

2024 City of Pueblo Community Survey Findings Report

Presented to the City of Pueblo,
Colorado
July 2024

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Executive Summary

2024 City of Pueblo Community Survey

Executive Summary



Purpose

ETC Institute administered a survey to residents of the City of Pueblo between May and July of 2024. The purpose of the survey was to gather resident opinion and feedback in order to evaluate and improve programs and determine the needs of residents. This is the eighth community survey ETC Institute has administered for the City of Pueblo; the first was conducted in 2010.

Methodology

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

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

The goal was to obtain completed surveys from at least 400 residents. This goal was far exceeded, with a total of 504 residents completing the survey. The overall results for the sample of 504 households have a precision of at least +/-4.3% at the 95% level of confidence.

This report contains:

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

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

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Major Findings

Satisfaction with City services. More than three-fourths (77%) 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; 57% were satisfied with the quality of City parks and recreation programs and facilities, and 49% were satisfied with the sanitary sewer/wastewater management system.

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

Perceptions of the City. Forty-nine percent (49%) 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; 45% were satisfied with the City as a place to retire, and 36% were satisfied with the City as a place to work.

Public Safety. Eighty percent (80%) 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; 73% were satisfied with overall quality of local fire protection, and 72% were satisfied with how quickly fire and emergency personnel respond.

Feeling of Safety in the City. Eighty-two percent (82%) of residents surveyed, who had an opinion, felt safe in their neighborhoods during the day and 50% felt safe in their neighborhoods at night. Eighty-seven percent (87%) indicated there are areas of town where they do not feel safe.

Codes and Ordinances. Thirty-eight percent (38%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the removal of graffiti, and 25% were satisfied with the enforcement of codes relating to animals.

Parks and Recreation. Sixty-nine percent (69%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the location of City parks; 67% were satisfied with the maintenance of City parks, and 63% were satisfied with the number of City parks..

Residents indicated the two areas that should receive the most emphasis over the next two years were the maintenance of city parks and the City's youth recreation programs.

Maintenance/Public Works. The areas of City maintenance/public works that were rated highest by residents who had an opinion included adequacy of City street lighting (40%), landscaping/appearance of public areas (37%), and maintenance of street signs/pavement markings (37%). Residents were generally least satisfied with the demolition of vacant structures (6%).

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Executive Summary



City Communication. Thirty-six percent (36%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with communication from the Mayor, 29% were satisfied with city communication on social media, and 25% were satisfied with the availability of information about City programs/services.

Neighborhoods. Fifty-three percent (53%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the condition of housing in their neighborhood, and 47% were satisfied with the overall appearance of neighborhoods. Residents were least satisfied with the cleanup of litter/debris on private property (23%).

Other Findings

- More than half (56%) of the residents surveyed, who had an opinion, indicated they are “very likely” or “likely” to support sales and/or property tax for front range rail transportation; 13% are “neutral,” 12% are “unlikely,” and 18% are “very unlikely” to support a tax for front range rail transportation.
- Seventy-two percent (72%) of residents of residents surveyed, who had an opinion, indicated they would drive to Colorado Springs Airport to save any amount of money if the ticket is cheaper, based on the sum of “strongly agree” and “agree” responses.
- Thirty-five percent (35%) of the residents surveyed, who had an opinion, indicated they are “very likely” or “likely” to support the construction and operation of a nuclear power plant in Pueblo City limits; 11% are “neutral,” 14% are “unlikely,” and 39% are “very unlikely” to support the construction and operation of a nuclear power plant in Pueblo.

2024 City of Pueblo Community Survey Executive Summary



Investment Priorities

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

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

- Overall maintenance of City streets (I-S = 0.5328)
- Overall quality of police services (I-S = 0.4388)
- Enforcement of City codes/ordinances (I-S = 0.3797)

The table below shows the Importance-Satisfaction rating for all eleven major categories of City services.

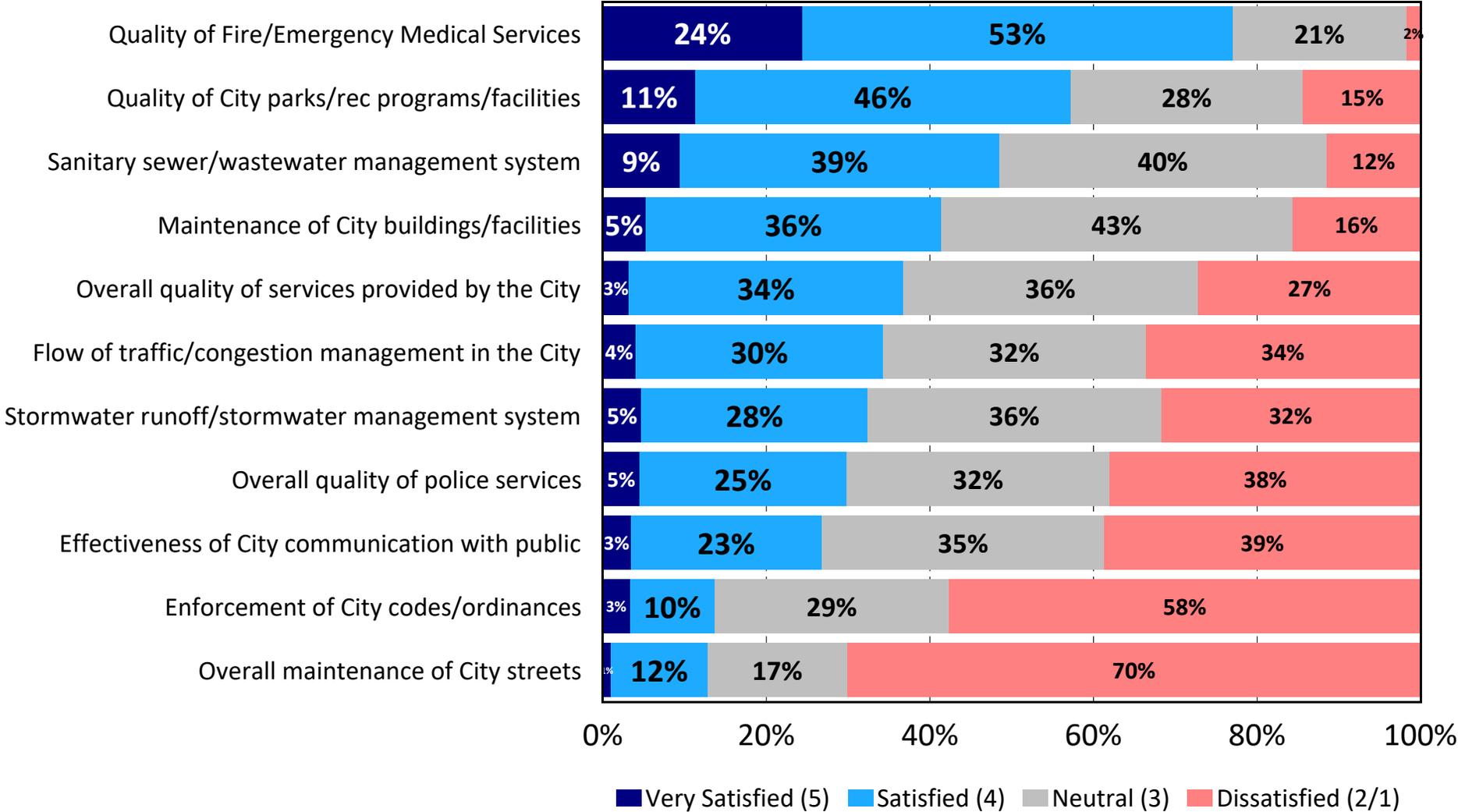
Importance-Satisfaction Rating						
City of Pueblo, CO						
<u>OVERALL</u>						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Overall maintenance of City streets	61%	2	13%	11	0.5328	1
Overall quality of police services	63%	1	30%	8	0.4388	2
Enforcement of City codes/ordinances	44%	3	14%	10	0.3797	3
<u>High Priority (IS .10 -.20)</u>						
Effectiveness of City communication with public	23%	4	27%	9	0.1713	4
Flow of traffic/congestion management in the City	21%	5	34%	6	0.1347	5
Overall quality of services provided by the City	19%	7	37%	5	0.1209	6
<u>Medium Priority (IS < .10)</u>						
Quality of City parks/rec programs/facilities	19%	6	57%	2	0.0822	7
Stormwater runoff/stormwater management system	12%	8	32%	7	0.0804	8
Maintenance of City buildings/facilities	6%	10	41%	4	0.0340	9
Sanitary sewer/wastewater management system	4%	11	49%	3	0.0227	10
Quality of Fire/Emergency Medical Services	7%	9	77%	1	0.0161	11



Charts and Graphs

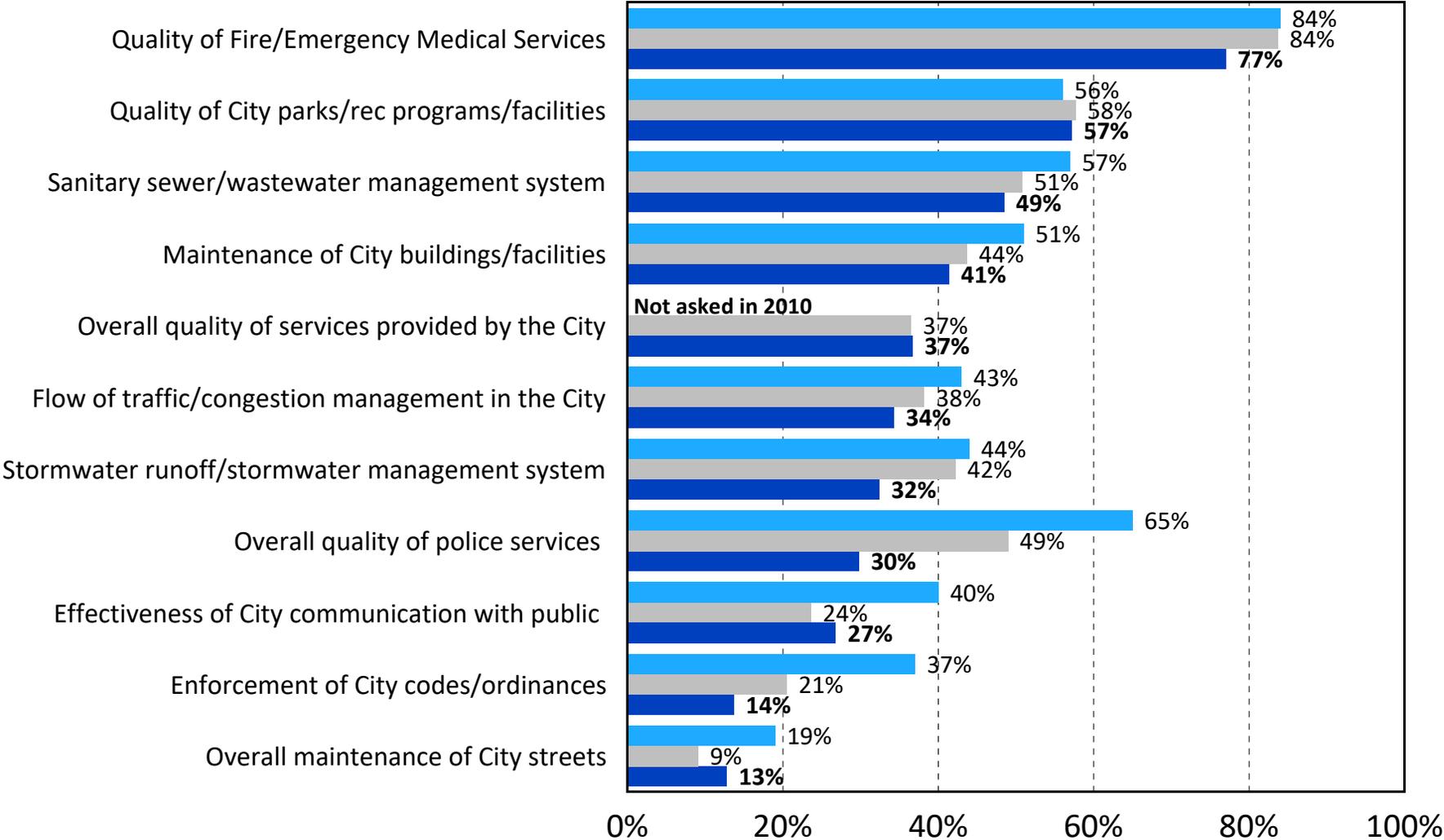
Q1. Overall Satisfaction With City Services by Major Category

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



Overall Satisfaction With City Services by Major Category - 2010 to 2024

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



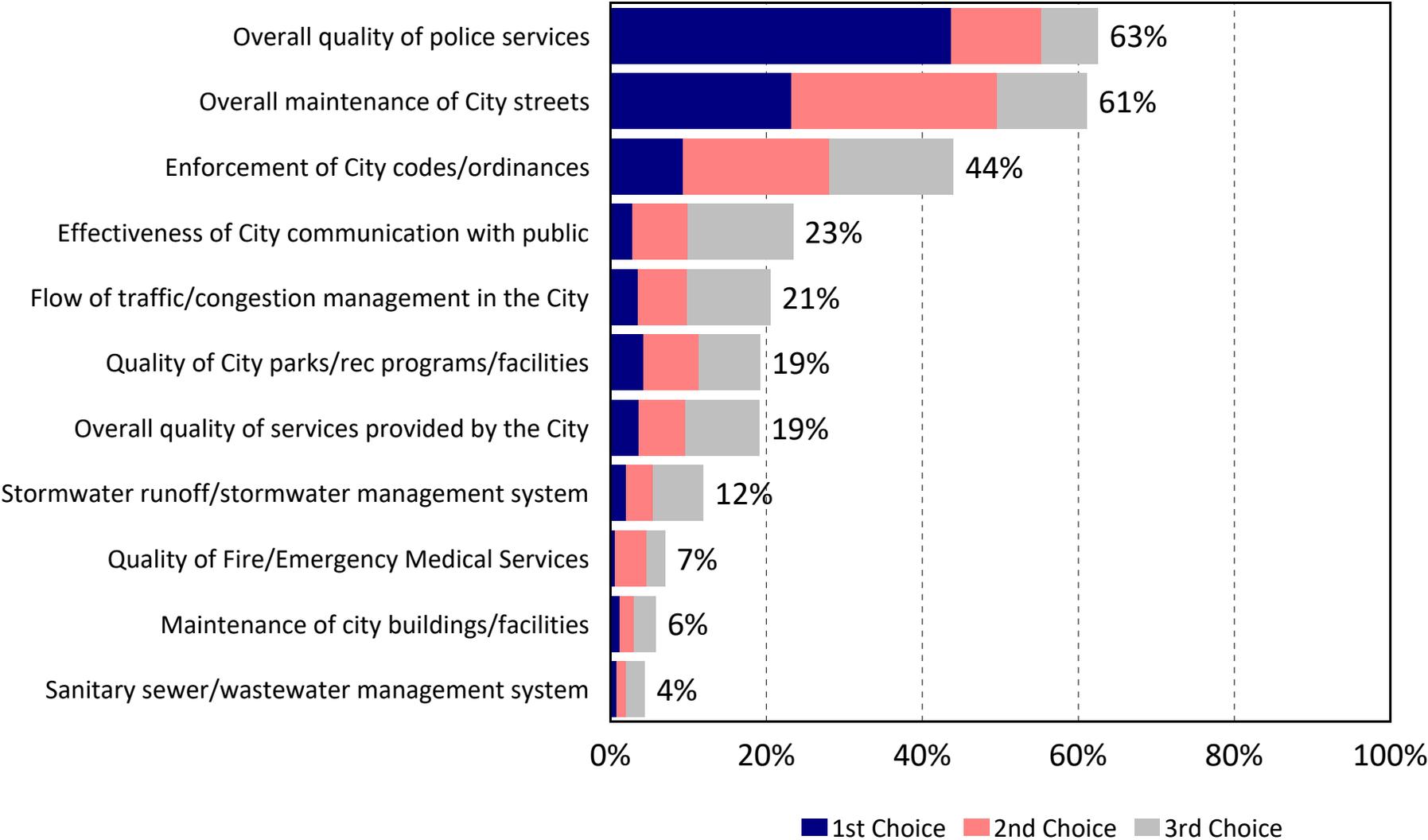
*Changes of +/- 5% or more are statistically significant

2010 2022 2024

Trends

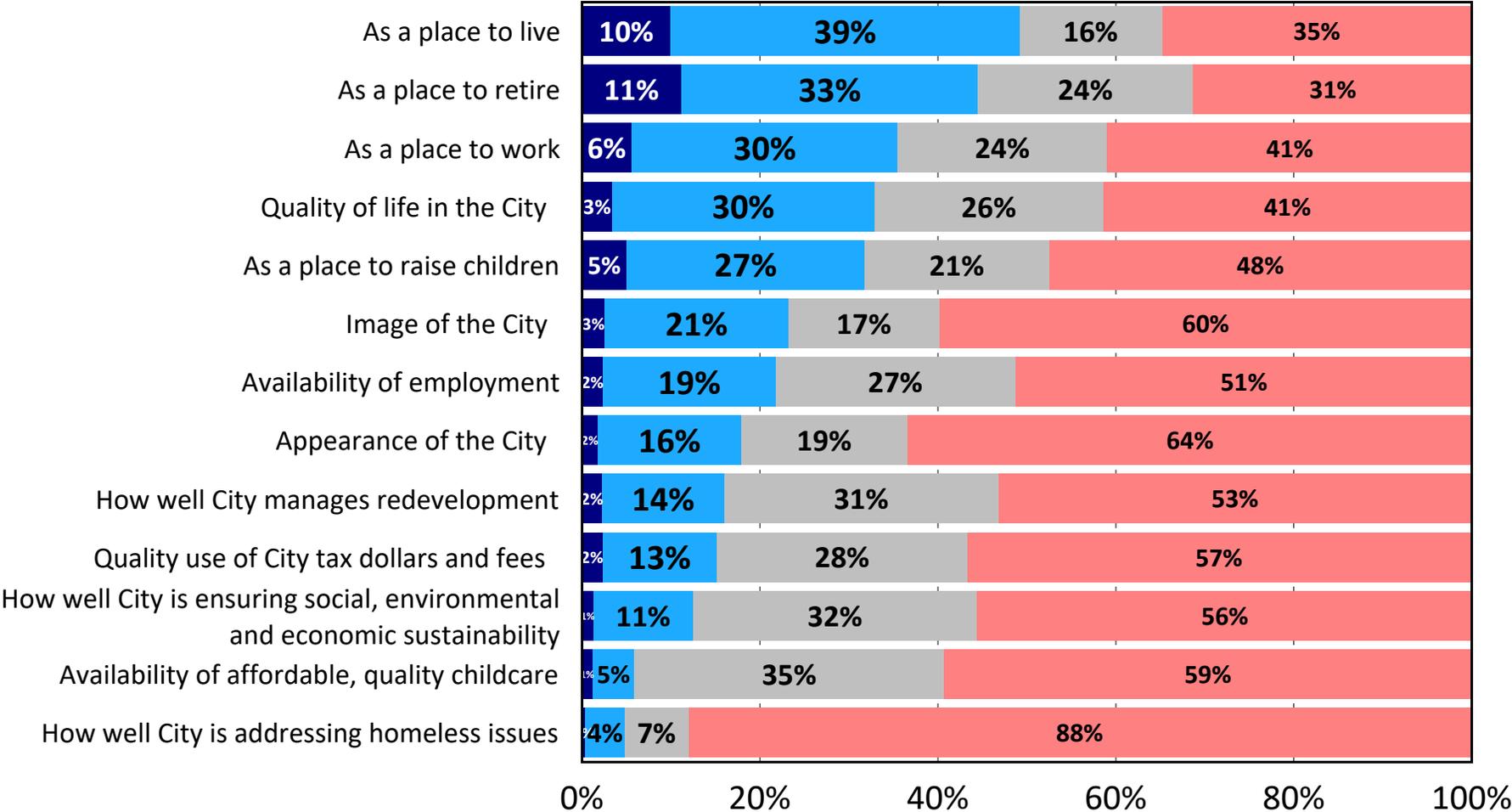
Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

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



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

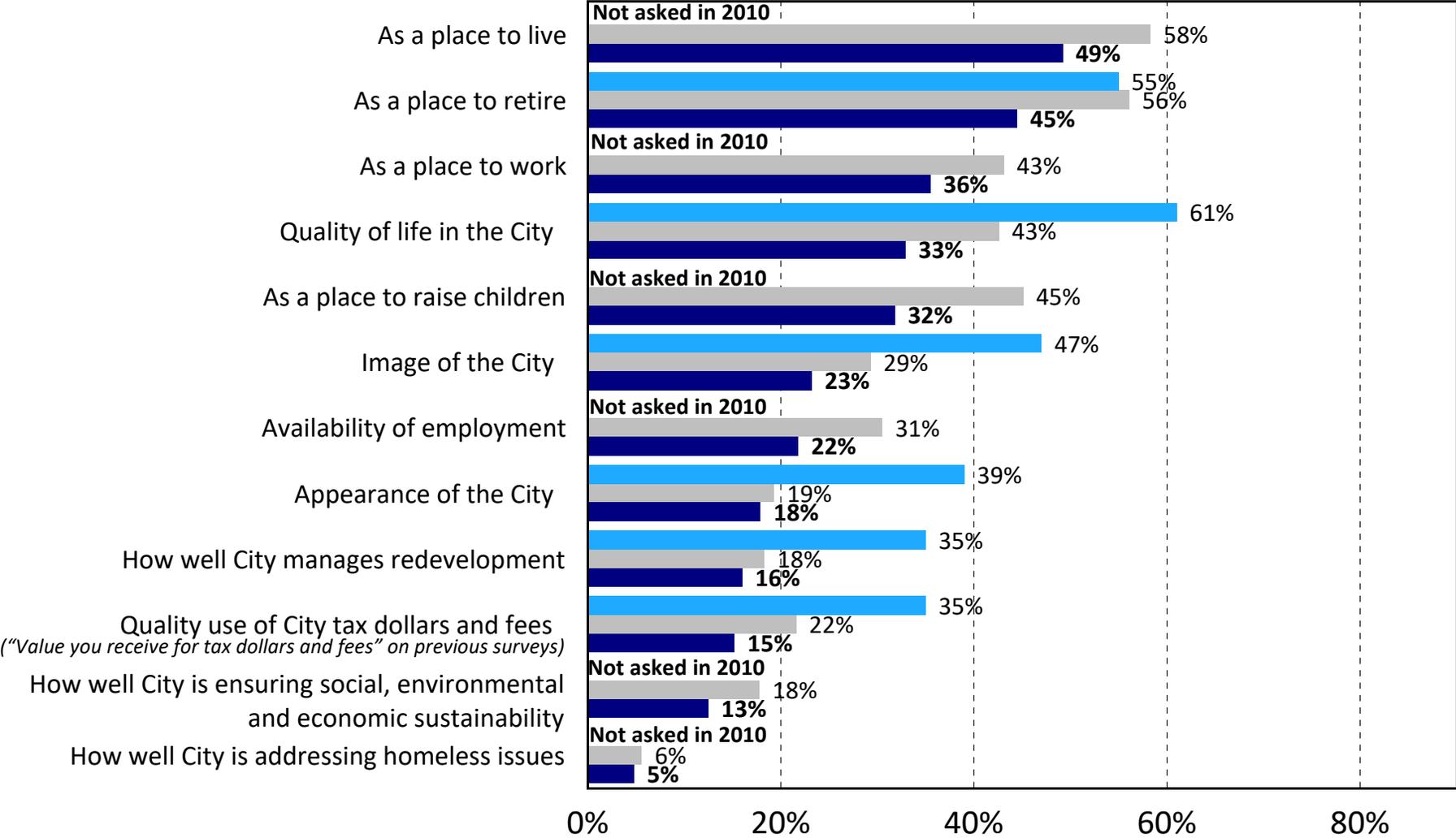
by percentage of respondents (excluding "don't know")



■ Excellent (5) ■ Good (4) ■ Neutral (3) ■ Below Average (2/1)

Ratings of Issues That Influence Perception of the City 2010 to 2024

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



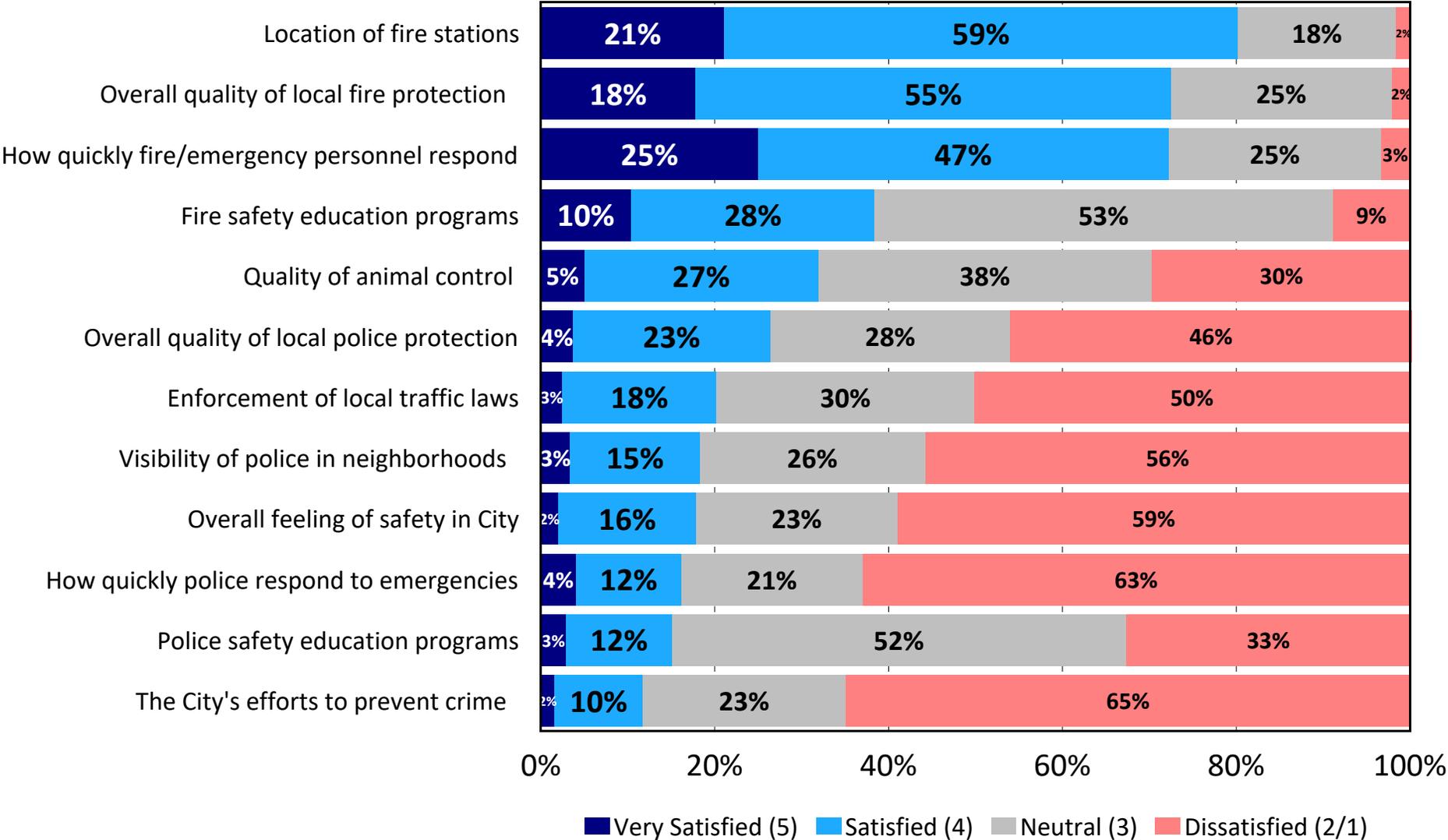
*Changes of +/- 5% or more are statistically significant

2010 2022 2024

Trends

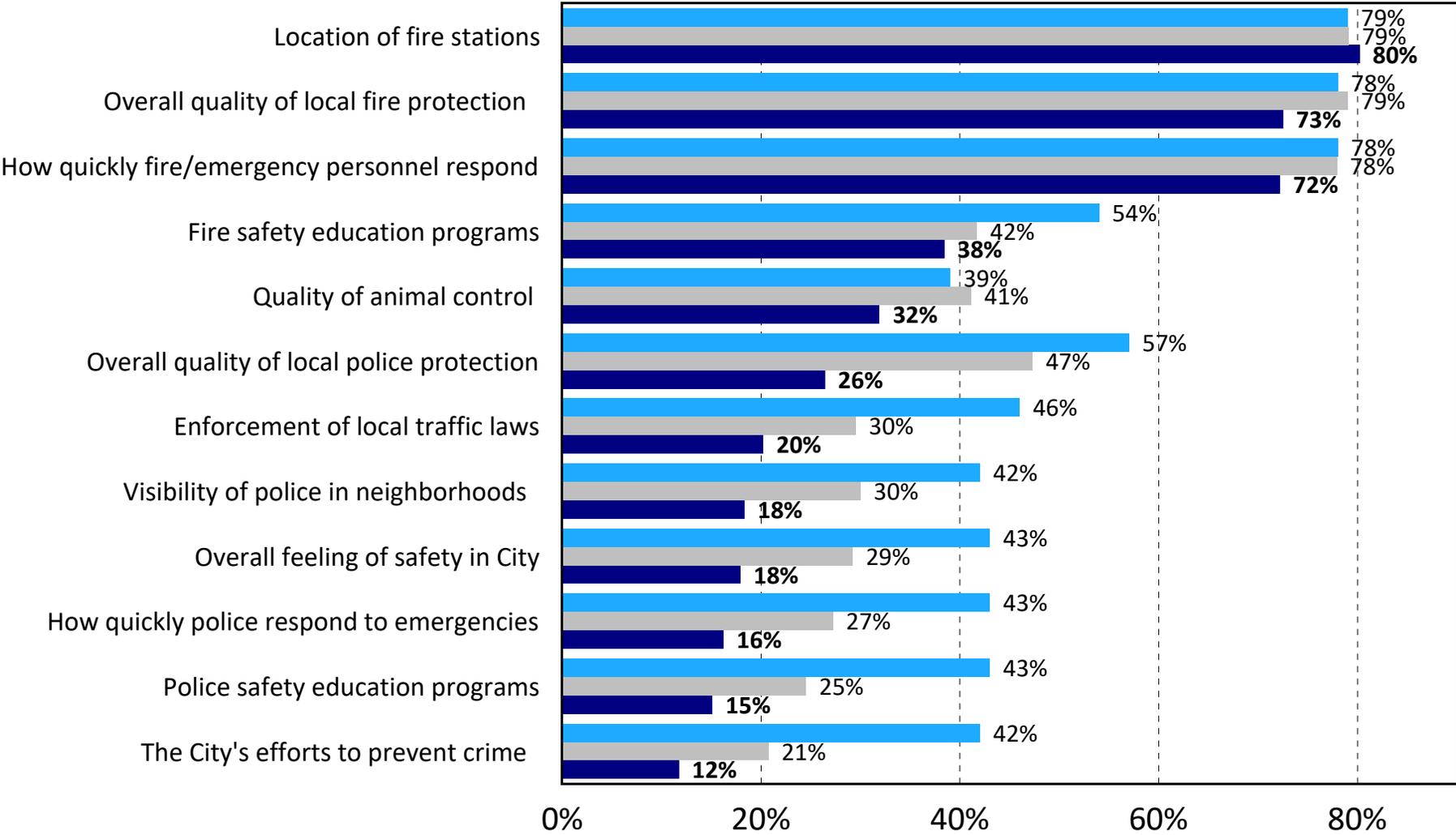
Q4. Satisfaction with Public Safety

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



Satisfaction with Public Safety - 2010 to 2024

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



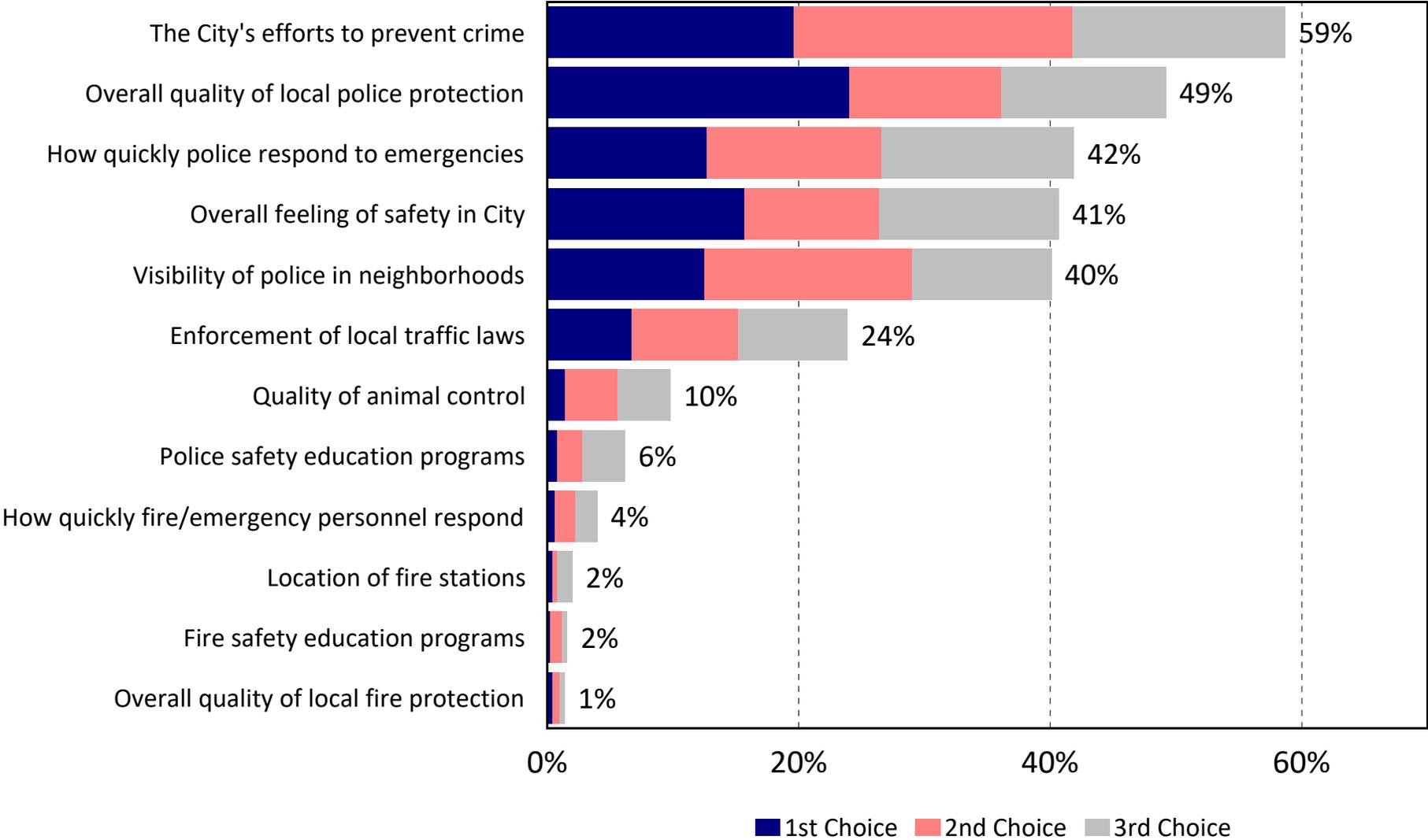
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2010 2022 2024

Trends

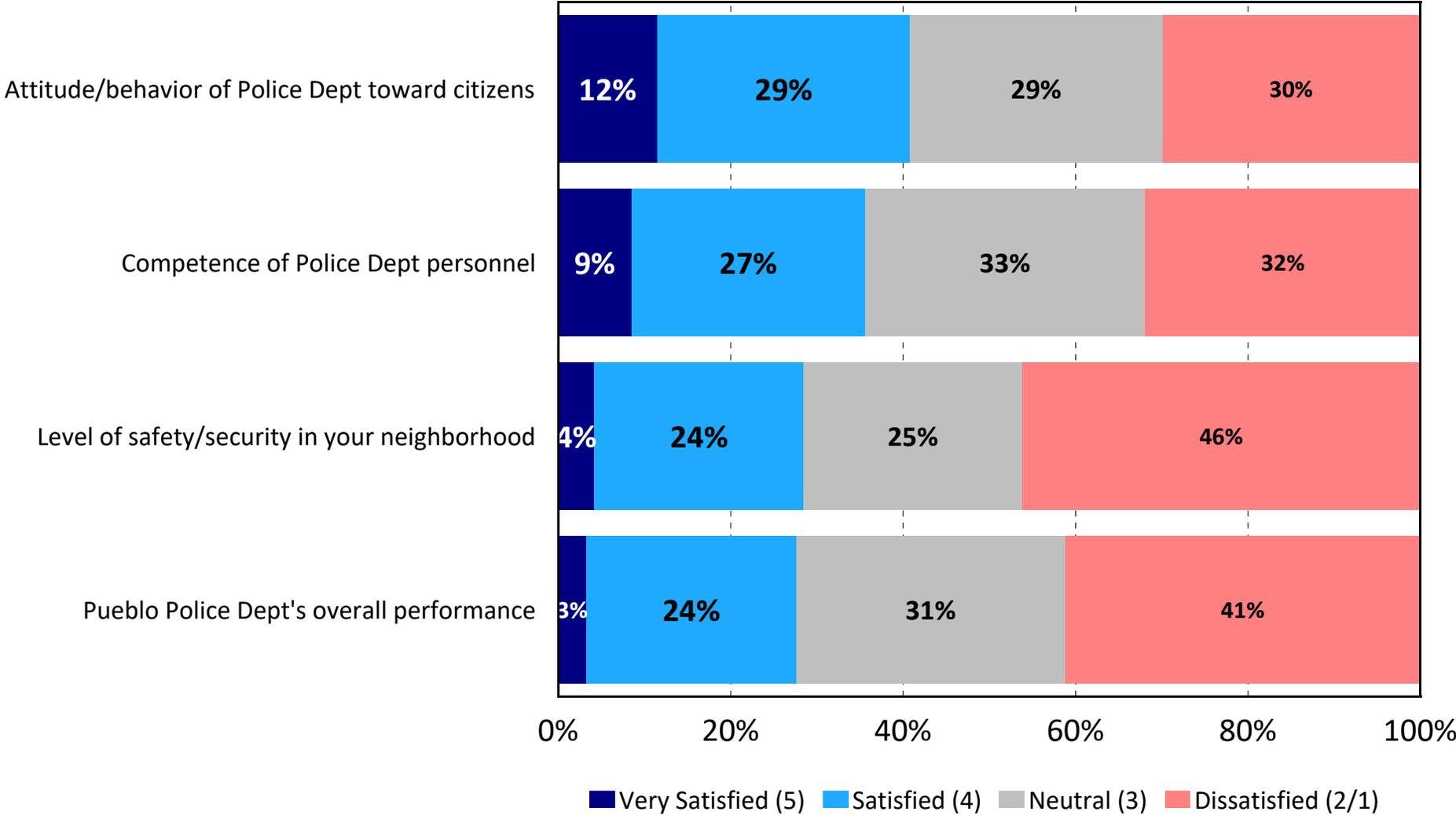
Q5. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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



