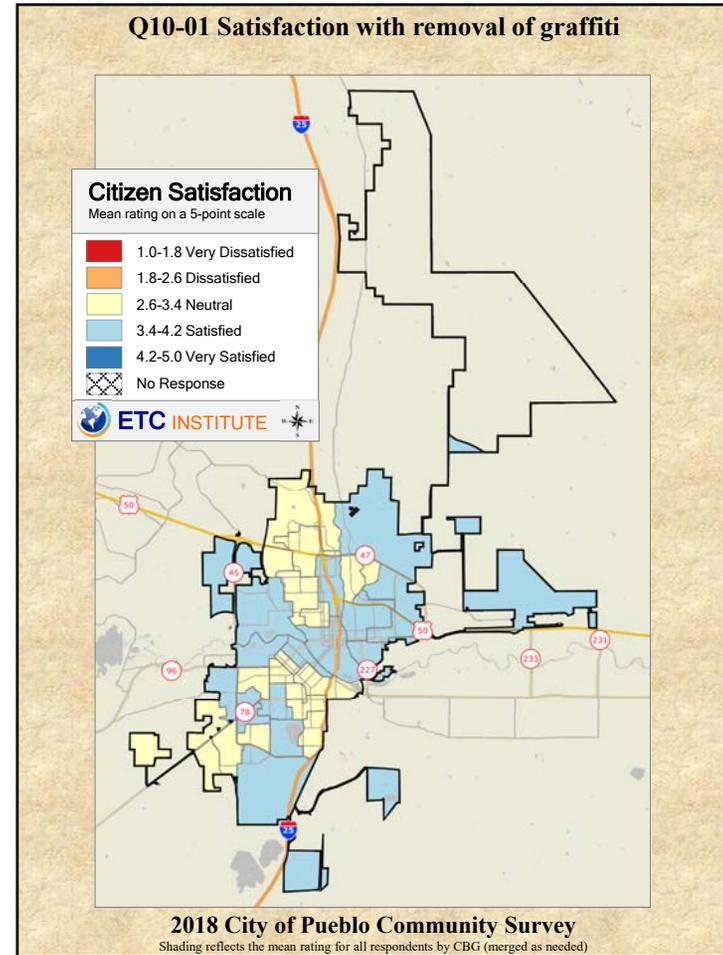
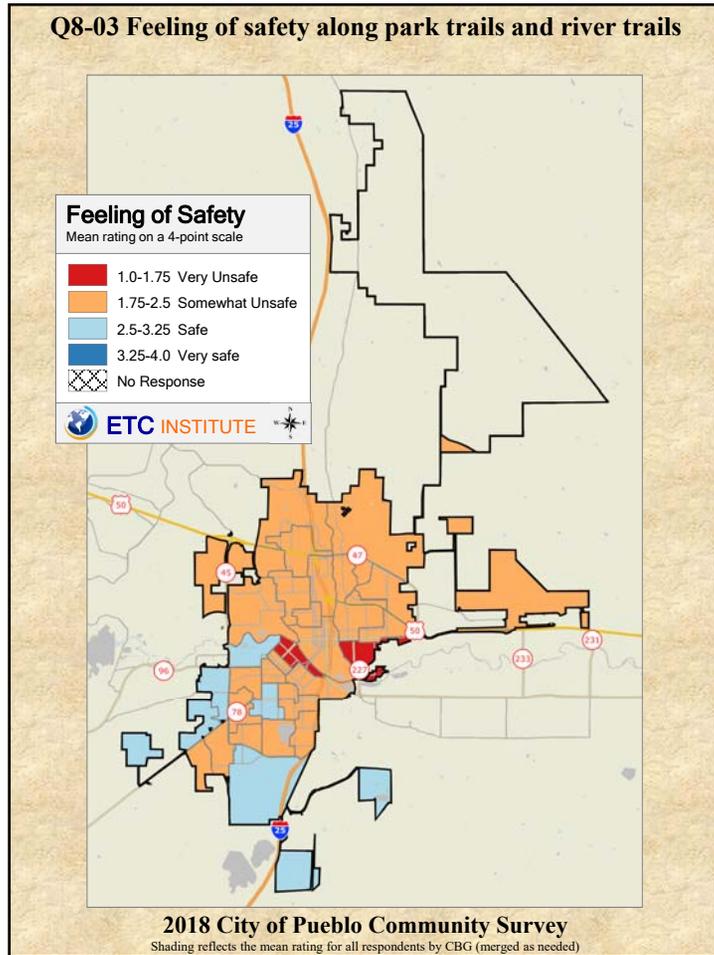


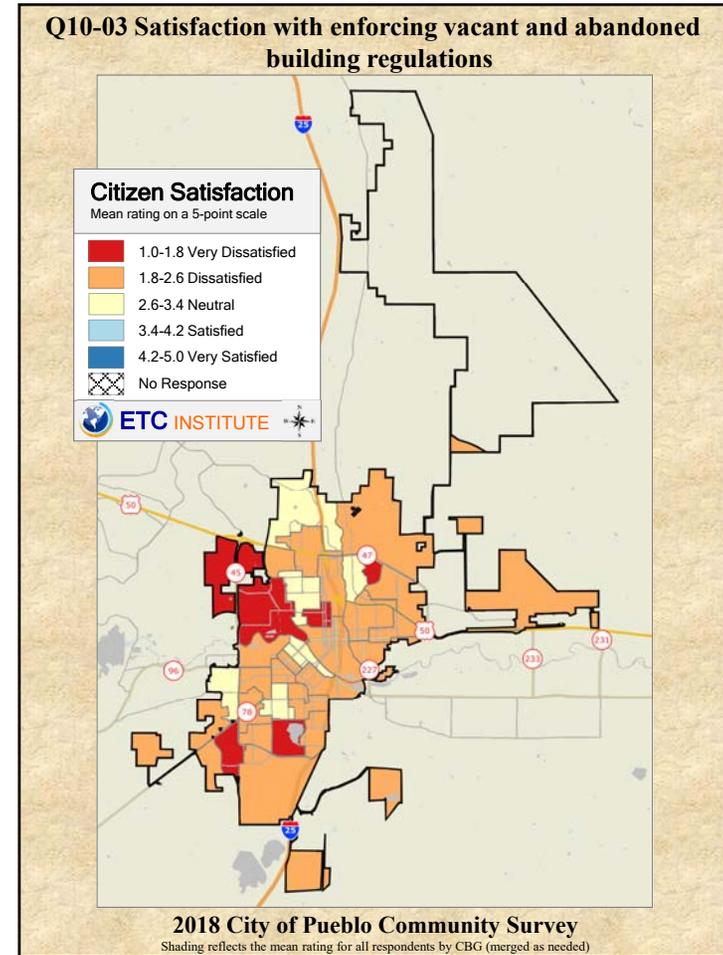
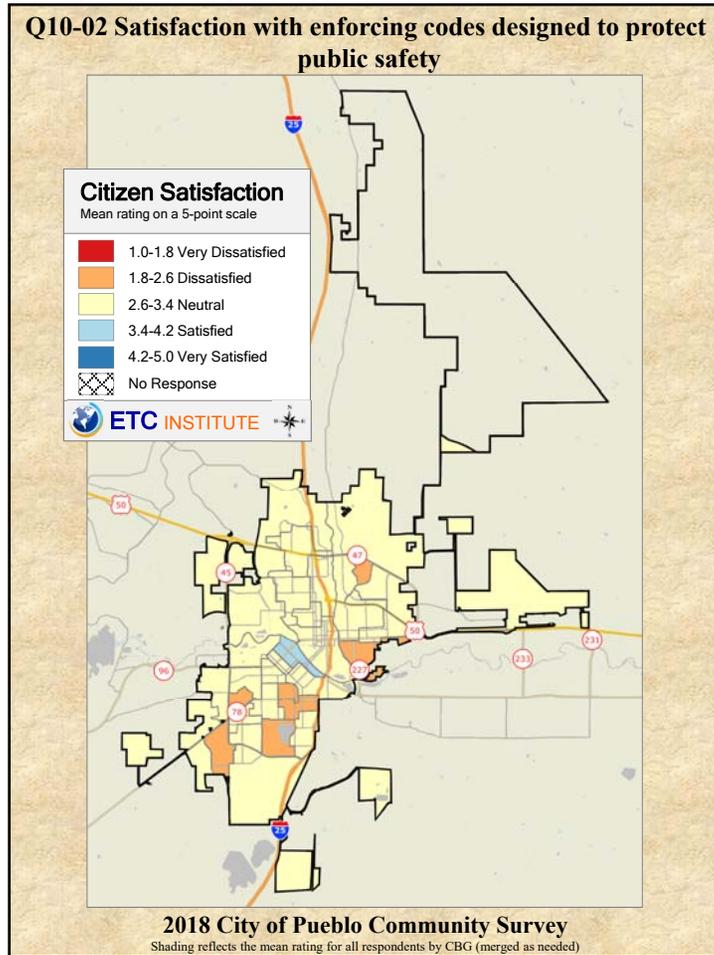




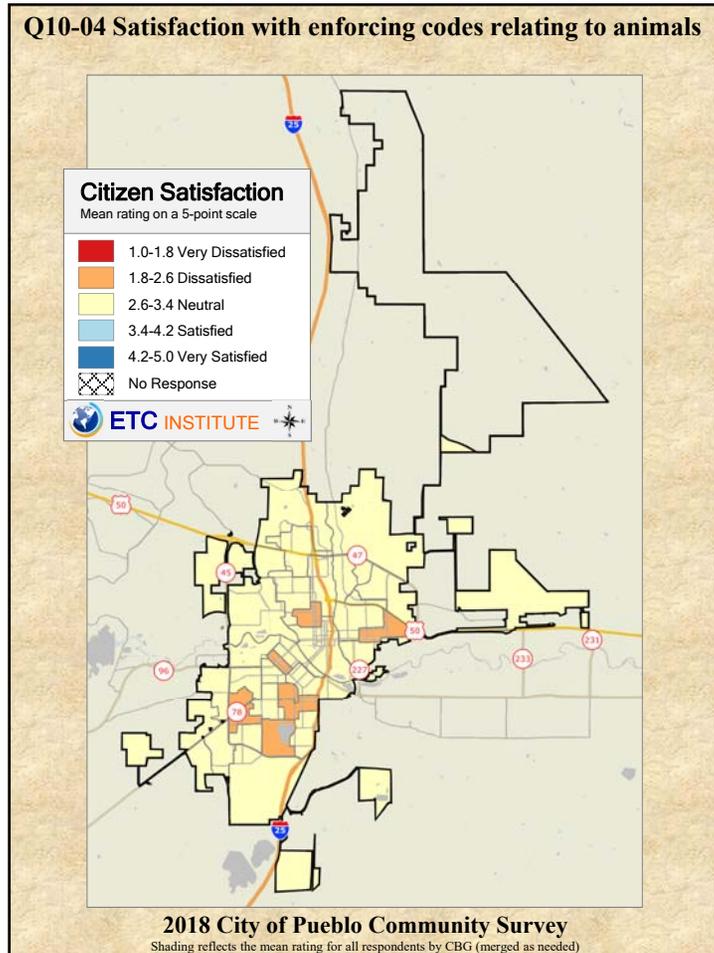




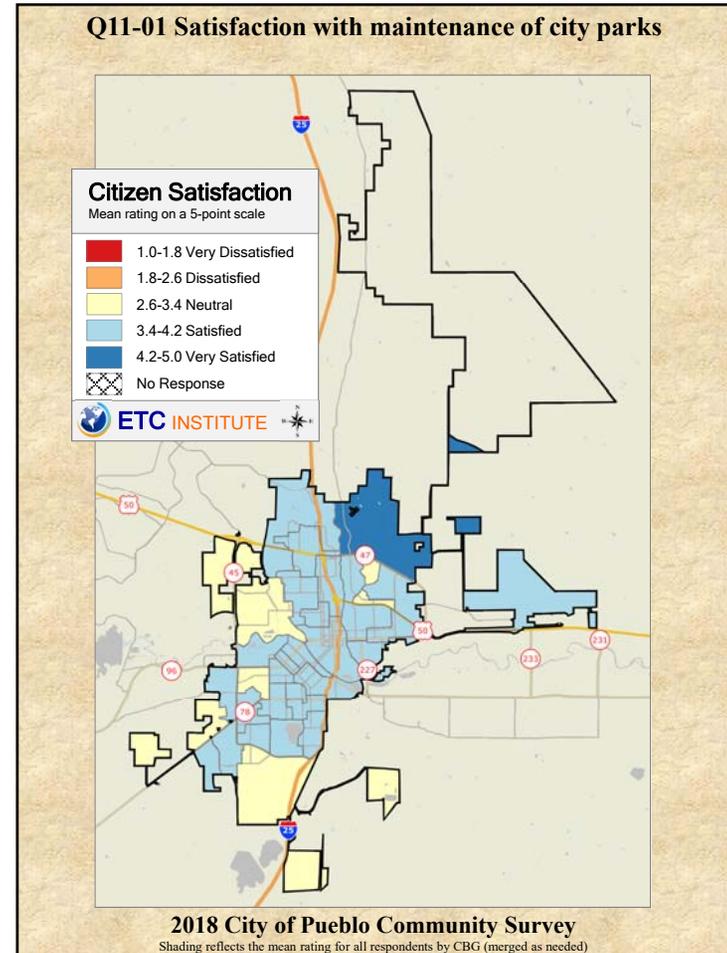


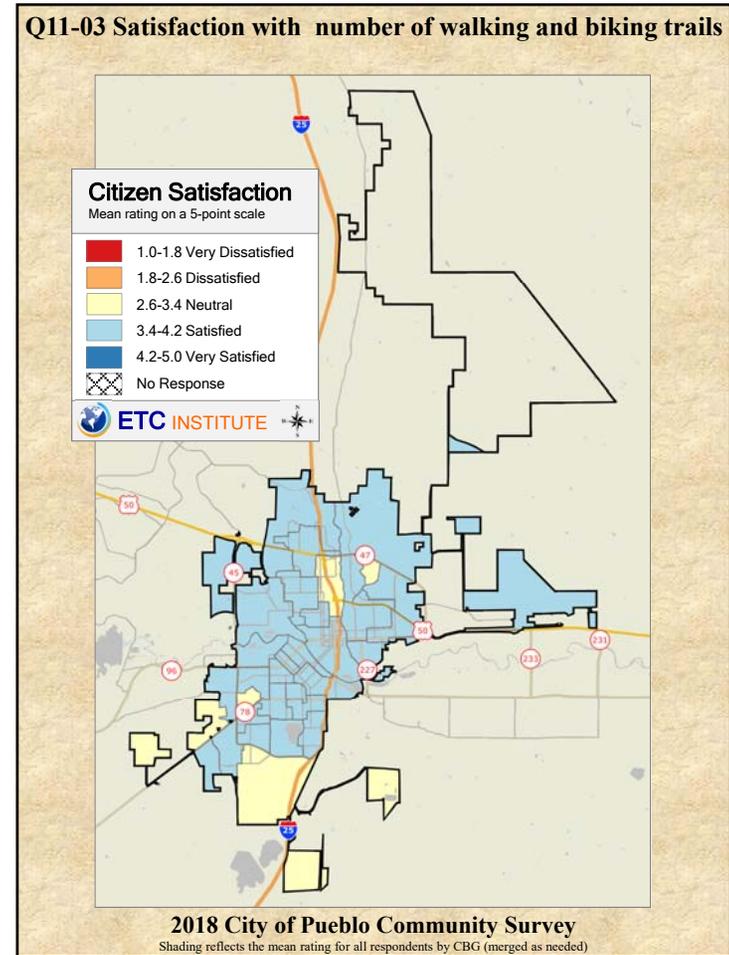
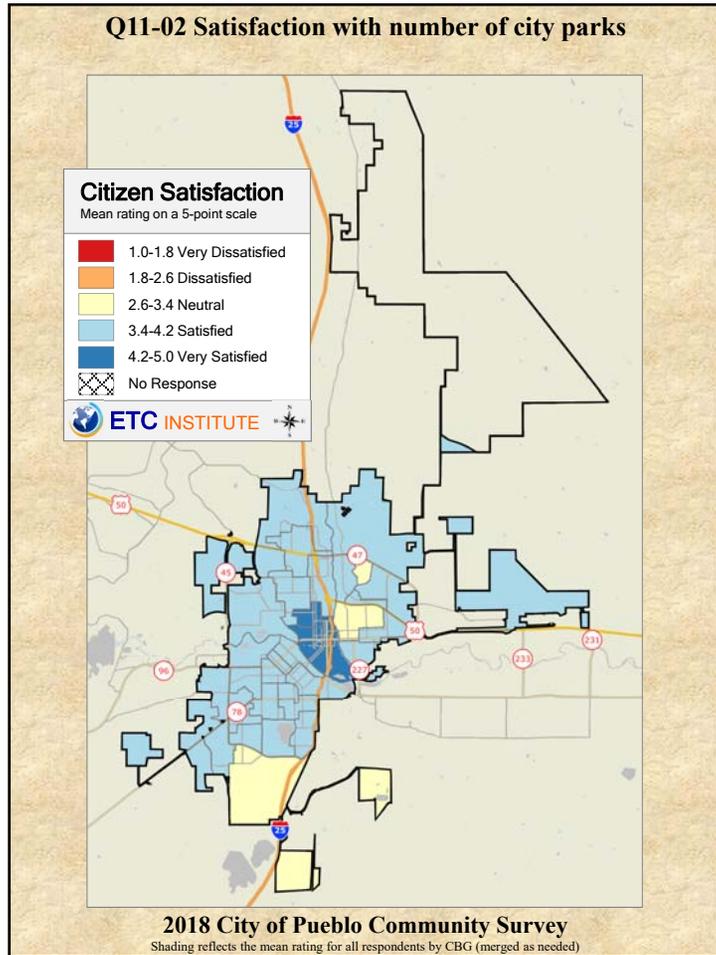


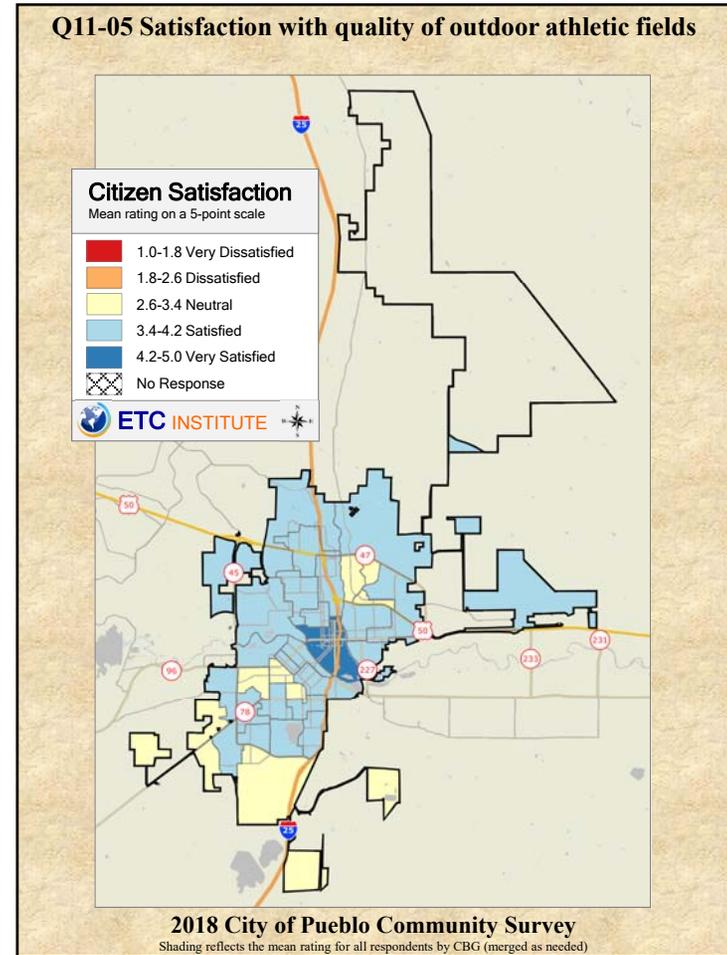
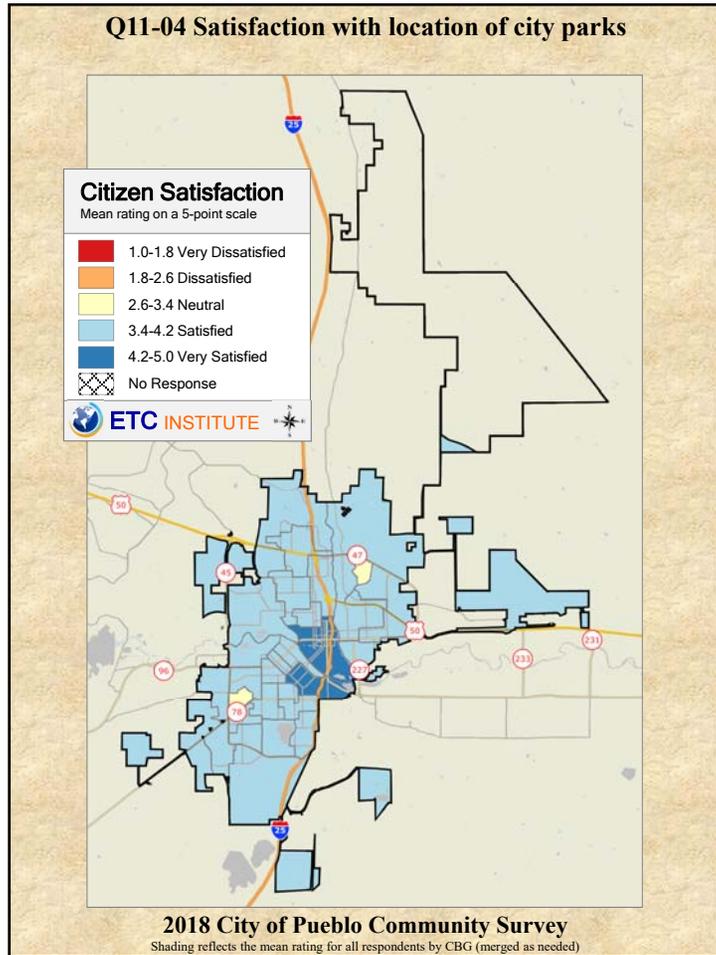
**Q10-04 Satisfaction with enforcing codes relating to animals**

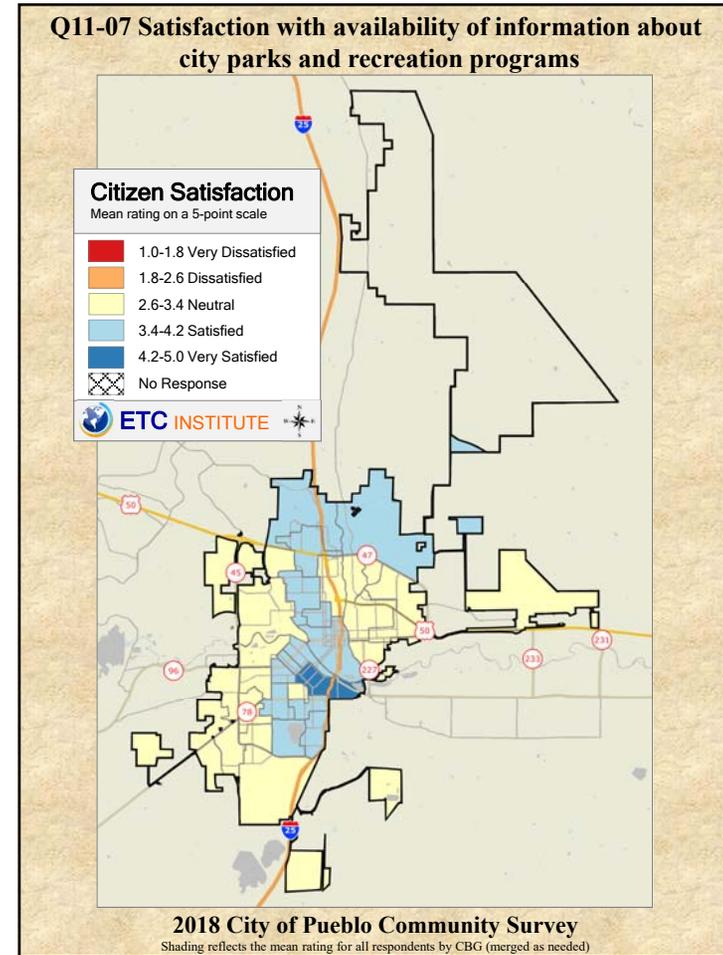
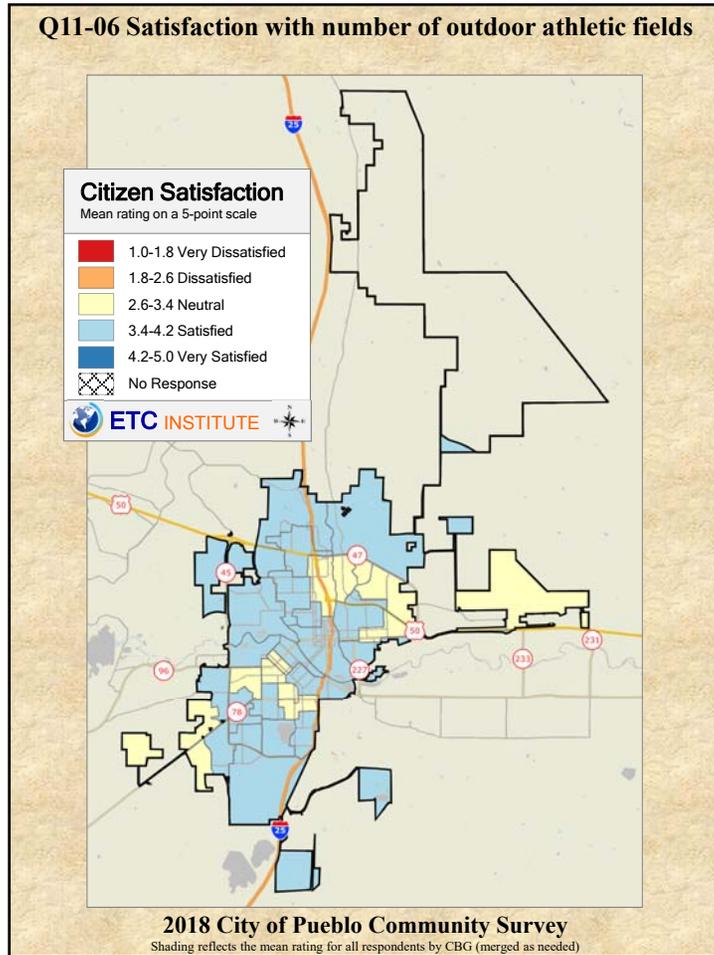


**Q11-01 Satisfaction with maintenance of city parks**

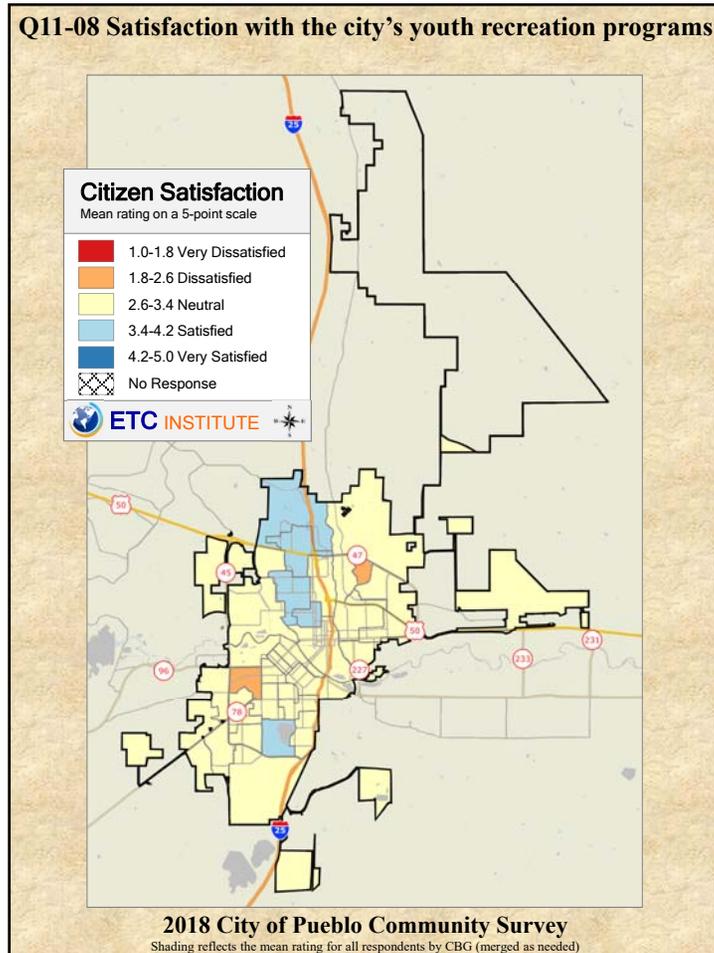




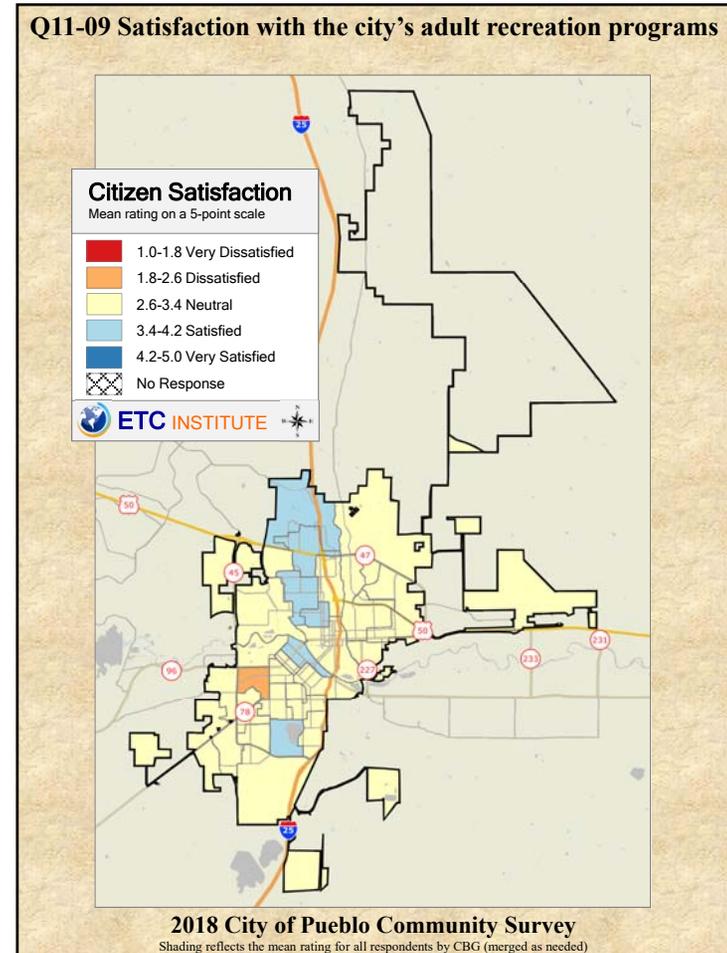


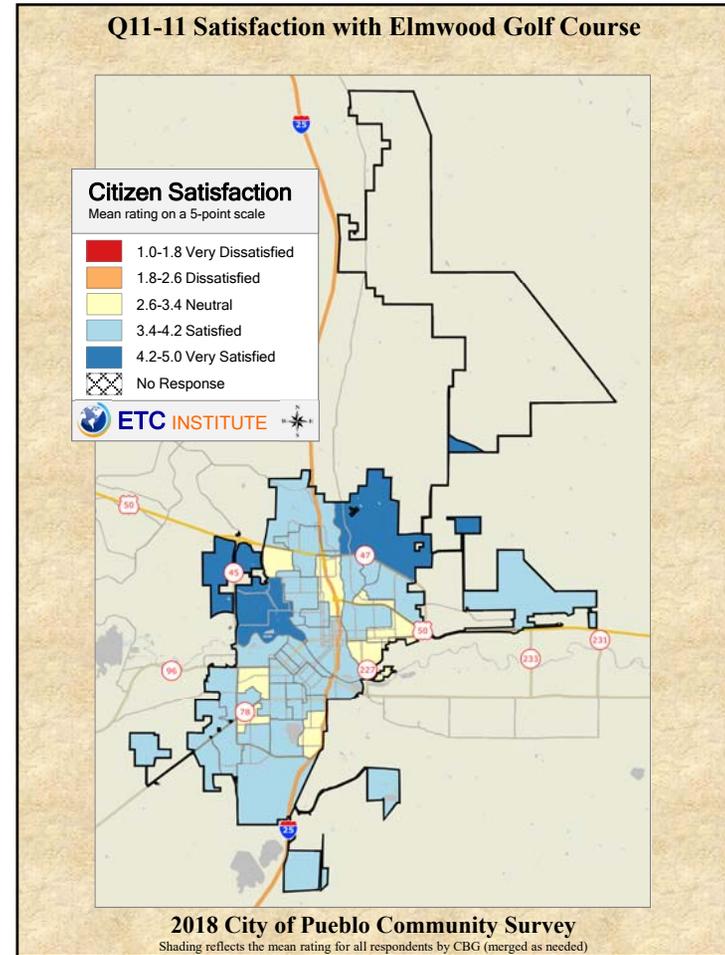
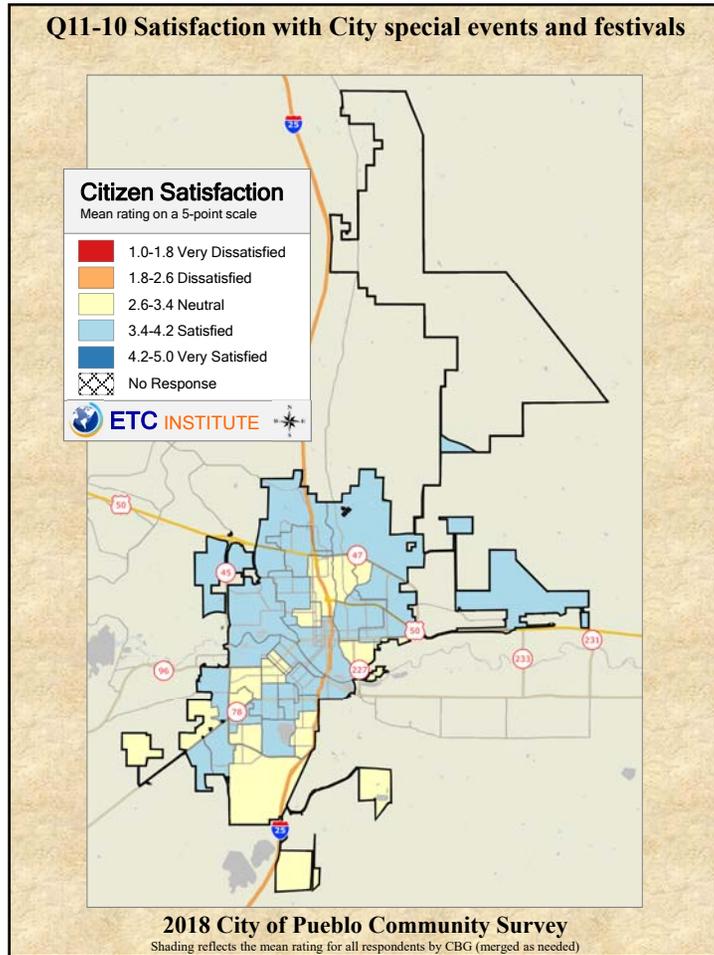


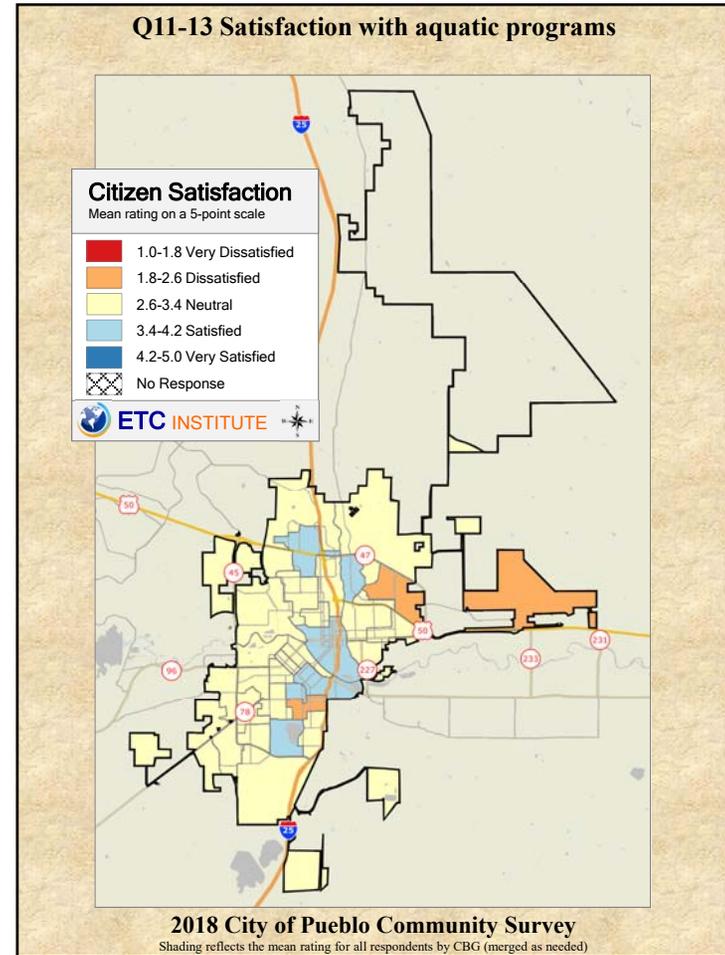
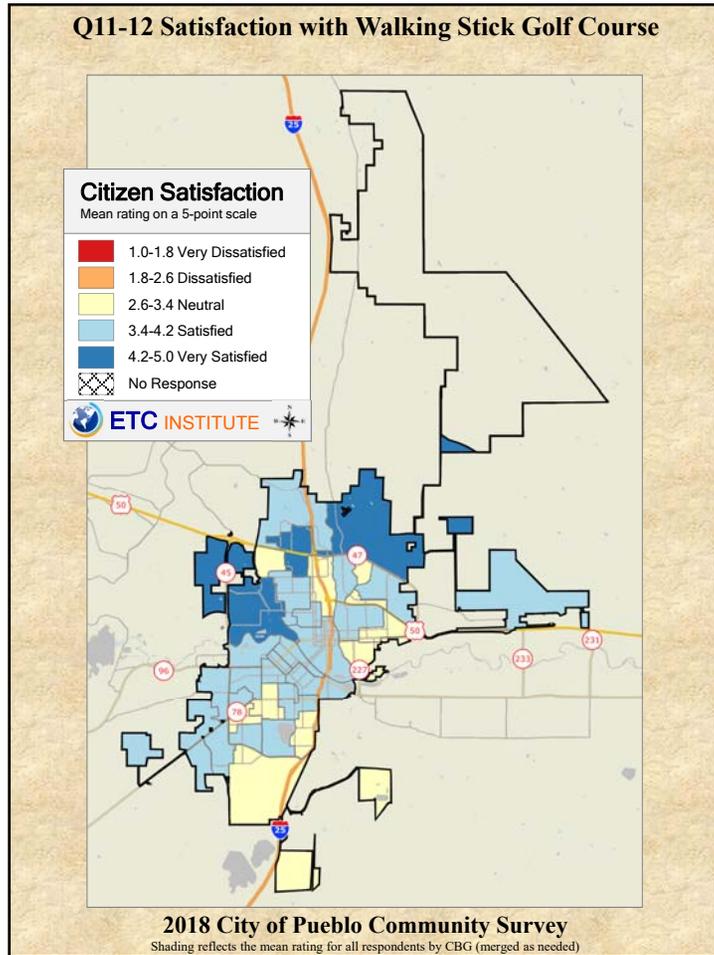
**Q11-08 Satisfaction with the city's youth recreation programs**

