



City of Boulder 2007 Community Survey

REPORT OF RESULTS

January 2008

Prepared by:



CITY OF BOULDER

Frank Bruno, City Manager
OFFICE OF THE CITY MANAGER



Dear Boulder Residents,

We are pleased to present to the community the results from the recent Community Survey. The responses indicate that residents continue to rate the quality of life very highly in our community. Most people rate their neighborhoods positively and appreciate the city's efforts in energy conservation and efficiency programs, the opportunities for recreational and cultural activities and good access to bike paths and bus services. However, many Boulder residents continue to be concerned about traffic, congestion and the cost of housing.

Since the last community survey was conducted in 2001 the city has undergone significant budget cuts due to decreased revenues. We are very pleased to see the ratings for city service delivery at or above the 2001 levels although we recognize that there is still much work to do.

In 2007, the Community Survey served as one element of a Community Dialogue initiated by the City Council to allow city staff and elected officials to hear from a broad range of the population about what matters to them. The other component of the Community Dialogue included small informal meetings hosted by individuals, organizations, groups or businesses also exploring what people think about Boulder. These meetings were focused on reaching people in the community who do not typically participate in traditional public outreach efforts. The summary report for the dialogue meetings (Meetings in a Box) is available on the city's website: www.bouldercolorado.gov under City Council and Community Sustainability.

The topics for both the survey and dialogue meetings were chosen from those generated by City Council, appointed Boards and Commissions, and from city staff. In choosing the final topics and questions to be discussed, the list was narrowed to those that would be most relevant to the daily lives of Boulder residents and that would be of the greatest long-term use to the Boulder City Council and city staff as we consider city goals and priorities, plans for the future and the city's financial health.

The 2007 Community Survey is the eighth in a series of such surveys conducted since 1987. It provides information from a representative cross-section of Boulder residents which has been carefully gathered, analyzed and checked to assure a sample that is most representative of the entire community.

We appreciate the responses given by those who participated in the survey. We hope that you will find these results interesting and useful. Finally, we encourage and admire your involvement and contributions to making Boulder a better community and place to live. Individual efforts do make the difference!

Frank W. Bruno
City Manager

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EXECUTIVE SUMMARY

Survey Background

The 2007 Boulder Community Survey represents the eighth in a series of resident surveys that serve as a consumer scorecard by providing evaluations of the community and identifying what residents think is working well and what is not in city service delivery. Boulder residents completing the questionnaire make judgments about the quality of life in the city and what they think would improve it. They describe their use of various community amenities and provide feedback on policy issues facing the city government.

In 2007, the Community Survey was conducted in conjunction with dialogue meetings, the other component of the Community Dialogue Initiative. Together, these tools allow elected officials and city staff to hear from a broad range of the population about what matters to them.

Within Boulder's nine planning subcommunities, 3,015 households were randomly selected to participate in the survey. In addition, 485 CU dormitory rooms were randomly selected for inclusion in the study. A total of 870 surveys were returned from households and 16 from dormitories. After accounting for undeliverable surveys, the household response rate was 30%. The results of the survey were statistically weighted to the demographics of Boulder from the 2000 U.S. Census.

The Boulder Community Survey covered many topics related to life in this community. The survey results are organized into City Council goal categories. These are:

- ◆ **Community Sustainability**: The city recognizes the critical relationship among economic, social and environmental health and seeks to maintain and enhance the livability and vitality of Boulder now and in the long-term future.
- ◆ **Social Sustainability**: To enhance community livability by providing outreach and developing policies that address the needs of the community, including the under-served, under-represented and under-participating residents so all who live in Boulder can feel part of, and thrive in, our community.
- ◆ **Economic Sustainability**: It is the policy of the city of Boulder to encourage economic vitality and the contributions economic health makes to the overall quality of life of its citizens. The city of Boulder welcomes and is supportive of business and economic development. Towards this end, the city of Boulder will utilize a variety of tools and strategies that will result in increased sales and use tax revenue, retention and expansion of business investment and opportunities in Boulder and lead to an improvement in the quality of life and prosperity of the community.
- ◆ **Environmental Sustainability**: To enact and enhance city policies that cause the Boulder community to become a nationwide environmental leader among communities. The City will be a role model of exemplary environmental practices.
- ◆ **Affordable Housing**: To preserve and provide housing opportunities that promote an economically diverse community.
- ◆ **Transportation**: Develop strategies to manage congestion at reasonable levels and enhance mobility to maintain a livable community. To generate consensus among and between the

City Council and local and regional community about the specific transportation improvements envisioned for each corridor.

In addition to highlighting questions related to these six issues, one section of the report was devoted to quality of life, and another section was devoted to city government and services.

Responses to many questions were converted to a 100-point scale, where 100 is the highest possible rating and 0 is the lowest. This allows comparison of results to data from jurisdictions across North America (“normative comparisons”). In addition, comparisons can be made to previous survey results. Where differences in results from one year to another are greater than 3 percentage points or 3 points on the 100-point scale, they can be considered significantly higher or lower.

Community Sustainability

Boulder residents have continued to give high ratings to the quality of life in this community. In fact, ratings increased in 2007 compared to that observed in previous years. Neighborhood quality ratings also increased from 2001 to 2007. Boulder’s ratings in 2007 were significantly higher than the normative comparisons.

Survey recipients were asked to rate how well they felt the city protects certain aspects of the community and provides for a high quality of life for all residents.

- ◆ More than four in five respondents felt that the city was doing a good job in providing recreation opportunities, protecting the natural environment and reducing solid waste.
- ◆ About two-thirds agreed that the city was taking adequate measures to protect the quality of life of residents and to maintain the public infrastructure.
- ◆ Just over half agreed the city was doing enough to protect the economic health of Boulder.
- ◆ Only about 40% felt the city was doing to enough to provide access to basic human services and to provide access to services for disabled residents.
- ◆ Less than a third were of the opinion that the city was making sufficient efforts to prepare the community for an emergency or to address traffic congestion.

Social Sustainability

Nearly two-thirds of residents rated the “sense of community” in Boulder as “good” or “very good.” This rating represents a significantly positive increase since 2001.

While sense of community was rated fairly high, just under half (49%) of those participating in the survey agreed that they “feel like a part of the Boulder community.” Non-Hispanic whites were more likely to feel a part of the community (52%) than were those who were Hispanic and/or of other races (38%).

When asked to rate race and ethnic relations in Boulder, 37% felt they were “good” or “very good,” while 45% felt they were “neither good nor bad” and 18% felt they were “bad” or “very bad.” The average rating was similar in 2007 compared to 2001. However, the rating of race and ethnic relations was below the normative comparison.

Ratings of Boulder as a place for seniors, as a place to raise children, and the sense of community were above the normative comparisons.

When asked to what extent they agreed or disagreed with a set of statements about Boulder's social environment, three-quarters or more of those completing the questionnaire felt that the Boulder community was respectful and accepting of people of differing sexual orientations and of people with differing religious and spiritual beliefs.

- ◆ Nearly two-thirds considered Boulder a “child-friendly” or “youth-friendly” community.
- ◆ Over half felt that the Boulder community was respectful and accepting of people of differing racial and ethnic backgrounds, but one in five respondents disagreed with this statement.
- ◆ Less than half of respondents regarded the Boulder community as a “senior-friendly” community.
- ◆ Fewer than half of those completing the questionnaire deemed the Boulder community as respectful and accepting of people of differing political opinions.

Relations and Communication between Residents and Boulder City Government

Many questions on the survey were devoted to assessing residents' perceptions of the responsiveness of local government and their own awareness and involvement in city affairs.

- ◆ A majority of respondents felt that the city did “well” or “very well” at providing access to City Council, being responsive to residents, informing residents about events or issues, planning for the future and gathering resident feedback.
- ◆ However, only 44% thought the city did “well” or “very well” at working through critical issues facing the city.
- ◆ Ratings of government responsiveness have generally increased since these questions were first asked in 1999, with significant increases observed from 2001 to 2007 for “effectively planning for the future” and “working through critical issues facing the City.”

Just over a third (37%) of respondents agreed that “most elected officials care what people like me think,” while 27% disagreed with the statement and 36% were neutral. This represented a significant positive increase over previous years; however, this rating was below the normative comparison.

Nearly half (49%) of respondents agreed that “Boulder city government welcomes resident involvement.” This rating has remained relatively unchanged over the study years. It was similar to the normative comparison.

When asked about their current use of city media and available avenues of communication, the city's web site was the most commonly used medium; nearly two-thirds had visited the city's web site at least once in the past year, a significant increase compared to 2001, when only 35% of respondents said they had visited the city's web site in the previous 12 months.

Over a third of respondents in 2007 had read the “News from City Hall” in the Boulder Camera, and 34% had watched a City Council meeting on cable TV Channel 8. Less than one in ten respondents had attended a City Council meeting in person, and 14% had attended a public

meeting about city matters. One in five respondents had called in a complaint about a neighborhood problem.

Economic Sustainability

About 60% of those participating in the survey felt that the current availability of jobs in Boulder was “somewhat” or “far too little.” However, employment opportunities in Boulder were rated as “good” or “very good” by nearly half of respondents. This rating was above the normative comparison.

Opportunities to shop in Boulder was rated as “good” or “very good” by eight in ten respondents, while access to shopping in the neighborhood was rated as such by about three-quarters of respondents. Nine in ten respondents felt dining opportunities in Boulder were “good” or “very good.” The ratings of dining opportunities stayed about the same from 2001 to 2007, but the ratings of shopping opportunities increased significantly in 2007. Shopping and dining opportunities received average ratings above the normative comparisons.

Nearly all respondents had visited the Pearl Street Mall and the Twenty Ninth Street retail center at least once in the previous year. Eight in ten respondents had visited the University Hill business district at least once in the previous year.

When asked whether they thought Boulder had about the right mix of businesses and housing, both existing and new, or if there was too much of one kind versus another, nearly three-quarters believed the community had the right mix.

Environmental Sustainability

Few items related to environmental sustainability were included on the survey; however, the survey results endorsed the importance of this City Council goal. When asked to rate the importance of a series of 29 items that could potentially improve the quality of life in the community, the item that was rated most important was providing energy conservation and efficiency programs (rated as “very important” by 57% of respondents). Additionally, among the top four items was acquiring more open space land.

Nearly all survey participants (97%) reported having recycled from their home at least once during the previous year.

More than eight in ten respondents deemed the drinking water quality in Boulder “good” or “very good.” The quality of water in Boulder creek was considered “good” or “very good” by nearly two-thirds of respondents. These ratings were significantly higher in 2007 compared to 2001.

Affordable Housing

Increasing housing affordable to low- or moderate-income people was rated as very important by 37% of respondents, the sixth highest rating out of the 29 items rated.

Nearly three-quarters (72%) of those completing the questionnaire felt there was too little housing affordable to low-income or moderate-income people.

Transportation

Transportation issues also topped the list of items regarded by survey respondents as important to improving the quality of life in Boulder. Over 40% considered reducing traffic and improving traffic flow “very important.” About a third felt that providing additional transportation options or alternatives was “very important” to improve Boulder’s quality of life.

Nearly half of respondents (46%) reported that they had an Eco-Pass, an annual pass that allows unlimited bus rides. Of those who did not have an Eco-Pass, about a third felt that if they had one they would be “very likely” to make more trips on the bus.

Several aspects of transportation within neighborhoods were rated by those completing the questionnaire.

- ◆ Neighborhood access to bus services, neighborhood access to bike paths and ease of travel by walking in the neighborhood was considered “good” or “very good” by 85% or more of respondents.
- ◆ General street conditions were rated as “good” or “very good” by 70% of respondents.
- ◆ Traffic speed, traffic volume and availability of on-street parking in neighborhoods were rated as at least “good” by 57% to 61% of those completing the questionnaire.
- ◆ Availability of on-street parking, ease of travel by walking in the neighborhood and general street conditions were all rated above the normative comparison.
- ◆ Ratings for volume of traffic in the neighborhood, availability of on-street parking, speed of traffic in the neighborhood and ease of travel by walking in the neighborhood all increased significantly from 2001 to 2007.

Just over half of survey respondents had commuted to work by bicycle at least once in the past 12 months, over a quarter (27%) had done so more than 26 times, which translates into 2 or more times per month. If only employed residents are considered, 29% reported they commuted by bicycle more than 26 times in the previous 12 months.

The Community Transit Network (CTN), which consists of the high-frequency buses such as the HOP, SKIP, JUMP, etc. continued in popularity; seven in ten respondents had ridden a CTN bus at least once in the previous year. Over half had ridden another RTD bus within the city, and nearly two-thirds had ridden an RTD bus between Boulder and Denver at least once in the past 12 months. All forms of transit use had significantly increased since 2001.

Public Safety

Over 80% of those completing the survey rated the safety in their neighborhood as “good” or “very good.” This was a significantly higher rating than that received in 2001, but significantly lower than the normative comparison.

Ratings of feelings of safety from crime rose significantly higher in 2007 compared to 2001.

Nearly nine in ten respondents reported they felt at least “somewhat safe” from violent crime, and over two-thirds reported they felt at least “somewhat safe” from property crime. These ratings were significantly above the normative comparisons.

Over two-thirds of those completing the questionnaire felt safe from woodland fires, and over three-quarters felt safe from structural fires. The rating of safety from structural fires was significantly higher in 2007 compared to 2001, while the rating of safety from woodland fires was similar to that observed in 2001. The rating of safety from structural fires was significantly higher than the normative comparison.

Leisure Time Activities: Recreation, Parks, Open Space and Mountain Parks, Libraries

Opportunities for all leisure-time activities were highly rated by survey respondents.

More than 80% felt opportunities to attend arts or cultural events, opportunities for leisure-time activities, opportunities for higher or continuing education and recreation opportunities were “good” or “very good” in Boulder. Access to library services in the neighborhood was rated as “good” or “very good” by 65% of respondents, while access to parks in the neighborhood was rated as “good” or “very good” by 85% of respondents.

All of these ratings were significantly higher in 2007 compared to 2001, except for access to library services, which had not been included on previous surveys. All of the ratings that could be compared were significantly higher than the normative comparison.

Policy Questions

The 2007 Boulder Community Survey contained several questions related to policy issues facing the city of Boulder.

Management of prairie dogs

The questionnaire briefly explained the city’s current approach to the management of prairie dogs and asked respondents to rate their agreement or disagreement with a series of statements about the control of the prairie dog population.

The percent who agreed with each of the statements was:

- ◆ The city spends too much money trying to relocate and contain prairie dogs, 70%
- ◆ The money spent protecting prairie dogs through relocation and use of fencing is well spent; it is important to protect this species, 42%
- ◆ It is unrealistic to think that we can control prairie dogs without use of humane extermination methods, 72%
- ◆ The city is not doing enough to protect prairie dogs; more efforts should be made to use methods that do not involve killing them, 24%

Options for the Planning Reserve

When asked about the “Area III Planning Reserve” (land north of current city limits where the city and county maintain the option for potential city expansion in the future), most respondents with an opinion (72%) felt the lands within the reserve should not be annexed, or annexed only if a long-term need was identified and no infill or redevelopment options existed within the city limits.

However, a majority (64%) would at least somewhat support the annexation of these lands for the development of cultural institutions. Nearly half (49%) would support annexation for the development of affordable housing. Thirty percent or less would support annexation for the development of commercial uses, service businesses or large and mid-size retail stores.

Opinion towards “Pops and Scrapes”

The expansion of existing homes or replacement of existing homes with larger homes (“pops and scrapes”) is an issue about which Boulderites are ambiguous. A majority of respondents agreed with nearly every statement on the topic presented to them, thus affirming the positive aspects of home expansion while acknowledging the accompanying potential problems. For example: 70% of survey respondents agreed that “home expansions are good for the community because they update the housing” but 58% also agreed that “home expansions are a problem because they reduce the amount of housing that is affordable to low and moderate income people.”

City Government Performance

A significant increase in respondents’ ratings of overall city government performance was observed in 2007. Over two-thirds rated the overall performance as “good” or “very good.” This rating was similar to the normative comparison.

When asked to what extent they agree or disagree that they are “pleased with the overall direction that the City is taking,” 40% somewhat or strongly agreed with the statement while only 18% disagreed. The average rating for this item has significantly increased since 2001, and in 2007 was significantly above the normative comparison.

When asked whether they felt “local tax dollars are being wisely spent in Boulder,” a greater proportion agreed that local tax dollars were being spent wisely (32%) than disagreed (18%), while nearly half (47%) neither agreed nor disagreed. The average rating for this item has held steady over time and in 2007 was similar to the normative comparison.

More services were rated higher in 2007 compared to 2001 than were rated lower. Only one service, snow and ice control, showed a significant decrease. This was to be expected; the winter weather in the 2006-2007 season was unusually harsh. All municipalities along the Front Range for which National Research Center, Inc., the survey research firm with conducted the Community Survey, has conducted surveys since that winter season have shown significant decreases in their snow removal ratings.

<u>City Services Rated Significantly Higher in 2007 than in 2001</u>	<u>City Services Rated Similarly in 2007 as in 2001</u>	<u>City Services Rated Significantly Lower in 2007 than in 2001</u>
<ul style="list-style-type: none"> • Services to children/teens • Curbside recycling program • Water conservation programs • Police response to community problems or needs • Bike paths and lanes • Tap water services • Other recreation facilities e.g., golf course, outdoor swimming pool • Sidewalk maintenance • Police traffic enforcement • Open Space/Mountain Parks • Sewer services • Building and housing inspection 	<ul style="list-style-type: none"> • Utility billing services • Recreation centers • Street lighting • Street cleaning • Libraries • Services to seniors • Street repair • Parks 	<ul style="list-style-type: none"> • Snow removal

More services were rated above the normative comparison than were rated below.

<u>Significantly Higher</u>	<u>Similar</u>	<u>Significantly Lower</u>
<ul style="list-style-type: none"> • Street lighting • Sidewalk maintenance • Drinking water quality • Parks in the city • Open space and mountain parks • North, South and East Recreation Centers • Parks and Recreation programs and classes • Services for children and youth • Services for low-income families • Tap water services • Sewer services • Residential recycling program 	<ul style="list-style-type: none"> • Street sweeping • Police traffic enforcement • The city of Boulder Web site (www.bouldercolorado.gov) • Boulder Public Libraries • Services for seniors 	<ul style="list-style-type: none"> • Snow and ice control on major streets • Street repair (potholes, crack repair, etc.) • Police response to community problems or needs • Fire department services • Emergency medical services • Utility billing services • Building and housing inspection • Enforcement of residential over-occupancy ordinances • Enforcement of ice and snow removal, trash, and weed control • Boulder Municipal Court

In Conclusion

- ◆ Residents rate the quality of life in the Boulder community very high.
- ◆ However, not all feel welcome in Boulder.
- ◆ Boulder is an active community and enjoys its recreational opportunities.
- ◆ Transportation and traffic are seen as important challenges to the community.
- ◆ The City Council goals are also the priorities of residents.
- ◆ City government performance ratings were generally positive.

SURVEY BACKGROUND

What the Survey Was About

The 2007 Community Survey represents the eighth in a series. The first survey was administered in 1987 and then conducted every two years after that, with the exception of 1991 and the years since 2001. The Boulder Community Survey serves as a consumer scorecard for the Boulder community by providing evaluations of the community and identifying what residents think is working well and what is not in city service delivery. The survey permits Boulder residents to make judgments about the quality of life here, and what they think would improve it. Residents describe their use of various community amenities and provide feedback on policy issues facing the city government.

In 2007, the Community Survey was conducted in conjunction with a Community Dialogue to allow elected officials and city staff to hear from a broad range of the population about what matters to them. The dialogue meetings were informal discussions where participants discussed what people value about living in Boulder, what they would like to make better in the future, and whether there is any aspect about life in this community that makes it difficult for them to live here. Written responses were collected and tabulated. These meetings were held with various organized groups and informal groups of residents, with an emphasis on those who do not traditionally participate in public outreach efforts. A final report outlining the results of the meetings is available on the city's web site under "Community Sustainability."

How the Survey Was Conducted

The Community Survey questionnaire was developed using the 2001 survey as a starting point. In addition, the same list of topics generated for the Dialogue process was also culled for those appropriate to be asked on a questionnaire.

The city of Boulder has divided the city and the area just outside the city into nine planning subcommunities. All households located within these nine planning subcommunities were eligible to receive the survey; 3,015 of these households were randomly selected to receive the survey. Each selected household was contacted three times. First, a prenotification announcement, informing the household members that they had been selected to participate in the survey was sent. Approximately one week after mailing the prenotification, each household was mailed a survey containing a cover letter signed by the mayor enlisting participation. The packet also contained a postage paid return envelope in which the survey recipients could return the completed questionnaire directly to National Research Center, Inc. (NRC), the organization conducting the survey. A reminder letter and survey, scheduled to arrive one to two weeks after the first survey was the final contact. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain from turning in another survey. All of these mailings were sent in both English and Spanish during September and October 2007.

The city felt it was also important to include University of Colorado-Boulder (CU) students residing in college dormitories. The Director of Housing at the CU-Boulder provided a random sample of 485 dormitory room addresses to which surveys were mailed.

About 4% (124) of the 3,015 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,891 households presumed to have received a survey, 870 completed the survey, providing a response rate of

30%. This is a good response rate; typical response rates for a mailed resident survey range from 25% to 40%.

Dorm students responded at a lower rate than did those in households. A total of 16 surveys were received from those living in the college dormitories, providing a response rate of about 3%. The overall response rate, combining households and dormitories, was 26%.

How the Results Are Reported

Report Organization

The Boulder Community Survey is comprehensive, covering many topics related to life in this community. Much of the body of the report of results is organized around the City Council sustainability goals. These are:

- ◆ Community Sustainability
 - Social Sustainability
 - Economic Sustainability
 - Environmental Sustainability
- ◆ Affordable Housing
- ◆ Transportation

In addition to highlighting questions related to these issues of sustainability, one section of the report is devoted to other community characteristics, one section to policy questions and another describes residents' perspectives on city government performance.

The responses to all questions can be found in [Appendix A: All Survey Results](#). [Appendix B: Selected Results by Subcommunity](#) contains selected results for each subcommunity, and [Appendix C: Selected Results by Demographic Subgroups](#) displays selected results by certain respondent characteristics. [Appendix D: Selected Results for City Service and Government Ratings by User Status](#) shows the results of several evaluative questions by user status. Where appropriate, the body of the report refers to tables in these appendices to allow the reader to explore each issue further.

"Don't Know" Responses and Rounding

On many of the questions in the survey, respondents could answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in [Appendix F: Questionnaire with Response Frequencies](#). However, these responses have been removed from the analyses presented in the body of the report and in [Appendix A: All Survey Results](#). In other words, the tables and graphs display only responses from respondents who had an opinion about a that item.

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

Confidence Intervals

The 95% confidence interval (or "margin of error") quantifies the "sampling error," or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size, and indicates that in 95 of 100 surveys conducted like this one, for a particular

item, a result would be found that is within ± 3 percentage points of the result that would be found if everyone in the population of interest was surveyed. Other types of “error” such as non-response error may also influence or bias results (i.e., those who did not respond to the survey may have felt differently about the issues covered than those who did respond).

Comparing Survey Results

Boulder has a long trend line of data about resident perceptions of quality of life and quality of services delivered by the city. Some comparisons to previous survey results are shown in the body of the report; [Appendix A: All Survey Results](#) contains a full set of comparisons, when available. Some survey data date back to 1987; other data have shorter trendlines. Where differences in results from one year to another are greater than 3 percentage points or 3 points on the 100-point scale, they can be considered significantly higher or lower.

Putting Evaluations onto a 100-point Scale

Although responses to many of the evaluative or frequency questions were made on four- or five-point scales with 1 representing the best rating, the scales had different labels (e.g., “very good,” “very satisfied,” “essential”). To make comparisons easier, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “very good,” then the result would be 100 on the 0-100 scale. If the average rating for quality of life was right in the middle of the scale (“neither good nor bad”), then the result would be 50. The new scale can be thought of like the thermometer used to represent total giving to United Way. The higher the thermometer reading, the closer to the goal of 100 – in this case, the most positive response possible. The 95% confidence interval around a score on the 0-100 scale based on all respondents typically will be no greater than plus or minus three points on the 100-point scale.

An average rating of 75 for service quality is at the “good” mark on a 100-point scale that goes from “very bad” to “very good.” Few services actually receive ratings as high as 75 on the scale, in part, because certain kinds of services tend to be thought less well of by residents in many communities across the country. For instance, police protection tends to be better received than pothole repair by residents of most American cities. Where possible, the better comparison is not from one service to another in Boulder, but from Boulder services to services like them provided by other jurisdictions.

Normative Comparisons

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Normative comparisons have been provided when similar questions on the Boulder Community Survey are included in NRC’s database and there are at least five jurisdictions in which the same question was asked, though most questions are compared to more than 100 jurisdictions. Where comparisons are available, Boulder results are noted as being “above” the norm, “below” the norm or “similar to” the norm. This evaluation of “above,” “below” or “similar to” comes from a statistical comparison of Boulder’s rating to the norm (the average rating from all the comparison jurisdictions where a similar question was asked). Differences of more than three points on the 100-point scale between Boulder’s ratings and the average based on the appropriate comparisons from the database are considered “statistically significant,” and thus are marked as “above” or “below” the norm. When differences between Boulder’s ratings and the national norms are two points or less, they are marked as “similar to” the norm. These “normative comparisons” have been provided where available in [Appendix A: All Survey Results](#).

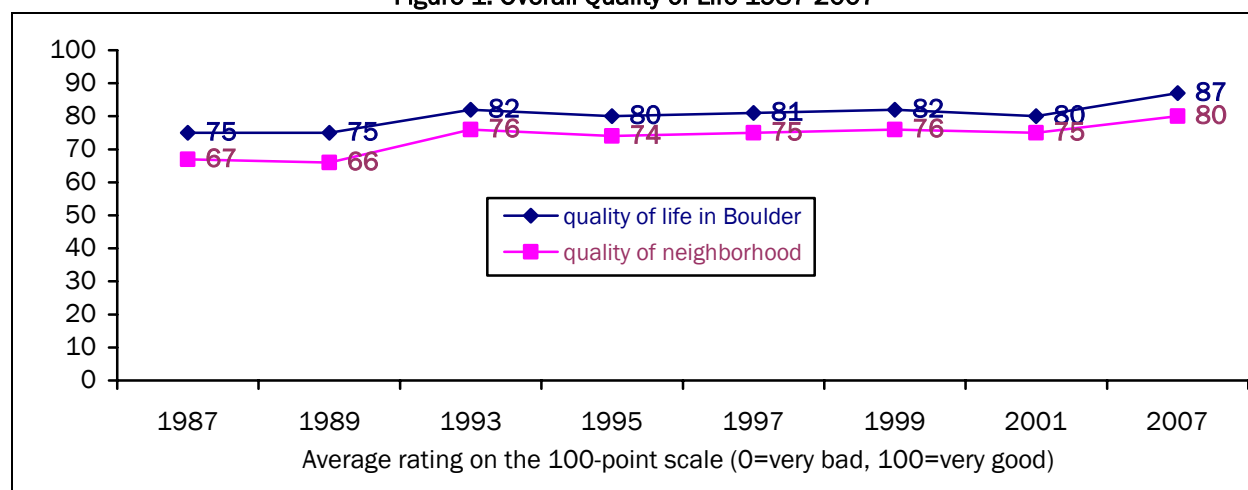
SURVEY RESULTS

Community Sustainability

The city desires to maintain a healthy and vital community, and has crafted sustainability goals to help focus the city's efforts. In the overarching goal of community sustainability, the "city recognizes the critical relationship among economic, social and environmental health and seeks to maintain and enhance the livability and vitality of Boulder now and in the long term future."