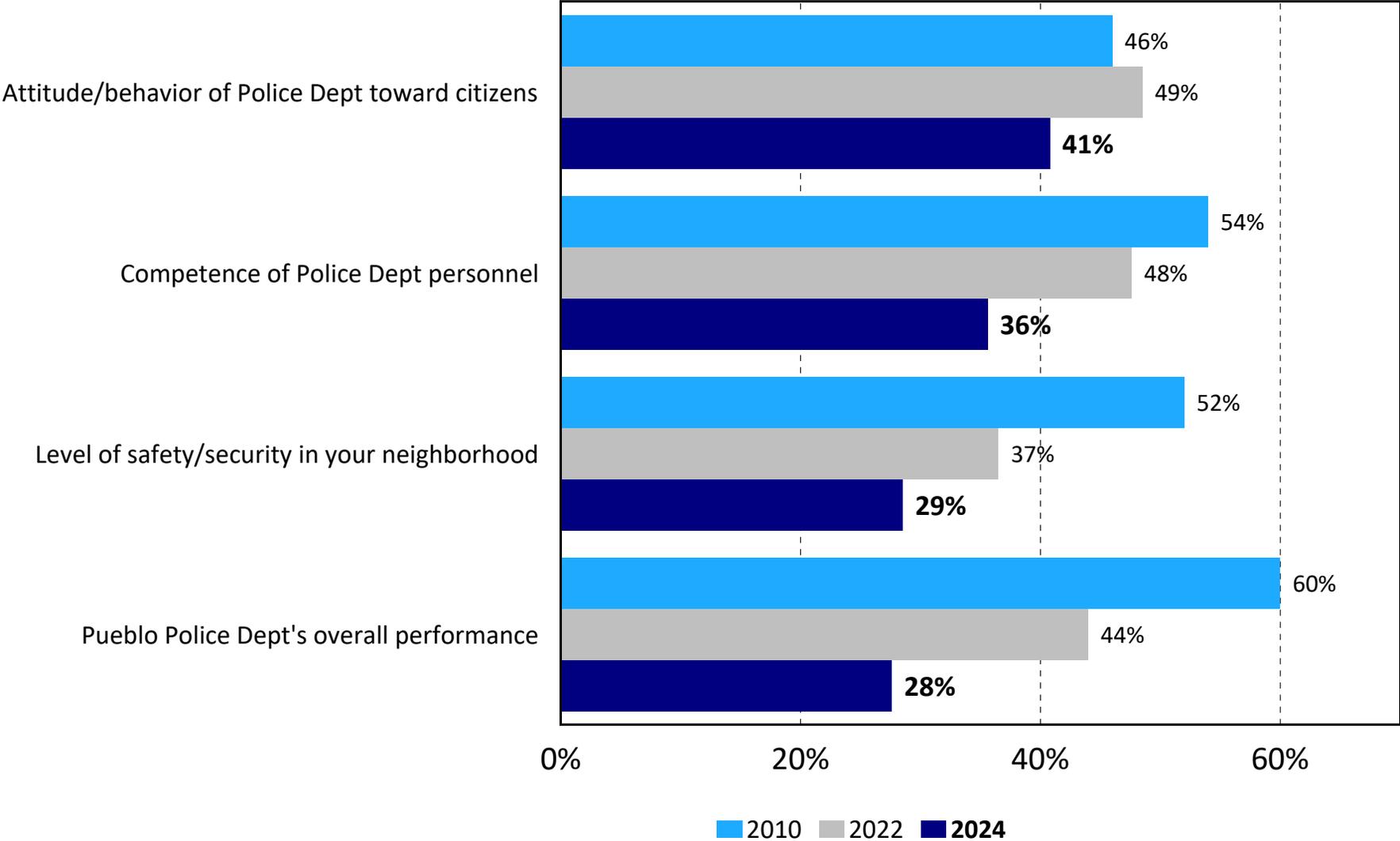
Q6. Satisfaction with the Police Department

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



Satisfaction with the Police Department - 2010 to 2024

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

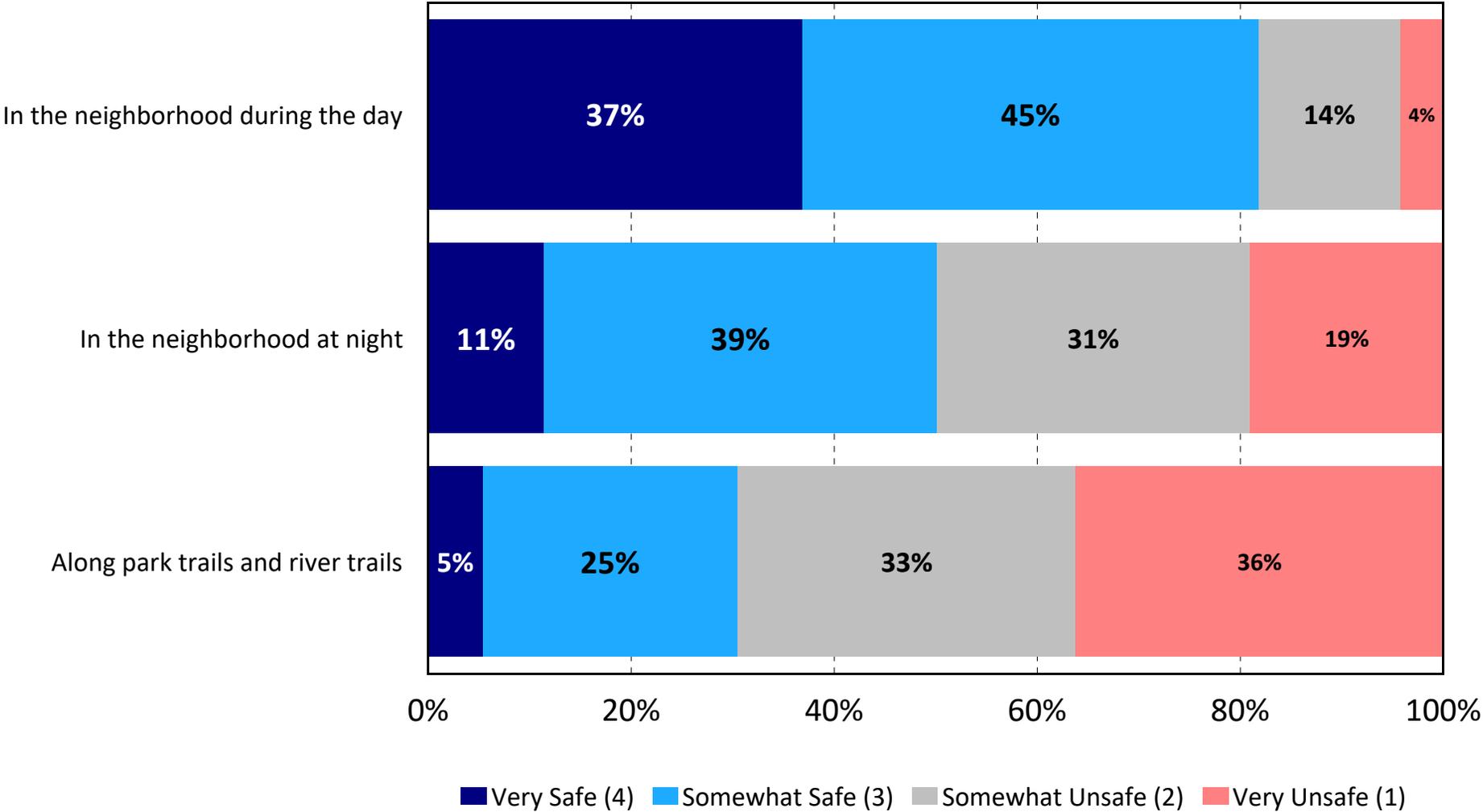


**Changes of +/- 5% or more are statistically significant*

Trends

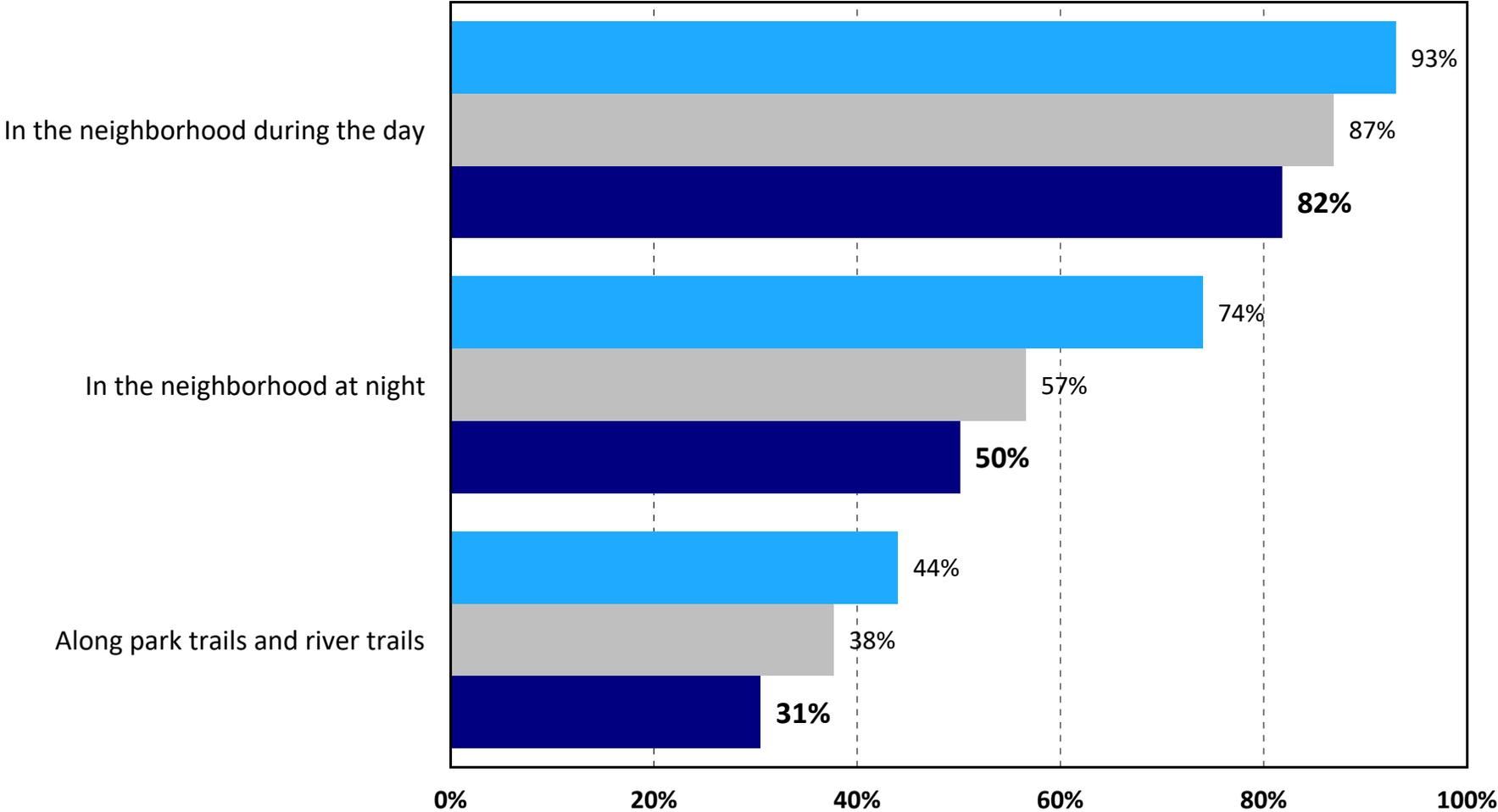
Q7. How Safe Do You Feel:

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



Feeling of Safety - 2010 to 2024

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



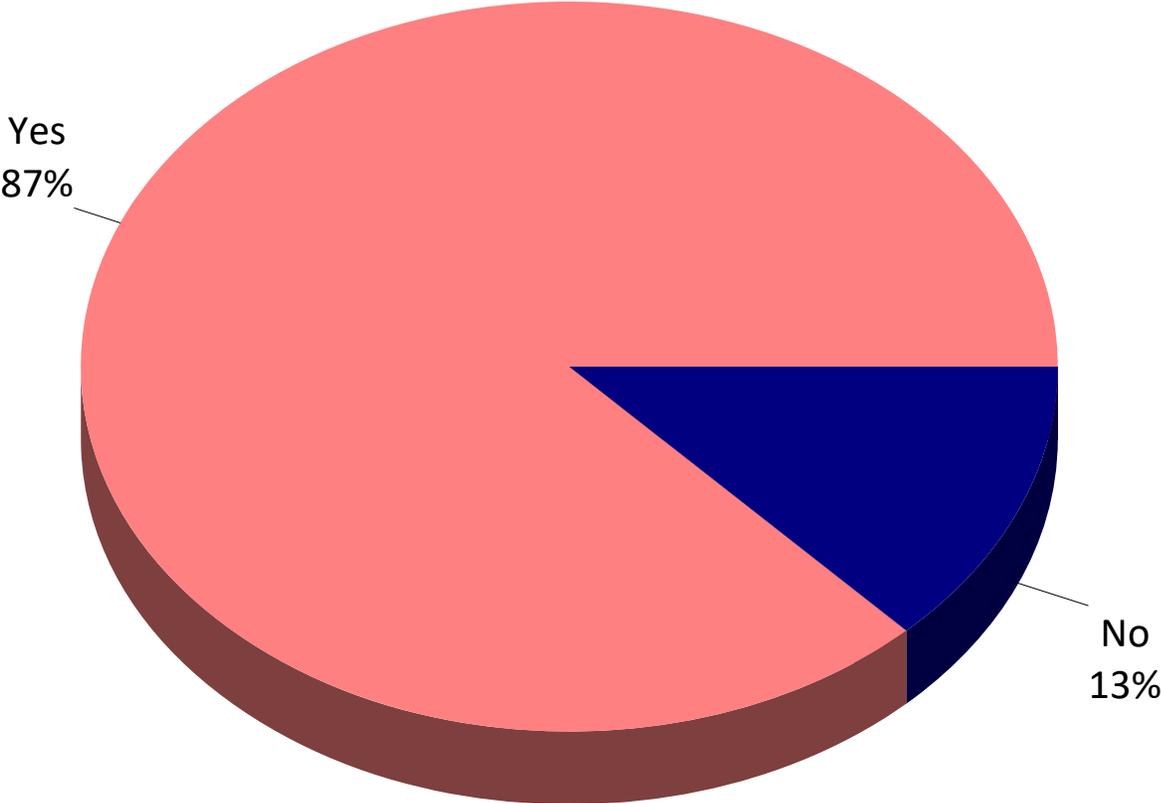
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2010 2022 2024

Trends

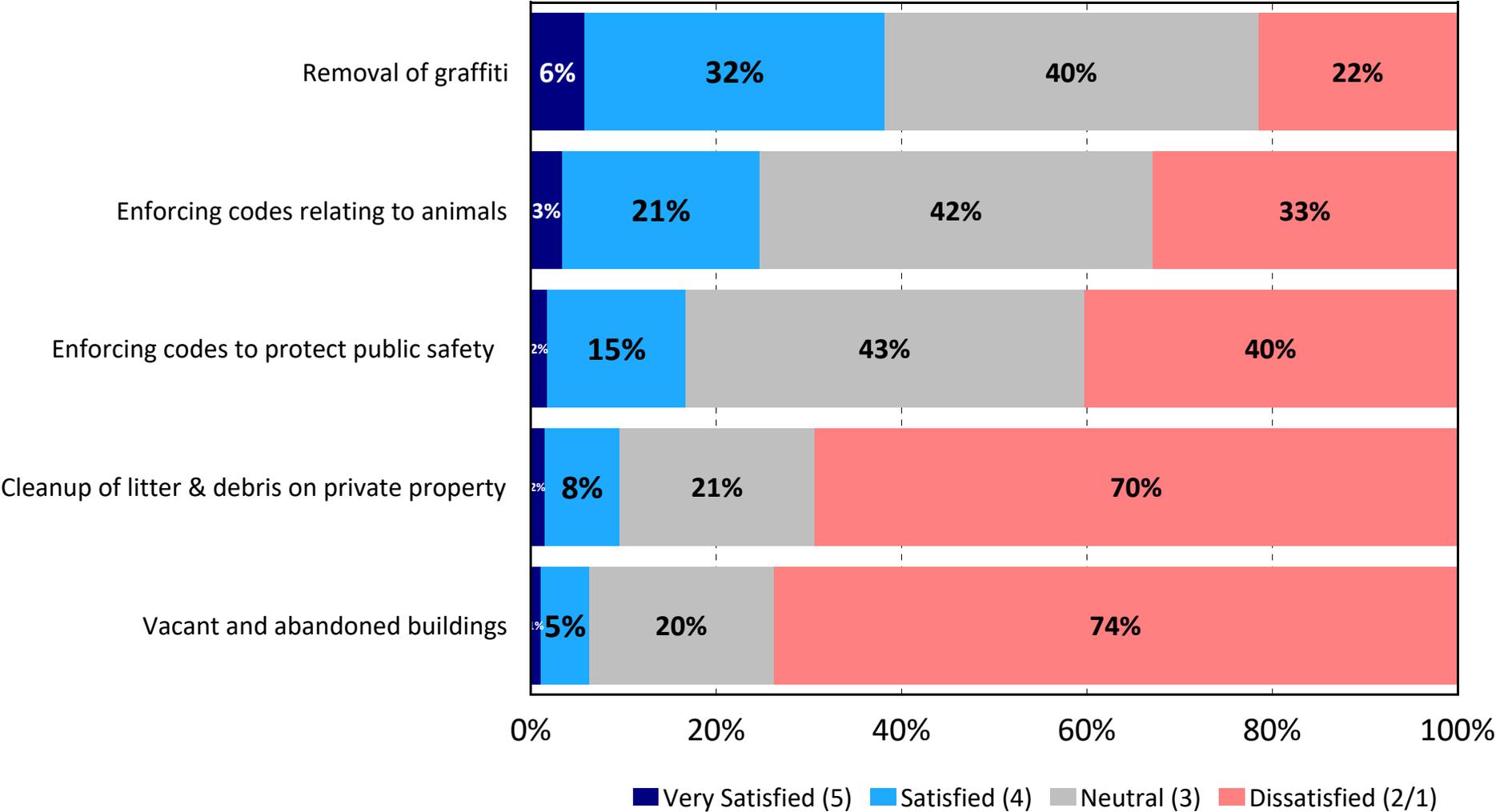
Q8. Are there any areas of town where you do not feel safe?

by percentage of respondents (excluding "not provided")



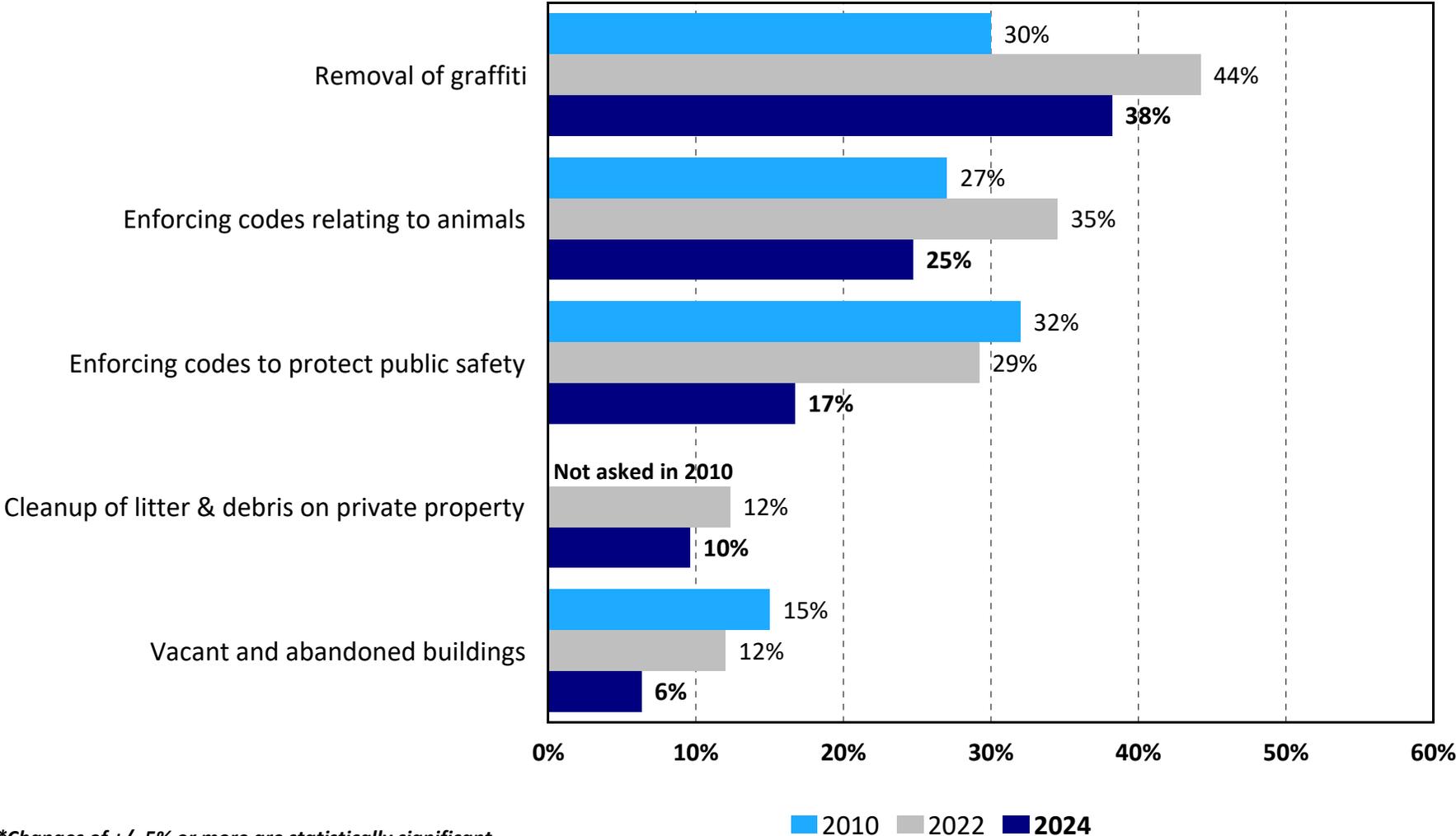
Q9. Satisfaction with the Enforcement of City Codes and Ordinances

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



Satisfaction with the Enforcement of City Codes and Ordinances - 2010 to 2024

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

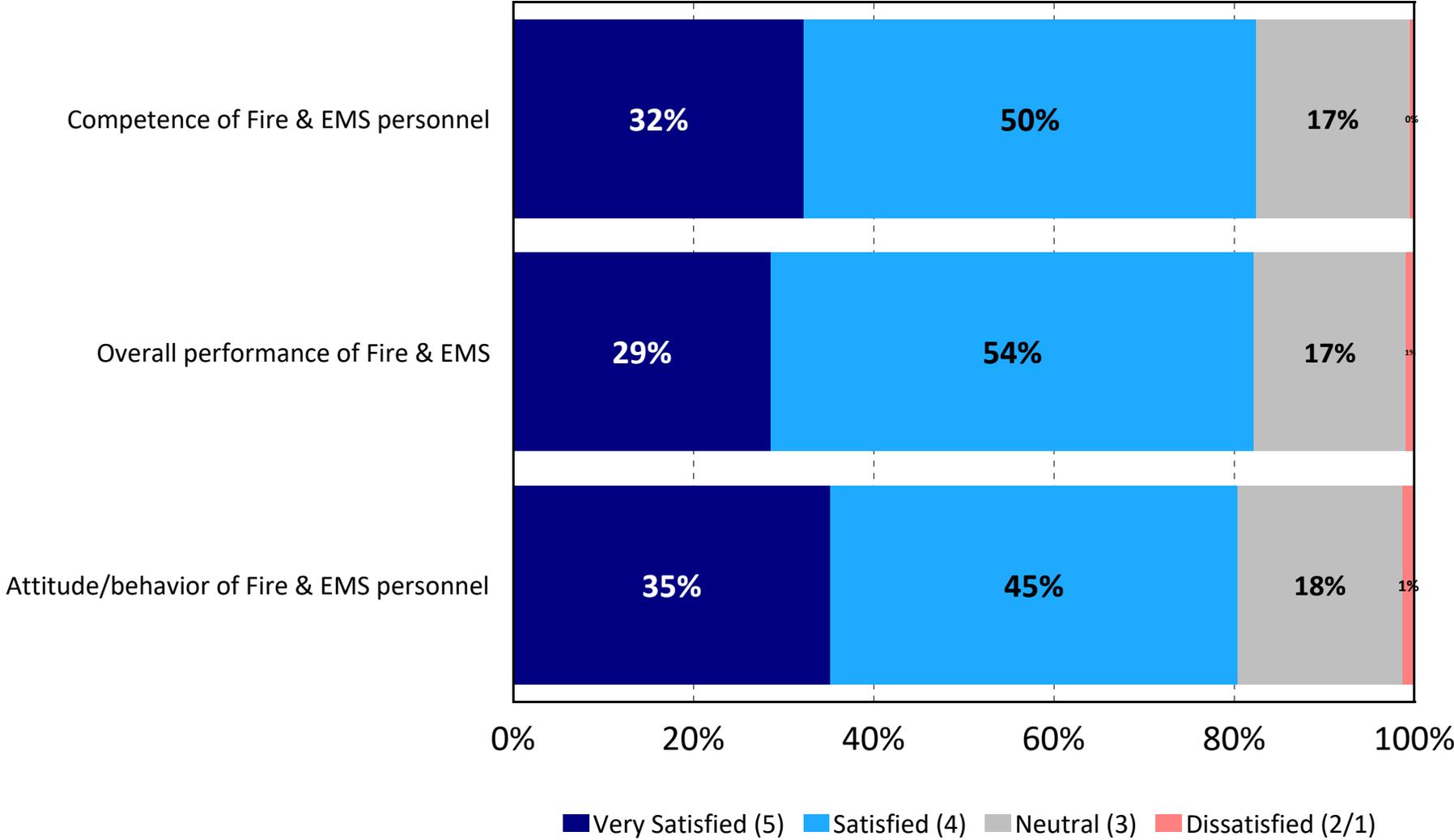


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Trends

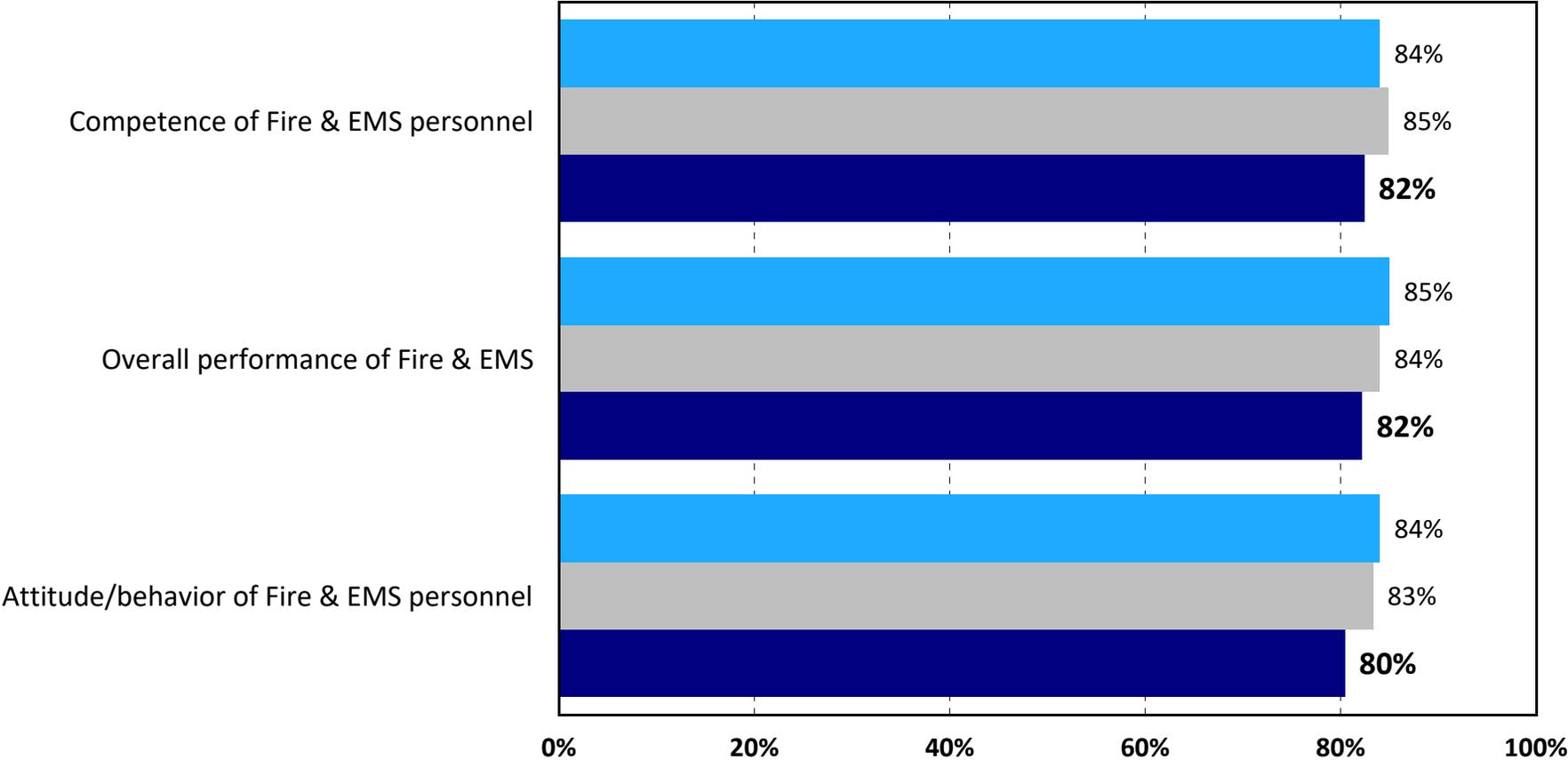
Q10. Satisfaction with Fire Department and Emergency Medical Services

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



Satisfaction with Fire Department and Emergency Medical Services - 2010 to 2024

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



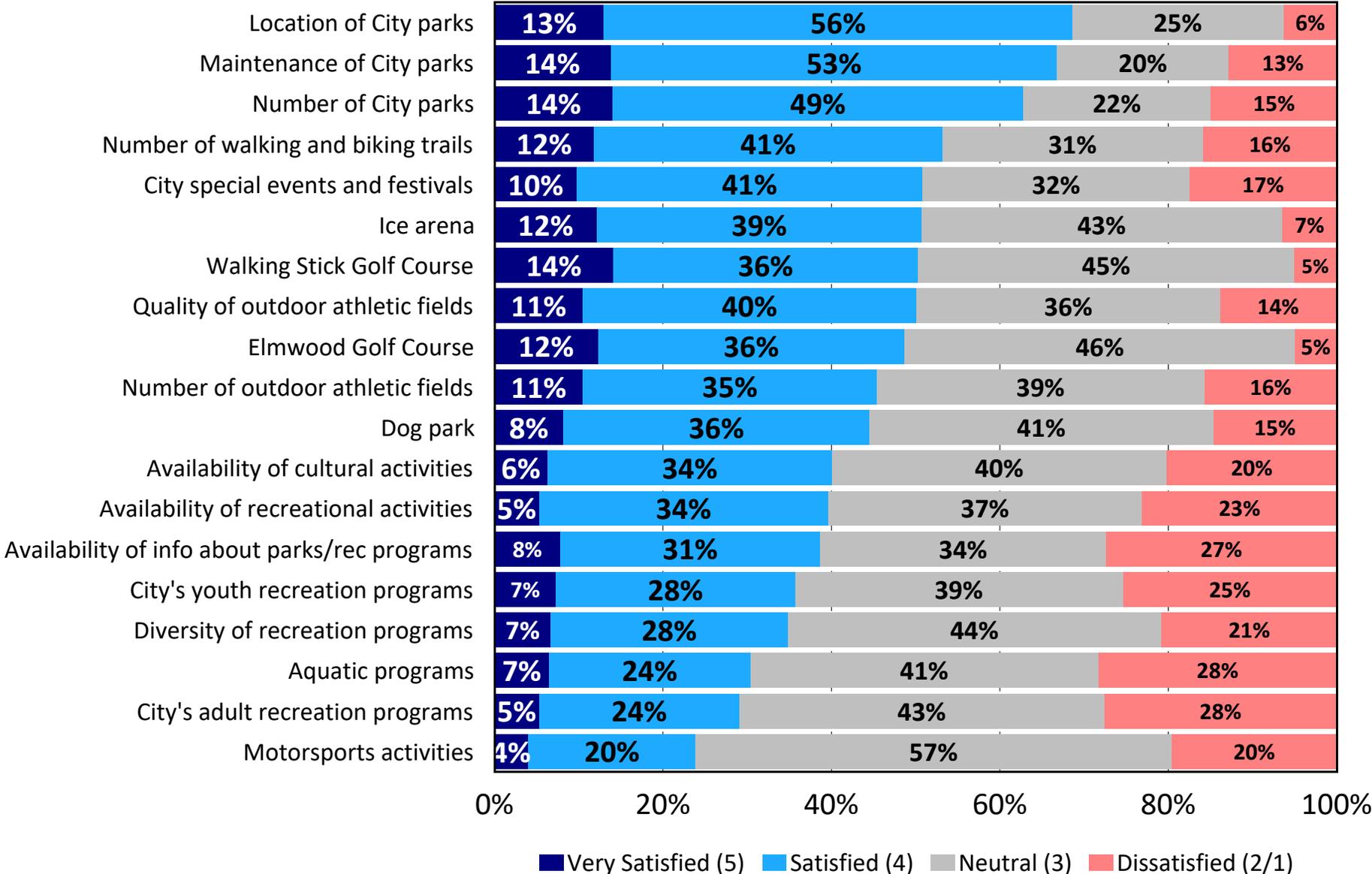
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2010 2022 2024

Trends

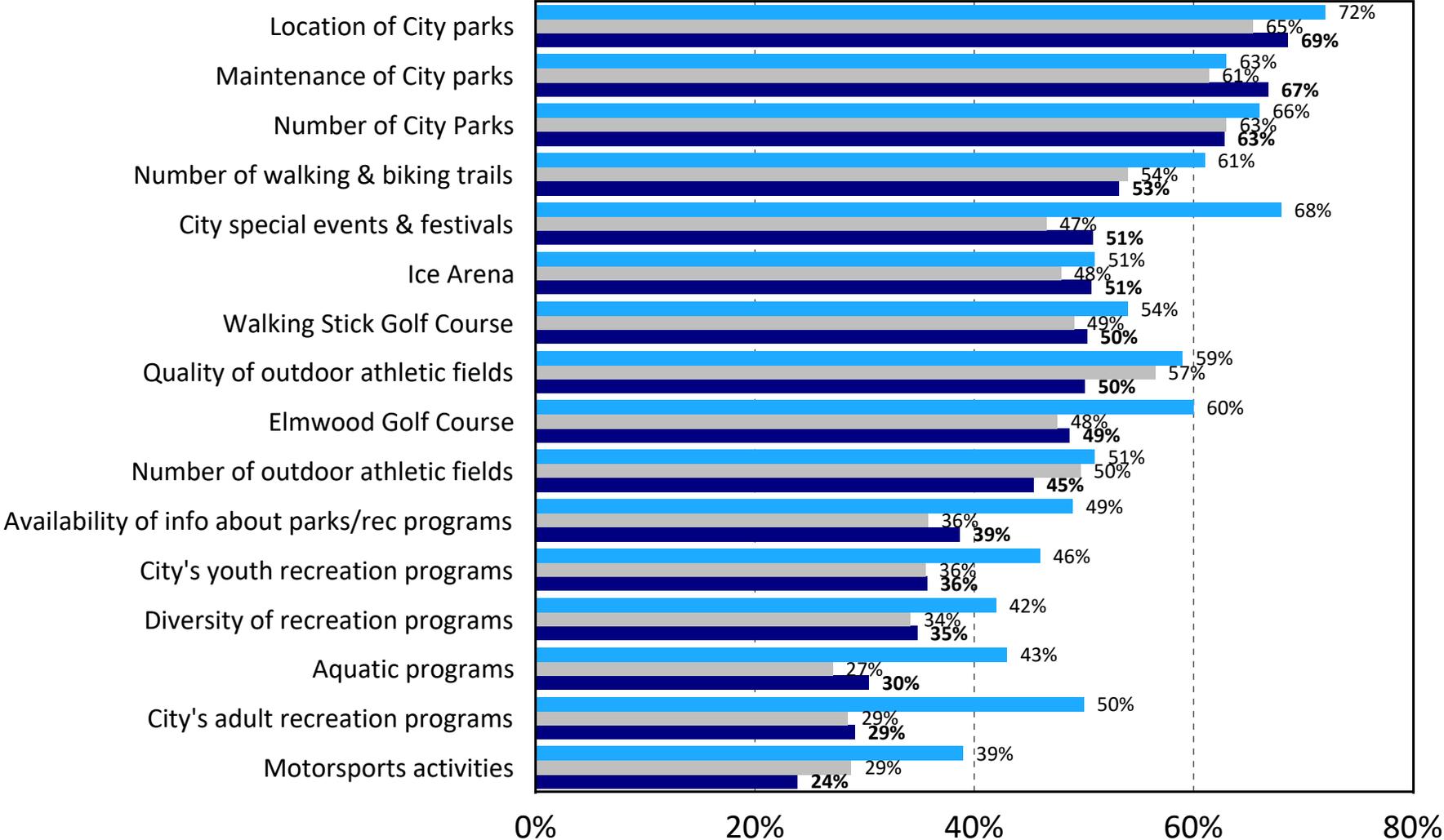
Q11. Satisfaction with Parks and Recreation

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



Satisfaction with Parks and Recreation 2010 to 2024

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



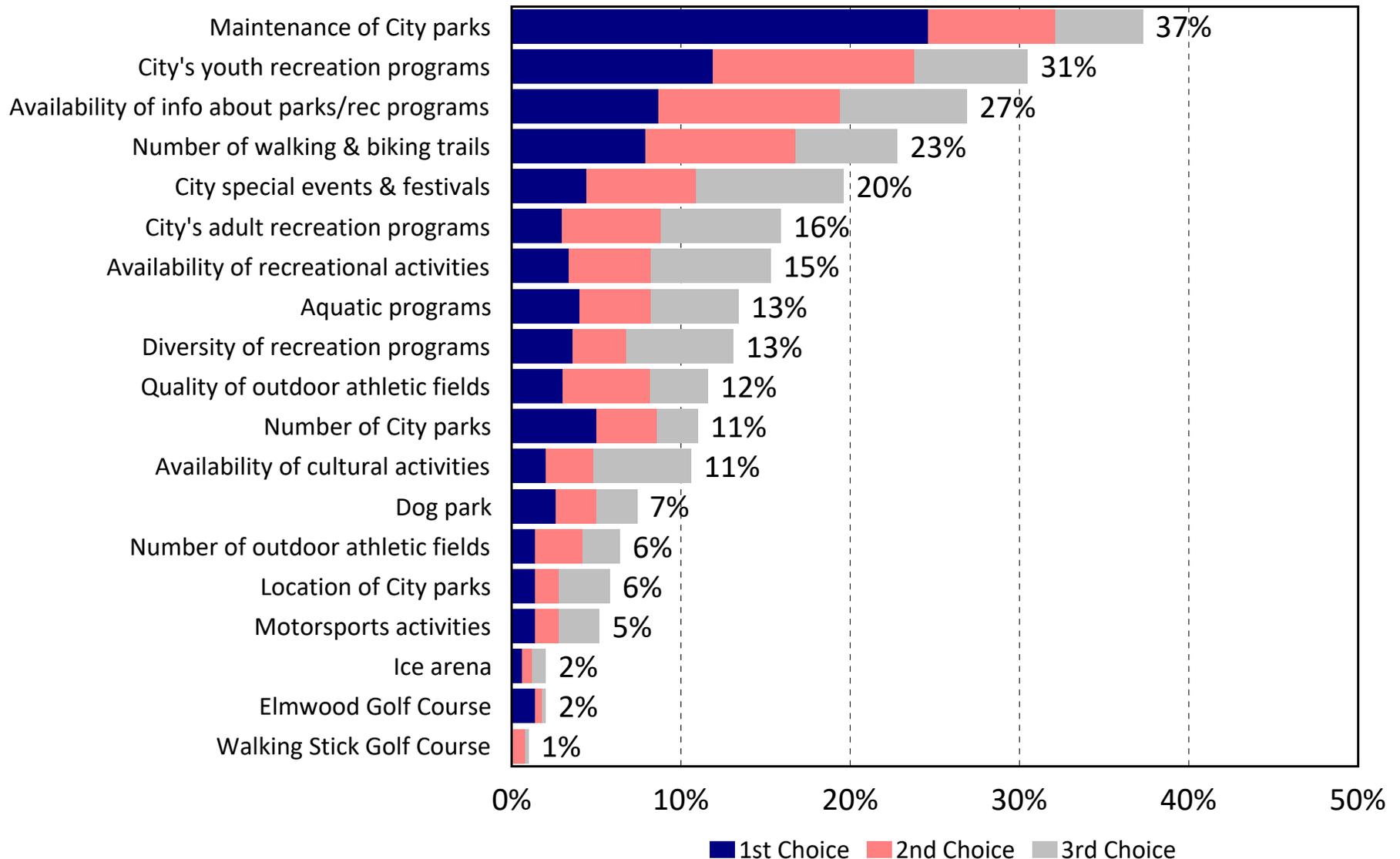
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2010 2022 2024