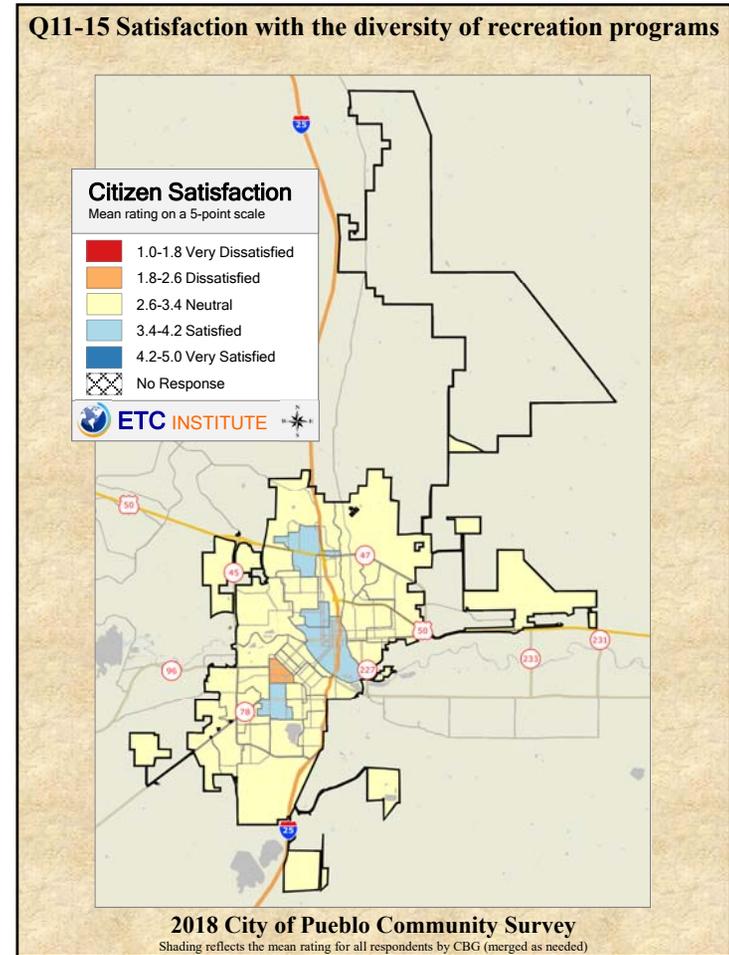
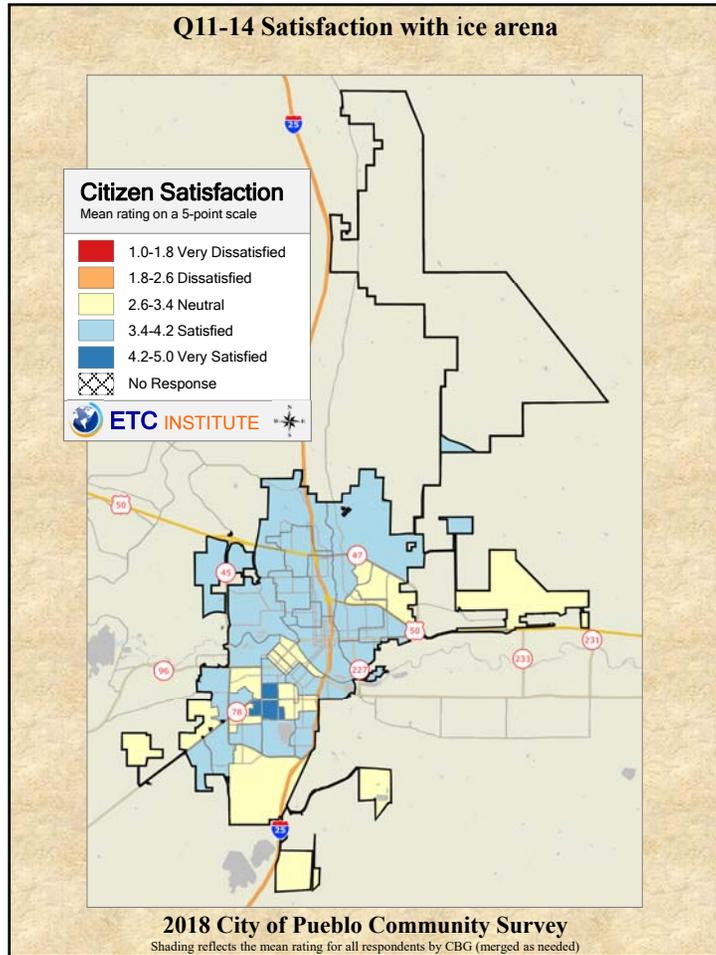


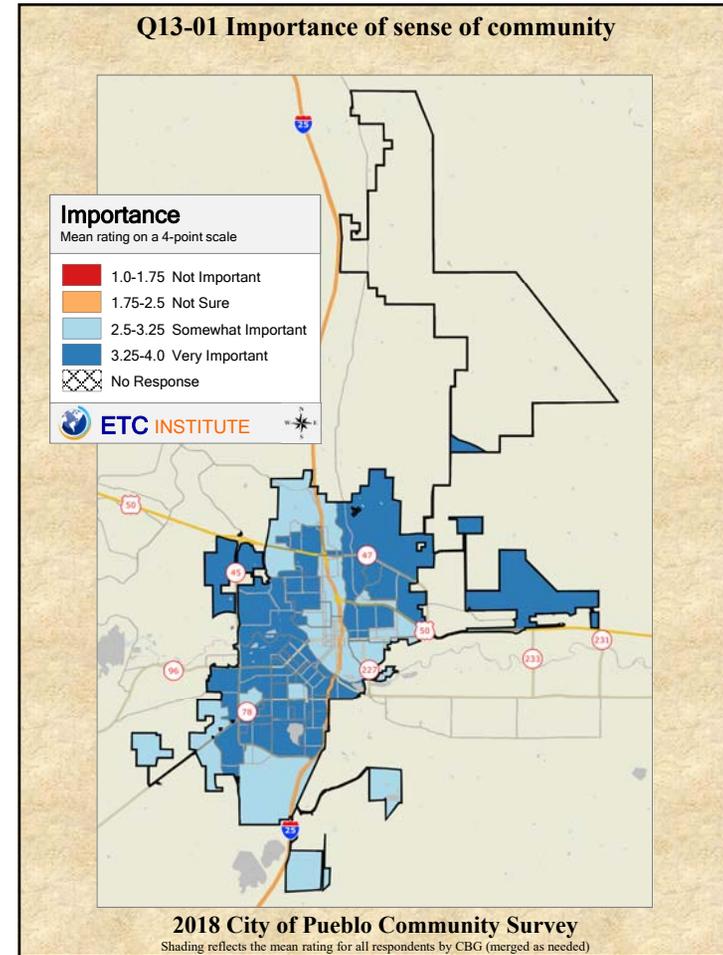
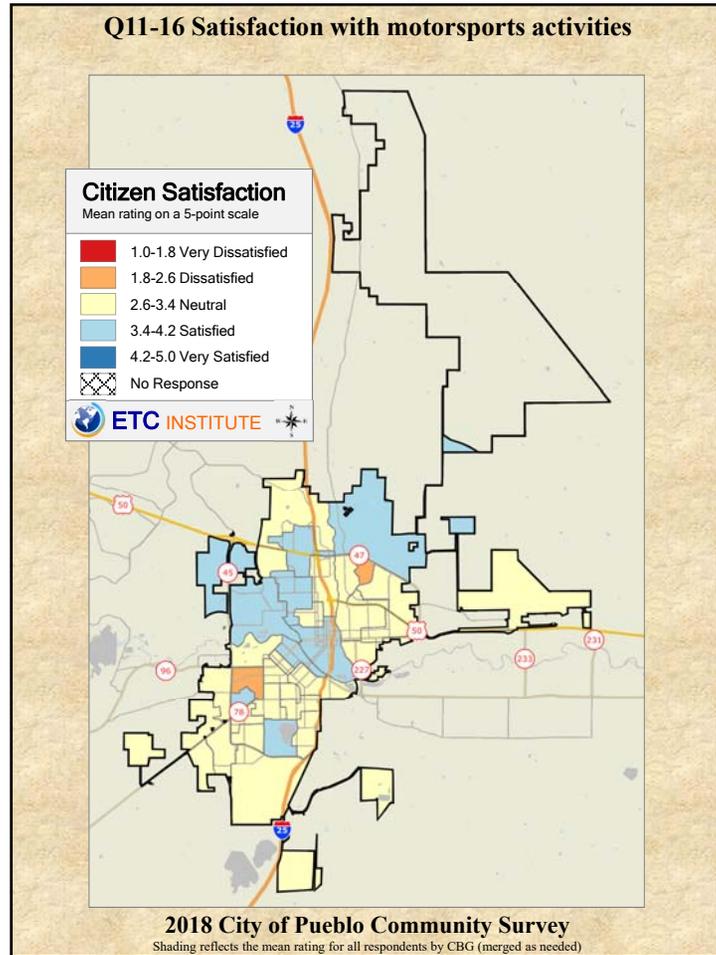
**Q11-09 Satisfaction with the city's adult recreation programs**

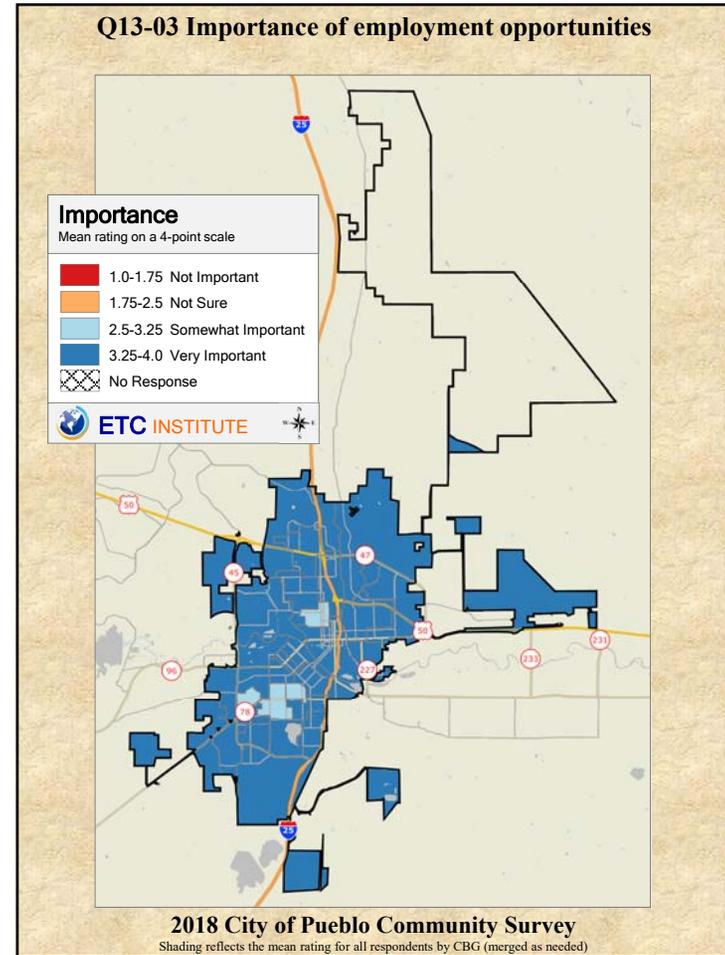
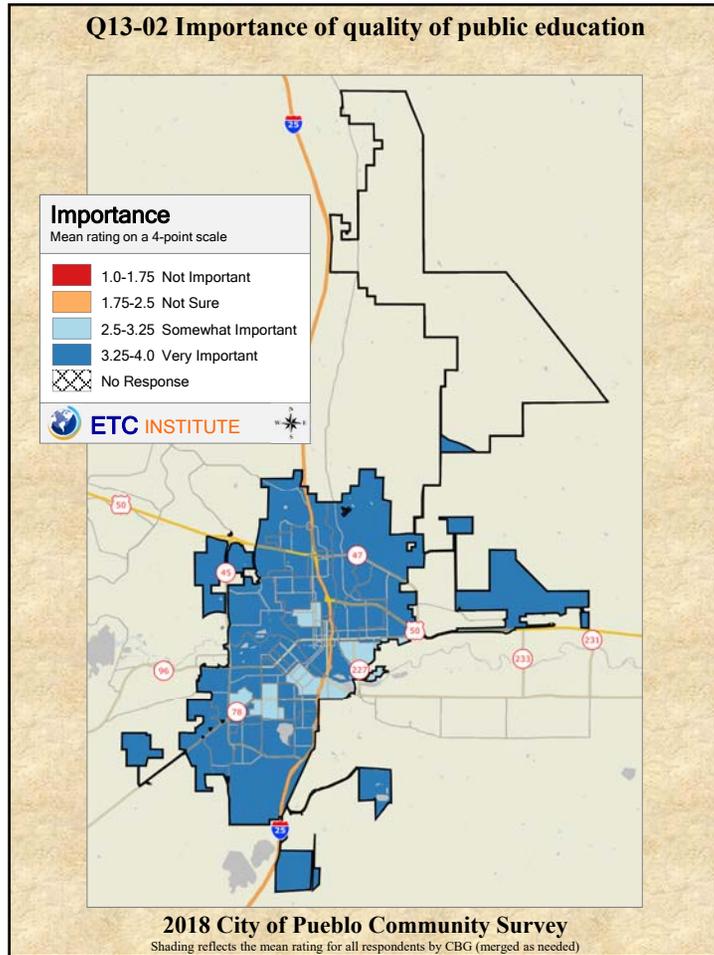


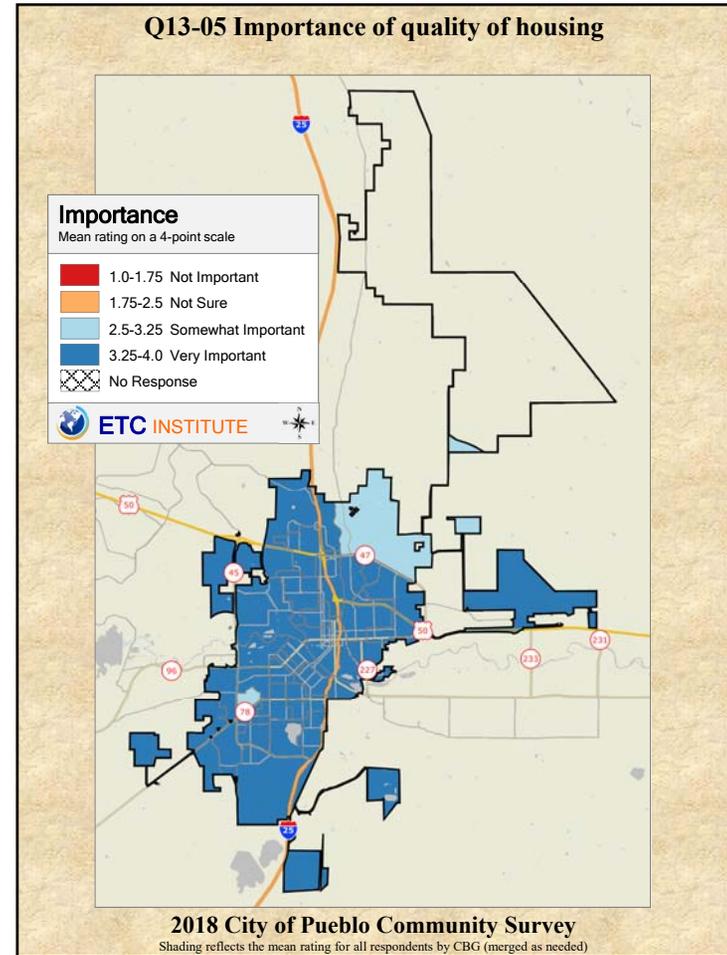
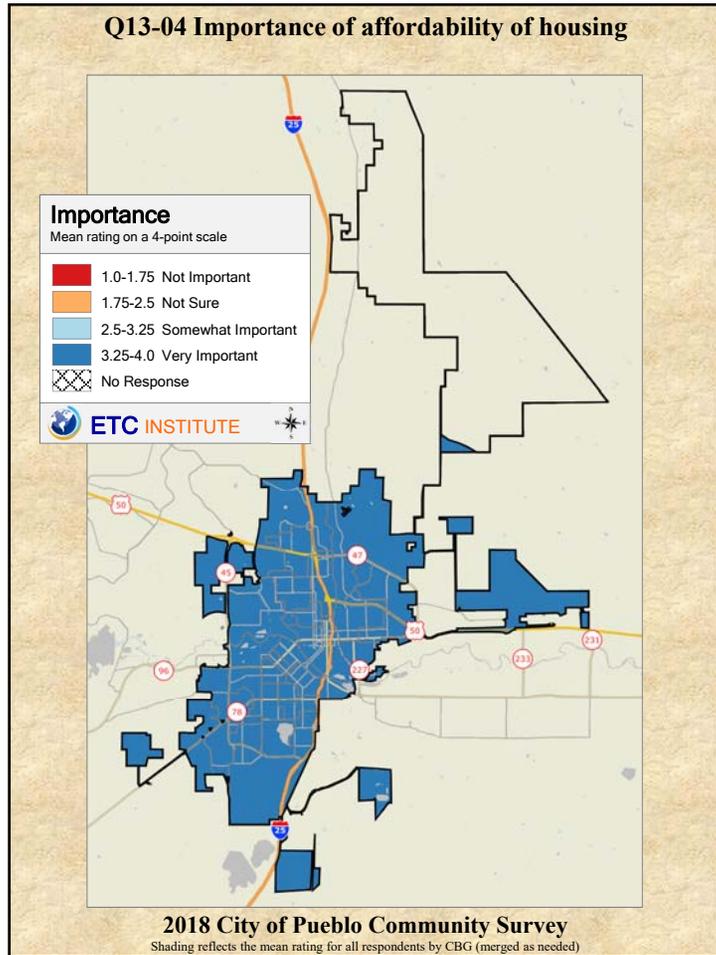


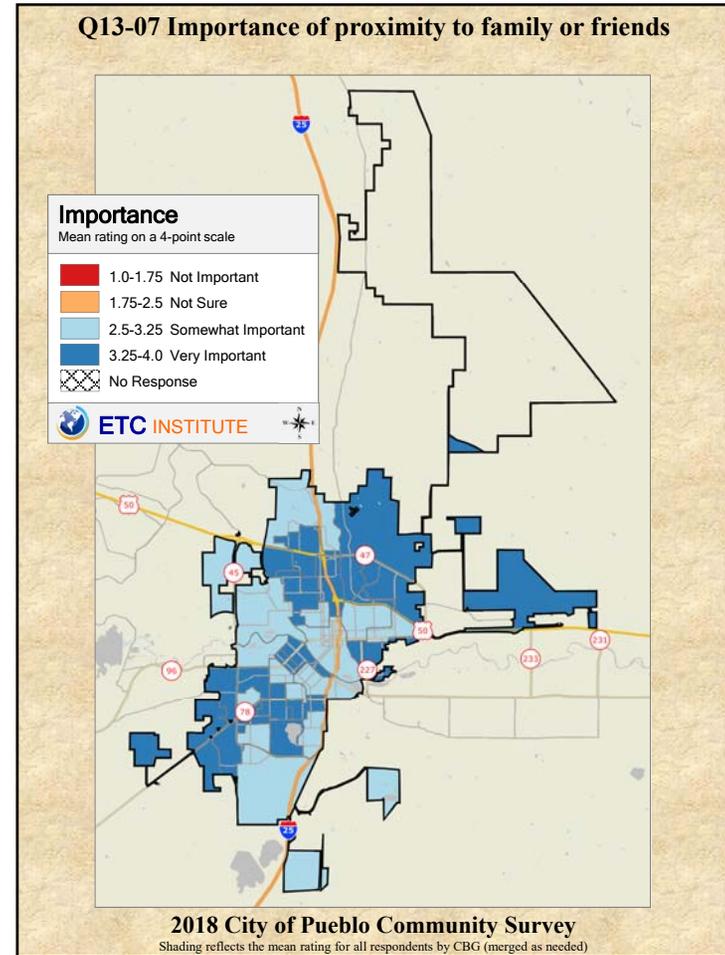
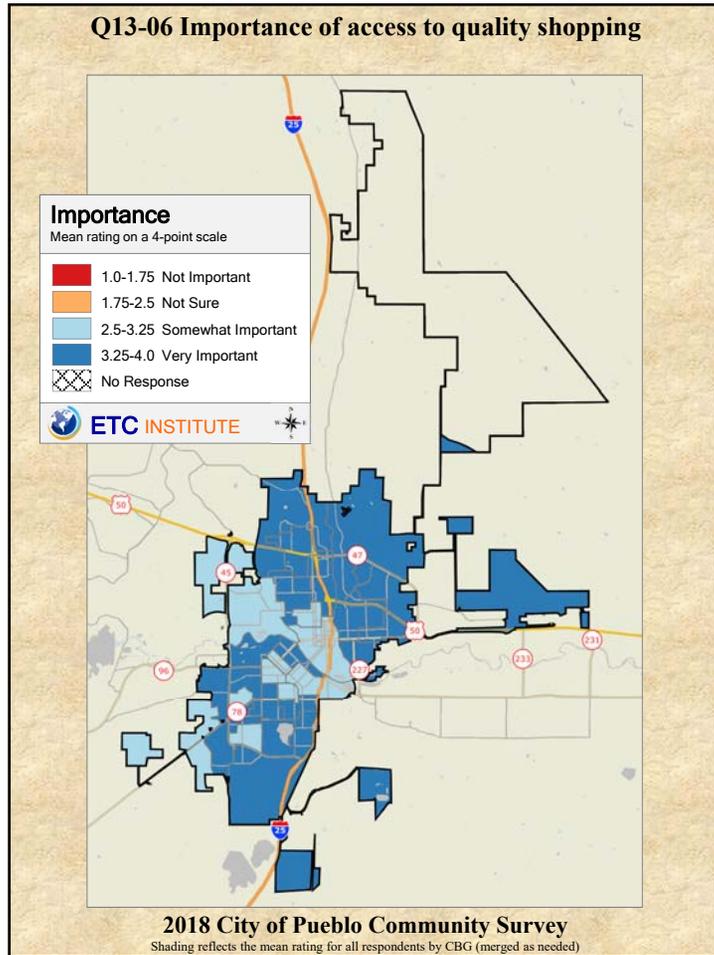


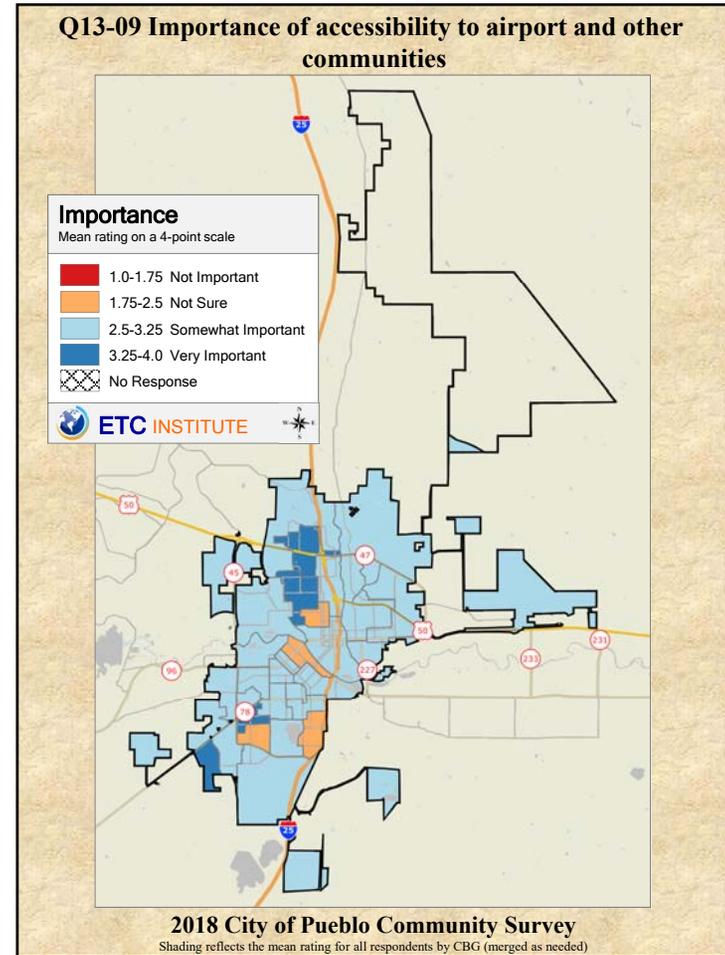
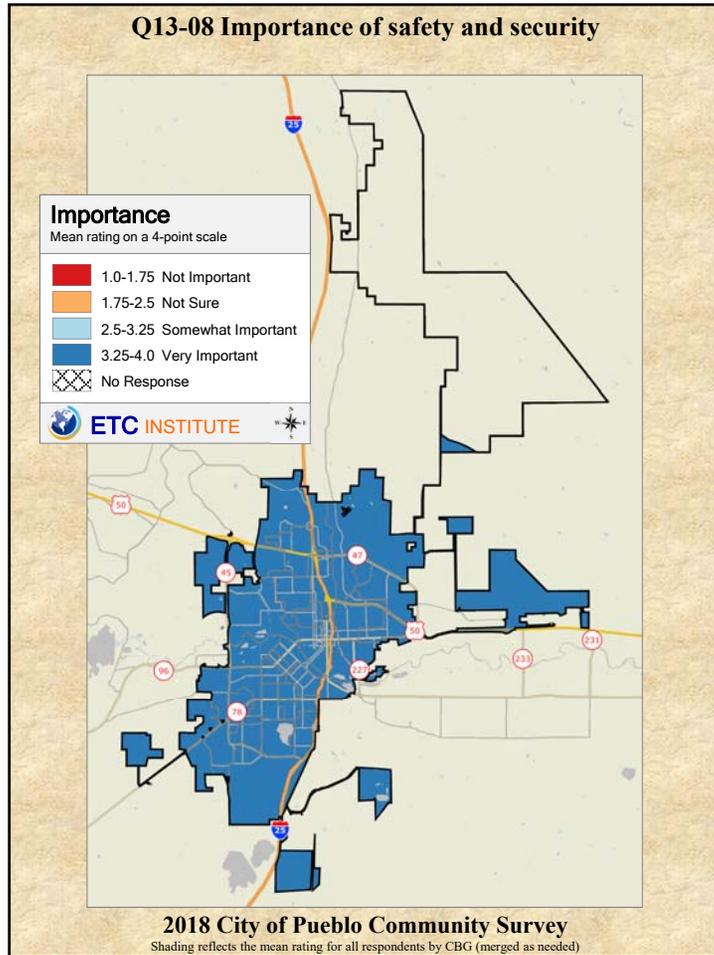


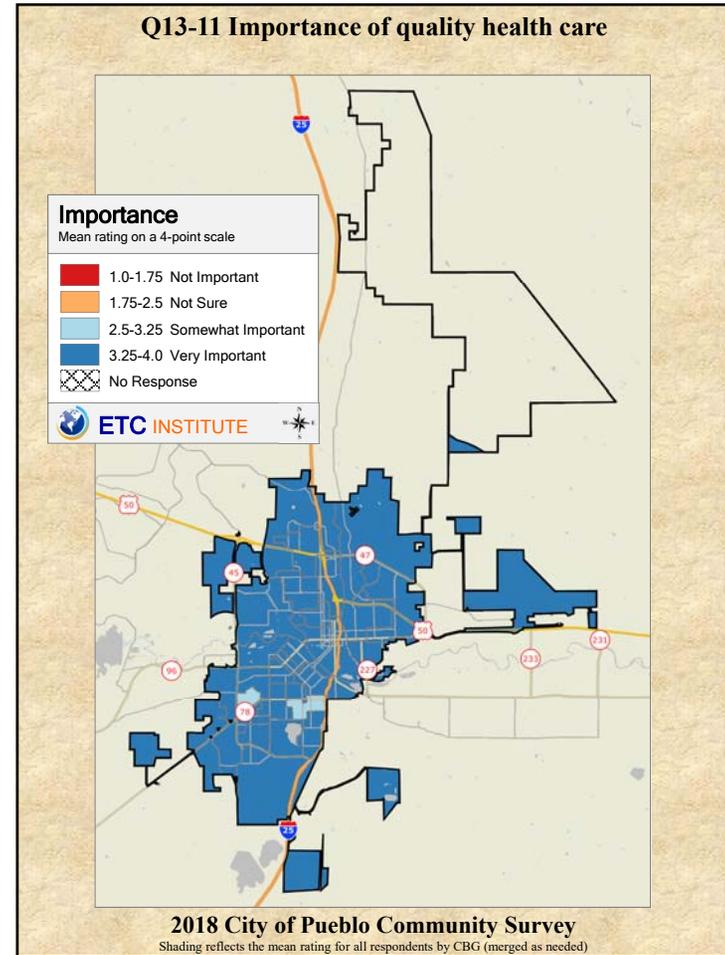
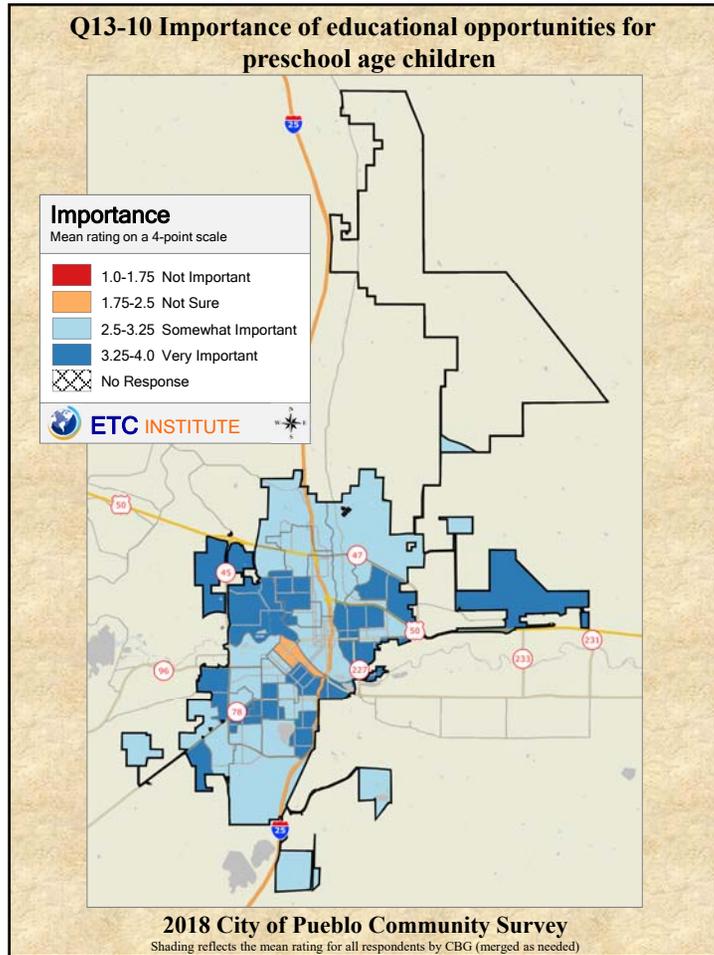


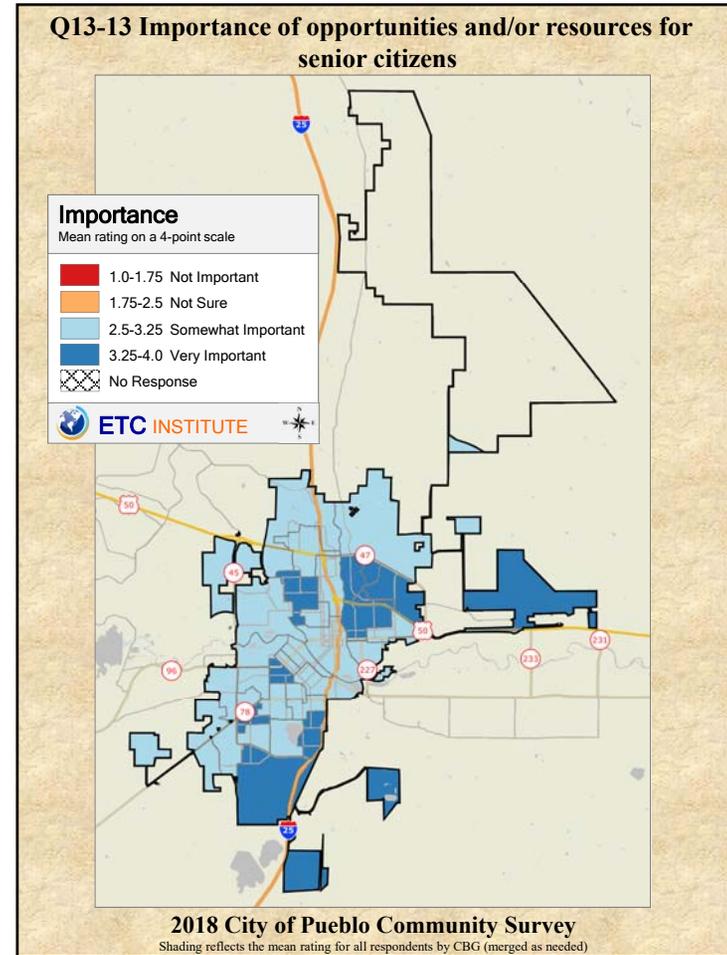
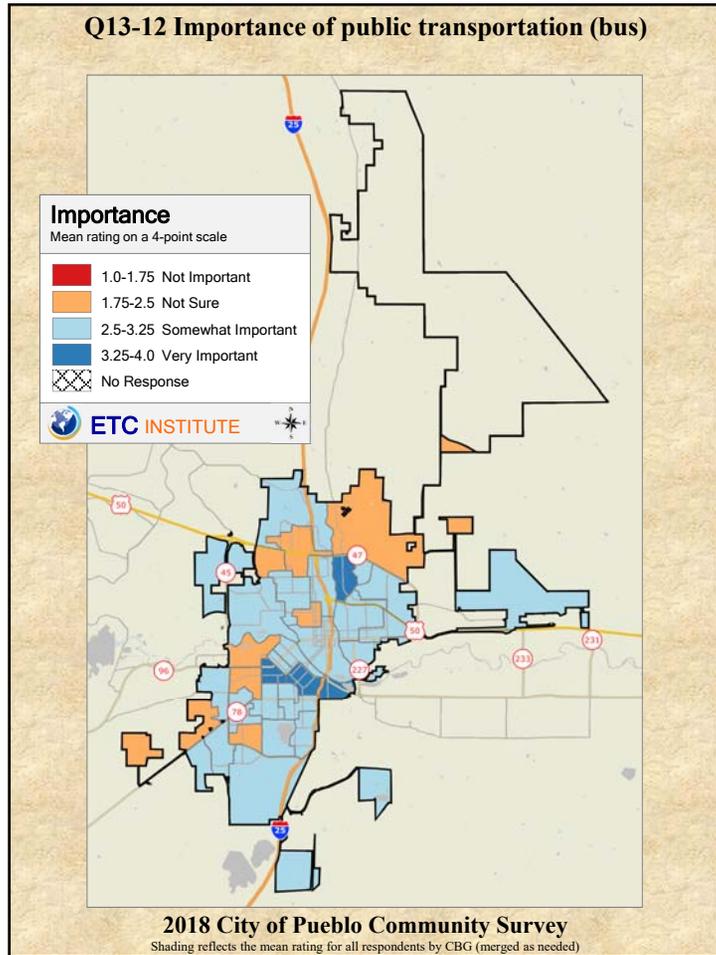