Boulder residents have continued to give high ratings to the quality of life in this community. In fact, ratings increased in 2007 compared to that observed in previous years (see [Figure 1](#)). Neighborhood quality ratings also increased from 2001 to 2007. Boulder's ratings in 2007 were significantly higher than the average ratings received by other jurisdictions across North America (see [Table 4](#) in [Appendix A: All Survey Results](#)).

Figure 1: Overall Quality of Life 1987-2007

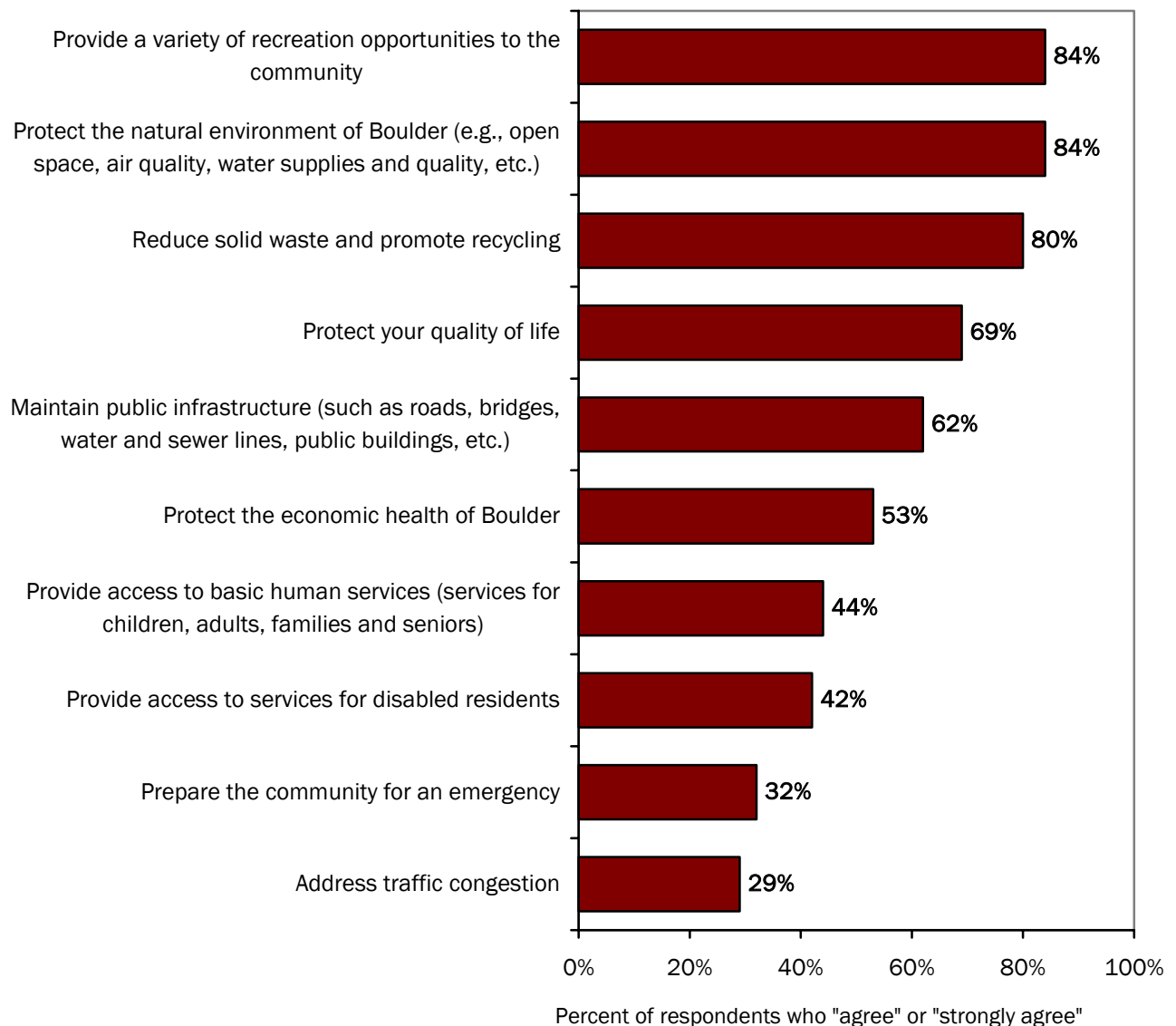


When asked to rate the importance of a series of 29 items that could potentially improve the quality of life in the community, the four items rated as "very important" by the largest proportion of respondents were (see [Figure 27](#) in [Appendix A: All Survey Results](#)):

- ◆ Providing energy conservation and efficiency programs, 57%
- ◆ Reducing traffic, 46%
- ◆ Improving traffic flow, 43%
- ◆ Acquiring more open space land, 42%.

Survey recipients were asked to rate how well they felt the city was doing in protecting certain aspects of the community, and providing for a high quality of life for all residents. More than four in five respondents felt that the city was doing a good job in providing recreation opportunities, protecting the natural environment, and reducing solid waste (see [Figure 2](#)). About two-thirds agreed that the city was taking adequate measures to protect the quality of life of residents and to maintain the public infrastructure. Just over half agreed the city was doing enough to protect the economic health of Boulder. Only about 40% felt the city was doing enough to provide access to basic human services and to provide access to services for disabled residents. Less than a third were of the opinion that the city was making sufficient efforts to prepare the community for an emergency or to address traffic congestion.

Figure 2: Residents' Assessment of How Well the City Protects Quality of Life



A question was included on the questionnaire asking recipients what, if anything, they felt made Boulder a great place. For this question, respondents could write an answer in their own words as no response set was provided. The comments were examined and classified into broad categories, or “codes.” Each comment could receive multiple codes, as some respondents touched upon multiple topics in their reply. The table below displays the categorized responses given; just over a third of respondents chose not to make any answer at all. Responses shown as “Other” were too varied to group.

The most commonly mentioned reason respondents felt Boulder was a great place was its mountainous, beautiful setting (18%, see [Table 1](#)). Other valued natural resources were Boulder’s climate (6%) and the open space and trail system (13%).

Respondents also appreciated the many recreational and cultural opportunities available in the community (17%). The educational system and presence of a university were mentioned by 8% of respondents, while another 3% indicated that the intellectual atmosphere or the presence of the myriad art or science institutions was an asset to Boulder. The open-minded or progressive spirit of the Boulder community was mentioned by 6% of respondents, while 4% referred to the sense of community and another 2% mentioned friendly people as one contributor to making Boulder great.

Table 1: Things that make Boulder a “great place”

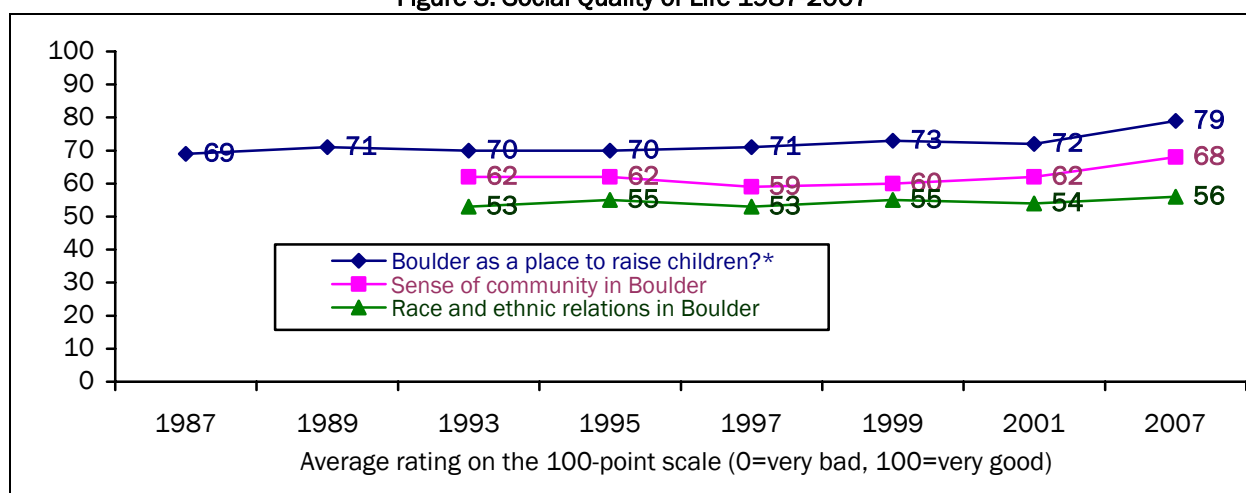
What, if anything, do you think makes Boulder a great place?	Percent of Respondents*
Didn't give a response	367%
The natural beauty/mountains	18%
Recreational opportunities/concerts/plays	17%
Open space/trails	13%
Schools/university	8%
Location	6%
Climate	6%
Open minded/progressive/	6%
Sense of community	4%
Bus/mass transportation system	4%
Intellectual populace/art - science institutions	3%
Small size/small town feel	3%
The people/friendly people	2%
Quality of life	<1%
Other	25%

**Percents add to more than 100% as respondents could give more than one answer. Respondents wrote their answer in their own words; the responses were classified into the categories shown. Verbatim responses as written by respondents can be found in a supplemental report.*

Social Sustainability

The city strives to “enhance community livability by providing outreach and developing policies that address the needs of the community, including the under-served, under-represented and under-participating residents so all who live in Boulder can feel part of, and thrive in, our community.” Residents’ ratings of the “sense of community” in Boulder was 68 on a 100-point scale in 2007; this equates to a “somewhat good” rating (see [Figure 3](#)). This rating represents a significantly positive increase since 2001. Ratings of race and ethnic relations stayed about the same. While ratings of Boulder as a place to raise children (age 12 and under) increased, ratings of Boulder as a place to raise youth (age 13 to 21) was similar to ratings from the past (see [Table 3](#)). Ratings of Boulder as a place for seniors, as a place to raise children, and the sense of community were above the normative comparisons (see [Table 4](#)). However, the rating of race and ethnic relations was below the normative comparison.

Figure 3: Social Quality of Life 1987-2007

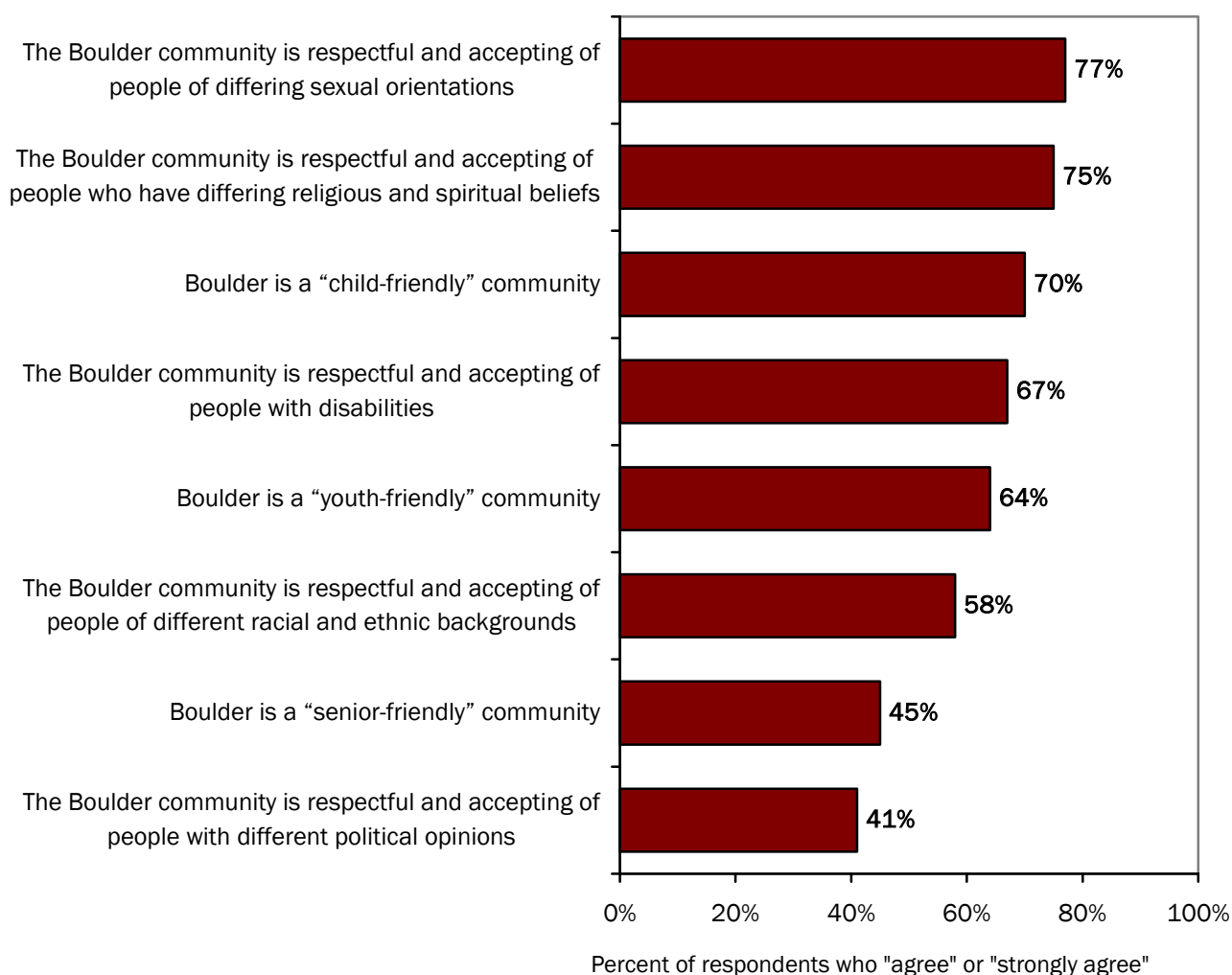


* In past surveys, respondents were asked about “Boulder as a place to raise children”; in 2007, respondents were asked to rate two items: “Boulder as a place to raise children (age 12 and under)” and “Boulder as a place to raise youth (age 13 to 21).”

Interestingly, while sense of community was rated fairly high, just under half (49%) of those participating in the survey agreed that they “feel like a part of the Boulder community” (see [Table 32](#)). About a third neither agreed nor disagreed with the statement, and 18% disagreed with the statement. Non-Hispanic whites were more likely to feel a part of the community (52%) than were those who were Hispanic and/or of other races (38%, see [Table 85](#) in [Appendix C: Selected Results by Demographic Subgroups](#)).

When asked to what extent they agreed or disagreed with a set of statements about Boulder's social environment, three-quarters or more of those completing the questionnaire felt that the Boulder community was respectful and accepting of people of differing sexual orientations and of people with differing religious and spiritual beliefs (see [Figure 4](#)). Nearly two-thirds considered Boulder a "child-friendly" or "youth-friendly" community. Over half felt that the Boulder community was respectful and accepting of people of differing racial and ethnic backgrounds, but one in five respondents disagreed with this statement (see [Table 16](#)). Less than half of respondents regarded the Boulder community as a "senior-friendly" community, and less than half deemed the Boulder community as respectful and accepting of people of differing political opinions.

Figure 4: Ratings of Boulder's Social Environment



Respondents who were Hispanic or non-white did not have statistically significant different ratings of the acceptance of the Boulder community toward people of different racial and ethnic backgrounds than did non-Hispanic whites (see [Table 70](#)). However, non-Hispanic white respondents did have less positive ratings of Boulder as "senior-friendly community" than did respondents who were Hispanic or non-white.

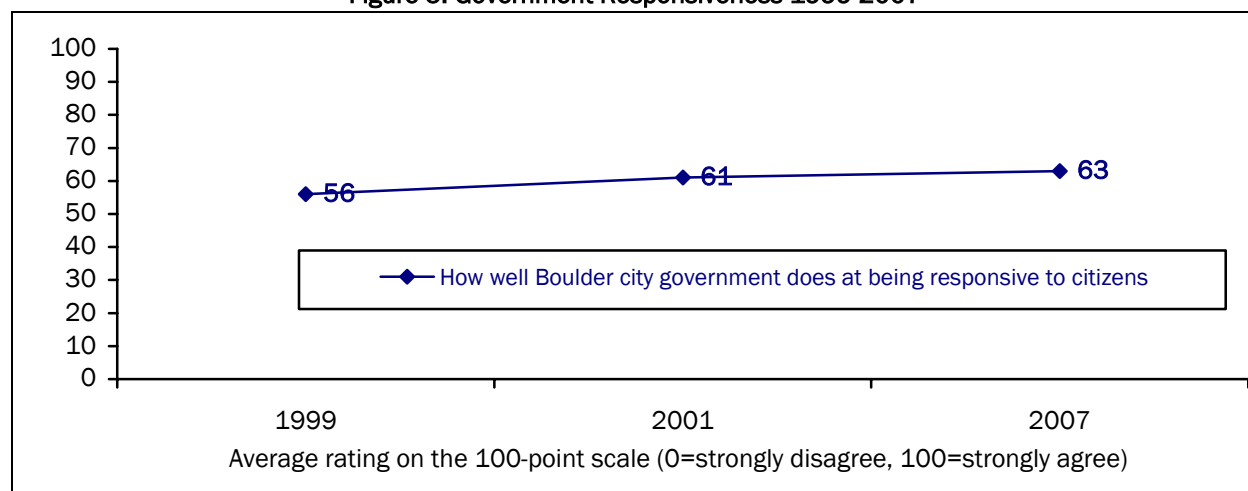
Most respondents (63%) felt there was not enough income diversity in Boulder, and nearly three-quarters felt there was not racial/ethnic diversity in the community (see [Table 14](#)). Most respondents felt safe from discrimination, but those who were non-Hispanic white were more likely to feel safe from discrimination (79%) than were respondents who were Hispanic or non-white (52%, see [Table 73](#)).

Between 67% and 76% of respondents felt that the following characteristics were “good” or “very good” in Boulder: access to human services (services for children, adults, families and seniors), services for seniors, services for children and families, the quality of Boulder Valley public and charter schools and physical access to city facilities (see [Table 9](#)). A normative comparison was available for the quality of schools; Boulder Valley schools were rated above the normative comparison (see [Table 10](#)). About 25% of respondents had received services from a non-profit agency in Boulder at least once in the previous 12 months (see [Table 24](#)).

Relations and Communication between Residents and Boulder City Government

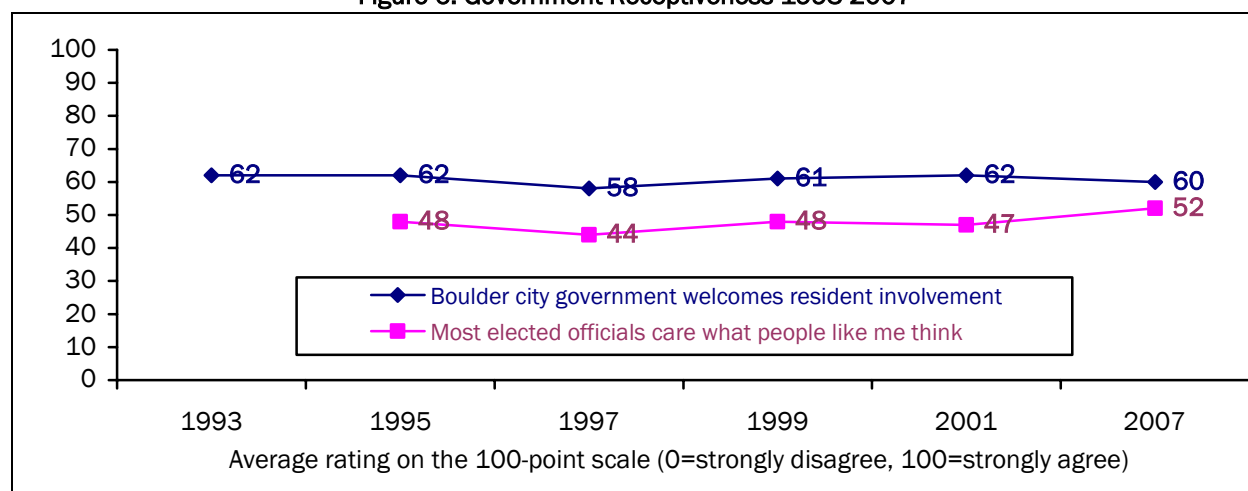
Many questions on the survey were devoted to assessing residents' perceptions of the responsiveness of local government and their own awareness and involvement in city affairs. A majority of respondents felt that the city did "well" or "very well" at providing access to City Council, being responsive to residents, informing residents about events or issues, planning for the future and gathering resident feedback (see [Table 36](#)). However, only 44% thought the city did "well" or "very well" at working through critical issues facing the city. Ratings of government responsiveness have generally increased since these questions were first asked in 1999 ([Table 37](#) and [Figure 5](#)), with significant increases observed from 2001 to 2007 for "effectively planning for the future" and "working through critical issues facing the City."

Figure 5: Government Responsiveness 1999-2007



When asked whether they believe most elected officials care what people like them think, the average rating given in 2007 was just above the midpoint of the scale (see [Figure 6](#)). This represented a significant increase over previous years, however, this rating was below the normative comparison (see [Table 35](#)). Respondents' perceptions of how welcoming city government is to resident involvement was slightly higher, 60 on the 100-point scale, and relatively unchanged over the study years. It was similar to the normative comparison.

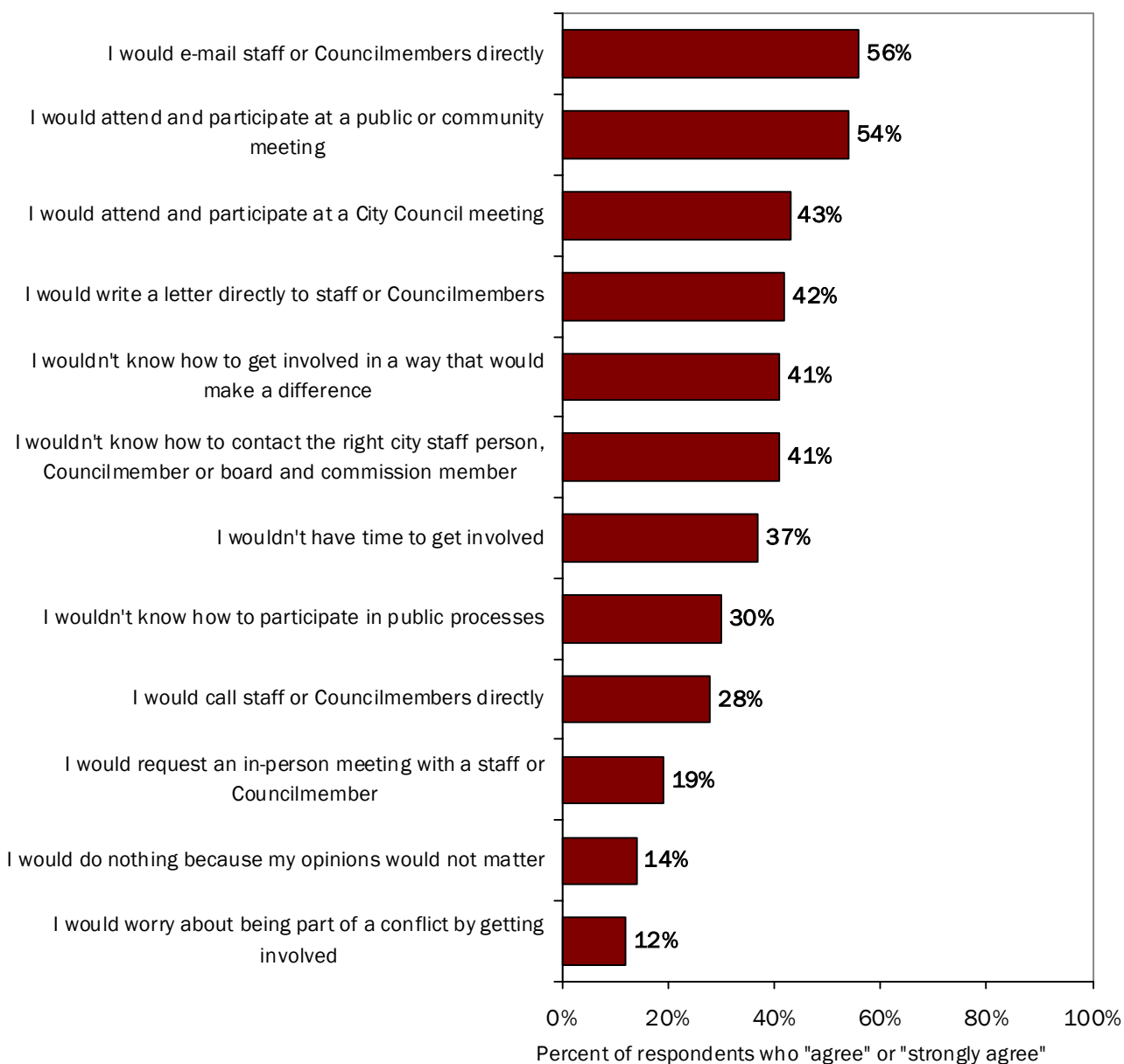
Figure 6: Government Receptiveness 1993-2007



Residents can have a variety of responses when their city government faces an issue of concern to them. Some of these possible responses were itemized for the questionnaire, and those participating in the survey were asked to what extent they thought each represented a response they might have. Very few, less than 15%, thought they would do nothing because their opinions would not matter or that they would worry about becoming involved in a conflict through their involvement (see Figure 7). The most common type of involvement reported was sending an e-mail message directly to a city staff person or Councilmember (56%), and 42% thought they would write a letter. About two in five would request an in-person meeting. However, 41% said they would not know how to contact the right city staff person, Councilmember or board and commission member.

Over half thought they would attend a public meeting about such an issue. Just over 40% reported they would not know how to get involved in a way they thought would make a difference, and 30% would not know how to participate in a public process. About a third would not have time to get involved.