Trends

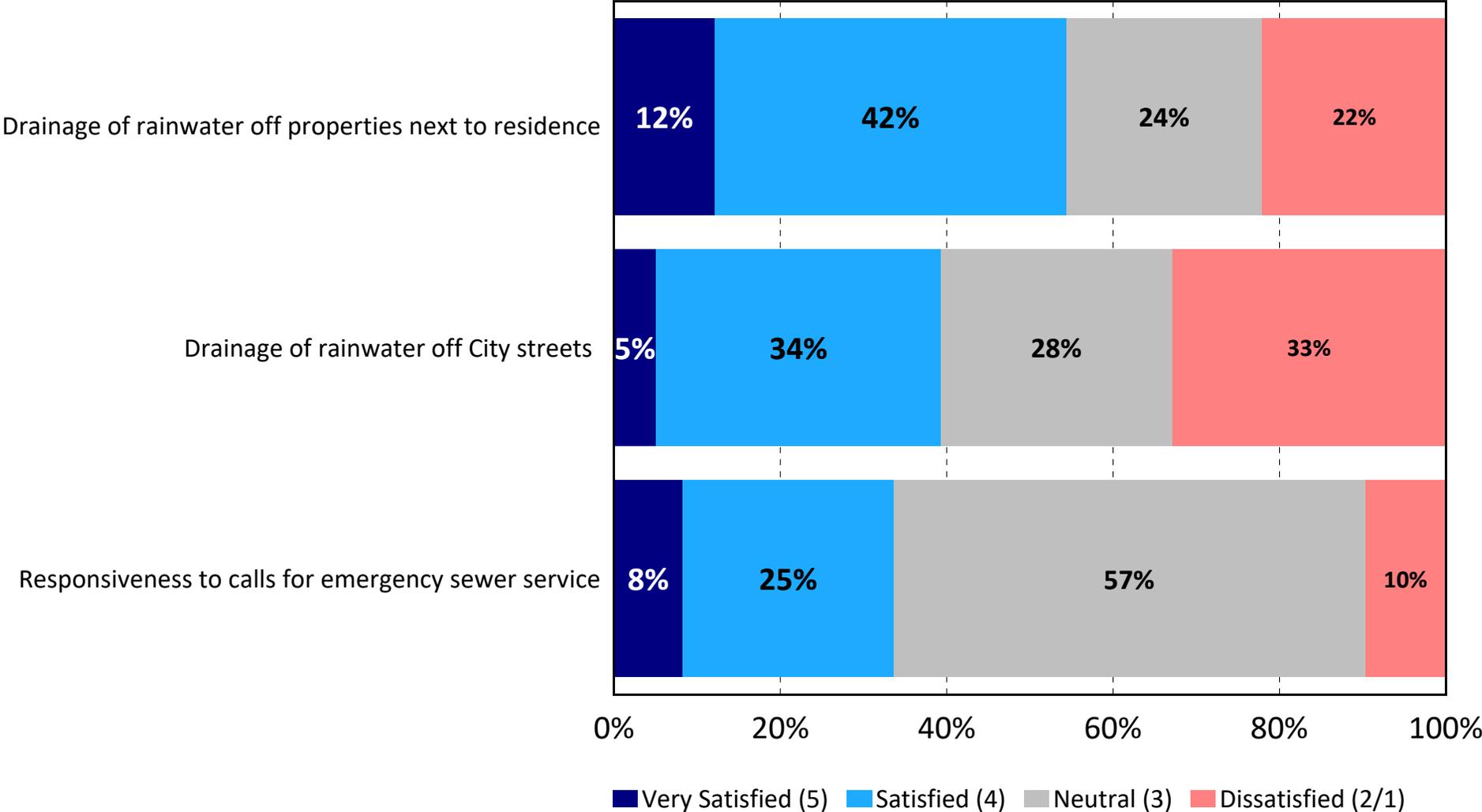
Q12. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

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



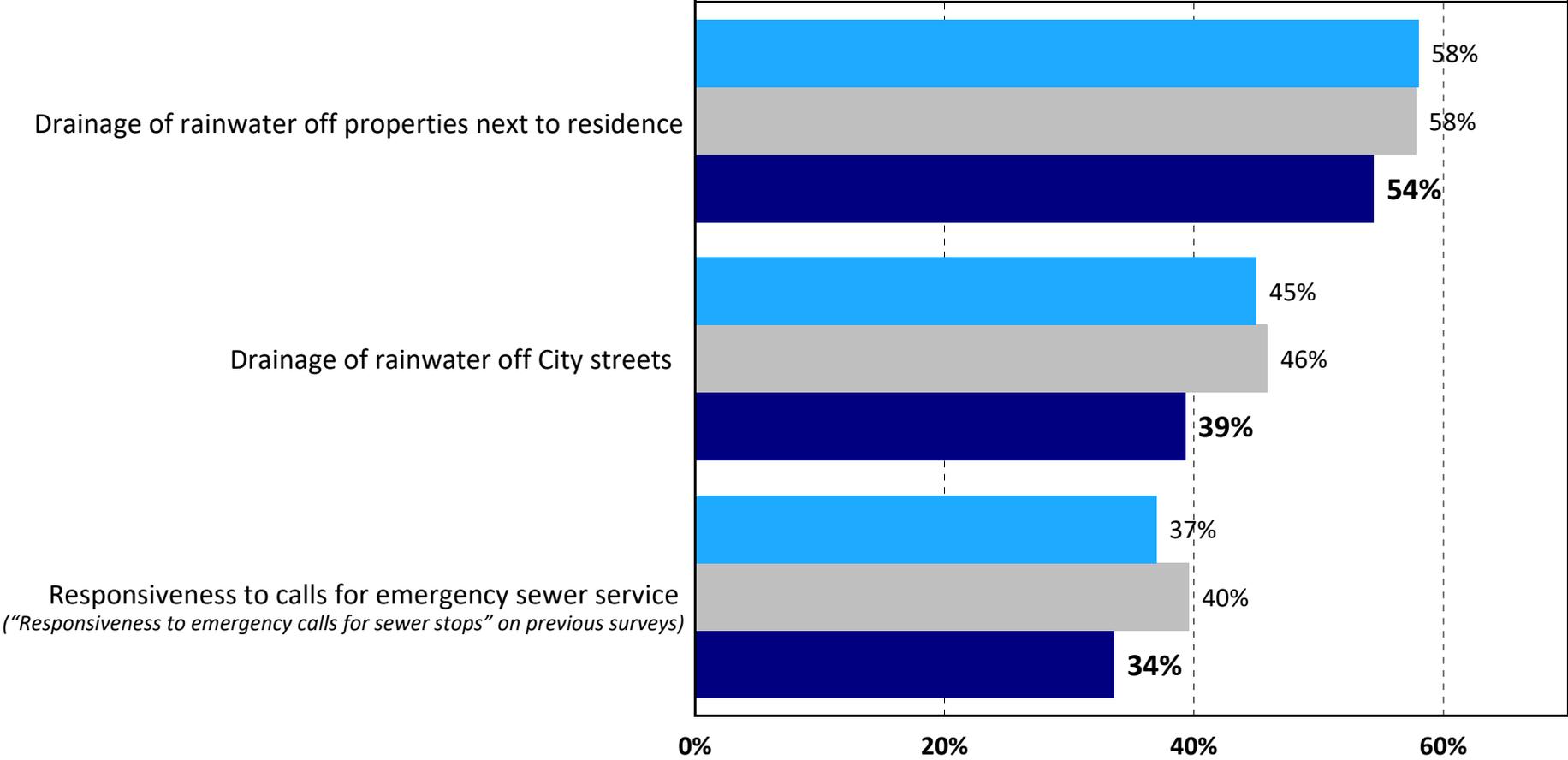
Q14. Satisfaction with Sewer and Stormwater Management

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



Satisfaction with Sewer and Stormwater Management 2010 to 2024

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



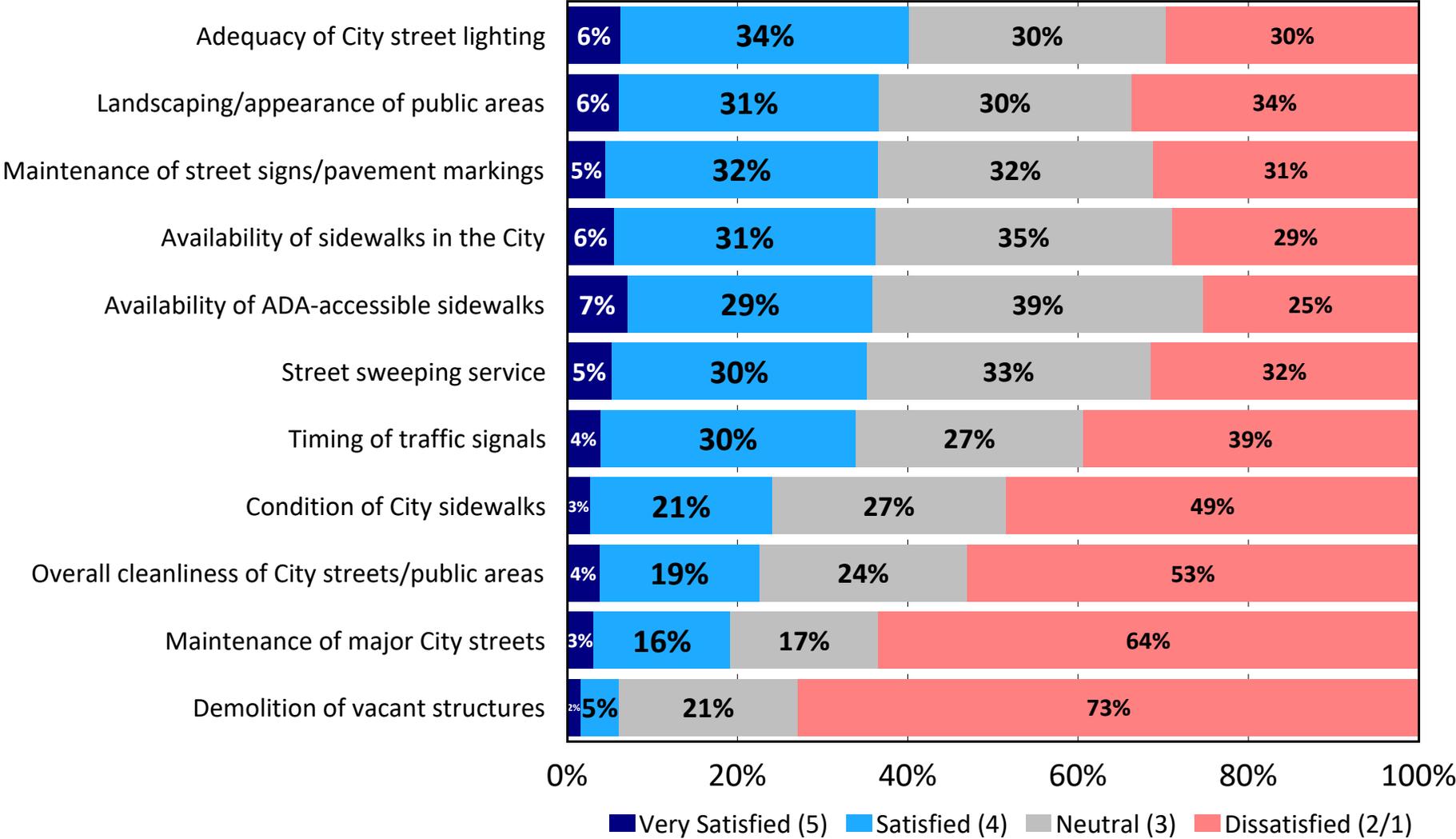
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2010 2022 2024

Trends

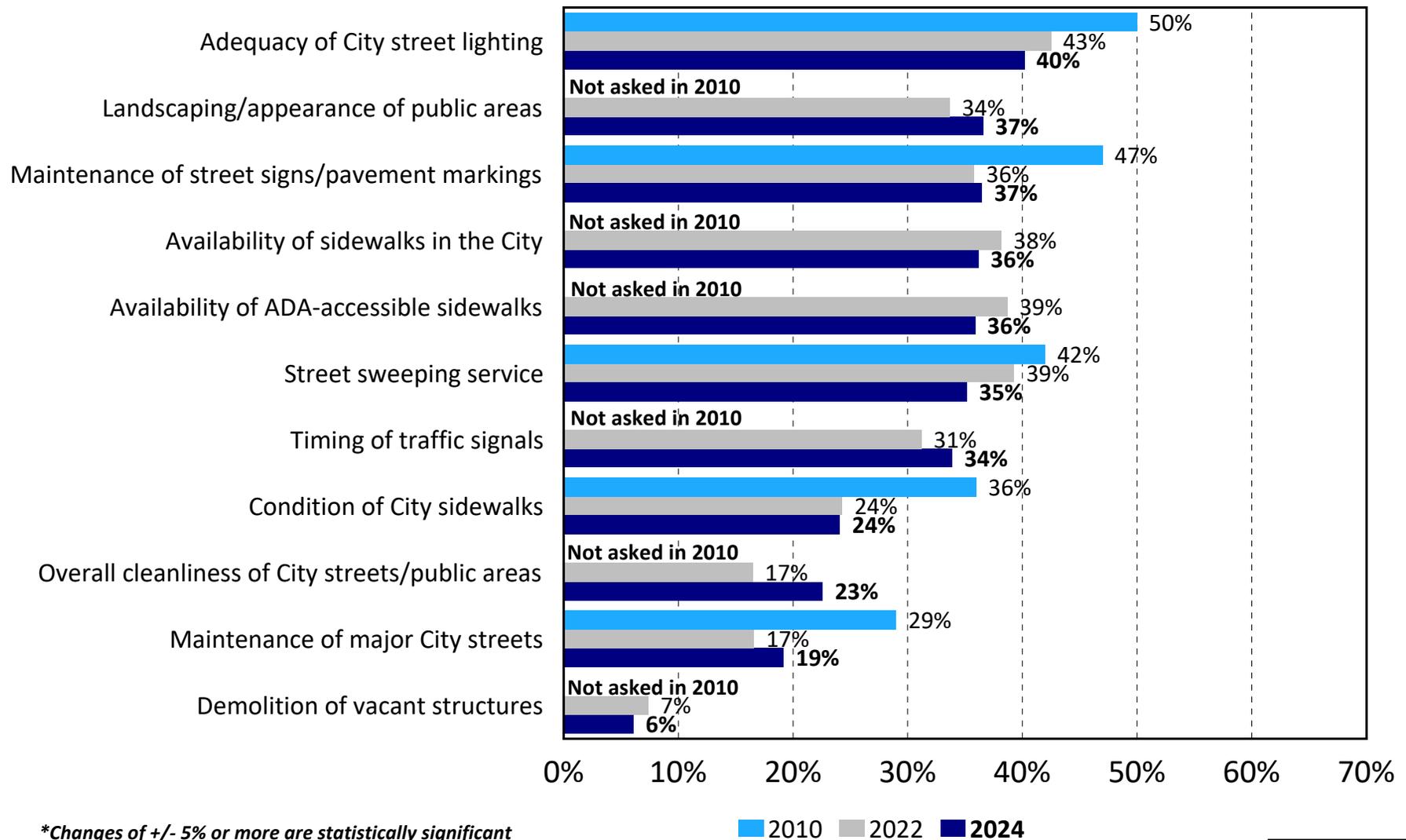
Q14. Satisfaction with Maintenance/Public Works

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



Satisfaction with Maintenance/Public Works 2010 to 2024

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

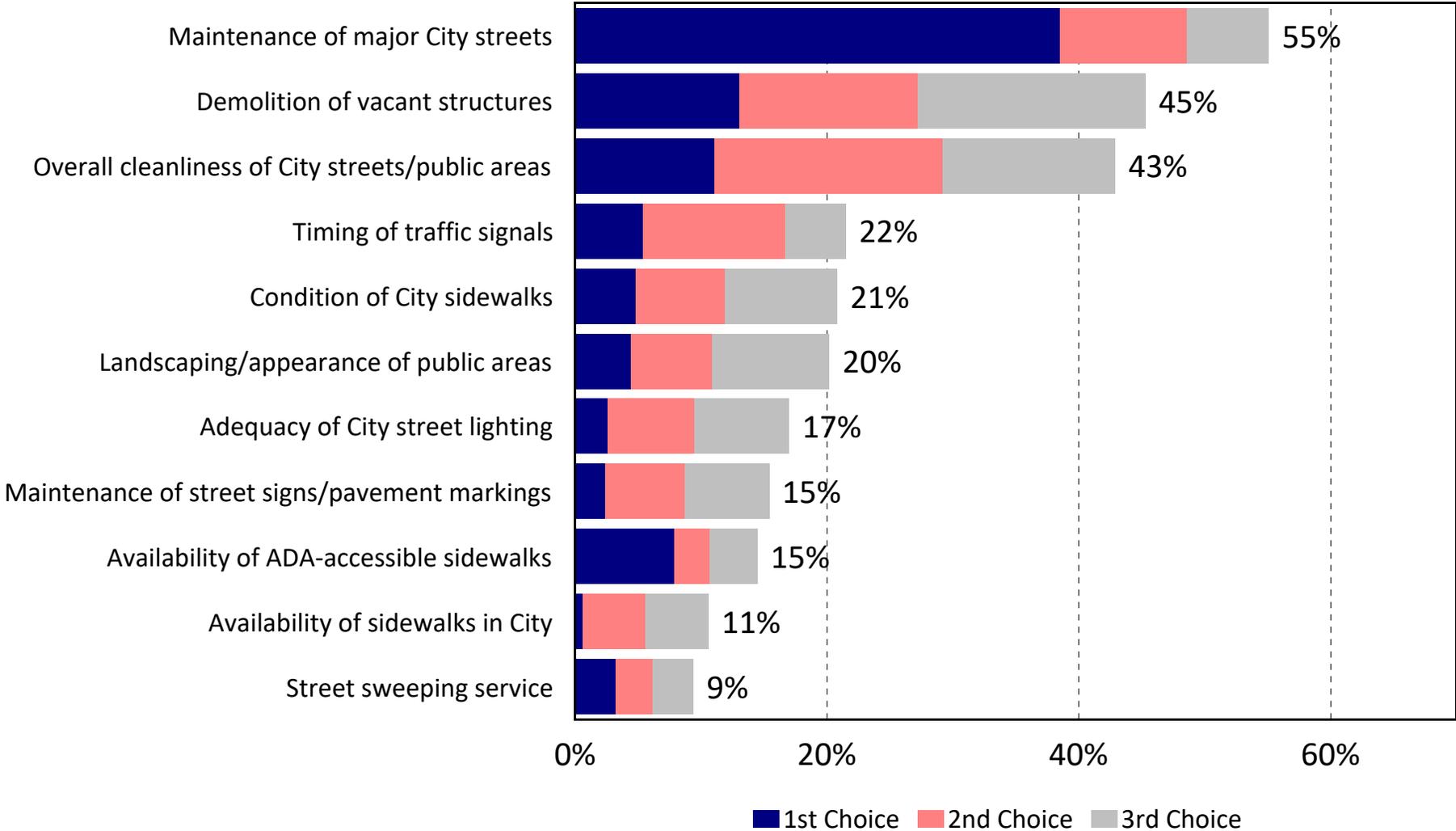


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Trends

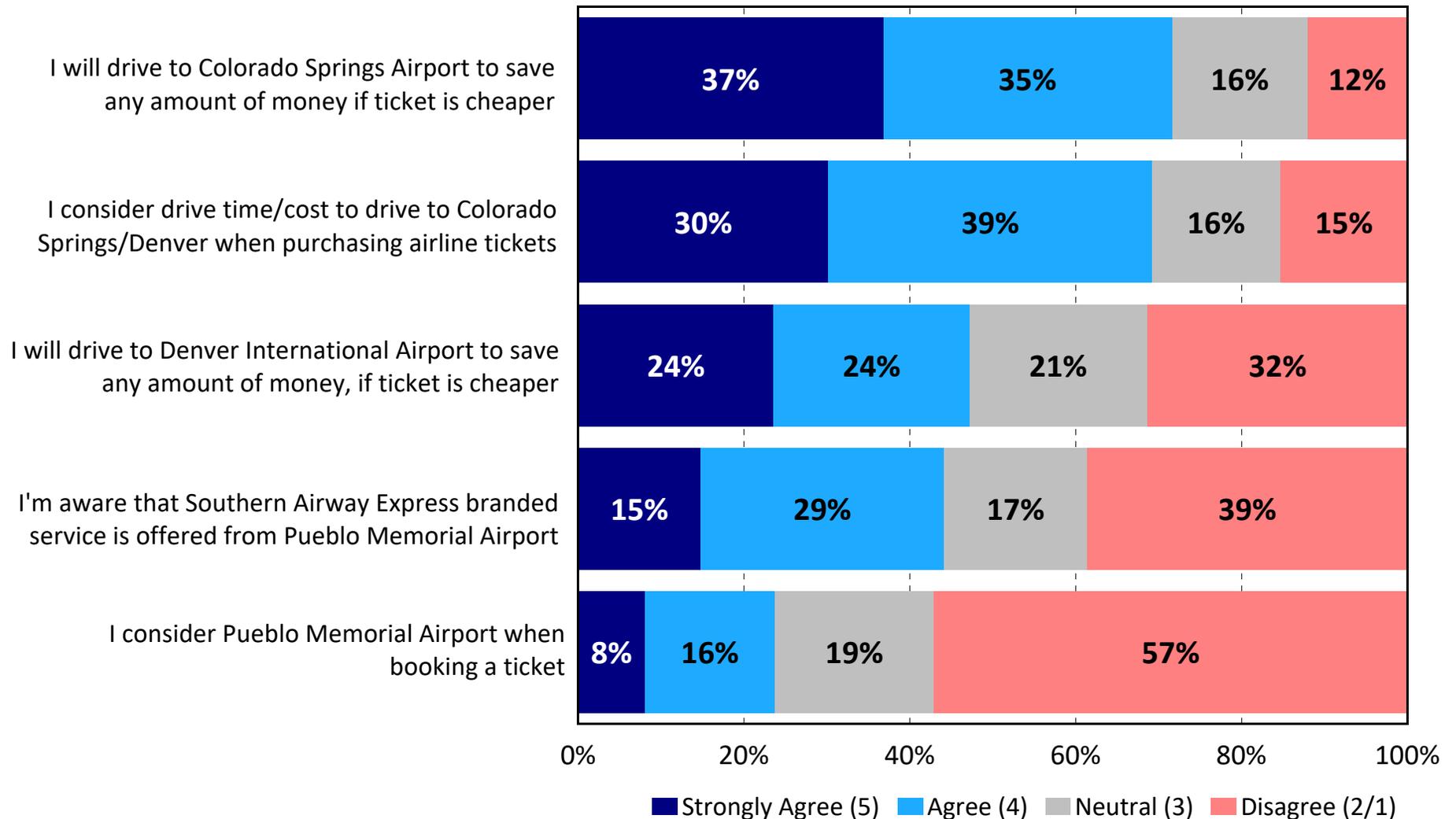
Q15. Maintenance/Public Works Services That Should Receive the Most Emphasis Over the Next Two Years

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



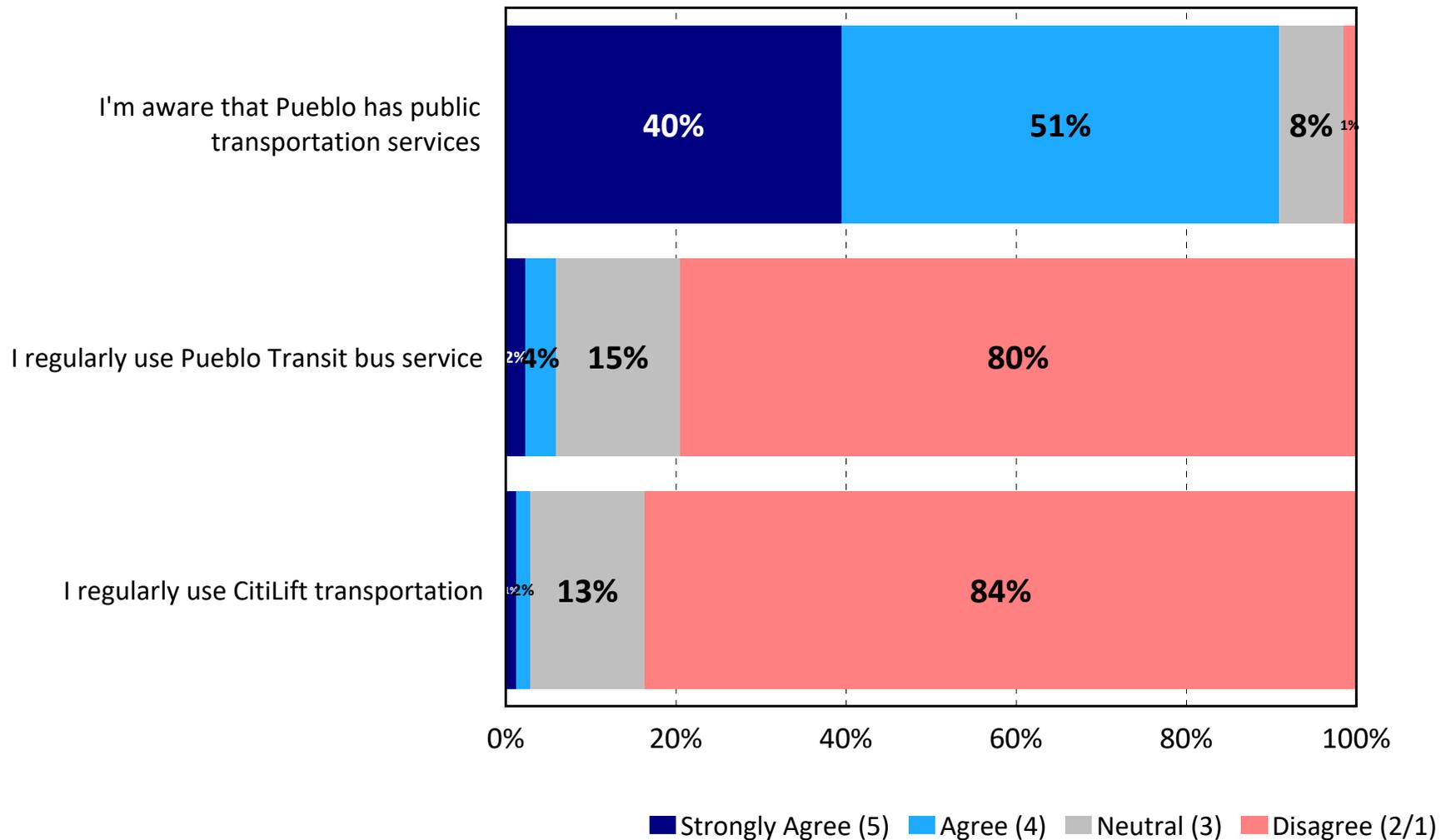
Q16. Agreement With Various Statements Regarding Pueblo Memorial Airport

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



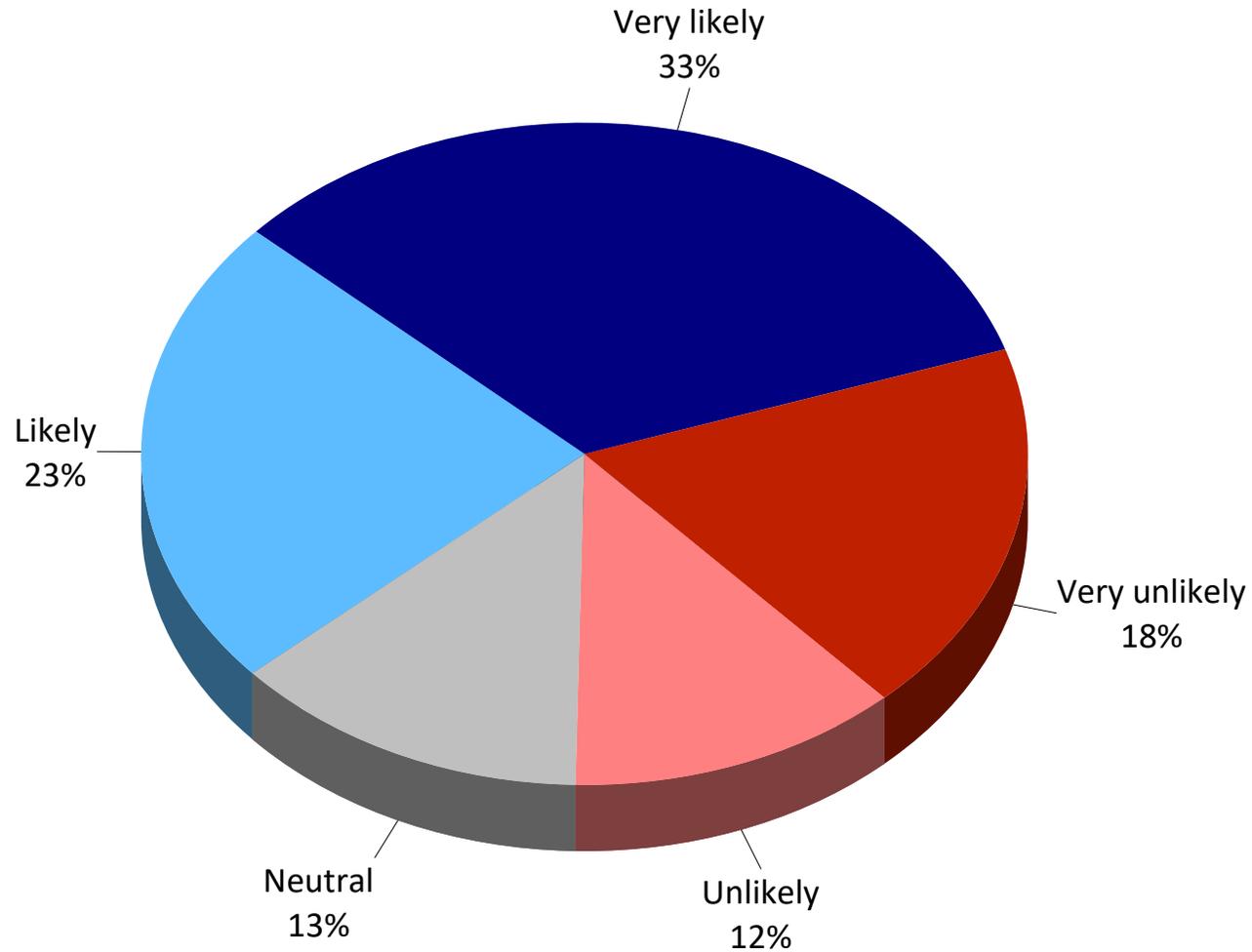
Q17. Agreement With Various Statements Regarding Public Transportation in Pueblo

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



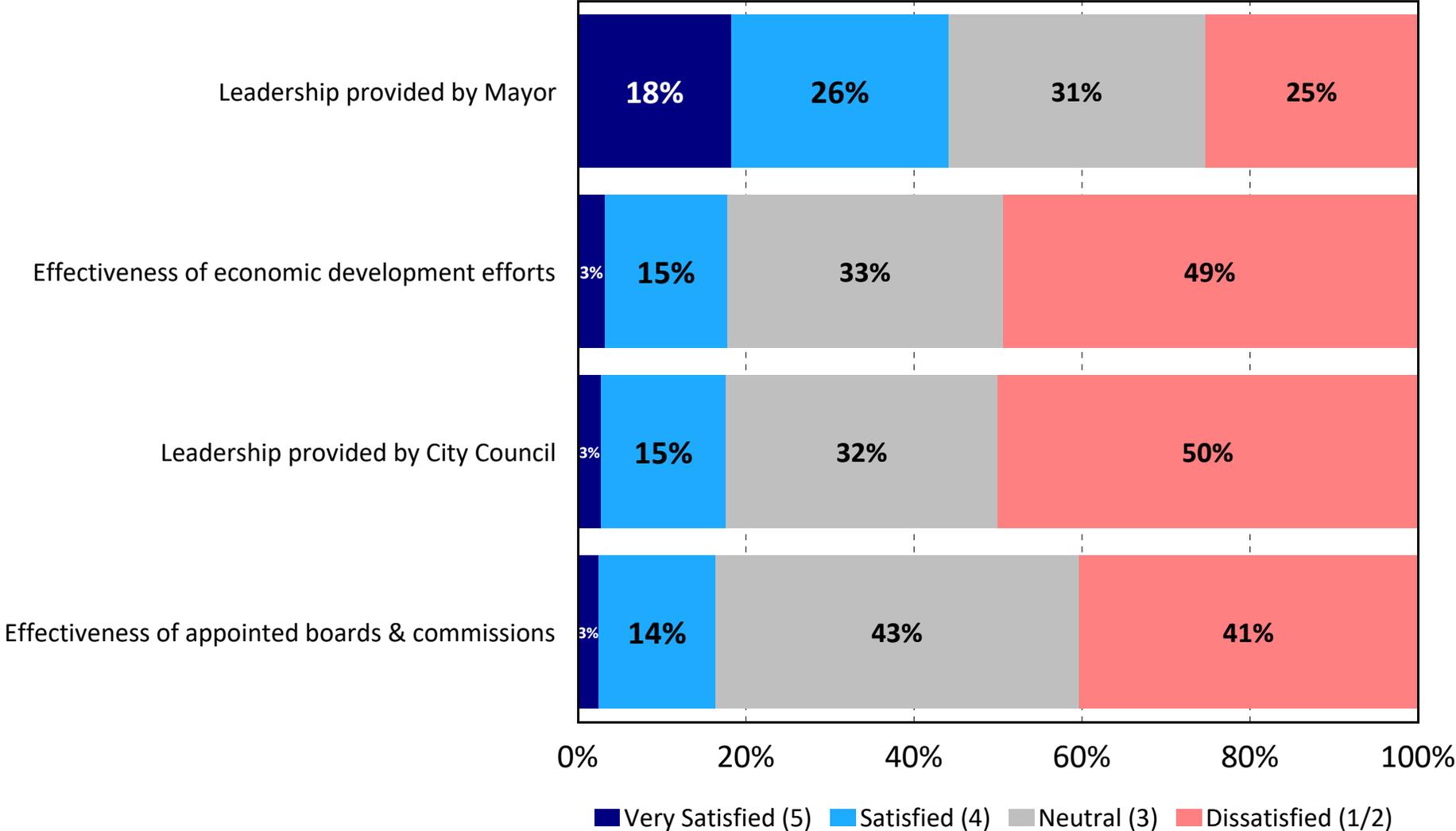
Q18. How likely are you to support sales and/or property tax for front range rail transportation?