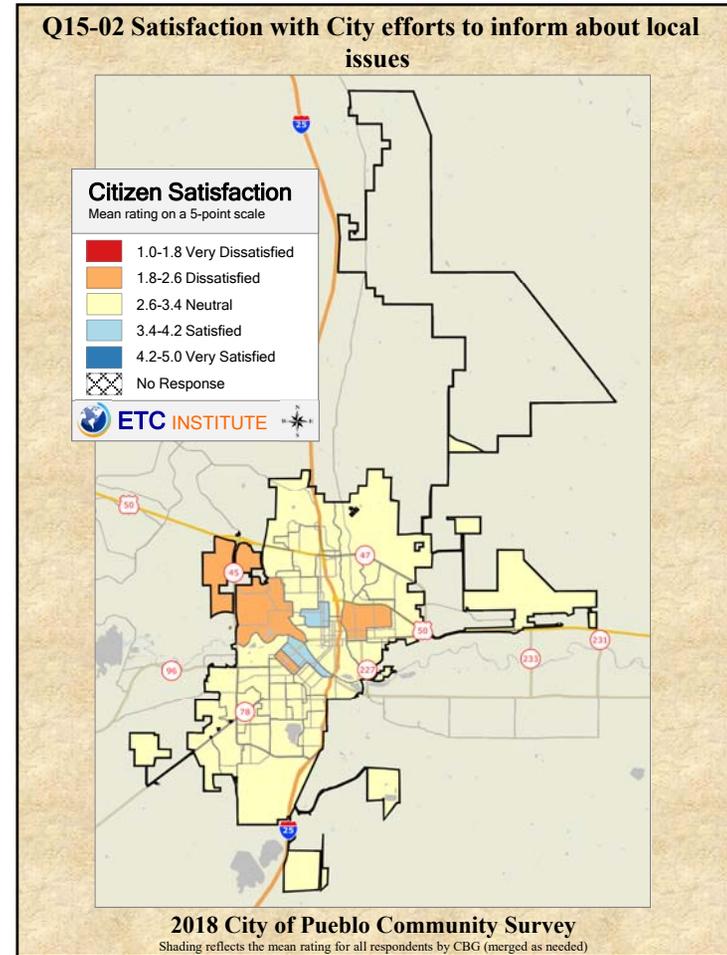
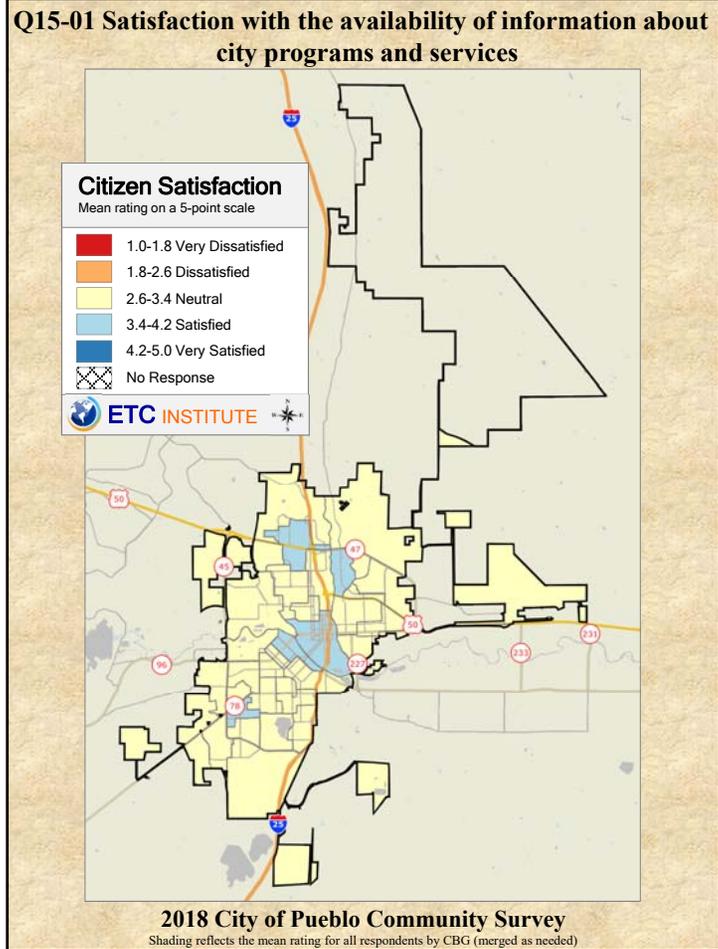


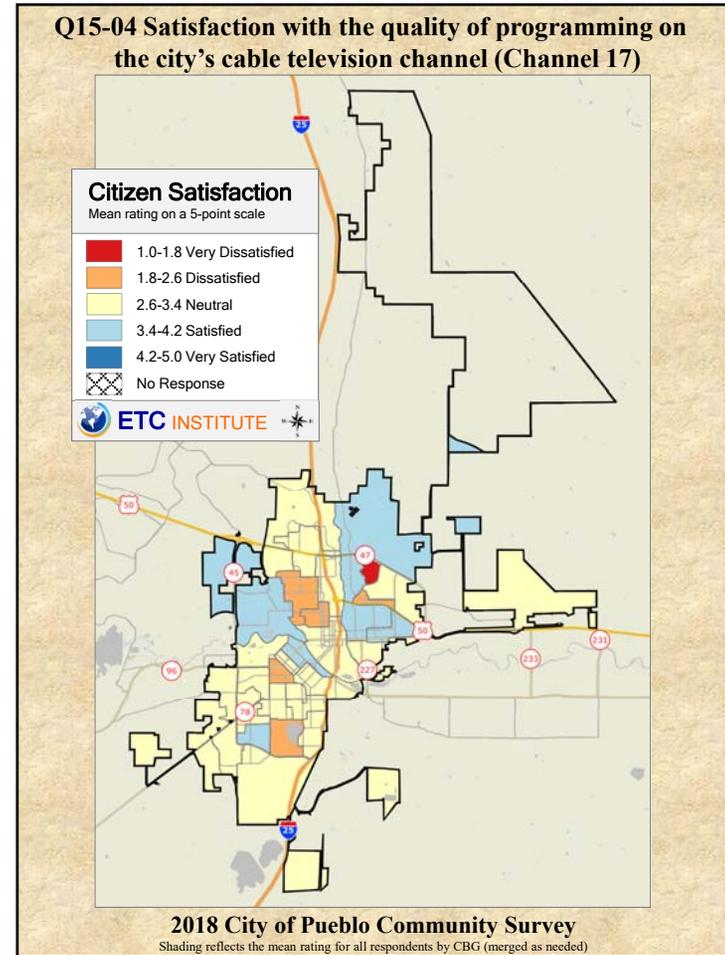
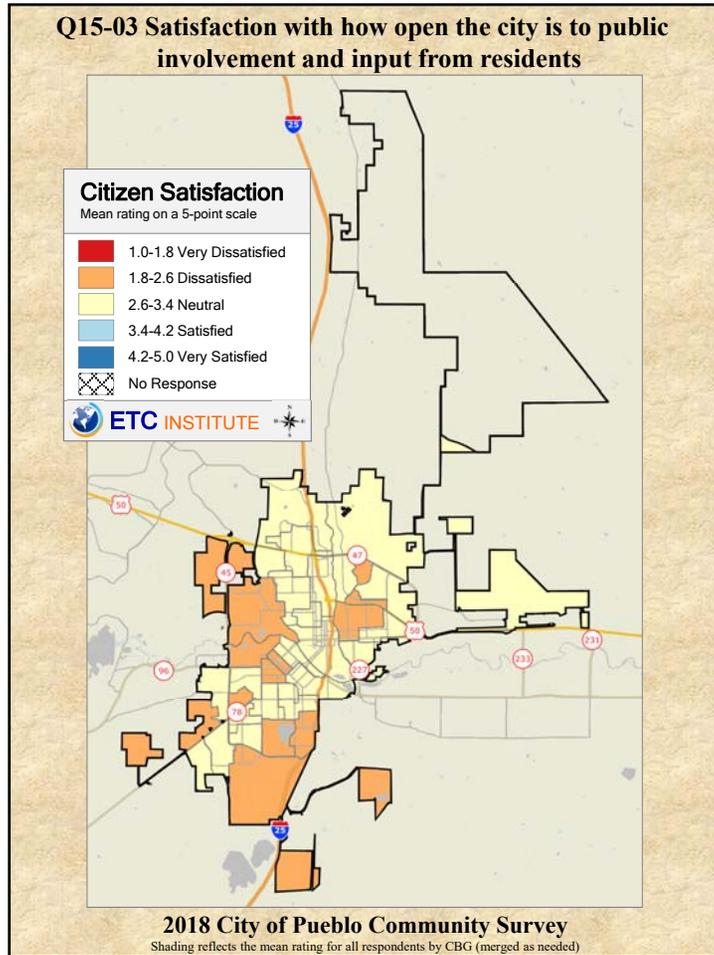


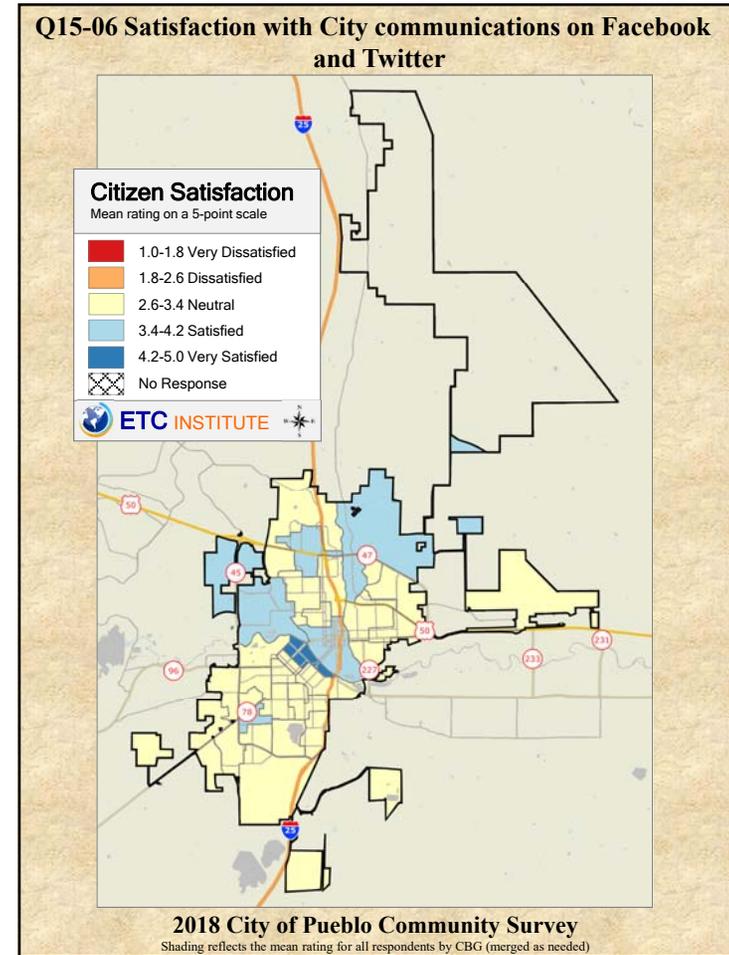
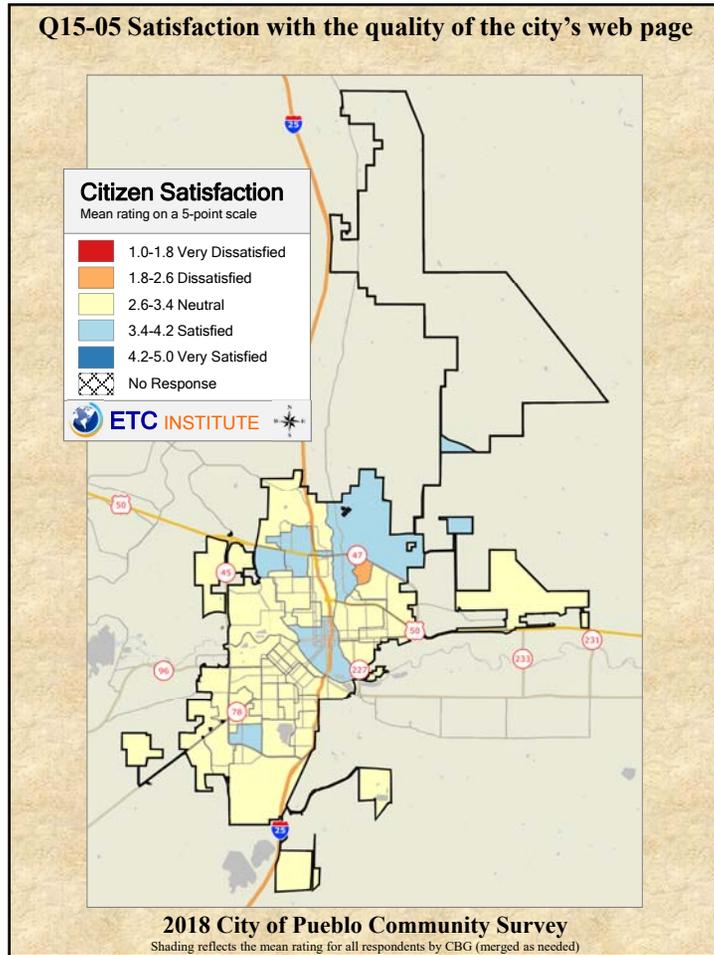




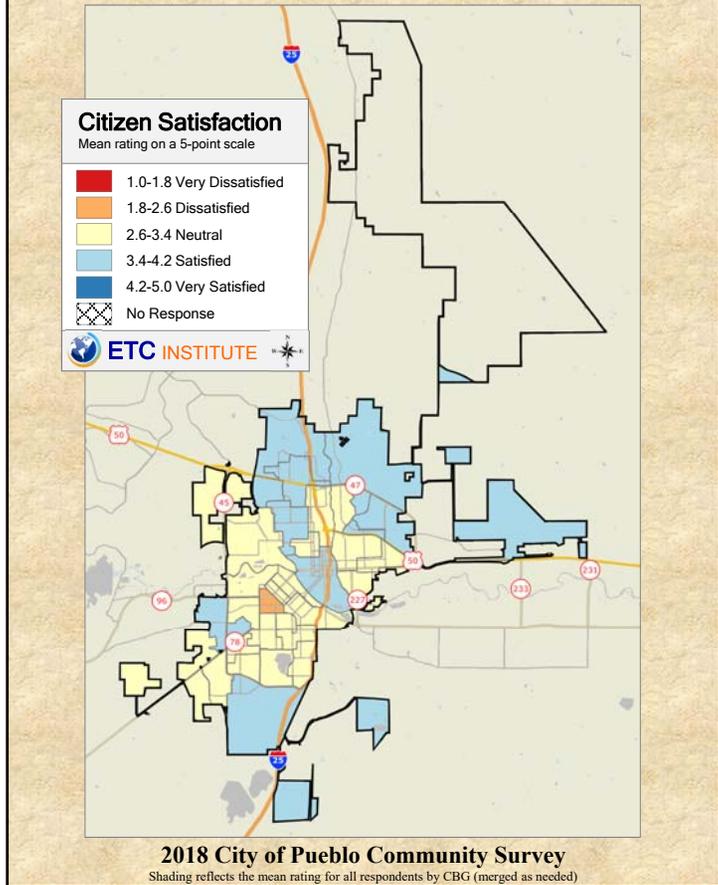




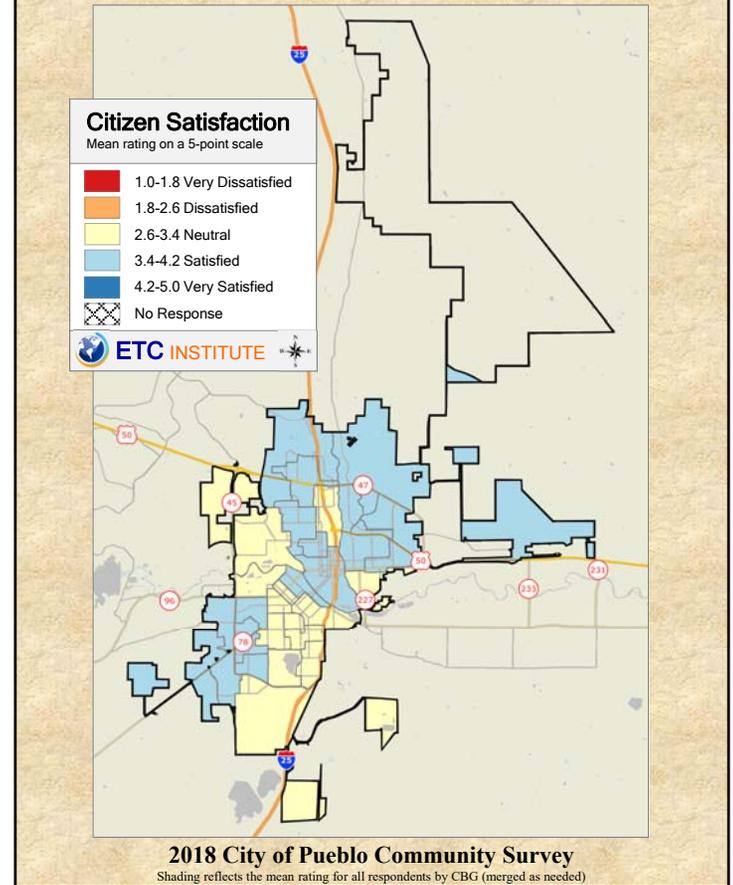


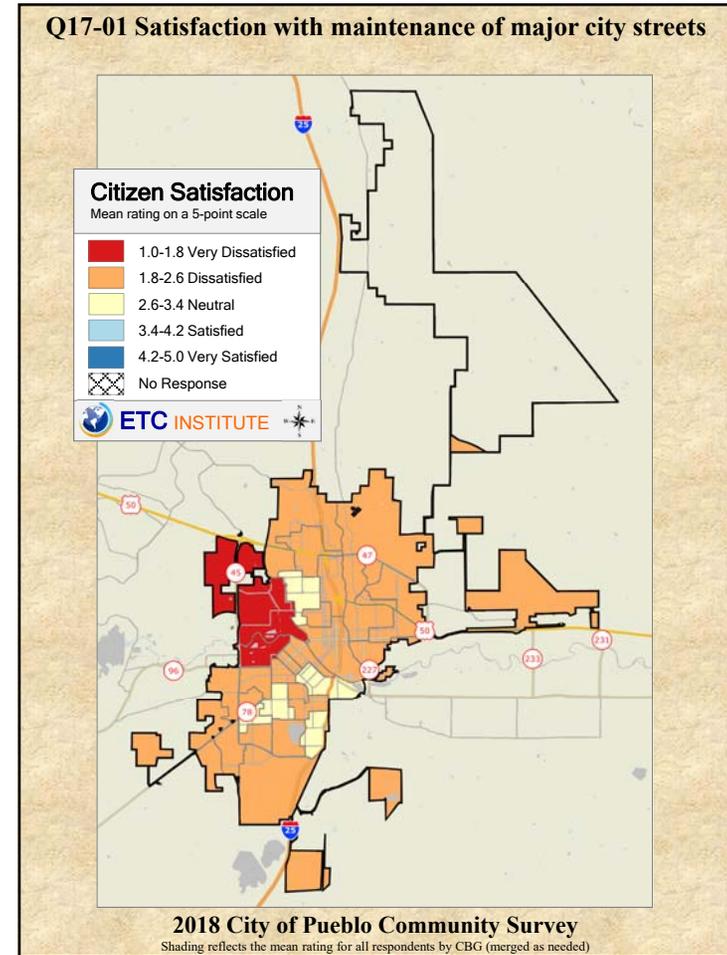
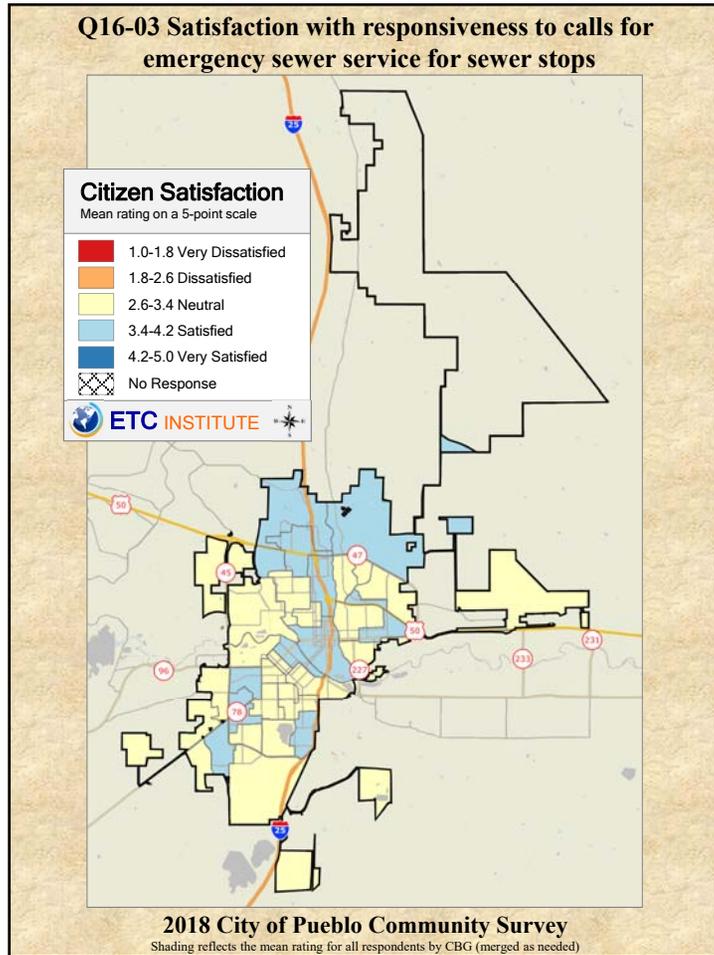


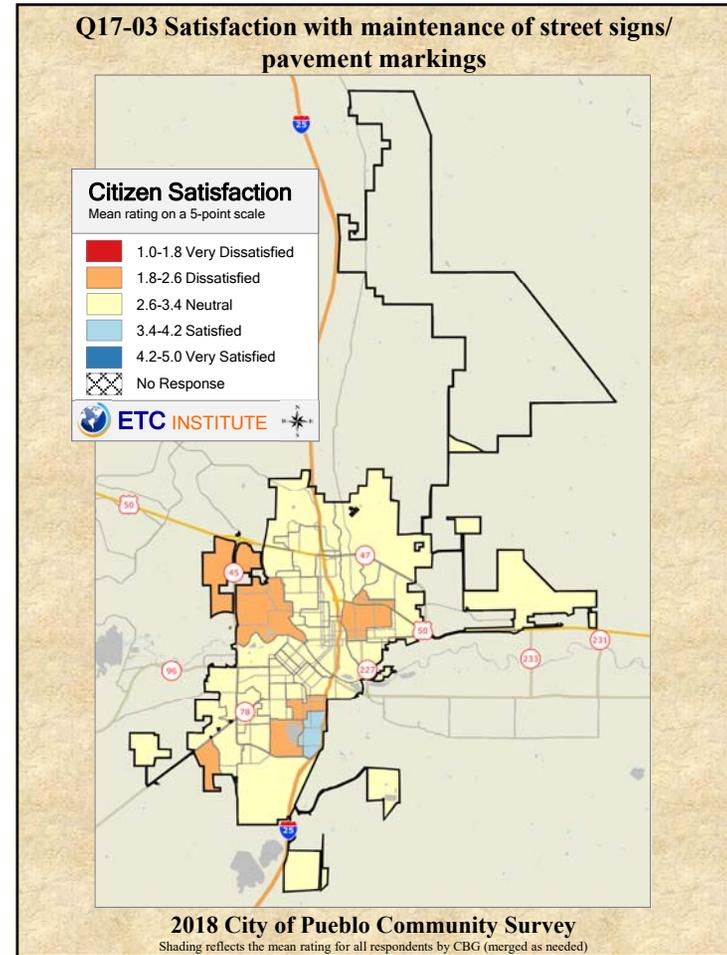
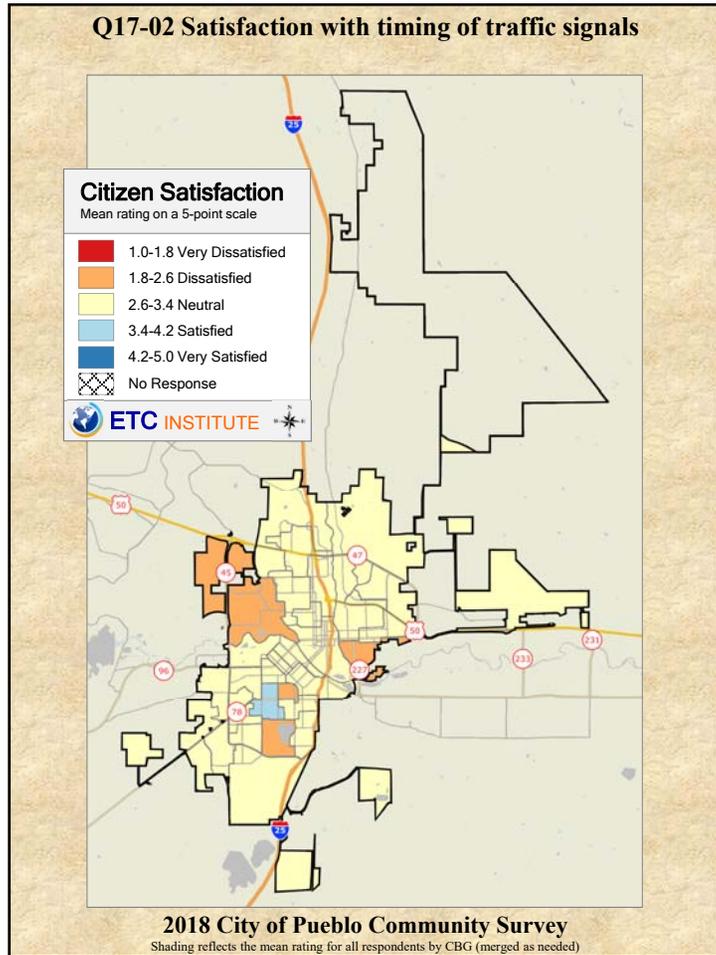
**Q16-01 Satisfaction with drainage of rainwater off city streets**

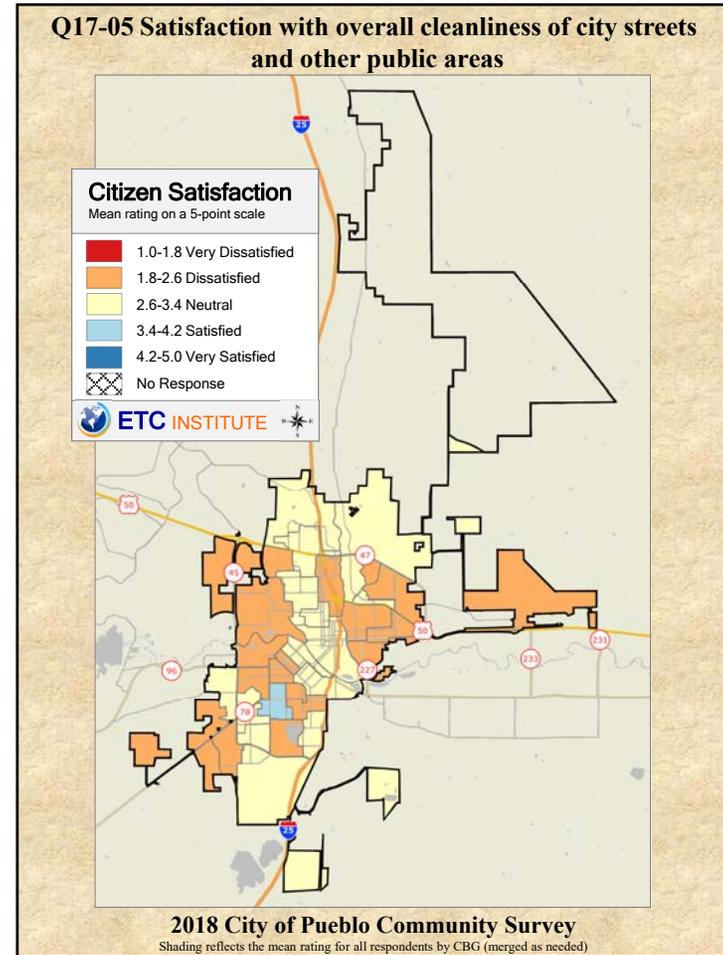
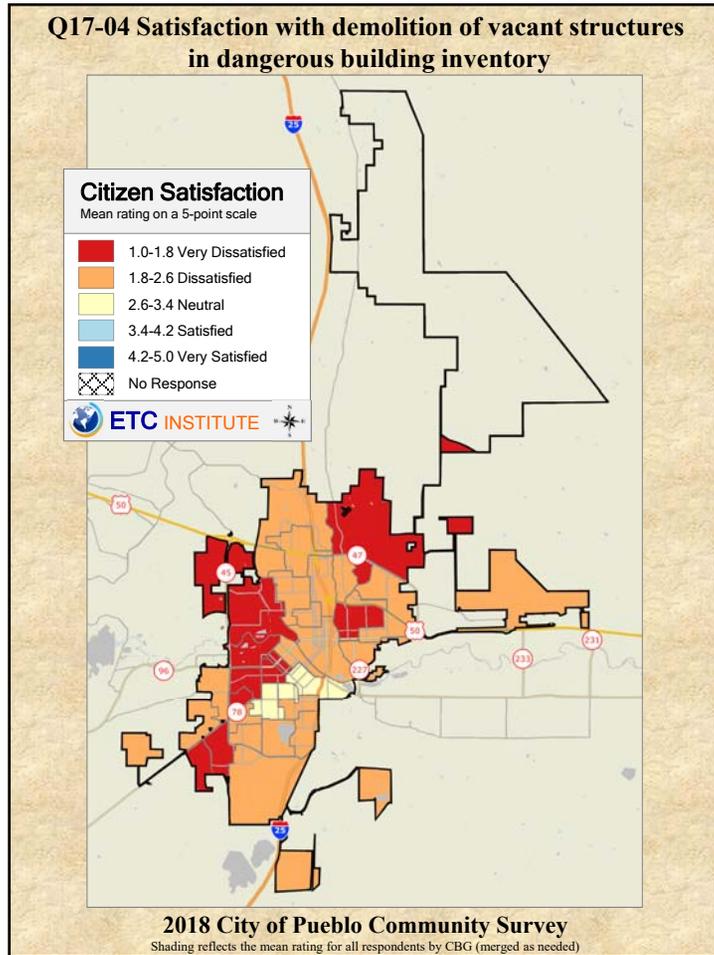


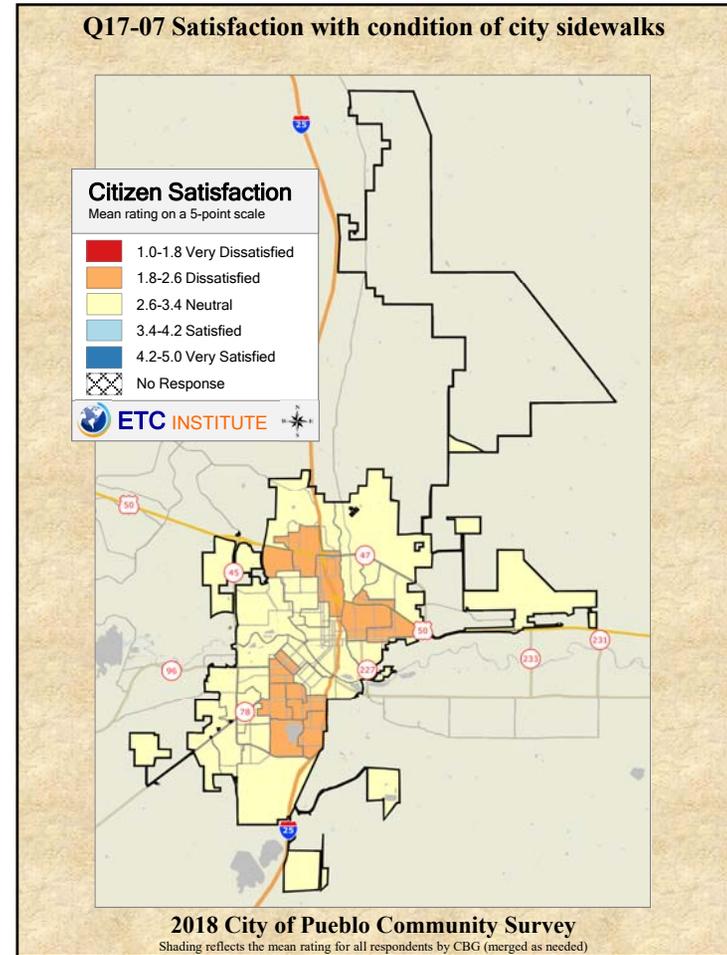
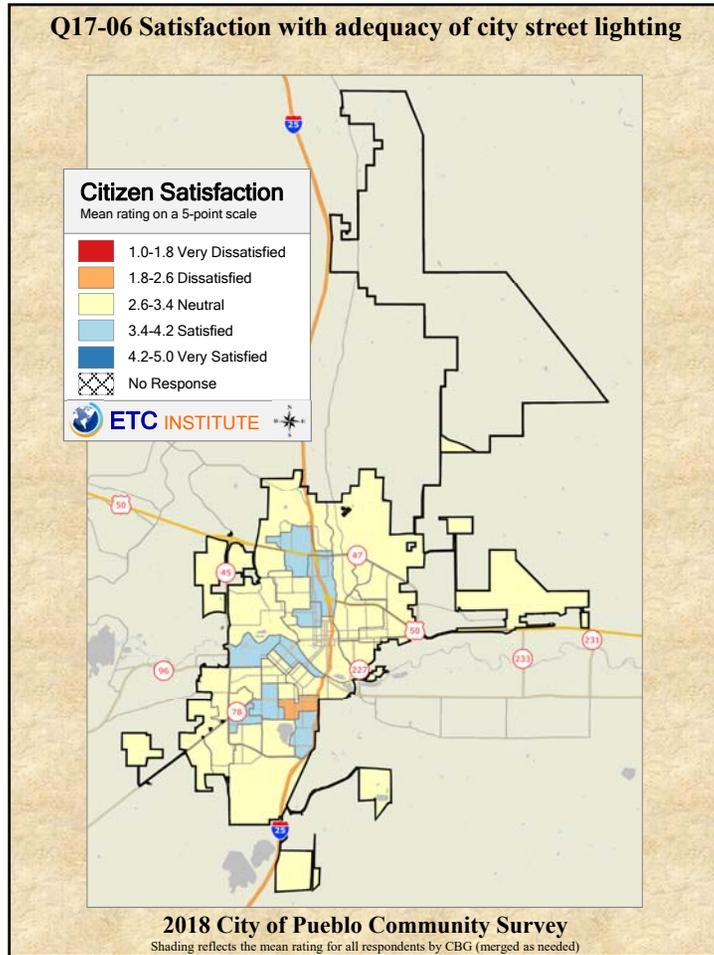
**Q16-02 Satisfaction with drainage of rainwater off properties next to residence**

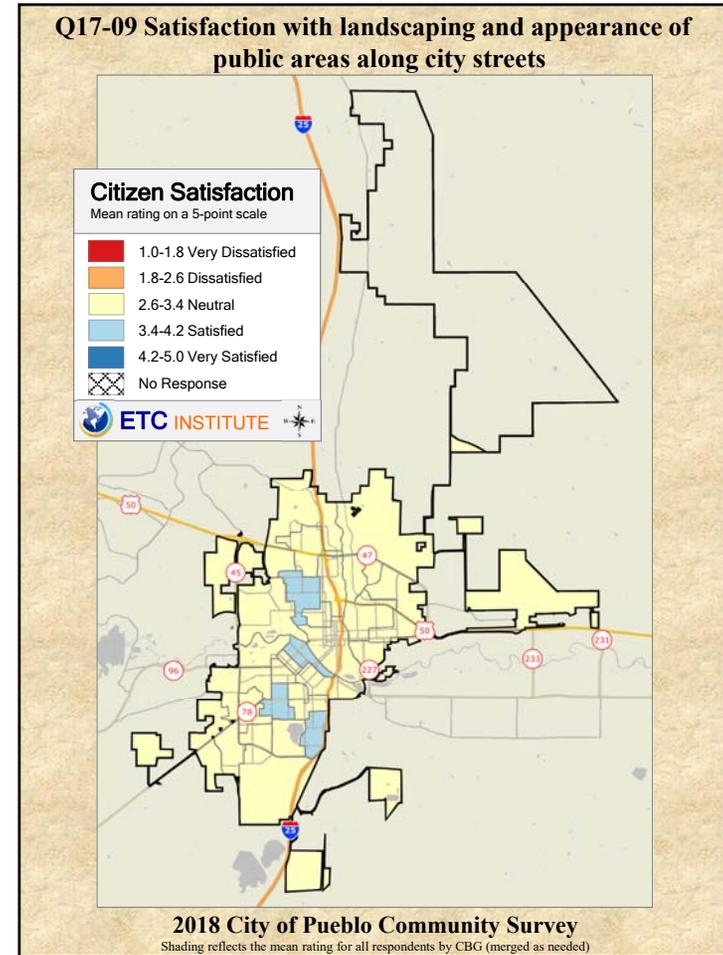
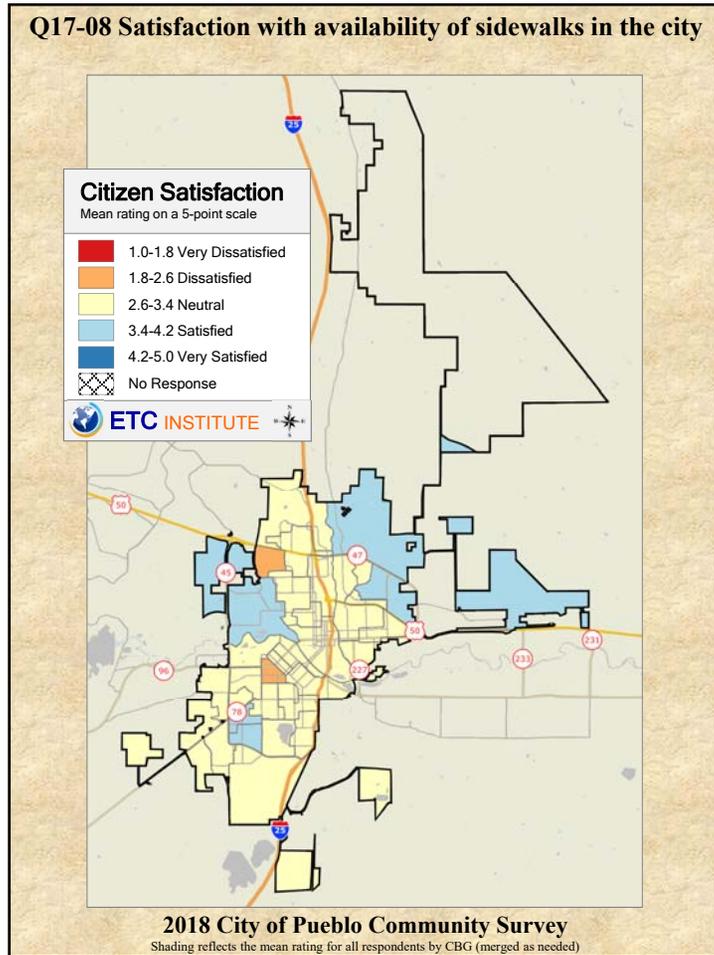