Figure 7: Resident's Assessment of Their Response if the City Faced an Issue of Concern to Them

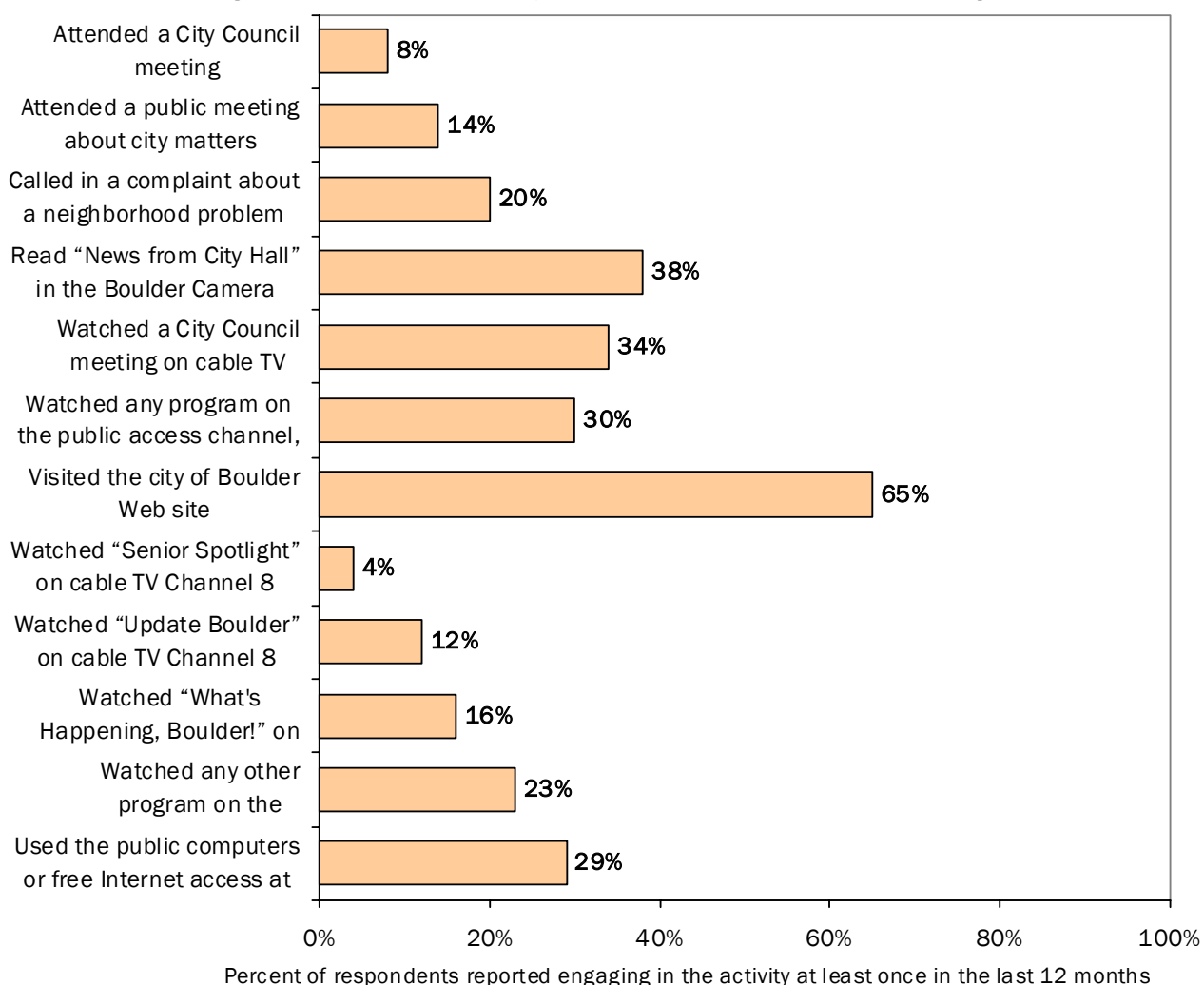


There were some differences observed by race/ethnicity of respondent in how they would react when learning of an issue facing the city. Non-Hispanic whites were more likely to report they would write a letter or attend a City Council or other public meeting than were those of other races or ethnicities (see [Table 94](#)). However, Non-Hispanic whites were also more likely to report they would not have time to get involved. Respondents who were Hispanic and/or non-white were more likely to report they would not know how to get involved in a public process.

About a third of respondents agreed they were “well-informed on major issues in the city of Boulder,” while 28% felt they were not well-informed (see [Table 32](#)). When asked about their current use of city media and available avenues of communication, the city’s web site was the most commonly used medium; nearly two-thirds had visited the city’s web site at least once in the past year (see [Figure 8](#)). This was a significant increase compared to 2001, when only 35% of respondents said they had visited the city’s web site in the previous 12 months (see [Table 25](#)).

Over a third of respondents in 2007 had read the “News from City Hall” in the *Boulder Camera*, and 34% had watched a City Council meeting on cable TV Channel 8. Less than one in ten respondents had attended a City Council meeting in person, and 14% had attended a public meeting about city matters. One in five respondents had called in a complaint about a neighborhood problem.

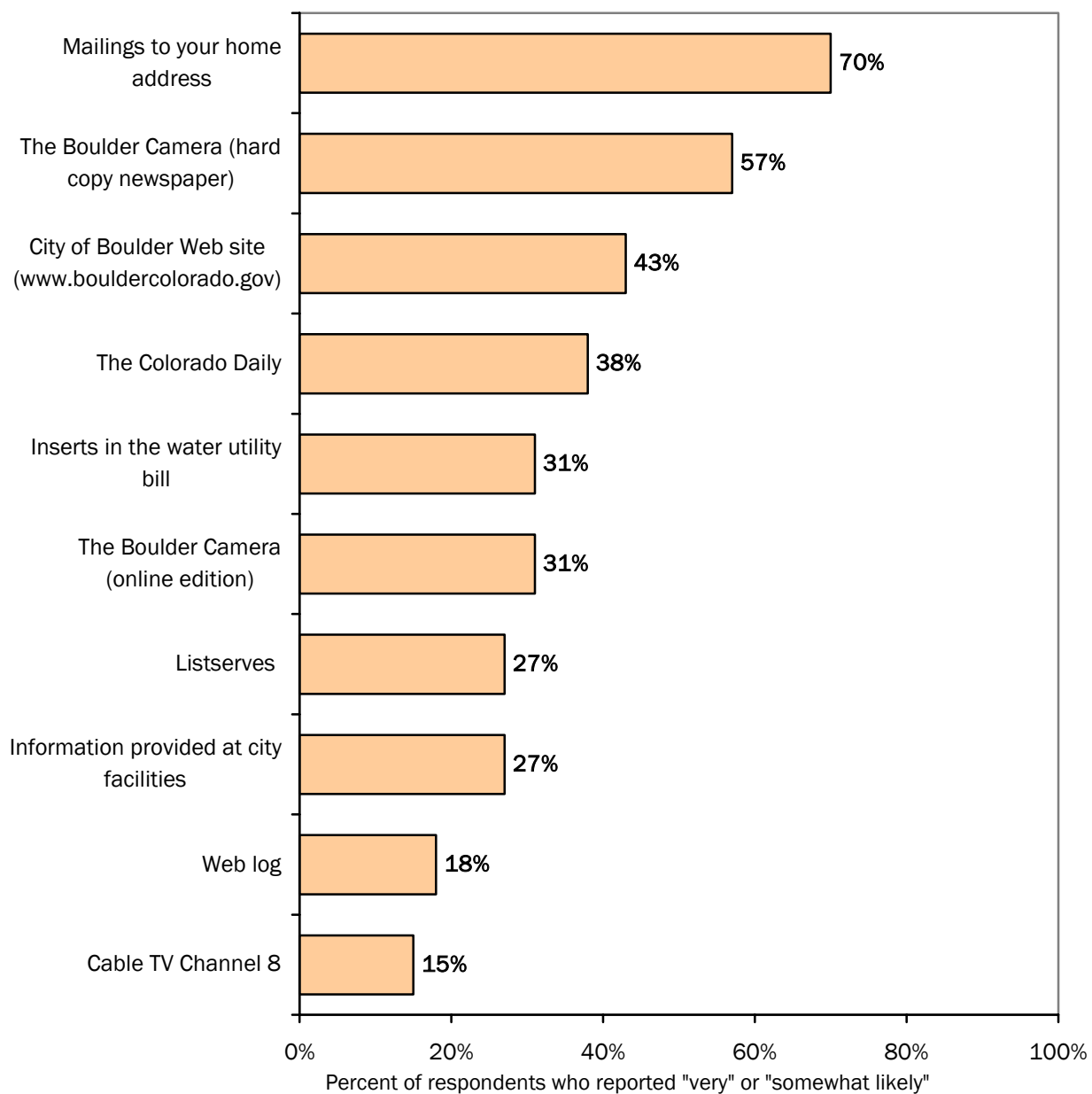
Figure 8: Residents’ Use of City Media and Attendance at Public Meetings



When asked how likely they would be to use various media to obtain information from the city, mailings to the home (70%), the *Boulder Camera* newspaper (57%) and the city Web site (43%) were the most commonly reported sources (see Figure 9).

Figure 9: How Likely Respondents Would Be to Obtain Information from the City

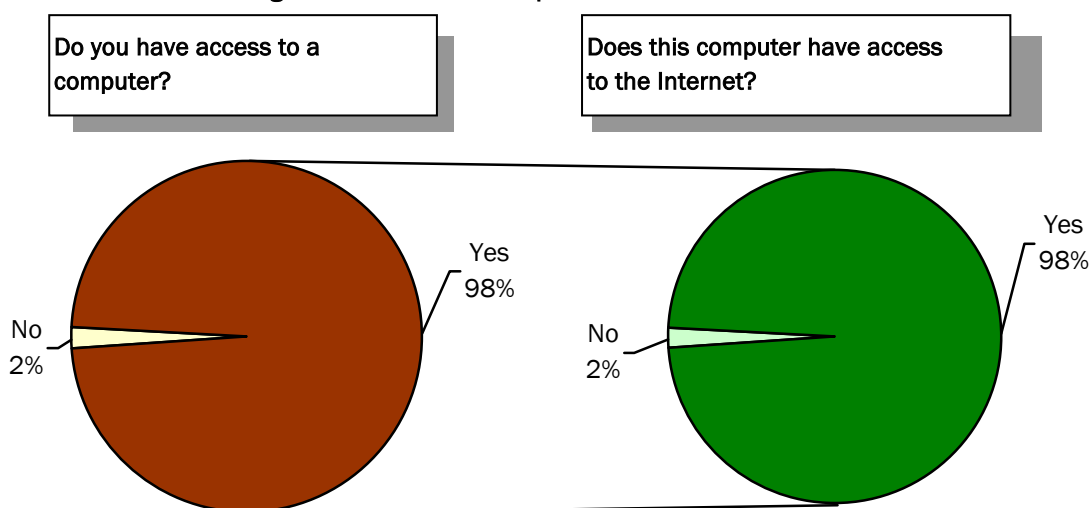
Thinking of how you currently get information about events or issues in which you are interested, how likely, if at all, would you be to obtain information from the city about things like City Council meetings, community meetings, upcoming programs and events in the following formats?



Computer and Internet Access

Boulder is home to many high-tech industries as well as world-class educational and research facilities. Reported computer and Internet access was quite high; nearly all respondents reported that they had access to a computer (98%, see Figure 10), and nearly all of those respondents (98%) reported they had access to the Internet from that computer. Thus, 96% of respondents had access to the Internet. In previous surveys, this question was asked slightly differently; respondents were asked whether they had access to a computer at home, at work and at school. As a follow-up to each of these three questions, they were asked if they had access to the Internet at each computer's locations. These questions had first been asked on the 1995 survey. At that time, 78% of respondents reported they had a computer at one or more of the three locations, and 59% had access to the Internet at one or more of those locations. The proportion having access to computers and Internet continued to rise in 1997, 1999 and 2001; by 2001, virtually all respondents had access to a computer and to the internet at one or more of the three locations.

Figure 10: Access to Computers and the Internet



Comparable figures for the rest of the state of Colorado or the nation as a whole are difficult to find, as Internet access is measured differently in different surveys. According to the April 2006 Data Memo authored by Mary Madden titled “Internet penetration and impact” and produced by Pew Internet & American Life Project, funded by The Pew Charitable Trusts, 73% of American adults are internet users (http://www.pewinternet.org/pdfs/PIP_Internet_Impact.pdf, accessed December 17, 2007). In 2004, the U.S. Department of Commerce reported that in October 2003, 61.8% of households had a computer, and 54.6% had access to the Internet (U.S. Department of Commerce, Economics and Statistics Administration, National Telecommunications and Information Administration; *A Nation Online: Entering the Broadband Age*. September 2004). In March 2004, Nielsen//NetRatings reported that 74.9% of American adults had Internet access at home.

Few differences were observed in Internet access by respondent subgroups. However, those who were age 55 or over (89%), whose preferred first language was not English (86%) and whose annual household incomes were less than \$50,000 (92%) were somewhat less likely to have Internet access than were those younger than 55 (97%), whose preferred first language was English (96%), and whose annual household incomes were \$50,000 or more (98%, see Table 75, Table 76 and Table 77).

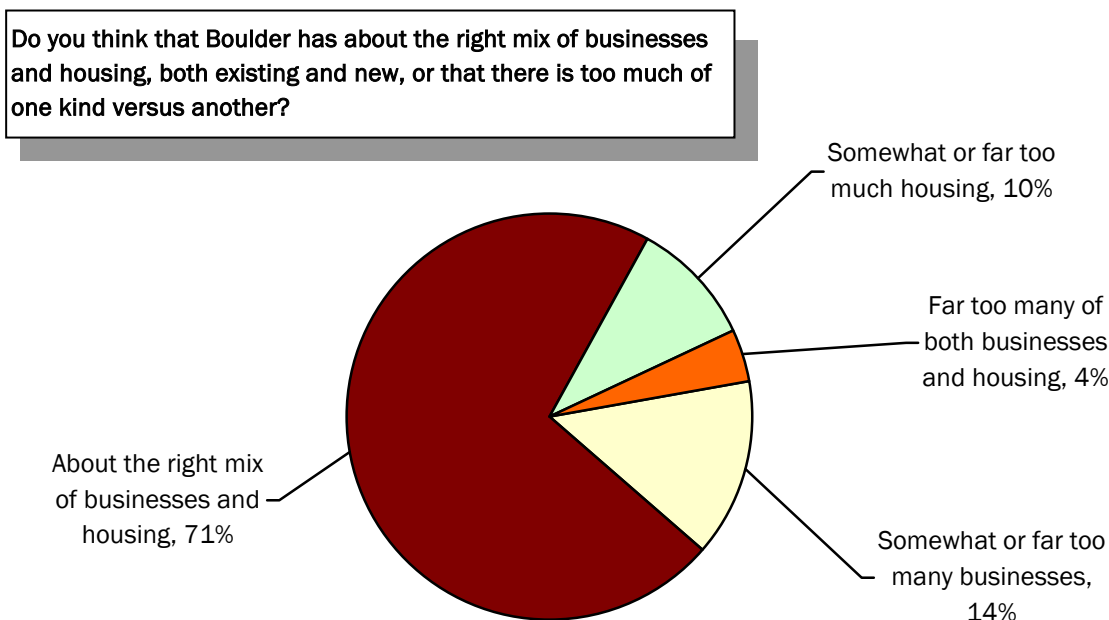
Economic Sustainability

According to the city's sustainability goals:

It is the policy of the city of Boulder to encourage economic vitality and the contributions economic health makes to the overall quality of life of its citizens. The city of Boulder welcomes and is supportive of business and economic development. Towards this end, the city of Boulder will utilize a variety of tools and strategies that will result in increased sales and use tax revenue, retention and expansion of business investment and opportunities in Boulder and lead to an improvement in the quality of life and prosperity of the community.

There were not a large number of questions on the survey devoted to economic sustainability. However, respondents were asked whether they thought there was the right mix of businesses and housing in Boulder. Nearly three-quarters believed the community had the right mix (see [Figure 11](#)).

Figure 11: Respondent Perspective of Mix of Housing and Businesses in Boulder

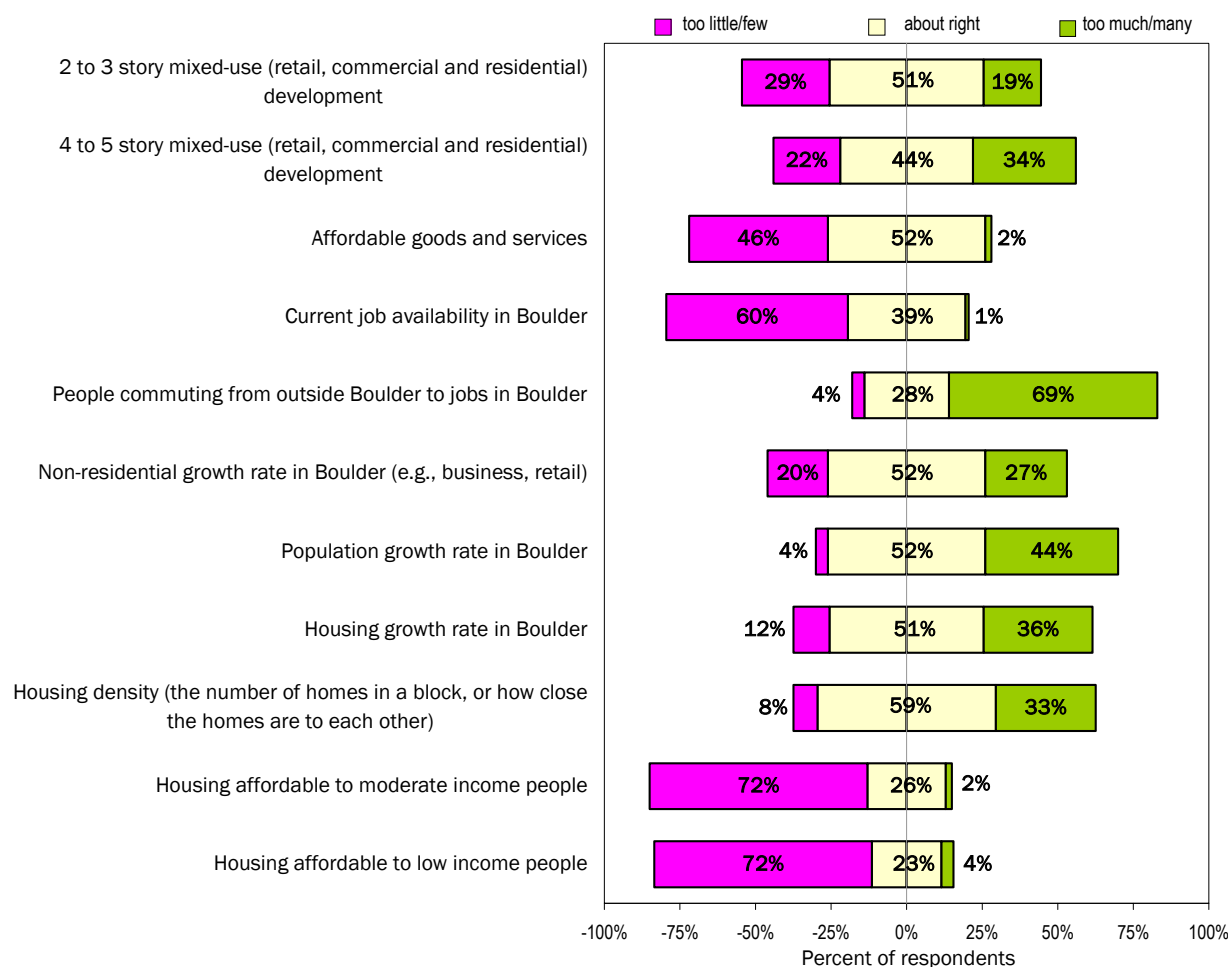


A slim majority of respondents considered the amount of two- to three-story mixed use development to be about right in Boulder, with more respondents thinking there was too little than thinking there was too much (see Figure 12). Fewer than half of respondents thought there was the right amount of four- to five-story mixed use development, with more thinking there was too much than thinking there was too little.

Housing density was considered “about right” by nearly six in ten respondents, with a third considering housing density to be too great and only 8% thinking there was too little housing density in Boulder. Growth rates (population, housing and non-residential) were thought to be “about right” by a slight majority of respondents, with more thinking the growth rate was too much than thought it was too little. However, the amount of housing affordable to moderate and to low-income people was considered too little by nearly three-quarters of respondents.

A slight majority felt there was about the right amount of affordable goods and services, but nearly half felt there was too little. Six in ten respondents thought there was too little job availability in Boulder, while over two-thirds thought there were too many people commuting from outside Boulder to jobs in Boulder.

Figure 12: Ratings of Amount of Development, Jobs and Housing

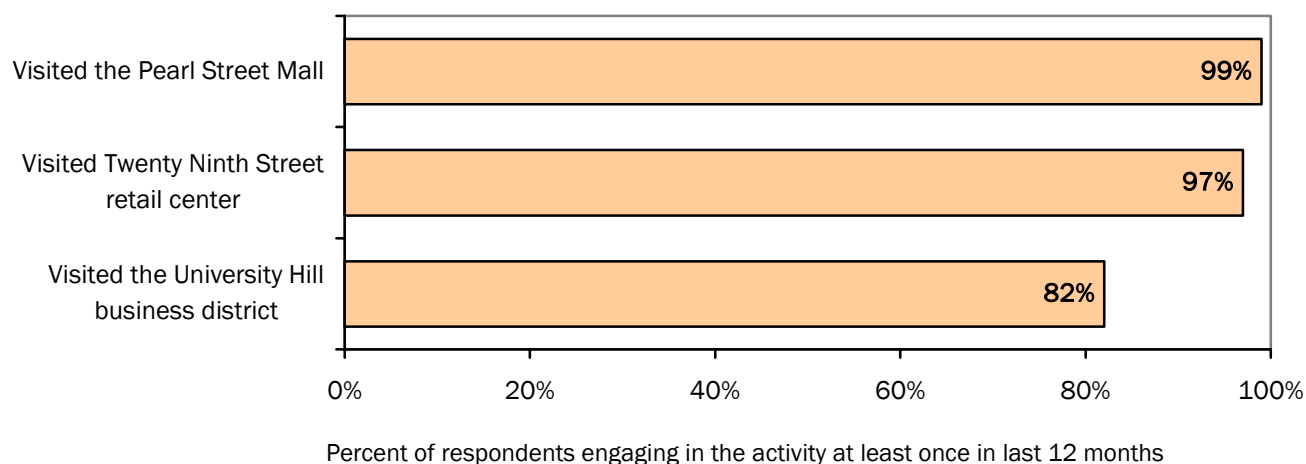


Employment opportunities in Boulder were rated as “good” or “very good” by nearly half of respondents (see [Table 8](#)). This rating was above the normative comparison (see [Table 10](#)).

Opportunities to shop in Boulder was rated as “good” or “very good” by eight in ten respondents, while access to shopping in the neighborhood was rated as such by about three-quarters of respondents (see [Table 5](#) and [Table 8](#)). Nine in ten respondents felt dining opportunities in Boulder were “good” or “very good.” The ratings of dining opportunities stayed about the same from 2001 to 2007, but the ratings of shopping opportunities increased significantly in 2007 from 2001 (see [Table 9](#)). Shopping and dining opportunities received average ratings above the normative comparisons (see [Table 10](#)).

Nearly all respondents had visited the Pearl Street Mall and the Twenty Ninth Street retail center at least once in the previous year (see [Figure 13](#)). Eight in ten respondents had visited the University Hill business district at least once in the previous year.

Figure 13: Respondents' Visitation of Boulder Shopping Areas



Environmental Sustainability

The city desires to be “a role model of exemplary environmental practices.” To reach this goal, the City Council has committed “to enact and enhance city policies that help the Boulder community to become a nationwide environmental leader among communities.” Some items related to environmental sustainability were included on the survey and the survey results endorsed the importance of this City Council goal. When asked to rate the importance of a series of 29 items that could potentially improve the quality of life in the community, the item that was rated most important was providing energy conservation and efficiency programs (see [Table 11](#)). Among the top four was acquiring more open space land. Nearly all survey participants (97%) reported having recycled from their home at least once during the previous year (see [Table 24](#)).

More than eight in ten respondents deemed the drinking water quality in Boulder as “good” or “very good” (see [Table 8](#)). The quality of water in Boulder creek was considered “good” or “very good” by nearly two-thirds of respondents. These ratings were significantly higher in 2007 compared to 2001 (see [Table 9](#)).

Affordable Housing

One of the city’s goals is to “preserve and provide housing opportunities that promote an economically diverse community.” Survey recipients were asked to rate how important they felt a variety of factors were to improve the quality of life in Boulder. “Increasing housing affordable to low or moderate income people” was rated as very important by 37% of respondents (see [Table 11](#)), the sixth highest rating out of the 29 items rated. Nearly three-quarters (72%) of those completing the questionnaire felt there was too little housing that is affordable to low-income or moderate-income people (see [Figure 12](#) on page 24).