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



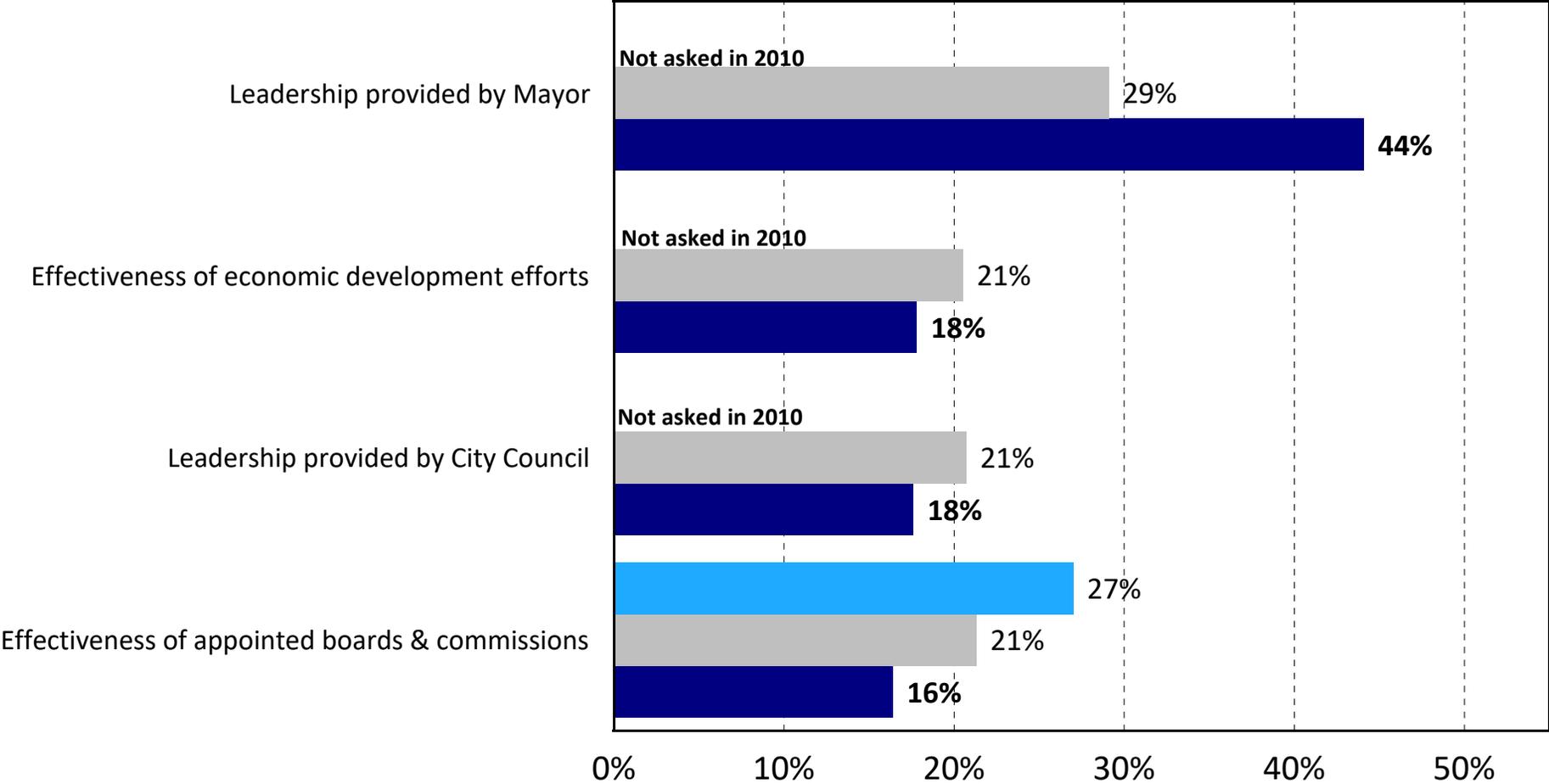
Q19. Satisfaction with City Leadership

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



Satisfaction with City Leadership - 2010 to 2024

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



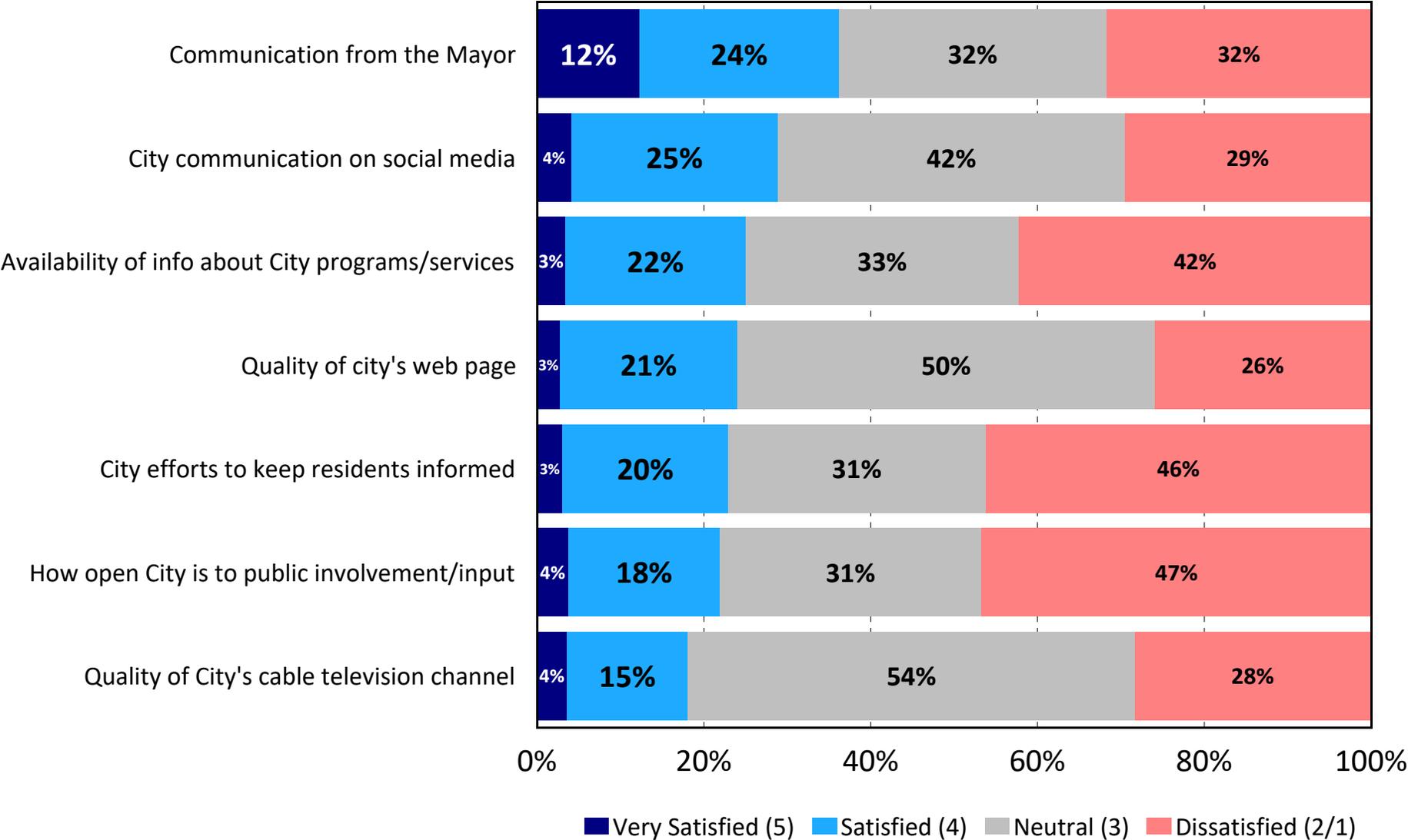
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2010 2022 2024

Trends

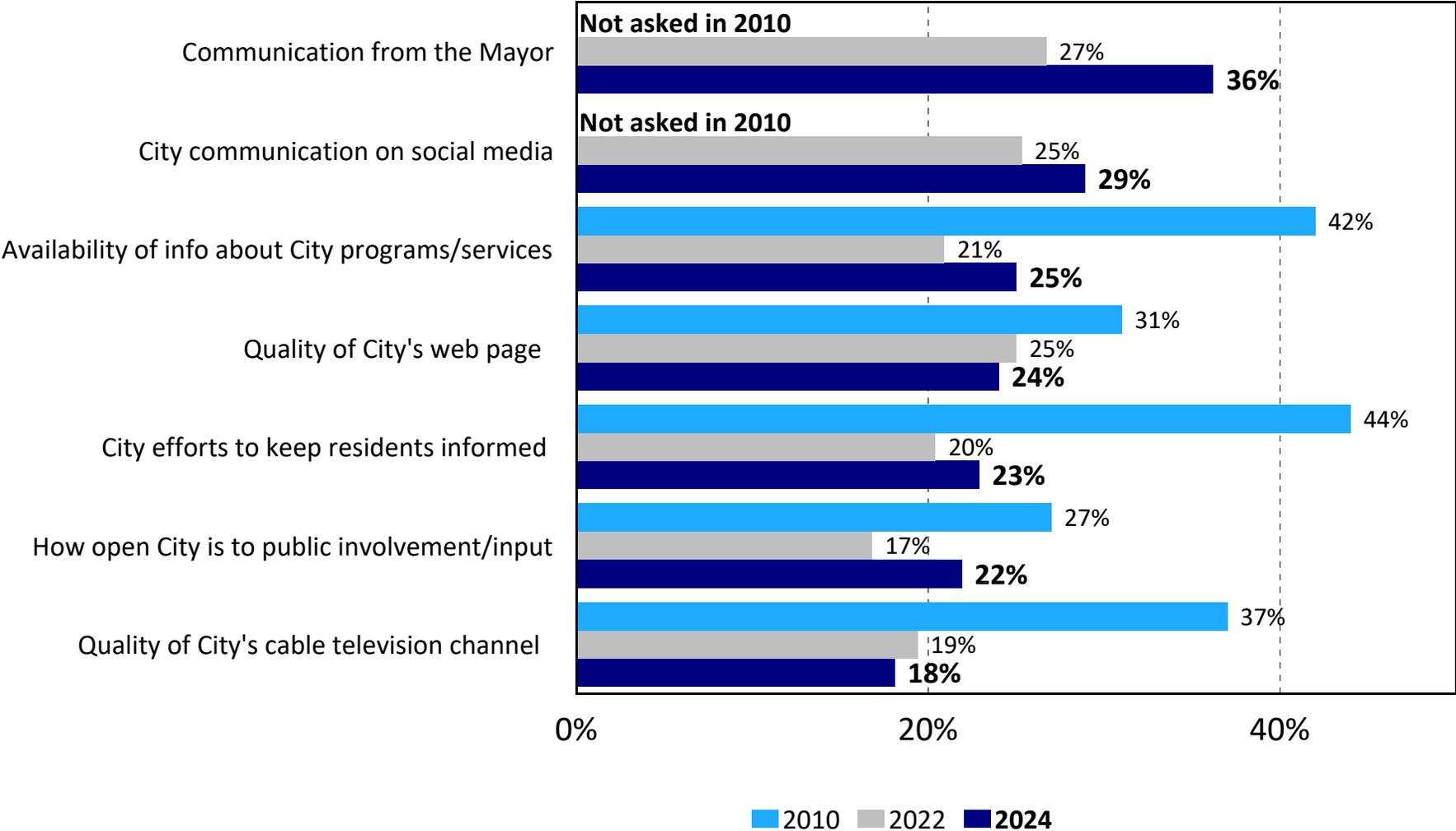
Q20. Satisfaction with City Communication

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



Satisfaction with City Communication - 2010 to 2024

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

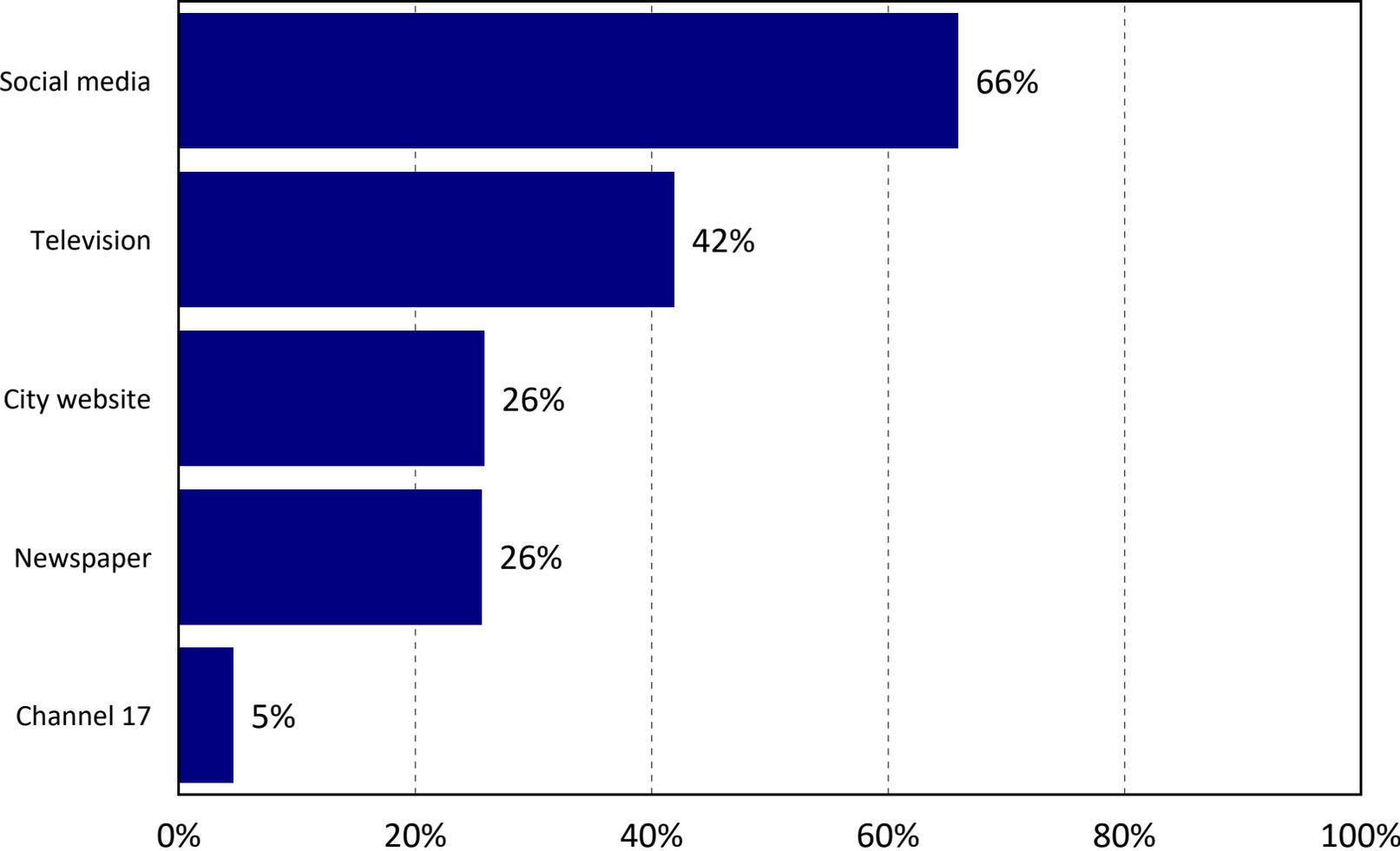


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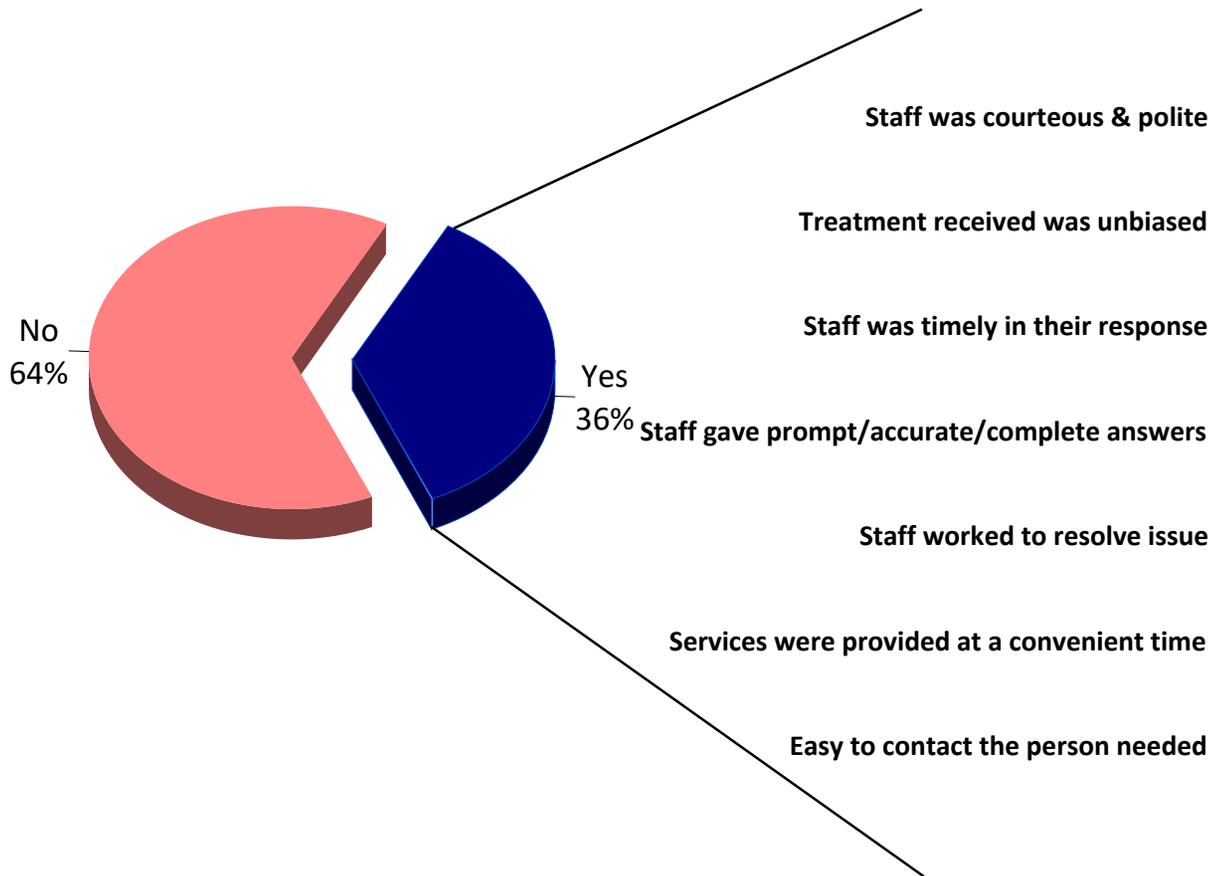
Q21. Where do you receive your information about the City?

by percentage of respondents (multiple selections could be made)

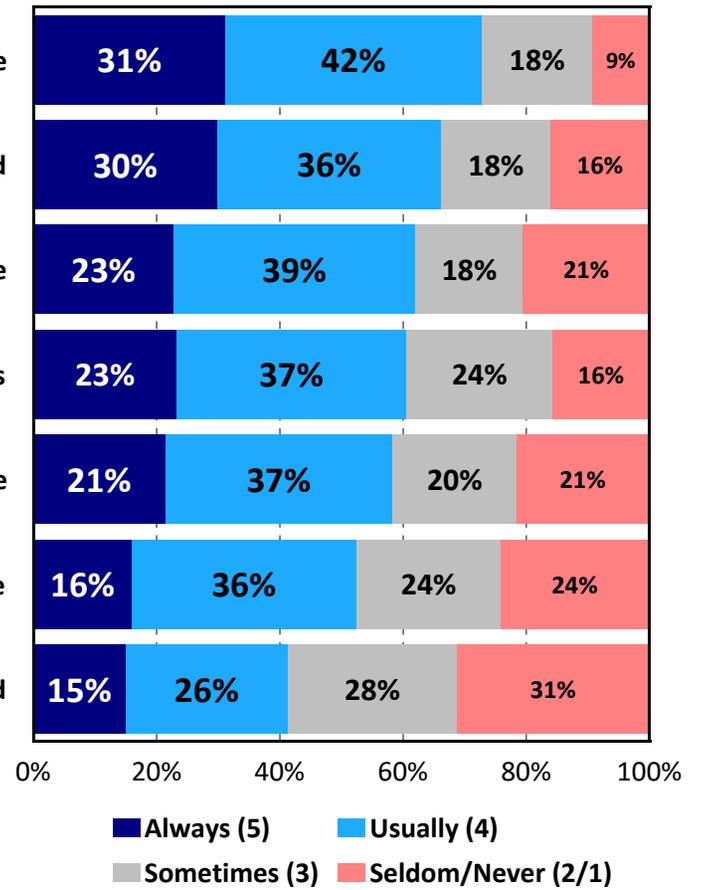


Q22. Have you contacted the city during the past year?

by percentage of respondents

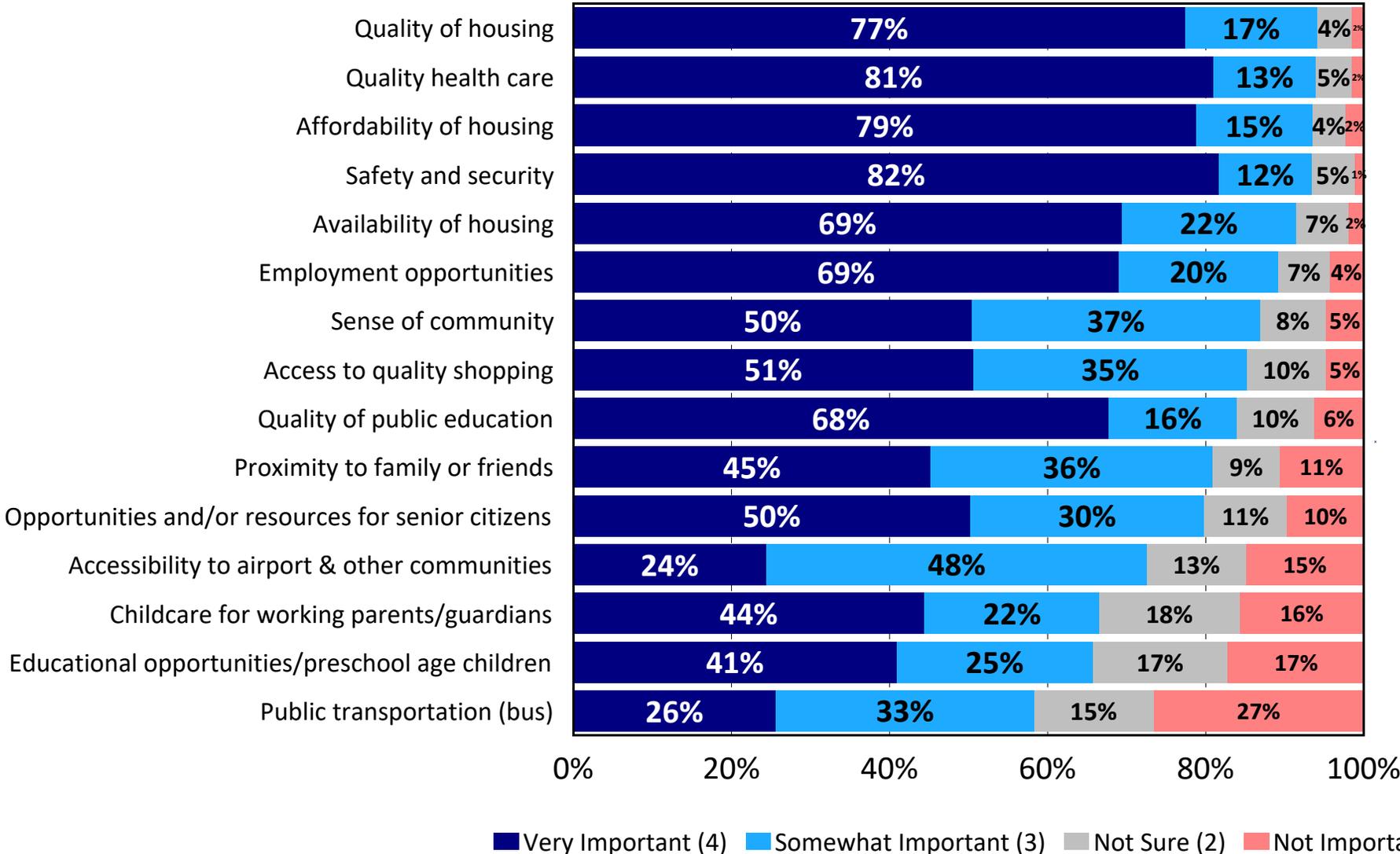


Q22a. If YES, rate your satisfaction with city employees on the following behaviors (excluding "don't know")



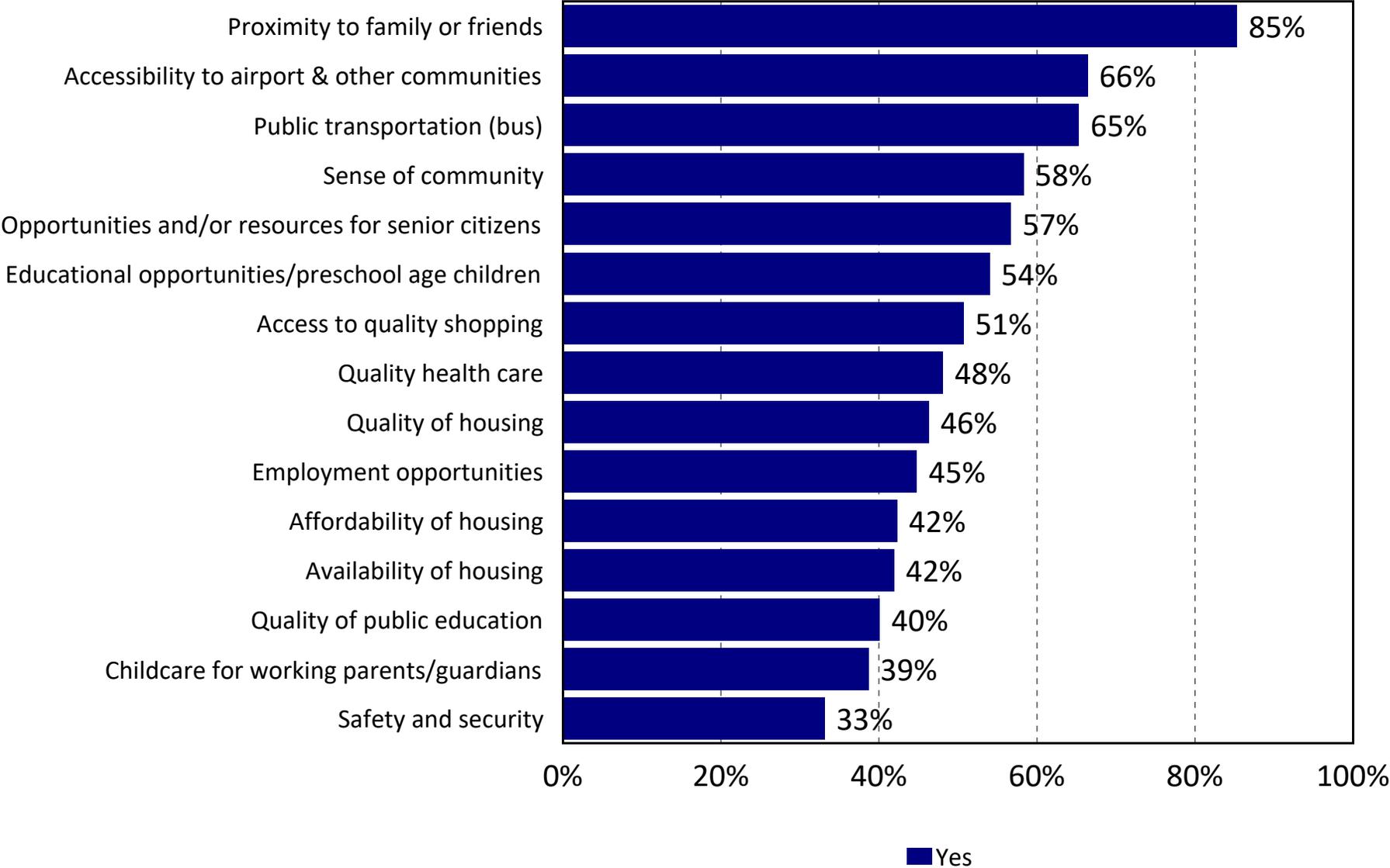
Q23. How important was each reason in your decision to live in Pueblo?

by percentage of respondents

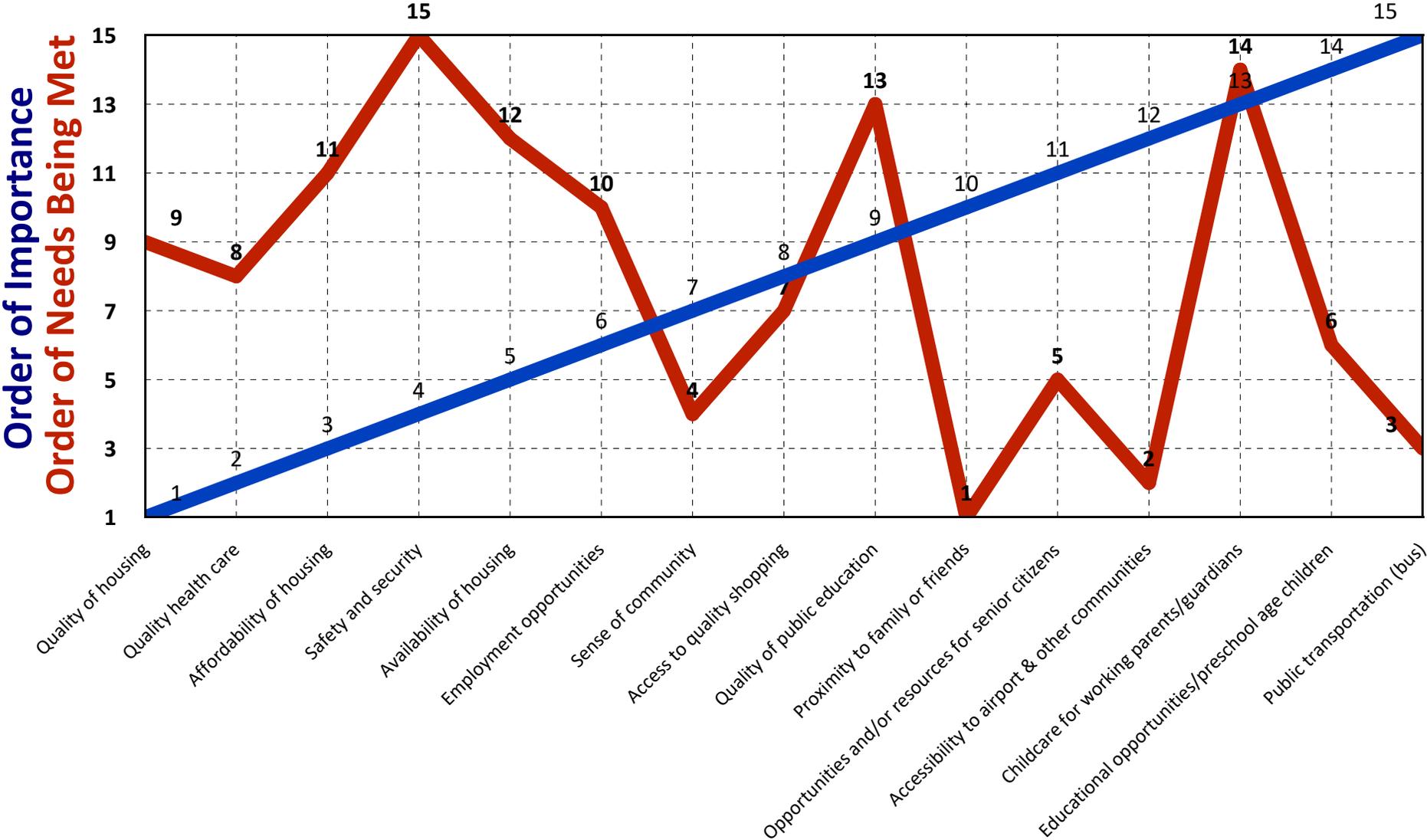


Q23a. Are your needs being met in Pueblo?

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



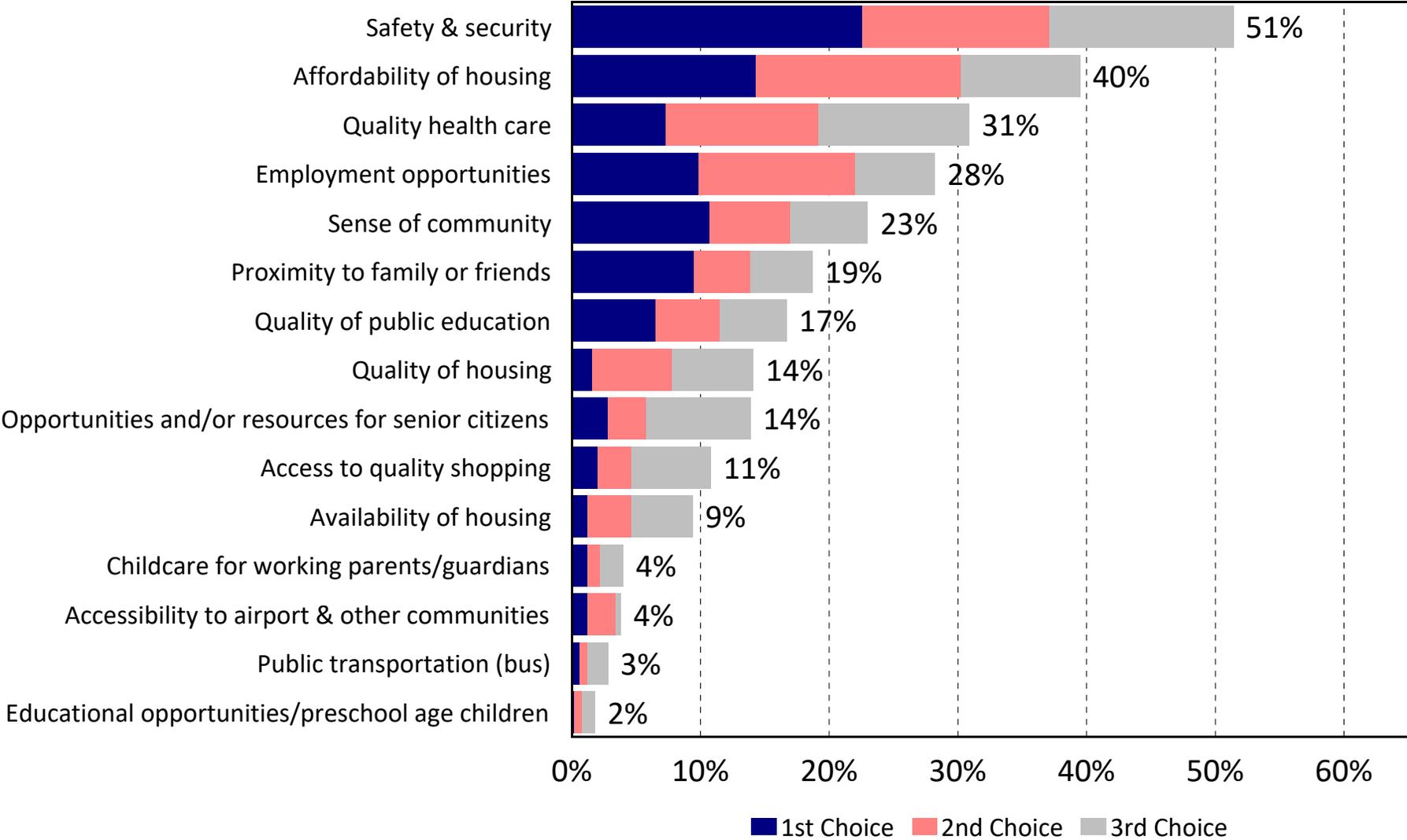
The Importance of Various Reasons for Choosing to Live in Pueblo vs. Needs Being Met



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

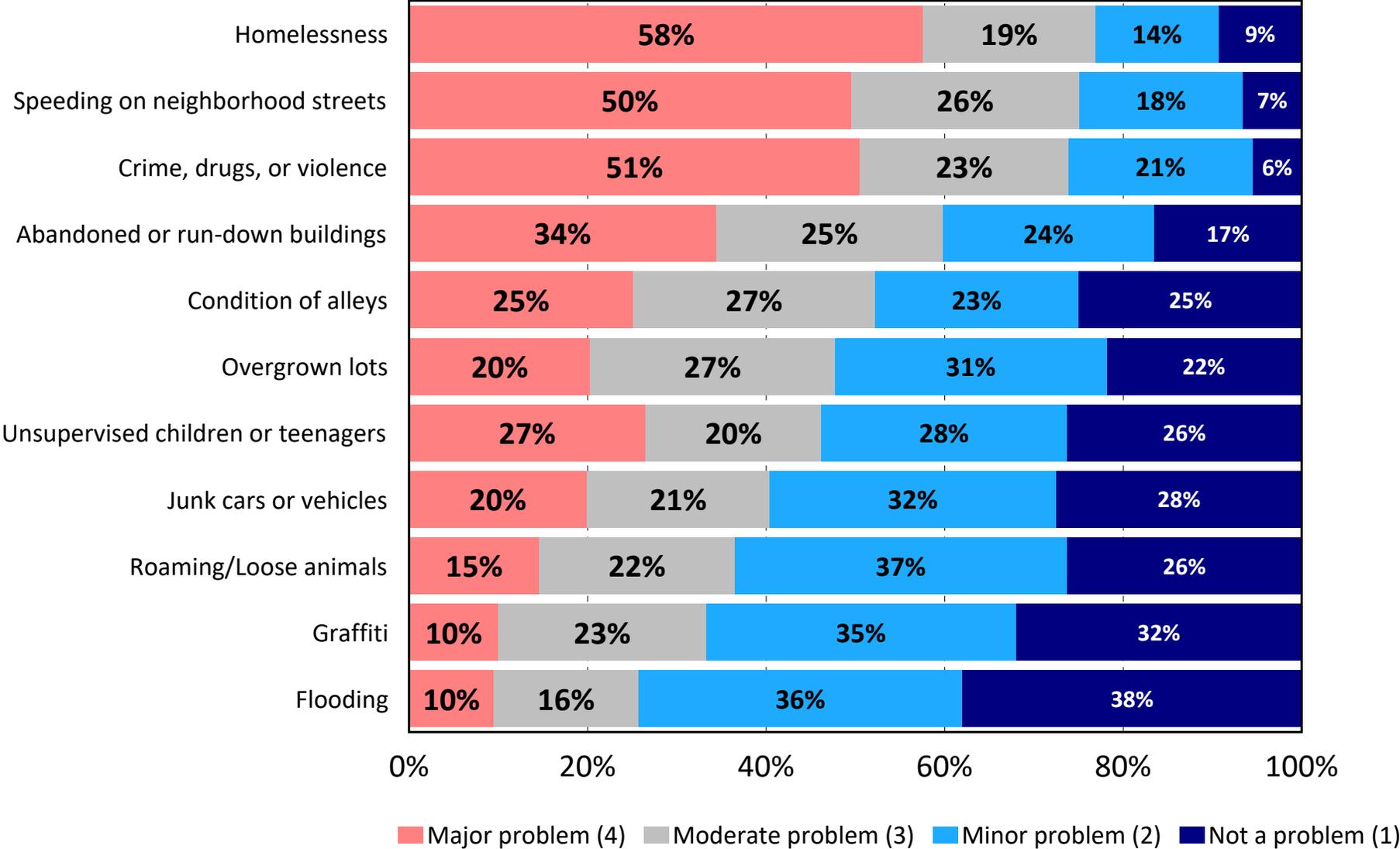
Q24. Reasons That Will Have the Most Impact on Decision to Stay in Pueblo for the Next 10 Years

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



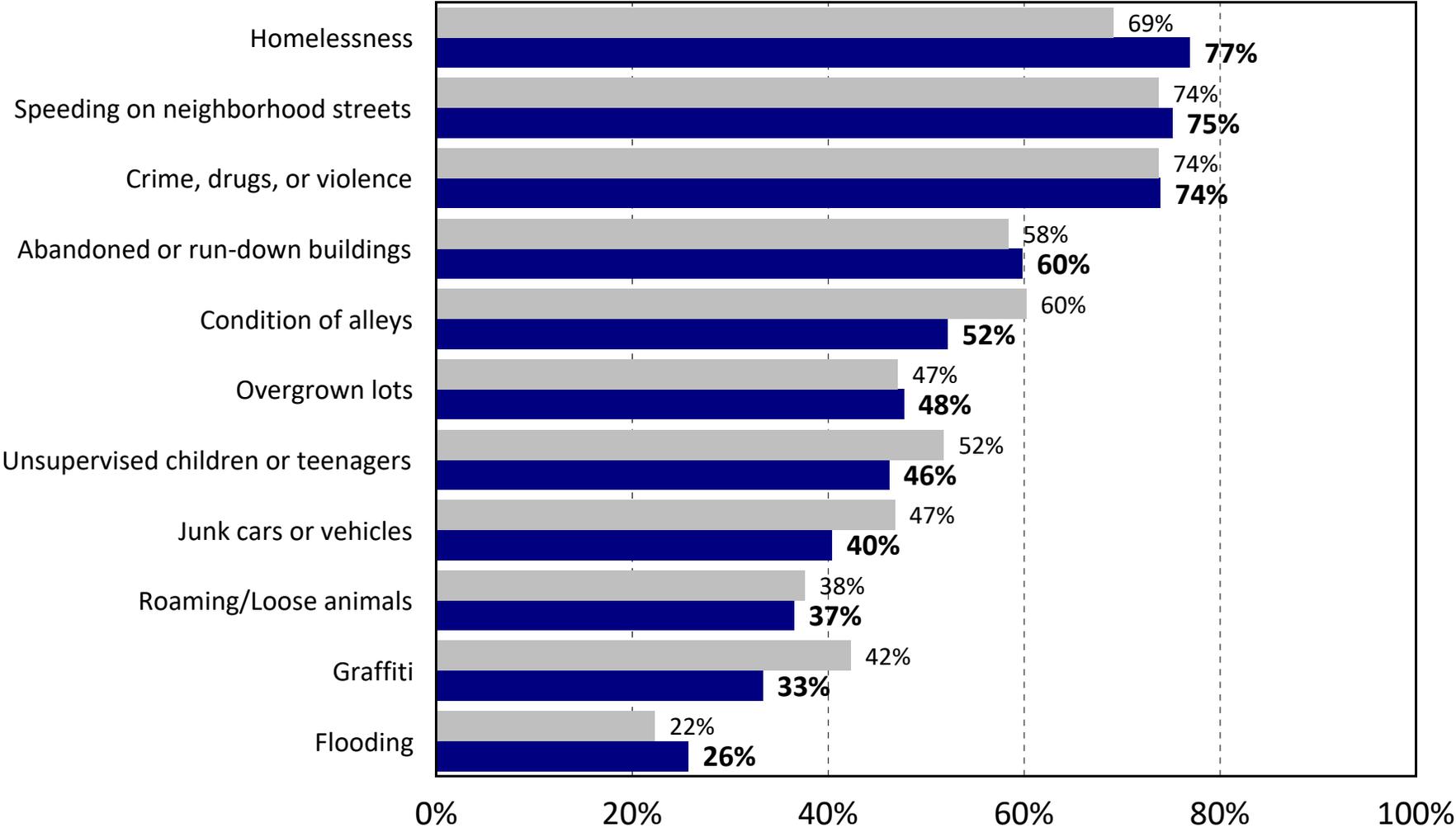
Q25. Neighborhood Concerns

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



Neighborhood Concerns - 2022 vs. 2024

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



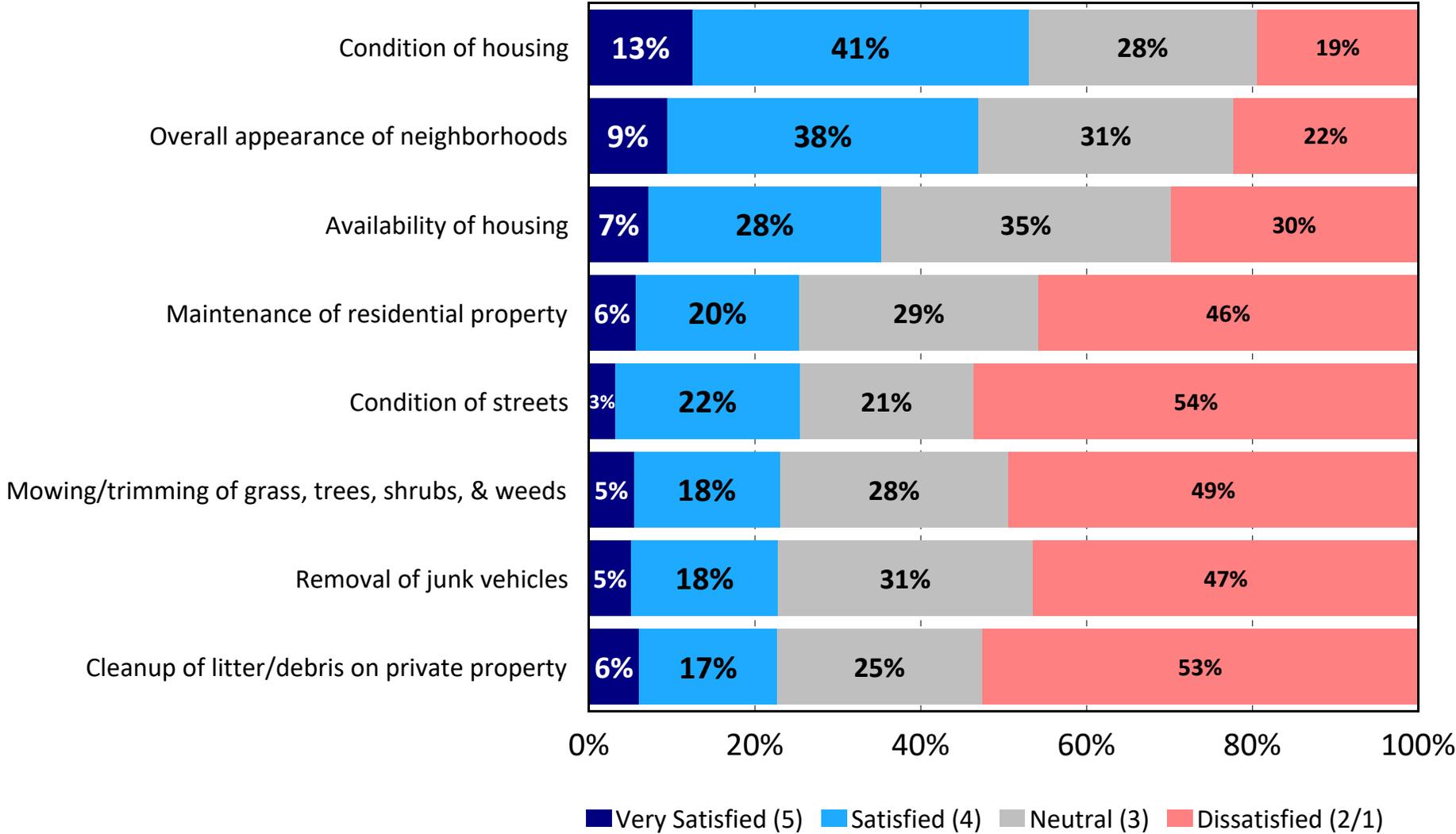
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2022 2024