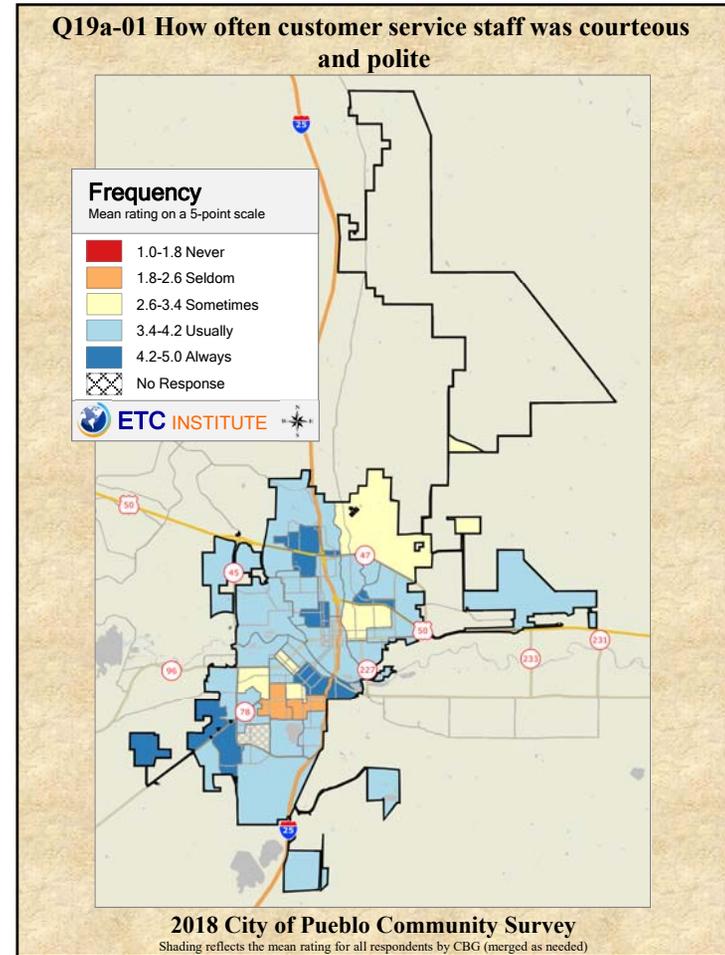
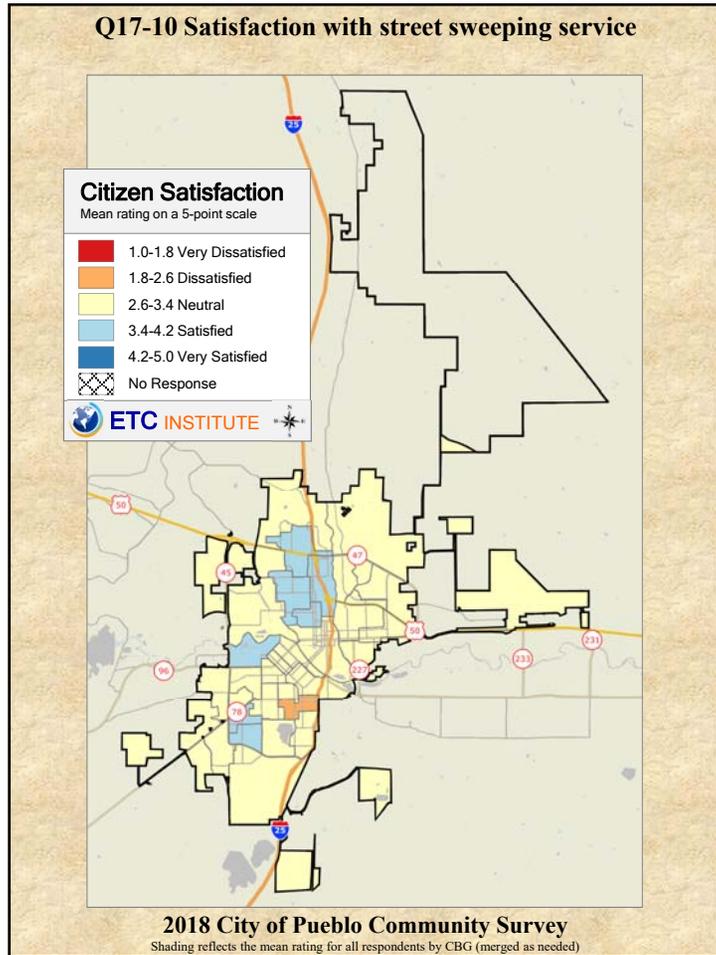


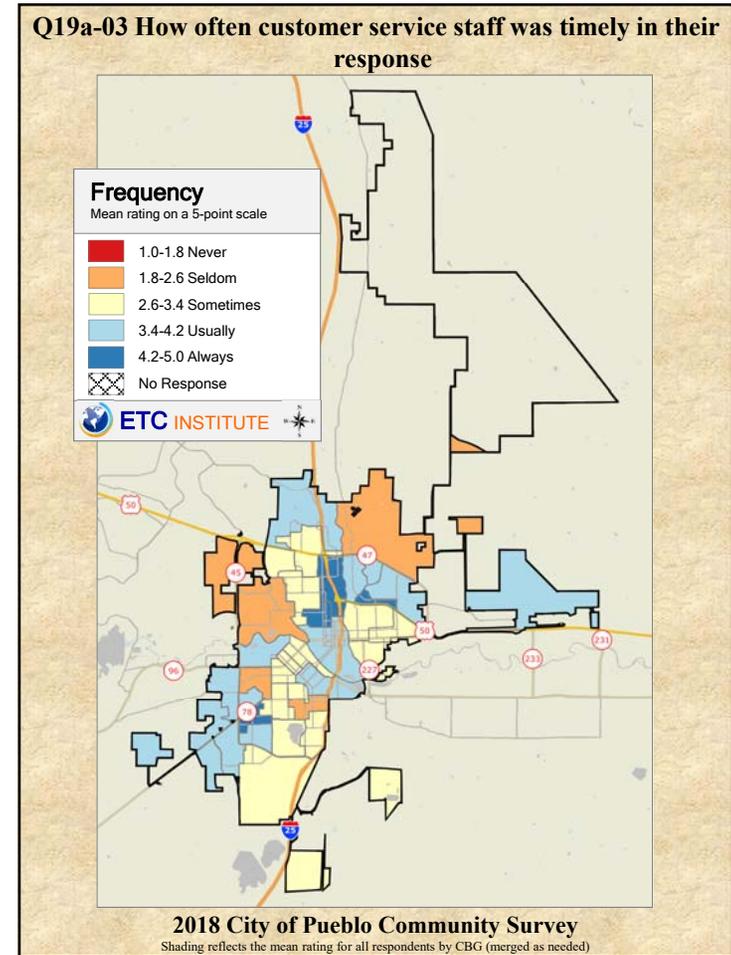
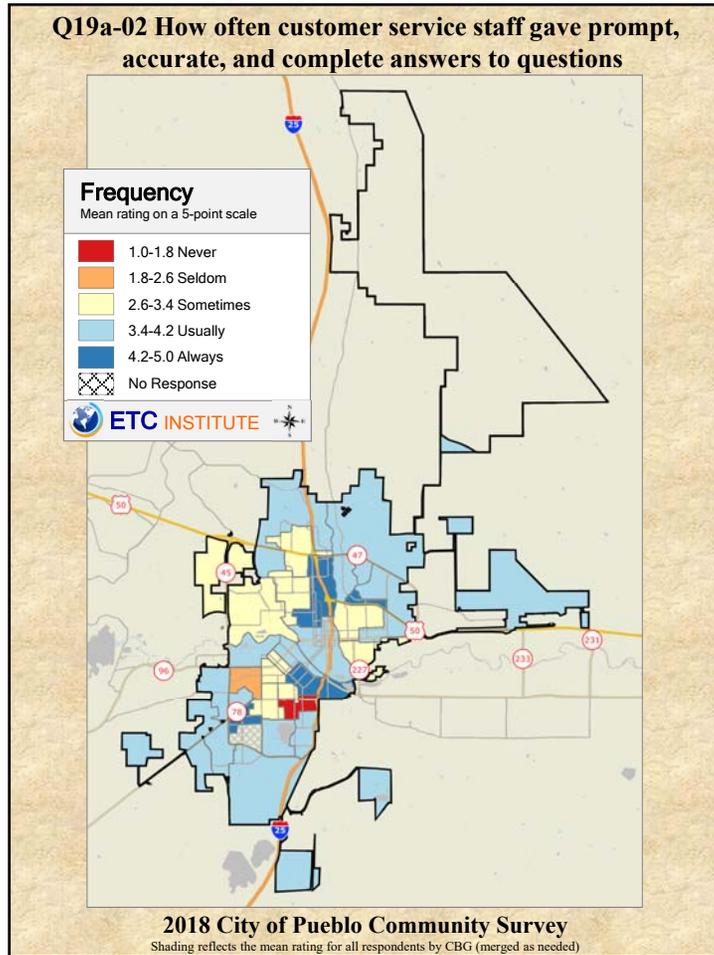


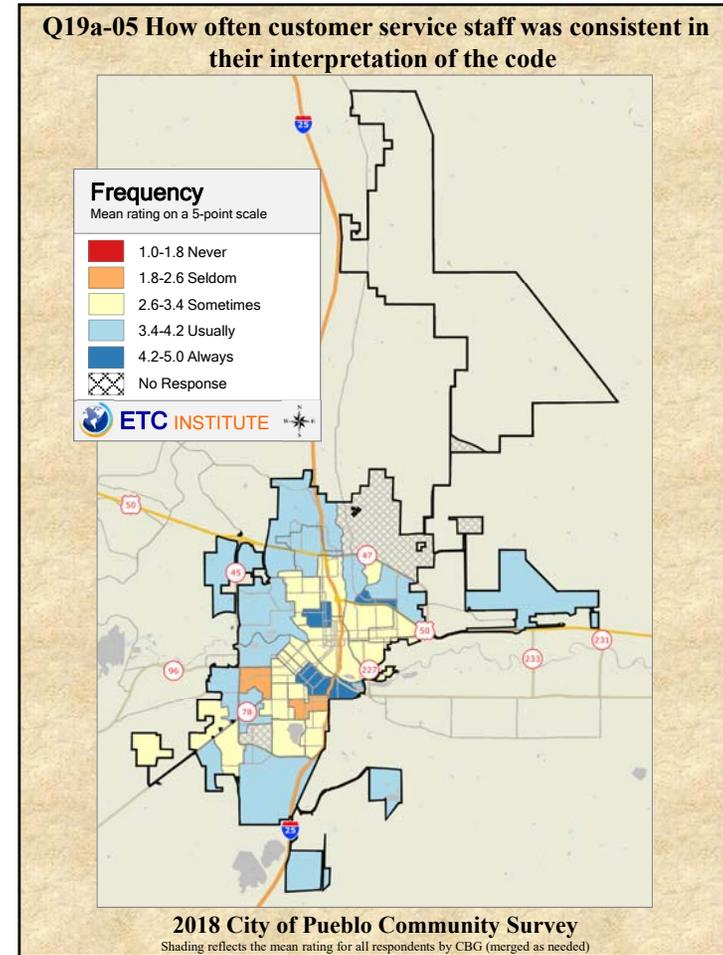
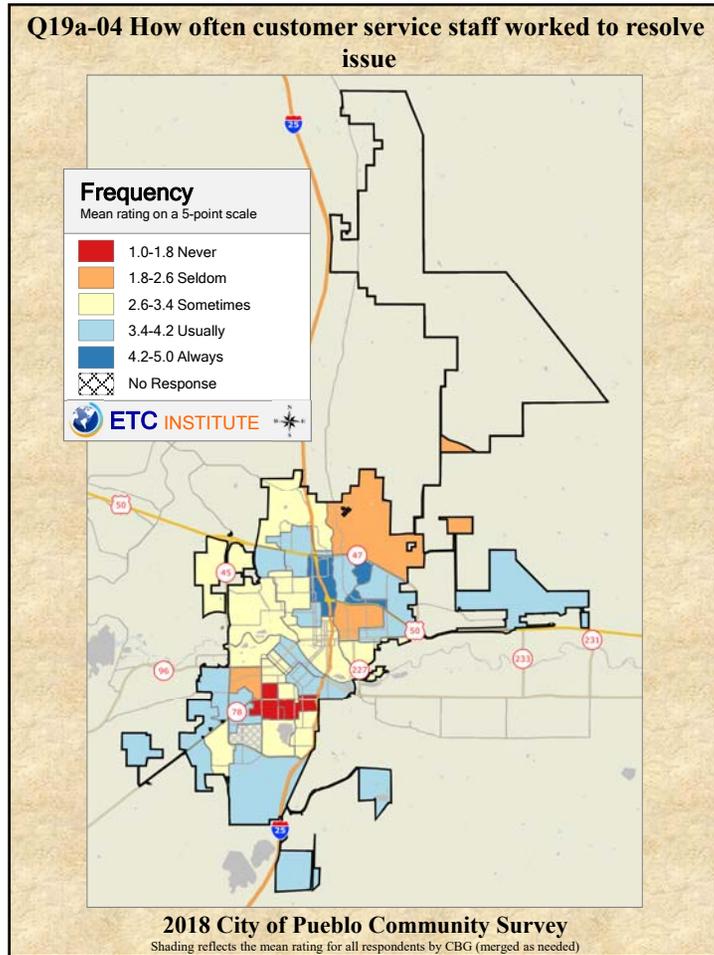




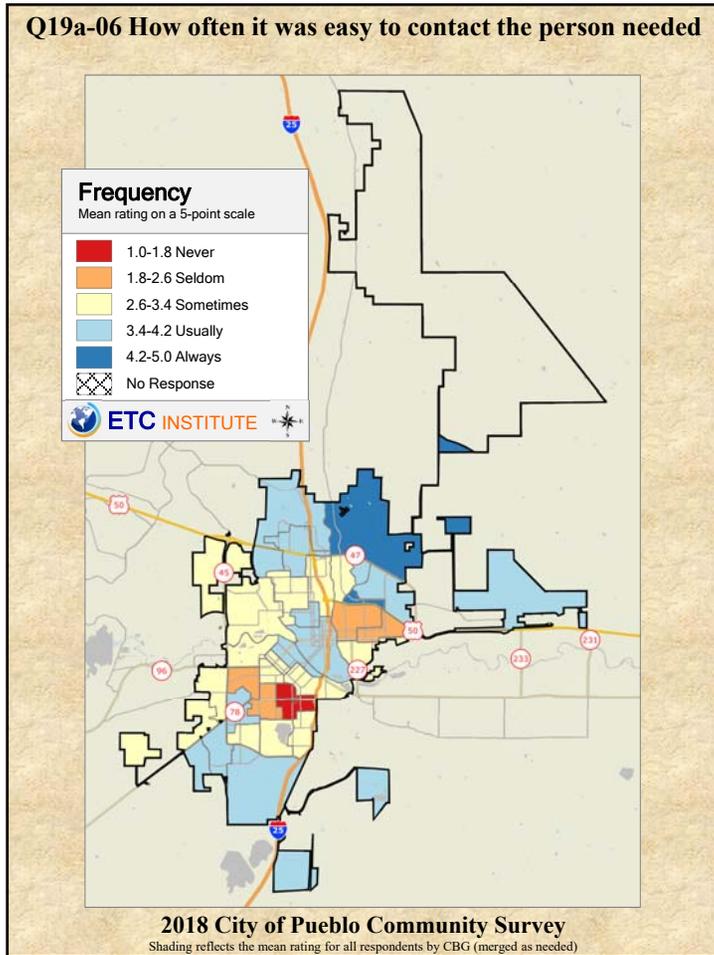




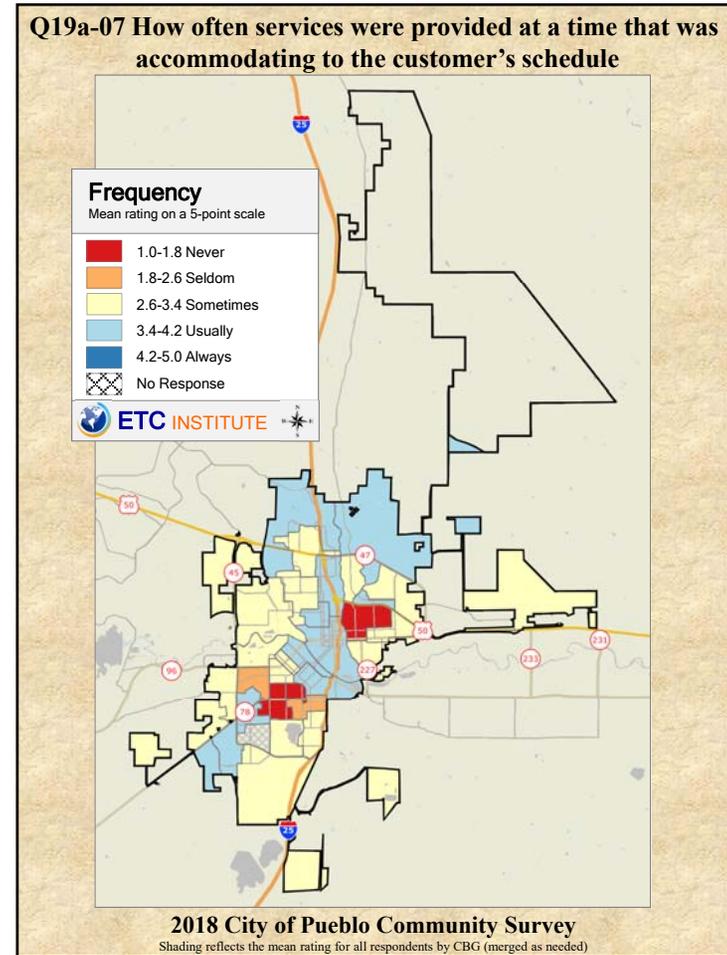


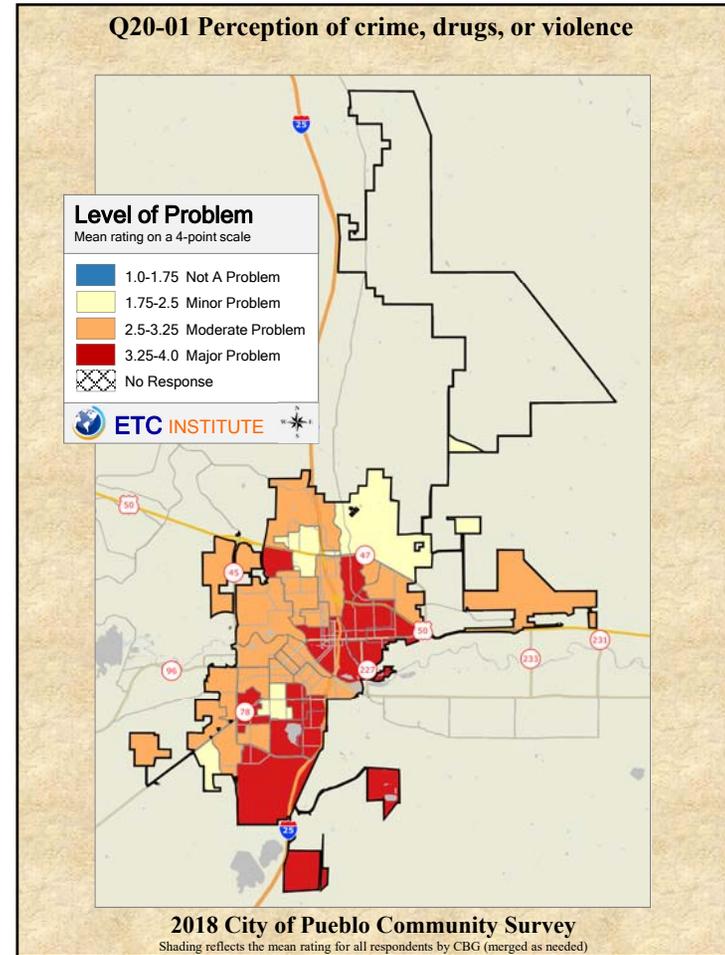
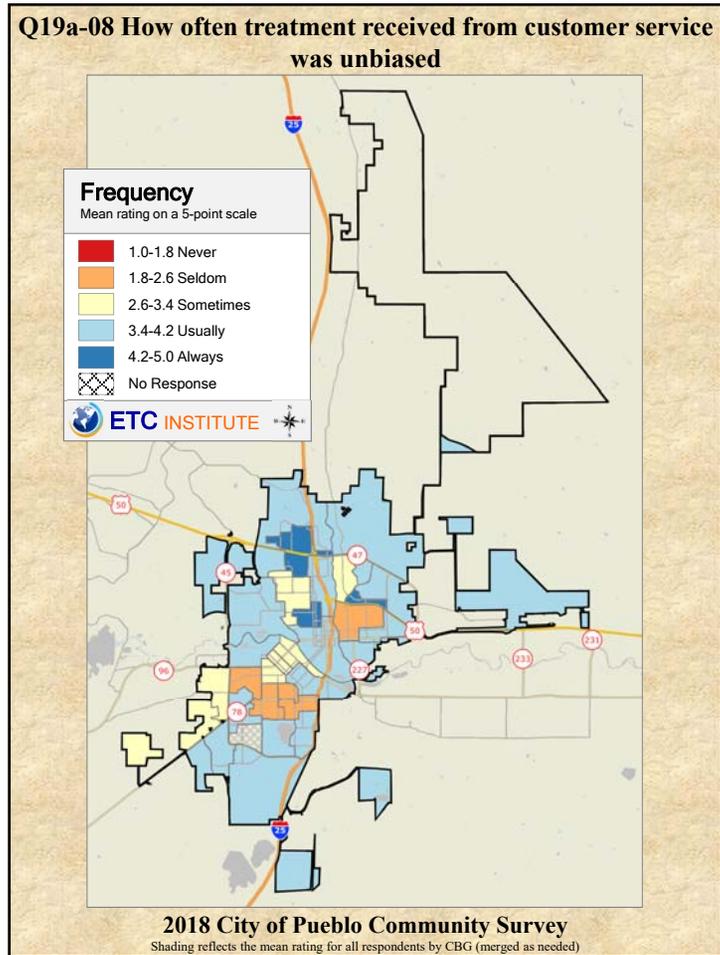


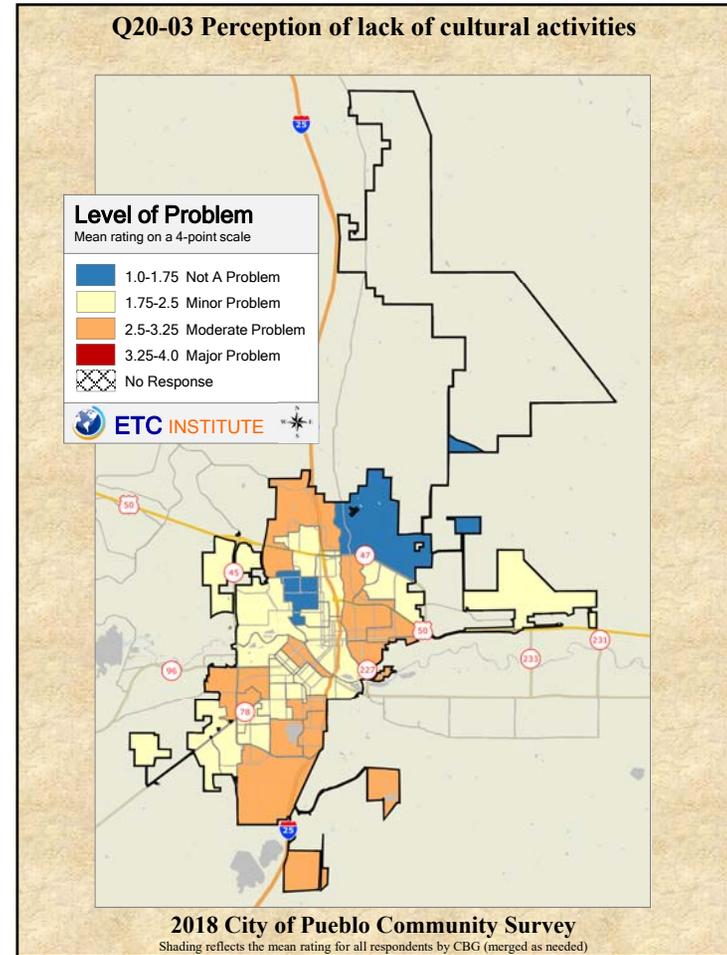
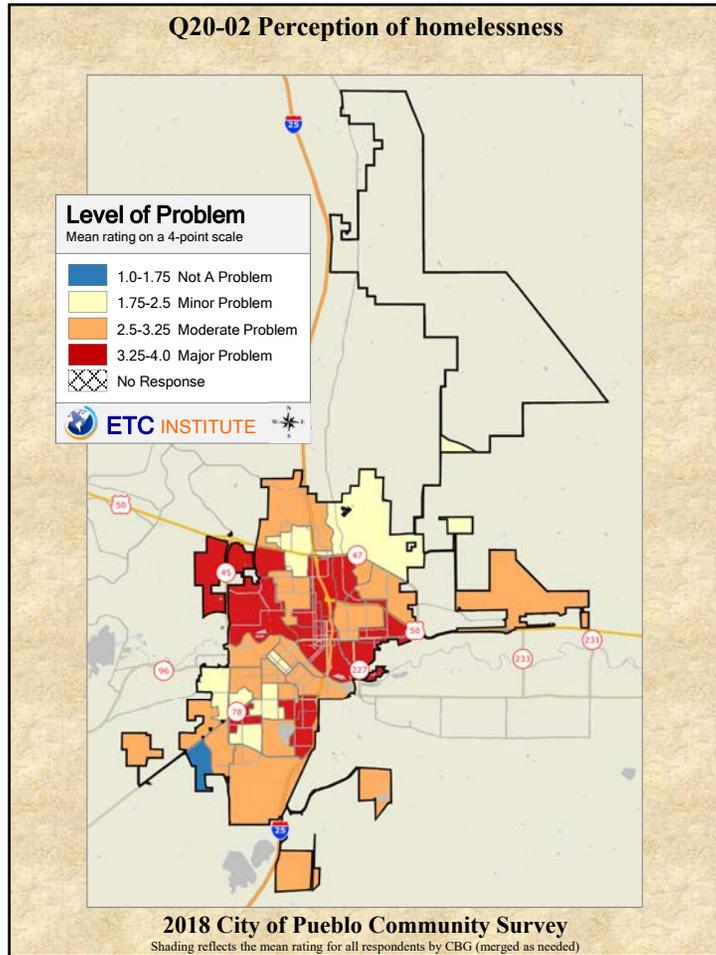
**Q19a-06 How often it was easy to contact the person needed**

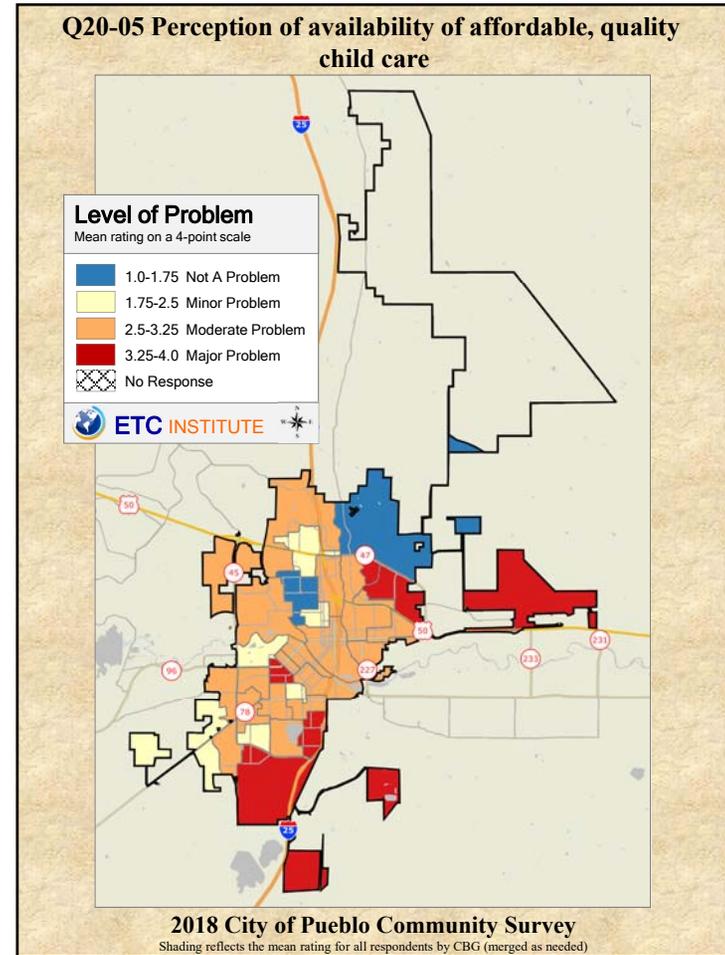
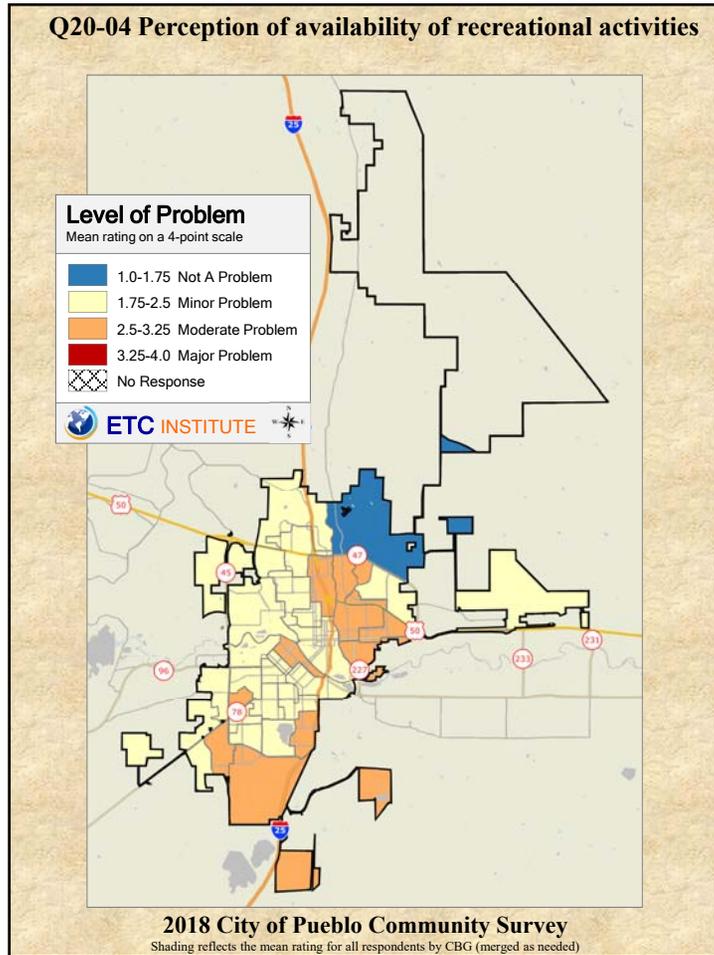


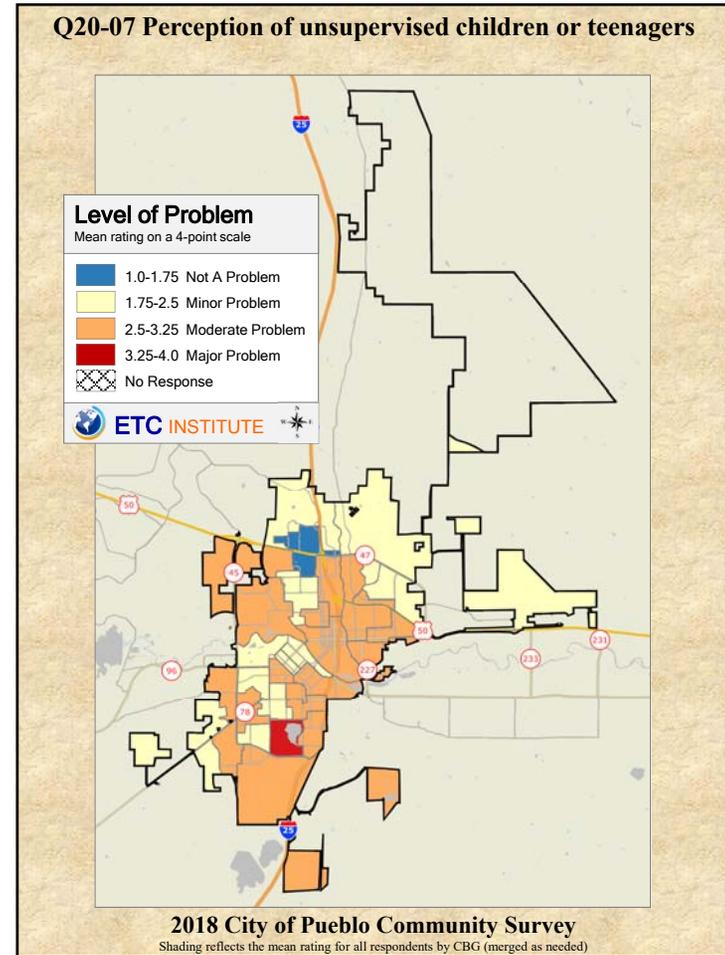
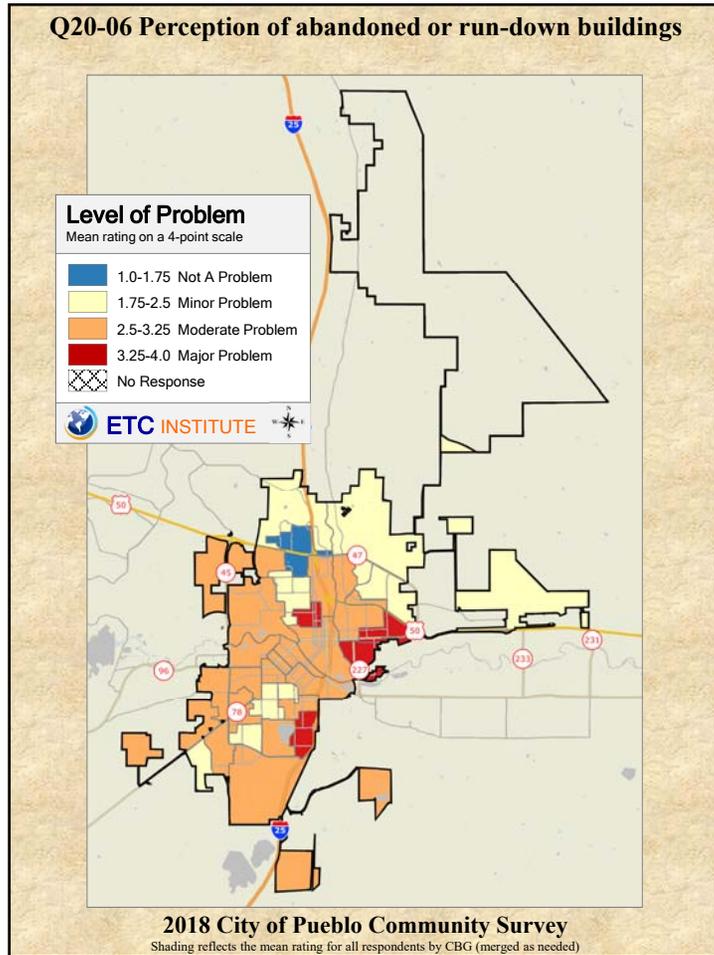
**Q19a-07 How often services were provided at a time that was accommodating to the customer's schedule**

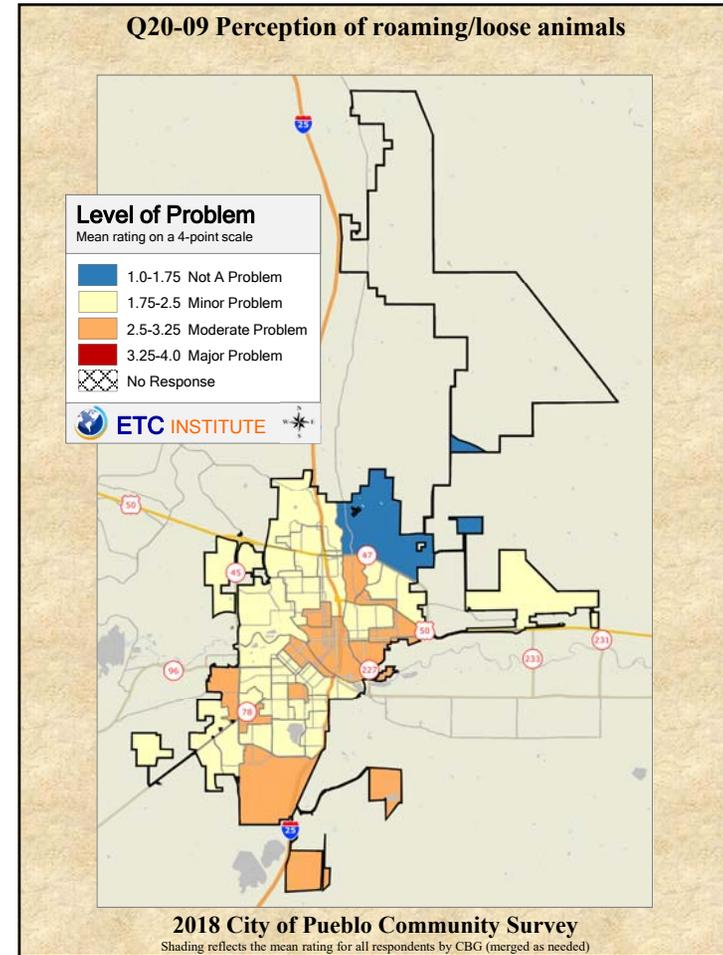
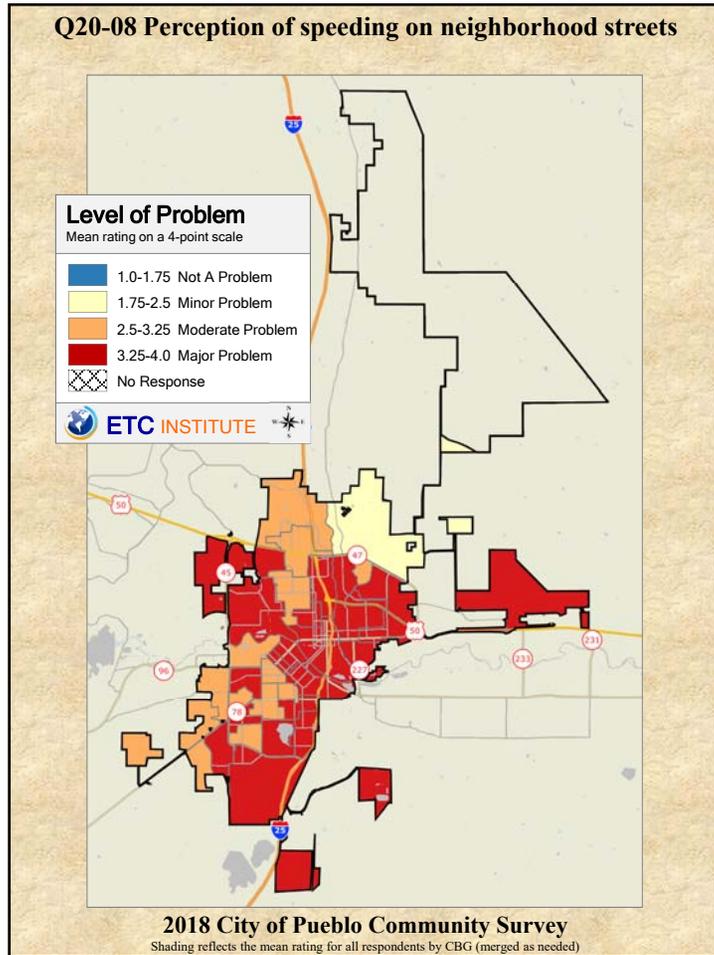