Transportation

Mobility and transportation are important components of a sustainable community. The city’s goal for transportation is to:

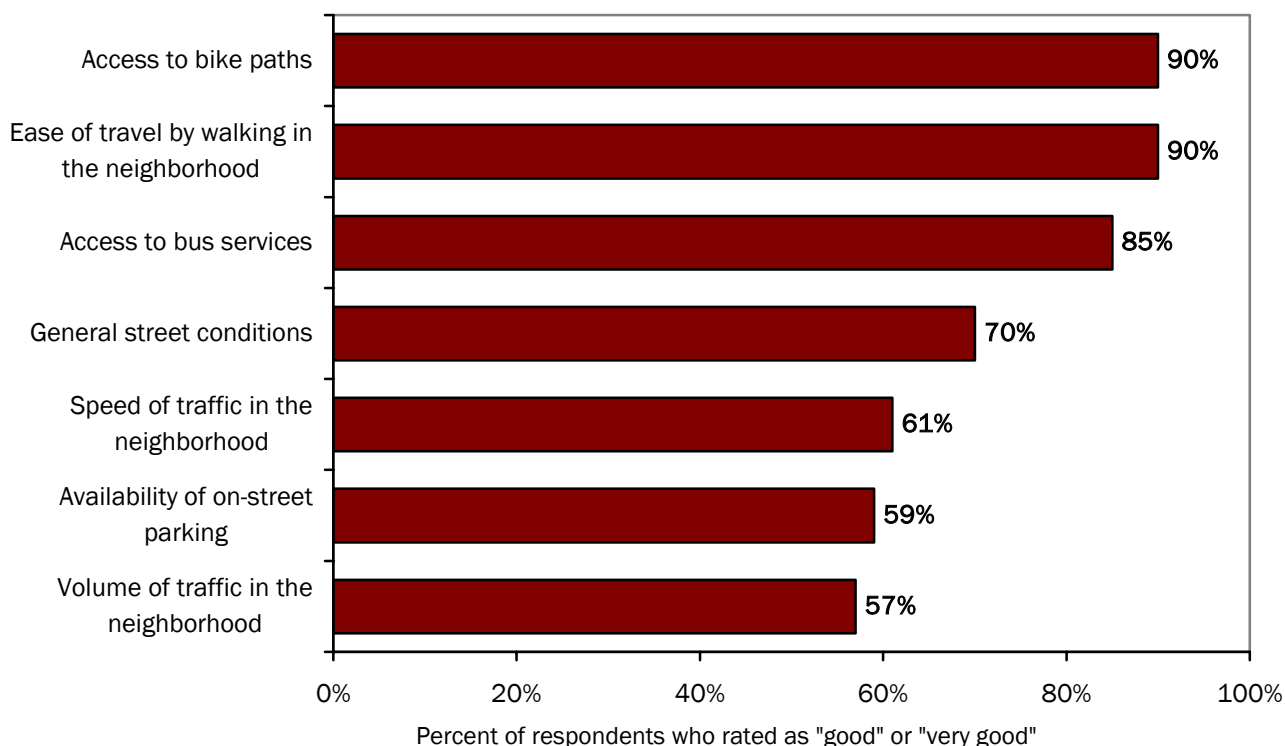
Develop strategies to manage congestion at reasonable levels and enhance mobility to maintain a livable community. To generate consensus among and between the City Council and local and regional community about the specific transportation improvements envisioned for each corridor.

Transportation issues also topped the list of items regarded by survey respondents as important to improving the quality of life in Boulder. Over 40% considered reducing traffic and improving traffic flow “very important” (see [Table 11](#)). About a third felt that providing additional transportation options or alternatives was “very important” to improve Boulder’s quality of life.

Nearly half of respondents (46%) reported that they had an Eco-Pass, an annual pass that allows unlimited bus rides (see [Table 22](#)). Of those who did not have one, about a third felt that if they had one they would be “very likely” to make more trips on the bus (see [Table 23](#)).

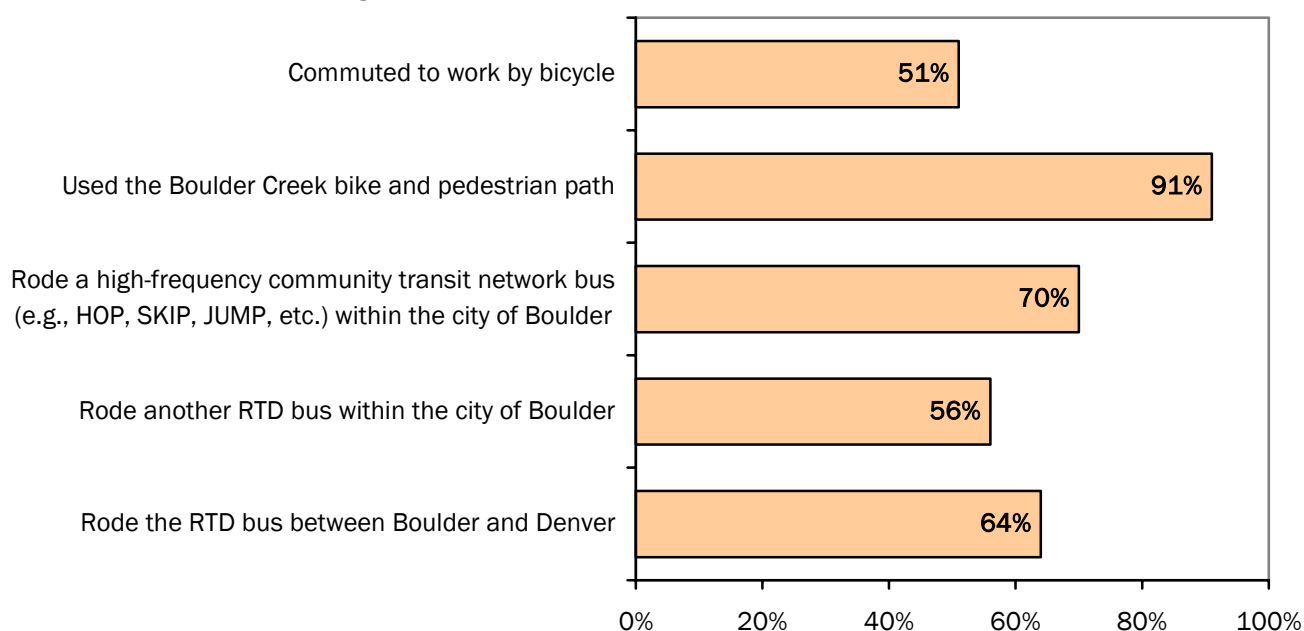
Neighborhood access to bus services, neighborhood access to bike paths and ease of travel by walking in the neighborhood was considered “good” or “very good” by 85% or more of respondents (see [Figure 14](#)). General street conditions were rated as “good” or “very good” by 70% of respondents. Traffic speed, traffic volume and availability of on-street parking in neighborhoods were rated as at least “good” by 57% to 61% of those completing the questionnaire. Availability of on-street parking, ease of travel by walking in the neighborhood and general street conditions were all rated above the normative comparison (see [Table 7](#)). Ratings for volume of traffic in the neighborhood, availability of on-street parking, speed of traffic in the neighborhood and ease of travel by walking in the neighborhood all increased significantly from 2001 to 2007 (see [Table 6](#)).

Figure 14: Ratings of Aspects of Transportation and Mobility in the Neighborhood



Nearly all respondents had used the Boulder Creek bike and pedestrian path at least once in the previous 12 months (Figure 15). Just over half had commuted to work by bicycle at least once in the past 12 months, over a quarter (27%) had done so more than 26 times, which translates into 2 or more times per month (see Table 24). If only employed residents are considered, 29% reported commuting by bicycle more than 26 times in the previous 12 months (see Table 117). The city of Boulder commissions a “Travel Diary Study” every two or three years in which selected study participants are asked to complete a travel diary in which they record every trip made during a 24-hour period. The last study was conducted in 2006 and the results summarized in the report *Modal Shift in the Boulder Valley: 1990-2006*. In that survey, 20.5% of work commute trips made by study participants were made by bicycle. The Community Survey results confirm that a large proportion of employed Boulder residents do use a bicycle for their work commute (although the data are not directly comparable due to the differing measurement methods).

Figure 15: Respondents’ Transportation Behaviors



Percent of respondents reported engaging in the activity at least once in the last 12 months

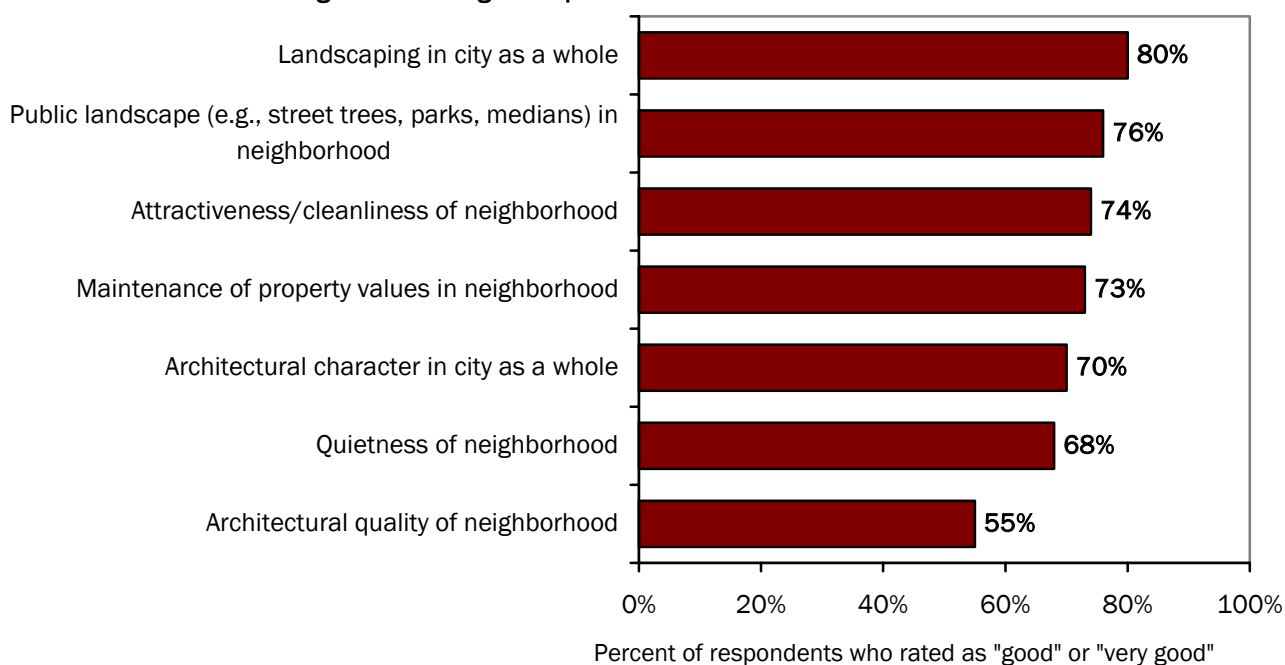
The Community Transit Network (CTN), which consists of the high-frequency buses such as the HOP, SKIP, JUMP, etc., continued in popularity; seven in ten respondents had ridden a CTN bus at least once in the previous year. Over half had ridden another RTD bus within the city, and nearly two-thirds had ridden an RTD bus between Boulder and Denver at least once in the past 12 months. All forms of transit use had increased significantly since 2001 (see Table 25).

Community Characteristics

The questionnaire included items about additional community characteristics that did not fit into the city's sustainability goals, but nevertheless are of interest to those evaluating the city's livability. Some of these included the character and attractiveness of the built environment, public safety and leisure-time activities.

The landscaping in the city and in neighborhoods was highly rated, with 75% or more of respondents rating these characteristics as "good" or "very good." Nearly three-quarters of those participating in the survey rated the attractiveness/cleanliness of neighborhoods and the maintenance of property values in the neighborhood as "good" or "very good." The architectural character of the city was rated at least "good" by 70% of respondents, although only 55% rated the architectural quality of their neighborhood as at least "good." About two-thirds of respondents deemed the quietness of their neighborhood as "good" or "very good."

Figure 16: Ratings of Aspects of the Built Environment



Ratings of public landscaping increased significantly from 2001 to 2007 (Table 6). The attractiveness and cleanliness neighborhood rating was significantly higher than the normative comparison (Table 7).

Landscaping and architectural character in the city as a whole also increased significantly in 2007 compared to 2001 (see Table 9). Landscaping in the city was rated significantly higher than the normative comparison (see Table 10).

Public Safety

Over 80% of those completing the survey rated the safety in their neighborhood as “good” or “very good” (see Table 5). This was a significantly higher rating than that received in 2001 (see Table 6), but significantly lower than the normative comparison (see Table 7). Ratings of feelings of safety from crime rose significantly higher in 2007 compared to 2001 (see Figure 17). Nearly nine in ten respondents reported they felt at least “somewhat safe” from violent crimes, and over two-thirds reported they felt at least “somewhat safe” from property crimes (see Figure 18). These ratings were significantly above the normative comparisons (see Table 19). Over two-thirds of those completing the questionnaire felt safe from woodland fires, and over three-quarters felt safe from structural fires. The rating of safety from structural fires was significantly higher in 2007 compared to 2001, while the rating of safety from woodland fires was similar to that observed in 2001 (see Table 18). The rating of safety from structural fires was significantly higher than the normative comparison (see Table 19). Less than half of respondents (37%) felt safe from traffic-related incidents. In 2007, survey recipients were asked for the first time whether they had dialed 9-1-1. About 14% reported having done so in the past year (see Table 24).

Figure 17: Safety Ratings 1987-2007

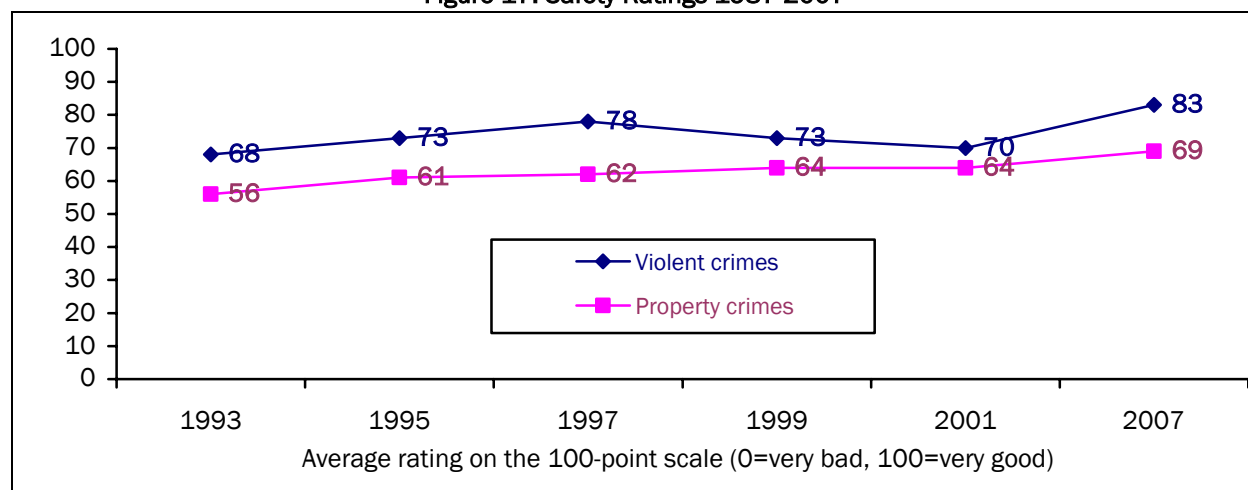
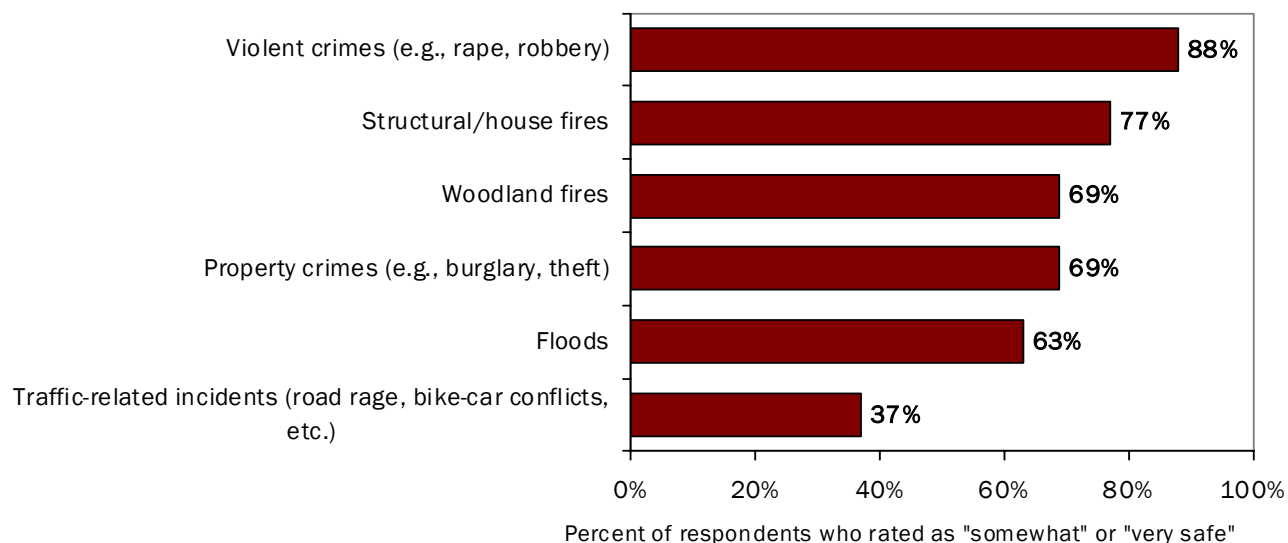


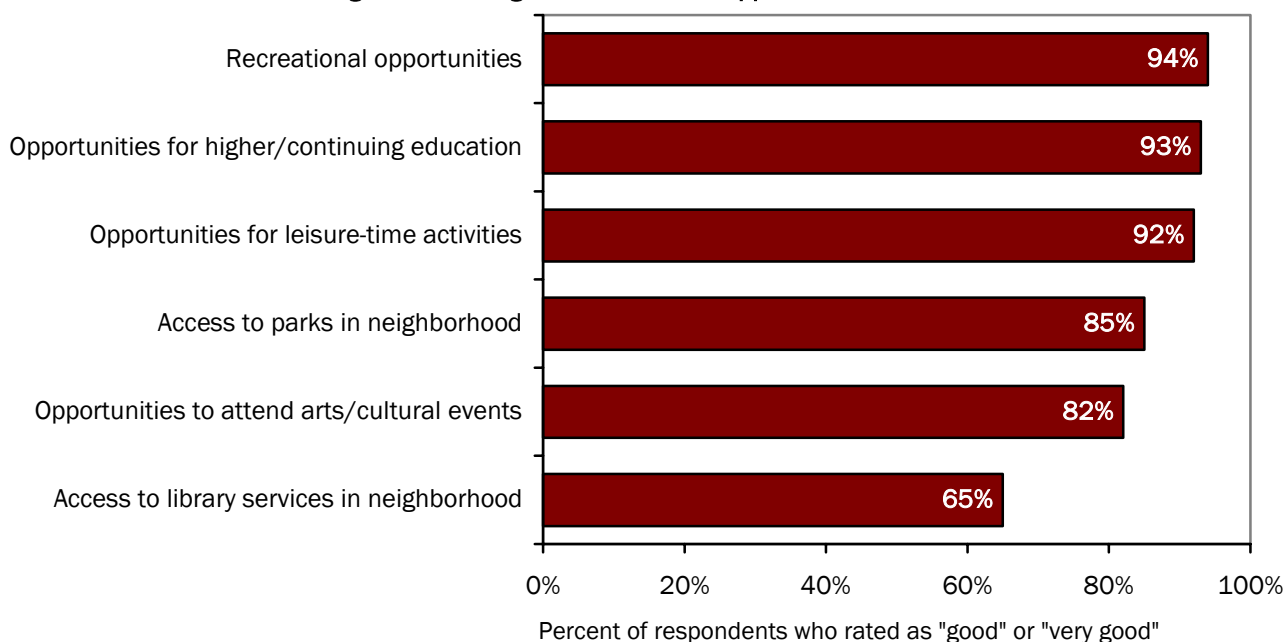
Figure 18: Feelings of Safety



Leisure Time Activities:***Recreation, Parks, Open Space and Mountain Parks, Libraries***

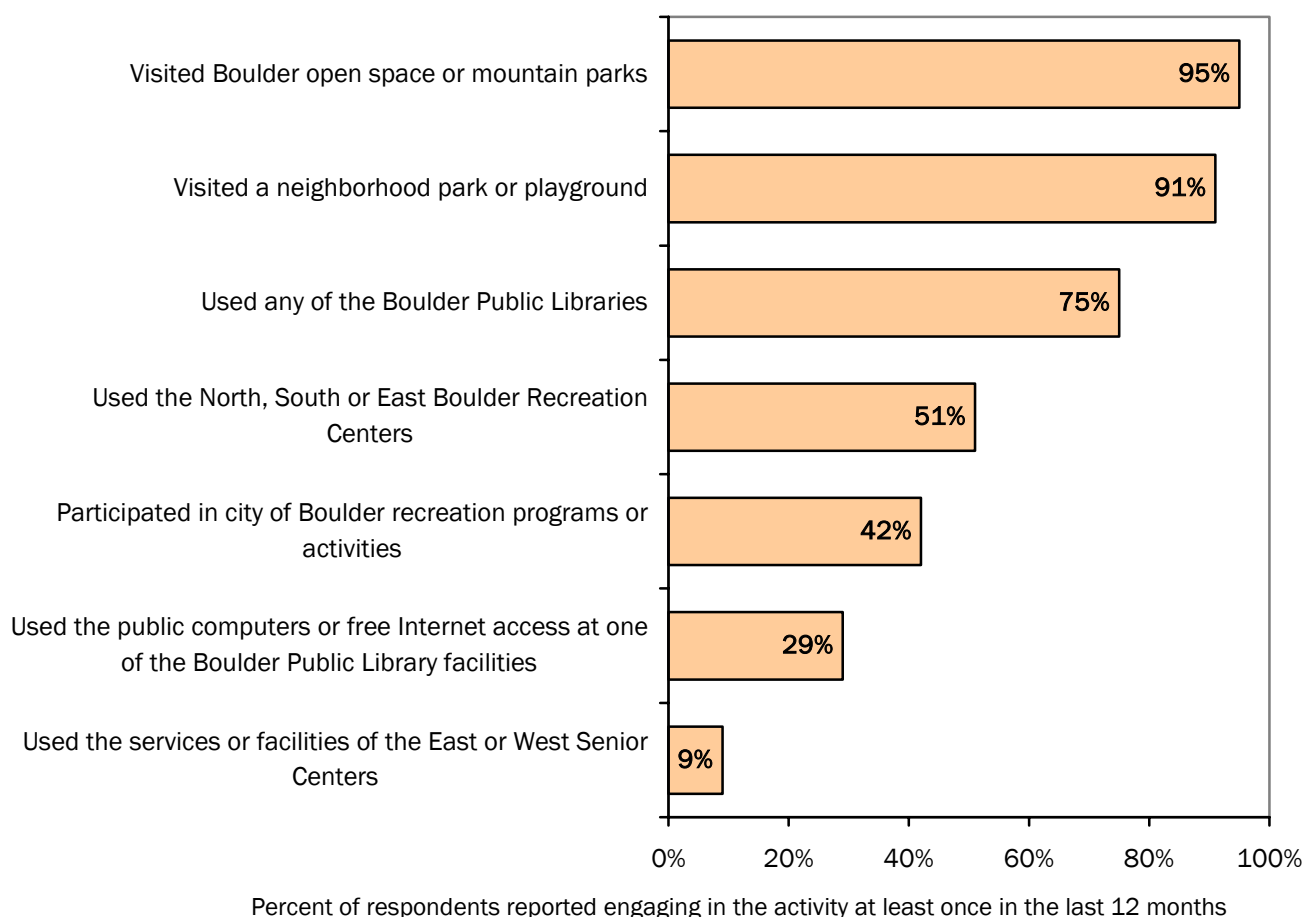
Opportunities for all leisure-time activities were highly rated by survey respondents; 82% or more felt opportunities to attend arts or cultural events, opportunities for leisure-time activities, opportunities for higher or continuing education and recreation opportunities were “good” or “very good” in Boulder (see [Figure 19](#)). Access to library services in the neighborhood was rated as “good” or “very good” by 65% of respondents, while access to parks in the neighborhood was rated as “good” or “very good” by 85% of respondents. All these ratings were significantly higher in 2007 compared to 2001, except for access to library services, which was asked for the first time in 2007 (see [Table 6](#) and [Table 9](#)). All of these ratings that could be compared were significantly higher than the normative comparison (see [Table 7](#) and [Table 10](#)).

Figure 19: Ratings of Leisure Time Opportunities



More than 90% of those completing the questionnaire had visited a neighborhood park or playground or had visited Boulder open space or mountain parks at least once in the previous year (see [Figure 20](#)). Three-quarters had used one or more of the Boulder public libraries in the past year. About half had used one of the city recreation centers, and 42% had participated in a city of Boulder recreation program or activity. Three in ten had used the public computers or Internet access at a Boulder public library. Just under 10% had used the services or facilities of one of the Senior Centers. Reported use of the North, South or East Boulder Recreation Centers, participation in city of Boulder recreation programs or activities and visitation of Boulder Open Space-Mountain Parks was significantly higher in 2007 than in 2001 (see [Table 25](#)).

Figure 20: Respondents' Use of Leisure Time Community Amenities



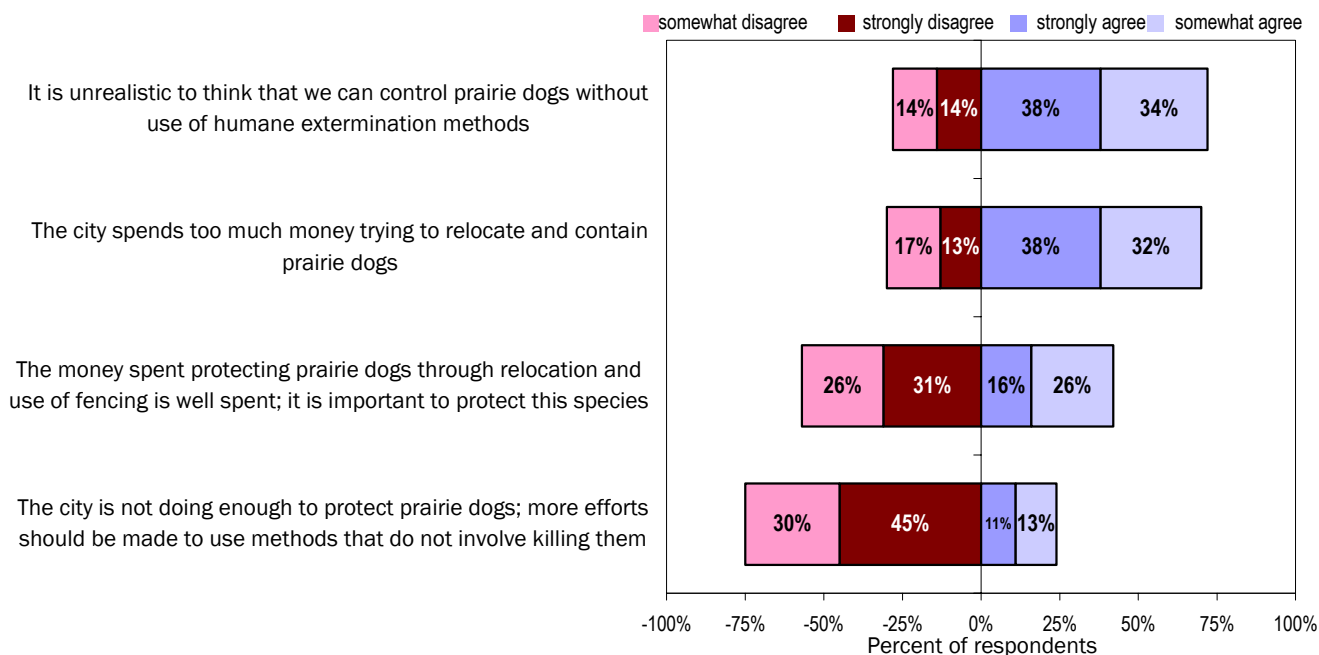
Policy Questions

The 2007 Boulder Community Survey contained a few questions related to policy issues facing the city of Boulder. The city's approach to management of prairie dogs within the city was briefly explained and respondents were asked to rate their agreement or disagreement with a series of statements about the control of the prairie dog population.