Trends

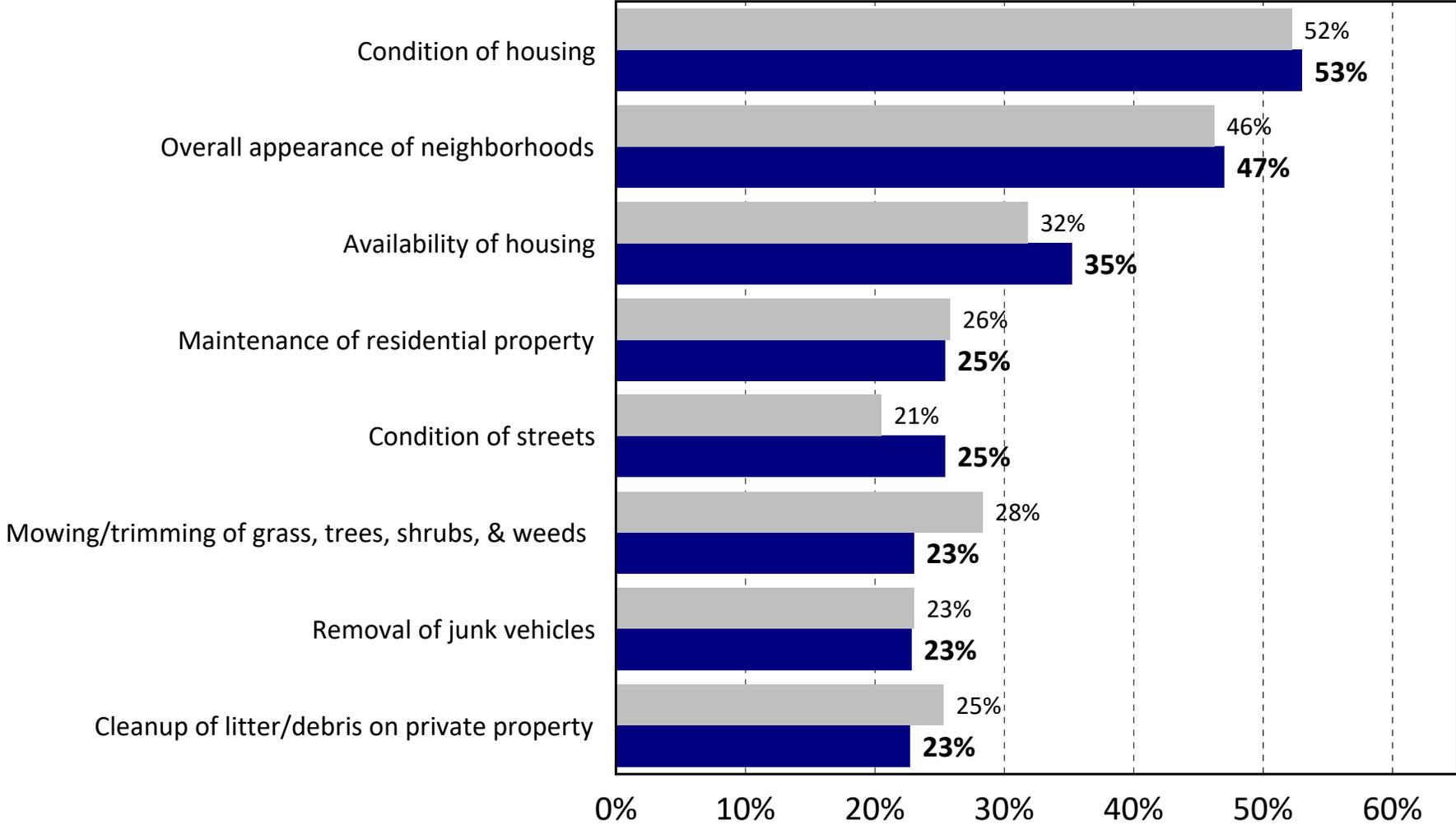
Q26. Satisfaction with Neighborhoods

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



Satisfaction with Neighborhoods - 2022 vs. 2024

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



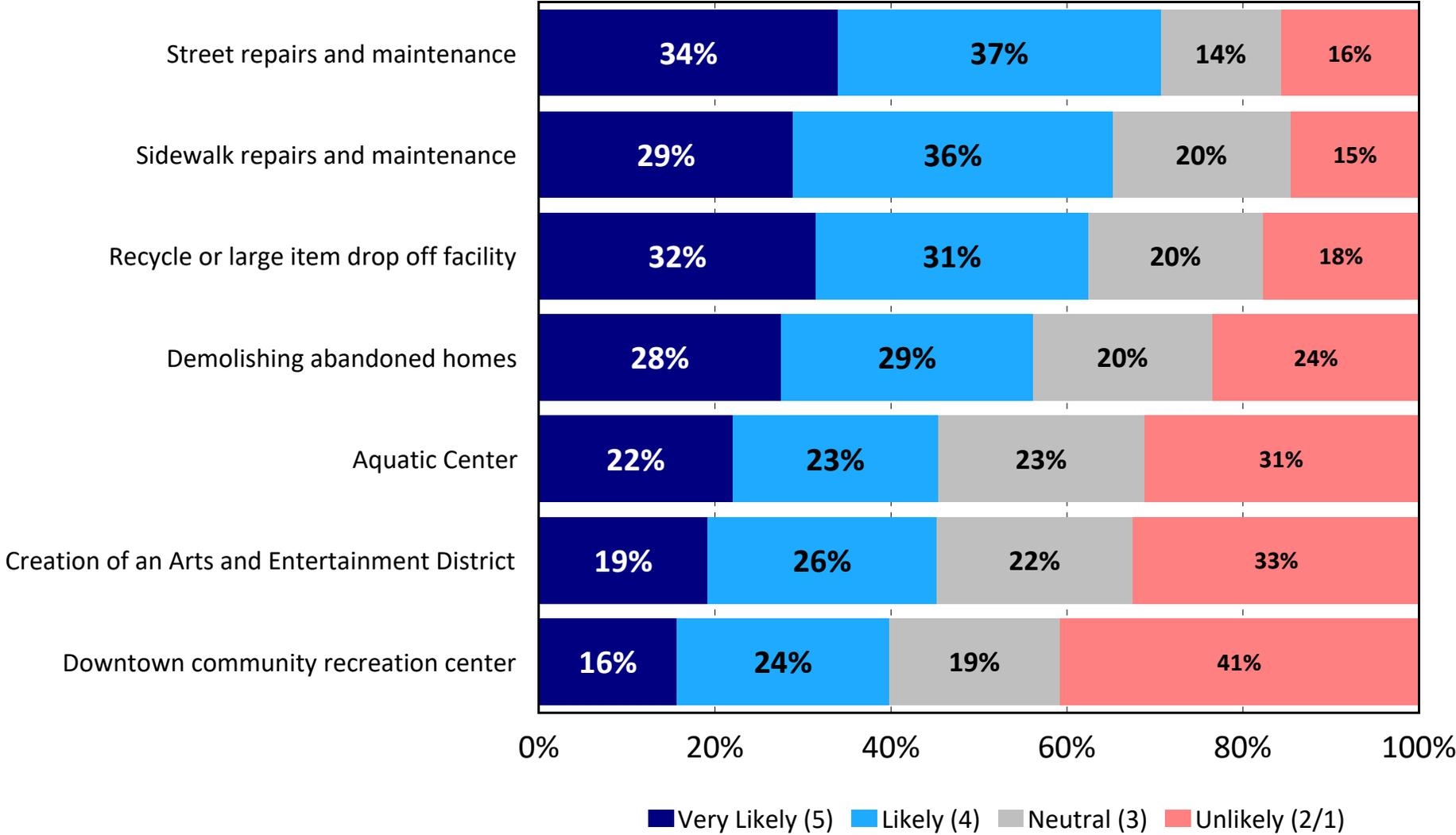
**Changes of +/- 5% or more are statistically significant*

■ 2022 ■ 2024

Trends

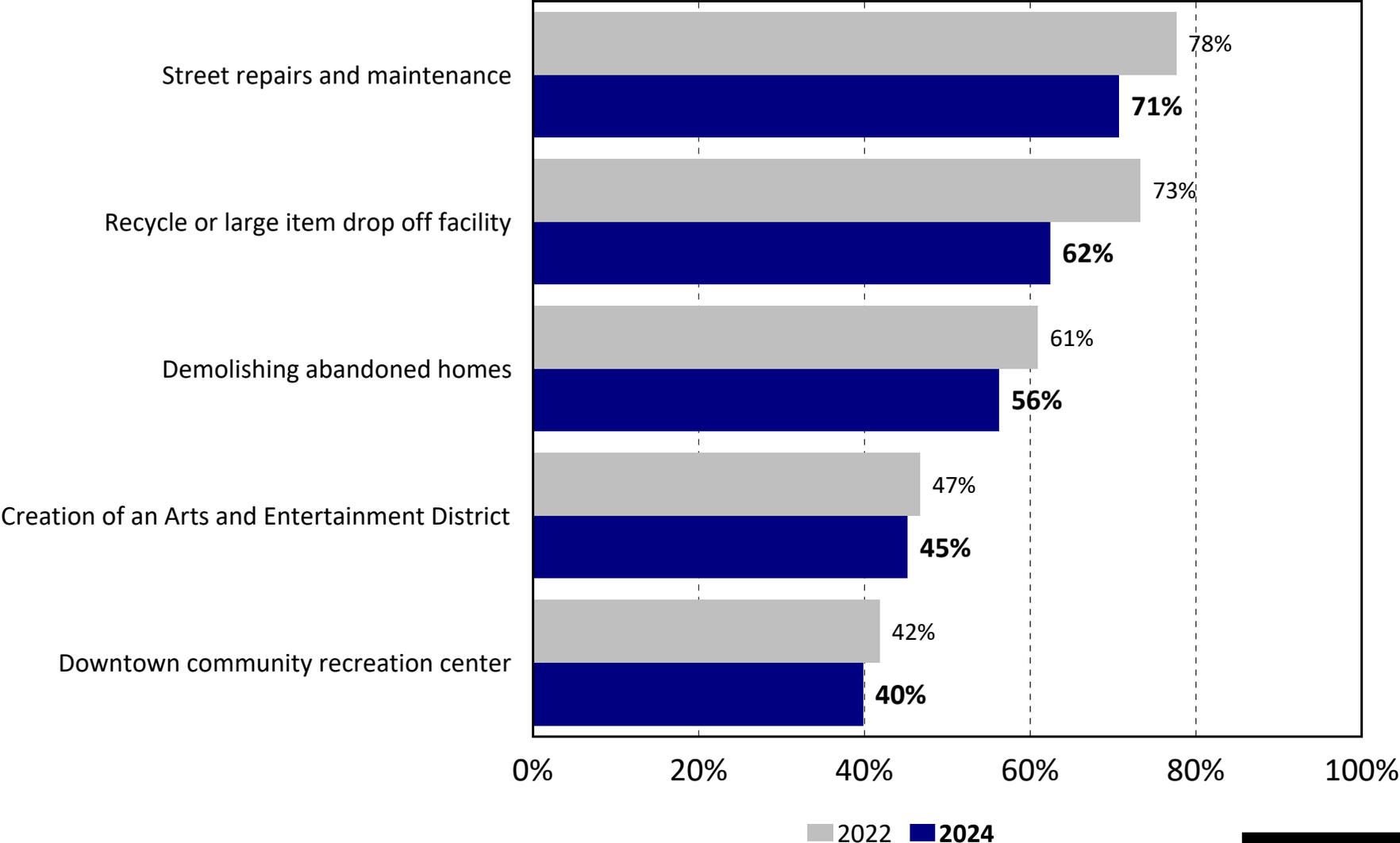
Q27. Willingness to Support a Sales Tax Increase to Address the Following:

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



Willingness to Support a Sales Tax Increase to Address the Following - 2022 vs. 2024

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

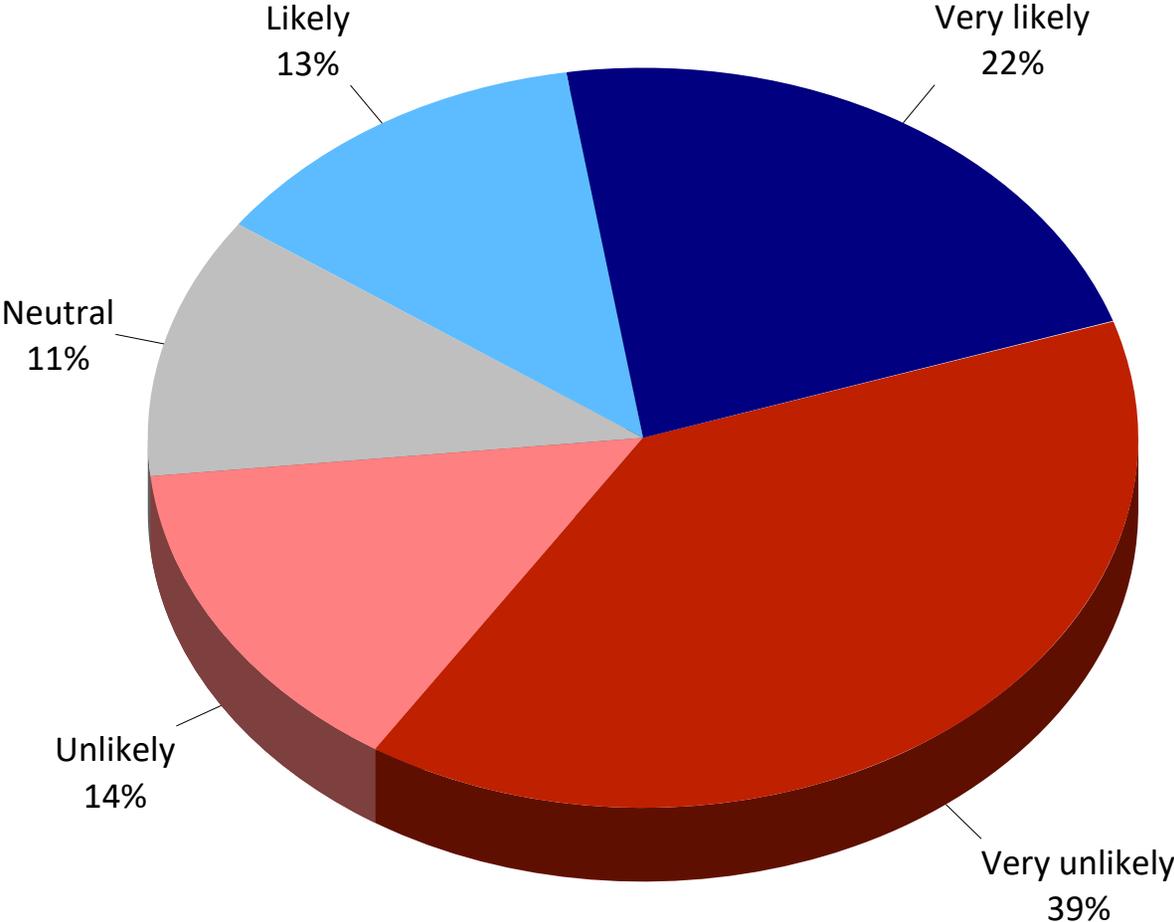


**Changes of +/- 5% or more are statistically significant*

Trends

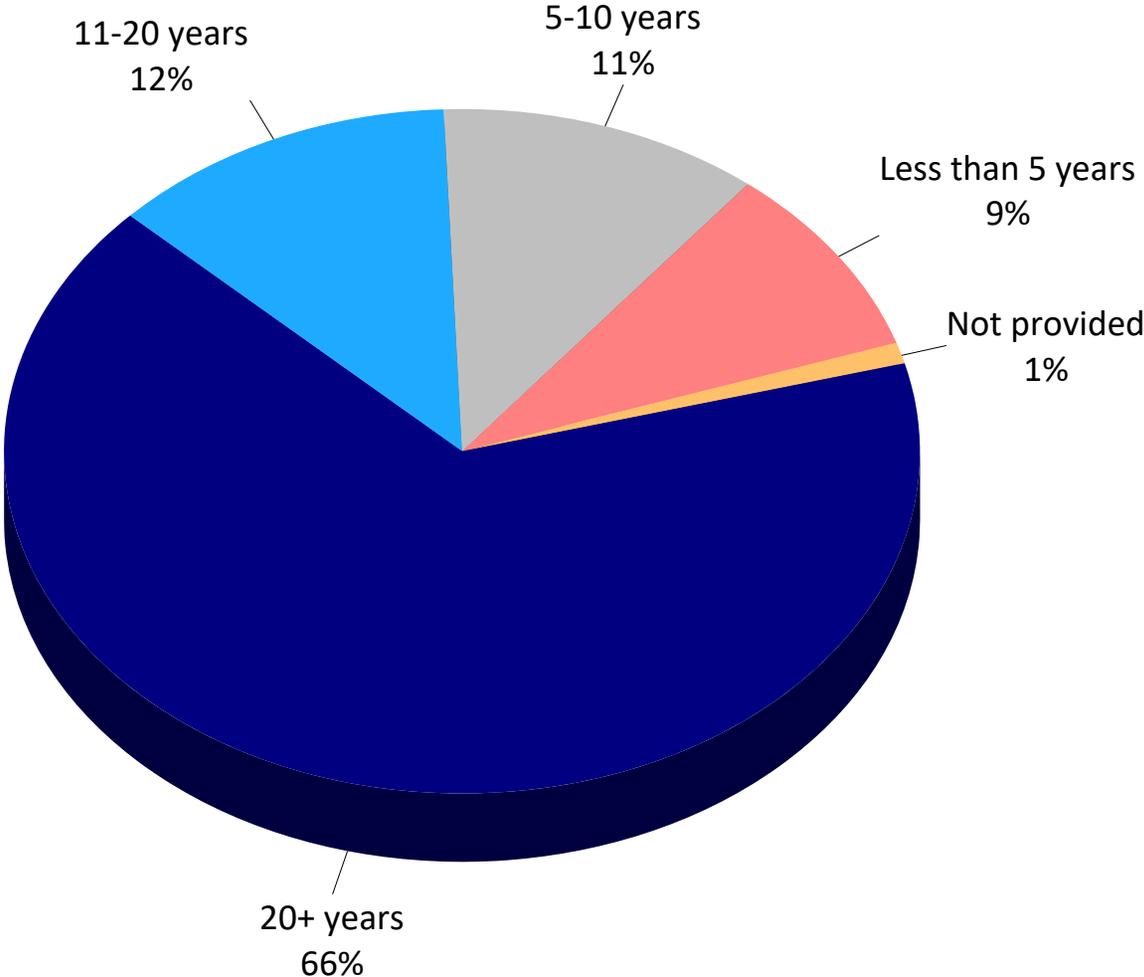
Q28. How likely are you to support the construction and operation of a nuclear power plant in Pueblo City limits?

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



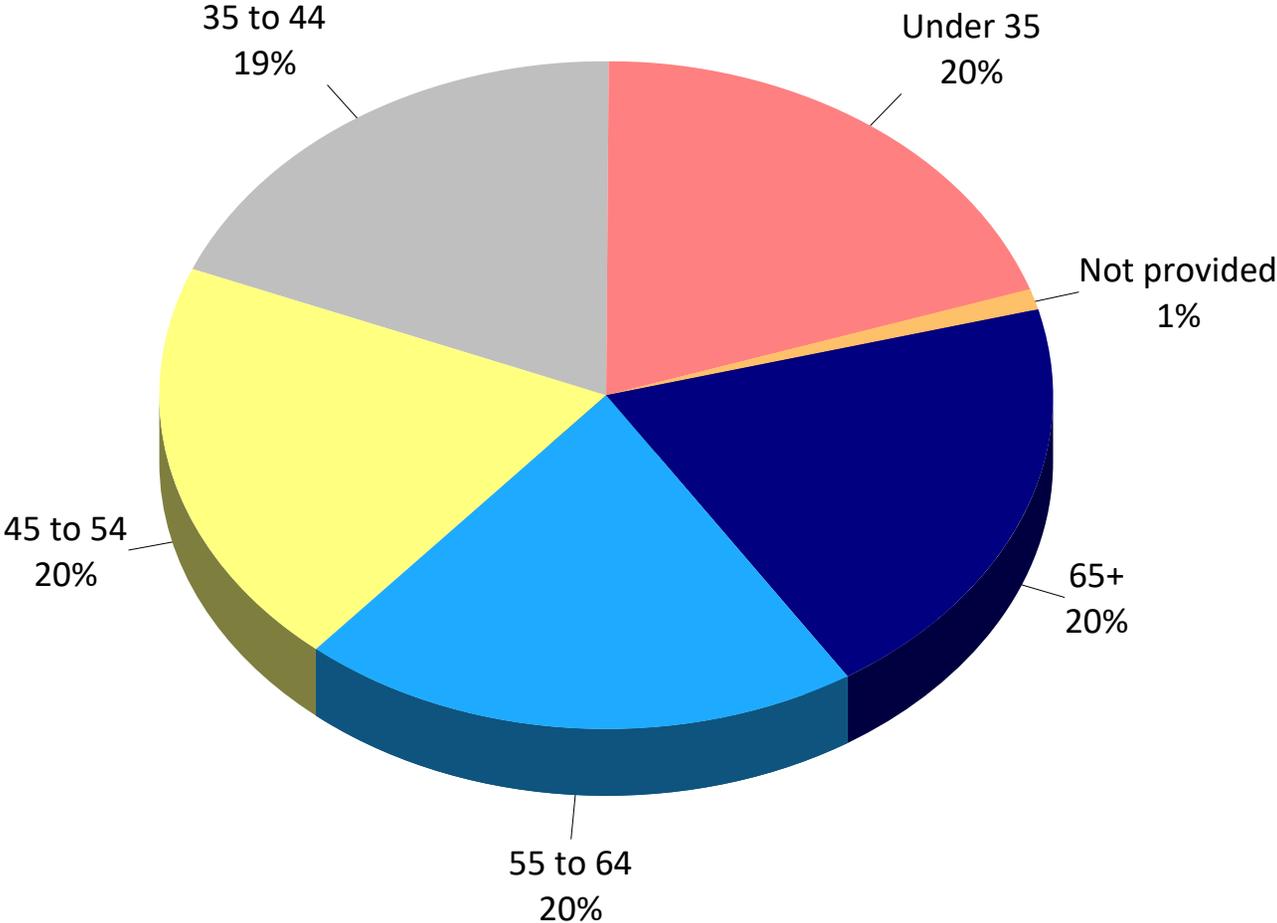
Q29. Approximately how many years have you lived in the City of Pueblo?

by percentage of respondents



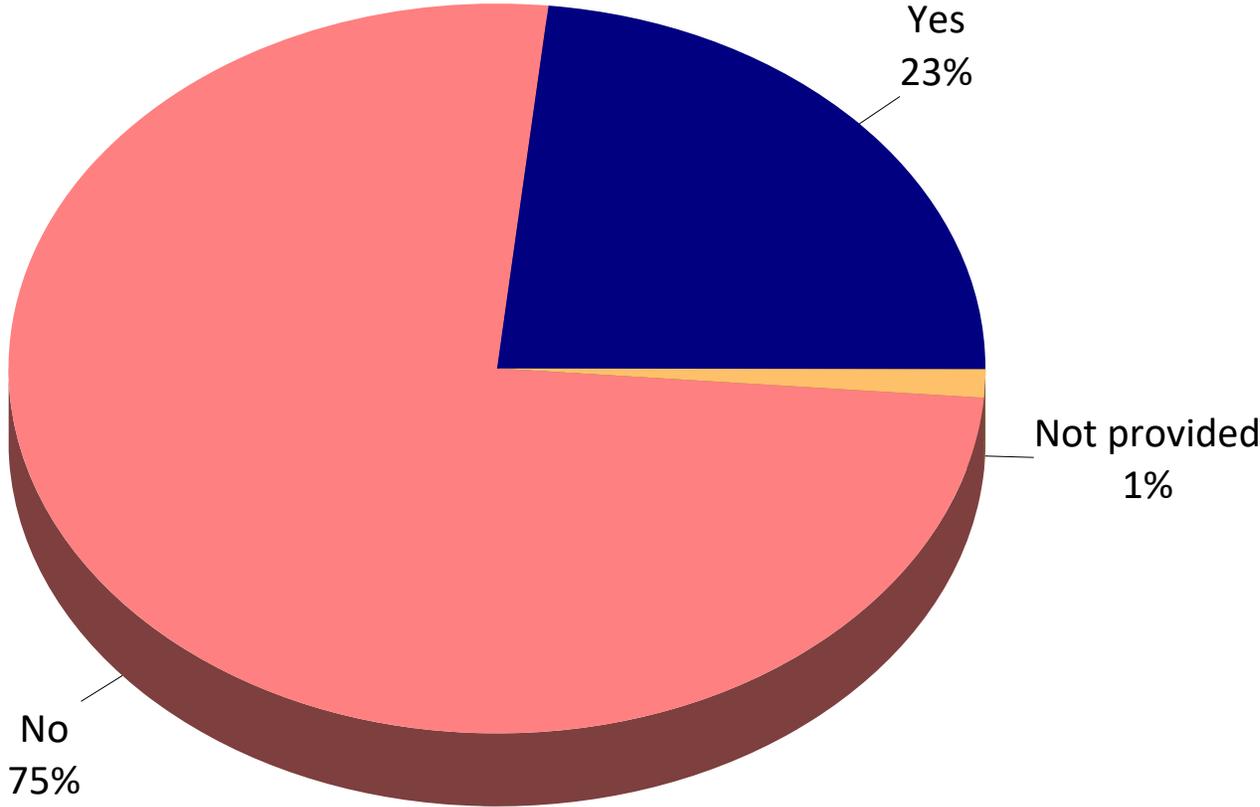
Q30. What is your age?

by percentage of respondents



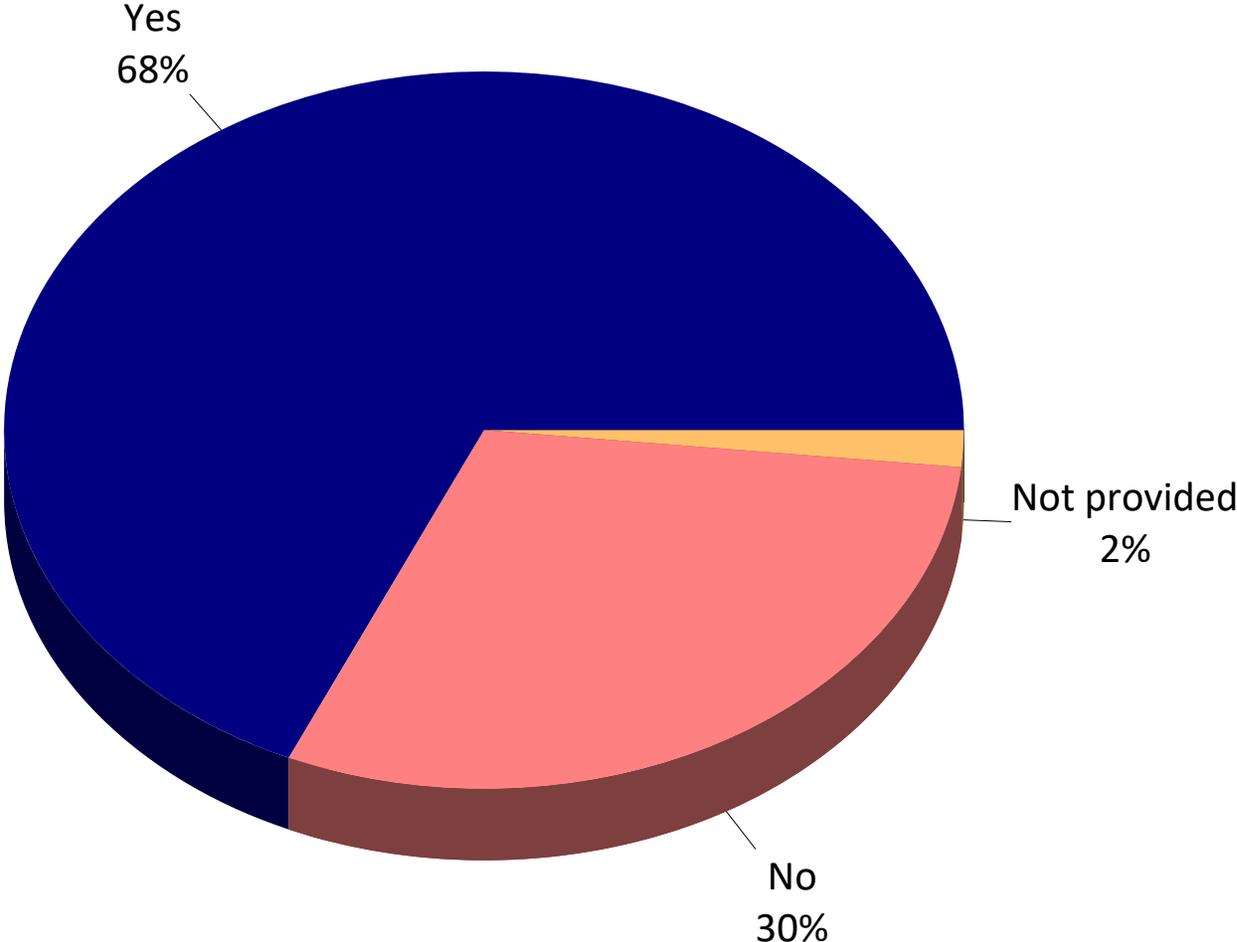
Q31. Do you have children under the age of 18 in your household?

by percentage of respondents



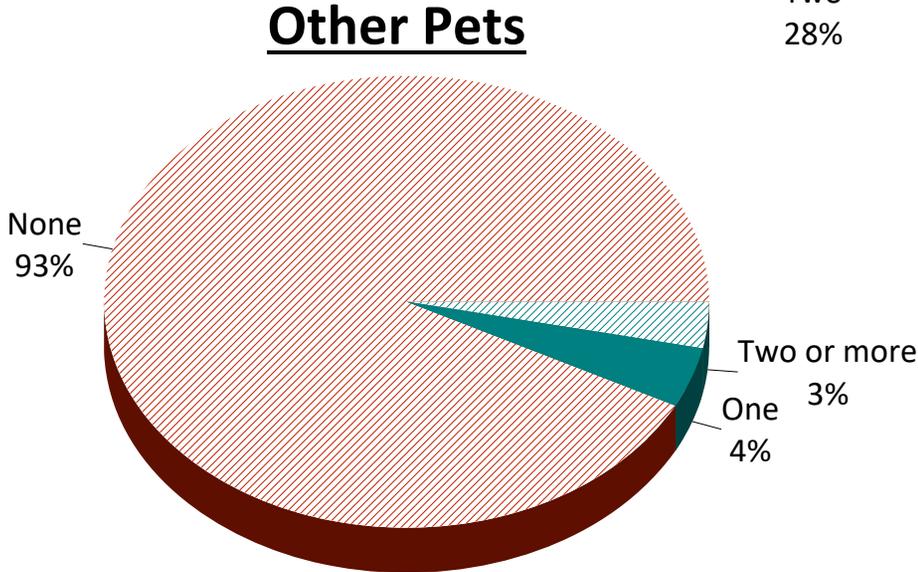
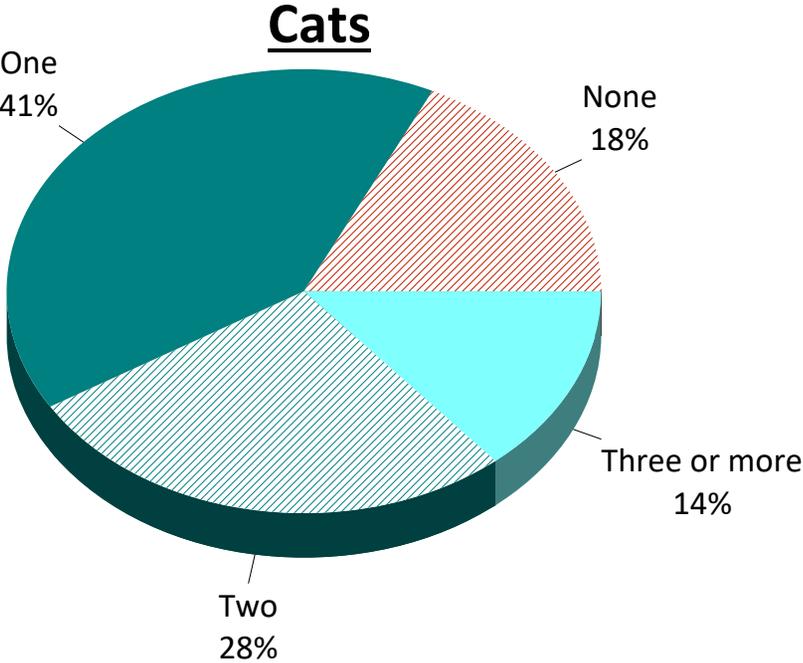
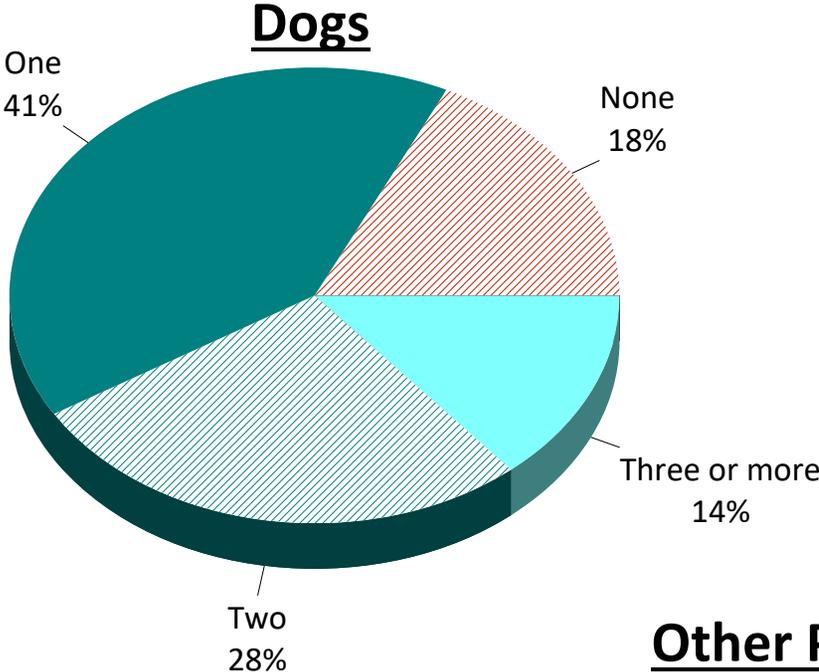
Q32. Do you have any pets in your household?

by percentage of respondents



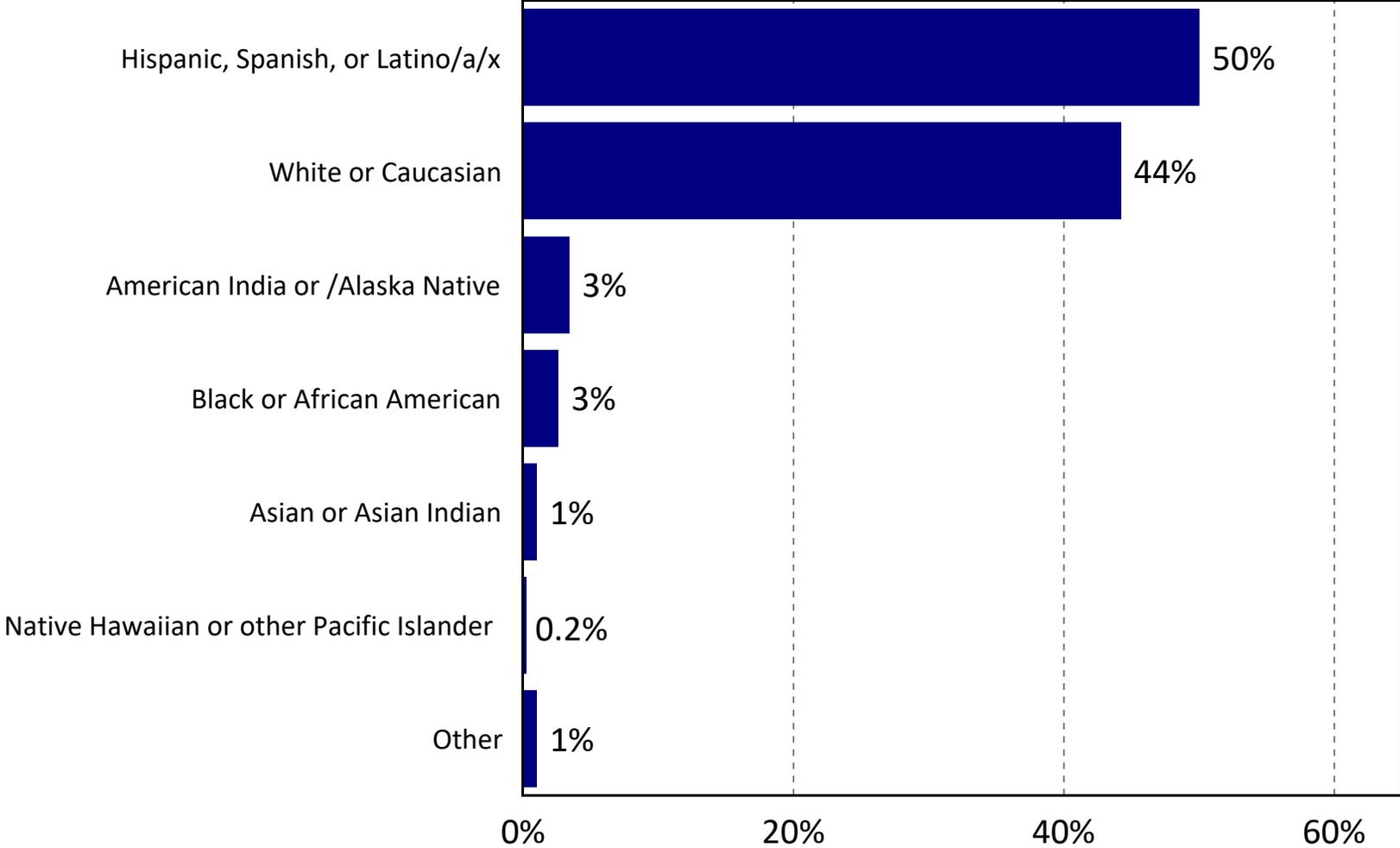
Q32a. Number of Pets in Household

by percentage of respondents who have pets in the household



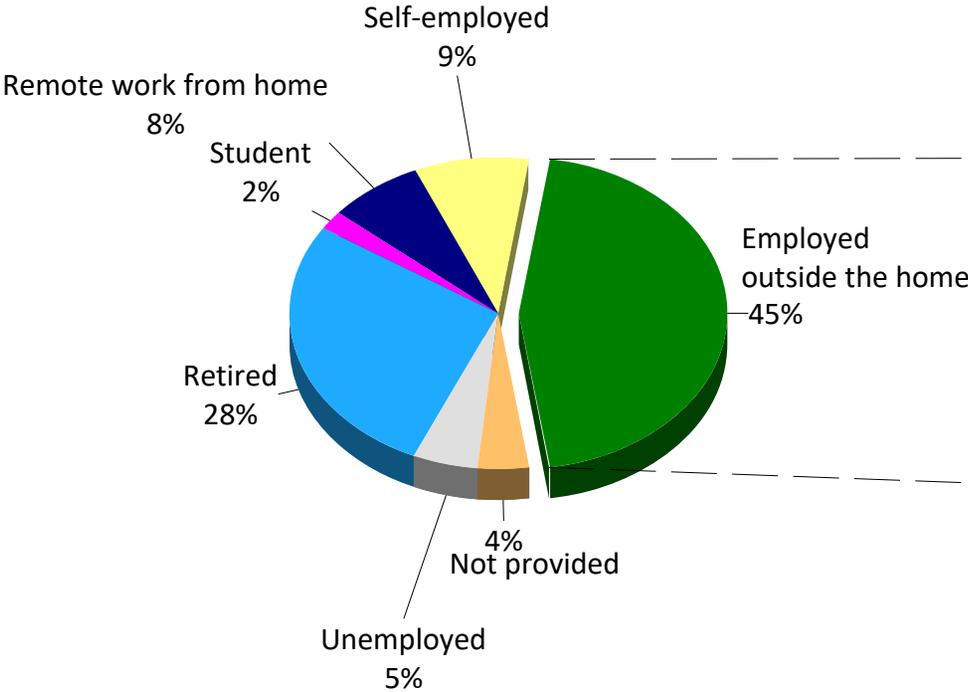
Q33. Which of the following best describes your race?