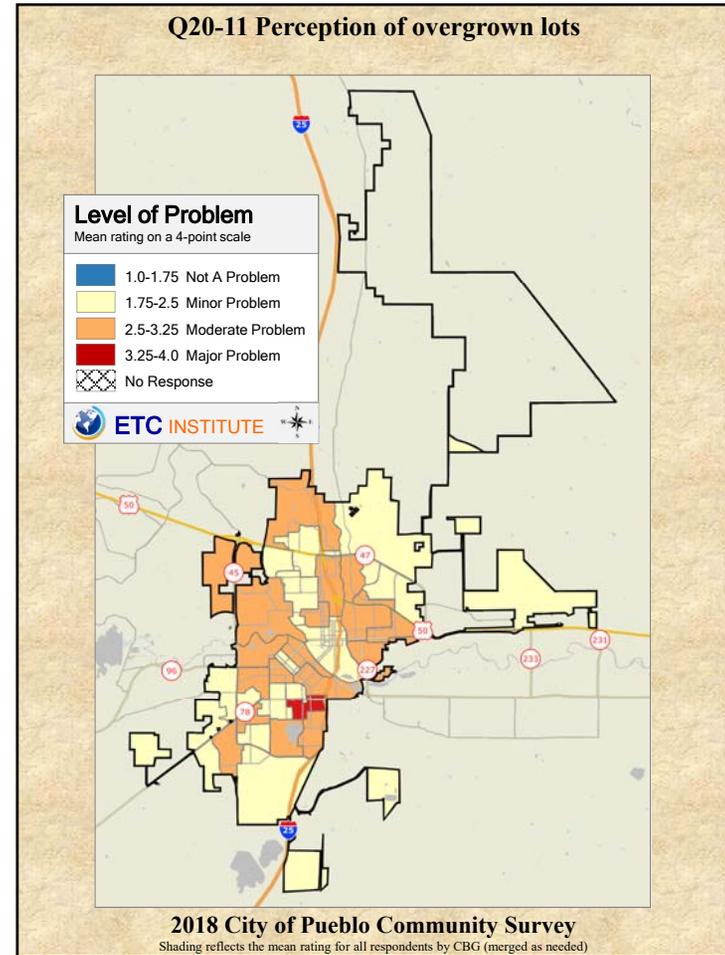
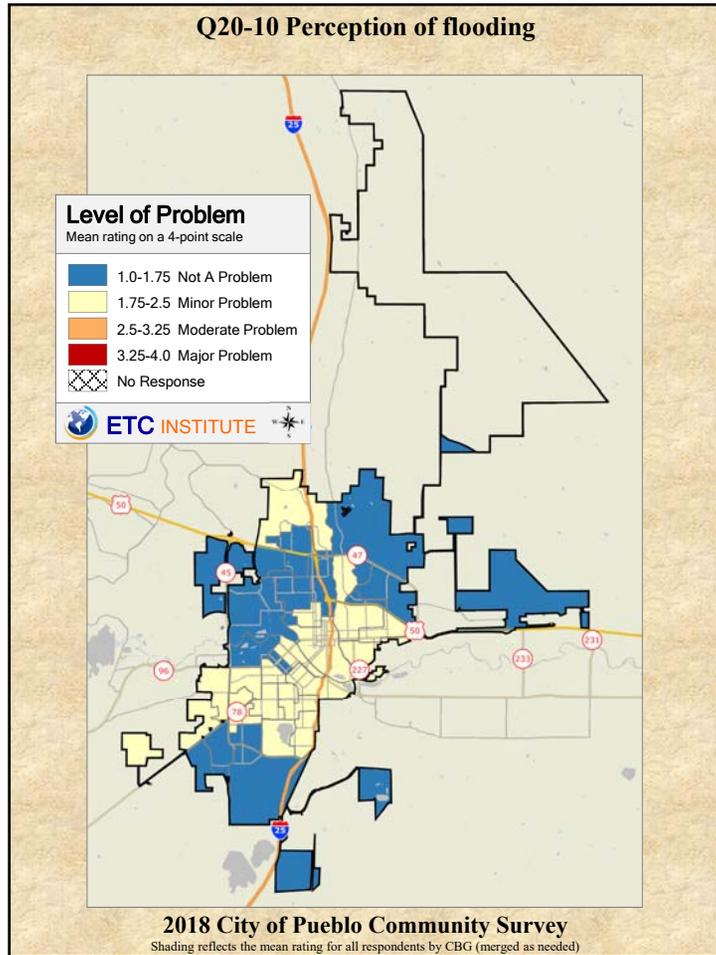


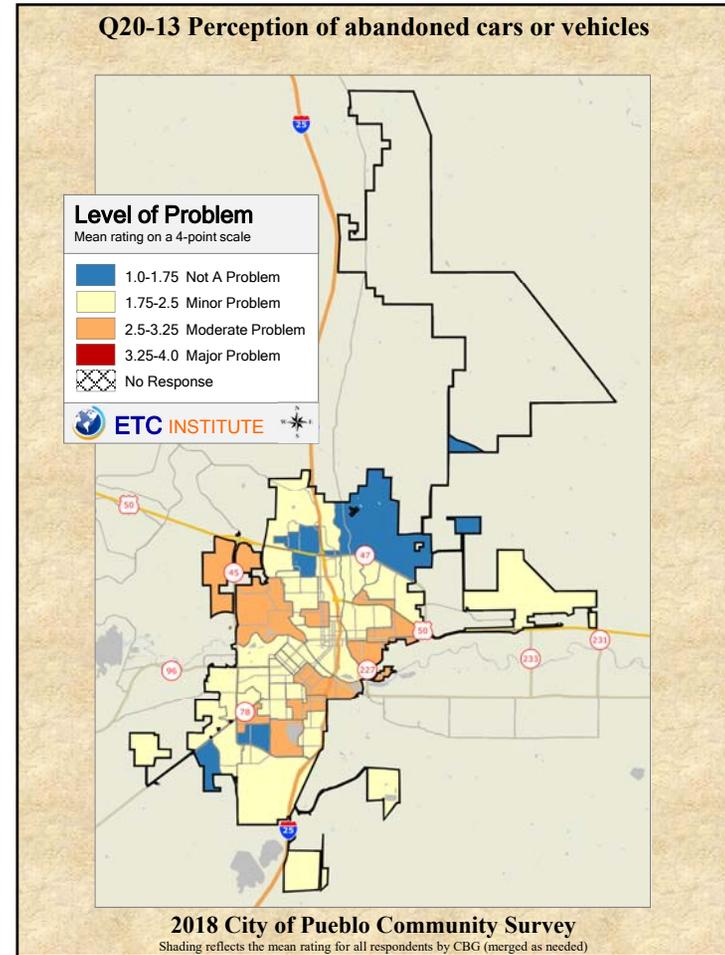
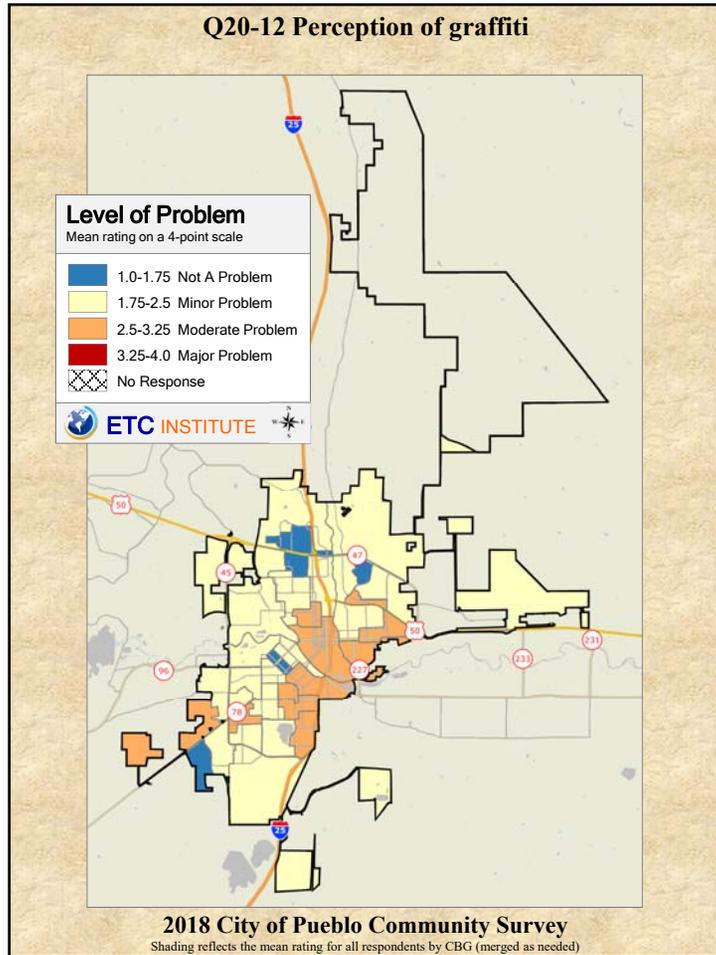


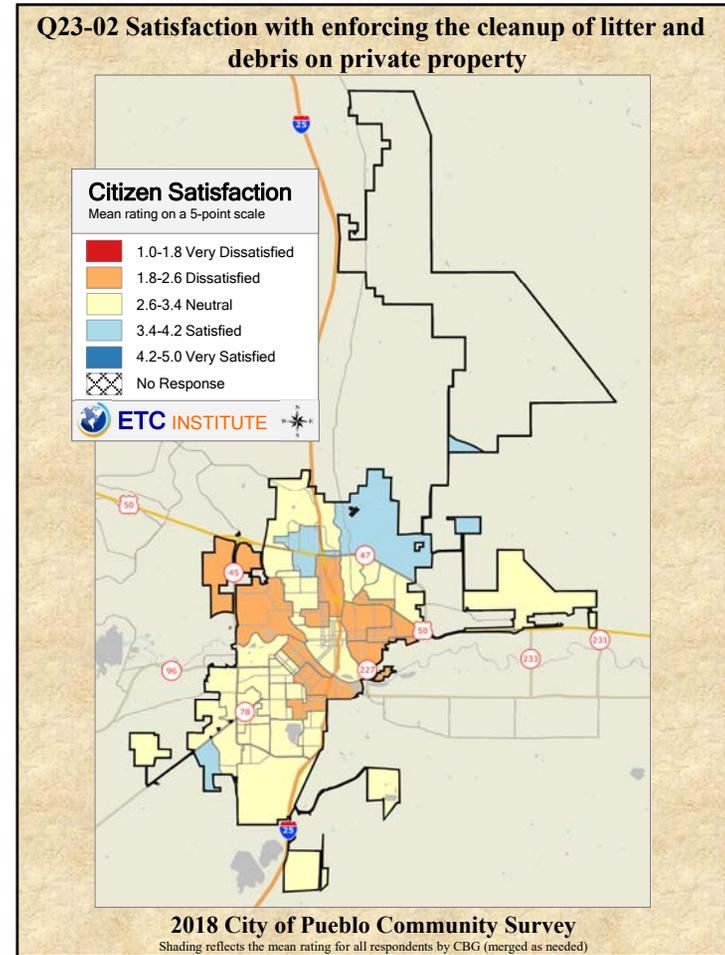
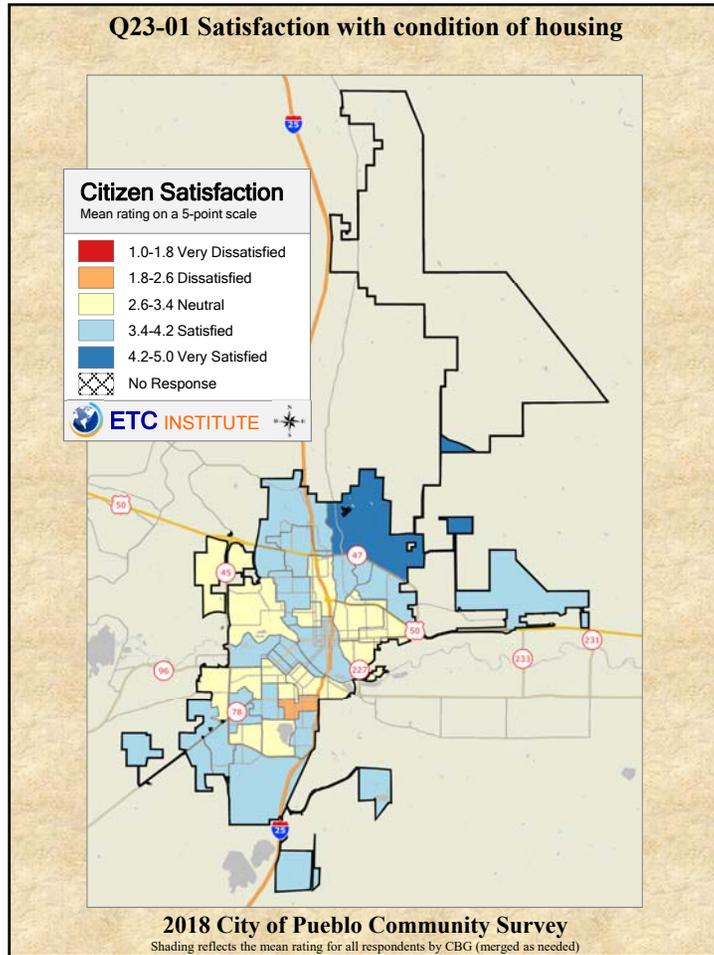




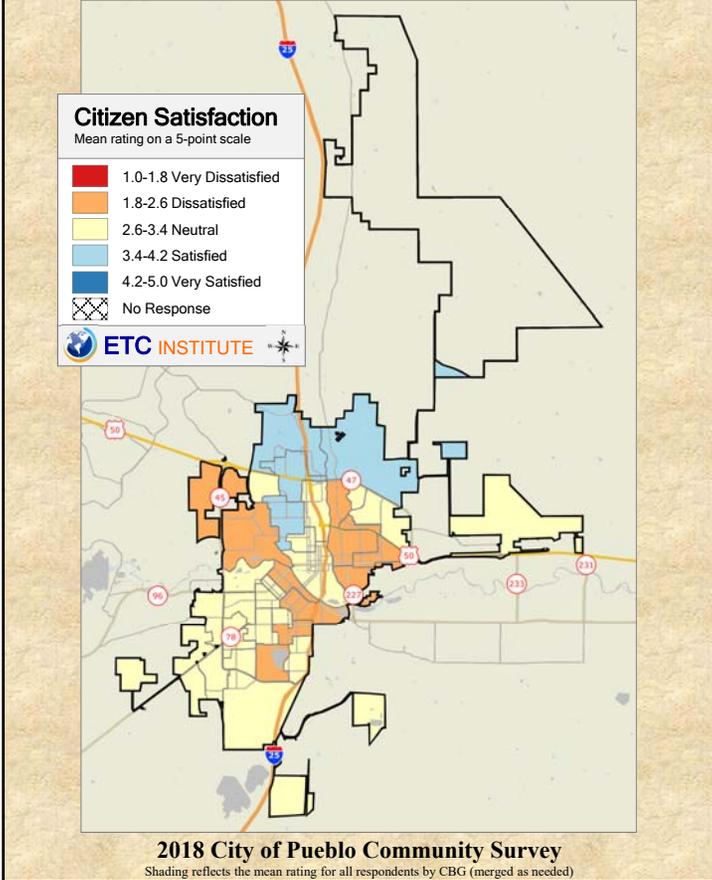




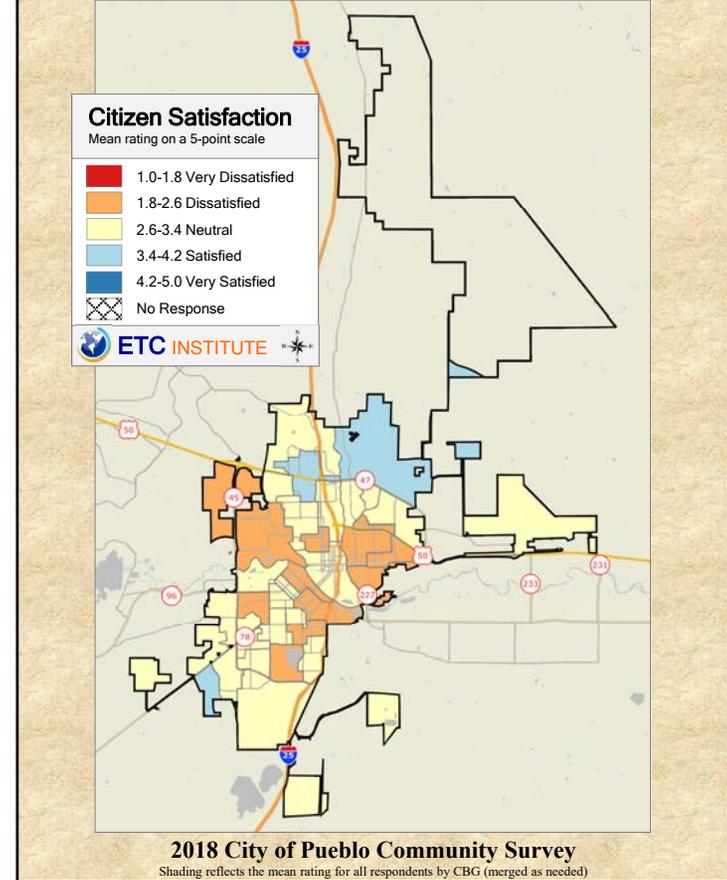


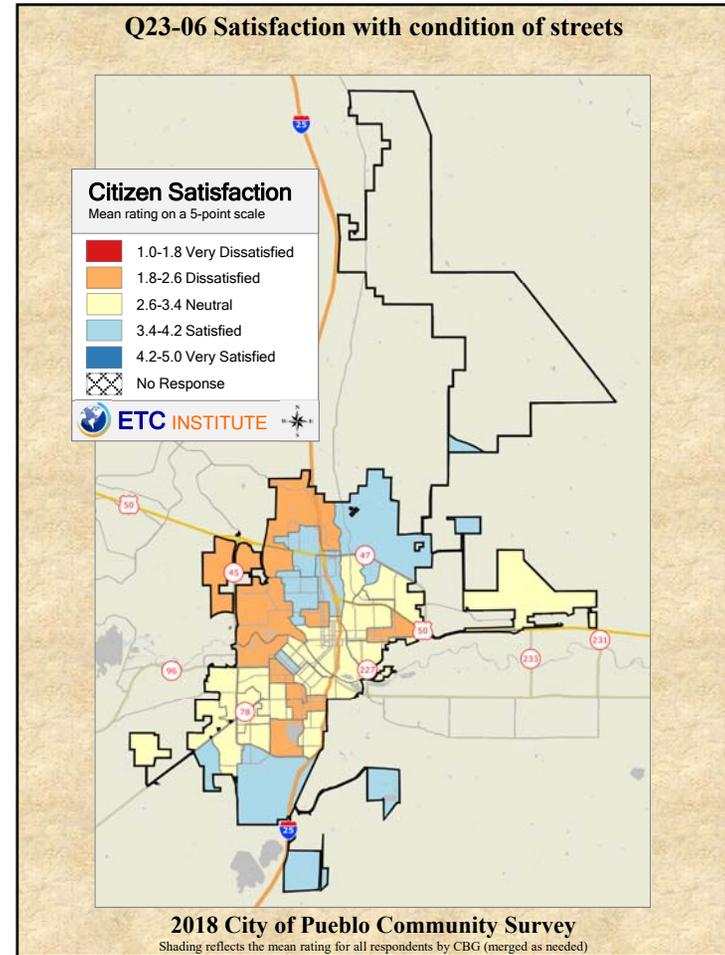
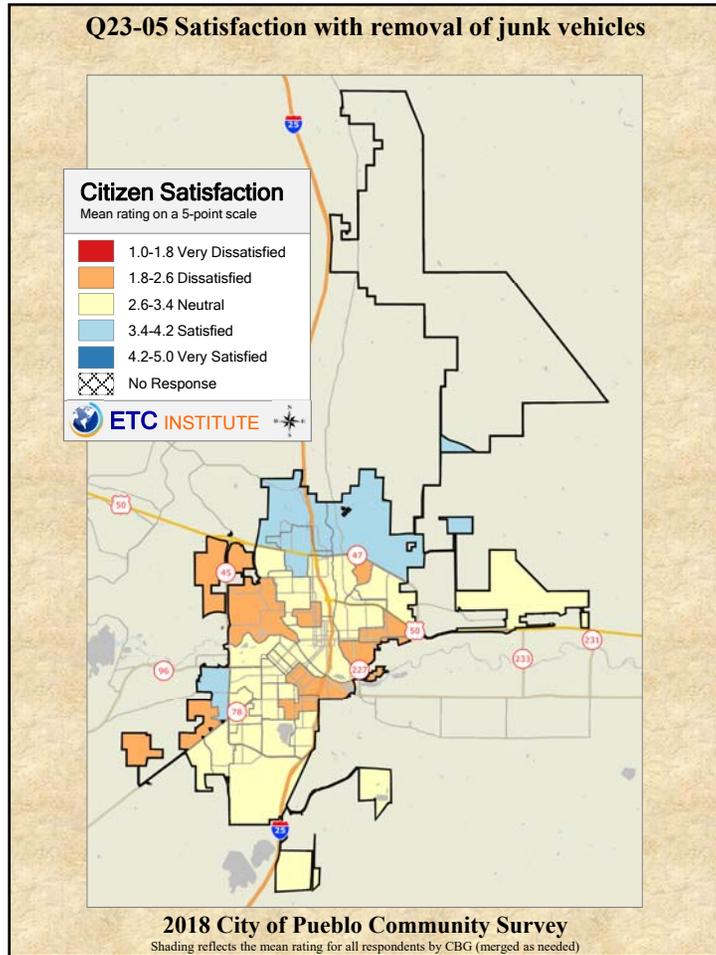


**Q23-03 Satisfaction with enforcing the mowing and trimming of grass, trees, shrubs, and weeds on property**

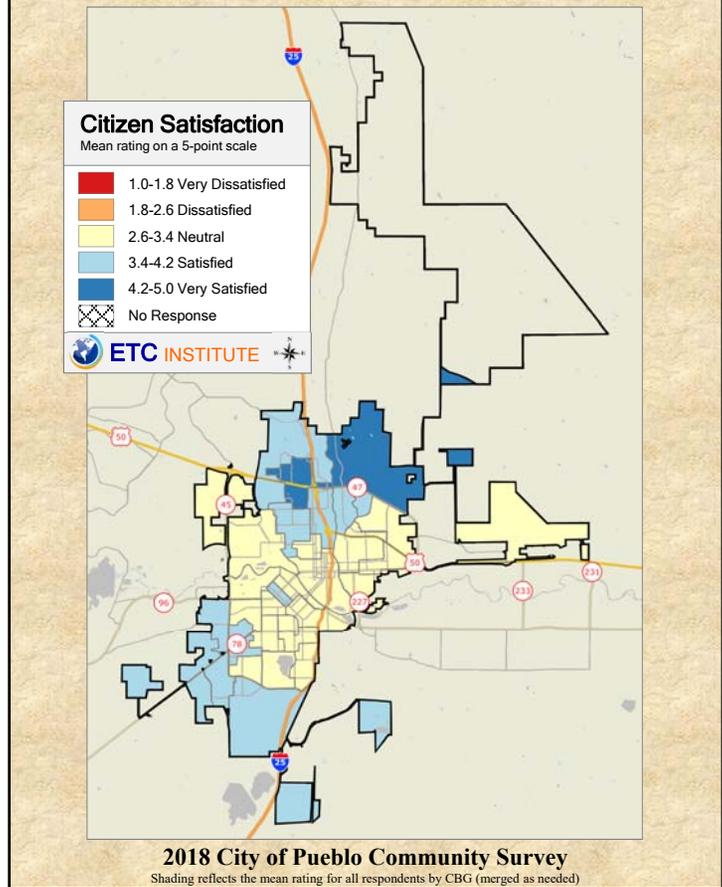


**Q23-04 Satisfaction with enforcing the maintenance of residential property**

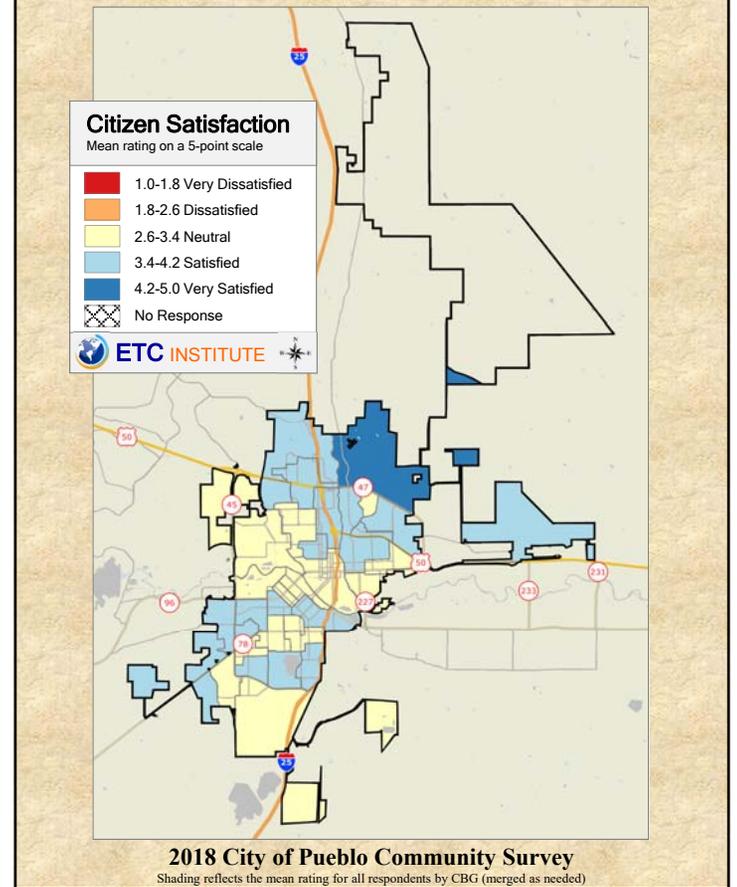


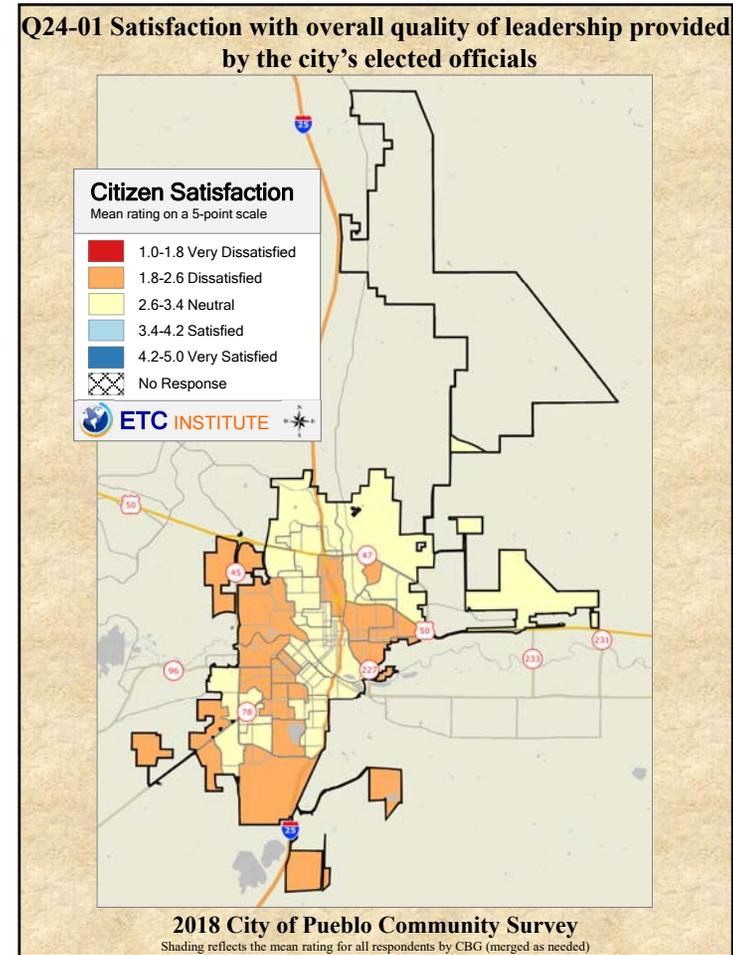
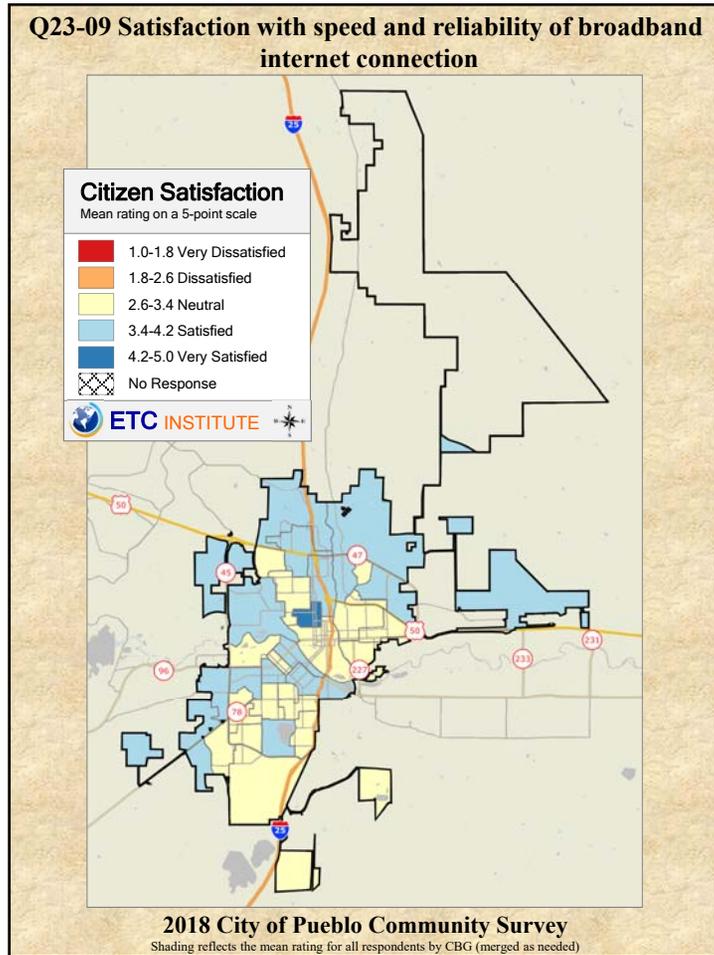


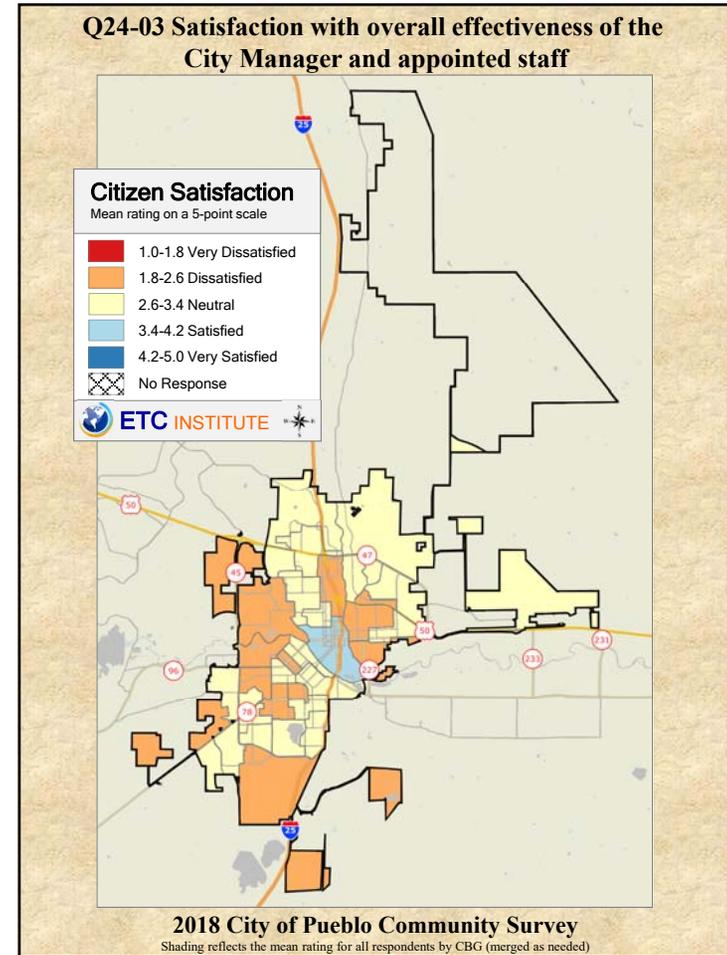
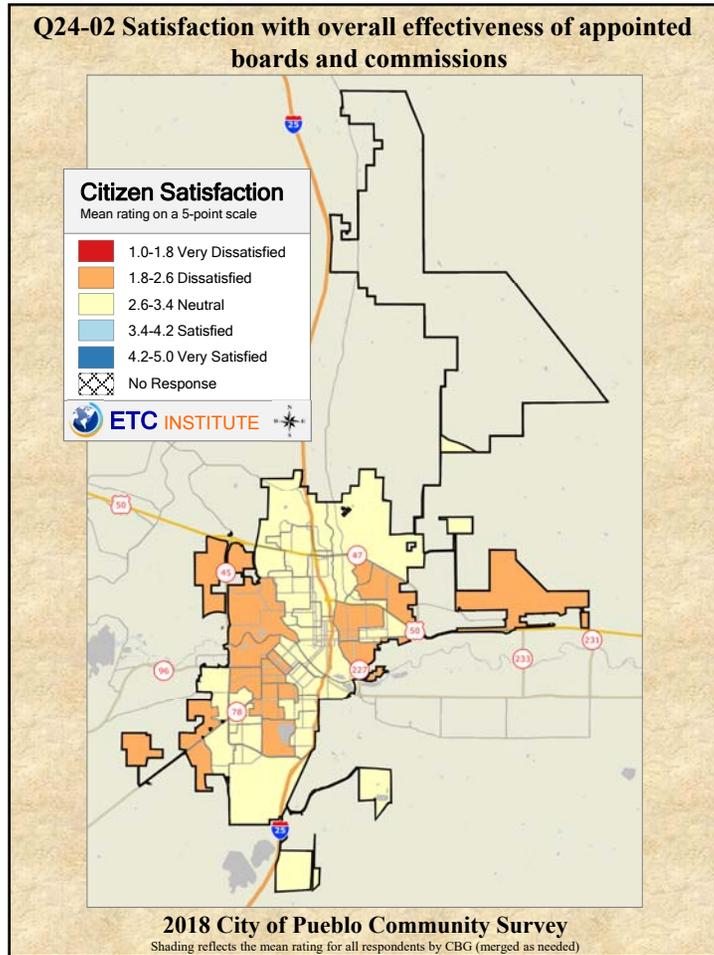
**Q23-07 Satisfaction with overall appearance of neighborhoods**



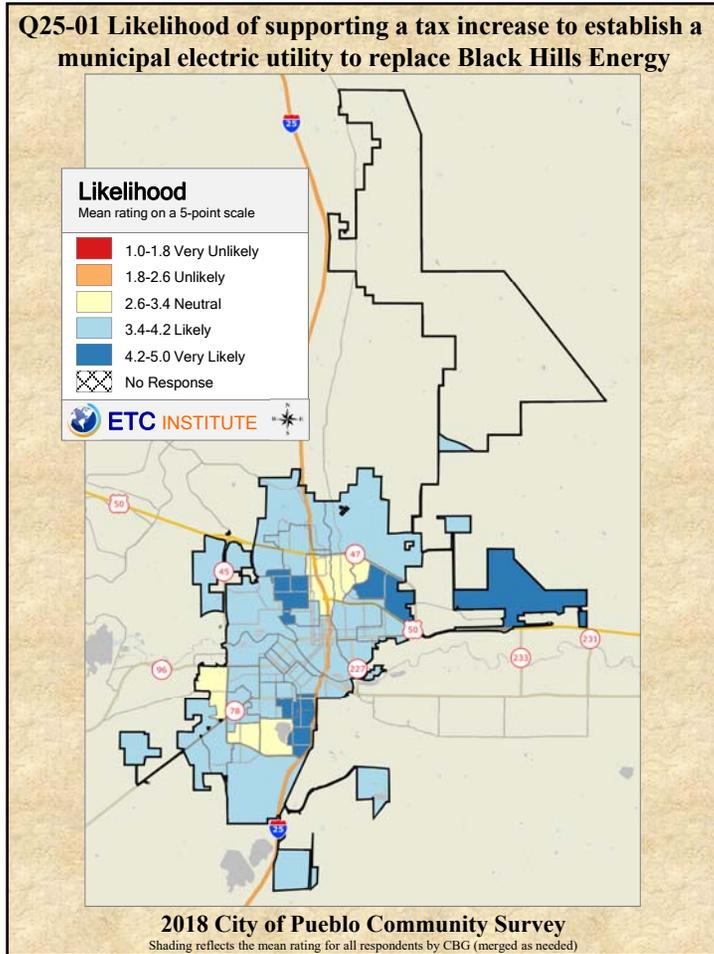
**Q23-08 Satisfaction with access to broadband internet services**