Of those respondents with an opinion, nearly three-quarters agreed at least "somewhat" that it was unrealistic to expect to control prairie dogs without the use of humane extermination methods (see [Figure 21](#)). Just over 40% felt the money spent protecting prairie dogs was well-spent while more than 50% disagreed; 70% believed the city spends too much money on relocating and containing prairie dogs.

Figure 21: Respondents' Opinion towards Prairie Dog Management

Currently the city takes a two-step approach to managing prairie dogs. The first step is to attempt to relocate or contain them. If these efforts are not possible or successful after a period of time, the city allows the use of humane methods of extermination. Some people feel the city spends too much money trying to control prairie dogs as opposed to humanely exterminating them. Others feel it is important to keep as many prairie dogs alive as possible and it is appropriate to spend money on humane techniques to control them rather than to kill them. Please indicate the extent to which you agree or disagree with each of the statements below.*

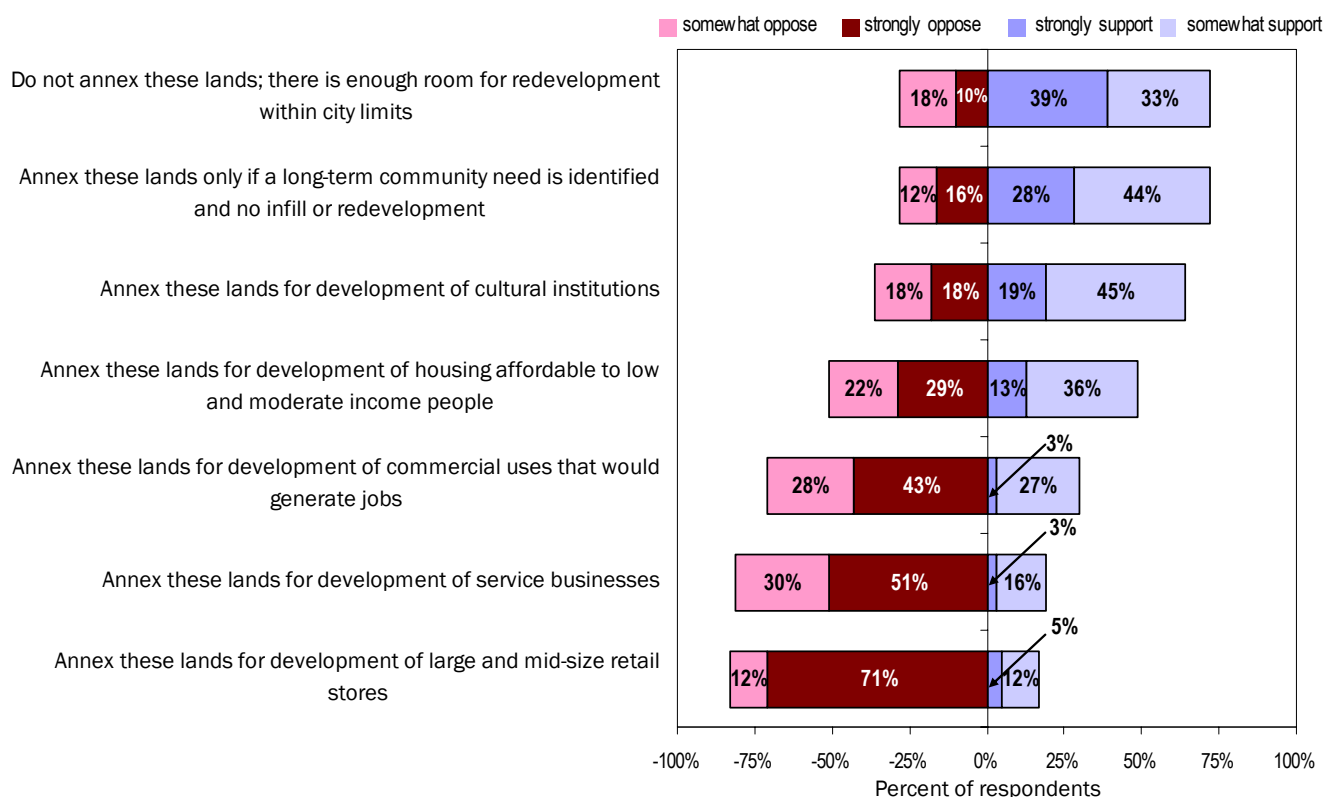


**Note: Half of survey recipients were given a questionnaire with the wording as shown above; half were given a version with the order of the pro and con arguments reversed. Between 12% and 20% of those answering these questions responded that they did not know or needed more information (see [Appendix F: Questionnaire with Response Frequencies](#)).*

When asked about the “Area III Planning Reserve” (land north of current city limits where the city and county maintain the option for potential city expansion in the future), most respondents with an opinion (72%) felt the lands within the reserve should not be annexed, or annexed only if a long-term need was identified and no infill or redevelopment options existed within the city limits (see [Figure 22](#)). However, a majority (64%) would at least somewhat support the annexation of these lands for the development of cultural institutions. Nearly half (49%) would support annexation for the development of affordable housing. Thirty percent or less would support annexation for the development of commercial uses, service businesses or large and mid-size retail stores.

Figure 22: Respondents’ Opinion towards Annexation and Development of Area III

"Area III Planning Reserve" is the area of privately-owned land just north of the city of Boulder limits which is currently designated as an area where the city and county maintain the option for potential city expansion ("annexation") in the future. Lands are annexed into the city only when they would be developed in a way that would provide a benefit to the community and/or meet unmet needs of city residents. To what extent do you support or oppose the following options for the Planning Reserve?*



*Note: Half of survey recipients were given a questionnaire with the wording as shown above; half were given a version with the order of the pro and con arguments reversed. Between 8% and 19% of those answering these questions responded that they did not know or needed more information (see [Appendix F: Questionnaire with Response Frequencies](#)).

The expansion or replacement of existing homes with larger homes (“pops and scrapes”) is an issue about which Boulderites are ambiguous. A majority of respondents agreed with nearly every statement on the topic presented to them, thus affirming the positive aspects of home expansion while acknowledging the accompanying potential problems.

In general, those who had expanded their home or were considering doing so were more likely to agree that home expansion had benefits and less likely to agree that home expansion had problems (see [Table 103](#)). In addition, those who lived in single-family homes were more likely to view home expansion positively than those who lived in multi-family housing units (see [Table 104](#)). Of particular concern to those in multi-family dwellings was housing affordability; 68% of those who lived in attached units agreed that home expansions were “a problem because they reduce the amount of housing that is affordable to low and moderate income people,” while only 47% of those who lived in detached units agreed with this statement.

Figure 23: Respondents’ Opinion towards “Pops and Scrapes”

One of the issues that city staff and Council hear about is sometimes referred to as “pops and scrapes.” “Pops and scrapes” refer to remodeling (“pop-ups” or “pop-outs”) or demolishing and replacing (“scrape-offs”) existing homes with larger homes. Some people feel that “pops and scrapes” are becoming a problem in Boulder. Others feel that “pops and scrapes” are not a problem, but that they are a natural process by which the existing housing stock is updated. Please rate to what extent you agree or disagree with each of the statements below.*

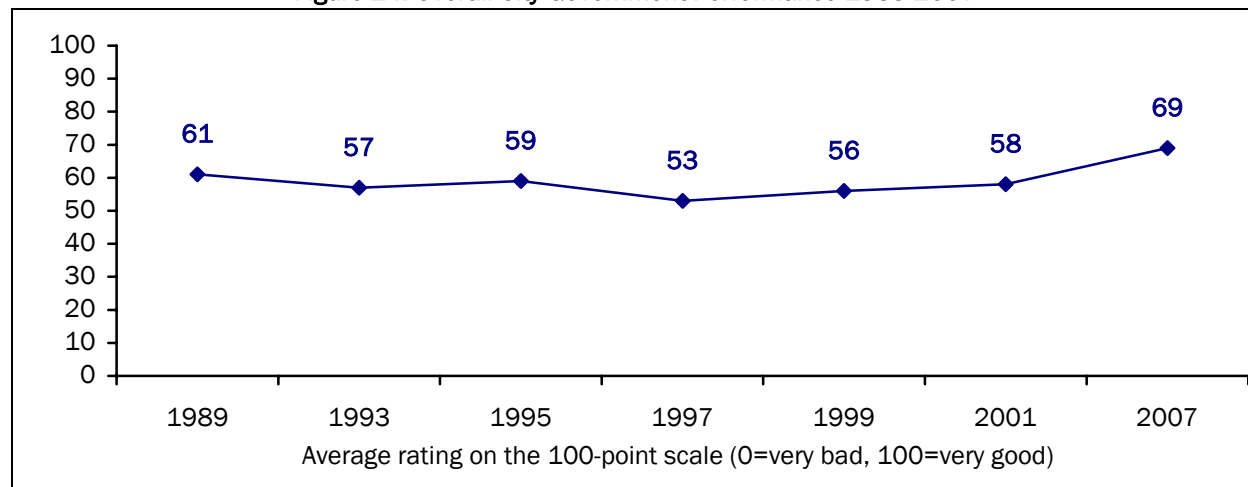


*Note: Half of survey recipients were given a questionnaire with the wording as shown above; half were given a version with the order of the pro and con arguments reversed. Between 9% and 13% of those answering these questions responded that they did not know or needed more information (see [Appendix F: Questionnaire with Response Frequencies](#)).

City Government Performance

Since 1989, those completing Boulder's resident survey have been asked to rate how well or poorly the Boulder city government operates. In 2007, residents were asked to rate overall city government operations. The average rating increased significantly in 2007 compared to previous years; in 2007, the average rating was 69 on a 100-point scale (see [Figure 24](#)). This rating was similar to the normative comparison (see [Table 28](#)).

Figure 24: Overall City Government Performance 1989-2007



When asked to what extent they agree or disagree that they are “pleased with the overall direction that the City is taking,” 40% of participants in the survey somewhat or strongly agreed with the statement while only 18% disagreed and 42% neither agreed nor disagreed (see [Table 32](#)). The average rating for this item has significantly increased since 2001 (see [Table 34](#)), and in 2007 was significantly above the normative comparison (see [Table 35](#)). When asked whether they felt “local tax dollars are being wisely spent in Boulder,” a greater proportion agreed that local tax dollars were being spent wisely (32%) than disagreed (18%), while nearly half (47%) neither agreed nor disagreed (see [Table 32](#)). The average rating for this item has held steady over time and in 2007 was similar to the normative comparison.

City Services

Residents completing the questionnaire were asked to rate 33 different city services (see [Table 26](#), [Table 27](#) and [Table 28](#)). The City of Boulder 2007 Action Chart™ on page 38 combines three dimensions of performance:

- ◆ Trendline data. The arrows next to service boxes point up (black arrow) or down (white arrow) to indicate where differences from the ratings given in 2001 are statistically higher or lower.
- ◆ Comparison to norms. When a comparison is available, the background color of each service box indicates whether the service is above the norm (green), similar to the norm (yellow) or below the norm (red).
- ◆ Identification of key drivers. A black key icon next to a service box notes a key driver. Key driver analysis is explained further below.

Key Driver Analysis

In market research, identifying the most important characteristics of a transaction or product is called *key driver analysis*. These key drivers do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the actual predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is a primary consideration in their choice of an airline, yet key driver analysis will reveal that the quality of food or on-flight entertainment predict their actual buying decisions.

In local government, core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important local government services. But by using key driver analysis, it is possible to dig deeper to identify the less salient, but more influential services that are most related to residents' ratings of overall quality of local government performance. Because services focused directly on life and safety remain key to quality government, it is not to be suggested that these should not be a focus of continual monitoring and improvement; however, the identified key driver services were those that were most associated with Boulder residents' perceptions of Boulder city government performance.

Key driver analysis uses a multiple linear regression technique to explore strength of relationships between individual services and overall quality of services. A multiple linear regression model allows the simultaneous examination of the association of multiple factors with a single outcome measure of interest (in this instance, overall city government performance). This simultaneous examination allows one to look at a particular association of interest, for example the association of water conservation, simultaneously adjusted for all the other variables (city services) in the model. Regression coefficients, which are measures of the association between city services and the outcome of interest, are calculated for each service included in the model. A test of statistical significance is calculated for each regression coefficient, with a corresponding p-value. A p-value refers to the probability that the regression coefficient is significantly different than 0 (meaning there is no association between the predictor variable and perceptions of overall city government performance). Those services with regression coefficients having a p-value of 0.05 or less (meaning there was a less than 5% chance that there was no association between the service rating and the rating of overall city government performance) were identified as the key drivers. (See [Appendix E: Survey Methodology](#) for more information on key driver analysis.)

Seven key drivers were observed for the city of Boulder:

- ⊙ Water conservation programs
- ⊙ Street repair (potholes, crack repair, etc.)
- ⊙ Police response to community problems or needs
- ⊙ Snow and ice control on major streets
- ⊙ The city of Boulder Web site (www.bouldercolorado.gov)
- ⊙ Utility billing services

⊙Boulder Public Libraries

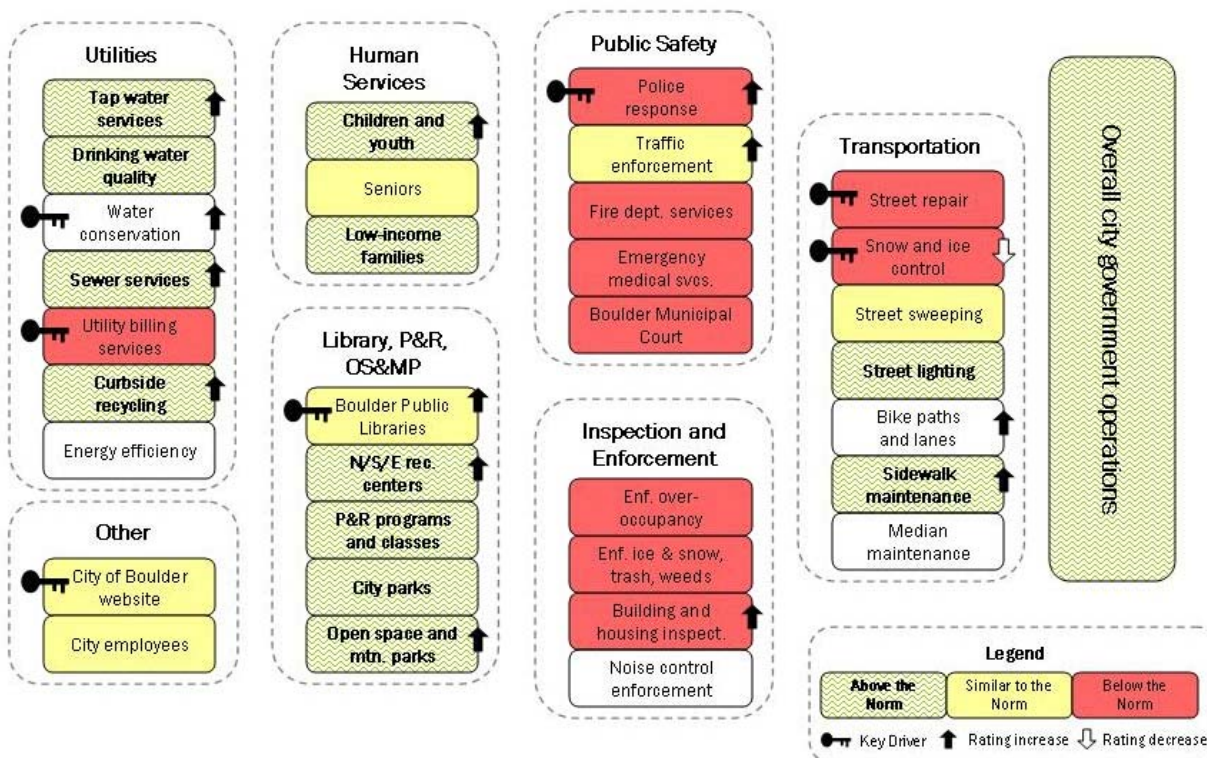
Of these, four were below the normative comparison, two were similar and one could not be compared (see [Figure 25](#) below). It is interesting that none of the key drivers were above the normative comparison, although overall city government operations was significantly above the normative comparison.

City of Boulder 2007 Action Chart™

As can be seen in the chart below, many services, 12 to be exact, showed significant improvement in 2007 compared to 2001. Only one service, snow and ice control, showed a significant decrease. This was to be expected; the winter weather in the 2006-2007 season was unusually harsh. All municipalities along the Front Range for which NRC has conducted surveys since that winter season have shown significant decreases in their snow removal ratings.

Of the 27 services for which normative comparisons were available, 12 services were significantly above the normative comparison, 10 were significantly below, and five were similar.

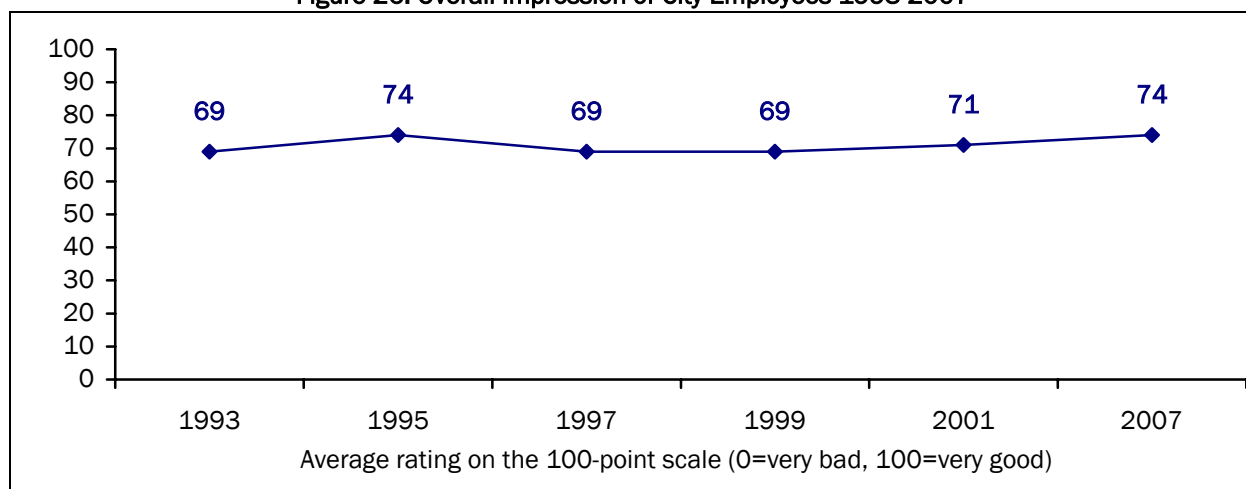
Figure 25: City of Boulder 2007 Action Chart™



City Employees

City employees received fairly high ratings from those who have interacted with them in the past year. In 2007, the average rating for the “overall impression” was 74 on a 100-point scale, a “good” rating, on average, on the scale from “very bad” to “very good.” These ratings have remained fairly stable since these questions were first asked in 1993 (see [Figure 26](#)). All aspects rated were deemed “very good” by 28% or more of respondents, and “good” or “very good” by 72% or more of respondents (see [Table 29](#)). The ratings received by Boulder city employees were generally similar to those received by employees of other jurisdictions (see [Table 31](#)).

Figure 26: Overall Impression of City Employees 1993-2007



In Conclusion

Residents rate the quality of life in the Boulder community very high.

- Quality of life in Boulder was rated as “good” or “very good” by 93% of respondents, while quality of neighborhood was rated as “good” or “very good” by 87% of respondents.
- These ratings represented significant increases since 2001, and were above the normative comparisons. In addition, ratings of Boulder as a place for seniors, as a place to raise children, and the sense of community were above the normative comparisons.
- Boulderites valued the natural resources of the community; the mountain setting and scenic beauty, the climate, and the open space and trail systems were among the most frequently cited reasons for what made Boulder a great place.
- Respondents also appreciated the many recreational and cultural opportunities available in the community; the educational system and presence of a university, the intellectual atmosphere and the presence of the art and science institutions in Boulder were considered among Boulder’s assets.
- Opportunities to attend arts/cultural events, opportunities for leisure-time activities, opportunities for higher/continuing education and recreational opportunities were rated as “good” or “very good” by over 80% of respondents. These ratings were above the normative comparisons.

However, not all feel welcome in Boulder.

- Just under half (49%) of survey participants agreed that they “feel like a part of the Boulder community.” Non-Hispanic whites were more likely to feel like a part of the community than were those who were Hispanic or non-white.
- The rating of race and ethnic relations was below the normative comparison.
- Less than half of those completing the questionnaire considered the Boulder community respectful and accepting of people of differing political opinions.

Boulder is an active community.

- Nearly all respondents (95%) had visited Boulder Open Space or Mountain Parks at least once in the previous year, over 90% had visited a park or playground, and over 90% had used the Boulder Creek path.
- Over half had visited one of the city’s recreation centers in the past year, and 42% had participated in a city parks and recreation program.
- Three-quarters of respondents had used Boulder public library services.

Transportation and traffic are important to the community.

- Reducing traffic and improving traffic flow were among the items deemed most important by residents to improving the quality of life in Boulder.
- However, neighborhood mobility received positive ratings; neighborhood access to bus services, neighborhood access to bike paths and ease of travel by walking in the neighborhood were considered “good” or “very good” by 85% or more of respondents. Ease of travel by walking in the neighborhood was rated above the normative comparison.

- Traffic speed, traffic volume and availability of on-street parking in neighborhoods were rated as at least “good” by 57% to 61% of those completing the questionnaire.
- Ratings for volume of traffic in the neighborhood, availability of on-street parking, speed of traffic in the neighborhood and ease of travel by walking in the neighborhood all increased significantly from 2001 to 2007.
- Respondents reported fairly high use of alternative modes of transportation. Just over half reported they had commuted to work by bicycle at least once in the previous 12 months. Nearly two-thirds had ridden an RTD bus between Boulder and Denver at least once in the past 12 months, while 70% had used a Community Transit Network bus and over half had ridden another RTD bus within the city. All forms of transit use had increased significantly since 2001.

The City Council goals are also the priorities of residents.

- Reducing traffic and improving traffic flow, energy conservation, and acquiring more open space land were among the items rated as most important to improve the quality of life in the community by respondents. The City Council goals include improving transportation and protecting the natural environment.
- As in past surveys, residents continue to deem affordable housing a challenge facing the community, and this issue, too, relates to one of the City Council goals. “Increasing housing affordable to low or moderate income people” was rated as very important by 37% of respondents, the sixth highest rating out of the 29 items rated. Nearly three-quarters (72%) of those completing the questionnaire felt there was too little housing affordable to low-income or moderate income people.

Development and the built environment in Boulder are viewed somewhat favorably.

- When asked whether they thought there was the right mix of businesses and housing in Boulder, nearly three-quarters of survey participants believed the community had the right mix.
- A slim majority of respondents considered the amount of two- to three-story mixed use development to be about right in Boulder, with more respondents thinking there was too little than thinking there was too much. Housing density was considered “about right” by nearly six in ten respondents. Growth rates (population, housing and non-residential) were thought to be “about right” by a slight majority of respondents, with more thinking the growth rate was too much than thinking it was too little.
- Employment opportunities in Boulder were rated as “good” or “very good” by nearly half of respondents, a rating that was above the normative comparison.
- A slight majority felt there was about the right amount of affordable goods and services in Boulder. Opportunities to shop in Boulder was rated as “good” or “very good” by eight in ten respondents, while access to shopping in the neighborhood was rated as such by about three-quarters of respondents.
- Nearly all respondents had visited the Pearl Street Mall and the Twenty Ninth Street retail center at least once in the previous year. Eight in ten respondents had visited the University Hill business district at least once in the previous year.

City government performance ratings were generally positive.

- The average rating of the overall Boulder city government performance and of the overall direction the city is taking increased significantly in 2007 compared to previous years. Overall city government performance was similar to the normative comparison, while the rating of the overall direction was above the normative comparison.
- A majority of respondents felt that the city did “well” or “very well” at being responsive to residents. Ratings of Boulder city government responsiveness increased from 1999 to 2001, and stayed steady from 2001 to 2007.
- Of the 34 city services rated, 21 also had been rated by respondents to the 2001 survey. Only one service rating had decreased in 2007 compared to 2001 (snow removal), while 12 showed significant increases compared to 2001 and 8 were similar to 2001 ratings.
- Of the 27 city services for which normative comparisons were available, more were rated above the norm than were rated below the norm; 12 were above the norm, 5 were similar to the norm and 10 were below the norm.
- City employees received fairly high ratings from those who had interacted with them in the past year. All aspects of interactions with city employees listed on the questionnaire were deemed “very good” by 28% or more of respondents, and “good” or “very good” by 72% or more of respondents. The ratings received by Boulder city employees were generally similar to those received by employees of other jurisdictions.

There are several “key drivers” on which the city could focus to improve resident perceptions.

- Seven services were found to be associated with residents’ perceptions of overall Boulder city government performance, meaning they could be said to be “driving” residents’ assessment of how the city government operates.
- Three services identified as key drivers were below the normative comparisons. These services might merit special attention from the city in order to bolster resident opinion about the city government in general. These three services were:
 - ★ Street repair (potholes, crack repair, etc.)
 - ★ Police response to community problems or needs
 - ★ Utility billing services
- Snow and ice removal services, which showed a not unexpected decrease compared to 2007 and was below the normative comparison, may recover to a higher rating without special attention, as the winter weather in the 2006-2007 season was unusually harsh. All municipalities along the Front Range for which NRC has conducted surveys since that winter season have shown significant decreases in their snow removal ratings.
- Three key driver services were similar to the normative comparison and/or received significantly higher ratings in 2007 compared to 2001. These services likely already positively influence resident perceptions of the city government. They were:
 - ★ The city of Boulder Web site (www.bouldercolorado.gov)
 - ★ Boulder Public Libraries
 - ★ Water conservation programs

APPENDIX A: ALL SURVEY RESULTS

The following tables present the frequencies of responses to each question on the questionnaire. “Don’t know” responses have been removed from these results, so that the information displayed represents those who had an opinion about each item. [Appendix F: Questionnaire with Response Frequencies](#) contains a copy of the survey instrument and shows the percent of respondents giving each answer, including “don’t know” responses.