by percentage of respondents (multiple selections could be made)

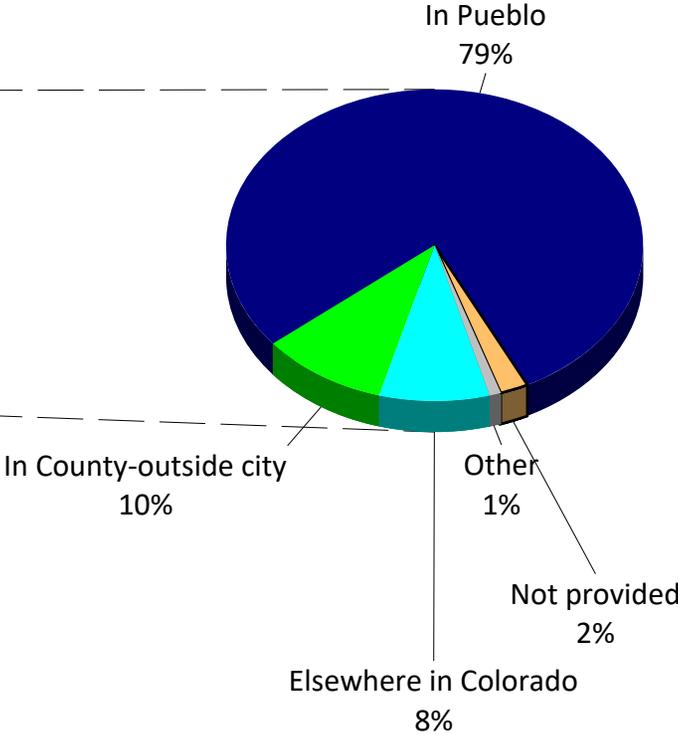


Q34. Which of the following best describes your current place of employment?

by percentage of respondents

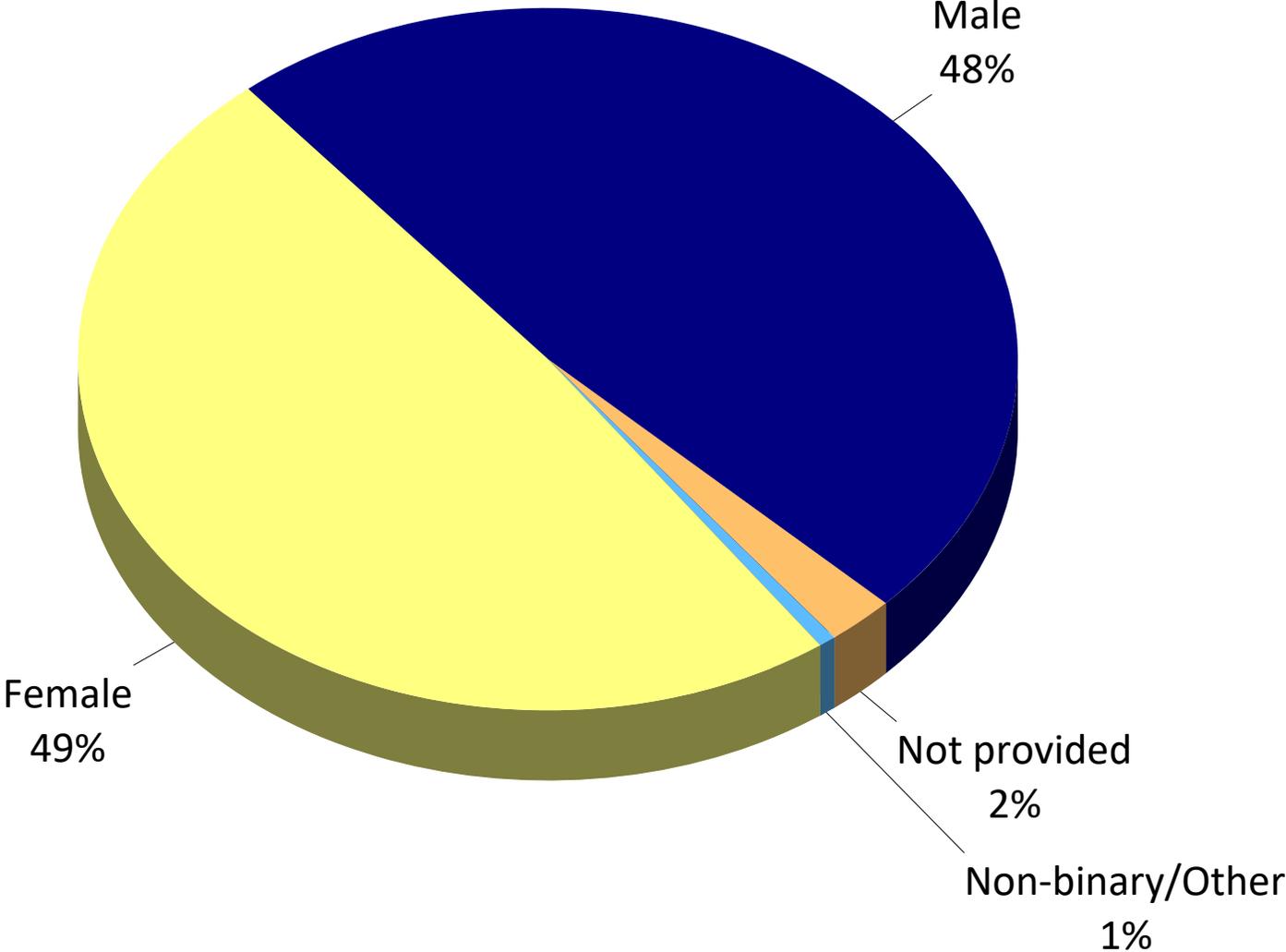


Q34a. Where do you work?



Q35. Gender

by percentage of respondents





2

Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*[®] program was originally developed in 1999 to help community leaders across the United States use statistically-valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 500 communities in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during summer of 2023 to a random sample of more than 10,000 residents across the United States and (2) a regional survey that was administered by ETC Institute during the summer of 2023 to a random sample of residents living in the Mountain Region of the United States. The Mountain Region includes the states of Colorado, Wyoming, Utah, Nevada, New Mexico, and Arizona.

The “U.S. Average” shown in the charts reflects the overall results of ETC Institute’s national survey of more than 10,000 residents; the “Mountain Regional Average” reflects the results of the survey of residents in the Mountain Region.

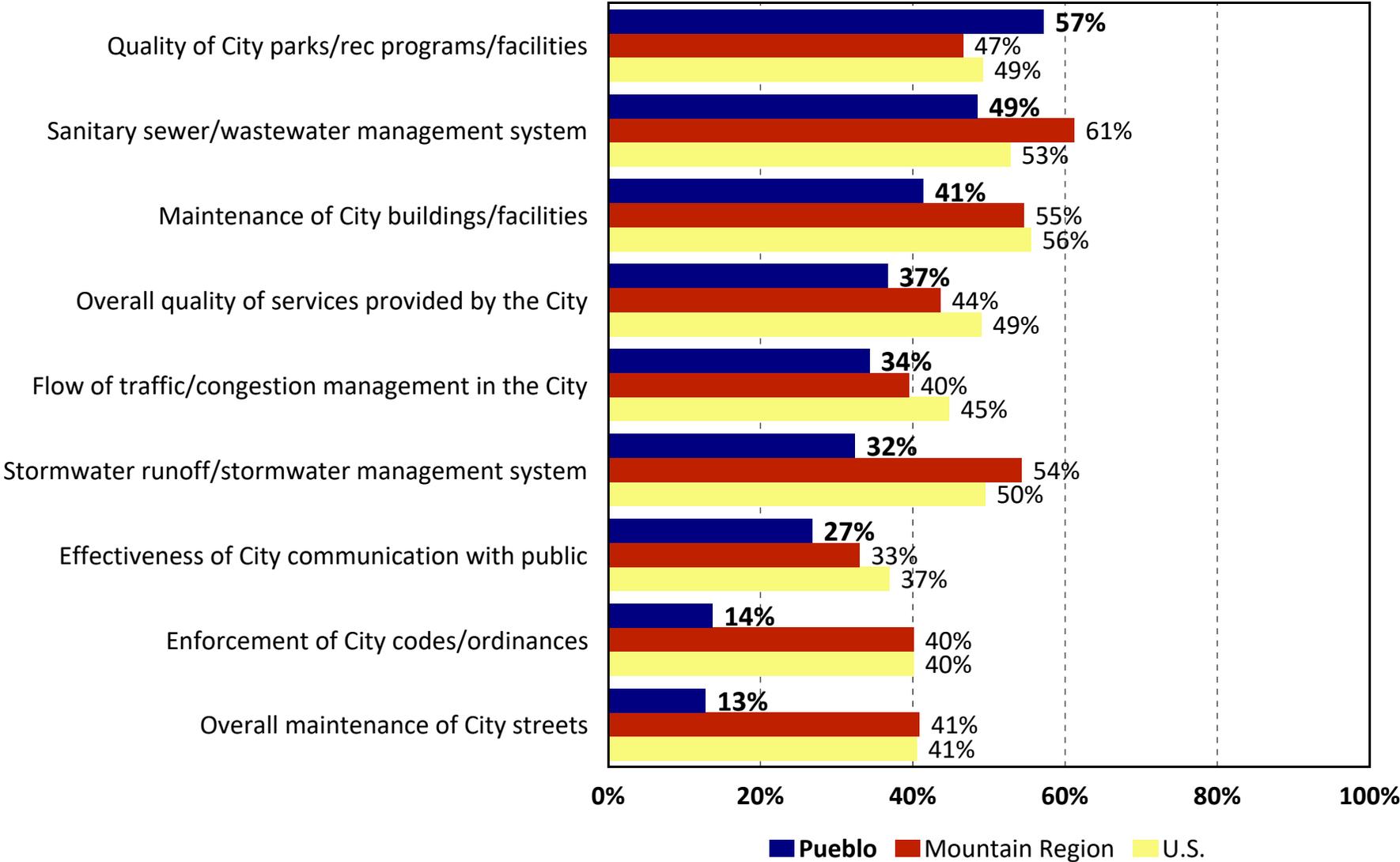
National Benchmarks

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

Overall Satisfaction with Various City Services

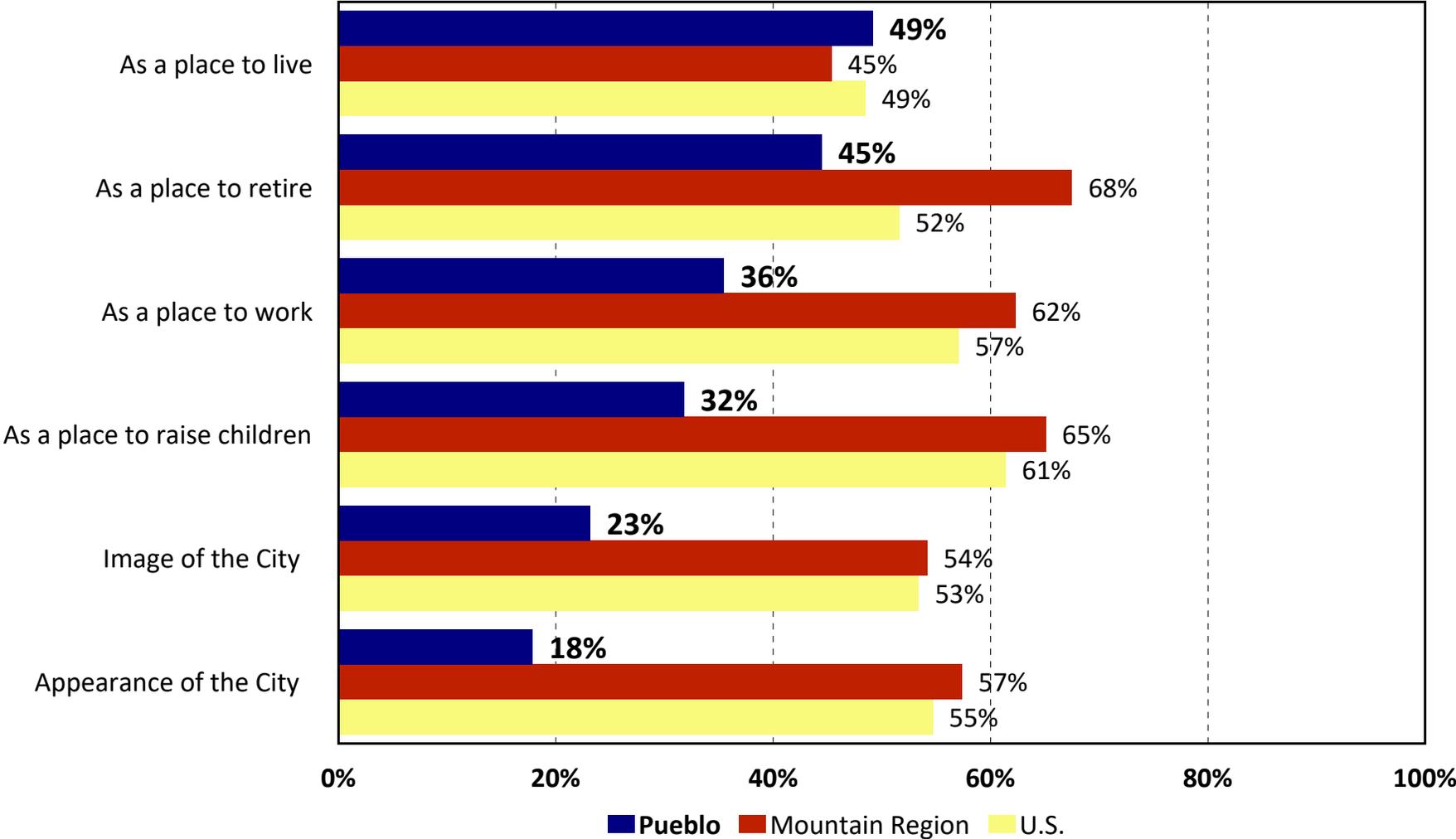
Pueblo vs. Mountain Region vs. the U.S.

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



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

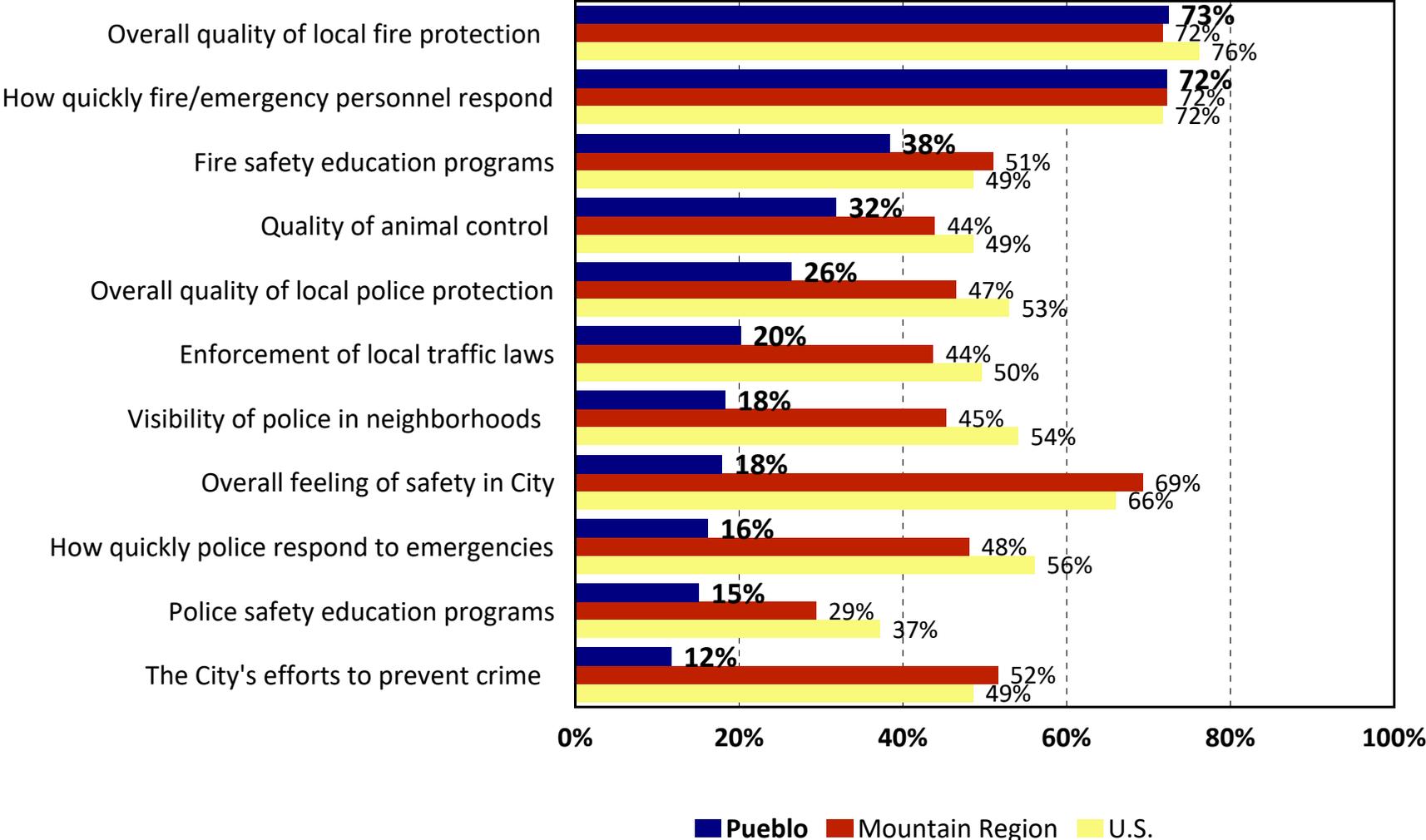
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Public Safety

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

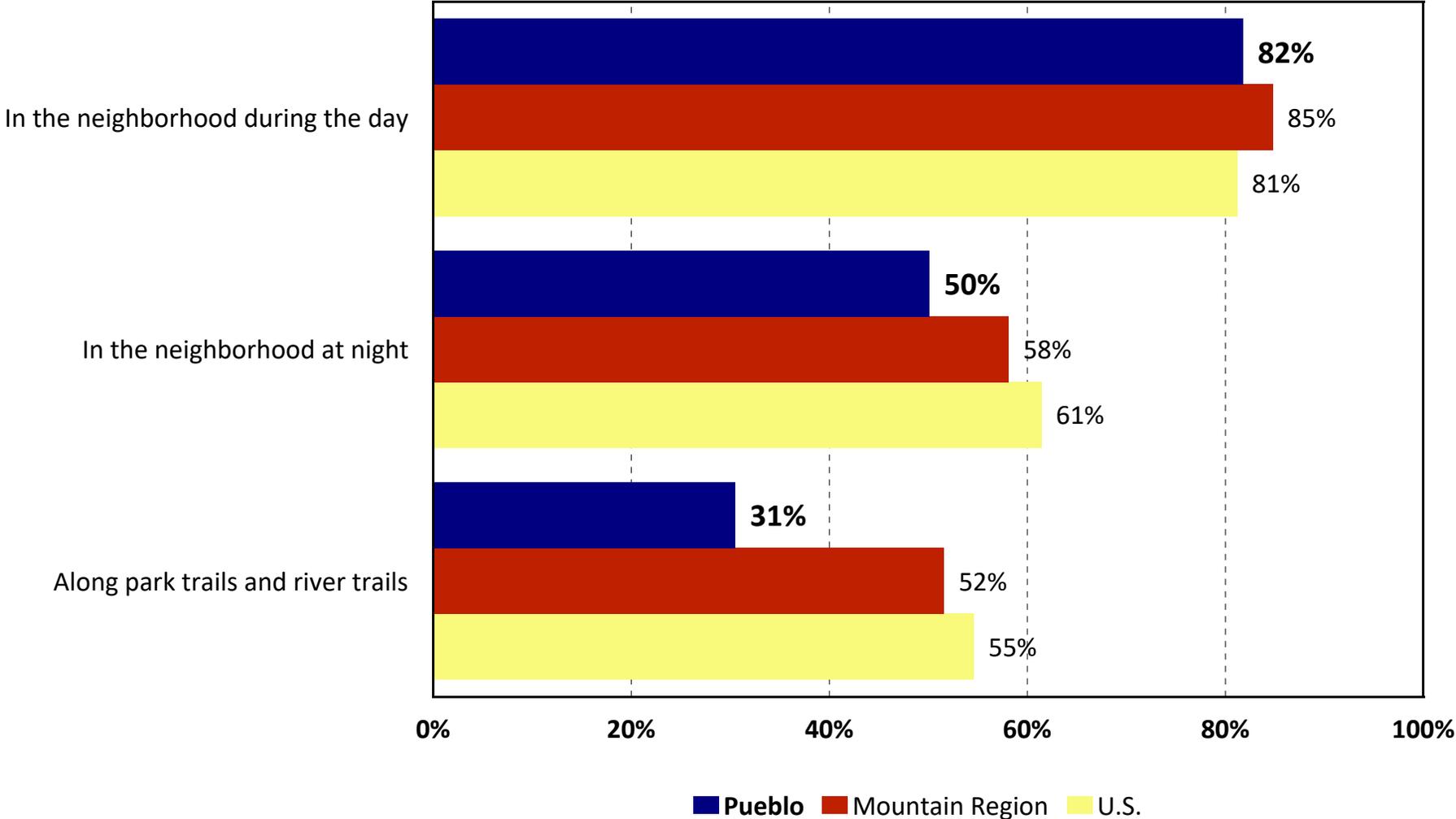
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Feeling of Safety

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

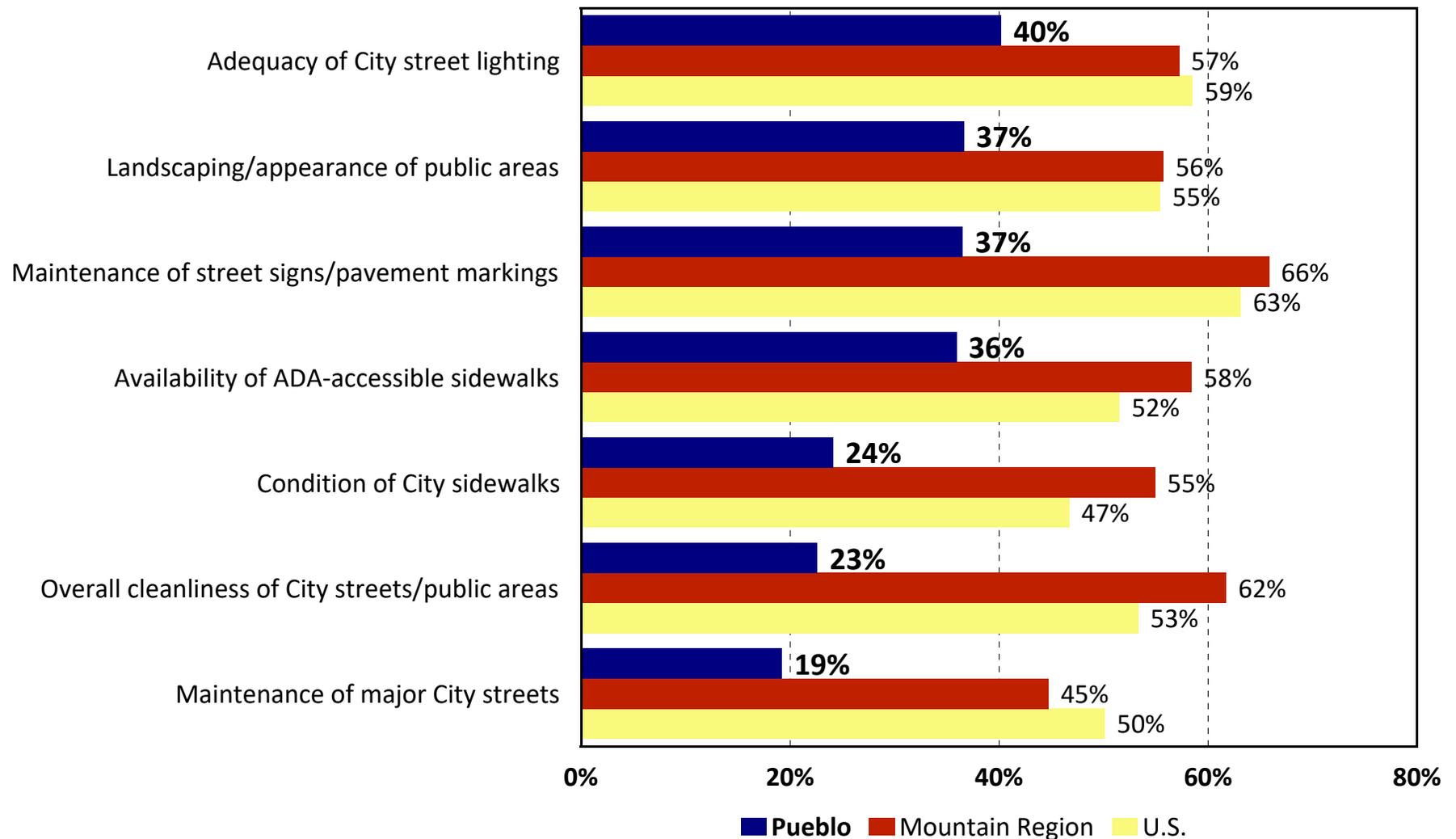
by percentage of respondents who rated the item 3 or 4 on a 4-point scale where 4 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Overall Satisfaction with Maintenance/Public Works

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

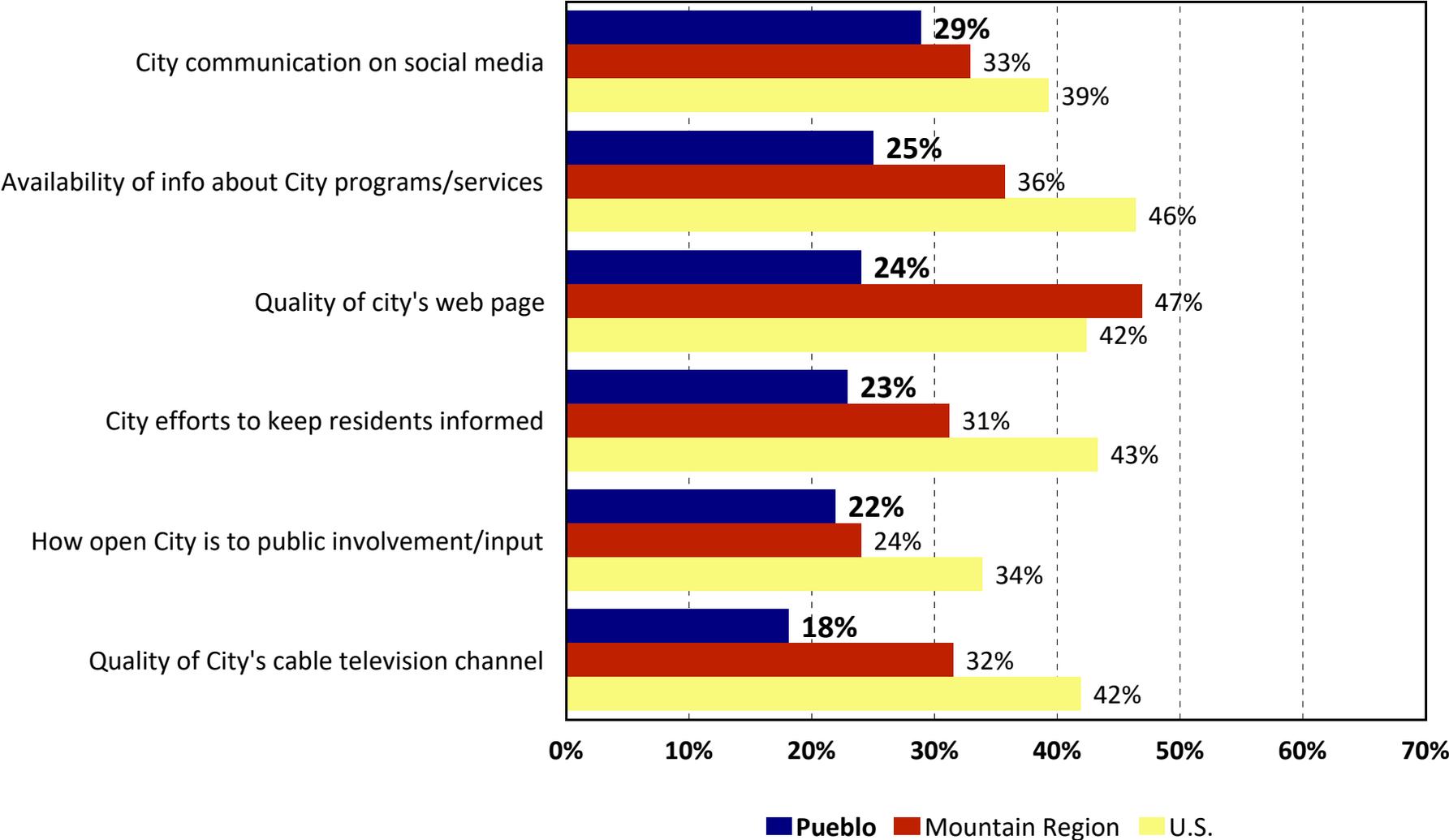
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Communication

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

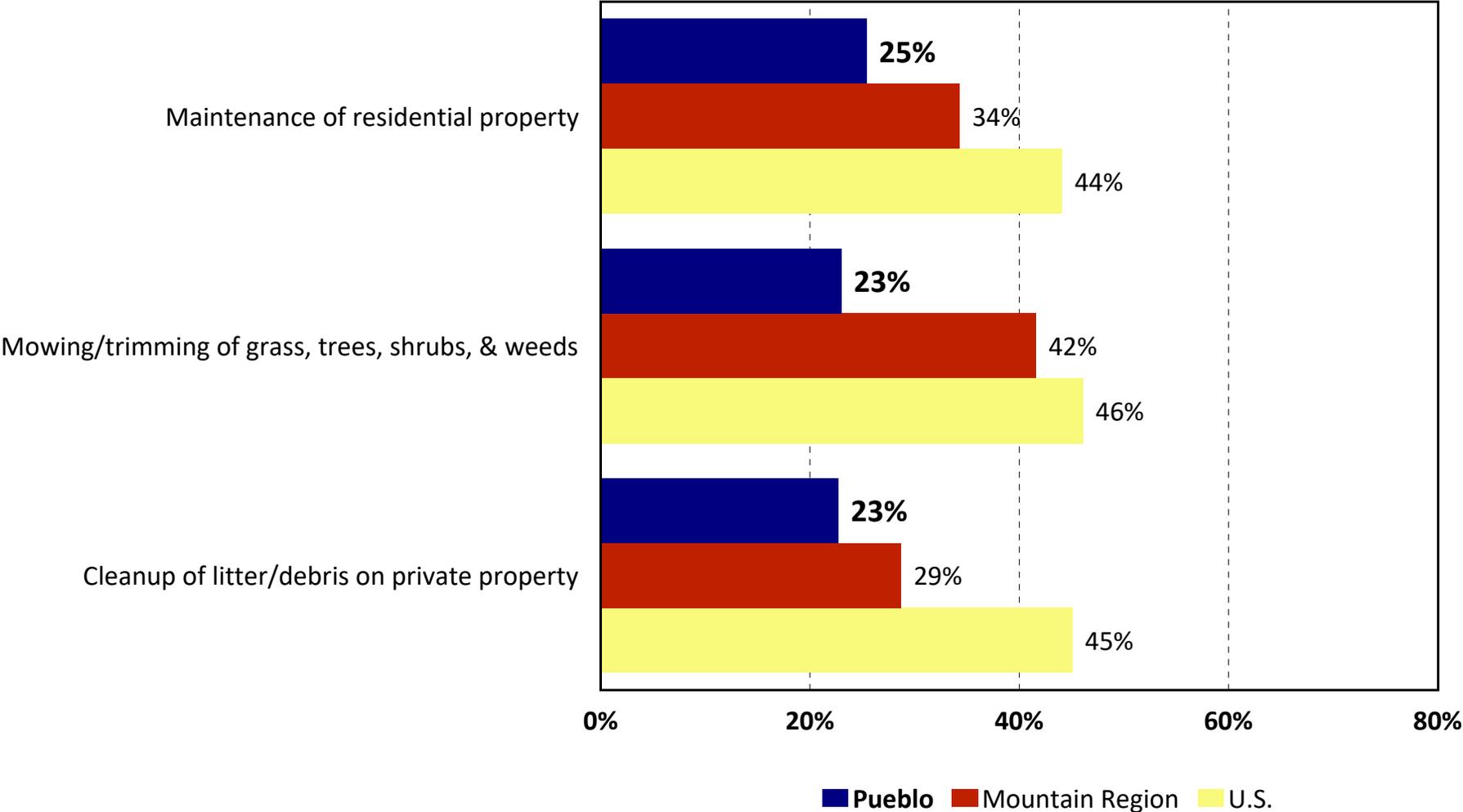
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Neighborhoods

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

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





3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

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

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

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

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

Example of the Calculation

Respondents were asked to identify the major City services that are most important for the City to emphasize over the next two years. Nearly two-thirds (62.5%) of households selected "*overall quality of police services*" as one of the most important services for the City to emphasize.

With regard to satisfaction, 29.8% of respondents surveyed rated "*overall quality of police services*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 62.5% was multiplied by 70.2% (1-0.298). This calculation yielded an I-S rating of 0.4388, which ranked second out of eleven categories of major City services analyzed.