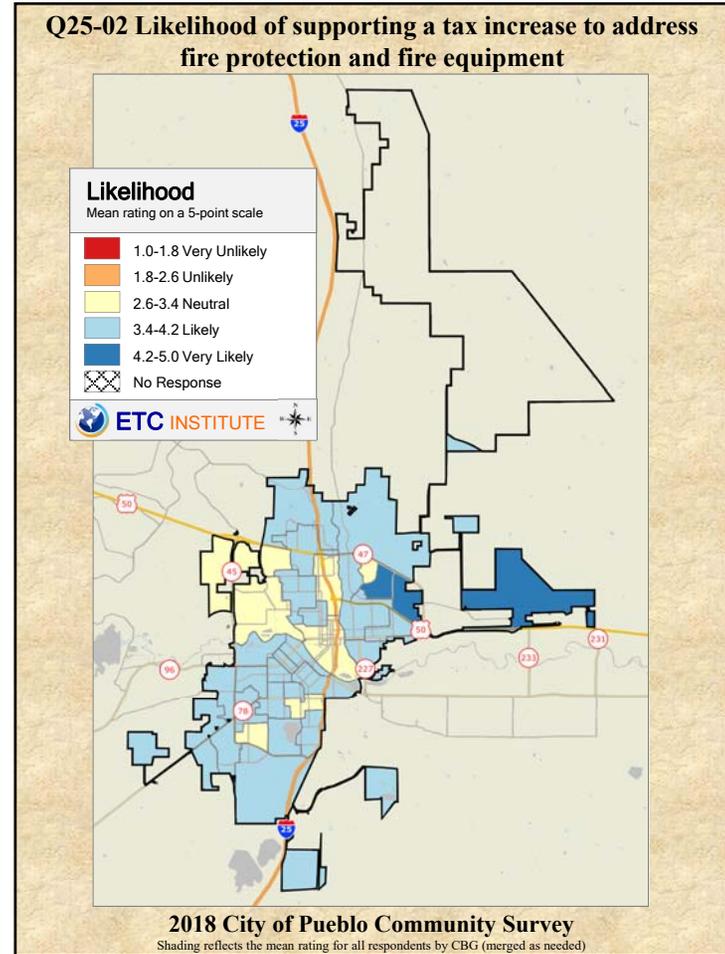


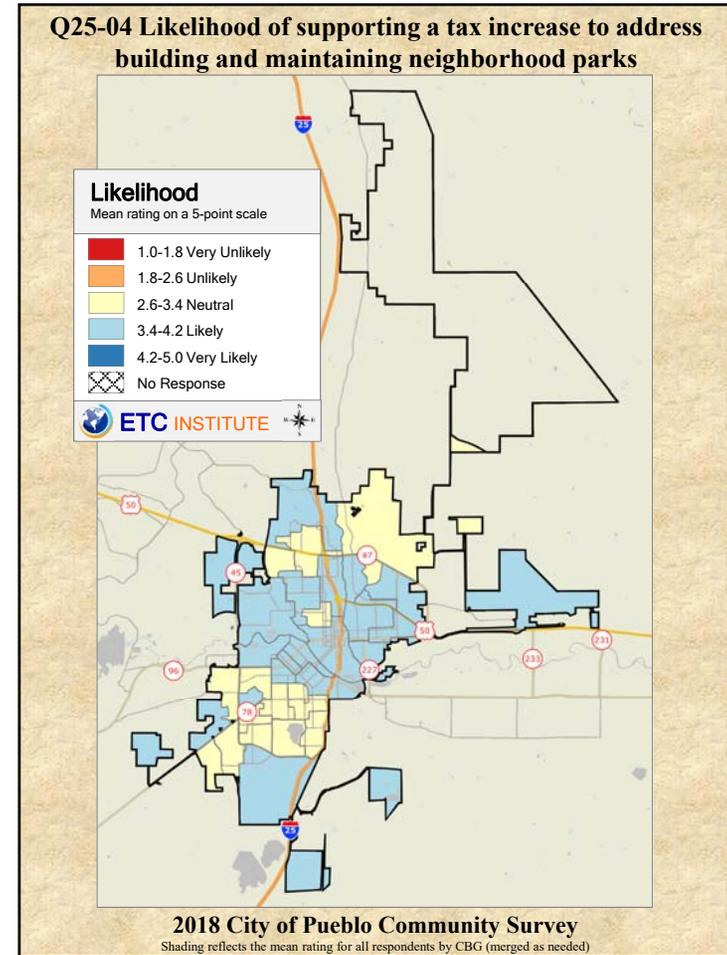
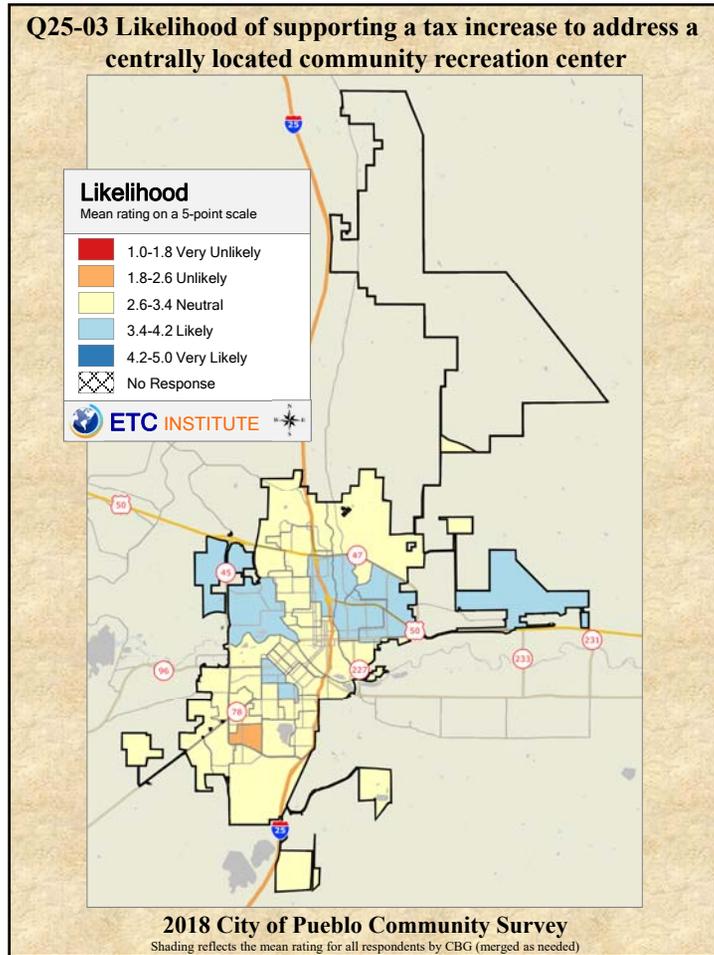


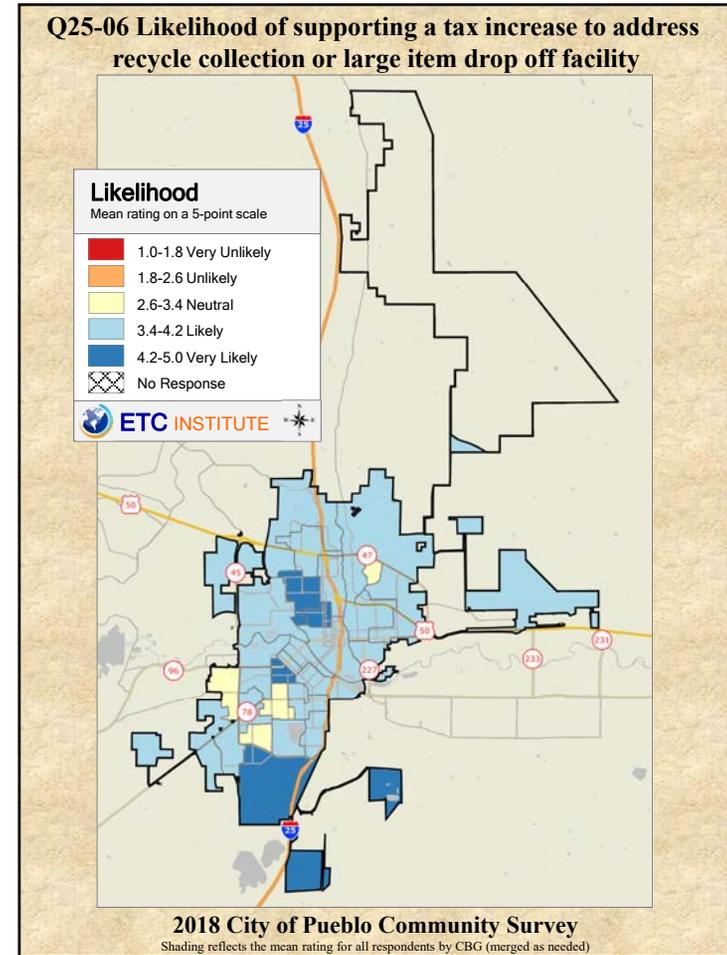
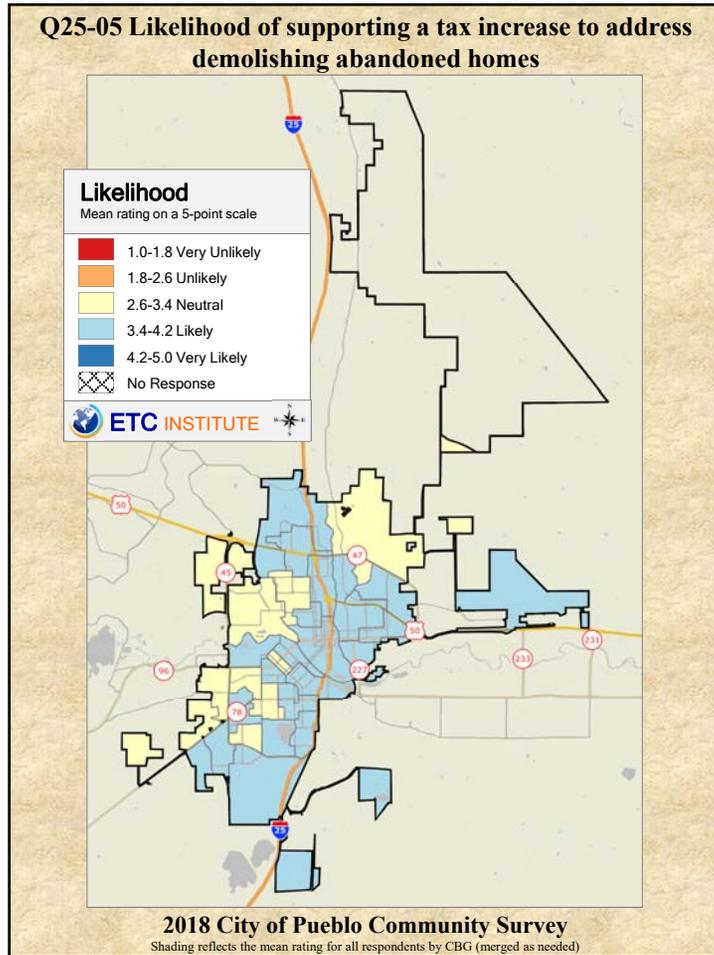
**Q25-01 Likelihood of supporting a tax increase to establish a municipal electric utility to replace Black Hills Energy**

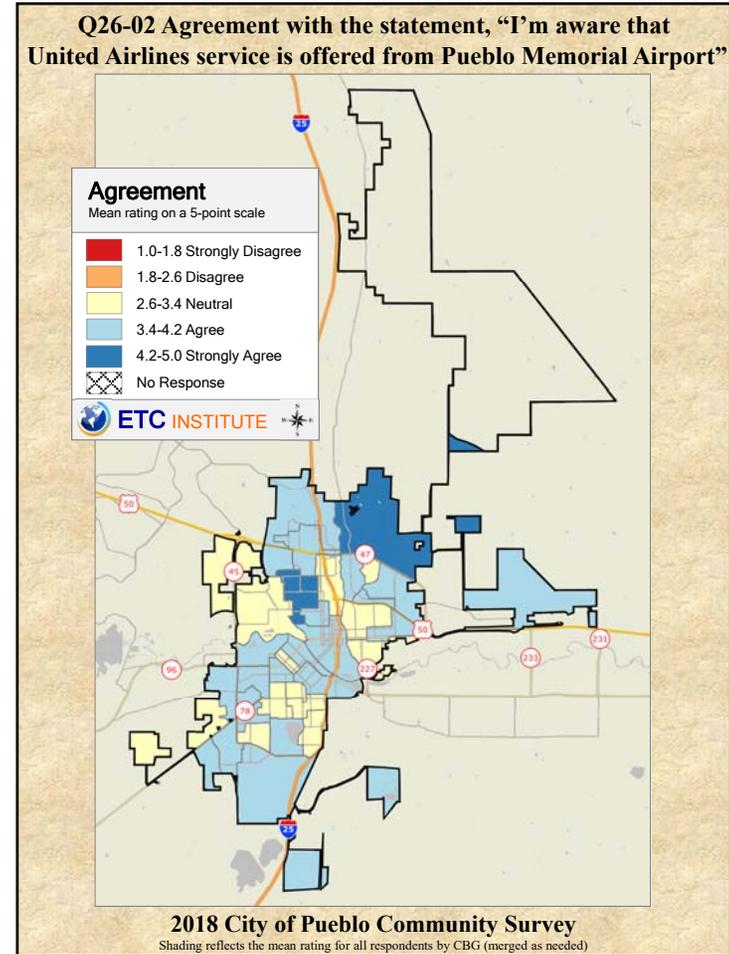
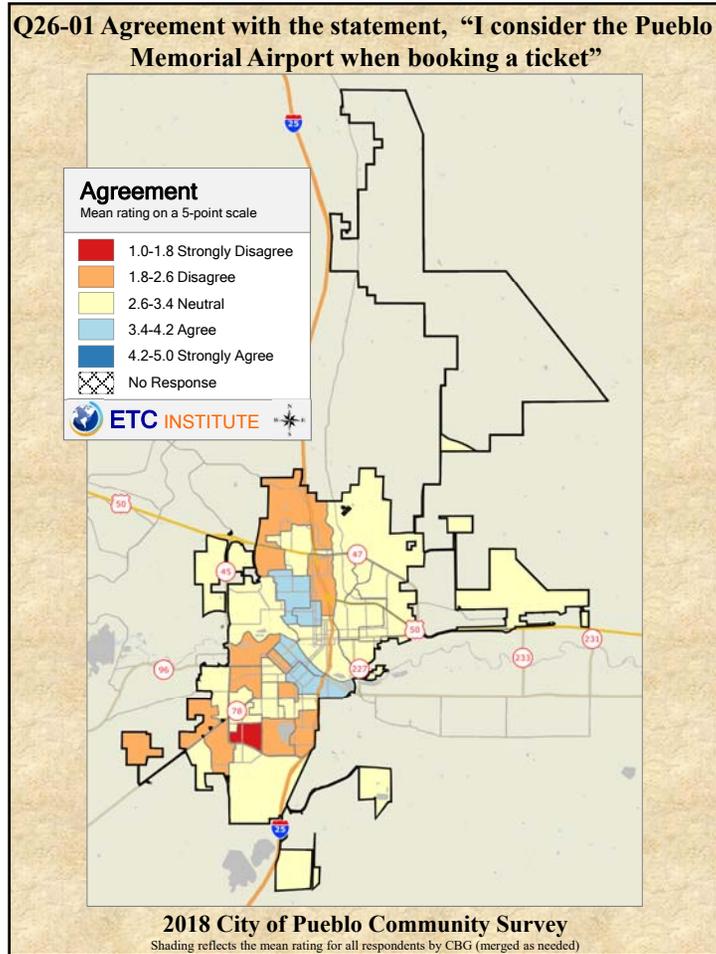


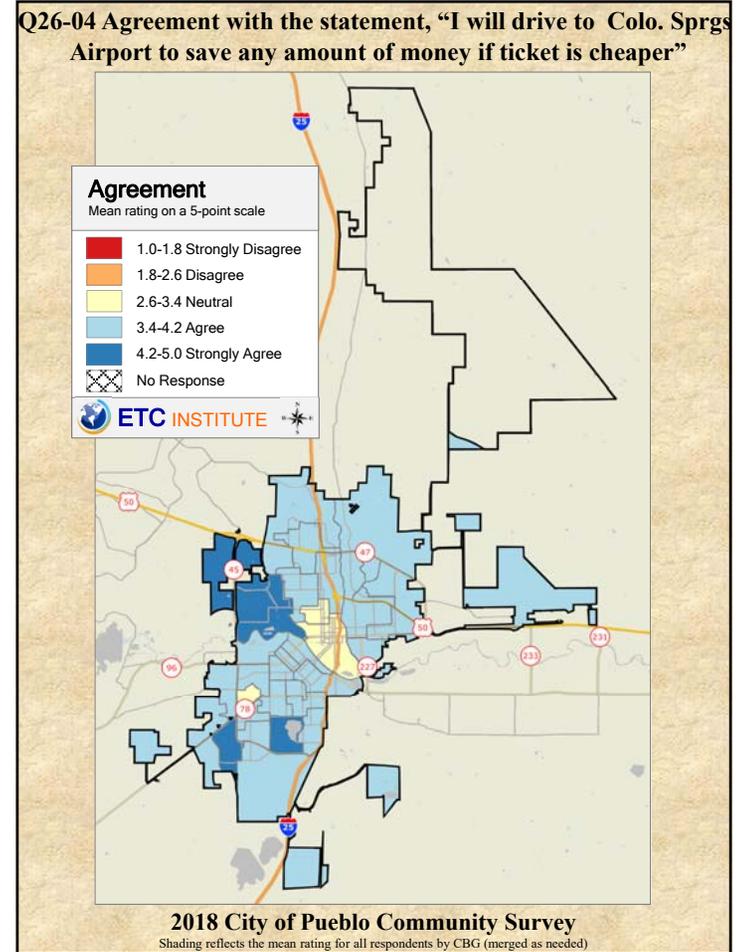
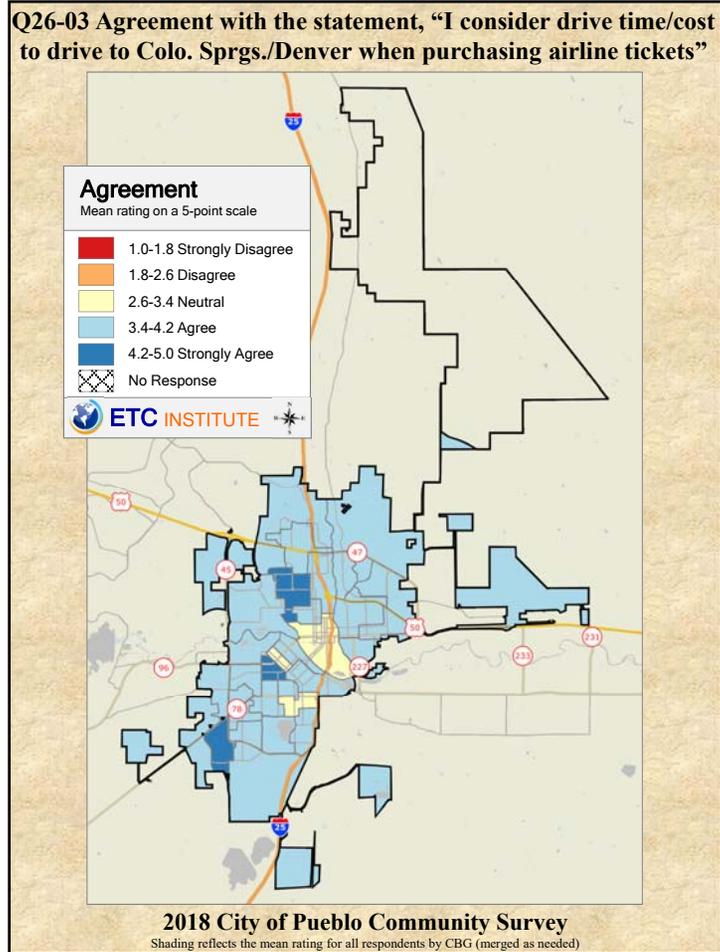
**Q25-02 Likelihood of supporting a tax increase to address fire protection and fire equipment**

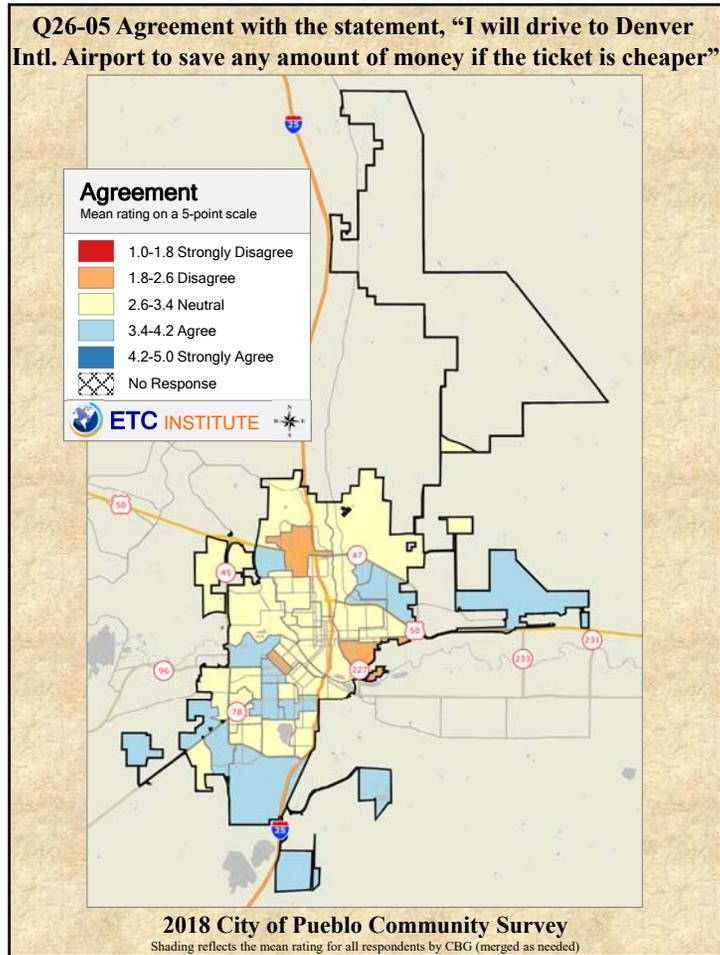












**Section 3:**  
**Benchmarking Analysis**



# DirectionFinder<sup>®</sup> Survey

## Year 2018 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 2016 to a random sample of more than 4,000 residents across the United States and (2) a regional survey administered to 376 residents living in the Mountain Region of the United States, which includes the states of Idaho, Colorado, Montana, Utah, and Wyoming.

### **Interpreting the Charts**

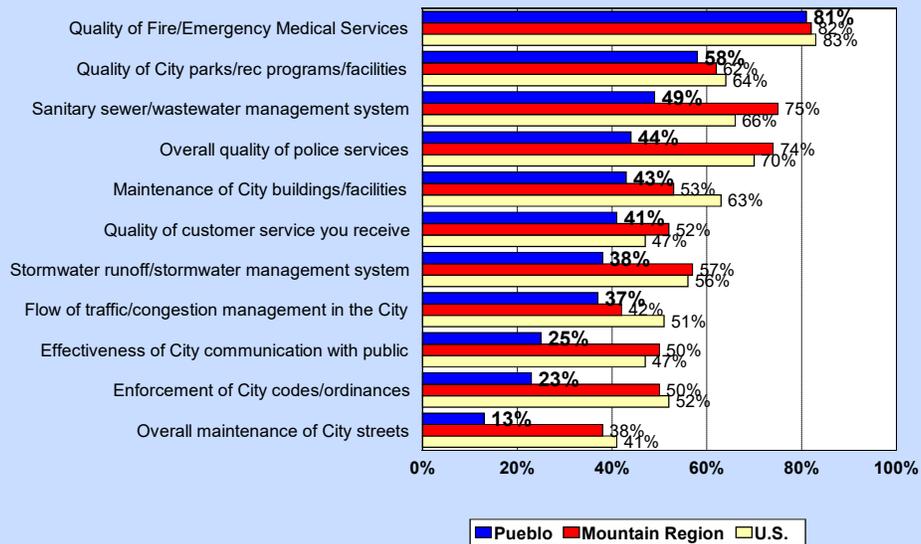
The charts on the following pages show how the overall results for Pueblo compare to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents and the regional survey administered to residents living in the 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 tan.

# National Benchmarks

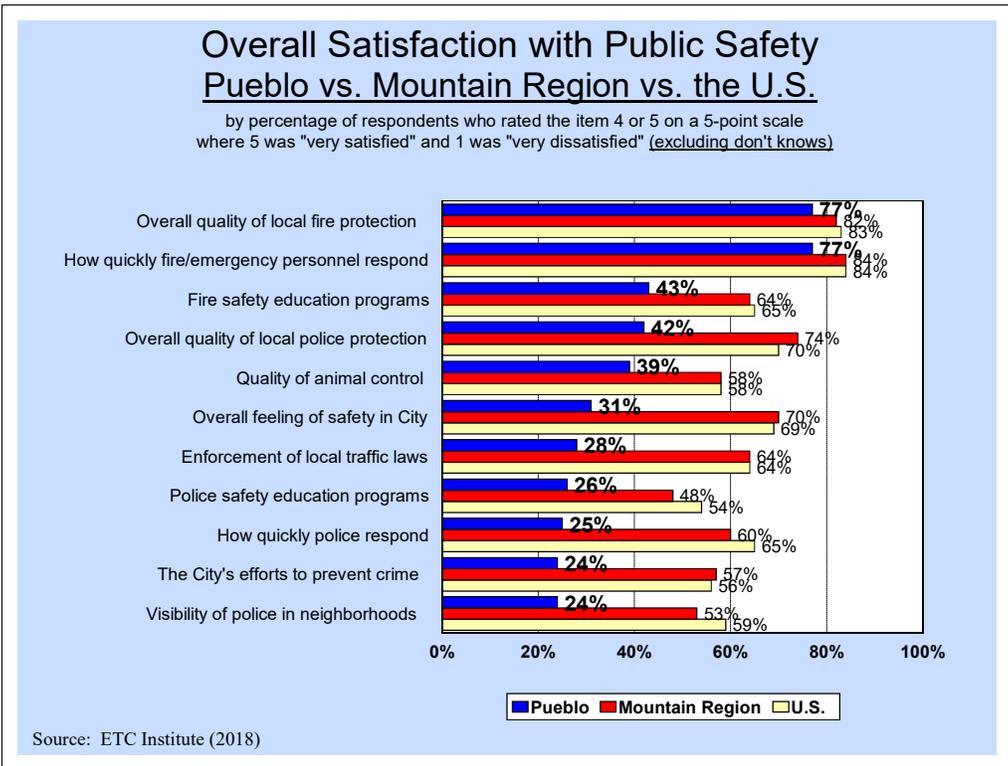
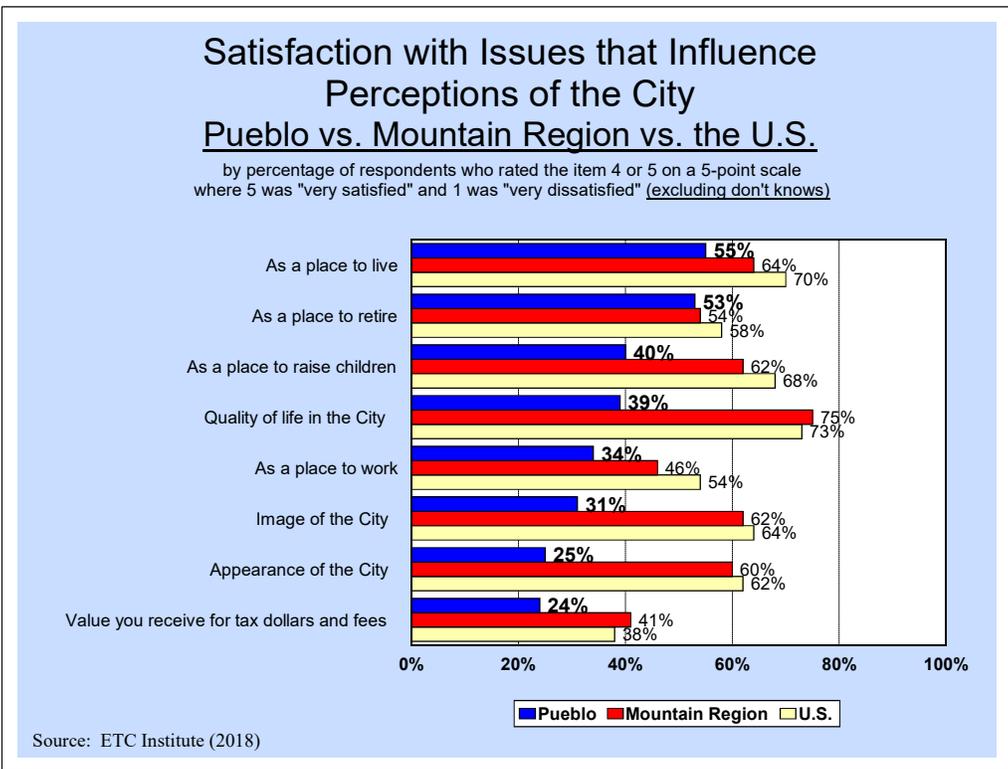
**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Pueblo is not authorized without written consent from ETC Institute.**

## 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)

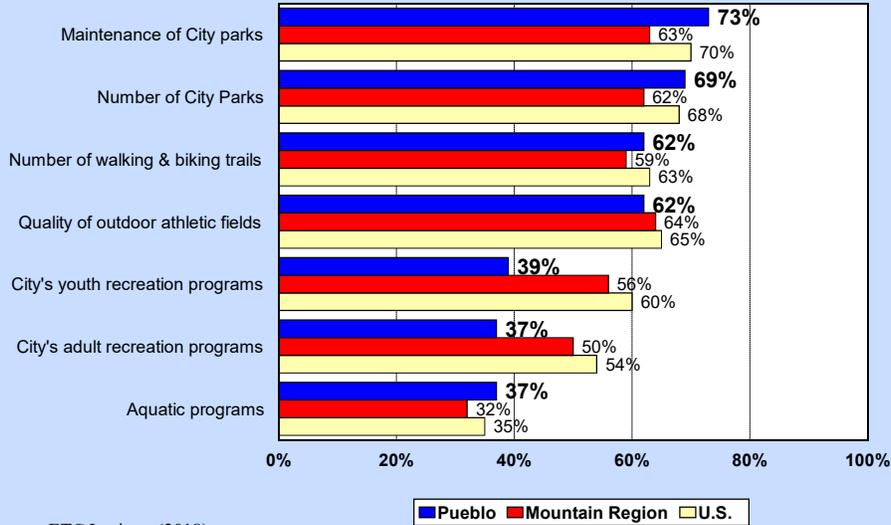


Source: ETC Institute (2018)



### Overall Satisfaction with Parks and Recreation Pueblo vs. Mountain Region vs. the U.S.

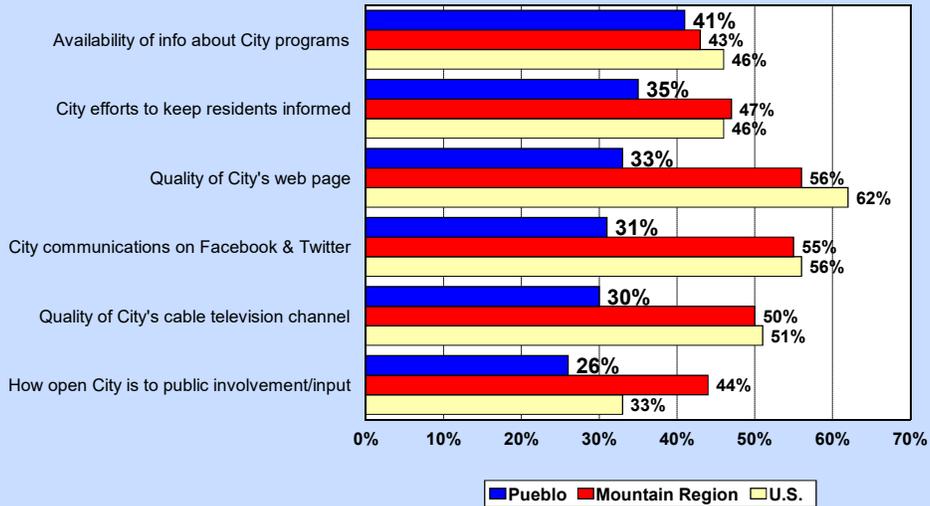
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

### Overall Satisfaction with Communication Pueblo vs. Mountain Region vs. the U.S.

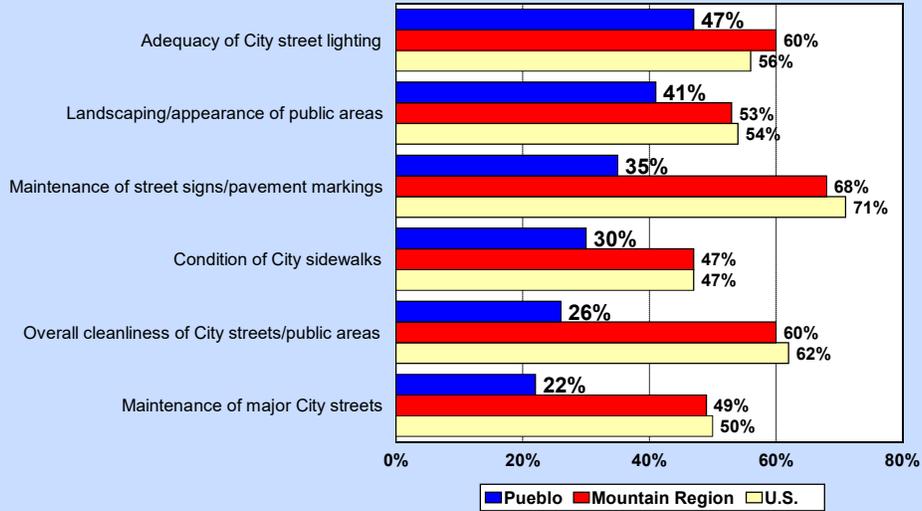
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

### Overall Satisfaction with City Maintenance Pueblo vs. Mountain Region vs. the U.S.

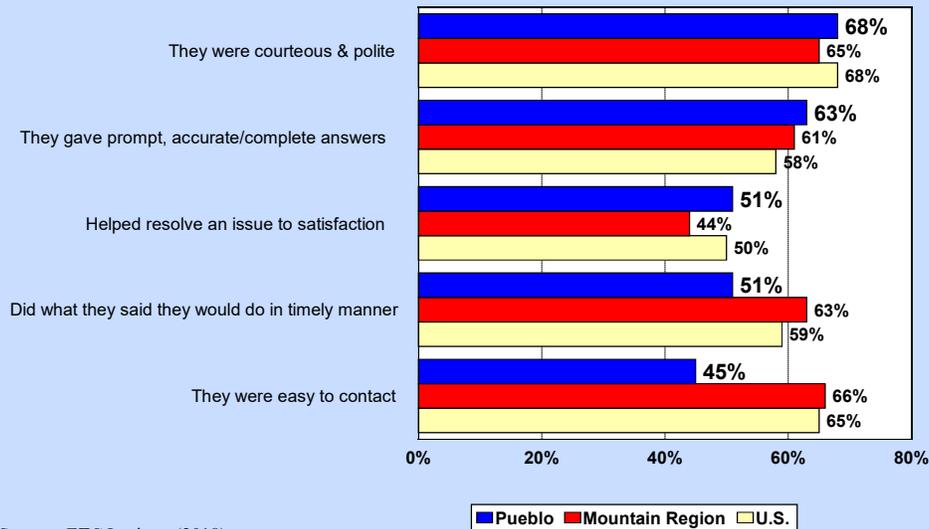
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

### Overall Satisfaction with Customer Service Pueblo vs. Mountain Region vs. the U.S.

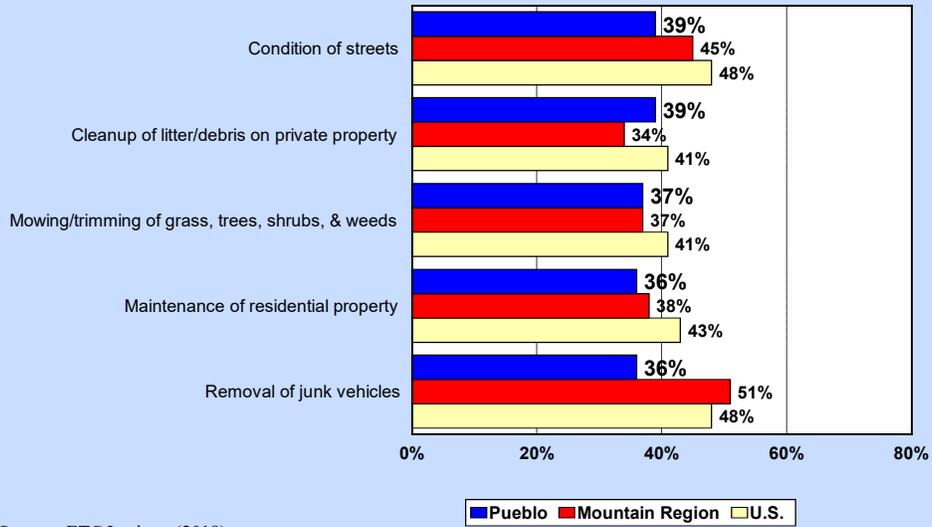
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

### 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 (2018)

**Section 4:**  
**Importance-Satisfaction**  
**Analysis**

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## 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 provide. Approximately seventy percent (70.4%) of residents selected "overall maintenance of city streets" as one of the most important major City services to provide.