In addition to tables of frequencies, this appendix also contains tables showing comparisons of the 2007 survey results to those obtained on previous surveys, where these comparisons are available.

Finally, tables showing Boulder’s ratings compared to normative ratings are also included in this appendix.

Table 2: Question 1

Please read the following questions and circle the number which most closely reflects your opinion.	very good	good	neither good nor bad	bad	very bad	Total
Taking all things into consideration, how do you rate your overall quality of life in Boulder?	55%	38%	5%	1%	0%	100%
How do you rate the overall quality of your neighborhood?	34%	53%	10%	2%	0%	100%
How do you rate Boulder as a place to raise children (age 12 and under)?	42%	39%	14%	4%	1%	100%
How do you rate Boulder as a place to raise youth (age 13 to 21)?	30%	41%	20%	5%	4%	100%
How do you rate Boulder as place for seniors (age 65 and older) to live?	29%	38%	22%	7%	3%	100%
How do you rate the sense of community in Boulder?	17%	47%	28%	6%	1%	100%
How do you rate race and ethnic relations in Boulder?	9%	28%	45%	13%	5%	100%

Table 3: Question #1: Quality of Life in Boulder, 1987-2007

Please read the following questions and circle the number which most closely reflects your opinion.	Average Rating on a 100-point Scale (0=Very Bad, 100=Very Good)								Change from	
	2007	2001	1999	1997	1995	1993	1989	1987	2001 to 2007	1987 to 2007
Overall quality of life in Boulder ^{†‡}	87	80	82	81	80	82	75	75	+7	+12
Overall quality of neighborhood ^{†‡}	80	75	76	75	74	76	66	67	+5	+14
Boulder as a place to raise children (age 12 and under)?* ^{†‡}	79	72	73	71	70	70	71	69	+7	+10
Boulder as a place to raise youth (age 13 to 21)?*	72								0	+3
Boulder as a place for seniors (age 65 and older) to live	70	---	---	---	---	---	---	---	---	---
Sense of community in Boulder [†]	68	62	60	59	62	62	---	---	+6	---
Race and ethnic relations in Boulder**	56	54	55	53	55	53	---	---	+2	---

[†]Differences between 2001 and 2007 are statistically significant.

[‡]Differences between 1987 and 2007 are statistically significant.

*Previous to 2007, the question asked about Boulder as a place to raise children.

**Previous to 2007, the question asked about Racial relations in Boulder.

Table 4: Question #1: Normative Comparisons

Please read the following questions and circle the number which most closely reflects your opinion.	Boulder's Rating	Normative Rating	Normative Comparison
Taking all things into consideration, how do you rate your overall quality of life in Boulder?	87	75	Above the norm
How do you rate the overall quality of your neighborhood?	80	75	Above the norm
How do you rate Boulder as a place to raise children (age 12 and younger)	79	75	Above the norm
How do you rate Boulder as place for seniors (age 65 and older)	70	66	Above the norm
How do you rate the sense of community in Boulder?	68	65	Above the norm
How do you rate race and ethnic relations in Boulder?	56	60	Below the norm

Table 5: Question #2

Please rate the quality of each of the following in your neighborhood:	very good	good	neither good nor bad	bad	very bad	Total
Sense of community in your neighborhood	20%	36%	34%	8%	1%	100%
Attractiveness/cleanliness of neighborhood	25%	49%	20%	5%	1%	100%
Architectural quality of neighborhood	16%	39%	34%	9%	2%	100%
Safety of neighborhood	36%	47%	13%	2%	2%	100%
Speed of traffic in the neighborhood	20%	41%	21%	14%	4%	100%
Volume of traffic in the neighborhood	19%	38%	25%	12%	5%	100%
Availability of on-street parking	25%	34%	20%	12%	9%	100%
Ease of travel by walking in the neighborhood	53%	37%	7%	2%	1%	100%
Access to bike paths	53%	37%	7%	2%	1%	100%
Access to bus services	51%	34%	9%	3%	1%	100%
Maintenance of property values	26%	47%	20%	4%	3%	100%
Quietness of neighborhood	25%	43%	19%	9%	5%	100%
Access to parks	44%	41%	12%	2%	1%	100%
Access to shopping	35%	41%	19%	5%	1%	100%
General street conditions	18%	52%	19%	9%	2%	100%
Public landscape (e.g., street trees, parks, medians)	24%	52%	19%	4%	1%	100%
Access to library services	29%	36%	20%	11%	4%	100%

Table 6: Question #2: Quality of Neighborhood, 2001-2007

Please rate the quality of each of the following in your neighborhood:	Average Rating on a 100-point Scale (0=Very Bad, 100=Very Good)		Change from 2001 to 2007
	2007	2001	
Access to bike paths	85	82	+3
Access to bus services	83	81	+2
Ease of travel by walking in the neighborhood [†]	85	79	+6
Access to parks [†]	81	77	+4
Safety of neighborhood [†]	78	74	+4
Maintenance of property values	72	74	-2
Attractiveness-cleanliness of neighborhood	73	71	+2
Access to shopping [†]	76	71	+5
Public landscaping [†]	74	69	+5
General street conditions	68	67	+1
Quietness of neighborhood	68	66	+2
Architectural quality of neighborhood	64	63	+1
Speed of traffic in the neighborhood [†]	65	61	+4
Sense of community in your neighborhood [†]	67	59	+8
Volume of traffic in the neighborhood [†]	63	59	+4
Availability of on-street parking ^{*†}	63	59	+4
Access to library services	69	---	---

[†]Differences between 2001 and 2007 are statistically significant.

^{*}Previous to 2007, the question asked about Availability of parking.

Table 7: Question #2: Normative Comparisons

Please rate the quality of each of the following in your neighborhood:	Boulder's Rating	Normative Rating	Normative Comparison
Attractiveness/cleanliness of neighborhood	73	69	Above the norm
Safety of neighborhood	78	86	Below the norm
Availability of on-street parking	63	56	Above the norm
Ease of travel by walking in the neighborhood	85	65	Above the norm
Access to parks	81	77	Above the norm
General street conditions	68	58	Above the norm

Table 8: Question #3

Please rate each of the following characteristics as they relate to the city of Boulder as a whole:	very good	good	neither good nor bad	bad	very bad	Total
Dining out opportunities	62%	29%	6%	2%	1%	100%
Shopping opportunities	34%	46%	12%	6%	1%	100%
Recreational opportunities	71%	23%	4%	2%	0%	100%
Employment opportunities	10%	39%	36%	14%	2%	100%
Opportunities to attend arts/cultural events	37%	45%	14%	3%	1%	100%
Opportunities for leisure-time activities	59%	33%	6%	2%	0%	100%
Opportunities for higher/continuing education	63%	30%	4%	2%	1%	100%
Architectural character	22%	48%	23%	6%	1%	100%
Landscaping	28%	52%	15%	4%	1%	100%
Drinking water quality	37%	44%	15%	4%	0%	100%
Quality of water in Boulder Creek	17%	48%	23%	10%	1%	100%
Quality of Boulder Valley public and charter schools	30%	45%	15%	8%	1%	100%
Services for children and families	22%	52%	19%	7%	0%	100%
Services for seniors	22%	48%	23%	6%	2%	100%
Physical access to city facilities	22%	54%	20%	3%	0%	100%
Access to human services (services for children, adults, families and seniors)	20%	47%	24%	8%	1%	100%

Table 9: Question #3: Characteristics of Boulder as a Whole, 1993-2007

Please rate each of the following characteristics as they relate to the city of Boulder as a whole:	Average Rating on a 100-point Scale (0=Very Bad, 100=Very Good)						Change from	
	2007	2001	1999	1997	1995	1993	2001 to 2007	1993 to 2007
Recreational opportunities [†]	91	85	88	90	89	91	+6	0
Opportunities for higher/continuing education ^{*†}	88	84	85	87	85	86	+4	+2
Opportunities for leisure-time activities [†]	87	82	85	86	85	87	+5	0
Dining out opportunities	88	85	85	88	87	89	+3	-1
Opportunities to attend arts/cultural activities ^{*†}	79	75	75	77	76	78	+4	+1
Drinking water quality ^{†‡}	78	68	68	66	64	67	+10	+11
Quality of Boulder Valley public and charter schools ^{*†‡}	73	67	66	61	60	66	+6	+7
Shopping opportunities ^{†‡}	77	70	65	76	80	81	+7	-4
Landscaping [†]	76	72	64	73	74	74	+4	+2
Architectural character ^{†‡}	71	66	64	63	67	65	+5	+6
Quality of water in Boulder Creek ^{†‡}	67	60	62	60	57	57	+7	+10
Air quality	---	63	62	59	56	51	---	---
Employment opportunities	61	---	---	---	---	---	---	---
Services for children and families	72	---	---	---	---	---	---	---
Services for seniors	71	---	---	---	---	---	---	---
Physical access to city facilities	74	---	---	---	---	---	---	---
Access to human services (services for children, adults, families and seniors)	69	---	---	---	---	---	---	---

[†]Differences between 2001 and 2007 are statistically significant.

[‡]Differences between 1993 and 2007 are statistically significant.

^{*}Previous to 2007, wording was slightly different.

Table 10: Question #3: Normative Comparisons

Please rate each of the following characteristics as they relate to the city of Boulder as a whole:	Boulder's Rating	Normative Rating	Normative Comparison
Dining out opportunities	88	74	Above the norm
Shopping opportunities	77	59	Above the norm
Recreational opportunities	92	67	Above the norm
Employment opportunities	61	46	Above the norm
Opportunities to attend arts/cultural events	79	63	Above the norm
Opportunities for higher/continuing education	88	68	Above the norm
Landscaping	76	72	Above the norm
Quality of Boulder Valley public and charter schools	73	67	Above the norm

Table 11: Question #4

How important to you are each of the following factors in improving the quality of life in Boulder?	very important	somewhat important	a little bit important	not at all important	Total
Improving traffic flow	43%	34%	19%	4%	100%
Reducing traffic	46%	31%	18%	5%	100%
Preserving historic buildings and historic neighborhoods	36%	37%	20%	6%	100%
Providing assistance to businesses to keep them in Boulder	35%	39%	20%	7%	100%
Developing more neighborhood parks	22%	45%	24%	8%	100%
Acquiring more open space land	42%	27%	21%	9%	100%
Improving access to trails	36%	31%	24%	10%	100%
Providing/developing additional active recreational facilities (such as ballfields, an ice skating facility, etc.)	17%	35%	32%	16%	100%
Increasing services for children (age 12 and under)	24%	28%	32%	17%	100%
Increasing services for youth (age 13 to 21)	31%	31%	29%	9%	100%
Increasing services for seniors (age 65 and older)	23%	35%	30%	12%	100%
Increasing diversity among residents (including racial/ethnic diversity, diversity in family structures, incomes, abilities, ages, etc.)	30%	28%	22%	20%	100%
Adding more spaces for arts/cultural events	20%	33%	34%	13%	100%
Increasing art in public places	20%	27%	34%	18%	100%
Reducing crime	34%	32%	24%	10%	100%
Reducing noise levels	24%	25%	30%	21%	100%
Providing additional transportation options or alternatives	36%	29%	26%	9%	100%
Providing energy conservation and efficiency programs	57%	28%	11%	5%	100%
Reducing homelessness	38%	31%	20%	10%	100%
Increasing services to address the abuse of alcohol, especially among Boulder's youth	29%	33%	27%	11%	100%
Increasing library services	15%	34%	38%	12%	100%
Increasing community meeting space	8%	22%	42%	28%	100%
Increasing police presence in your neighborhood	7%	19%	30%	44%	100%
Increasing police presence in downtown areas	14%	26%	28%	32%	100%
Attracting/retaining "discount" or "affordable" shopping opportunities	24%	24%	27%	26%	100%
Increasing housing affordable to low or moderate income people	37%	26%	20%	16%	100%
Attracting additional commercial development (offices, banks, etc.)	7%	20%	32%	41%	100%
Attracting additional large or mid-size retail stores (such as Costco, Lowe's, Best Buy, Hobby Lobby, Kohl's, etc.)	9%	13%	16%	62%	100%
Attracting additional service businesses (such as auto repair, appliance repair, etc.)	6%	18%	37%	39%	100%

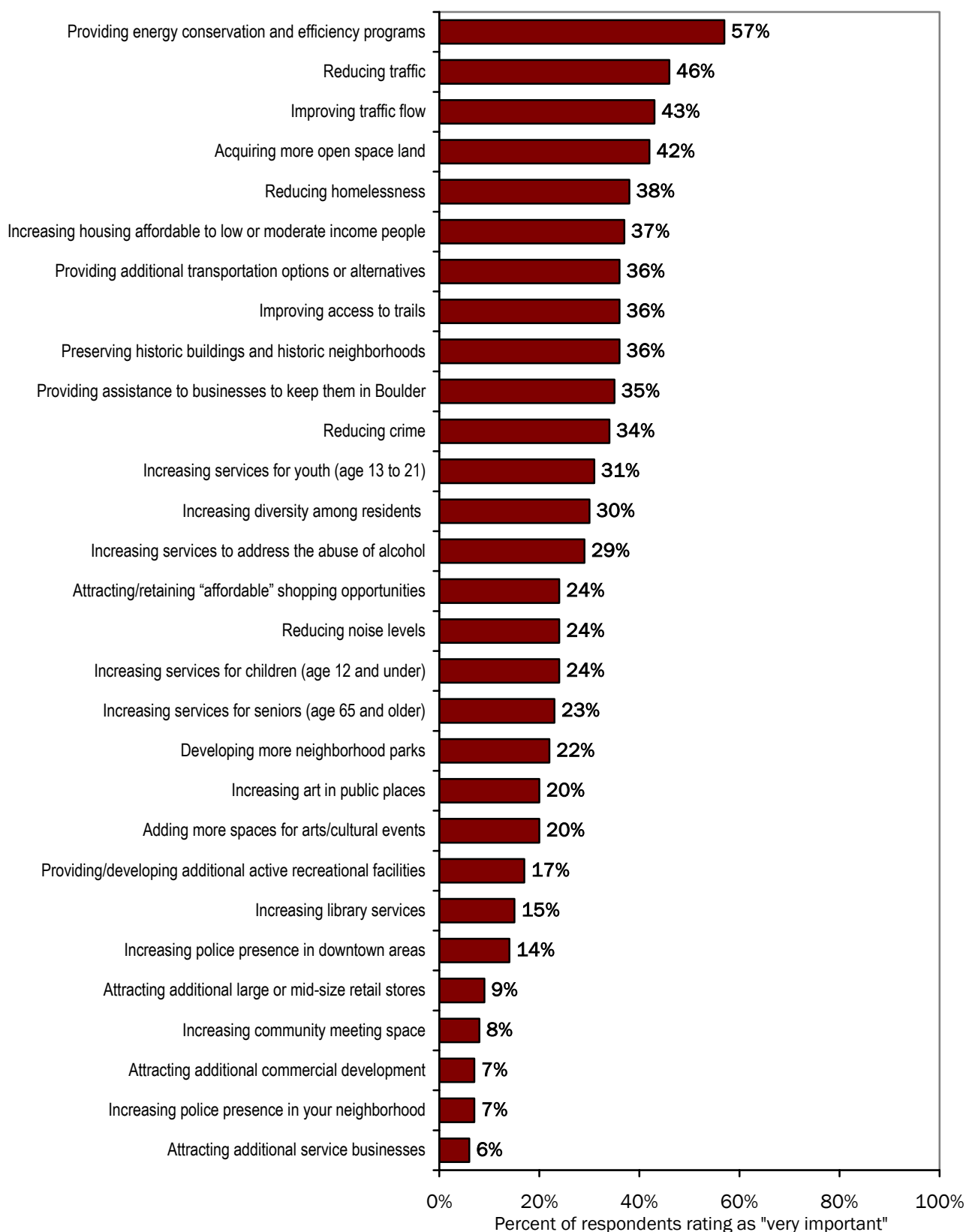
Figure 27: Question #4 Importance of Potential Improvements to Quality of Life in Boulder

Table 12: Question #4: Importance of Factors to Improve Quality of Life, 1999-2007

How important to you are each of the following factors in improving the quality of life in Boulder?	Average Rating on a 100-point Scale (0=Not at all Important, 100=Very Important)			Change from	
	2007	2001	1999	2001 to 2007	1999 to 2007
Improving traffic flow ^{†‡}	72	78	82	-6	-10
Reducing traffic	73	---	---	---	---
Increasing housing affordable to low or moderate income people ^{*†‡}	62	70	78	-8	-16
Reducing air pollution	---	76	77	---	---
Acquiring more open space land ^{*†‡}	67	73	73	-6	-6
Increasing recycling opportunities	---	72	72	---	---
Reducing crime ^{†‡}	63	71	72	-8	-9
Increasing police presence in your neighborhood	29	---	---	---	---
Increasing police presence in downtown areas	41	---	---	---	---
Increasing community meeting space	37	---	---	---	---
Preserving historic buildings and historic neighborhoods ^{*†‡}	68	75	72	-7	-4
Developing more neighborhood parks ^{†‡}	60	65	68	-5	-8
Revitalizing Crossroads Mall	---	64	53	---	---
Providing assistance to businesses to keep them in Boulder ^{*†‡}	67	63	60	+4	+7
Retention and expansion of quality jobs in Boulder	---	73	58	---	---
Attracting/retaining "discount" or "affordable" shopping opportunities	48	---	---	---	---
Attracting additional commercial development (offices, banks, etc.)	31	---	---	---	---
Attracting additional large or mid-size retail stores (such as Costco, Lowe's, Best Buy, Hobby Lobby, Kohl's, etc.)	23	---	---	---	---
Attracting additional service businesses (such as auto repair, appliance repair, etc.)	30	---	---	---	---
Improving access to trails	64	---	---	---	---
Providing/developing additional active recreational facilities (such as ballfields, an ice skating facility, etc.) ^{* †‡}	51	61	59	-10	-8
Increasing services for children (age 12 and under)	53	---	---	---	---
Increasing services for youth (age 13 to 21)	61	---	---	---	---
Increasing services for seniors (age 65 and older)	56	---	---	---	---
Increasing diversity among residents (including racial/ethnic diversity, diversity in family structures, incomes, abilities, ages, etc.)	56	---	---	---	---
Increasing art in public places ^{*†‡}	50	57	54	-7	-4
Adding more spaces for arts/cultural events	53	---	---	---	---
Reducing noise levels	51	---	---	---	---
Providing additional transportation options or alternatives	64	---	---	---	---
Providing energy conservation and efficiency programs	79	---	---	---	---
Reducing homelessness	66	---	---	---	---
Increasing services to address the abuse of alcohol, especially among Boulder's youth	59	---	---	---	---
Increasing library services	51	---	---	---	---

[†]Differences between 2001 and 2007 are statistically significant.

[‡]Differences between 1999 and 2007 are statistically significant.

^{*}Prior to 2007, wording was slightly different.

Table 13: Question #5

What, if anything, do you think makes Boulder a great place?	Percent of Respondents*
Didn't give a response	36.5%
The natural beauty/mountains	18.3%
Recreational opportunities/concerts/plays	17.2%
Open space/trails	13.2%
Schools/university	7.7%
Location	6.3%
Climate	5.8%
Open minded/progressive/	5.6%
Sense of community	3.8%
Bus/mass transportation system	3.6%
Intellectual populace/art - science institutions	2.6%
Small size/small town feel	2.6%
The people/friendly people	2.0%
Quality of life	0.4%
Other	24.9%

**Percents add to more than 100% as respondents could give more than one answer. Respondents wrote their answer in their own words; the responses were classified into the categories shown. Verbatim responses as written by respondents can be found in a supplemental report.*

Table 14: Question #6

Please indicate whether you think the city of Boulder has the right amount, too much/many, or too little/few of the following. Circle the number that comes closest to your opinion for each item.	far too much/many	somewhat too much/many	right amount	somewhat too little/few	far too little/few	Total
Racial/ethnic diversity	1%	2%	23%	39%	34%	100%
People of varied incomes	1%	2%	34%	39%	24%	100%
People commuting from outside Boulder to jobs in Boulder	21%	48%	28%	3%	1%	100%
Housing affordable to low income people	2%	2%	23%	36%	36%	100%
Housing affordable to moderate income people	1%	1%	26%	43%	29%	100%
Housing density (the number of homes in a block, or how close the homes are to each other)	7%	26%	59%	5%	3%	100%
Housing growth rate in Boulder	11%	25%	51%	9%	3%	100%
Population growth rate in Boulder	14%	30%	52%	3%	1%	100%
Non-residential growth rate in Boulder (e.g., business, retail)	6%	21%	52%	17%	3%	100%
Current job availability in Boulder	0%	1%	39%	43%	17%	100%
Affordable goods and services	0%	2%	52%	34%	12%	100%
2 to 3 story mixed-use (retail, commercial and residential) development	5%	14%	51%	22%	7%	100%
4 to 5 story mixed-use (retail, commercial and residential) development	16%	18%	44%	15%	7%	100%

Table 15: Question #7

Do you think that Boulder has about the right mix of businesses and housing, both existing and new, or that there is too much of one kind versus another?	Percent of respondents
Far too many businesses (not enough housing)	2%
Somewhat too many businesses (not enough housing)	12%
About the right mix of businesses and housing	71%
Somewhat too much housing (not enough businesses)	8%
Far too much housing (not enough businesses)	2%
Far too many of both businesses and housing	4%
Total	100%

Table 16: Question #8

Please rate to what extent you agree or disagree with the following statements by circling the number which most closely represents your opinion.	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	Total
Boulder is a "child-friendly" community	24%	46%	24%	5%	1%	100%
Boulder is a "youth-friendly" community	19%	45%	27%	7%	2%	100%
Boulder is a "senior-friendly" community	10%	35%	44%	7%	3%	100%
The Boulder community is respectful and accepting of people of different racial and ethnic backgrounds	15%	43%	21%	18%	3%	100%
The Boulder community is respectful and accepting of people with different political opinions	7%	34%	26%	25%	9%	100%
The Boulder community is respectful and accepting of people who have differing religious and spiritual beliefs	23%	52%	17%	6%	2%	100%
The Boulder community is respectful and accepting of people of differing sexual orientations	29%	48%	17%	4%	1%	100%
The Boulder community is respectful and accepting of people with disabilities	16%	51%	28%	4%	1%	100%

Table 17: Question #9

Please rate how safe you feel from each of the following in Boulder:	very safe	somewhat safe	neither safe nor unsafe	somewhat unsafe	very unsafe	Total
Violent crimes (e.g., rape, robbery)	49%	39%	7%	5%	0%	100%
Property crimes (e.g., burglary, theft)	22%	47%	15%	14%	1%	100%
Structural/house fires	38%	39%	18%	5%	0%	100%
Woodland fires	29%	40%	23%	8%	1%	100%
Floods	26%	37%	23%	12%	2%	100%
Traffic-related incidents (road rage, bike-car conflicts, etc.)	5%	32%	24%	30%	9%	100%
Discrimination due to your race/ethnic background	52%	23%	17%	6%	3%	100%
Discrimination due to other personal characteristics	44%	27%	20%	7%	3%	100%

Table 18: Question #9: Safety, 1993-2007

Please rate how safe you feel from each of the following in Boulder:	Average Rating on a 100-point Scale (0=Very Unsafe, 100=Very Safe)						Change from	
	2007	2001	1999	1997	1995	1993	2001 to 2007	1993 to 2007
Violent crimes (e.g., rape, robbery) ^{†‡}	83	70	73	78	73	68	+13	+15
Wild land fires	72	71	74	76	77	75	+1	-3
Structural/House fires [†]	78	72	75	74	74	74	+6	+3
Floods [‡]	68	70	72	74	76	74	-2	-6
Release of hazardous materials	---	63	65	64	65	62	---	---
Property crimes ^{†‡}	69	64	64	62	61	56	+5	+13
Traffic-related incidents (road rage, bike-car conflicts, etc.)	48	---	---	---	---	---	---	---
Discrimination due to your race/ethnic background	79	---	---	---	---	---	---	---
Discrimination due to other personal characteristics	76	---	---	---	---	---	---	---

[†]Differences between 2001 and 2007 are statistically significant.

[‡]Differences between 1993 and 2007 are statistically significant.

Table 19: Question #9: Normative Comparisons

Please rate how safe you feel from each of the following in Boulder:	Boulder's Rating	Normative Rating	Normative Comparison
Violent crimes (e.g., rape, robbery)	83	70	Above the norm
Property crimes (e.g., burglary, theft)	69	60	Above the norm
Structural/house fires	78	74	Above the norm

Table 20: Question #10

Do you have access to a computer?	Percent of respondents
No	2%
Yes	98%
Total	100%

Table 21: Question #10a

Does this computer have access to the Internet?*	Percent of respondents
Yes	98%
No	2%
Total	100%

*Only asked of respondents who reported having access to a computer.