Importance-Satisfaction Analysis



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

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

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

Interpreting the Ratings

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

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

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

Importance-Satisfaction Rating

City of Pueblo, CO

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall maintenance of City streets	61%	2	13%	11	0.5328	1
Overall quality of police services	63%	1	30%	8	0.4388	2
Enforcement of City codes/ordinances	44%	3	14%	10	0.3797	3
<u>High Priority (IS .10 -.20)</u>						
Effectiveness of City communication with public	23%	4	27%	9	0.1713	4
Flow of traffic/congestion management in the City	21%	5	34%	6	0.1347	5
Overall quality of services provided by the City	19%	7	37%	5	0.1209	6
<u>Medium Priority (IS <.10)</u>						
Quality of City parks/rec programs/facilities	19%	6	57%	2	0.0822	7
Stormwater runoff/stormwater management system	12%	8	32%	7	0.0804	8
Maintenance of City buildings/facilities	6%	10	41%	4	0.0340	9
Sanitary sewer/wastewater management system	4%	11	49%	3	0.0227	10
Quality of Fire/Emergency Medical Services	7%	9	77%	1	0.0161	11

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

Most Important %:

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

Satisfaction %:

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

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Importance-Satisfaction Rating

City of Pueblo, CO

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
The City's efforts to prevent crime	59%	1	12%	12	0.5183	1
Overall quality of local police protection	49%	2	26%	6	0.3621	2
How quickly police respond to emergencies	42%	3	16%	10	0.3511	3
Overall feeling of safety in City	41%	4	18%	9	0.3341	4
Visibility of police in neighborhoods	40%	5	18%	8	0.3276	5
<u>High Priority (IS .10 -.20)</u>						
Enforcement of local traffic laws	24%	6	20%	7	0.1907	6
<u>Medium Priority (IS <.10)</u>						
Quality of animal control	10%	7	32%	5	0.0667	7
Police safety education programs	6%	8	15%	11	0.0526	8
How quickly fire/emergency personnel respond	4%	9	72%	3	0.0111	9
Fire safety education programs	2%	11	38%	4	0.0099	10
Location of fire stations	2%	10	80%	1	0.0040	11
Overall quality of local fire protection	1%	12	73%	2	0.0039	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
High Priority (IS .10 - .20)						
City's youth recreation programs	31%	2	36%	15	0.1961	1
Availability of info about parks/rec programs	27%	3	39%	14	0.1649	2
Maintenance of City parks	37%	1	67%	2	0.1238	3
City's adult recreation programs	16%	6	29%	18	0.1127	4
Number of walking and biking trails	23%	4	53%	4	0.1067	5
Medium Priority (IS <.10)						
City special events and festivals	20%	5	51%	5	0.0964	6
Aquatic programs	13%	8	30%	17	0.0933	7
Availability of recreational activities	15%	7	40%	13	0.0924	8
Diversity of recreation programs	13%	9	35%	16	0.0854	9
Availability of cultural activities	11%	12	40%	12	0.0635	10
Quality of outdoor athletic fields	12%	10	50%	8	0.0579	11
Dog park	7%	13	45%	11	0.0411	12
Number of City parks	11%	11	63%	3	0.0409	13
Motorsports activities	5%	16	24%	19	0.0396	14
Number of outdoor athletic fields	6%	14	45%	10	0.0349	15
Location of City parks	6%	15	69%	1	0.0182	16
Elmwood Golf Course	2%	18	49%	9	0.0103	17
Ice arena	2%	17	51%	6	0.0099	18
Walking Stick Golf Course	1%	19	50%	7	0.0050	19

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

Most Important %:

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

Satisfaction %:

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

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Importance-Satisfaction Rating

City of Pueblo, CO

Maintenance/Public Works

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Maintenance of major City streets	55%	1	19%	10	0.4452	1
Demolition of vacant structures	45%	2	6%	11	0.4254	2
Overall cleanliness of City streets/public areas	43%	3	23%	9	0.3320	3
<u>High Priority (IS 0.10 - 0.20)</u>						
Condition of City sidewalks	21%	5	24%	8	0.1579	4
Timing of traffic signals	22%	4	34%	7	0.1421	5
Landscaping/appearance of public areas	20%	6	37%	2	0.1281	6
Adequacy of City street lighting	17%	7	40%	1	0.1017	7
<u>Medium Priority (IS < .10)</u>						
Maintenance of street signs/pavement markings	15%	8	37%	3	0.0978	8
Availability of ADA-accessible sidewalks	15%	9	36%	5	0.0929	9
Availability of sidewalks in the City	11%	10	36%	4	0.0676	10
Street sweeping service	9%	11	35%	6	0.0609	11

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

Most Important %:

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

Satisfaction %:

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

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Importance-Satisfaction Analysis



Importance-Satisfaction Matrix Analysis

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

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

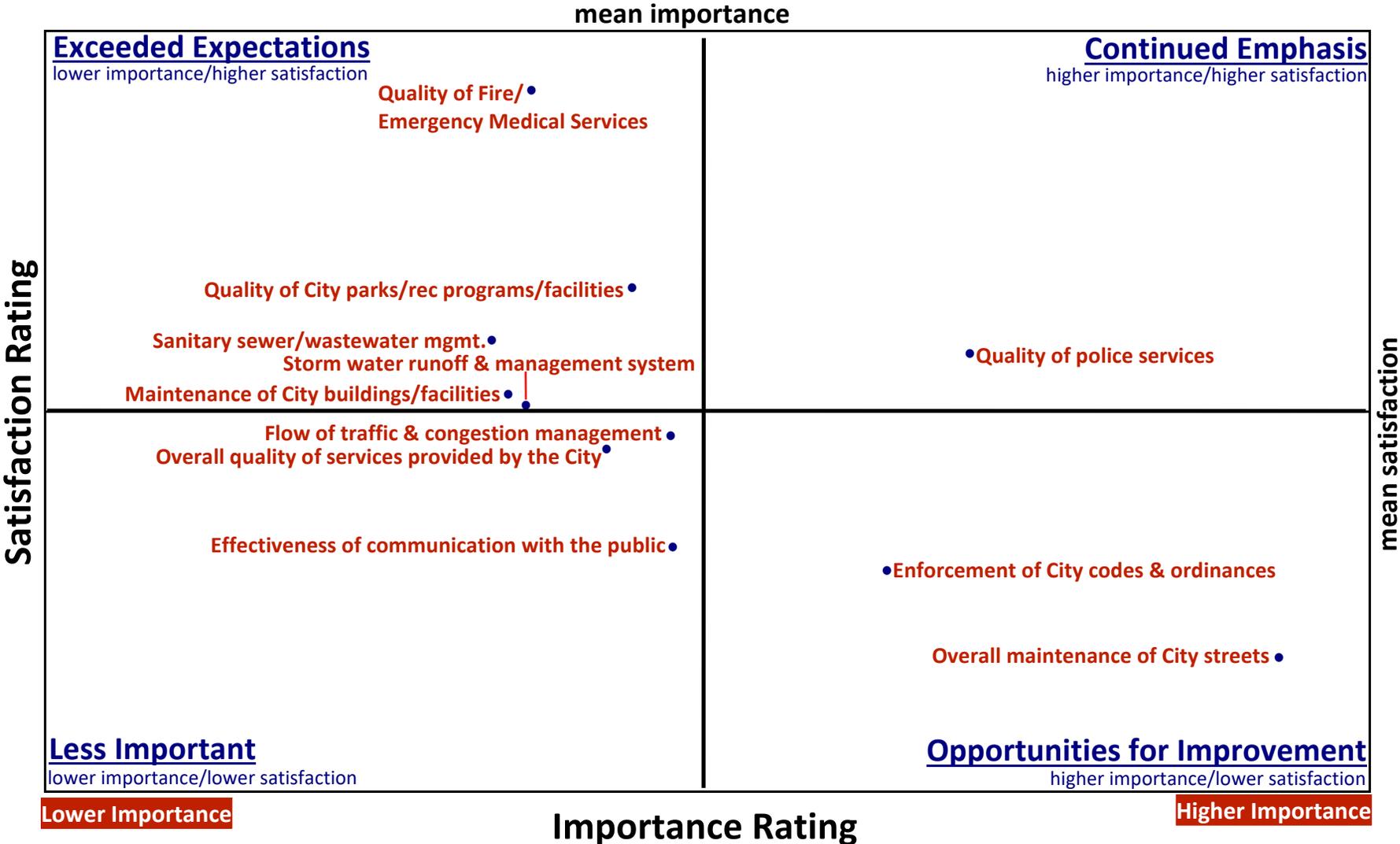
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

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

2024 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)

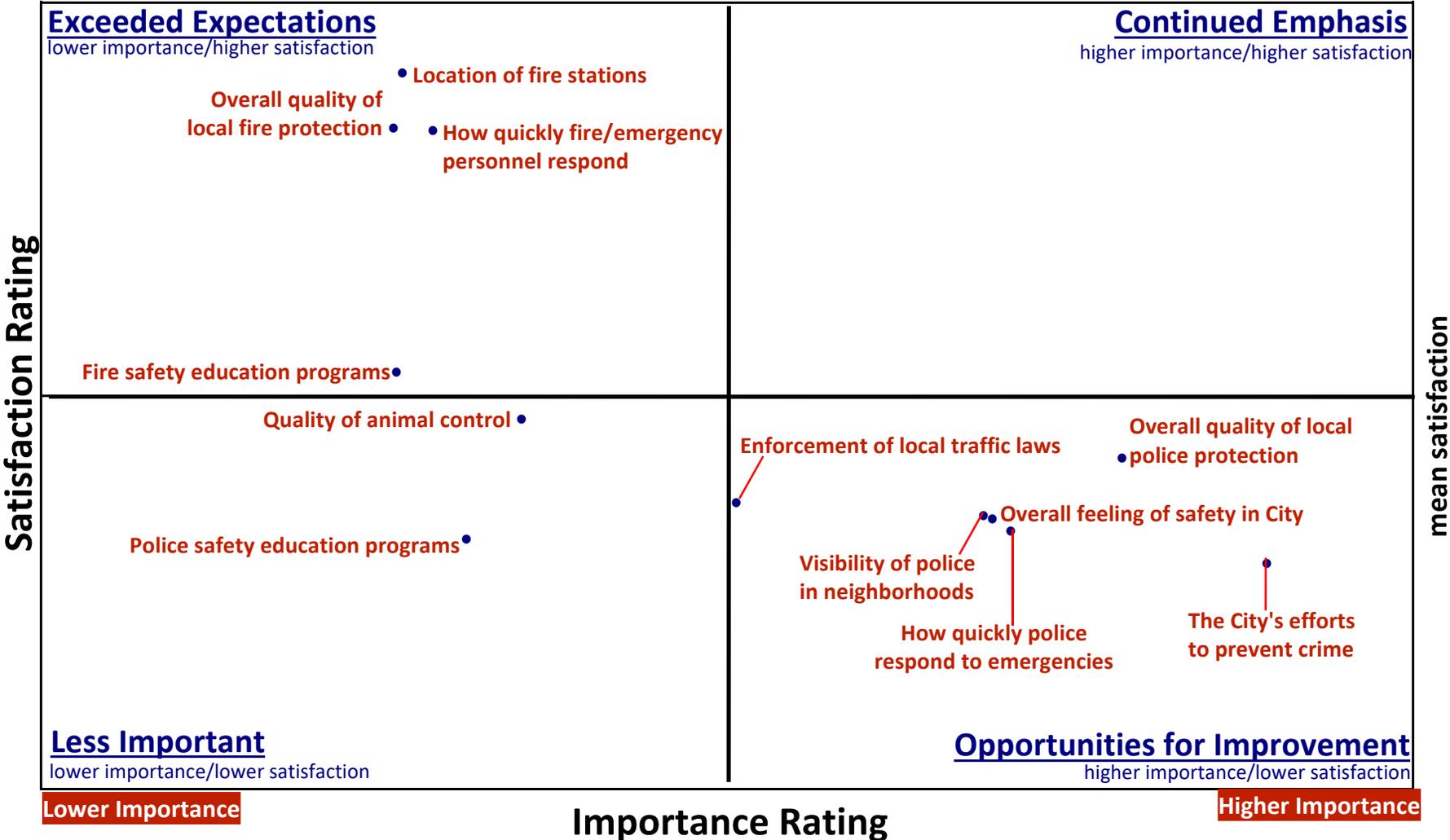


2024 City of Pueblo DirectionFinder Importance-Satisfaction Assessment Matrix

-Public Safety-

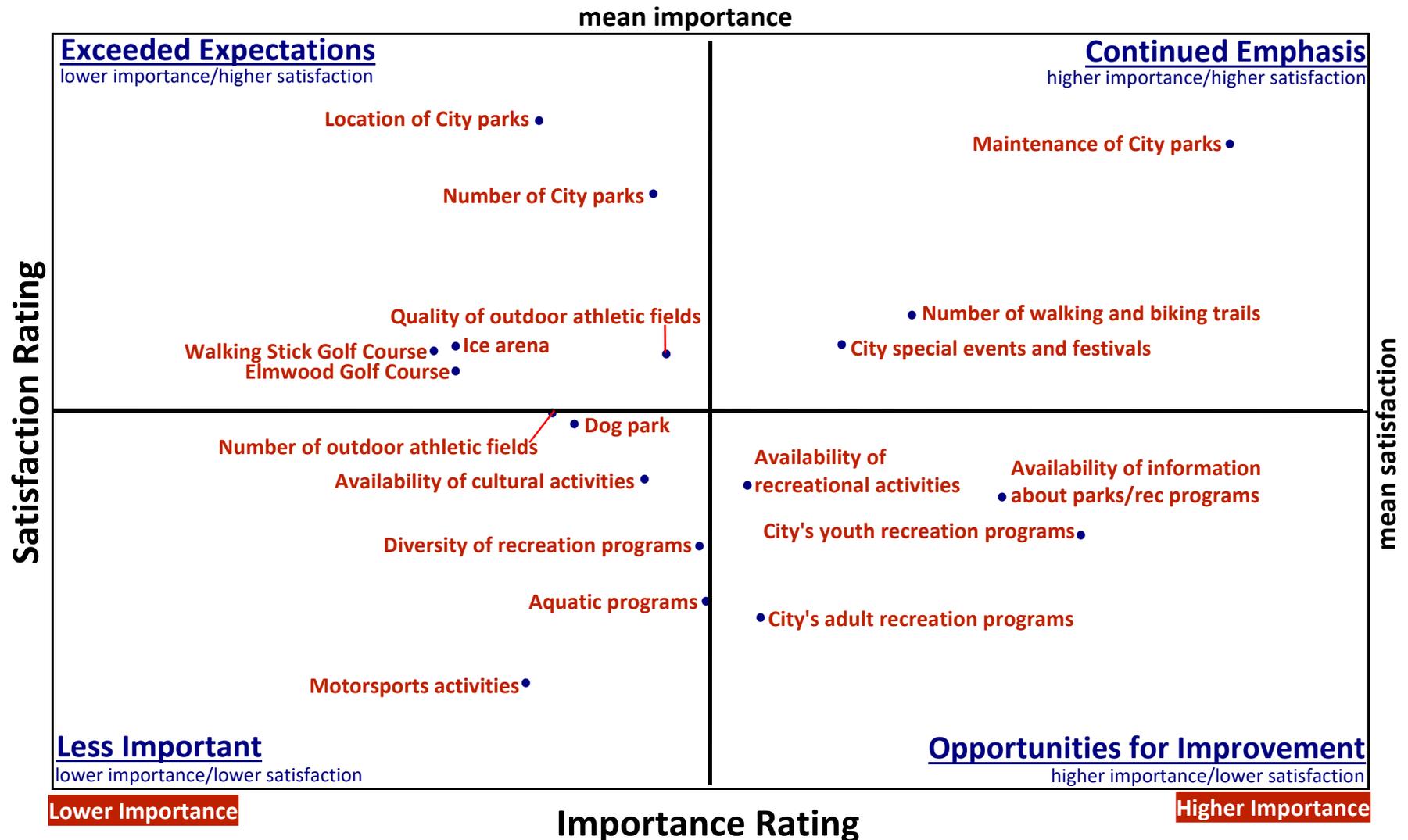
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

mean importance



2024 City of Pueblo DirectionFinder Importance-Satisfaction Assessment Matrix -Parks and Recreation-

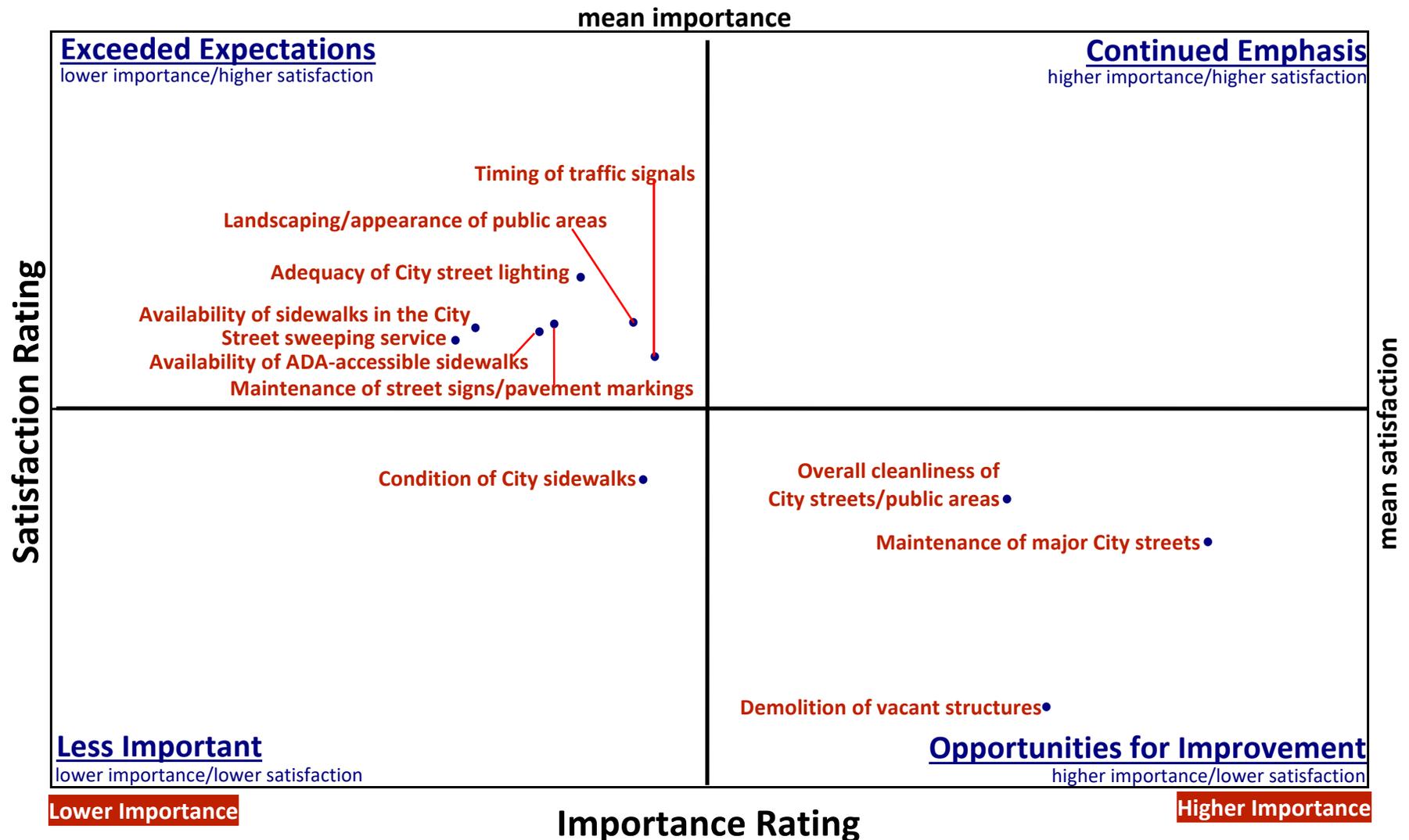
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2024 City of Pueblo DirectionFinder Importance-Satisfaction Assessment Matrix

-Maintenance-

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





4

Tabular Data

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

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	4.4%	24.8%	31.5%	26.4%	10.9%	2.0%
Q1-2. Overall quality of City parks & recreation programs & facilities	11.1%	45.2%	28.0%	12.3%	2.0%	1.4%
Q1-3. Overall maintenance of City streets	1.0%	11.7%	17.1%	42.1%	27.8%	0.4%
Q1-4. Overall maintenance of City buildings & facilities	5.0%	34.7%	41.1%	11.7%	3.4%	4.2%
Q1-5. Overall enforcement of City codes & ordinances	3.2%	9.9%	27.2%	35.5%	19.2%	5.0%
Q1-6. Overall quality of Fire Department & Emergency Medical Services	23.0%	49.6%	20.0%	1.4%	0.2%	5.8%
Q1-7. Overall effectiveness of City communication with the public	3.4%	23.0%	33.9%	25.2%	12.9%	1.6%
Q1-8. Overall quality of City's stormwater runoff/stormwater management system	4.4%	25.6%	33.1%	20.0%	9.1%	7.7%
Q1-9. Overall flow of traffic & congestion management in City	4.0%	30.2%	31.9%	25.8%	7.5%	0.6%
Q1-10. Overall quality of sanitary sewer/wastewater management system	8.7%	36.5%	37.3%	8.3%	2.4%	6.7%
Q1-11. Overall quality of services provided by City of Pueblo	3.2%	32.7%	35.3%	22.4%	4.2%	2.2%

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=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	4.5%	25.3%	32.2%	26.9%	11.1%
Q1-2. Overall quality of City parks & recreation programs & facilities	11.3%	45.9%	28.4%	12.5%	2.0%
Q1-3. Overall maintenance of City streets	1.0%	11.8%	17.1%	42.2%	27.9%
Q1-4. Overall maintenance of City buildings & facilities	5.2%	36.2%	42.9%	12.2%	3.5%
Q1-5. Overall enforcement of City codes & ordinances	3.3%	10.4%	28.6%	37.4%	20.3%
Q1-6. Overall quality of Fire Department & Emergency Medical Services	24.4%	52.6%	21.3%	1.5%	0.2%
Q1-7. Overall effectiveness of City communication with the public	3.4%	23.4%	34.5%	25.6%	13.1%
Q1-8. Overall quality of City's stormwater runoff/ stormwater management system	4.7%	27.7%	35.9%	21.7%	9.9%
Q1-9. Overall flow of traffic & congestion management in City	4.0%	30.3%	32.1%	25.9%	7.6%
Q1-10. Overall quality of sanitary sewer/wastewater management system	9.4%	39.1%	40.0%	8.9%	2.6%
Q1-11. Overall quality of services provided by City of Pueblo	3.2%	33.5%	36.1%	22.9%	4.3%

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	220	43.7 %
Overall quality of City parks & recreation programs & facilities	21	4.2 %
Overall maintenance of City streets	117	23.2 %
Overall maintenance of City buildings & facilities	6	1.2 %
Overall enforcement of City codes & ordinances	47	9.3 %
Overall quality of Fire Department & Emergency Medical Services	3	0.6 %
Overall effectiveness of City communication with the public	14	2.8 %
Overall quality of City's stormwater runoff/stormwater management system	10	2.0 %
Overall flow of traffic & congestion management in City	18	3.6 %
Overall quality of sanitary sewer/wastewater management system	4	0.8 %
Overall quality of services provided by City of Pueblo	18	3.6 %
None chosen	26	5.2 %
Total	504	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	58	11.5 %
Overall quality of City parks & recreation programs & facilities	36	7.1 %
Overall maintenance of City streets	133	26.4 %
Overall maintenance of City buildings & facilities	9	1.8 %
Overall enforcement of City codes & ordinances	95	18.8 %
Overall quality of Fire Department & Emergency Medical Services	20	4.0 %
Overall effectiveness of City communication with the public	36	7.1 %
Overall quality of City's stormwater runoff/stormwater management system	17	3.4 %
Overall flow of traffic & congestion management in City	31	6.2 %
Overall quality of sanitary sewer/wastewater management system	6	1.2 %
Overall quality of services provided by City of Pueblo	30	6.0 %
None chosen	33	6.5 %
Total	504	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	37	7.3 %
Overall quality of City parks & recreation programs & facilities	40	7.9 %
Overall maintenance of City streets	58	11.5 %
Overall maintenance of City buildings & facilities	14	2.8 %
Overall enforcement of City codes & ordinances	80	15.9 %
Overall quality of Fire Department & Emergency Medical Services	12	2.4 %
Overall effectiveness of City communication with the public	68	13.5 %
Overall quality of City's stormwater runoff/stormwater management system	33	6.5 %
Overall flow of traffic & congestion management in City	54	10.7 %
Overall quality of sanitary sewer/wastewater management system	12	2.4 %
Overall quality of services provided by City of Pueblo	48	9.5 %
None chosen	48	9.5 %
Total	504	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	315	62.5 %
Overall quality of City parks & recreation programs & facilities	97	19.2 %
Overall maintenance of City streets	308	61.1 %
Overall maintenance of City buildings & facilities	29	5.8 %
Overall enforcement of City codes & ordinances	222	44.0 %
Overall quality of Fire Department & Emergency Medical Services	35	6.9 %
Overall effectiveness of City communication with the public	118	23.4 %
Overall quality of City's stormwater runoff/stormwater management system	60	11.9 %
Overall flow of traffic & congestion management in City	103	20.4 %
Overall quality of sanitary sewer/wastewater management system	22	4.4 %
Overall quality of services provided by City of Pueblo	96	19.0 %
None chosen	26	5.2 %
Total	1431	

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=504)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q3-1. City of Pueblo as a place to live	9.9%	38.9%	15.9%	24.2%	10.3%	0.8%
Q3-2. City of Pueblo as a place to raise children	4.8%	25.6%	19.8%	28.6%	16.9%	4.4%
Q3-3. City of Pueblo as a place to work	5.4%	28.8%	22.6%	27.8%	11.7%	3.8%
Q3-4. City of Pueblo as a place to retire	10.7%	31.9%	23.2%	17.7%	12.5%	4.0%
Q3-5. Overall image of City	2.6%	20.4%	16.9%	31.5%	28.0%	0.6%
Q3-6. Overall quality use of your City tax dollars & fees	2.2%	12.3%	26.8%	29.2%	24.8%	4.8%
Q3-7. How well City is managing redevelopment in City	2.2%	13.1%	29.4%	28.2%	22.6%	4.6%
Q3-8. How well City is ensuring social, environmental, & economic sustainability of City	1.2%	10.5%	30.0%	33.1%	19.2%	6.0%
Q3-9. Overall quality of life in City	3.4%	29.4%	25.6%	28.2%	13.1%	0.4%
Q3-10. Overall appearance of City	1.8%	15.9%	18.5%	38.1%	24.6%	1.2%
Q3-11. Availability of employment	2.2%	17.9%	24.8%	25.8%	21.6%	7.7%
Q3-12. Availability of affordable, quality childcare	0.8%	3.2%	23.4%	19.4%	20.4%	32.7%
Q3-13. How well City is addressing homeless issues	0.4%	4.4%	7.1%	23.6%	63.1%	1.4%

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=504)

	Excellent	Good	Neutral	Below average	Poor
Q3-1. City of Pueblo as a place to live	10.0%	39.2%	16.0%	24.4%	10.4%
Q3-2. City of Pueblo as a place to raise children	5.0%	26.8%	20.7%	29.9%	17.6%
Q3-3. City of Pueblo as a place to work	5.6%	29.9%	23.5%	28.9%	12.2%
Q3-4. City of Pueblo as a place to retire	11.2%	33.3%	24.2%	18.4%	13.0%
Q3-5. Overall image of City	2.6%	20.6%	17.0%	31.7%	28.1%
Q3-6. Overall quality use of your City tax dollars & fees	2.3%	12.9%	28.1%	30.6%	26.0%
Q3-7. How well City is managing redevelopment in City	2.3%	13.7%	30.8%	29.5%	23.7%
Q3-8. How well City is ensuring social, environmental, & economic sustainability of City	1.3%	11.2%	31.9%	35.2%	20.5%
Q3-9. Overall quality of life in City	3.4%	29.5%	25.7%	28.3%	13.1%
Q3-10. Overall appearance of City	1.8%	16.1%	18.7%	38.6%	24.9%
Q3-11. Availability of employment	2.4%	19.4%	26.9%	28.0%	23.4%
Q3-12. Availability of affordable, quality childcare	1.2%	4.7%	34.8%	28.9%	30.4%
Q3-13. How well City is addressing homeless issues	0.4%	4.4%	7.2%	23.9%	64.0%

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=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall quality of local police protection	3.6%	22.0%	26.8%	27.4%	17.5%	2.8%
Q4-2. Visibility of police in neighborhoods	3.4%	14.7%	25.4%	34.7%	20.0%	1.8%
Q4-3. City's efforts to prevent crime	1.6%	9.7%	22.6%	36.5%	26.2%	3.4%
Q4-4. How quickly police respond to emergencies	3.6%	10.9%	18.7%	28.4%	28.2%	10.3%
Q4-5. Enforcement of local traffic laws	2.4%	16.7%	28.0%	23.8%	23.2%	6.0%
Q4-6. Police safety education programs	2.0%	8.3%	35.7%	11.9%	10.5%	31.5%
Q4-7. Overall quality of local fire protection	16.3%	50.0%	23.2%	2.0%	0.0%	8.5%
Q4-8. Location of fire stations	20.0%	56.2%	17.3%	1.4%	0.2%	5.0%
Q4-9. How quickly Fire Department/Emergency Services personnel respond to emergencies	21.6%	40.9%	21.2%	2.2%	0.6%	13.5%
Q4-10. Fire safety education programs	6.9%	18.7%	35.1%	5.0%	1.0%	33.3%
Q4-11. Quality of animal control	4.4%	23.6%	33.7%	16.9%	9.3%	12.1%
Q4-12. Overall feeling of safety in City	2.0%	15.7%	22.8%	32.7%	25.6%	1.2%

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=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall quality of local police protection	3.7%	22.7%	27.6%	28.2%	18.0%
Q4-2. Visibility of police in neighborhoods	3.4%	14.9%	25.9%	35.4%	20.4%
Q4-3. City's efforts to prevent crime	1.6%	10.1%	23.4%	37.8%	27.1%
Q4-4. How quickly police respond to emergencies	4.0%	12.2%	20.8%	31.6%	31.4%
Q4-5. Enforcement of local traffic laws	2.5%	17.7%	29.7%	25.3%	24.7%
Q4-6. Police safety education programs	2.9%	12.2%	52.2%	17.4%	15.4%
Q4-7. Overall quality of local fire protection	17.8%	54.7%	25.4%	2.2%	0.0%
Q4-8. Location of fire stations	21.1%	59.1%	18.2%	1.5%	0.2%
Q4-9. How quickly Fire Department/Emergency Services personnel respond to emergencies	25.0%	47.2%	24.5%	2.5%	0.7%
Q4-10. Fire safety education programs	10.4%	28.0%	52.7%	7.4%	1.5%
Q4-11. Quality of animal control	5.0%	26.9%	38.4%	19.2%	10.6%
Q4-12. Overall feeling of safety in City	2.0%	15.9%	23.1%	33.1%	25.9%

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	121	24.0 %
Visibility of police in neighborhoods	63	12.5 %
City's efforts to prevent crime	99	19.6 %
How quickly police respond to emergencies	64	12.7 %
Enforcement of local traffic laws	34	6.7 %
Police safety education programs	4	0.8 %
Overall quality of local fire protection	2	0.4 %
Location of fire stations	2	0.4 %
How quickly Fire Department/Emergency Services personnel respond to emergencies	3	0.6 %
Fire safety education programs	1	0.2 %
Quality of animal control	7	1.4 %
Overall feeling of safety in City	79	15.7 %
None chosen	25	5.0 %
Total	504	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	61	12.1 %
Visibility of police in neighborhoods	83	16.5 %
City's efforts to prevent crime	112	22.2 %
How quickly police respond to emergencies	70	13.9 %
Enforcement of local traffic laws	43	8.5 %
Police safety education programs	10	2.0 %
Overall quality of local fire protection	3	0.6 %
Location of fire stations	2	0.4 %
How quickly Fire Department/Emergency Services personnel respond to emergencies	8	1.6 %
Fire safety education programs	5	1.0 %
Quality of animal control	21	4.2 %
Overall feeling of safety in City	54	10.7 %
None chosen	32	6.3 %
Total	504	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?

Q5. 3rd choice	Number	Percent
Overall quality of local police protection	66	13.1 %
Visibility of police in neighborhoods	56	11.1 %
City's efforts to prevent crime	85	16.9 %
How quickly police respond to emergencies	77	15.3 %
Enforcement of local traffic laws	44	8.7 %
Police safety education programs	17	3.4 %
Overall quality of local fire protection	2	0.4 %
Location of fire stations	6	1.2 %
How quickly Fire Department/Emergency Services personnel respond to emergencies	9	1.8 %
Fire safety education programs	2	0.4 %
Quality of animal control	21	4.2 %
Overall feeling of safety in City	72	14.3 %
None chosen	47	9.3 %
Total	504	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)

Q5. Sum of top 3 choices	Number	Percent
Overall quality of local police protection	248	49.2 %
Visibility of police in neighborhoods	202	40.1 %
City's efforts to prevent crime	296	58.7 %
How quickly police respond to emergencies	211	41.9 %
Enforcement of local traffic laws	121	24.0 %
Police safety education programs	31	6.2 %
Overall quality of local fire protection	7	1.4 %
Location of fire stations	10	2.0 %
How quickly Fire Department/Emergency Services personnel respond to emergencies	20	4.0 %
Fire safety education programs	8	1.6 %
Quality of animal control	49	9.7 %
Overall feeling of safety in City	205	40.7 %
None chosen	25	5.0 %
Total	1433	

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=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Pueblo Police Department's overall performance	3.2%	23.2%	29.8%	24.4%	14.9%	4.6%
Q6-2. Competence of Police Department personnel	7.7%	24.6%	29.6%	16.9%	12.1%	9.1%
Q6-3. Attitude & behavior of Police Department personnel toward citizens	10.5%	26.8%	26.8%	13.3%	13.9%	8.7%
Q6-4. Level of safety & security in your neighborhood	4.2%	24.0%	25.0%	27.0%	18.7%	1.2%

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=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Pueblo Police Department's overall performance	3.3%	24.3%	31.2%	25.6%	15.6%
Q6-2. Competence of Police Department personnel	8.5%	27.1%	32.5%	18.6%	13.3%
Q6-3. Attitude & behavior of Police Department personnel toward citizens	11.5%	29.3%	29.3%	14.6%	15.2%
Q6-4. Level of safety & security in your neighborhood	4.2%	24.3%	25.3%	27.3%	18.9%

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

(N=504)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Q7-1. In your neighborhood during the day	36.7%	44.6%	13.9%	4.2%	0.6%
Q7-2. In your neighborhood at night	11.3%	38.3%	30.6%	18.8%	1.0%
Q7-3. Along park trails & river trails	4.8%	22.2%	29.6%	32.1%	11.3%

WITHOUT "DON'T KNOW"

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

(N=504)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Q7-1. In your neighborhood during the day	36.9%	44.9%	14.0%	4.2%
Q7-2. In your neighborhood at night	11.4%	38.7%	30.9%	19.0%
Q7-3. Along park trails & river trails	5.4%	25.1%	33.3%	36.2%

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

Q8. Are there any areas in town where you do not feel safe	Number	Percent
Yes	413	81.9 %
No	61	12.1 %
Not provided	30	6.0 %
Total	504	100.0 %

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

Q8. Are there any areas in town where you do not feel safe	Number	Percent
Yes	413	87.1 %
No	61	12.9 %
Total	474	100.0 %

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

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Removal of graffiti	5.4%	30.2%	37.5%	16.5%	3.6%	6.9%
Q9-2. Enforcing codes designed to protect public safety	1.6%	13.5%	38.9%	27.0%	9.5%	9.5%
Q9-3. Enforcing vacant & abandoned building regulations	1.0%	4.8%	18.3%	37.7%	30.0%	8.3%
Q9-4. Enforcing codes relating to animals	3.0%	18.8%	37.5%	19.2%	9.9%	11.5%
Q9-5. Cleanup of litter & debris on private property	1.4%	7.7%	20.0%	36.3%	30.2%	4.4%

WITHOUT "DON'T KNOW"

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

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Removal of graffiti	5.8%	32.4%	40.3%	17.7%	3.8%
Q9-2. Enforcing codes designed to protect public safety	1.8%	14.9%	43.0%	29.8%	10.5%
Q9-3. Enforcing vacant & abandoned building regulations	1.1%	5.2%	19.9%	41.1%	32.7%
Q9-4. Enforcing codes relating to animals	3.4%	21.3%	42.4%	21.7%	11.2%
Q9-5. Cleanup of litter & debris on private property	1.5%	8.1%	21.0%	38.0%	31.5%

Q10. Fire Department and Emergency Medical Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Overall performance of Fire & Emergency Medical Services	26.2%	49.0%	15.5%	0.8%	0.0%	8.5%
Q10-2. Competence of Fire & Emergency Medical Services personnel	29.6%	45.8%	15.7%	0.4%	0.0%	8.5%
Q10-3. Attitude & behavior of Fire & Emergency Medical Services personnel	31.3%	40.3%	16.3%	0.8%	0.4%	10.9%

WITHOUT "DON'T KNOW"

Q10. Fire Department and Emergency Medical Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Overall performance of Fire & Emergency Medical Services	28.6%	53.6%	16.9%	0.9%	0.0%
Q10-2. Competence of Fire & Emergency Medical Services personnel	32.3%	50.1%	17.1%	0.4%	0.0%
Q10-3. Attitude & behavior of Fire & Emergency Medical Services personnel	35.2%	45.2%	18.3%	0.9%	0.4%

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=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Maintenance of City parks	13.5%	51.6%	19.8%	10.5%	2.0%	2.6%
Q11-2. Number of City parks	13.5%	47.0%	21.4%	12.7%	1.8%	3.6%
Q11-3. Location of City parks	12.7%	54.2%	24.4%	5.4%	0.8%	2.6%
Q11-4. Number of walking & biking trails	10.9%	38.3%	28.6%	12.5%	2.2%	7.5%
Q11-5. Quality of outdoor athletic fields	8.9%	33.7%	30.8%	9.1%	2.6%	14.9%
Q11-6. Number of outdoor athletic fields	8.9%	29.6%	32.9%	9.9%	3.4%	15.3%
Q11-7. Availability of information about City parks & recreation programs	7.1%	28.2%	31.0%	18.3%	6.7%	8.7%
Q11-8. City's youth recreation programs	5.4%	20.8%	28.6%	11.5%	7.1%	26.6%
Q11-9. City's adult recreation programs	4.0%	17.7%	32.1%	14.9%	5.6%	25.8%
Q11-10. City special events & festivals	9.1%	38.1%	29.6%	11.5%	4.6%	7.1%
Q11-11. Elmwood Golf Course	7.5%	22.2%	28.4%	1.2%	1.8%	38.9%
Q11-12. Walking Stick Golf Course	8.5%	21.8%	27.0%	0.8%	2.2%	39.7%
Q11-13. Aquatic programs	4.4%	16.1%	27.8%	12.1%	6.9%	32.7%
Q11-14. Ice arena	8.5%	27.0%	30.0%	3.4%	1.2%	30.0%
Q11-15. Diversity of recreation programs	5.0%	20.8%	32.9%	10.1%	5.4%	25.8%
Q11-16. Motorsports activities	2.4%	11.9%	33.7%	7.3%	4.4%	40.3%
Q11-17. Dog park	6.0%	26.2%	29.6%	6.7%	3.8%	27.8%
Q11-18. Availability of cultural activities	5.4%	28.6%	33.5%	12.5%	4.6%	15.5%

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."

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-19. Availability of recreational activities	4.6%	29.8%	32.3%	13.7%	6.3%	13.3%

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=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Maintenance of City parks	13.8%	53.0%	20.4%	10.8%	2.0%
Q11-2. Number of City parks	14.0%	48.8%	22.2%	13.2%	1.9%
Q11-3. Location of City parks	13.0%	55.6%	25.1%	5.5%	0.8%
Q11-4. Number of walking & biking trails	11.8%	41.4%	30.9%	13.5%	2.4%
Q11-5. Quality of outdoor athletic fields	10.5%	39.6%	36.1%	10.7%	3.0%
Q11-6. Number of outdoor athletic fields	10.5%	34.9%	38.9%	11.7%	4.0%
Q11-7. Availability of information about City parks & recreation programs	7.8%	30.9%	33.9%	20.0%	7.4%
Q11-8. City's youth recreation programs	7.3%	28.4%	38.9%	15.7%	9.7%
Q11-9. City's adult recreation programs	5.3%	23.8%	43.3%	20.1%	7.5%
Q11-10. City special events & festivals	9.8%	41.0%	31.8%	12.4%	4.9%
Q11-11. Elmwood Golf Course	12.3%	36.4%	46.4%	1.9%	2.9%
Q11-12. Walking Stick Golf Course	14.1%	36.2%	44.7%	1.3%	3.6%
Q11-13. Aquatic programs	6.5%	23.9%	41.3%	18.0%	10.3%
Q11-14. Ice arena	12.2%	38.5%	42.8%	4.8%	1.7%
Q11-15. Diversity of recreation programs	6.7%	28.1%	44.4%	13.6%	7.2%
Q11-16. Motorsports activities	4.0%	19.9%	56.5%	12.3%	7.3%
Q11-17. Dog park	8.2%	36.3%	40.9%	9.3%	5.2%

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")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-18. Availability of cultural activities	6.3%	33.8%	39.7%	14.8%	5.4%
Q11-19. Availability of recreational activities	5.3%	34.3%	37.3%	15.8%	7.3%

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?

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	124	24.6 %
Number of City parks	25	5.0 %
Location of City parks	7	1.4 %
Number of walking & biking trails	40	7.9 %
Quality of outdoor athletic fields	15	3.0 %
Number of outdoor athletic fields	7	1.4 %
Availability of information about City parks & recreation programs	44	8.7 %
City's youth recreation programs	60	11.9 %
City's adult recreation programs	15	3.0 %
City special events & festivals	22	4.4 %
Elmwood Golf Course	7	1.4 %
Aquatic programs	20	4.0 %
Ice arena	3	0.6 %
Diversity of recreation programs	18	3.6 %
Motorsports activities	7	1.4 %
Dog park	13	2.6 %
Availability of cultural activities	10	2.0 %
Availability of recreational activities	17	3.4 %
<u>None chosen</u>	<u>50</u>	<u>9.9 %</u>
Total	504	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?

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	38	7.5 %
Number of City parks	18	3.6 %
Location of City parks	7	1.4 %
Number of walking & biking trails	45	8.9 %
Quality of outdoor athletic fields	26	5.2 %
Number of outdoor athletic fields	14	2.8 %
Availability of information about City parks & recreation programs	54	10.7 %
City's youth recreation programs	60	11.9 %
City's adult recreation programs	29	5.8 %
City special events & festivals	33	6.5 %
Elmwood Golf Course	2	0.4 %
Walking Stick Golf Course	4	0.8 %
Aquatic programs	21	4.2 %
Ice arena	3	0.6 %
Diversity of recreation programs	16	3.2 %
Motorsports activities	7	1.4 %
Dog park	12	2.4 %
Availability of cultural activities	14	2.8 %
Availability of recreational activities	24	4.8 %
<u>None chosen</u>	<u>77</u>	<u>15.3 %</u>
Total	504	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?