With regard to satisfaction, 13% of the residents surveyed rated their overall satisfaction with “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, 70.4% was multiplied by 87% (1-0.13). This calculation yielded an I-S rating of 0.6125, 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 ( $IS \geq 0.20$ )
- Increase Current Emphasis ( $0.10 \leq IS < 0.20$ )
- 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
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Overall maintenance of City streets	70%	1	13%	11	0.6125	1
Overall quality of police services	57%	2	44%	4	0.3203	2
Enforcement of City codes/ordinances	36%	3	23%	10	0.2741	3
<b><u>High Priority (IS .10 -.20)</u></b>						
Effectiveness of City communication with public	23%	5	25%	9	0.1718	4
Flow of traffic/congestion management in the City	26%	4	37%	8	0.1619	5
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Quality of City parks/rec programs/facilities	19%	6	58%	2	0.0798	6
Quality of customer service you receive	13%	7	41%	6	0.0773	7
Stormwater runoff/stormwater management system	11%	8	38%	7	0.0694	8
Maintenance of City buildings/facilities	7%	10	43%	5	0.0382	9
Sanitary sewer/wastewater management system	4%	11	49%	3	0.0219	10
Quality of Fire/Emergency Medical Services	10%	9	81%	1	0.0198	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
<b><u>Very High Priority (IS &gt;.20)</u></b>						
The City's efforts to prevent crime	55%	1	24%	11	0.4172	1
Visibility of police in neighborhoods	44%	2	24%	12	0.3359	2
How quickly police respond to emergencies	38%	4	25%	10	0.2850	3
Overall feeling of safety in City	37%	5	31%	7	0.2532	4
Overall quality of local police protection	40%	3	42%	5	0.2343	5
<b><u>High Priority (IS .10 -.20)</u></b>						
Enforcement of local traffic laws	22%	6	28%	8	0.1562	6
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Quality of animal control	16%	7	39%	6	0.0958	7
Police safety education programs	9%	8	26%	9	0.0696	8
Fire safety education programs	3%	11	43%	4	0.0182	9
How quickly fire/emergency personnel respond	5%	9	77%	3	0.0108	10
Overall quality of local fire protection	4%	10	77%	2	0.0092	11
Location of fire stations	2%	12	79%	1	0.0032	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
<b><u>Very High Priority (IS &gt;.20)</u></b>						
City's youth recreation programs	33%	2	39%	12	0.2031	<b>1</b>
<b><u>High Priority (IS .10 - .20)</u></b>						
Diversity of recreation programs	24%	5	36%	15	0.1549	<b>2</b>
City's adult recreation programs	25%	3	37%	13	0.1544	<b>3</b>
Availability of info about park/rec programs	24%	4	48%	11	0.1258	<b>4</b>
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Maintenance of City parks	35%	1	73%	1	0.0942	<b>5</b>
City special events & festivals	22%	6	59%	6	0.0898	<b>6</b>
Number of walking & biking trails	21%	7	62%	4	0.0787	<b>7</b>
Aquatic programs	11%	9	37%	14	0.0668	<b>8</b>
Motorsports activities	8%	11	34%	16	0.0541	<b>9</b>
Quality of outdoor athletic fields	11%	8	62%	5	0.0422	<b>10</b>
Number of City Parks	10%	10	69%	3	0.0316	<b>11</b>
Number of outdoor athletic fields	6%	13	58%	7	0.0252	<b>12</b>
Location of parks	7%	12	71%	2	0.0194	<b>13</b>
Ice Arena	3%	14	53%	9	0.0146	<b>14</b>
Elmwood Golf Course	1%	15	56%	8	0.0048	<b>15</b>
Walking Stick Golf Course	1%	16	53%	10	0.0038	<b>16</b>

**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
<b><u>Very High Priority (IS &gt; .20)</u></b>						
Maintenance of major City streets	67%	1	22%	9	0.5195	<b>1</b>
Demolition of vacant structures	50%	2	11%	10	0.4477	<b>2</b>
Overall cleanliness of City streets/public areas	42%	3	26%	8	0.3108	<b>3</b>
<b><u>High Priority (IS 0.10 - 0.20)</u></b>						
Condition of City sidewalks	24%	4	30%	7	0.1701	<b>4</b>
Timing of traffic signals	21%	6	37%	5	0.1310	<b>5</b>
Landscaping/appearance of public areas	21%	5	41%	3	0.1239	<b>6</b>
Maintenance of street signs/pavement markings	17%	7	35%	6	0.1118	<b>7</b>
<b><u>Medium Priority (IS &lt; .10)</u></b>						
Adequacy of City street lighting	16%	8	47%	1	0.0869	<b>8</b>
Availability of sidewalks in the City	7%	9	41%	4	0.0431	<b>9</b>
Street sweeping service	5%	10	47%	2	0.0281	<b>10</b>

**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.

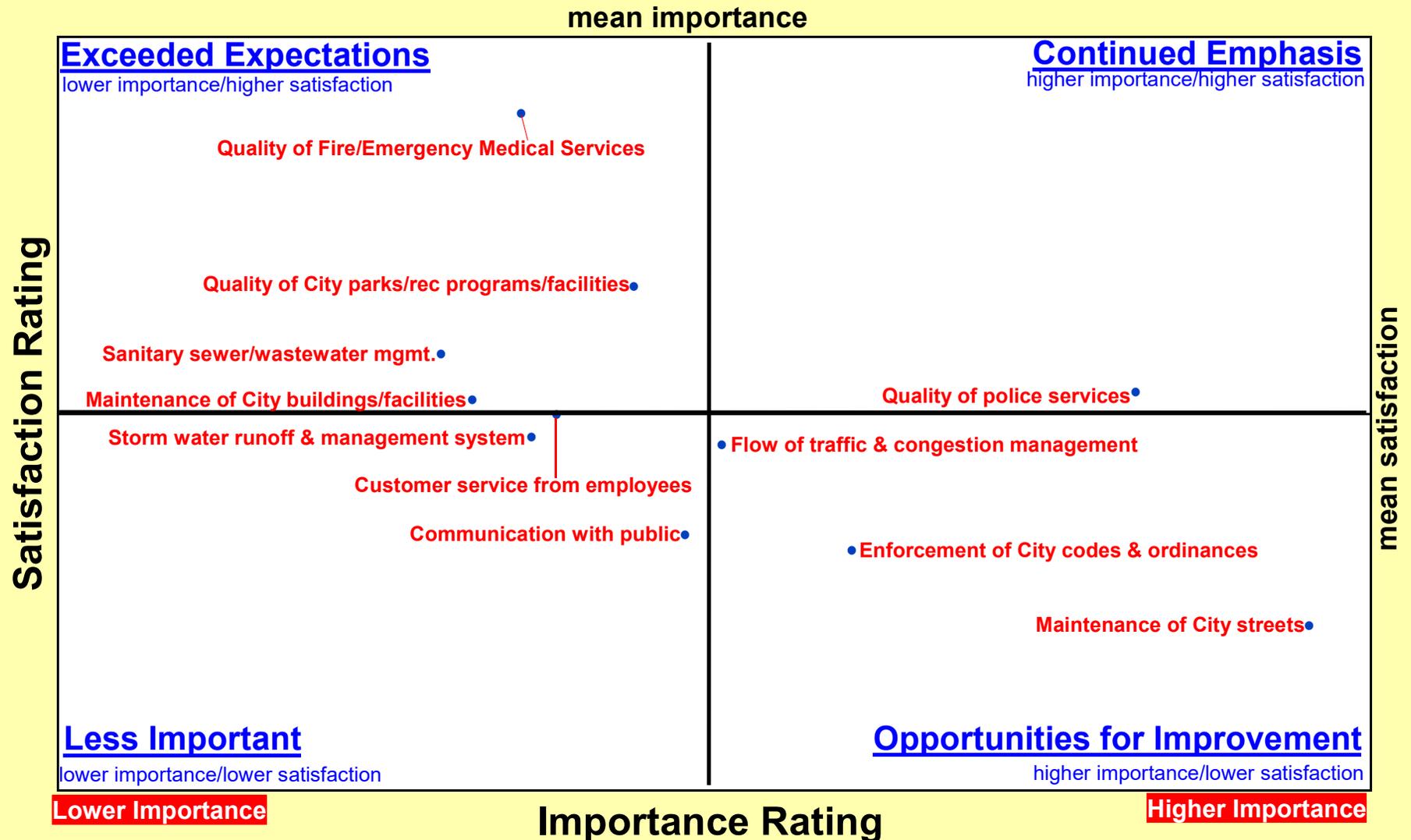
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

# 2018 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)

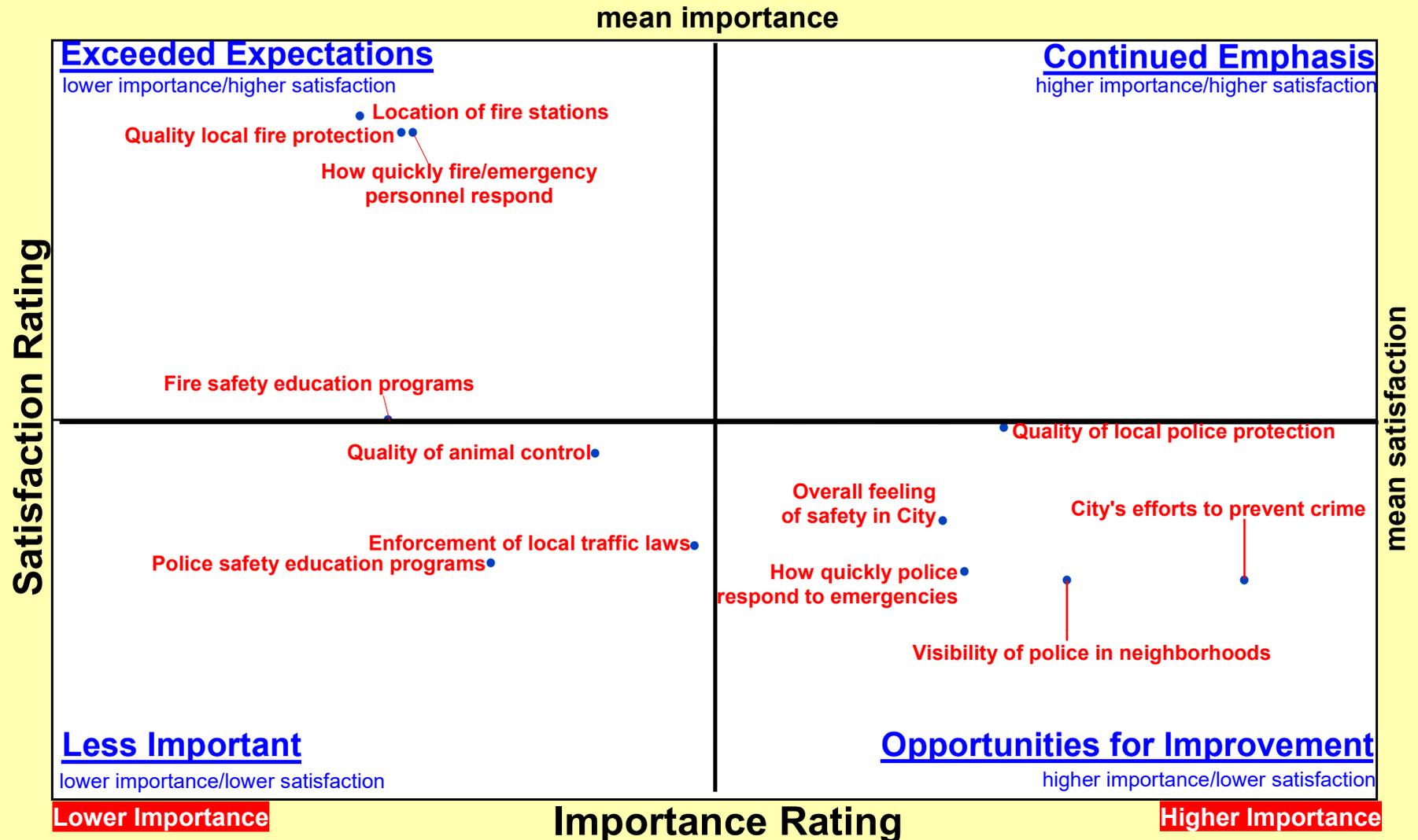


Source: ETC Institute (2018)

# 2018 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)

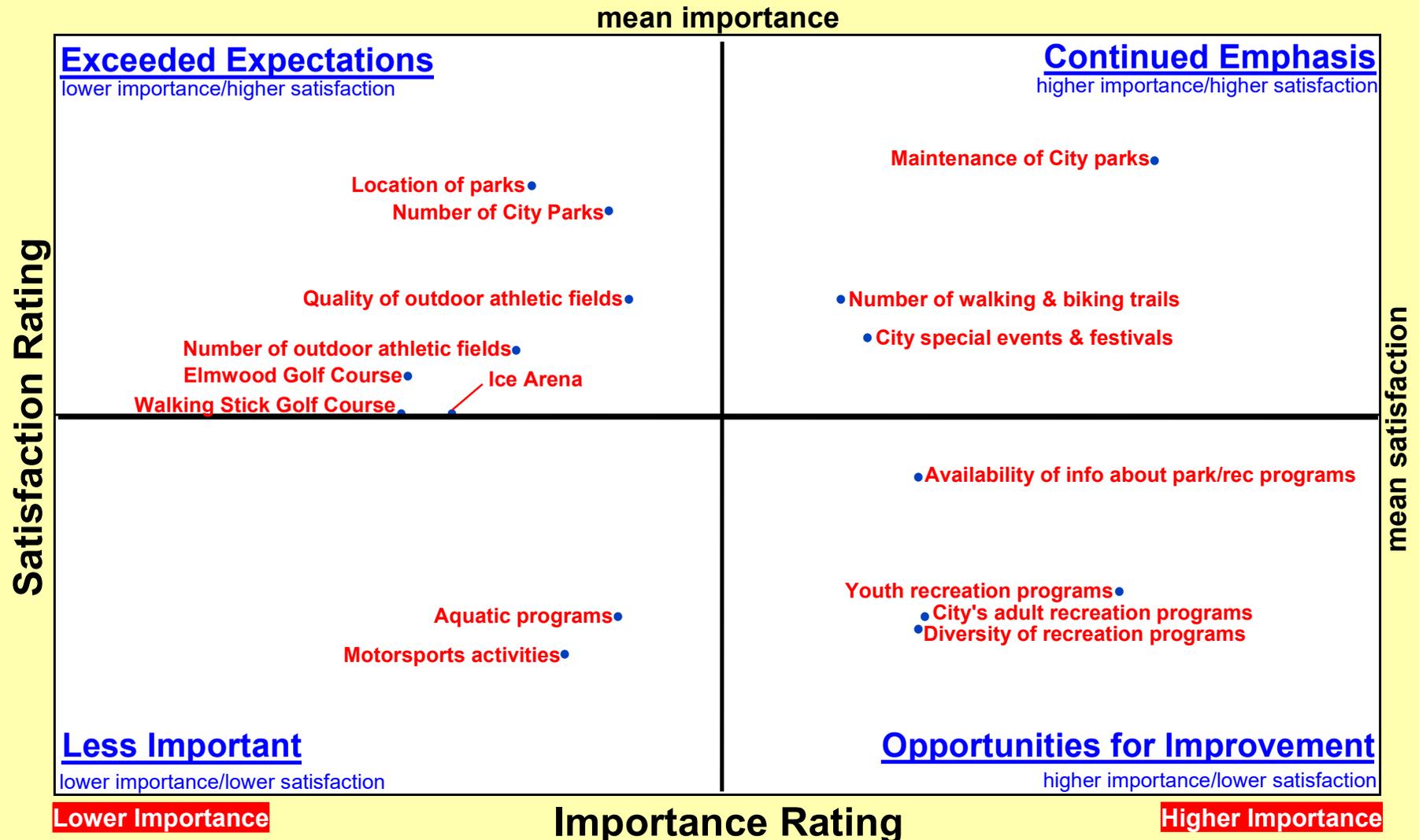


Source: ETC Institute (2018)

# 2018 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)

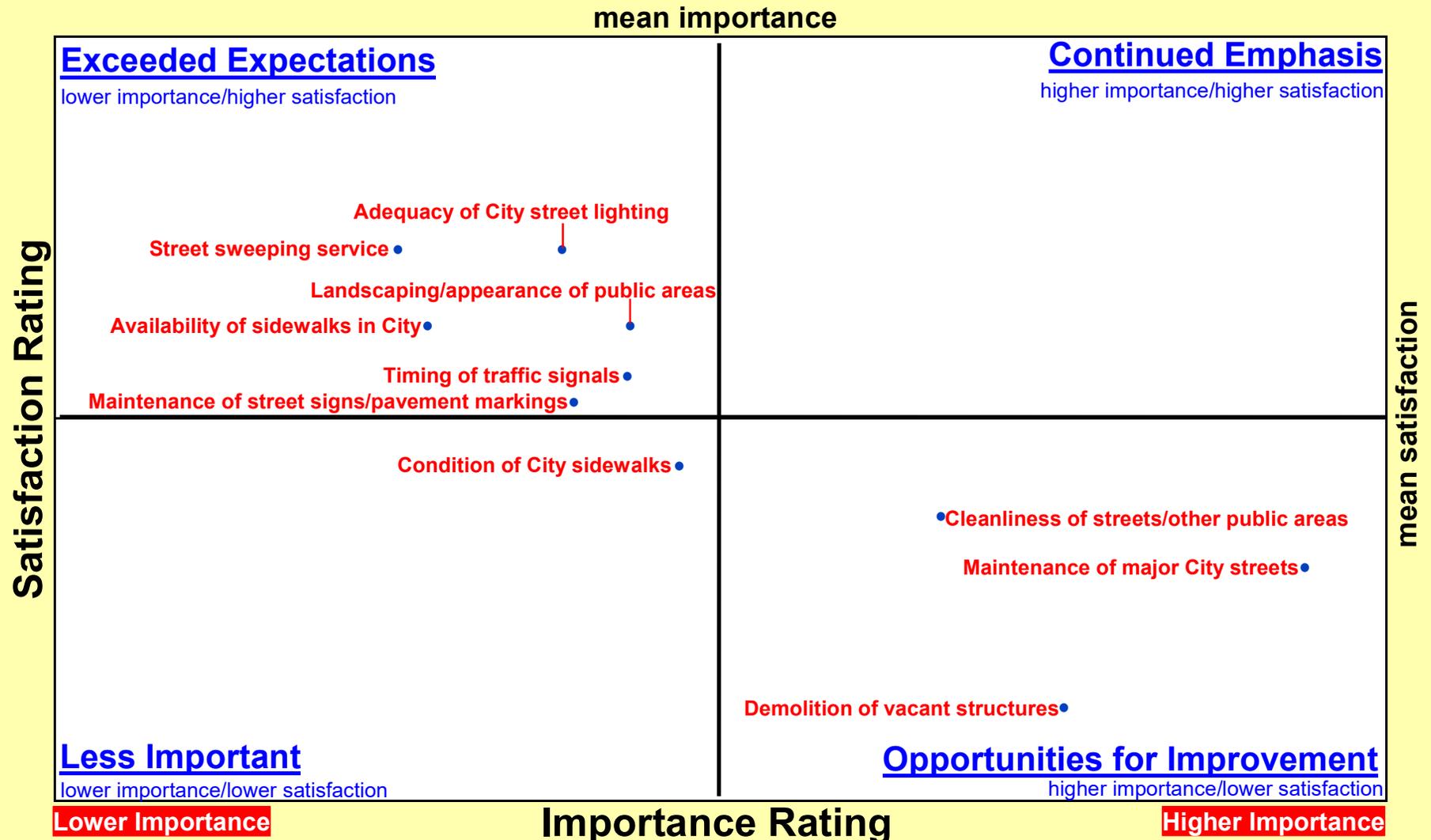


Source: ETC Institute (2018)

# 2018 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 (2018)

**Section 5:**  
**Tabular Data**

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**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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	8.2%	33.0%	25.8%	20.6%	8.2%	4.3%
Q1-2. Overall quality of City parks & recreation programs & facilities	11.2%	46.1%	26.2%	10.1%	4.7%	1.7%
Q1-3. Overall maintenance of City streets	2.1%	11.2%	16.5%	37.6%	32.0%	0.6%
Q1-4. Overall maintenance of City buildings & facilities	5.4%	34.3%	36.3%	13.1%	4.3%	6.7%
Q1-5. Overall enforcement of City codes & ordinances	3.0%	18.5%	26.4%	26.0%	20.2%	6.0%
Q1-6. Overall quality of Fire Department & Emergency Medical Services	25.8%	49.6%	13.1%	3.6%	1.3%	6.7%
Q1-7. Overall effectiveness of City communication with the public	4.1%	19.7%	37.1%	21.5%	12.2%	5.4%
Q1-8. Overall quality of City's stormwater runoff/stormwater management system	5.2%	29.0%	36.1%	13.9%	6.4%	9.4%
Q1-9. Overall flow of traffic & congestion management in City	4.5%	31.3%	28.5%	20.6%	12.4%	2.6%
Q1-10. Overall quality of sanitary sewer/wastewater management system	6.2%	39.1%	36.9%	6.9%	4.3%	6.7%
Q1-11. Overall quality of services provided by City of Pueblo	4.7%	34.8%	36.9%	12.4%	8.2%	3.0%

**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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	8.5%	34.5%	26.9%	21.5%	8.5%
Q1-2. Overall quality of City parks & recreation programs & facilities	11.4%	46.9%	26.6%	10.3%	4.8%
Q1-3. Overall maintenance of City streets	2.2%	11.2%	16.6%	37.8%	32.2%
Q1-4. Overall maintenance of City buildings & facilities	5.7%	36.8%	38.9%	14.0%	4.6%
Q1-5. Overall enforcement of City codes & ordinances	3.2%	19.6%	28.1%	27.6%	21.5%
Q1-6. Overall quality of Fire Department & Emergency Medical Services	27.6%	53.1%	14.0%	3.9%	1.4%
Q1-7. Overall effectiveness of City communication with the public	4.3%	20.9%	39.2%	22.7%	12.9%
Q1-8. Overall quality of City's stormwater runoff/stormwater management system	5.7%	32.0%	39.8%	15.4%	7.1%
Q1-9. Overall flow of traffic & congestion management in City	4.6%	32.2%	29.3%	21.1%	12.8%
Q1-10. Overall quality of sanitary sewer/wastewater management system	6.7%	41.8%	39.5%	7.4%	4.6%
Q1-11. Overall quality of services provided by City of Pueblo	4.9%	35.8%	38.1%	12.8%	8.4%

**Q2. Which THREE of the items listed in Question 1 above 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	175	37.6 %
Overall quality of City parks & recreation programs & facilities	16	3.4 %
Overall maintenance of City streets	170	36.5 %
Overall maintenance of City buildings & facilities	6	1.3 %
Overall enforcement of City codes & ordinances	26	5.6 %
Overall quality of Fire Department & Emergency Medical Services	9	1.9 %
Overall effectiveness of City communication with the public	10	2.1 %
Overall quality of City's stormwater runoff/stormwater management system	5	1.1 %
Overall flow of traffic & congestion management in City	13	2.8 %
Overall quality of sanitary sewer/wastewater management system	4	0.9 %
Overall quality of services provided by City of Pueblo	9	1.9 %
<u>None chosen</u>	<u>23</u>	<u>4.9 %</u>
Total	466	100.0 %

**Q2. Which THREE of the items listed in Question 1 above 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	53	11.4 %
Overall quality of City parks & recreation programs & facilities	36	7.7 %
Overall maintenance of City streets	113	24.2 %
Overall maintenance of City buildings & facilities	11	2.4 %
Overall enforcement of City codes & ordinances	77	16.5 %
Overall quality of Fire Department & Emergency Medical Services	23	4.9 %
Overall effectiveness of City communication with the public	41	8.8 %
Overall quality of City's stormwater runoff/stormwater management system	18	3.9 %
Overall flow of traffic & congestion management in City	42	9.0 %
Overall quality of sanitary sewer/wastewater management system	6	1.3 %
Overall quality of services provided by City of Pueblo	12	2.6 %
<u>None chosen</u>	<u>34</u>	<u>7.3 %</u>
Total	466	100.0 %

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

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	38	8.2 %
Overall quality of City parks & recreation programs & facilities	37	7.9 %
Overall maintenance of City streets	45	9.7 %
Overall maintenance of City buildings & facilities	14	3.0 %
Overall enforcement of City codes & ordinances	63	13.5 %
Overall quality of Fire Department & Emergency Medical Services	17	3.6 %
Overall effectiveness of City communication with the public	56	12.0 %
Overall quality of City's stormwater runoff/stormwater management system	29	6.2 %
Overall flow of traffic & congestion management in City	65	13.9 %
Overall quality of sanitary sewer/wastewater management system	10	2.1 %
Overall quality of services provided by City of Pueblo	40	8.6 %
None chosen	52	11.2 %
Total	466	100.0 %

**SUM OF TOP 3 CHOICES**

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

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	266	57.1 %
Overall quality of City parks & recreation programs & facilities	89	19.1 %
Overall maintenance of City streets	328	70.4 %
Overall maintenance of City buildings & facilities	31	6.7 %
Overall enforcement of City codes & ordinances	166	35.6 %
Overall quality of Fire Department & Emergency Medical Services	49	10.5 %
Overall effectiveness of City communication with the public	107	23.0 %
Overall quality of City's stormwater runoff/stormwater management system	52	11.2 %
Overall flow of traffic & congestion management in City	120	25.8 %
Overall quality of sanitary sewer/wastewater management system	20	4.3 %
Overall quality of services provided by City of Pueblo	61	13.1 %
None chosen	23	4.9 %
Total	1312	

**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=466)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q3-1. City of Pueblo as a place to live	12.2%	42.7%	15.2%	18.5%	10.3%	1.1%
Q3-2. City of Pueblo as a place to raise children	7.9%	30.5%	18.7%	21.9%	17.2%	3.9%
Q3-3. City of Pueblo as a place to work	5.6%	26.6%	27.5%	22.5%	14.4%	3.4%
Q3-4. City of Pueblo as a place to retire	14.2%	36.7%	19.1%	14.6%	11.6%	3.9%
Q3-5. Overall image of City	4.3%	26.2%	20.0%	27.5%	21.0%	1.1%
Q3-6. Overall value that you receive for your City tax & fees	2.1%	20.6%	30.3%	27.9%	13.7%	5.4%
Q3-7. How well City is managing redevelopment in City	3.9%	20.4%	24.2%	27.3%	17.8%	6.4%
Q3-8. Overall quality of life in City	4.9%	33.3%	26.6%	22.1%	11.6%	1.5%
Q3-9. Overall appearance of City	1.5%	22.3%	26.0%	30.3%	18.2%	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=466)

	Excellent	Good	Neutral	Below average	Poor
Q3-1. City of Pueblo as a place to live	12.4%	43.2%	15.4%	18.7%	10.4%
Q3-2. City of Pueblo as a place to raise children	8.3%	31.7%	19.4%	22.8%	17.9%
Q3-3. City of Pueblo as a place to work	5.8%	27.6%	28.4%	23.3%	14.9%
Q3-4. City of Pueblo as a place to retire	14.7%	38.2%	19.9%	15.2%	12.1%
Q3-5. Overall image of City	4.3%	26.5%	20.2%	27.8%	21.3%
Q3-6. Overall value that you receive for your City tax & fees	2.3%	21.8%	32.0%	29.5%	14.5%
Q3-7. How well City is managing redevelopment in City	4.1%	21.8%	25.9%	29.1%	19.0%
Q3-8. Overall quality of life in City	5.0%	33.8%	27.0%	22.4%	11.8%
Q3-9. Overall appearance of City	1.5%	22.7%	26.4%	30.8%	18.6%

**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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall quality of local police protection	5.8%	34.3%	24.2%	17.2%	13.5%	4.9%
Q4-2. Visibility of police in neighborhoods	3.0%	20.4%	28.5%	30.5%	16.1%	1.5%
Q4-3. City's efforts to prevent crime	3.9%	18.9%	28.1%	26.4%	18.2%	4.5%
Q4-4. How quickly police respond to emergencies	3.2%	18.9%	22.3%	23.0%	21.5%	11.2%
Q4-5. Enforcement of local traffic laws	3.2%	23.4%	27.7%	21.7%	18.2%	5.8%
Q4-6. Police safety education programs	3.9%	17.0%	39.7%	10.1%	8.6%	20.8%
Q4-7. Overall quality of local fire protection	16.7%	54.5%	17.6%	1.7%	1.5%	7.9%
Q4-8. Location of fire stations	17.0%	57.5%	16.7%	2.4%	1.1%	5.4%
Q4-9. How quickly Fire Department/Emergency Services personnel respond to emergencies	22.5%	44.2%	15.5%	2.8%	1.3%	13.7%
Q4-10. Fire safety education programs	8.4%	24.5%	35.4%	4.9%	3.9%	23.0%
Q4-11. Quality of animal control	5.4%	29.6%	28.8%	15.0%	12.4%	8.8%
Q4-12. Overall feeling of safety in City	4.1%	26.2%	29.4%	24.5%	14.8%	1.1%

**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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall quality of local police protection	6.1%	36.1%	25.5%	18.1%	14.2%
Q4-2. Visibility of police in neighborhoods	3.1%	20.7%	29.0%	30.9%	16.3%
Q4-3. City's efforts to prevent crime	4.0%	19.8%	29.4%	27.6%	19.1%
Q4-4. How quickly police respond to emergencies	3.6%	21.3%	25.1%	25.8%	24.2%
Q4-5. Enforcement of local traffic laws	3.4%	24.8%	29.4%	23.0%	19.4%
Q4-6. Police safety education programs	4.9%	21.4%	50.1%	12.7%	10.8%
Q4-7. Overall quality of local fire protection	18.2%	59.2%	19.1%	1.9%	1.6%
Q4-8. Location of fire stations	17.9%	60.8%	17.7%	2.5%	1.1%
Q4-9. How quickly Fire Department/ Emergency Services personnel respond to emergencies	26.1%	51.2%	17.9%	3.2%	1.5%
Q4-10. Fire safety education programs	10.9%	31.8%	46.0%	6.4%	5.0%
Q4-11. Quality of animal control	5.9%	32.5%	31.5%	16.5%	13.6%
Q4-12. Overall feeling of safety in City	4.1%	26.5%	29.7%	24.7%	15.0%

**Q5. Which THREE of the public safety items listed in Question 4 above 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	86	18.5 %
Visibility of police in neighborhoods	69	14.8 %
City's efforts to prevent crime	99	21.2 %
How quickly police respond to emergencies	62	13.3 %
Enforcement of local traffic laws	24	5.2 %
Police safety education programs	10	2.1 %
Overall quality of local fire protection	2	0.4 %
How quickly Fire Department/Emergency Services personnel respond to emergencies	4	0.9 %
Fire safety education programs	1	0.2 %
Quality of animal control	13	2.8 %
Overall feeling of safety in City	69	14.8 %
<u>None chosen</u>	<u>27</u>	<u>5.8 %</u>
Total	466	100.0 %

**Q5. Which THREE of the public safety items listed in Question 4 above 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	50	10.7 %
Visibility of police in neighborhoods	78	16.7 %
City's efforts to prevent crime	93	20.0 %
How quickly police respond to emergencies	59	12.7 %
Enforcement of local traffic laws	43	9.2 %
Police safety education programs	12	2.6 %
Overall quality of local fire protection	8	1.7 %
Location of fire stations	5	1.1 %
How quickly Fire Department/Emergency Services personnel respond to emergencies	10	2.1 %
Fire safety education programs	6	1.3 %
Quality of animal control	21	4.5 %
Overall feeling of safety in City	41	8.8 %
<u>None chosen</u>	<u>40</u>	<u>8.6 %</u>
Total	466	100.0 %

Missing Cases = 0

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

<u>Q5. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	52	11.2 %
Visibility of police in neighborhoods	59	12.7 %
City's efforts to prevent crime	64	13.7 %
How quickly police respond to emergencies	56	12.0 %
Enforcement of local traffic laws	34	7.3 %
Police safety education programs	22	4.7 %
Overall quality of local fire protection	9	1.9 %
Location of fire stations	2	0.4 %
How quickly Fire Department/Emergency Services personnel respond to emergencies	8	1.7 %
Fire safety education programs	8	1.7 %
Quality of animal control	39	8.4 %
Overall feeling of safety in City	61	13.1 %
None chosen	52	11.2 %
Total	466	100.0 %

**SUM OF TOP 3 CHOICES**

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

<u>Q5. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	188	40.3 %
Visibility of police in neighborhoods	206	44.2 %
City's efforts to prevent crime	256	54.9 %
How quickly police respond to emergencies	177	38.0 %
Enforcement of local traffic laws	101	21.7 %
Police safety education programs	44	9.4 %
Overall quality of local fire protection	19	4.1 %
Location of fire stations	7	1.5 %
How quickly Fire Department/Emergency Services personnel respond to emergencies	22	4.7 %
Fire safety education programs	15	3.2 %
Quality of animal control	73	15.7 %
Overall feeling of safety in City	171	36.7 %
None chosen	27	5.8 %
Total	1306	

**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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Pueblo Police Department's overall performance	6.7%	36.3%	26.4%	15.9%	10.9%	3.9%
Q6-2. Competence of Police Department personnel	8.8%	35.0%	25.5%	14.2%	8.6%	7.9%
Q6-3. Attitude & behavior of Police Department personnel toward citizens	9.9%	33.7%	25.3%	14.2%	11.2%	5.8%
Q6-4. Level of safety & security in your neighborhood	6.0%	31.1%	26.8%	20.0%	14.4%	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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Pueblo Police Department's overall performance	6.9%	37.7%	27.5%	16.5%	11.4%
Q6-2. Competence of Police Department personnel	9.6%	38.0%	27.7%	15.4%	9.3%
Q6-3. Attitude & behavior of Police Department personnel toward citizens	10.5%	35.8%	26.9%	15.0%	11.8%
Q6-4. Level of safety & security in your neighborhood	6.1%	31.7%	27.3%	20.3%	14.6%

**Q7. 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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Overall performance of Fire & Emergency Medical Services	25.8%	47.2%	14.2%	1.7%	1.1%	10.1%
Q7-2. Competence of Fire & Emergency Medical Services personnel	29.2%	44.2%	12.9%	1.3%	1.3%	11.2%
Q7-3. Attitude & behavior of Fire & Emergency Medical Services personnel	30.7%	41.6%	13.7%	1.7%	1.5%	10.7%

**WITHOUT "DON'T KNOW"**

**Q7. 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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Overall performance of Fire & Emergency Medical Services	28.6%	52.5%	15.8%	1.9%	1.2%
Q7-2. Competence of Fire & Emergency Medical Services personnel	32.9%	49.8%	14.5%	1.4%	1.4%
Q7-3. Attitude & behavior of Fire & Emergency Medical Services personnel	34.4%	46.6%	15.4%	1.9%	1.7%

**Q8. 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=466)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Q8-1. In your neighborhood during the day	38.2%	35.2%	17.8%	8.6%	0.2%
Q8-2. In your neighborhood at night	18.0%	40.8%	26.8%	13.7%	0.6%
Q8-3. Along park trails & river trails	7.9%	24.9%	32.4%	22.3%	12.4%

**WITHOUT "DON'T KNOW"**

**Q8. 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=466)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Q8-1. In your neighborhood during the day	38.3%	35.3%	17.8%	8.6%
Q8-2. In your neighborhood at night	18.1%	41.0%	27.0%	13.8%
Q8-3. Along park trails & river trails	9.1%	28.4%	37.0%	25.5%

**Q9. Are there any areas of town where you do not feel safe?**

Q9. Are there any areas of town where you do not feel safe	Number	Percent
Yes	355	76.2 %
No	111	23.8 %
Total	466	100.0 %

**Q10. 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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Removal of graffiti	9.9%	36.9%	29.2%	14.4%	3.4%	6.2%
Q10-2. Enforcing codes designed to protect public safety	4.5%	22.5%	31.8%	21.9%	8.8%	10.5%
Q10-3. Enforcing vacant & abandoned building regulations	2.8%	9.2%	18.5%	31.1%	28.5%	9.9%
Q10-4. Enforcing codes relating to animals	3.6%	22.7%	30.7%	17.0%	14.4%	11.6%

**WITHOUT "DON'T KNOW"**

**Q10. 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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Removal of graffiti	10.5%	39.4%	31.1%	15.3%	3.7%
Q10-2. Enforcing codes designed to protect public safety	5.0%	25.2%	35.5%	24.5%	9.8%
Q10-3. Enforcing vacant & abandoned building regulations	3.1%	10.2%	20.5%	34.5%	31.7%
Q10-4. Enforcing codes relating to animals	4.1%	25.7%	34.7%	19.2%	16.3%

**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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Maintenance of City parks	16.1%	53.9%	15.9%	8.6%	2.4%	3.2%
Q11-2. Number of City parks	14.8%	51.9%	18.5%	8.4%	3.0%	3.4%
Q11-3. Number of walking & biking trails	12.2%	45.7%	22.1%	9.9%	3.0%	7.1%
Q11-4. Location of City parks	13.7%	55.2%	22.1%	4.1%	1.3%	3.6%
Q11-5. Quality of outdoor athletic fields	12.0%	41.4%	23.8%	6.2%	3.0%	13.5%
Q11-6. Number of outdoor athletic fields	10.7%	39.9%	23.6%	8.4%	3.9%	13.5%
Q11-7. Availability of information about City parks & recreation programs	11.8%	32.4%	27.9%	13.5%	5.8%	8.6%
Q11-8. City's youth recreation programs	7.1%	23.6%	27.5%	11.4%	8.4%	22.1%
Q11-9. City's adult recreation programs	6.7%	22.7%	29.8%	12.2%	7.3%	21.2%
Q11-10. City special events & festivals	14.6%	39.5%	24.2%	9.0%	4.9%	7.7%
Q11-11. Elmwood Golf Course	9.7%	23.6%	23.4%	1.5%	1.3%	40.6%
Q11-12. Walking Stick Golf Course	9.4%	21.7%	24.0%	2.6%	1.1%	41.2%
Q11-13. Aquatic programs	6.0%	19.1%	29.4%	8.4%	5.6%	31.5%
Q11-14. Ice Arena	8.4%	27.5%	25.3%	4.1%	2.1%	32.6%
Q11-15. Diversity of recreation programs	5.4%	22.7%	30.3%	14.2%	5.6%	21.9%
Q11-16. Motorsports activities	4.7%	17.8%	27.3%	10.7%	4.7%	34.8%

**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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Maintenance of City parks	16.6%	55.7%	16.4%	8.9%	2.4%
Q11-2. Number of City parks	15.3%	53.8%	19.1%	8.7%	3.1%
Q11-3. Number of walking & biking trails	13.2%	49.2%	23.8%	10.6%	3.2%
Q11-4. Location of City parks	14.3%	57.2%	22.9%	4.2%	1.3%
Q11-5. Quality of outdoor athletic fields	13.9%	47.9%	27.5%	7.2%	3.5%
Q11-6. Number of outdoor athletic fields	12.4%	46.2%	27.3%	9.7%	4.5%
Q11-7. Availability of information about City parks & recreation programs	12.9%	35.4%	30.5%	14.8%	6.3%
Q11-8. City's youth recreation programs	9.1%	30.3%	35.3%	14.6%	10.7%
Q11-9. City's adult recreation programs	8.4%	28.9%	37.9%	15.5%	9.3%
Q11-10. City special events & festivals	15.8%	42.8%	26.3%	9.8%	5.3%
Q11-11. Elmwood Golf Course	16.2%	39.7%	39.4%	2.5%	2.2%
Q11-12. Walking Stick Golf Course	16.1%	36.9%	40.9%	4.4%	1.8%
Q11-13. Aquatic programs	8.8%	27.9%	42.9%	12.2%	8.2%
Q11-14. Ice Arena	12.4%	40.8%	37.6%	6.1%	3.2%
Q11-15. Diversity of recreation programs	6.9%	29.1%	38.7%	18.1%	7.1%
Q11-16. Motorsports activities	7.2%	27.3%	41.8%	16.4%	7.2%