Table 22: Question #11

Do you have an Eco-Pass, an annual pass that allows you unlimited bus rides?	Percent of respondents
no, I don't have an Eco-Pass	54%
yes, through my employer	13%
yes, through my neighborhood	7%
yes, a CU Boulder student Buff One pass	21%
yes, CU Boulder faculty/staff Buff One pass	4%
yes, other pass	2%
Total	100%

Table 23: Question #11a

If you had an Eco-Pass, how likely, if at all, would you be to make more trips on the bus?*	Percent of respondents
Not at all likely	28%
Somewhat more likely	27%
Much more likely	37%
Not sure	9%
Total	100%

*Only asked of those respondents who reported not having an Eco-Pass

Table 24: Question #12

In the last 12 months, about how many times, if ever, have you done the following things?	never	1-2	3-12	13-26	more than 26	Total
Used the North, South or East Boulder Recreation Centers	49%	18%	18%	6%	9%	100%
Participated in city of Boulder recreation programs or activities	58%	21%	14%	3%	4%	100%
Visited Boulder open space or mountain parks	4%	10%	29%	21%	35%	100%
Visited a neighborhood park or playground	9%	16%	33%	17%	25%	100%
Used the services or facilities of the East or West Senior Centers	91%	4%	3%	1%	1%	100%
Visited the Pearl Street Mall	1%	5%	25%	29%	40%	100%
Visited Twenty Ninth Street retail center	3%	17%	51%	21%	8%	100%
Visited the University Hill business district	19%	27%	31%	13%	11%	100%
Received services from a non-profit agency	75%	12%	8%	3%	2%	100%
Used the Boulder Creek bike and pedestrian path	9%	12%	24%	15%	40%	100%
Rode a high-frequency community transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the city of Boulder	30%	17%	17%	13%	23%	100%
Rode another RTD bus within the city of Boulder	43%	18%	17%	8%	13%	100%
Rode the RTD bus between Boulder and Denver	37%	26%	25%	7%	6%	100%
Commuted to work by bicycle	50%	6%	8%	10%	27%	100%
Recycled used paper, cans or bottles from your home	3%	3%	5%	5%	84%	100%
Read "News from City Hall" in the <i>Boulder Camera</i>	61%	13%	11%	6%	8%	100%
Called in a complaint about a neighborhood problem	79%	16%	4%	0%	0%	100%
Attended a City Council meeting	91%	6%	2%	0%	0%	100%
Attended a public meeting about city matters	86%	11%	2%	1%	0%	100%
Watched a City Council meeting on cable TV Channel 8	66%	17%	13%	3%	1%	100%
Watched any program on the public access channel, cable TV Channel 54	70%	15%	11%	3%	1%	100%
Watched "Senior Spotlight" on cable TV Channel 8	95%	3%	1%	0%	0%	100%
Watched "Update Boulder" on cable TV Channel 8	87%	9%	3%	0%	0%	100%
Watched "What's Happening, Boulder!" on cable TV Channel 8	83%	12%	4%	0%	0%	100%
Watched any other program on the government channel, cable TV Channel 8	77%	13%	7%	2%	1%	100%
Visited the city of Boulder Web site (www.bouldercolorado.gov)	35%	27%	28%	6%	4%	100%
Used any of the Boulder Public Libraries (Main and/or the Reynolds, Meadows, or Carnegie branches) or used library information services via their Web site(s)	25%	16%	32%	15%	12%	100%
Used the public computers or free Internet access at one of the Boulder Public Library facilities	70%	14%	11%	2%	2%	100%
Dialed 9-1-1	86%	12%	2%	0%	0%	100%

Table 25: Question #12: 1987-2007

In the last 12 months, about how many times, if ever, have you done the following things?	Percent of Respondents Doing Once or More in Last 12 Months								Change from	
	2007	2001	1999	1997	1995	1993	1989	1987	2001 to 2007	1987 to 2007
Used the North, South or East Boulder Recreation Centers [†]	51%	47%	49%	52%	51%	50%	47%	50%	+4%	1%
Participated in City of Boulder recreation programs or activities [†]	42%	36%	40%	38%	37%	41%	34%	---	+6%	---
Visited Boulder Open Space-Mountain Parks [†]	96%	92%	94%	93%	92%	---	---	---	+4%	---
Visited a neighborhood park or playground	91%	89%	---	---	---	---	---	---	+2%	---
Used the Boulder Public Libraries [‡]	75%	74%	82%	82%	81%	81%	76%	79%	+1%	-4%
Used the services or facilities of the East or West Senior Centers	9%	11%	---	---	---	---	---	---	-2%	---
Visited the Pearl Street Mall	99%	97%	97%	97%	97%	98%	97%	96%	+2%	3%
Visited the University Hill business district [†]	81%	77%	---	---	---	---	---	---	+4%	---
Used the Boulder Creek bike and pedestrian path ^{†‡}	91%	86%	88%	88%	83%	86%	89%	83%	+5%	8%
Rode a high-frequency community transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the city of Boulder* [†]	70%	60%	---	43%	33%	---	---	---	+10%	---
Rode another RTD bus within the city ^{†‡}	57%	46%	61%	52%	52%	49%	47%	48%	+11%	9%
Rode the RTD bus between Boulder & Denver ^{†‡}	63%	56%	53%	55%	49%	49%	49%	53%	+7%	10%
Recycled used paper, cans or bottles from your home ^{†‡}	97%	93%	96%	95%	90%	97%	89%	78%	+4%	19%
Read "News from City Hall" in the <i>Boulder Camera</i> [†]	39%	46%	42%	49%	51%	54%	---	---	-7%	---
Called in a complaint about a neighborhood problem	21%	23%	---	---	---	---	---	---	-2%	---
Attended a City Council meeting [‡]	9%	10%	9%	11%	11%	12%	13%	13%	-1%	-4%
Attended a public meeting about City matters [‡]	14%	15%	16%	17%	20%	20%	18%	19%	-1%	-5%

In the last 12 months, about how many times, if ever, have you done the following things?	Percent of Respondents Doing Once or More in Last 12 Months								Change from	
	2007	2001	1999	1997	1995	1993	1989	1987	2001 to 2007	1987 to 2007
Watched a City Council meeting on cable TV Channel 8 ^{†‡}	34%	49%	49%	55%	43%	39%	35%	27%	-15%	7%
Watched any other program on the government channel, cable TV Channel 8 [†]	23%	43%	47%	---	---	---	---	---	-20%	---
Watched any program on the public access channel, cable TV Channel 54	30%	29%	38%	---	---	---	---	---	+1%	---
Watched any program on the educational access channel, cable TV Channel 55	---	22%	29%	---	---	---	---	---	---	---
Visited the City of Boulder Web site (www.ci.boulder.co.us) [†]	65%	35%	---	---	---	---	---	---	+30%	---
Visited Twenty Ninth Street retail center	97%	---	---	---	---	---	---	---	---	---
Received services from a non-profit agency	25%	---	---	---	---	---	---	---	---	---
Commuted to work by bicycle	50%	---	---	---	---	---	---	---	---	---
Watched "Senior Spotlight" on cable TV Channel 8	5%	---	---	---	---	---	---	---	---	---
Watched "Update Boulder" on cable TV Channel 8	13%	---	---	---	---	---	---	---	---	---
Watched "What's Happening, Boulder!" on cable TV Channel 8	17%	---	---	---	---	---	---	---	---	---
Used the public computers or free Internet access at one of the Boulder Public Library facilities	30%	---	---	---	---	---	---	---	---	---
Dialed 9-1-1	14%	---	---	---	---	---	---	---	---	---

[†]Differences between 2001 and 2007 are statistically significant.

[‡]Differences between 1987 and 2007 are statistically significant.

*Previous to 2007, the question asked "Rode a high-frequency bus within the city."

Table 26: Question #13

Please rate the quality of each of the following city services or programs.	very good	good	neither good nor bad	bad	very bad	Total
Overall city government operations	11%	60%	23%	4%	2%	100%
Snow and ice control on major streets	13%	42%	19%	19%	6%	100%
Street repair (potholes, crack repair, etc.)	5%	31%	32%	25%	7%	100%
Street sweeping	9%	49%	35%	6%	1%	100%
Street lighting	12%	51%	28%	8%	1%	100%
Bike paths and on-street bike lanes	36%	53%	7%	3%	0%	100%
Sidewalk maintenance	16%	55%	21%	6%	1%	100%
Median maintenance	16%	54%	24%	5%	2%	100%
Police traffic enforcement	14%	46%	31%	6%	3%	100%
Police response to community problems or needs	18%	53%	21%	6%	2%	100%
Fire department services	33%	49%	18%	0%	0%	100%
Emergency medical services	29%	52%	17%	2%	0%	100%
The city of Boulder Web site (www.bouldercolorado.gov)	11%	55%	28%	5%	1%	100%
Turf maintenance in city parks	14%	60%	21%	4%	1%	100%
Parks in the city	27%	61%	11%	1%	0%	100%
Open space and mountain parks	58%	37%	4%	0%	0%	100%
North, South and East Recreation Centers	40%	47%	11%	1%	1%	100%
Other recreation facilities (golf course, outdoor pools)	16%	60%	22%	2%	1%	100%
Parks and Recreation programs and classes	28%	51%	20%	1%	0%	100%
Boulder Public Libraries	37%	50%	10%	2%	0%	100%
Services for children and youth	20%	51%	25%	4%	0%	100%
Services for seniors	17%	50%	25%	7%	1%	100%
Services for low-income families	10%	34%	34%	15%	7%	100%
Tap water services	24%	48%	22%	5%	1%	100%
Sewer services	21%	55%	23%	1%	0%	100%
Utility billing services	15%	47%	29%	4%	4%	100%
Water conservation programs	12%	51%	27%	6%	4%	100%
Residential recycling program	36%	47%	9%	4%	2%	100%
Energy efficiency programs	14%	45%	30%	9%	2%	100%
Building and housing inspection	8%	38%	40%	9%	4%	100%
Enforcement of residential over-occupancy ordinances	13%	22%	38%	15%	12%	100%
Noise control enforcement	10%	36%	36%	11%	7%	100%
Enforcement of ice and snow removal, trash, and weed control on private property	6%	30%	35%	18%	11%	100%
Boulder Municipal Court	7%	43%	38%	6%	6%	100%

Table 27: Question #13: City Services, 1987-2007

Please rate the quality of each of the following city services or programs.	Average Rating on a 100-point Scale (0=Very Bad, 100=Very Good)								Change from	
	2007	2001	1999	1997	1995	1993	1989	1987	2001 to 2007	1987 to 2007
Open Space/Mountain Parks [†]	88	84	87	86	85	87	88	89	+4	-1
Libraries ^{*‡}	81	80	80	82	82	80	76	73	+1	+8
Recreation centers ^{*‡}	81	79	80	81	83	82	78	76	+2	+5
Bike paths and lanes ^{*†}	81	74	81	---	---	---	---	---	+7	---
Fire department services	79	---	---	---	---	---	---	---	---	---
Parks ^{*‡}	78	78	80	77	77	79	83	84	0	-6
Curbside recycling program ^{*†}	78	66	73	---	---	---	---	---	+12	---
Emergency medical services	77	---	---	---	---	---	---	---	---	---
Parks and Recreation programs and classes	77	---	---	---	---	---	---	---	---	---
Sewer services [†]	74	70	69	---	---	---	---	---	+4	---
Other recreation facilities e.g., golf course, outdoor swimming pools [†]	72	67	70	---	---	---	---	---	+5	---
Tap water services [†]	72	66	66	---	---	---	---	---	+6	---
Services to children/teens ^{*†}	71	56	64	64	66	66	68	---	+15	---
Turf maintenance in city parks	71	---	---	---	---	---	---	---	---	---
Sidewalk maintenance [†]	70	65	65	---	---	---	---	---	+5	---
Police response to community problems or needs [†]	70	62	60	---	---	---	---	---	+8	---
Median maintenance	69	---	---	---	---	---	---	---	---	---
Overall city government operations	69	58	56	53	59	57	61	---	---	---
Services to seniors	68	67	69	70	73	72	65	---	+1	---
The city of Boulder Web site (www.bouldercolorado.gov)	68	---	---	---	---	---	---	---	---	---
Street lighting	66	64	62	62	62	60	61	64	+2	+2
Utility billing services	66	63	67	---	---	---	---	---	+3	---
Street cleaning [*]	65	63	64	62	65	57	63	63	+2	+2
Police traffic enforcement ^{*‡}	65	60	56	55	59	57	61	60	+5	+5
Water conservation programs [†]	65	55	60	---	---	---	---	---	+10	---
Energy efficiency programs	65	---	---	---	---	---	---	---	---	---
Boulder Municipal Court	60	---	---	---	---	---	---	---	---	---
Snow removal ^{*‡}	59	70	70	64	65	67	58	54	-11	+5
Building and housing inspection [†]	59	55	57	---	---	---	---	---	+4	---
Noise control enforcement	58	---	---	---	---	---	---	---	---	---
Services for low-income families	56	---	---	---	---	---	---	---	---	---
Enforcement of residential over-occupancy ordinances	52	---	---	---	---	---	---	---	---	---
Street repair	51	50	54	51	53	49	56	49	+1	+2
Enforcement of ice and snow removal, trash, and weed control on private property	50	---	---	---	---	---	---	---	---	---

[†]Differences between 2001 and 2007 are statistically significant.

[‡]Differences between 1987 and 2007 are statistically significant.

^{*}Previous to 2007, wording was slightly different.

Table 28: Question #13: Normative Comparisons

Please rate the quality of each of the following city services or programs.	Boulder's Rating	Normative Rating	Normative Comparison
Overall city government operations	69	67	Similar to the norm
Snow and ice control on major streets	59	66	Below the norm
Street repair (potholes, crack repair, etc.)	51	55	Below the norm
Street sweeping	65	64	Similar to the norm
Street lighting	66	63	Above the norm
Sidewalk maintenance	70	58	Above the norm
Police traffic enforcement	65	66	Similar to the norm
Police response to community problems or needs	70	74	Below the norm
Drinking water quality	78	69	Above the norm
Fire department services	79	85	Below the norm
Emergency medical services	77	83	Below the norm
The city of Boulder Web site (www.bouldercolorado.gov)	68	66	Similar to the norm
Parks in the city	78	76	Above the norm
Open space and mountain parks	88	72	Above the norm
North, South and East Recreation Centers	81	69	Above the norm
Parks and Recreation programs and classes	77	71	Above the norm
Boulder Public Libraries	81	79	Similar to the norm
Services for children and youth	71	59	Above the norm
Services for seniors	68	67	Similar to the norm
Services for low-income families	56	52	Above the norm
Tap water services	72	66	Above the norm
Sewer services	74	70	Above the norm
Utility billing services	66	75	Below the norm
Residential recycling program	78	75	Above the norm
Building and housing inspection	59	62	Below the norm
Enforcement of residential over-occupancy ordinances	52	60	Below the norm
Enforcement of ice and snow removal, trash, and weed control	50	55	Below the norm
Boulder Municipal Court	60	64	Below the norm

Table 29: Question #14

If you have had phone or in-person contact with any Boulder city employee in the last 12 months, what was your impression? (Rate each characteristic below.)	very good	good	neither good nor bad	bad	very bad	Total
Courteous and respectful	37%	45%	12%	5%	1%	100%
Knowledgeable	33%	46%	12%	5%	4%	100%
Professional	36%	43%	13%	5%	3%	100%
Willingness to help or understand	35%	42%	15%	6%	1%	100%
Respect for people of diverse backgrounds	33%	41%	18%	8%	1%	100%
Timeliness of response, if applicable	28%	45%	14%	10%	3%	100%
Overall impression	30%	46%	15%	8%	1%	100%

Table 30: Question #14: Ratings of City Employees, 2001-2007

If you have had phone or in-person contact with any Boulder city employee in the last 12 months, what was your impression? (Rate each characteristic below.)	Average Rating on a 100-point Scale (0=Very Bad, 100=Very Good)						Change from	
	2007	2001	1999	1997	1995	1993	1993 to 2007	2001 to 2007
Courteous and respectful	78	75	---	---	---	---	---	+3
Knowledgeable	75	72	72	73	76	73	+2	+3
Professional*	76	73	71	71	75	70	+6	+3
Willingness to help or understand†	76	69	69	67	72	68	+8	+7
Respect for people of diverse backgrounds†	74	69	---	---	---	---	---	+5
Timeliness of response, if applicable	71	---	---	---	---	---	---	---
Overall impression	74	71	69	69	74	69	+5	+3

†Differences between 2001 and 2007 are statistically significant.

‡Differences between 1993 and 2007 are statistically significant.

*Previous to 2007, this item was worded as "Professional attitude."

Table 31: Question #14: Normative Comparisons

If you have had phone or in-person contact with any Boulder city employee in the last 12 months, what was your impression? (Rate each characteristic below.)	Boulder's Rating	Normative Rating	Normative Comparison
Courteous and respectful	78	78	Similar to the norm
Knowledgeable	75	78	Below the norm
Willingness to help or understand	76	73	Above the norm
Timeliness of response, if applicable	71	71	Similar to the norm
Overall impression	74	75	Similar to the norm

Table 32: Question #15

Please rate to what extent you agree or disagree with the following statements by circling the number that most closely represents your opinion.	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	Total
Most elected officials care what people like me think	3%	34%	36%	20%	7%	100%
Government is really run for the benefit of all the people	5%	31%	34%	22%	7%	100%
Boulder city government welcomes resident involvement	8%	41%	38%	10%	3%	100%
I am well-informed on major issues in the city of Boulder	4%	30%	38%	25%	3%	100%
I am pleased with the overall direction the city is taking	5%	35%	42%	14%	4%	100%
My local tax dollars are being spent wisely in Boulder	3%	29%	47%	14%	7%	100%
I feel included as a part of the Boulder community	8%	41%	33%	14%	3%	100%

Table 33: Question #16

Please rate whether you agree or disagree that adequate measures are being taken by the city government to:	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	Total
Protect the natural environment of Boulder (e.g., open space, air quality, water supplies and quality, etc.)	30%	54%	10%	5%	1%	100%
Protect the economic health of Boulder	8%	45%	31%	14%	2%	100%
Protect your quality of life	14%	55%	24%	6%	2%	100%
Reduce solid waste and promote recycling	30%	50%	11%	7%	1%	100%
Provide access to basic human services (services for children, adults, families and seniors)	7%	37%	52%	4%	2%	100%
Provide access to services for disabled residents	7%	35%	51%	3%	4%	100%
Prepare the community for an emergency	6%	26%	49%	17%	2%	100%
Provide a variety of recreation opportunities to the community	32%	52%	13%	2%	0%	100%
Address traffic congestion	4%	25%	35%	25%	10%	100%
Maintain public infrastructure (such as roads, bridges, water and sewer lines, public buildings, etc.)	10%	52%	28%	9%	1%	100%

Table 34: Question #15 and 16: Public Trust, 1993-2007

	Average Rating on a 100-point Scale (0=Strongly Disagree, 100=Strongly Agree)						Change from	
	2007	2001	1999	1997	1995	1993	2001 to 2007	1993 to 2007
Protect the natural environment of Boulder (e.g., open space, air quality, water supplies and quality, etc.) [†]	77	71	65	64	63	---	+6	---
Boulder city government welcomes citizen involvement	60	62	61	58	62	62	-2	-2
I am well informed on the major issues of the City of Boulder	51	49	53	55	54	54	+2	-3
I am pleased with the overall direction that the City is taking ^{†‡}	56	51	49	45	48	50	+5	+6
My local tax dollars are being wisely spent in Boulder	52	50	48	44	49	51	+2	+1
Most elected officials care what people like me think [†]	52	47	48	44	48	---	+5	---
Government is really run for the benefit of all of the people [†]	51	46	45	40	43	---	+5	---
Protect the economic health of Boulder [†]	60	55	50	---	---	---	+5	---
I feel included as a part of the Boulder community	59	---	---	---	---	---	---	---
Protect your quality of life	68	---	---	---	---	---	---	---
Reduce solid waste and promote recycling	75	---	---	---	---	---	---	---
Provide access to basic human services (services for children, adults, families and seniors)	61	---	---	---	---	---	---	---
Provide access to services for disabled residents	59	---	---	---	---	---	---	---
Prepare the community for an emergency	54	---	---	---	---	---	---	---
Provide a variety of recreation opportunities to the community	78	---	---	---	---	---	---	---
Address traffic congestion	47	---	---	---	---	---	---	---
Maintain public infrastructure (such as roads, bridges, water and sewer lines, public buildings, etc.)	65	---	---	---	---	---	---	---

[†]Differences between 2001 and 2007 are statistically significant.

[‡]Differences between 1993 and 2007 are statistically significant.

Table 35: Question #15 and Question #16: Normative Comparisons

	Boulder's Rating	Normative Rating	Normative Comparison
Most elected officials care what people like me think	52	56	Below the norm
Government is really run for the benefit of all the people	51	56	Below the norm
Boulder city government welcomes resident involvement	60	62	Similar to the norm
I am pleased with the overall direction the city is taking	56	58	Similar to the norm
My local tax dollars are being spent wisely in Boulder	52	53	Similar to the norm

Table 36: Question #17

Please rate how well you think the city of Boulder does on each of the following:	very well	well	neither well nor poorly	poorly	very poorly	Total
Being responsive to residents	7%	50%	32%	7%	3%	100%
Effectively planning for the future	7%	45%	30%	13%	4%	100%
Working through critical issues facing the city	3%	41%	39%	14%	2%	100%
Gathering feedback from residents on new policies or projects; conducting public processes	10%	41%	30%	15%	3%	100%
Providing access to City Council	12%	51%	30%	6%	1%	100%
Informing residents about events/meetings/issues	8%	45%	28%	16%	3%	100%

Table 37: Question #17: Rating of How Well The City Government Operates, 1999-2007

	Average Rating on a 100-point Scale (0=Very Poorly, 100=Very Well)			Change from	
	2007	2001	1999	2001 to 2007	1999 to 2007
Being responsive to citizens [†]	63	61	56	+2	+7
Effectively planning for the future ^{††}	59	55	52	+4	+7
Working through critical issues facing the City ^{††}	57	52	50	+5	+7
Gathering feedback from residents on new policies or projects; conducting public process	60	57	59	+3	+1
Providing access to City Council	67	66	67	+1	0
In general, how well or poorly the Boulder City government operates	---	58	56	---	---
Informing residents about events/meetings/issues	60	---	---	---	---

[†]Differences between 2001 and 2007 are statistically significant.

^{††}Differences between 1999 and 2007 are statistically significant.

Table 38: Question #18

Thinking of how you currently get information about events or issues in which you are interested, how likely, if at all, would you be to obtain information from the city about things like City Council meetings, community meetings, upcoming programs and events in the following formats?	very likely	somewhat likely	a little bit likely	not at all likely	NA or don't know	Total
Cable TV Channel 8	4%	11%	14%	61%	9%	100%
City of Boulder Web site (www.bouldercolorado.gov)	20%	23%	29%	21%	7%	100%
The <i>Boulder Camera</i> (hard copy newspaper)	32%	25%	17%	21%	4%	100%
The <i>Boulder Camera</i> (online edition)	11%	20%	25%	39%	5%	100%
<i>The Colorado Daily</i>	16%	22%	23%	35%	4%	100%
Inserts in the water utility bill	13%	18%	18%	40%	10%	100%
Information provided at city facilities (e.g., libraries, recreation centers, the municipal building, the planning department, etc.)	8%	19%	33%	35%	5%	100%
Mailings to your home address	37%	33%	18%	7%	4%	100%
Listserve (where you sign up to be part of a group receiving e-mails from the city)	13%	14%	20%	46%	8%	100%
Web log (similar to many online newspapers where online readers can write comments or questions in response to articles or reports from city staff or Council members)	7%	11%	19%	54%	10%	100%

Table 39: Question #19

When made aware of an issue facing the city, people can have a variety of responses. If there was an issue of concern to you, to what extent do you agree or disagree that each of the following would be your response?	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	Total
I would do nothing because my opinions would not matter	3%	11%	24%	45%	18%	100%
I wouldn't know how to participate in public processes	5%	25%	23%	35%	11%	100%
I wouldn't know how to contact the right city staff person, Councilmember or board and commission member	10%	31%	17%	33%	9%	100%
I wouldn't know how to get involved in a way that would make a difference	10%	31%	23%	28%	8%	100%
I would worry about being part of a conflict by getting involved	2%	10%	24%	45%	20%	100%
I wouldn't have time to get involved	9%	28%	30%	28%	5%	100%
I would e-mail staff or Councilmembers directly	14%	42%	23%	16%	5%	100%
I would call staff or Councilmembers directly	6%	22%	31%	31%	9%	100%
I would write a letter directly to staff or Councilmembers	8%	34%	28%	24%	6%	100%
I would request an in-person meeting with a staff or Councilmember	4%	15%	29%	38%	14%	100%
I would attend and participate at a City Council meeting	11%	32%	31%	21%	5%	100%
I would attend and participate at a public or community meeting	14%	40%	25%	16%	5%	100%

Table 40: Question #20

To what extent do you support or oppose the following options for the Planning Reserve?	strongly support	somewhat support	somewhat oppose	strongly oppose	Total
Do not annex these lands; there is enough room for redevelopment within city limits; retain these lands as a planning reserve which allows them to be developed under Boulder County guidelines	39%	33%	18%	10%	100%
Annex these lands only if a long-term community need is identified and no infill or redevelopment site is available within the existing city boundaries	28%	44%	12%	16%	100%
Annex these lands for development of housing affordable to low and moderate income people	13%	36%	22%	29%	100%
Annex these lands for development of commercial uses that would generate jobs (such as offices, banks, etc.)	3%	27%	28%	43%	100%
Annex these lands for development of service businesses (such as auto repair, appliance repair, etc.)	3%	16%	30%	51%	100%
Annex these lands for development of large and mid-size retail stores (such as Costco, Lowe's, Best Buy, Hobby Lobby, Kohl's, etc.)	5%	12%	12%	71%	100%
Annex these lands for development of cultural institutions (such as performing arts or museums) or education institutions (such as public or private colleges or universities, public or private schools, adult educational facilities, vocational or trade schools)	19%	45%	18%	18%	100%

Table 41: Question #21

Please indicate the extent to which you agree or disagree with each of the statements below.	strongly agree	somewhat agree	somewhat disagree	strongly disagree	Total
The city spends too much money trying to relocate and contain prairie dogs	38%	32%	17%	13%	100%
The money spent protecting prairie dogs through relocation and use of fencing is well spent; it is important to protect this species	16%	26%	26%	31%	100%
It is unrealistic to think that we can control prairie dogs without use of humane extermination methods	38%	34%	14%	14%	100%
The city is not doing enough to protect prairie dogs; more efforts should be made to use methods that do not involve killing them	11%	13%	30%	45%	100%

Table 42: Question #22

Please rate to what extent you agree or disagree with each of the statements below.	strongly agree	somewhat agree	somewhat disagree	strongly disagree	Total
Home expansions are good for the community because they update the housing	22%	48%	21%	9%	100%
Home expansions help to beautify neighborhoods and the community by replacing or renovating run-down housing	24%	48%	19%	8%	100%
Home expansions are necessary to match the quality of the housing to the cost of the land on which the house sits	20%	37%	27%	16%	100%
Home expansions benefit neighborhoods by increasing property values	20%	50%	21%	9%	100%
Home expansions benefit neighborhoods by increasing the variety in housing design	17%	45%	27%	12%	100%
Home expansions are a problem because they reduce the amount of housing that is affordable to low and moderate income people	24%	34%	25%	18%	100%
Home expansions are a problem because they have a negative impact on the environment	15%	32%	32%	21%	100%
Home expansions are a problem because views from other homes are blocked	26%	45%	18%	11%	100%
Home expansions are a problem because the historic features of homes are not preserved	18%	37%	29%	16%	100%
Home expansions are a problem because they are out of scale with existing homes and change the neighborhood's character	23%	33%	28%	16%	100%

Table 43: Question #23

Have you added an addition to your home, or replaced the original home on your lot with a new one?	Percent of respondents
Yes	17%
No, but considering doing so	15%
No, and not considering doing so	67%
Total	100%

Table 44: Question #24

How many, if any, homes in your immediate neighborhood have been expanded or replaced with homes larger than the original ones?	Percent of respondents
None	27%
One or two	14%
A few	26%
Quite a few	28%
Most	5%
Total	100%

Table 45: Question #26

About how many years have you lived in Boulder?	Percent of respondents
1 year or less	17%
2 to 5 years	30%
6 to 10 years	16%
11 to 15 years	8%
16 to 20 years	9%
over 20 years	20%
Total	100%

Table 46: Question #27

Are you employed?	Percent of respondents
No	19%
yes	81%
Total	100%

Table 47: Question #27a

Where do you work?	Percent of respondents
Work at home	15%
Louisville	2%
Jefferson County	1%
Broomfield/Interlocken	3%
Denver, excluding Tech Center	7%
Tech Center/Southeast Denver	0%
Other city	2%
Boulder	65%
Lafayette	2%
Longmont	2%
Total	100%

**Only asked of those respondents who reported being employed.*

Table 48: Question #28

Are you a full- or part-time student at the University of Colorado, Boulder campus?	Percent of respondents
Yes, a full-time student	22%
Yes, a part-time student	1%
No	77%
Total	100%

Table 49: Question #29

Is anyone in your household a full- or part-time student at the University of Colorado, Boulder campus?	Percent of respondents
Yes	12%
No	88%
Total	100%

Table 50: Question #30

Please check the one box that most closely describes the type of housing unit you live in.	Percent of respondents
A detached single family home	48%
An apartment in an apartment complex	19%
An apartment in a single family home	3%
A condominium or town house	20%
A mobile home	0%
Group quarters (dorm, sorority/fraternity house, nursing home)	8%
Other, please specify	2%
Total	100%

Table 51: Question #31

Do you rent or own your residence?	Percent of respondents
Rent	48%
Own (with mortgage payment)	40%
Own (no mortgage payment)	12%
Total	100%

Table 52: Questions #32-#35

	Yes	No	Total
Do any children age 12 or younger live in your household?	18%	82%	100%
Do any teenagers age 13 to 18 live in your household?	10%	90%	100%
Are you or any members of your household age 65 or older?	11%	89%	100%
Does any member of your household have a long-term disability?	6%	94%	100%

Table 53: Question #36

About how much was the TOTAL 2006 INCOME BEFORE TAXES for your household as a whole?	Percent of respondents
Less than \$10,000	6%
\$10,000 - \$14,999	4%
\$15,000 - \$24,999	9%
\$25,000 - \$29,999	4%
\$30,000 - \$34,999	4%
\$35,000 - \$49,999	13%
\$50,000 - \$74,999	17%
\$75,000 - \$99,999	12%
\$100,000 - \$149,999	14%
\$150,000 - \$199,999	7%
\$200,000 - \$249,999	3%
\$250,000 or more	5%
Total	100%

Table 54: Question #37

What is your age?	Percent of respondents
18-24 years old	22%
25-34 years old	31%
35-44 years old	14%
45-54 years old	17%
55-64 years old	8%
65-74 years old	6%
75 or older	3%
Total	100%

Table 55: Question #38

What is the highest level of education you have completed?	Percent of respondents
0-11 years, no diploma	1%
High school graduate	4%
Some college, no degree	17%
Associate Degree	4%
Bachelor's Degree	39%
Master's Degree	25%
Doctorate Degree	10%
Total	100%

Table 56: Question #39

Are you of Chicano/Mexican-American, Latino/Latina, or Hispanic origin?	Percent of respondents
Yes	4%
No	96%
Total	100%

Table 57: Question #40

Which best describes your race?	Percent of respondents
American Indian, Eskimo or Aleut	2%
Asian or Pacific Islander	4%
Black or African American	1%
White	90%
Other	5%
Total	100%

Percents may total to more than 100 as respondents could select more than one race.