<u>Q12. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	26	5.2 %
Number of City parks	12	2.4 %
Location of City parks	15	3.0 %
Number of walking & biking trails	30	6.0 %
Quality of outdoor athletic fields	17	3.4 %
Number of outdoor athletic fields	11	2.2 %
Availability of information about City parks & recreation programs	38	7.5 %
City's youth recreation programs	34	6.7 %
City's adult recreation programs	36	7.1 %
City special events & festivals	44	8.7 %
Elmwood Golf Course	1	0.2 %
Walking Stick Golf Course	1	0.2 %
Aquatic programs	26	5.2 %
Ice arena	4	0.8 %
Diversity of recreation programs	32	6.3 %
Motorsports activities	12	2.4 %
Dog park	12	2.4 %
Availability of cultural activities	29	5.8 %
Availability of recreational activities	36	7.1 %
<u>None chosen</u>	<u>88</u>	<u>17.5 %</u>
Total	504	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. Sum of top 3 choices	Number	Percent
Maintenance of City parks	188	37.3 %
Number of City parks	55	10.9 %
Location of City parks	29	5.8 %
Number of walking & biking trails	115	22.8 %
Quality of outdoor athletic fields	58	11.5 %
Number of outdoor athletic fields	32	6.3 %
Availability of information about City parks & recreation programs	136	27.0 %
City's youth recreation programs	154	30.6 %
City's adult recreation programs	80	15.9 %
City special events & festivals	99	19.6 %
Elmwood Golf Course	10	2.0 %
Walking Stick Golf Course	5	1.0 %
Aquatic programs	67	13.3 %
Ice arena	10	2.0 %
Diversity of recreation programs	66	13.1 %
Motorsports activities	26	5.2 %
Dog park	37	7.3 %
Availability of cultural activities	53	10.5 %
Availability of recreational activities	77	15.3 %
None chosen	50	9.9 %
Total	1347	

Q13. Sewer and Stormwater Management. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Drainage of rainwater off City streets	4.8%	31.9%	26.0%	20.0%	10.7%	6.5%
Q13-2. Drainage of rainwater off properties next to your residence	11.3%	39.7%	22.0%	13.7%	7.1%	6.2%
Q13-3. Responsiveness to calls for emergency sewer service	4.6%	13.9%	31.2%	3.6%	1.8%	45.0%

WITHOUT "DON'T KNOW"

Q13. Sewer and Stormwater Management. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Drainage of rainwater off City streets	5.1%	34.2%	27.8%	21.4%	11.5%
Q13-2. Drainage of rainwater off properties next to your residence	12.1%	42.3%	23.5%	14.6%	7.6%
Q13-3. Responsiveness to calls for emergency sewer service	8.3%	25.3%	56.7%	6.5%	3.2%

Q14. Maintenance/Public Works. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Maintenance of major City streets	3.0%	15.7%	16.9%	39.9%	22.0%	2.6%
Q14-2. Timing of traffic signals	3.8%	29.2%	26.0%	26.4%	11.9%	2.8%
Q14-3. Maintenance of street signs/pavement markings	4.4%	31.3%	31.5%	23.4%	7.1%	2.2%
Q14-4. Street sweeping service	5.0%	28.4%	31.5%	20.4%	9.3%	5.4%
Q14-5. Overall cleanliness of City streets & other public areas	3.8%	18.5%	24.0%	33.9%	18.3%	1.6%
Q14-6. Adequacy of City street lighting	6.2%	32.9%	29.2%	20.2%	8.5%	3.0%
Q14-7. Condition of City sidewalks	2.6%	20.6%	26.4%	32.7%	14.1%	3.6%
Q14-8. Availability of sidewalks in City	5.2%	29.0%	32.9%	18.5%	8.7%	5.8%
Q14-9. Landscaping & appearance of public areas along City streets	6.0%	29.8%	29.0%	21.0%	11.7%	2.6%
Q14-10. Demolition of vacant structures in dangerous building inventory	1.4%	4.0%	18.7%	34.3%	30.6%	11.1%
Q14-11. Availability of ADA-accessible sidewalks	6.0%	24.0%	32.3%	13.1%	7.9%	16.7%

WITHOUT "DON'T KNOW"**Q14. Maintenance/Public Works. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Maintenance of major City streets	3.1%	16.1%	17.3%	40.9%	22.6%
Q14-2. Timing of traffic signals	3.9%	30.0%	26.7%	27.1%	12.2%
Q14-3. Maintenance of street signs/pavement markings	4.5%	32.0%	32.3%	23.9%	7.3%
Q14-4. Street sweeping service	5.2%	30.0%	33.3%	21.6%	9.9%
Q14-5. Overall cleanliness of City streets & other public areas	3.8%	18.8%	24.4%	34.5%	18.5%
Q14-6. Adequacy of City street lighting	6.3%	33.9%	30.1%	20.9%	8.8%
Q14-7. Condition of City sidewalks	2.7%	21.4%	27.4%	34.0%	14.6%
Q14-8. Availability of sidewalks in City	5.5%	30.7%	34.9%	19.6%	9.3%
Q14-9. Landscaping & appearance of public areas along City streets	6.1%	30.5%	29.7%	21.6%	12.0%
Q14-10. Demolition of vacant structures in dangerous building inventory	1.6%	4.5%	21.0%	38.6%	34.4%
Q14-11. Availability of ADA-accessible sidewalks	7.1%	28.8%	38.8%	15.7%	9.5%

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

<u>Q15. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	194	38.5 %
Timing of traffic signals	27	5.4 %
Maintenance of street signs/pavement markings	12	2.4 %
Street sweeping service	16	3.2 %
Overall cleanliness of City streets & other public areas	56	11.1 %
Adequacy of City street lighting	13	2.6 %
Condition of City sidewalks	24	4.8 %
Availability of sidewalks in City	3	0.6 %
Landscaping & appearance of public areas along City streets	22	4.4 %
Demolition of vacant structures in dangerous building inventory	66	13.1 %
Availability of ADA-accessible sidewalks	40	7.9 %
None chosen	31	6.2 %
Total	504	100.0 %

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

<u>Q15. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	51	10.1 %
Timing of traffic signals	57	11.3 %
Maintenance of street signs/pavement markings	32	6.3 %
Street sweeping service	15	3.0 %
Overall cleanliness of City streets & other public areas	91	18.1 %
Adequacy of City street lighting	35	6.9 %
Condition of City sidewalks	36	7.1 %
Availability of sidewalks in City	25	5.0 %
Landscaping & appearance of public areas along City streets	33	6.5 %
Demolition of vacant structures in dangerous building inventory	71	14.1 %
Availability of ADA-accessible sidewalks	14	2.8 %
None chosen	44	8.7 %
Total	504	100.0 %

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

Q15. 3rd choice	Number	Percent
Maintenance of major City streets	33	6.5 %
Timing of traffic signals	24	4.8 %
Maintenance of street signs/pavement markings	34	6.7 %
Street sweeping service	16	3.2 %
Overall cleanliness of City streets & other public areas	69	13.7 %
Adequacy of City street lighting	38	7.5 %
Condition of City sidewalks	45	8.9 %
Availability of sidewalks in City	25	5.0 %
Landscaping & appearance of public areas along City streets	47	9.3 %
Demolition of vacant structures in dangerous building inventory	91	18.1 %
Availability of ADA-accessible sidewalks	19	3.8 %
None chosen	63	12.5 %
Total	504	100.0 %

SUM OF TOP 3 CHOICES

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

Q15. Sum of top 3 choices	Number	Percent
Maintenance of major City streets	278	55.2 %
Timing of traffic signals	108	21.4 %
Maintenance of street signs/pavement markings	78	15.5 %
Street sweeping service	47	9.3 %
Overall cleanliness of City streets & other public areas	216	42.9 %
Adequacy of City street lighting	86	17.1 %
Condition of City sidewalks	105	20.8 %
Availability of sidewalks in City	53	10.5 %
Landscaping & appearance of public areas along City streets	102	20.2 %
Demolition of vacant structures in dangerous building inventory	228	45.2 %
Availability of ADA-accessible sidewalks	73	14.5 %
None chosen	31	6.2 %
Total	1405	

Q16. Pueblo Memorial Airport. Pueblo has an airport that provides commercial passenger flights. For each of the items listed, please rate your opinion to the statements below using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=504)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q16-1. I consider Pueblo Memorial Airport when booking a ticket	6.7%	13.1%	16.1%	19.4%	28.4%	16.3%
Q16-2. I'm aware that Southern Airway Express branded service is offered from Pueblo Memorial Airport	10.7%	21.2%	12.5%	13.1%	14.9%	27.6%
Q16-3. I consider drive time & cost to drive to Colorado Springs & Denver when purchasing airline tickets	27.0%	34.9%	13.9%	7.7%	6.0%	10.5%
Q16-4. I will drive to Colorado Springs Airport to save any amount of money, if the ticket is cheaper	32.9%	31.2%	14.7%	7.5%	3.2%	10.5%
Q16-5. I will drive to Denver International Airport to save any amount of money, if the ticket is cheaper	21.2%	21.2%	19.2%	17.3%	11.1%	9.9%

WITHOUT "DON'T KNOW"

Q16. Pueblo Memorial Airport. Pueblo has an airport that provides commercial passenger flights. For each of the items listed, please rate your opinion to the statements below using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

(N=504)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q16-1. I consider Pueblo Memorial Airport when booking a ticket	8.1%	15.6%	19.2%	23.2%	33.9%
Q16-2. I'm aware that Southern Airway Express branded service is offered from Pueblo Memorial Airport	14.8%	29.3%	17.3%	18.1%	20.5%
Q16-3. I consider drive time & cost to drive to Colorado Springs & Denver when purchasing airline tickets	30.2%	39.0%	15.5%	8.6%	6.7%
Q16-4. I will drive to Colorado Springs Airport to save any amount of money, if the ticket is cheaper	36.8%	34.8%	16.4%	8.4%	3.5%
Q16-5. I will drive to Denver International Airport to save any amount of money, if the ticket is cheaper	23.6%	23.6%	21.4%	19.2%	12.3%

Q17. Public Transportation. For each of the items listed, please rate your opinion to the statements below using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=504)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q17-1. I'm aware that Pueblo has public transportation services	37.9%	49.4%	7.3%	0.8%	0.6%	4.0%
Q17-2. I regularly use Pueblo Transit bus service	2.0%	3.2%	12.9%	20.8%	49.2%	11.9%
Q17-3. I regularly use CitiLift transportation	1.0%	1.4%	11.1%	20.8%	48.8%	16.9%

WITHOUT "DON'T KNOW"

Q17. Public Transportation. For each of the items listed, please rate your opinion to the statements below using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

(N=504)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q17-1. I'm aware that Pueblo has public transportation services	39.5%	51.4%	7.6%	0.8%	0.6%
Q17-2. I regularly use Pueblo Transit bus service	2.3%	3.6%	14.6%	23.6%	55.9%
Q17-3. I regularly use CitiLift transportation	1.2%	1.7%	13.4%	25.1%	58.7%

Q18. How likely are you to support sales and/or property tax for front range rail transportation?

Q18. How likely are you to support sales and/or property tax for front range rail transportation	Number	Percent
Very likely	154	30.6 %
Likely	107	21.2 %
Neutral	61	12.1 %
Unlikely	56	11.1 %
Very unlikely	84	16.7 %
Don't know	42	8.3 %
Total	504	100.0 %

WITHOUT "DON'T KNOW"**Q18. How likely are you to support sales and/or property tax for front range rail transportation? (without "don't know")**

Q18. How likely are you to support sales and/or property tax for front range rail transportation	Number	Percent
Very likely	154	33.3 %
Likely	107	23.2 %
Neutral	61	13.2 %
Unlikely	56	12.1 %
Very unlikely	84	18.2 %
Total	462	100.0 %

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

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Overall satisfaction of leadership provided by the Mayor	16.7%	23.4%	27.8%	9.9%	13.1%	9.1%
Q19-2. Overall satisfaction of leadership provided by City Council	2.6%	13.9%	30.4%	26.8%	20.0%	6.3%
Q19-3. Overall effectiveness of appointed boards & commissions	2.2%	12.1%	37.7%	24.4%	10.9%	12.7%
Q19-4. Overall effectiveness of economic development efforts	3.0%	13.5%	30.4%	26.4%	19.2%	7.5%

WITHOUT "DON'T KNOW"

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

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Overall satisfaction of leadership provided by the Mayor	18.3%	25.8%	30.6%	10.9%	14.4%
Q19-2. Overall satisfaction of leadership provided by City Council	2.8%	14.8%	32.4%	28.6%	21.4%
Q19-3. Overall effectiveness of appointed boards & commissions	2.5%	13.9%	43.2%	28.0%	12.5%
Q19-4. Overall effectiveness of economic development efforts	3.2%	14.6%	32.8%	28.5%	20.8%

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

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Satisfaction with communication from the Mayor	10.9%	21.2%	28.6%	17.1%	11.1%	11.1%
Q20-2. Availability of information about City programs & services	3.2%	20.0%	30.4%	28.4%	10.7%	7.3%
Q20-3. City efforts to keep you informed about local issues	3.0%	18.8%	29.4%	29.0%	14.9%	5.0%
Q20-4. How open City is to public involvement & input from residents	3.4%	16.3%	28.2%	25.4%	16.5%	10.3%
Q20-5. Quality of programming on City's cable television channel (Channel 17)	1.8%	7.1%	26.4%	8.3%	5.6%	50.8%
Q20-6. Quality of City's web page (pueblo.us)	2.0%	14.9%	35.1%	12.9%	5.2%	30.0%
Q20-7. City communication on social media	3.2%	19.0%	31.9%	16.5%	6.2%	23.2%

WITHOUT "DON'T KNOW"

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

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Satisfaction with communication from the Mayor	12.3%	23.9%	32.1%	19.2%	12.5%
Q20-2. Availability of information about City programs & services	3.4%	21.6%	32.8%	30.6%	11.6%
Q20-3. City efforts to keep you informed about local issues	3.1%	19.8%	30.9%	30.5%	15.7%
Q20-4. How open City is to public involvement & input from residents	3.8%	18.1%	31.4%	28.3%	18.4%
Q20-5. Quality of programming on City's cable television channel (Channel 17)	3.6%	14.5%	53.6%	16.9%	11.3%
Q20-6. Quality of City's web page (pueblo.us)	2.8%	21.2%	50.1%	18.4%	7.4%
Q20-7. City communication on social media	4.1%	24.8%	41.6%	21.4%	8.0%

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

Q21. Where do you receive your information about City	Number	Percent
Newspaper	129	25.6 %
Social media	332	65.9 %
Television	211	41.9 %
City website (pueblo.us)	130	25.8 %
Channel 17	23	4.6 %
Other	50	9.9 %
Total	875	

Q21-6. Other

- All the above
- Attending activities and meetings
- By being personally and professionally involved in matters related to our city's leadership, policies, & activities including those of statewide importance.
- Calling specific departments
- CHANNEL 11
- email
- Family and friends
- flyers and word of mouth
- Friend that are city employees
- Friends
- Friends
- Friends
- From people in the community. I had no idea there were options besides the chieftain and I do not do business with them.
- Google feed
- I Google what I want to know
- I look almost everywhere for information.
- I really don't get information about the city
- I try to use the city's webpage but this website is outdated and confusing to use. You have to be an investigative detective to figure out you're supposed to contact. Very primitive website.
- Independent journalists
- Lived hear most of my life word gets around watch on Facebook
- mail/Mabey
- My kids
- News
- news and phone
- NewsBreak and YouTube
- online news
- online news
- people
- phone
- PODCAST, PUEBLO STAR JOURNAL
- Radio
- Radio
- Social media
- Social media news KRDO and Chieftain Facebook page
- Southern Colorado television news stations
- Subscribed to email updates.
- The citizens of Pueblo. How the latest group of city elected, has effected our city. The needle program and handling of our homeless are a great start, and they aren't positive.
- Through the school system or friends / neighbors (tried the newspaper but delivery was inconsistent so I cancelled)

Q21-6. Other

- volunteering
- What information? It is unknown as to any information provided anywhere.
- Word of mouth
- Word of mouth and bulletins in public spaces
- Word of mouth and my experiences
- Word of mouth
- Word of mouth

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

Q22. Have you contacted City during past year	Number	Percent
Yes	181	35.9 %
No	323	64.1 %
Total	504	100.0 %

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

(N=181)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q22a-1. Staff was courteous & polite	29.8%	39.8%	17.1%	6.6%	2.2%	4.4%
Q22a-2. Staff gave prompt, accurate, & complete answers to questions	22.1%	35.4%	22.7%	9.9%	5.0%	5.0%
Q22a-3. Staff was timely in their response	21.5%	37.0%	16.6%	12.7%	6.6%	5.5%
Q22a-4. Staff worked with me to resolve my issue	19.9%	34.3%	18.8%	12.2%	7.7%	7.2%
Q22a-5. It was easy to contact the person I needed	13.8%	24.3%	25.4%	16.6%	12.2%	7.7%
Q22a-6. Services were provided at a time that was accommodating to my schedule	14.4%	32.6%	21.0%	13.8%	7.7%	10.5%
Q22a-7. Treatment received was unbiased	26.0%	31.5%	15.5%	8.3%	5.5%	13.3%

WITHOUT "DON'T KNOW"

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

(N=181)

	Always	Usually	Sometimes	Seldom	Never
Q22a-1. Staff was courteous & polite	31.2%	41.6%	17.9%	6.9%	2.3%
Q22a-2. Staff gave prompt, accurate, & complete answers to questions	23.3%	37.2%	23.8%	10.5%	5.2%
Q22a-3. Staff was timely in their response	22.8%	39.2%	17.5%	13.5%	7.0%
Q22a-4. Staff worked with me to resolve my issue	21.4%	36.9%	20.2%	13.1%	8.3%
Q22a-5. It was easy to contact the person I needed	15.0%	26.3%	27.5%	18.0%	13.2%
Q22a-6. Services were provided at a time that was accommodating to my schedule	16.0%	36.4%	23.5%	15.4%	8.6%
Q22a-7. Treatment received was unbiased	29.9%	36.3%	17.8%	9.6%	6.4%

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

(N=504)

	Very important	Somewhat important	Not sure	Not important
Q23-1. Sense of community	50.4%	36.5%	8.3%	4.8%
Q23-2. Quality of public education	67.7%	16.3%	9.7%	6.3%
Q23-3. Employment opportunities	69.0%	20.2%	6.5%	4.2%
Q23-4. Affordability of housing	78.8%	14.7%	4.2%	2.4%
Q23-5. Quality of housing	77.4%	16.7%	4.4%	1.6%
Q23-6. Availability of housing	69.4%	22.0%	6.7%	1.8%
Q23-7. Access to quality shopping	50.6%	34.7%	9.9%	4.8%
Q23-8. Proximity to family or friends	45.2%	35.7%	8.5%	10.5%
Q23-9. Safety & security	81.7%	11.7%	5.4%	1.2%
Q23-10. Accessibility to airport & other communities	24.4%	48.2%	12.5%	14.9%
Q23-11. Educational opportunities for preschool age children	40.9%	24.8%	17.1%	17.3%
Q23-12. Childcare for working parents/guardians	44.4%	22.2%	17.7%	15.7%
Q23-13. Quality health care	81.0%	12.9%	4.6%	1.6%
Q23-14. Public transportation (bus)	25.6%	32.7%	15.1%	26.6%
Q23-15. Opportunities and/or resources for senior citizens	50.2%	29.6%	10.5%	9.7%

Q23. Then, please indicate if your needs are being met in Pueblo.

(N=504)

	Yes	No	Not provided
Q23-1. Sense of community	45.2%	32.3%	22.4%
Q23-2. Quality of public education	28.2%	42.1%	29.8%
Q23-3. Employment opportunities	32.7%	40.3%	27.0%
Q23-4. Affordability of housing	32.3%	44.0%	23.6%
Q23-5. Quality of housing	34.5%	40.1%	25.4%
Q23-6. Availability of housing	30.8%	42.7%	26.6%
Q23-7. Access to quality shopping	38.1%	37.1%	24.8%
Q23-8. Proximity to family or friends	60.9%	10.5%	28.6%
Q23-9. Safety & security	25.4%	51.4%	23.2%
Q23-10. Accessibility to airport & other communities	44.6%	22.6%	32.7%
Q23-11. Educational opportunities for preschool age children	29.8%	25.4%	44.8%
Q23-12. Childcare for working parents/guardians	20.8%	32.9%	46.2%
Q23-13. Quality health care	36.1%	38.9%	25.0%
Q23-14. Public transportation (bus)	37.3%	19.8%	42.9%
Q23-15. Opportunities and/or resources for senior citizens	33.7%	25.8%	40.5%

WITHOUT "NOT PROVIDED"**Q23. Then, please indicate if your needs are being met in Pueblo. (without "not provided")**

(N=504)

	Yes	No
Q23-1. Sense of community	58.3%	41.7%
Q23-2. Quality of public education	40.1%	59.9%
Q23-3. Employment opportunities	44.8%	55.2%
Q23-4. Affordability of housing	42.3%	57.7%
Q23-5. Quality of housing	46.3%	53.7%
Q23-6. Availability of housing	41.9%	58.1%
Q23-7. Access to quality shopping	50.7%	49.3%
Q23-8. Proximity to family or friends	85.3%	14.7%
Q23-9. Safety & security	33.1%	66.9%
Q23-10. Accessibility to airport & other communities	66.4%	33.6%
Q23-11. Educational opportunities for preschool age children	54.0%	46.0%
Q23-12. Childcare for working parents/guardians	38.7%	61.3%
Q23-13. Quality health care	48.1%	51.9%
Q23-14. Public transportation (bus)	65.3%	34.7%
Q23-15. Opportunities and/or resources for senior citizens	56.7%	43.3%

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

Q24. Top choice	Number	Percent
Sense of community	54	10.7 %
Quality of public education	33	6.5 %
Employment opportunities	50	9.9 %
Affordability of housing	72	14.3 %
Quality of housing	8	1.6 %
Availability of housing	6	1.2 %
Access to quality shopping	10	2.0 %
Proximity to family or friends	48	9.5 %
Safety & security	114	22.6 %
Accessibility to airport & other communities	6	1.2 %
Educational opportunities for preschool age children	1	0.2 %
Childcare for working parents/guardians	6	1.2 %
Quality health care	37	7.3 %
Public transportation (bus)	3	0.6 %
Opportunities and/or resources for senior citizens	14	2.8 %
None chosen	42	8.3 %
Total	504	100.0 %

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

Q24. 2nd choice	Number	Percent
Sense of community	32	6.3 %
Quality of public education	25	5.0 %
Employment opportunities	61	12.1 %
Affordability of housing	80	15.9 %
Quality of housing	31	6.2 %
Availability of housing	17	3.4 %
Access to quality shopping	13	2.6 %
Proximity to family or friends	22	4.4 %
Safety & security	73	14.5 %
Accessibility to airport & other communities	11	2.2 %
Educational opportunities for preschool age children	3	0.6 %
Childcare for working parents/guardians	5	1.0 %
Quality health care	60	11.9 %
Public transportation (bus)	3	0.6 %
Opportunities and/or resources for senior citizens	15	3.0 %
None chosen	53	10.5 %
Total	504	100.0 %

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

Q24. 3rd choice	Number	Percent
Sense of community	30	6.0 %
Quality of public education	26	5.2 %
Employment opportunities	31	6.2 %
Affordability of housing	47	9.3 %
Quality of housing	32	6.3 %
Availability of housing	24	4.8 %
Access to quality shopping	31	6.2 %
Proximity to family or friends	24	4.8 %
Safety & security	72	14.3 %
Accessibility to airport & other communities	2	0.4 %
Educational opportunities for preschool age children	5	1.0 %
Childcare for working parents/guardians	9	1.8 %
Quality health care	59	11.7 %
Public transportation (bus)	8	1.6 %
Opportunities and/or resources for senior citizens	41	8.1 %
None chosen	63	12.5 %
Total	504	100.0 %

SUM OF TOP 3 CHOICES

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

Q24. Sum of top 3 choices	Number	Percent
Sense of community	116	23.0 %
Quality of public education	84	16.7 %
Employment opportunities	142	28.2 %
Affordability of housing	199	39.5 %
Quality of housing	71	14.1 %
Availability of housing	47	9.3 %
Access to quality shopping	54	10.7 %
Proximity to family or friends	94	18.7 %
Safety & security	259	51.4 %
Accessibility to airport & other communities	19	3.8 %
Educational opportunities for preschool age children	9	1.8 %
Childcare for working parents/guardians	20	4.0 %
Quality health care	156	31.0 %
Public transportation (bus)	14	2.8 %
Opportunities and/or resources for senior citizens	70	13.9 %
None chosen	42	8.3 %
Total	1396	

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

(N=504)

	Major problem	Moderate problem	Minor problem	Not a problem	Don't know
Q25-1. Crime, drugs, or violence	49.2%	22.8%	20.0%	5.4%	2.6%
Q25-2. Homelessness	56.3%	18.8%	13.5%	9.1%	2.2%
Q25-3. Abandoned or run-down buildings	33.9%	25.0%	23.4%	16.3%	1.4%
Q25-4. Unsupervised children or teenagers	25.4%	18.8%	26.4%	25.2%	4.2%
Q25-5. Speeding on neighborhood streets	48.8%	25.2%	18.1%	6.5%	1.4%
Q25-6. Roaming/Loose animals	14.3%	21.4%	36.5%	25.8%	2.0%
Q25-7. Flooding	9.1%	15.5%	34.7%	36.3%	4.4%
Q25-8. Overgrown lots	19.8%	26.8%	29.8%	21.2%	2.4%
Q25-9. Graffiti	9.5%	22.2%	33.1%	30.6%	4.6%
Q25-10. Junk cars or vehicles	19.0%	19.6%	30.8%	26.4%	4.2%
Q25-11. Condition of alleys	22.2%	24.0%	20.2%	22.2%	11.3%

WITHOUT "DON'T KNOW"

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

(N=504)

	Major problem	Moderate problem	Minor problem	Not a problem
Q25-1. Crime, drugs, or violence	50.5%	23.4%	20.6%	5.5%
Q25-2. Homelessness	57.6%	19.3%	13.8%	9.3%
Q25-3. Abandoned or run-down buildings	34.4%	25.4%	23.7%	16.5%
Q25-4. Unsupervised children or teenagers	26.5%	19.7%	27.5%	26.3%
Q25-5. Speeding on neighborhood streets	49.5%	25.6%	18.3%	6.6%
Q25-6. Roaming/Loose animals	14.6%	21.9%	37.2%	26.3%
Q25-7. Flooding	9.5%	16.2%	36.3%	38.0%
Q25-8. Overgrown lots	20.3%	27.4%	30.5%	21.7%
Q25-9. Graffiti	10.0%	23.3%	34.7%	32.0%
Q25-10. Junk cars or vehicles	19.9%	20.5%	32.1%	27.5%
Q25-11. Condition of alleys	25.1%	27.1%	22.8%	25.1%

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

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26-1. Condition of housing	12.1%	39.3%	26.8%	15.1%	3.8%	3.0%
Q26-2. Availability of housing	6.7%	26.2%	32.7%	22.2%	5.6%	6.5%
Q26-3. Enforcing cleanup of litter & debris on private property	5.8%	16.1%	23.8%	31.7%	18.8%	3.8%
Q26-4. Enforcing mowing & trimming of grass, trees, shrubs, & weeds on property	5.2%	16.9%	26.4%	29.4%	17.9%	4.4%
Q26-5. Enforcing maintenance of residential property (exterior of homes, general upkeep)	5.4%	18.8%	27.4%	31.3%	12.3%	4.8%
Q26-6. Removal of junk vehicles	4.6%	15.9%	27.6%	29.2%	12.7%	10.1%
Q26-7. Condition of streets	3.2%	21.8%	20.6%	34.7%	17.9%	1.8%
Q26-8. Overall appearance of your neighborhood	9.3%	37.1%	30.4%	15.7%	6.3%	1.2%

WITHOUT "DON'T KNOW"

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

(N=504)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26-1. Condition of housing	12.5%	40.5%	27.6%	15.5%	3.9%
Q26-2. Availability of housing	7.2%	28.0%	35.0%	23.8%	5.9%
Q26-3. Enforcing cleanup of litter & debris on private property	6.0%	16.7%	24.7%	33.0%	19.6%
Q26-4. Enforcing mowing & trimming of grass, trees, shrubs, & weeds on property	5.4%	17.6%	27.6%	30.7%	18.7%
Q26-5. Enforcing maintenance of residential property (exterior of homes, general upkeep)	5.6%	19.8%	28.8%	32.9%	12.9%
Q26-6. Removal of junk vehicles	5.1%	17.7%	30.7%	32.5%	14.1%
Q26-7. Condition of streets	3.2%	22.2%	21.0%	35.4%	18.2%
Q26-8. Overall appearance of your neighborhood	9.4%	37.6%	30.7%	15.9%	6.4%

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

(N=504)

	Very likely	Likely	Neutral	Unlikely	Very unlikely	Don't know
Q27-1. Downtown community recreation center	15.1%	23.2%	18.7%	18.7%	20.6%	3.8%
Q27-2. Street repairs & maintenance	33.1%	35.7%	13.3%	6.5%	8.7%	2.6%
Q27-3. Demolishing abandoned homes	26.6%	27.8%	19.6%	11.9%	10.9%	3.2%
Q27-4. Recycle or large item drop off facility	30.8%	30.2%	19.4%	7.9%	9.3%	2.4%
Q27-5. Creation of an Arts & Entertainment District	18.7%	25.2%	21.6%	15.5%	16.1%	3.0%
Q27-6. Aquatic Center	21.0%	22.4%	22.4%	13.7%	16.1%	4.4%
Q27-7. Sidewalk repairs & maintenance	28.2%	35.3%	19.6%	8.1%	6.2%	2.6%

WITHOUT "DON'T KNOW"

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

(N=504)

	Very likely	Likely	Neutral	Unlikely	Very unlikely
Q27-1. Downtown community recreation center	15.7%	24.1%	19.4%	19.4%	21.4%
Q27-2. Street repairs & maintenance	34.0%	36.7%	13.6%	6.7%	9.0%
Q27-3. Demolishing abandoned homes	27.5%	28.7%	20.3%	12.3%	11.3%
Q27-4. Recycle or large item drop off facility	31.5%	30.9%	19.9%	8.1%	9.6%
Q27-5. Creation of an Arts & Entertainment District	19.2%	26.0%	22.3%	16.0%	16.6%
Q27-6. Aquatic Center	22.0%	23.4%	23.4%	14.3%	16.8%
Q27-7. Sidewalk repairs & maintenance	28.9%	36.3%	20.2%	8.4%	6.3%

Q28. How likely are you to support the construction and operation of a nuclear power plant in Pueblo City limits?

Q28. How likely are you to support the construction & operation of a nuclear power plant in Pueblo City limits	Number	Percent
Very likely	103	20.4 %
Likely	59	11.7 %
Neutral	52	10.3 %
Unlikely	66	13.1 %
Very unlikely	179	35.5 %
Don't know	45	8.9 %
Total	504	100.0 %

WITHOUT "DON'T KNOW"

Q28. How likely are you to support the construction and operation of a nuclear power plant in Pueblo City limits? (without "don't know")

Q28. How likely are you to support the construction & operation of a nuclear power plant in Pueblo City limits	Number	Percent
Very likely	103	22.4 %
Likely	59	12.9 %
Neutral	52	11.3 %
Unlikely	66	14.4 %
Very unlikely	179	39.0 %
Total	459	100.0 %

Q29. Approximately how many years have you lived in the City of Pueblo?

<u>Q29. How many years have you lived in City of Pueblo</u>	<u>Number</u>	<u>Percent</u>
Less than 5 years	47	9.3 %
5-10 years	57	11.3 %
11-20 years	62	12.3 %
20+ years	333	66.1 %
Not provided	5	1.0 %
Total	504	100.0 %

WITHOUT "NOT PROVIDED"**Q29. Approximately how many years have you lived in the City of Pueblo? (without "not provided")**

<u>Q29. How many years have you lived in City of Pueblo</u>	<u>Number</u>	<u>Percent</u>
Less than 5 years	47	9.4 %
5-10 years	57	11.4 %
11-20 years	62	12.4 %
20+ years	333	66.7 %
Total	499	100.0 %

Q30. What is your age?

Q30. Your age	Number	Percent
Under 25	9	1.8 %
25-34	91	18.1 %
35-44	96	19.0 %
45-54	100	19.8 %
55-64	102	20.2 %
65+	101	20.0 %
Not provided	5	1.0 %
Total	504	100.0 %

WITHOUT "NOT PROVIDED"**Q30. What is your age? (without "not provided")**

Q30. Your age	Number	Percent
Under 25	9	1.8 %
25-34	91	18.2 %
35-44	96	19.2 %
45-54	100	20.0 %
55-64	102	20.4 %
65+	101	20.2 %
Total	499	100.0 %

Q31. Do you have children under the age of 18 in your household?

Q31. Do you have children under 18 in your household	Number	Percent
Yes	118	23.4 %
No	380	75.4 %
Not provided	6	1.2 %
Total	504	100.0 %

WITHOUT "NOT PROVIDED"**Q31. Do you have children under the age of 18 in your household? (without "not provided")**

Q31. Do you have children under 18 in your household	Number	Percent
Yes	118	23.7 %
No	380	76.3 %
Total	498	100.0 %

Q32. Do you have any pets in your household?

<u>Q32. Do you have any pets in your household</u>	<u>Number</u>	<u>Percent</u>
Yes	345	68.5 %
No	151	30.0 %
Not provided	8	1.6 %
Total	504	100.0 %

WITHOUT "NOT PROVIDED"**Q32. Do you have any pets in your household? (without "not provided")**

<u>Q32. Do you have any pets in your household</u>	<u>Number</u>	<u>Percent</u>
Yes	345	69.6 %
No	151	30.4 %
Total	496	100.0 %

Q32a. Number of DOGS in your household:

<u>Q32a. Number of dogs in your household</u>	<u>Number</u>	<u>Percent</u>
0	62	18.0 %
1	140	40.6 %
2	95	27.5 %
3+	48	13.9 %
Total	345	100.0 %

Q32a. Number of CATS in your household:

<u>Q32a. Number of cats in your household</u>	<u>Number</u>	<u>Percent</u>
0	219	63.5 %
1	64	18.6 %
2	39	11.3 %
3+	23	6.7 %
Total	345	100.0 %

Q32a. Number of OTHER PETS in your household:

<u>Q32a. Number of other pets in your household</u>	<u>Number</u>	<u>Percent</u>
0	319	92.5 %
1	15	4.3 %
2+	11	3.2 %
Total	345	100.0 %

Q33. Which of the following best describes your race?

<u>Q33. Your race</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	5	1.0 %
Black or African American	13	2.6 %
American Indian or Alaska Native	17	3.4 %
White or Caucasian	223	44.2 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Hispanic, Spanish, or Latino/a/x	252	50.0 %
Other	5	1.0 %
Total	516	

Q33-7. Self-describes your race:

<u>Q33-7. Self-describe your race</u>	<u>Number</u>	<u>Percent</u>
Hispanic, French, Jewish	1	20.0 %
EUROPEAN	1	20.0 %
Jewish	1	20.0 %
Multi-racial	1	20.0 %
French/Spanish	1	20.0 %
Total	5	100.0 %

Q34. Which of the following best describes your current place of employment?

<u>Q34. Your current place of employment</u>	<u>Number</u>	<u>Percent</u>
Employed outside the home	229	45.4 %
Self-employed	44	8.7 %
Remote work from home	38	7.5 %
Student	10	2.0 %
Retired	139	27.6 %
Unemployed	25	5.0 %
Not provided	19	3.8 %
Total	504	100.0 %

WITHOUT "NOT PROVIDED"**Q34. Which of the following best describes your current place of employment? (without "not provided")**

<u>Q34. Your current place of employment</u>	<u>Number</u>	<u>Percent</u>
Employed outside the home	229	47.2 %
Self-employed	44	9.1 %
Remote work from home	38	7.8 %
Student	10	2.1 %
Retired	139	28.7 %
Unemployed	25	5.2 %
Total	485	100.0 %

Q34a. Where do you work?

<u>Q34a. Where do you work?</u>	<u>Number</u>	<u>Percent</u>
In Pueblo	180	78.6 %
Inside Pueblo County but outside City	23	10.0 %
Somewhere else in Colorado	19	8.3 %
Other	2	0.9 %
Not provided	5	2.2 %
Total	229	100.0 %

WITHOUT "NOT PROVIDED"**Q34a. Where do you work? (without "not provided")**

<u>Q34a. Where do you work?</u>	<u>Number</u>	<u>Percent</u>
In Pueblo	180	80.4 %
Inside Pueblo County but outside City	23	10.3 %
Somewhere else in Colorado	19	8.5 %
Other	2	0.9 %
Total	224	100.0 %

Q34a-4. Other:

<u>Q34a-4. Other</u>	<u>Number</u>	<u>Percent</u>
My work territory Colorado, New Mexico, Utah, & Arizona	1	8.3 %
Remote-out of state	1	8.3 %
Remote tech work for Boston based company	1	8.3 %
Fremont County	1	8.3 %
Remote work outside of Colorado	1	8.3 %
Colorado Springs	1	8.3 %
Outside Colorado	1	8.3 %
My company is headquartered in California	1	8.3 %
North Dakota	1	8.3 %
Remote for a Seattle, WA company	1	8.3 %
National account manager	1	8.3 %
Work from home	1	8.3 %
Total	12	100.0 %

Q35. Your gender:

<u>Q35. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	243	48.2 %
Female	246	48.8 %
Non-binary	3	0.6 %
Not provided	12	2.4 %
Total	504	100.0 %

WITHOUT "NOT PROVIDED"**Q35. Your gender: (without "not provided")**

<u>Q35. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	243	49.4 %
Female	246	50.0 %
Non-binary	3	0.6 %
Total	492	100.0 %



5

Survey Instrument

Dear Pueblo resident,

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

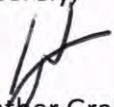
We greatly appreciate your participation. Please take a few minutes to complete and return this survey. We estimate it should take approximately 15-20 minutes to answer all the questions, and your individual responses to the questions will remain confidential. The information included in the survey will identify responses for various city services and your input helps us determine where we might improve our service delivery.

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

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

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

Sincerely,



Heather Graham
Mayor of Pueblo

2024 City of Pueblo Community Survey



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 online at pueblosurvey.com. If you have questions, please call the Mayor's Office at 719-553-2655.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

8b. Why do you not feel safe there?

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

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

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

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

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

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

12. **Which THREE of the Parks and Recreation items listed above do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?** [Write in your answers below using the numbers from the list in Question 11.]

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

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

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

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

City Maintenance/Public Works		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of major city streets	5	4	3	2	1	9
02.	Timing of traffic signals	5	4	3	2	1	9
03.	Maintenance of street signs/pavement markings	5	4	3	2	1	9
04.	Street sweeping service	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.	Demolition of vacant structures in dangerous building inventory	5	4	3	2	1	9
11.	Availability of ADA-accessible sidewalks	5	4	3	2	1	9

15. Which **THREE** of the Maintenance/Public Works items listed above do you think should receive the **MOST EMPHASIS** from city leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 14.]

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

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

Pueblo Memorial Airport		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 Southern Airway Express branded service is offered from the Pueblo Memorial Airport	5	4	3	2	1	9
3.	I consider the drive time and cost to drive to Colorado Springs and Denver when purchasing airline tickets	5	4	3	2	1	9
4.	I will drive to Colorado Springs Airport to save any amount of money, if the ticket is cheaper	5	4	3	2	1	9
5.	I will drive to Denver International Airport to save any amount of money, if the ticket is cheaper	5	4	3	2	1	9

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

Public Transportation		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	I'm aware that Pueblo has public transportation services	5	4	3	2	1	9
2.	I regularly use Pueblo Transit bus service	5	4	3	2	1	9
3.	I regularly use CitiLift transportation	5	4	3	2	1	9

18. How likely are you to support sales and/or property tax for front range rail transportation?

____(5) Very likely ____ (4) Likely ____ (3) Neutral ____ (2) Unlikely ____ (1) Very unlikely ____ (9) Don't know

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

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

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

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

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

(1) Newspaper (3) Television (5) Channel 17
 (2) Social media (4) City website (pueblo.us) (6) Other: _____

22. Have you contacted the city during the past year? (1) Yes [Answer Q22a.] (2) No [Skip to Q23.]

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

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

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

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

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

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

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

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

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

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

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

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

28. How likely are you to support the construction and operation of a nuclear power plant in Pueblo City limits?

____(5) Very likely ____ (4) Likely ____ (3) Neutral ____ (2) Unlikely ____ (1) Very unlikely ____ (9) Don't know

Demographics

29. 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

30. What is your age?

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

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

___(1) Yes ___(2) No

32. Do you have any pets in your household? ___(1) Yes [Answer Q32a.] ___(2) No

32a. Write in the number of pets in your household: Dogs: ___ Cats: ___ Other pets: ___

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

___(01) Asian or Asian Indian ___(05) Native Hawaiian or other Pacific Islander
___(02) Black or African American ___(06) Hispanic, Spanish, or Latino/a/x
___(03) American Indian or Alaska Native ___(99) Other: _____
___(04) White or Caucasian

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

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

34a. Where do you work?

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

35. Your gender:

___(1) Male ___(2) Female ___(3) Non-binary ___(4) Other: _____

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

___(1) Yes [Answer Q36a.] ___(2) No

36a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

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

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