**Q12. Which THREE of the Parks and Recreation items listed in Question 11 above 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	113	24.2 %
Number of City parks	24	5.2 %
Number of walking & biking trails	38	8.2 %
Location of City parks	7	1.5 %
Quality of outdoor athletic fields	16	3.4 %
Number of outdoor athletic fields	7	1.5 %
Availability of information about City parks & recreation programs	50	10.7 %
City's youth recreation programs	70	15.0 %
City's adult recreation programs	18	3.9 %
City special events & festivals	21	4.5 %
Walking Stick Golf Course	3	0.6 %
Aquatic programs	12	2.6 %
Ice Arena	3	0.6 %
Diversity of recreation programs	8	1.7 %
Motorsports activities	13	2.8 %
None chosen	63	13.5 %
Total	466	100.0 %

**Q12. Which THREE of the Parks and Recreation items listed in Question 11 above 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	23	4.9 %
Number of City parks	18	3.9 %
Number of walking & biking trails	40	8.6 %
Location of City parks	11	2.4 %
Quality of outdoor athletic fields	26	5.6 %
Number of outdoor athletic fields	12	2.6 %
Availability of information about City parks & recreation programs	27	5.8 %
City's youth recreation programs	61	13.1 %
City's adult recreation programs	49	10.5 %
City special events & festivals	40	8.6 %
Elmwood Golf Course	4	0.9 %
Aquatic programs	19	4.1 %
Ice Arena	2	0.4 %
Diversity of recreation programs	41	8.8 %
Motorsports activities	5	1.1 %
None chosen	88	18.9 %
Total	466	100.0 %

**Q12. Which THREE of the Parks and Recreation items listed in Question 11 above 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	27	5.8 %
Number of City parks	5	1.1 %
Number of walking & biking trails	18	3.9 %
Location of City parks	13	2.8 %
Quality of outdoor athletic fields	10	2.1 %
Number of outdoor athletic fields	9	1.9 %
Availability of information about City parks & recreation programs	36	7.7 %
City's youth recreation programs	24	5.2 %
City's adult recreation programs	47	10.1 %
City special events & festivals	41	8.8 %
Elmwood Golf Course	1	0.2 %
Walking Stick Golf Course	1	0.2 %
Aquatic programs	18	3.9 %
Ice Arena	10	2.1 %
Diversity of recreation programs	64	13.7 %
Motorsports activities	20	4.3 %
None chosen	122	26.2 %
Total	466	100.0 %

**SUM OF TOP 3 CHOICES**

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

Q12. Top choice	Number	Percent
Maintenance of City parks	163	35.0 %
Number of City parks	47	10.1 %
Number of walking & biking trails	96	20.6 %
Location of City parks	31	6.7 %
Quality of outdoor athletic fields	52	11.2 %
Number of outdoor athletic fields	28	6.0 %
Availability of information about City parks & recreation programs	113	24.2 %
City's youth recreation programs	155	33.3 %
City's adult recreation programs	114	24.5 %
City special events & festivals	102	21.9 %
Elmwood Golf Course	5	1.1 %
Walking Stick Golf Course	4	0.9 %
Aquatic programs	49	10.5 %
Ice Arena	15	3.2 %
Diversity of recreation programs	113	24.2 %
Motorsports activities	38	8.2 %
None chosen	63	13.5 %
Total	1188	

**Q13. 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=466)

	Very important	Somewhat important	Not sure	Not important	Not provided
Q13-1. Sense of community	47.9%	37.3%	6.0%	5.8%	3.0%
Q13-2. Quality of public education	66.5%	16.3%	7.7%	5.6%	3.9%
Q13-3. Employment opportunities	71.2%	14.4%	4.9%	4.9%	4.5%
Q13-4. Affordability of housing	75.1%	15.9%	2.8%	2.4%	3.9%
Q13-5. Quality of housing	73.4%	18.2%	3.2%	1.1%	4.1%
Q13-6. Access to quality shopping	50.4%	36.1%	4.5%	5.4%	3.6%
Q13-7. Proximity to family or friends	48.5%	33.7%	5.4%	8.4%	4.1%
Q13-8. Safety & security	80.7%	12.2%	2.4%	1.1%	3.6%
Q13-9. Accessibility to airport & other communities	27.3%	41.4%	12.0%	14.6%	4.7%
Q13-10. Educational opportunities for preschool age children	45.1%	23.2%	11.4%	14.2%	6.2%
Q13-11. Quality health care	74.9%	14.4%	3.0%	2.6%	5.2%
Q13-12. Public transportation (bus)	33.0%	28.8%	11.4%	21.5%	5.4%
Q13-13. Opportunities and/or resources for senior citizens	46.8%	26.2%	9.9%	10.9%	6.2%

**WITHOUT "NOT PROVIDED"**

**Q13. 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=466)

	Very important	Somewhat important	Not sure	Not important
Q13-1. Sense of community	49.3%	38.5%	6.2%	6.0%
Q13-2. Quality of public education	69.2%	17.0%	8.0%	5.8%
Q13-3. Employment opportunities	74.6%	15.1%	5.2%	5.2%
Q13-4. Affordability of housing	78.1%	16.5%	2.9%	2.5%
Q13-5. Quality of housing	76.5%	19.0%	3.4%	1.1%
Q13-6. Access to quality shopping	52.3%	37.4%	4.7%	5.6%
Q13-7. Proximity to family or friends	50.6%	35.1%	5.6%	8.7%
Q13-8. Safety & security	83.7%	12.7%	2.4%	1.1%
Q13-9. Accessibility to airport & other communities	28.6%	43.5%	12.6%	15.3%
Q13-10. Educational opportunities for preschool age children	48.1%	24.7%	12.1%	15.1%
Q13-11. Quality health care	79.0%	15.2%	3.2%	2.7%
Q13-12. Public transportation (bus)	34.9%	30.4%	12.0%	22.7%
Q13-13. Opportunities and/or resources for senior citizens	49.9%	27.9%	10.5%	11.7%

**Q13. Then, please indicate if your needs are being met in Pueblo.**

(N=466)

	Yes	No	Not provided
Q13-1. Sense of community	40.1%	27.3%	32.6%
Q13-2. Quality of public education	22.5%	39.9%	37.6%
Q13-3. Employment opportunities	28.3%	34.3%	37.3%
Q13-4. Affordability of housing	46.1%	18.5%	35.4%
Q13-5. Quality of housing	42.5%	22.1%	35.4%
Q13-6. Access to quality shopping	40.8%	23.4%	35.8%
Q13-7. Proximity to family or friends	54.1%	8.8%	37.1%
Q13-8. Safety & security	28.8%	34.5%	36.7%
Q13-9. Accessibility to airport & other communities	43.8%	15.7%	40.6%
Q13-10. Educational opportunities for preschool age children	28.8%	22.7%	48.5%
Q13-11. Quality health care	34.3%	28.5%	37.1%
Q13-12. Public transportation (bus)	34.5%	18.9%	46.6%
Q13-13. Opportunities and/or resources for senior citizens	32.0%	21.9%	46.1%

**WITHOUT "NOT PROVIDED"****Q13. Then, please indicate if your needs are being met in Pueblo. (without "not provided")**

(N=466)

	Yes	No
Q13-1. Sense of community	59.6%	40.4%
Q13-2. Quality of public education	36.1%	63.9%
Q13-3. Employment opportunities	45.2%	54.8%
Q13-4. Affordability of housing	71.4%	28.6%
Q13-5. Quality of housing	65.8%	34.2%
Q13-6. Access to quality shopping	63.5%	36.5%
Q13-7. Proximity to family or friends	86.0%	14.0%
Q13-8. Safety & security	45.4%	54.6%
Q13-9. Accessibility to airport & other communities	73.6%	26.4%
Q13-10. Educational opportunities for preschool age children	55.8%	44.2%
Q13-11. Quality health care	54.6%	45.4%
Q13-12. Public transportation (bus)	64.7%	35.3%
Q13-13. Opportunities and/or resources for senior citizens	59.4%	40.6%

**Q14. Which THREE of the reasons listed in Question 13 above will have the MOST IMPACT on your decision to stay in Pueblo for the next 10 years?**

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Sense of community	42	9.0 %
Quality of public education	61	13.1 %
Employment opportunities	76	16.3 %
Affordability of housing	58	12.4 %
Quality of housing	9	1.9 %
Access to quality shopping	4	0.9 %
Proximity to family or friends	28	6.0 %
Safety & security	70	15.0 %
Accessibility to airport & other communities	2	0.4 %
Educational opportunities for preschool age children	5	1.1 %
Quality health care	36	7.7 %
Public transportation (bus)	9	1.9 %
Opportunities and/or resources for senior citizens	23	4.9 %
None chosen	43	9.2 %
Total	466	100.0 %

**Q14. Which THREE of the reasons listed in Question 13 above will have the MOST IMPACT on your decision to stay in Pueblo for the next 10 years?**

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Sense of community	29	6.2 %
Quality of public education	29	6.2 %
Employment opportunities	56	12.0 %
Affordability of housing	76	16.3 %
Quality of housing	30	6.4 %
Access to quality shopping	15	3.2 %
Proximity to family or friends	21	4.5 %
Safety & security	71	15.2 %
Accessibility to airport & other communities	6	1.3 %
Educational opportunities for preschool age children	5	1.1 %
Quality health care	41	8.8 %
Public transportation (bus)	13	2.8 %
Opportunities and/or resources for senior citizens	17	3.6 %
None chosen	57	12.2 %
Total	466	100.0 %

**Q14. Which THREE of the reasons listed in Question 13 above will have the MOST IMPACT on your decision to stay in Pueblo for the next 10 years?**

<u>Q14. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Sense of community	31	6.7 %
Quality of public education	22	4.7 %
Employment opportunities	35	7.5 %
Affordability of housing	38	8.2 %
Quality of housing	32	6.9 %
Access to quality shopping	21	4.5 %
Proximity to family or friends	16	3.4 %
Safety & security	73	15.7 %
Accessibility to airport & other communities	8	1.7 %
Educational opportunities for preschool age children	6	1.3 %
Quality health care	72	15.5 %
Public transportation (bus)	10	2.1 %
Opportunities and/or resources for senior citizens	42	9.0 %
None chosen	60	12.9 %
Total	466	100.0 %

**SUM OF TOP 3 CHOICES**

**Q14. Which THREE of the reasons listed in Question 13 above will have the MOST IMPACT on your decision to stay in Pueblo for the next 10 years? (top 3)**

<u>Q14. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Sense of community	102	21.9 %
Quality of public education	112	24.0 %
Employment opportunities	167	35.8 %
Affordability of housing	172	36.9 %
Quality of housing	71	15.2 %
Access to quality shopping	40	8.6 %
Proximity to family or friends	65	13.9 %
Safety & security	214	45.9 %
Accessibility to airport & other communities	16	3.4 %
Educational opportunities for preschool age children	16	3.4 %
Quality health care	149	32.0 %
Public transportation (bus)	32	6.9 %
Opportunities and/or resources for senior citizens	82	17.6 %
None chosen	43	9.2 %
Total	1281	

**Q15. 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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Availability of information about City programs & services	8.2%	29.8%	28.5%	18.7%	7.9%	6.9%
Q15-2. City efforts to keep you informed about local issues	6.9%	26.4%	29.6%	21.0%	10.7%	5.4%
Q15-3. How open City is to public involvement & input from residents	4.9%	17.8%	27.3%	23.8%	15.2%	10.9%
Q15-4. Quality of programming on City's cable television channel (Channel 17)	4.9%	13.7%	29.8%	7.3%	6.9%	37.3%
Q15-5. Quality of City's web page	4.3%	18.9%	33.7%	6.9%	5.8%	30.5%
Q15-6. City communications on Facebook & Twitter	4.1%	13.9%	31.1%	3.9%	4.5%	42.5%

**WITHOUT "DON'T KNOW"**

**Q15. 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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Availability of information about City programs & services	8.8%	32.0%	30.6%	20.0%	8.5%
Q15-2. City efforts to keep you informed about local issues	7.3%	27.9%	31.3%	22.2%	11.3%
Q15-3. How open City is to public involvement & input from residents	5.5%	20.0%	30.6%	26.7%	17.1%
Q15-4. Quality of programming on City's cable television channel (Channel 17)	7.9%	21.9%	47.6%	11.6%	11.0%
Q15-5. Quality of City's web page	6.2%	27.2%	48.5%	9.9%	8.3%
Q15-6. City communications on Facebook & Twitter	7.1%	24.3%	54.1%	6.7%	7.8%

**Q16. 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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Drainage of rainwater off City streets	8.8%	40.6%	20.2%	19.5%	5.8%	5.2%
Q16-2. Drainage of rainwater off properties next to your residence	12.0%	47.4%	18.0%	11.8%	5.2%	5.6%
Q16-3. Responsiveness to calls for emergency sewer service for sewer stops	5.2%	19.7%	25.5%	4.7%	4.5%	40.3%

**WITHOUT "DON'T KNOW"**

**Q16. 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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Drainage of rainwater off City streets	9.3%	42.8%	21.3%	20.6%	6.1%
Q16-2. Drainage of rainwater off properties next to your residence	12.7%	50.2%	19.1%	12.5%	5.5%
Q16-3. Responsiveness to calls for emergency sewer service for sewer stops	8.6%	33.1%	42.8%	7.9%	7.6%

**Q17. 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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Maintenance of major City streets	2.6%	18.5%	15.5%	32.2%	29.6%	1.7%
Q17-2. Timing of traffic signals	3.0%	33.5%	29.4%	20.0%	12.0%	2.1%
Q17-3. Maintenance of street signs/pavement markings	4.1%	30.7%	25.3%	24.2%	13.5%	2.1%
Q17-4. Demolition of vacant structures in dangerous building inventory	1.9%	7.3%	13.7%	31.3%	32.0%	13.7%
Q17-5. Overall cleanliness of City streets & other public areas	3.2%	22.3%	24.7%	25.3%	22.5%	1.9%
Q17-6. Adequacy of City street lighting	5.2%	41.2%	27.9%	14.6%	8.6%	2.6%
Q17-7. Condition of City sidewalks	2.4%	26.6%	26.2%	26.0%	15.2%	3.6%
Q17-8. Availability of sidewalks in City	4.1%	35.2%	28.1%	17.8%	10.1%	4.7%
Q17-9. Landscaping & appearance of public areas along City streets	6.0%	34.3%	28.5%	17.2%	11.2%	2.8%
Q17-10. Street sweeping service	6.4%	37.6%	29.0%	12.2%	8.4%	6.4%

**WITHOUT "DON'T KNOW"**

**Q17. 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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Maintenance of major City streets	2.6%	18.8%	15.7%	32.8%	30.1%
Q17-2. Timing of traffic signals	3.1%	34.2%	30.0%	20.4%	12.3%
Q17-3. Maintenance of street signs/pavement markings	4.2%	31.4%	25.9%	24.8%	13.8%
Q17-4. Demolition of vacant structures in dangerous building inventory	2.2%	8.5%	15.9%	36.3%	37.1%
Q17-5. Overall cleanliness of City streets & other public areas	3.3%	22.8%	25.2%	25.8%	23.0%
Q17-6. Adequacy of City street lighting	5.3%	42.3%	28.6%	15.0%	8.8%
Q17-7. Condition of City sidewalks	2.4%	27.6%	27.2%	26.9%	15.8%
Q17-8. Availability of sidewalks in City	4.3%	36.9%	29.5%	18.7%	10.6%
Q17-9. Landscaping & appearance of public areas along City streets	6.2%	35.3%	29.4%	17.7%	11.5%
Q17-10. Street sweeping service	6.9%	40.1%	31.0%	13.1%	8.9%

**Q18. Which THREE of the maintenance/public works items listed in Question 17 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	240	51.5 %
Timing of traffic signals	26	5.6 %
Maintenance of street signs/pavement markings	6	1.3 %
Demolition of vacant structures in dangerous building inventory	72	15.5 %
Overall cleanliness of City streets & other public areas	42	9.0 %
Adequacy of City street lighting	12	2.6 %
Condition of City sidewalks	12	2.6 %
Availability of sidewalks in City	6	1.3 %
Landscaping & appearance of public areas along City streets	12	2.6 %
Street sweeping service	7	1.5 %
<u>None chosen</u>	<u>31</u>	<u>6.7 %</u>
Total	466	100.0 %

**Q18. Which THREE of the maintenance/public works items listed in Question 17 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q18. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	45	9.7 %
Timing of traffic signals	50	10.7 %
Maintenance of street signs/pavement markings	49	10.5 %
Demolition of vacant structures in dangerous building inventory	107	23.0 %
Overall cleanliness of City streets & other public areas	76	16.3 %
Adequacy of City street lighting	26	5.6 %
Condition of City sidewalks	32	6.9 %
Availability of sidewalks in City	12	2.6 %
Landscaping & appearance of public areas along City streets	21	4.5 %
Street sweeping service	2	0.4 %
<u>None chosen</u>	<u>46</u>	<u>9.9 %</u>
Total	466	100.0 %

**Q18. Which THREE of the maintenance/public works items listed in Question 17 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q18. 3rd choice	Number	Percent
Maintenance of major City streets	25	5.4 %
Timing of traffic signals	21	4.5 %
Maintenance of street signs/pavement markings	25	5.4 %
Demolition of vacant structures in dangerous building inventory	55	11.8 %
Overall cleanliness of City streets & other public areas	78	16.7 %
Adequacy of City street lighting	38	8.2 %
Condition of City sidewalks	69	14.8 %
Availability of sidewalks in City	16	3.4 %
Landscaping & appearance of public areas along City streets	65	13.9 %
Street sweeping service	16	3.4 %
None chosen	58	12.4 %
Total	466	100.0 %

**SUM OF TOP 3 CHOICES**

**Q18. Which THREE of the maintenance/public works items listed in Question 17 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

Q18. Sum of top 3 choices	Number	Percent
Maintenance of major City streets	310	66.5 %
Timing of traffic signals	97	20.8 %
Maintenance of street signs/pavement markings	80	17.2 %
Demolition of vacant structures in dangerous building inventory	234	50.2 %
Overall cleanliness of City streets & other public areas	196	42.1 %
Adequacy of City street lighting	76	16.3 %
Condition of City sidewalks	113	24.2 %
Availability of sidewalks in City	34	7.3 %
Landscaping & appearance of public areas along City streets	98	21.0 %
Street sweeping service	25	5.4 %
None chosen	31	6.7 %
Total	1294	

**Q19. Have you contacted the City during the past year?**

Q19. Have you contacted City during past year	Number	Percent
Yes	147	31.5 %
No	319	68.5 %
Total	466	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)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q19a-1. Staff was courteous & polite	28.6%	38.1%	16.3%	10.2%	4.8%	2.0%
Q19a-2. Staff gave prompt, accurate, & complete answers to questions	25.9%	36.1%	13.6%	17.7%	4.8%	2.0%
Q19a-3. Staff was timely in their response	21.8%	28.6%	25.2%	15.0%	8.2%	1.4%
Q19a-4. Staff worked with me to resolve my issue	19.0%	29.9%	19.0%	14.3%	12.9%	4.8%
Q19a-5. Staff was consistent in their interpretation of code	16.3%	29.3%	18.4%	12.9%	9.5%	13.6%
Q19a-6. It was easy to contact the person I needed	16.3%	27.2%	23.8%	19.7%	11.6%	1.4%
Q19a-7. Services were provided at a time that was accommodating to my schedule	12.9%	29.9%	21.8%	15.6%	11.6%	8.2%
Q19a-8. Treatment received was unbiased	24.5%	28.6%	15.0%	12.9%	10.9%	8.2%

**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	29.2%	38.9%	16.7%	10.4%	4.9%
Q19a-2. Staff gave prompt, accurate, & complete answers to questions	26.4%	36.8%	13.9%	18.1%	4.9%
Q19a-3. Staff was timely in their response	22.1%	29.0%	25.5%	15.2%	8.3%
Q19a-4. Staff worked with me to resolve my issue	20.0%	31.4%	20.0%	15.0%	13.6%
Q19a-5. Staff was consistent in their interpretation of code	18.9%	33.9%	21.3%	15.0%	11.0%
Q19a-6. It was easy to contact the person I needed	16.6%	27.6%	24.1%	20.0%	11.7%
Q19a-7. Services were provided at a time that was accommodating to my schedule	14.1%	32.6%	23.7%	17.0%	12.6%
Q19a-8. Treatment received was unbiased	26.7%	31.1%	16.3%	14.1%	11.9%

**Q20. 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=466)

	Major problem	Moderate problem	Minor problem	Not a problem	Don't know
Q20-1. Crime, drugs, or violence	46.4%	21.9%	18.5%	10.9%	2.4%
Q20-2. Homelessness	43.8%	17.6%	14.8%	20.8%	3.0%
Q20-3. Lack of cultural activities	16.3%	24.9%	22.5%	26.0%	10.3%
Q20-4. Availability of recreational activities	17.0%	25.3%	23.4%	26.2%	8.2%
Q20-5. Availability of affordable, quality child care	18.0%	17.6%	12.0%	11.2%	41.2%
Q20-6. Abandoned or run-down buildings	36.3%	15.7%	19.7%	22.3%	6.0%
Q20-7. Unsupervised children or teenagers	25.3%	22.1%	19.5%	23.6%	9.4%
Q20-8. Speeding on neighborhood streets	48.9%	26.6%	15.7%	6.4%	2.4%
Q20-9. Roaming/loose animals	16.1%	22.3%	33.0%	25.5%	3.0%
Q20-10. Flooding	6.0%	13.5%	30.0%	43.1%	7.3%
Q20-11. Overgrown lots	21.9%	24.0%	26.6%	22.3%	5.2%
Q20-12. Graffiti	15.5%	23.6%	28.1%	29.6%	3.2%
Q20-13. Abandoned cars or vehicles	18.0%	18.2%	23.8%	31.8%	8.2%

**WITHOUT "DON'T KNOW"**

**Q20. 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=466)

	Major problem	Moderate problem	Minor problem	Not a problem
Q20-1. Crime, drugs, or violence	47.5%	22.4%	18.9%	11.2%
Q20-2. Homelessness	45.1%	18.1%	15.3%	21.5%
Q20-3. Lack of cultural activities	18.2%	27.8%	25.1%	28.9%
Q20-4. Availability of recreational activities	18.5%	27.6%	25.5%	28.5%
Q20-5. Availability of affordable, quality child care	30.7%	29.9%	20.4%	19.0%
Q20-6. Abandoned or run-down buildings	38.6%	16.7%	21.0%	23.7%
Q20-7. Unsupervised children or teenagers	28.0%	24.4%	21.6%	26.1%
Q20-8. Speeding on neighborhood streets	50.1%	27.3%	16.0%	6.6%
Q20-9. Roaming/loose animals	16.6%	23.0%	34.1%	26.3%
Q20-10. Flooding	6.5%	14.6%	32.4%	46.5%
Q20-11. Overgrown lots	23.1%	25.3%	28.1%	23.5%
Q20-12. Graffiti	16.0%	24.4%	29.0%	30.6%
Q20-13. Abandoned cars or vehicles	19.6%	19.9%	25.9%	34.6%

**Q21. Which ONE of the following best describes your relationship with your neighbors?**

Q21. What best describes your relationship with your neighbors	Number	Percent
I have a close relationship with many of my neighbors	76	16.3 %
I have a close relationship with a few of my neighbors	140	30.0 %
I know several of my neighbors but I am not very close with any of them	131	28.1 %
I know a few people in my neighborhood but I am not very close with any of them	102	21.9 %
I don't know anyone in my neighborhood	15	3.2 %
<u>Not provided</u>	<u>2</u>	<u>0.4 %</u>
Total	466	100.0 %

**WITHOUT "NOT PROVIDED"****Q21. Which ONE of the following best describes your relationship with your neighbors? (without "not provided")**

Q21. What best describes your relationship with your neighbors	Number	Percent
I have a close relationship with many of my neighbors	76	16.4 %
I have a close relationship with a few of my neighbors	140	30.2 %
I know several of my neighbors but I am not very close with any of them	131	28.2 %
I know a few people in my neighborhood but I am not very close with any of them	102	22.0 %
<u>I don't know anyone in my neighborhood</u>	<u>15</u>	<u>3.2 %</u>
Total	464	100.0 %

**Q22. Which ONE of the following best describes how people in your neighborhood interact with one another?**

Q22. What best describes how people in your neighborhood interact with one another	Number	Percent
They often help one another & have many social activities together	26	5.6 %
They often help one another but do not have many social activities together	124	26.6 %
They occasionally help one another but generally keep to themselves	189	40.6 %
They almost always keep to themselves	101	21.7 %
Don't know	26	5.6 %
Total	466	100.0 %

**WITHOUT "DON'T KNOW"****Q22. Which ONE of the following best describes how people in your neighborhood interact with one another? (without "don't know")**

Q22. What best describes how people in your neighborhood interact with one another	Number	Percent
They often help one another & have many social activities together	26	5.9 %
They often help one another but do not have many social activities together	124	28.2 %
They occasionally help one another but generally keep to themselves	189	43.0 %
They almost always keep to themselves	101	23.0 %
Total	440	100.0 %

**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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Condition of housing	15.2%	40.1%	21.7%	14.6%	6.0%	2.4%
Q23-2. Enforcing cleanup of litter & debris on private property	9.4%	27.7%	17.0%	26.0%	16.1%	3.9%
Q23-3. Enforcing mowing & trimming of grass, trees, shrubs, & weeds on property	9.9%	26.2%	22.3%	24.5%	13.7%	3.4%
Q23-4. Enforcing maintenance of residential property (exterior of homes, general upkeep)	9.9%	25.3%	25.5%	21.5%	14.2%	3.6%
Q23-5. Removal of junk vehicles	10.7%	22.1%	23.2%	20.6%	14.2%	9.2%
Q23-6. Condition of streets	9.7%	29.0%	19.7%	22.5%	17.8%	1.3%
Q23-7. Overall appearance of your neighborhood	13.5%	42.1%	23.6%	13.5%	5.8%	1.5%
Q23-8. Access to broadband internet services	15.7%	41.0%	17.4%	9.7%	6.2%	10.1%
Q23-9. Speed & reliability of broadband internet connection	12.7%	38.4%	19.5%	13.1%	6.9%	9.4%

**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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Condition of housing	15.6%	41.1%	22.2%	14.9%	6.2%
Q23-2. Enforcing cleanup of litter & debris on private property	9.8%	28.8%	17.6%	27.0%	16.7%
Q23-3. Enforcing mowing & trimming of grass, trees, shrubs, & weeds on property	10.2%	27.1%	23.1%	25.3%	14.2%
Q23-4. Enforcing maintenance of residential property (exterior of homes, general upkeep)	10.2%	26.3%	26.5%	22.3%	14.7%
Q23-5. Removal of junk vehicles	11.8%	24.3%	25.5%	22.7%	15.6%
Q23-6. Condition of streets	9.8%	29.3%	20.0%	22.8%	18.0%
Q23-7. Overall appearance of your neighborhood	13.7%	42.7%	24.0%	13.7%	5.9%
Q23-8. Access to broadband internet services	17.4%	45.6%	19.3%	10.7%	6.9%
Q23-9. Speed & reliability of broadband internet connection	14.0%	42.4%	21.6%	14.5%	7.6%

**Q24. 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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24-1. Overall quality of leadership provided by City's elected officials	3.9%	15.5%	29.4%	24.9%	17.6%	8.8%
Q24-2. Overall effectiveness of appointed boards & commissions	3.0%	14.4%	32.2%	24.0%	14.4%	12.0%
Q24-3. Overall effectiveness of City Manager & appointed staff	5.6%	14.8%	33.3%	19.1%	15.9%	11.4%

**WITHOUT "DON'T KNOW"**

**Q24. 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=466)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-1. Overall quality of leadership provided by City's elected officials	4.2%	16.9%	32.2%	27.3%	19.3%
Q24-2. Overall effectiveness of appointed boards & commissions	3.4%	16.3%	36.6%	27.3%	16.3%
Q24-3. Overall effectiveness of City Manager & appointed staff	6.3%	16.7%	37.5%	21.5%	17.9%

**Q25. Funding Ballot Issues. For each of the following, please rate how likely you would be to support a half-cent 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=466)

	Very likely	Likely	Neutral	Unlikely	Very unlikely	Don't know
Q25-1. Establish a municipal electric utility to replace Black Hills Energy as City of Pueblo's electric utility provider	38.2%	23.0%	11.4%	10.3%	10.7%	6.4%
Q25-2. Fire protection & fire equipment	29.8%	32.6%	20.2%	6.9%	6.7%	3.9%
Q25-3. Centrally located community recreation center	18.7%	23.0%	27.7%	14.2%	13.1%	3.4%
Q25-4. Building & maintaining neighborhood parks	19.3%	32.4%	29.2%	8.4%	7.7%	3.0%
Q25-5. Demolishing abandoned homes	30.3%	27.7%	18.5%	11.2%	8.6%	3.9%
Q25-6. Recycle collection or large item drop off facility	37.6%	28.1%	15.9%	6.7%	8.6%	3.2%

**WITHOUT "DON'T KNOW"**

**Q25. Funding Ballot Issues. For each of the following, please rate how likely you would be to support a half-cent 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=466)

	Very likely	Likely	Neutral	Unlikely	Very unlikely
Q25-1. Establish a municipal electric utility to replace Black Hills Energy as City of Pueblo's electric utility provider	40.8%	24.5%	12.2%	11.0%	11.5%
Q25-2. Fire protection & fire equipment	31.0%	33.9%	21.0%	7.1%	6.9%
Q25-3. Centrally located community recreation center	19.3%	23.8%	28.7%	14.7%	13.6%
Q25-4. Building & maintaining neighborhood parks	19.9%	33.4%	30.1%	8.6%	8.0%
Q25-5. Demolishing abandoned homes	31.5%	28.8%	19.2%	11.6%	8.9%
Q25-6. Recycle collection or large item drop off facility	38.8%	29.0%	16.4%	6.9%	8.9%

**Q26. Pueblo Memorial Airport. Are you aware that 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=466)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q26-1. I consider Pueblo Memorial Airport when booking a ticket	14.2%	15.9%	17.2%	18.0%	20.8%	13.9%
Q26-2. I'm aware that United Airlines branded service is offered from Pueblo Memorial Airport	19.1%	30.5%	15.7%	6.0%	10.3%	18.5%
Q26-3. I consider drive time & cost to drive to Colorado Springs & Denver when purchasing airline tickets	26.8%	38.6%	10.5%	8.8%	5.2%	10.1%
Q26-4. I will drive to Colorado Springs Airport to save any amount of money if ticket is cheaper	29.8%	32.6%	13.9%	9.2%	4.7%	9.7%
Q26-5. I will drive to Denver International Airport to save any amount of money, if ticket is cheaper	21.0%	21.9%	17.6%	16.3%	13.5%	9.7%

**WITHOUT "DON'T KNOW"**

**Q26. Pueblo Memorial Airport. Are you aware that 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=466)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q26-1. I consider Pueblo Memorial Airport when booking a ticket	16.5%	18.5%	20.0%	20.9%	24.2%
Q26-2. I'm aware that United Airlines branded service is offered from Pueblo Memorial Airport	23.4%	37.4%	19.2%	7.4%	12.6%
Q26-3. I consider drive time & cost to drive to Colorado Springs & Denver when purchasing airline tickets	29.8%	43.0%	11.7%	9.8%	5.7%
Q26-4. I will drive to Colorado Springs Airport to save any amount of money if ticket is cheaper	33.0%	36.1%	15.4%	10.2%	5.2%
Q26-5. I will drive to Denver International Airport to save any amount of money, if ticket is cheaper	23.3%	24.2%	19.5%	18.1%	15.0%

**Q27. Approximately how many years have you lived in the City of Pueblo?**

<u>Q27. How many years have you lived in City of Pueblo</u>	<u>Number</u>	<u>Percent</u>
Less than 5 years	65	13.9 %
5-10 years	43	9.2 %
11-20 years	53	11.4 %
20+ years	294	63.1 %
Not provided	11	2.4 %
Total	466	100.0 %

**WITHOUT "NOT PROVIDED"****Q27. Approximately how many years have you lived in the City of Pueblo? (without "not provided")**

<u>Q27. How many years have you lived in City of Pueblo</u>	<u>Number</u>	<u>Percent</u>
Less than 5 years	65	14.3 %
5-10 years	43	9.5 %
11-20 years	53	11.6 %
20+ years	294	64.6 %
Total	455	100.0 %

**Q28. What is your age?**

<u>Q28. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	88	18.9 %
35-44	92	19.7 %
45-54	91	19.5 %
55-64	95	20.4 %
65+	93	20.0 %
Not provided	7	1.5 %
Total	466	100.0 %

**WITHOUT "NOT PROVIDED"****Q28. What is your age? (without "not provided")**

<u>Q28. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	88	19.2 %
35-44	92	20.0 %
45-54	91	19.8 %
55-64	95	20.7 %
65+	93	20.3 %
Total	459	100.0 %

**Q29. Which of the following best describes your race?**

<u>Q29. Your race</u>	<u>Number</u>	<u>Percent</u>
Hispanic or Latino	245	52.6 %
African American/Black	14	3.0 %
American Indian or Alaska Native	17	3.6 %
Asian, Hawaiian, or other Pacific Islander	2	0.4 %
White	263	56.4 %
Other	5	1.1 %
Total	546	

**Q29. Other**

<u>Q29. Other</u>	<u>Number</u>	<u>Percent</u>
Mixed	1	20.0 %
European	1	20.0 %
CHICANA	1	20.0 %
ITALIAN	1	20.0 %
Spanish, French	1	20.0 %
Total	5	100.0 %

**Q30. Which of the following best describes your current place of employment?**

<u>Q30. What best describes your current place of employment</u>	<u>Number</u>	<u>Percent</u>
Employed outside home	251	53.9 %
Self-employed or work out of home	44	9.4 %
Student, retired, or not currently employed outside home	156	33.5 %
Not provided	15	3.2 %
Total	466	100.0 %

**WITHOUT "NOT PROVIDED"****Q30. Which of the following best describes your current place of employment? (without "not provided")**

<u>Q30. What best describes your current place of employment</u>	<u>Number</u>	<u>Percent</u>
Employed outside home	251	55.7 %
Self-employed or work out of home	44	9.8 %
Student, retired, or not currently employed outside home	156	34.6 %
Total	451	100.0 %

**Q30a. Where do you work?**

<u>Q30a. Where do you work</u>	<u>Number</u>	<u>Percent</u>
In Pueblo	206	82.1 %
Inside Pueblo County but outside City	18	7.2 %
Somewhere else in Colorado	27	10.8 %
Total	251	100.0 %

**Q31. Your gender:**

<u>Q31. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	233	50.0 %
Female	230	49.4 %
Not provided	3	0.6 %
Total	466	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q31. Your gender: (without "not provided")**

<u>Q31. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	233	50.3 %
Female	230	49.7 %
Total	463	100.0 %

**Section 6:**  
**Survey Instrument**

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Sam Azad  
City Manager

John Vigil  
Assistant City Manager



One City Hall Place  
Pueblo, CO 81003

Phone (719) 553-2655  
Fax (719) 553-2698

## Office of the City Manager

June 2018

The City of Pueblo is requesting your help. 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 few days using the postage-paid envelope provided.**

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 City Manager's office at 719-553-2655. Thank you for helping guide the direction of our community by completing and returning the enclosed survey.

Sincerely,

A handwritten signature in black ink, appearing to read "Sam Azad", written over a horizontal line.

Sam Azad  
City Manager

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.pueblsurvey.org](http://www.pueblsurvey.org). If you have questions, please call Sam Azad 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
1. The City of Pueblo as a place to live	5	4	3	2	1	9
2. The City of Pueblo as a place to raise children	5	4	3	2	1	9
3. The City of Pueblo as a place to work	5	4	3	2	1	9
4. The City of Pueblo as a place to retire	5	4	3	2	1	9
5. Overall image of the city	5	4	3	2	1	9
6. Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
7. How well the city is managing redevelopment in the city	5	4	3	2	1	9
8. Overall quality of life in the city	5	4	3	2	1	9
9. 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. 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

**8. 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

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

\_\_\_\_(1) Yes [Answer Q9a-b.]      \_\_\_\_ (2) No [Skip to Q10.]

**9a. Where are the specific areas of town that you do not feel safe?**

\_\_\_\_\_

**9b. Why do you not feel safe there?**

\_\_\_\_\_

**10. 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

**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. Number of walking and biking trails	5	4	3	2	1	9
04. Location of city parks	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. **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

14. **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 13.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

15. **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. The availability of information about city programs and services	5	4	3	2	1	9
2. City efforts to keep you informed about local issues	5	4	3	2	1	9
3. How open the city is to public involvement and input from residents	5	4	3	2	1	9
4. The quality of programming on the city's cable television channel (Channel 17)	5	4	3	2	1	9
5. The quality of the city's web page	5	4	3	2	1	9
6. City communications on Facebook and Twitter	5	4	3	2	1	9

16. **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

17. **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

18. 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 17.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

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. **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.	Lack 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.	Abandoned cars or vehicles	4	3	2	1	9

**21. Which ONE of the following best describes your relationship with your neighbors?**

- (1) I have a close relationship with many of my neighbors       (4) I know a few people in my neighborhood but I am not very close with any of them  
 (2) I have a close relationship with a few my neighbors  
 (3) I know several of my neighbors but I am not very close with any of them       (5) I don't know anyone in my neighborhood

**22. Which ONE of the following best describes how people in your neighborhood interact with one another?**

- (1) They often help one another and have many social activities together       (3) They occasionally help one another but generally keep to themselves  
 (2) They often help one another but do not have many social activities together       (4) They almost always keep to themselves  
 (9) Don't know

**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
8. Access to broadband internet services	5	4	3	2	1	9
9. Speed and reliability of broadband internet connection	5	4	3	2	1	9

**24. 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 quality of leadership provided by the city's elected officials	5	4	3	2	1	9
2. Overall effectiveness of appointed boards and commissions	5	4	3	2	1	9
3. Overall effectiveness of the City Manager and appointed staff	5	4	3	2	1	9

**25. Funding Ballot Issues. For each of the following, please rate how likely you would be to support a half-cent 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. Fire protection and fire equipment	5	4	3	2	1	9
3. Centrally located community recreation center	5	4	3	2	1	9
4. Building and maintaining neighborhood parks	5	4	3	2	1	9
5. Demolishing abandoned homes	5	4	3	2	1	9
6. Recycle collection or large item drop off facility	5	4	3	2	1	9

26. **Pueblo Memorial Airport.** Are you aware that 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

**Demographics**

27. **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

28. **What is your age?**

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

29. **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: \_\_\_\_\_

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

\_\_\_(1) Employed outside the home [Answer Q30a.]      \_\_\_(3) Student, retired, or not currently employed outside the home  
 \_\_\_(2) Self-employed or work out of home

30a. **Where do you work?**

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

31. **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.