Table 58: Questions #41

What is your preferred first language?	Percent of respondents
Arabic	0%
Chinese	0%
French	0%
German	1%
Hebrew	0%
Italian	0%
Japanese	0%
Scandinavian languages	0%
English	96%
Other	1%
Korean	0%
Mia, Hmong	0%
Portuguese	0%
Russian	0%
Spanish	1%
Vietnamese	0%
Total	100%

Table 59: Question 42

Did you receive help completing this questionnaire in English?	Percent of respondents
Yes	1%
No	99%
Total	100%

Table 60: Question 43

What is your gender?	Percent of respondents
Male	52%
Female	48%
Total	100%

APPENDIX B: SELECTED RESULTS BY SUBCOMMUNITY

The tables in this appendix show selected survey results by subcommunity. No oversampling was done within smaller subcommunities, so results for three of the subcommunities from which fewer than 50 surveys were returned were combined with another subcommunity. Where differences by subcommunity are statistically significant ($p < 0.05$), they are shaded with gray. The proportion of surveys received from each subcommunity is shown below.

Subcommunity	Percent of Respondents	
Central Boulder	32%	32%
Colorado University	5%	12%
Crossroads	7%	
East Boulder	2%	11%
Gunbarrel	10%	
North Boulder	9%	13%
Palo Park	4%	
South Boulder	15%	15%
Southeast Boulder	17%	17%
TOTAL	100%	100%

Table 61: Question #1 Quality of Life by Subcommunity

Please read the following questions and circle the number which most closely reflects your opinion.	Subcommunity						Overall
	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	
Taking all things into consideration, how do you rate your overall quality of life in Boulder?	89	80	85	91	89	88	87
How do you rate the overall quality of your neighborhood?	82	71	81	84	82	78	80
How do you rate Boulder as a place to raise children (age 12 and under)?	80	83	76	83	82	78	80
How do you rate Boulder as a place to raise youth (age 13 to 21)?	73	76	69	76	75	71	73
How do you rate Boulder as place for seniors (age 65 and older) to live?	76	73	65	73	70	76	73
How do you rate the sense of community in Boulder?	69	69	65	64	69	68	68
How do you rate race and ethnic relations in Boulder?	54	61	54	57	57	57	56

Average rating (0=very bad, 100=very good)

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 62: Question #2 Quality of Neighborhood by Subcommunity

Please rate the quality of each of the following in your neighborhood:	Subcommunity						Overall
	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	
Sense of community in your neighborhood	67	59	62	67	68	64	65
Attractiveness/cleanliness of neighborhood	73	66	78	79	73	72	73
Architectural quality of neighborhood	69	54	65	63	61	62	63
Safety of neighborhood	79	72	78	83	81	76	79
Speed of traffic in the neighborhood	61	67	63	68	65	69	65
Volume of traffic in the neighborhood	58	62	67	68	68	68	64
Availability of on-street parking	63	56	72	63	76	66	66
Ease of travel by walking in the neighborhood	90	81	77	85	87	82	85
Access to bike paths	84	83	80	87	88	87	85
Access to bus services	84	82	76	84	88	83	83
Maintenance of property values	76	63	72	76	72	73	73
Quietness of neighborhood	64	65	76	74	74	72	70
Access to parks	87	74	75	84	83	79	82
Access to shopping	86	74	57	73	79	76	77
General street conditions	69	70	63	67	67	73	69
Public landscape (e.g., street trees, parks, medians)	74	71	71	70	75	71	72
Access to library services	79	64	34	56	78	71	68

Average rating (0=very bad, 100=very good)

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 63: Question #3 Ratings of Community Characteristics by Subcommunity

Please rate each of the following characteristics as they relate to the city of Boulder as a whole:	Subcommunity						Overall
	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	
Dining out opportunities	89	86	83	93	87	89	88
Shopping opportunities	80	71	72	78	77	76	77
Recreational opportunities	92	87	89	94	89	92	91
Employment opportunities	60	57	61	66	62	62	61
Opportunities to attend arts/cultural events	78	81	79	78	77	81	79
Opportunities for leisure-time activities	88	82	87	90	87	86	87
Opportunities for higher/continuing education	91	83	85	88	90	89	89
Architectural character	71	67	71	71	72	71	71
Landscaping	76	77	73	77	75	76	76
Drinking water quality	80	72	71	79	79	82	78
Quality of water in Boulder Creek	68	67	64	69	68	69	68
Quality of Boulder Valley public and charter schools	73	69	68	71	79	76	74
Services for children and families	73	68	72	72	76	73	73
Services for seniors	72	70	68	67	71	75	71
Physical access to city facilities	77	67	71	74	75	76	74
Access to human services (services for children, adults, families and seniors)	74	61	64	68	73	70	70

Average rating (0=very bad, 100=very good)

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 64: Question #9 Feelings of Safety by Subcommunity

Please rate how safe you feel from each of the following in Boulder:	Subcommunity						
	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	Overall
Violent crimes (e.g., rape, robbery)	88%	81%	91%	90%	83%	91%	87%
Property crimes (e.g., burglary, theft)	69%	63%	69%	79%	70%	72%	70%
Structural/house fires	80%	70%	77%	84%	76%	78%	78%
Wildland fires	63%	65%	71%	66%	68%	74%	67%
Floods	62%	51%	69%	63%	63%	58%	61%
Traffic-related incidents (road rage, bike-car conflicts, etc.)	38%	31%	38%	42%	38%	31%	36%
Discrimination due to your race/ethnic background	77%	71%	67%	78%	73%	72%	74%
Discrimination due to other personal characteristics	74%	68%	66%	74%	68%	67%	70%

Percent of respondents reporting "very" or "somewhat" safe

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 65: Question #13 City Service Ratings by Subcommunity

Please rate the quality of each of the following city services or programs.	Subcommunity						Overall
	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	
Overall city government operations	69	68	66	72	70	71	70
Snow and ice control on major streets	57	64	54	59	59	61	59
Street repair (potholes, crack repair, etc.)	50	53	45	54	50	52	51
Street sweeping	63	65	62	68	65	65	64
Street lighting	69	63	61	66	66	63	66
Bike paths and on-street bike lanes	81	78	79	82	80	82	80
Sidewalk maintenance	68	73	69	69	68	67	69
Median maintenance	69	76	67	70	68	66	69
Police traffic enforcement	67	68	58	65	64	64	65
Police response to community problems or needs	70	78	69	68	67	67	70
Fire department services	82	80	75	79	80	79	80
Emergency medical services	78	83	75	74	77	78	77
The city of Boulder Web site (www.bouldercolorado.gov)	70	63	63	75	68	64	68
Turf maintenance in city parks	73	77	71	64	67	72	71
Parks in the city	79	80	77	76	76	79	78
Open space and mountain parks	89	88	85	89	89	87	88
North, South and East Recreation Centers	82	78	75	84	78	82	81
Other recreation facilities (golf course, outdoor pools)	74	64	73	71	72	74	72
Parks and Recreation programs and classes	79	74	70	79	75	79	77
Boulder Public Libraries	81	81	77	79	83	80	80
Services for children and youth	71	74	69	72	69	69	71
Services for seniors	68	70	70	67	63	73	68
Services for low-income families	54	52	53	58	53	58	55
Tap water services	73	71	68	70	69	74	72

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Please rate the quality of each of the following city services or programs.	Subcommunity						
	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	Overall
Sewer services	74	71	71	74	73	74	73
Utility billing services	68	67	60	68	69	69	67
Water conservation programs	66	59	66	72	65	67	66
Residential recycling program	76	69	81	86	80	79	78
Energy efficiency programs	63	53	63	71	67	68	65
Building and housing inspection	63	52	57	62	58	61	60
Enforcement of residential over-occupancy ordinances	54	51	52	52	52	44	51
Noise control enforcement	52	60	58	56	63	60	57
Enforcement of ice and snow removal, trash, and weed control on private property	47	60	56	52	45	48	50
Boulder Municipal Court	62	55	64	66	57	60	61

Average rating (0=very bad, 100=very good)

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

APPENDIX C: SELECTED RESULTS BY DEMOGRAPHIC SUBGROUPS

The tables in this appendix show selected survey results by selected respondent characteristics. Where differences between subgroups are statistically significant ($p < 0.05$), they are shaded with gray.

Table 66: Question #1 Quality of Life by Sex, Age and Income

Please read the following questions and circle the number which most closely reflects your opinion.	Respondent Sex			Respondent Age				Respondent Household Income				
	Female	Male	Overall	18-34 years of age	35-54 years of age	55+ years of age	Overall	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Taking all things into consideration, how do you rate your overall quality of life in Boulder?	89	85	87	85	90	87	87	82	86	89	91	88
How do you rate the overall quality of your neighborhood?	82	78	80	77	83	81	80	75	80	79	86	80
How do you rate Boulder as a place to raise children (age 12 and under)?	84	75	79	77	84	78	79	80	78	80	82	81
How do you rate Boulder as a place to raise youth (age 13 to 21)?	75	70	72	72	75	70	72	78	71	72	73	73
How do you rate Boulder as place for seniors (age 65 and older) to live?	73	68	71	66	72	76	70	73	71	75	76	74
How do you rate the sense of community in Boulder?	70	67	69	69	68	67	68	66	67	68	69	68
How do you rate race and ethnic relations in Boulder?	54	58	56	56	54	59	56	59	52	56	57	56

Average rating (0=very bad, 100= very good)

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 67: Question #1 Quality of Life by Race/Ethnicity, Preferred Language and CU Student Status

Please read the following questions and circle the number which most closely reflects your opinion.	Race/Ethnicity			Respondent's Preferred Language			Student at CU?		
	Non-Hispanic White	Other	Overall	Other	English	Overall	Yes	No	Overall
Taking all things into consideration, how do you rate your overall quality of life in Boulder?	88	81	87	86	87	87	82	88	87
How do you rate the overall quality of your neighborhood?	80	79	80	78	80	80	75	81	80
How do you rate Boulder as a place to raise children (age 12 and under)?	80	74	79	85	79	79	72	81	79
How do you rate Boulder as a place to raise youth (age 13 to 21)?	74	63	72	78	72	72	70	73	72
How do you rate Boulder as place for seniors (age 65 and older) to live?	70	74	70	76	70	71	56	75	70
How do you rate the sense of community in Boulder?	68	69	69	72	69	69	69	68	69
How do you rate race and ethnic relations in Boulder?	57	49	56	63	55	56	54	56	56

Average rating (0=very bad, 100= very good)

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 68: Question #1 Quality of Life by Household Composition

Please read the following questions and circle the number which most closely reflects your opinion.	Do any children age 12 or younger live in your household?			Do any teenagers age 13 to 18 live in your household?			Are you or any members of your household age 65 or older?		
	Yes	No	Overall	Yes	No	Overall	Yes	No	Overall
Taking all things into consideration, how do you rate your overall quality of life in Boulder?	90	87	87	87	87	87	86	88	87
How do you rate the overall quality of your neighborhood?	85	79	80	81	80	80	81	80	80
How do you rate Boulder as a place to raise children (age 12 and under)?	90	77	80	81	80	80	78	80	80
How do you rate Boulder as a place to raise youth (age 13 to 21)?	83	70	73	73	73	73	69	73	73
How do you rate Boulder as place for seniors (age 65 and older) to live?	79	72	73	70	73	73	77	72	73
How do you rate the sense of community in Boulder?	73	67	68	67	68	68	66	68	68
How do you rate race and ethnic relations in Boulder?	61	55	56	53	56	56	60	56	56

Average rating (0=very bad, 100= very good)

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 69: Question #8 Community Acceptance by Sex, Age and Income

Please rate to what extent you agree or disagree with the following statements by circling the number which most closely represents your opinion.	Respondent Sex			Respondent Age				Respondent Household Income				
	Female	Male	Overall	18-34 years of age	35-54 years of age	55+ years of age	Overall	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Boulder is a "child-friendly" community	76%	64%	70%	68%	74%	66%	70%	73%	69%	75%	75%	73%
Boulder is a "youth-friendly" community	66%	63%	64%	67%	65%	53%	64%	73%	59%	62%	64%	64%
Boulder is a "senior-friendly" community	47%	45%	45%	39%	49%	61%	45%	50%	42%	52%	50%	49%
The Boulder community is respectful and accepting of people of different racial and ethnic backgrounds	53%	63%	58%	58%	58%	58%	58%	58%	54%	57%	58%	57%
The Boulder community is respectful and accepting of people with different political opinions	40%	42%	41%	40%	39%	47%	41%	47%	38%	44%	40%	42%
The Boulder community is respectful and accepting of people who have differing religious and spiritual beliefs	74%	77%	75%	79%	71%	70%	75%	79%	80%	70%	72%	75%
The Boulder community is respectful and accepting of people of differing sexual orientations	73%	82%	78%	79%	80%	68%	78%	78%	70%	79%	81%	77%
The Boulder community is respectful and accepting of people with disabilities	64%	70%	67%	65%	69%	71%	67%	65%	64%	69%	70%	67%

Percent of respondents reporting "strongly agree" or "agree"

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 70: Question #8 Community Acceptance by Race/Ethnicity, Preferred Language and CU Student Status

Please rate to what extent you agree or disagree with the following statements by circling the number which most closely represents your opinion.	Race/Ethnicity			Respondent's Preferred Language			Student at CU?		
	Non-Hispanic White	Other	Overall	Other	English	Overall	Yes	No	Overall
Boulder is a "child-friendly" community	69%	73%	70%	81%	70%	70%	58%	73%	70%
Boulder is a "youth-friendly" community	65%	61%	64%	73%	64%	64%	67%	63%	64%
Boulder is a "senior-friendly" community	43%	62%	45%	70%	45%	46%	31%	50%	46%
The Boulder community is respectful and accepting of people of different racial and ethnic backgrounds	59%	51%	58%	69%	57%	58%	59%	58%	58%
The Boulder community is respectful and accepting of people with different political opinions	41%	41%	41%	61%	40%	41%	38%	42%	41%
The Boulder community is respectful and accepting of people who have differing religious and spiritual beliefs	77%	63%	75%	80%	75%	75%	79%	74%	75%
The Boulder community is respectful and accepting of people of differing sexual orientations	78%	73%	78%	77%	78%	78%	79%	77%	78%
The Boulder community is respectful and accepting of people with disabilities	67%	69%	67%	81%	67%	67%	62%	68%	67%

Percent of respondents reporting "strongly agree" or "agree"

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 71: Question #8 Community Acceptance by Household Composition

Please rate to what extent you agree or disagree with the following statements by circling the number which most closely represents your opinion.	Do any children age 12 or younger live in your household?			Do any teenagers age 13 to 18 live in your household?			Are you or any members of your household age 65 or older?		
	Yes	No	Overall	Yes	No	Overall	Yes	No	Overall
Boulder is a “child-friendly” community	91%	69%	73%	84%	72%	73%	65%	74%	73%
Boulder is a “youth-friendly” community	78%	62%	65%	69%	64%	65%	58%	66%	65%
Boulder is a “senior-friendly” community	47%	48%	48%	56%	47%	48%	69%	46%	48%
The Boulder community is respectful and accepting of people of different racial and ethnic backgrounds	59%	57%	57%	45%	58%	57%	59%	57%	57%
The Boulder community is respectful and accepting of people with different political opinions	42%	42%	42%	36%	42%	41%	43%	41%	41%
The Boulder community is respectful and accepting of people who have differing religious and spiritual beliefs	73%	75%	74%	71%	75%	74%	67%	75%	74%
The Boulder community is respectful and accepting of people of differing sexual orientations	80%	76%	77%	73%	77%	77%	67%	78%	77%
The Boulder community is respectful and accepting of people with disabilities	70%	66%	67%	57%	68%	67%	70%	66%	67%

Percent of respondents reporting "strongly agree" or "agree"

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 72: Question #9 Feelings of Safety by Sex, Age and Income

Please rate how safe you feel from each of the following in Boulder:	Respondent Sex			Respondent Age				Respondent Household Income				
	Female	Male	Overall	18-34 years of age	35-54 years of age	55+ years of age	Overall	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Violent crimes (e.g., rape, robbery)	85%	90%	88%	88%	91%	83%	88%	87%	85%	89%	89%	88%
Property crimes (e.g., burglary, theft)	70%	69%	70%	67%	74%	71%	70%	70%	68%	72%	72%	71%
Structural/house fires	75%	81%	78%	74%	83%	82%	78%	76%	71%	81%	84%	78%
Wildland fires	67%	70%	68%	70%	68%	65%	68%	74%	62%	69%	66%	68%
Floods	64%	63%	63%	60%	68%	63%	63%	57%	51%	61%	69%	60%
Traffic-related incidents (road rage, bike-car conflicts, etc.)	37%	37%	37%	33%	43%	36%	37%	36%	32%	41%	36%	36%
Discrimination due to your race/ethnic background	75%	74%	75%	77%	72%	72%	74%	75%	75%	75%	71%	74%
Discrimination due to other personal characteristics	71%	71%	71%	74%	69%	65%	71%	74%	65%	71%	72%	70%

Percent of respondents reporting "very" or "somewhat" safe

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 73: Question #9 Feelings of Safety by Race/Ethnicity, Preferred Language and CU Student Status

Please rate how safe you feel from each of the following in Boulder:	Race/Ethnicity			Respondent's Preferred Language			Student at CU?		
	Non-Hispanic White	Other	Overall	Other	English	Overall	Yes	No	Overall
Violent crimes (e.g., rape, robbery)	87%	92%	88%	80%	88%	88%	84%	88%	87%
Property crimes (e.g., burglary, theft)	71%	64%	70%	74%	70%	70%	67%	70%	69%
Structural/house fires	79%	72%	78%	69%	78%	78%	71%	80%	78%
Wildland fires	69%	67%	68%	65%	69%	69%	69%	68%	68%
Floods	64%	60%	63%	43%	64%	63%	64%	63%	63%
Traffic-related incidents (road rage, bike-car conflicts, etc.)	35%	46%	37%	45%	36%	37%	33%	38%	37%
Discrimination due to your race/ethnic background	79%	52%	75%	59%	75%	74%	79%	73%	74%
Discrimination due to other personal characteristics	74%	54%	71%	59%	72%	71%	76%	70%	71%

Percent of respondents reporting "very" or "somewhat" safe

Table 74: Question #9 Feelings of Safety by Household Composition

Please rate how safe you feel from each of the following in Boulder:	Do any children age 12 or younger live in your household?			Do any teenagers age 13 to 18 live in your household?			Are you or any members of your household age 65 or older?		
	Yes	No	Overall	Yes	No	Overall	Yes	No	Overall
Violent crimes (e.g., rape, robbery)	90%	87%	88%	95%	87%	88%	82%	88%	88%
Property crimes (e.g., burglary, theft)	74%	70%	71%	80%	70%	71%	70%	71%	71%
Structural/house fires	84%	77%	78%	87%	77%	78%	83%	78%	78%
Wildland fires	69%	67%	68%	68%	68%	68%	67%	68%	68%
Floods	65%	60%	61%	65%	61%	61%	64%	61%	61%
Traffic-related incidents (road rage, bike-car conflicts, etc.)	37%	36%	36%	40%	35%	36%	39%	35%	36%
Discrimination due to your race/ethnic background	71%	75%	74%	73%	74%	74%	75%	74%	74%
Discrimination due to other personal characteristics	69%	71%	71%	75%	70%	71%	66%	71%	71%

Percent of respondents reporting "very" or "somewhat" safe

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 75: Question #10 and #11 Access to Internet and Eco-Pass Status by Sex, Age and Income

	Respondent Sex			Respondent Age				Respondent Household Income				
	Female	Male	Overall	18-34 years of age	35-54 years of age	55+ years of age	Overall	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Computer with Access to the Internet	95%	97%	96%	97%	97%	89%	96%	92%	92%	98%	98%	96%
Has an Eco-Pass	46%	47%	47%	60%	36%	23%	47%	54%	47%	39%	36%	43%

Percent of respondents reporting "yes"

Table 76: Question #10 and #11 Access to Internet and Eco-Pass Status by Race/Ethnicity, Preferred Language and CU Student Status

	Race/Ethnicity			Respondent's Preferred Language			Student at CU?		
	Non-Hispanic White	Other	Overall	Other	English	Overall	Yes	No	Overall
Computer with Access to the Internet	96%	95%	96%	86%	96%	96%	98%	95%	96%
Has an Eco-Pass	45%	60%	47%	60%	46%	47%	91%	33%	47%

Percent of respondents reporting "yes"

Table 77: Question #10 and #11 Access to Internet and Eco-Pass Status by Household Composition

	Do any children age 12 or younger live in your household?			Do any teenagers age 13 to 18 live in your household?			Are you or any members of your household age 65 or older?		
	Yes	No	Overall	Yes	No	Overall	Yes	No	Overall
Computer with Access to the Internet	95%	96%	96%	98%	96%	96%	86%	97%	96%
Has an Eco-Pass	31%	46%	43%	49%	42%	43%	17%	46%	43%

Percent of respondents reporting "yes"

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 78: Question #12 Participation in Community Activities by Sex, Age and Income

In the last 12 months, about how many times, if ever, have you done the following things?	Respondent Sex			Respondent Age				Respondent Household Income				
	Female	Male	Overall	18-34 years of age	35-54 years of age	55+ years of age	Overall	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Used the North, South or East Boulder Recreation Centers	54%	48%	51%	40%	69%	51%	51%	28%	50%	61%	65%	54%
Participated in city of Boulder recreation programs or activities	45%	40%	42%	36%	56%	36%	42%	38%	38%	48%	50%	44%
Visited Boulder open space or mountain parks	94%	98%	96%	97%	98%	88%	96%	97%	97%	98%	99%	98%
Visited a neighborhood park or playground	89%	92%	91%	90%	96%	83%	91%	89%	87%	96%	95%	92%
Used the services or facilities of the East or West Senior Centers	12%	6%	9%	2%	7%	34%	9%	7%	9%	10%	8%	9%
Visited the Pearl Street Mall	99%	99%	99%	99%	100%	95%	99%	98%	98%	100%	100%	99%
Visited Twenty Ninth Street retail center	96%	97%	97%	99%	96%	90%	97%	94%	93%	98%	99%	97%
Visited the University Hill business district	76%	86%	81%	92%	77%	51%	81%	87%	83%	78%	77%	81%
Received services from a non-profit agency	25%	24%	25%	29%	20%	18%	25%	46%	28%	24%	13%	26%
Used the Boulder Creek bike and pedestrian path	89%	94%	91%	95%	95%	72%	91%	88%	91%	94%	95%	92%
Rode a high-frequency community transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the city of Boulder	70%	70%	70%	80%	60%	51%	70%	79%	70%	71%	58%	69%
Rode another RTD bus within the city of Boulder	55%	60%	57%	70%	46%	35%	57%	71%	61%	65%	38%	57%

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

In the last 12 months, about how many times, if ever, have you done the following things?	Respondent Sex			Respondent Age				Respondent Household Income				
	Female	Male	Overall	18-34 years of age	35-54 years of age	55+ years of age	Overall	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Rode the RTD bus between Boulder and Denver	62%	65%	64%	71%	55%	56%	64%	70%	72%	73%	54%	67%
Commuted to work by bicycle	42%	57%	50%	59%	50%	19%	50%	47%	54%	48%	46%	49%
Recycled used paper, cans or bottles from your home	97%	98%	98%	97%	99%	98%	98%	95%	98%	98%	99%	98%
Read "News from City Hall" in the <i>Boulder Camera</i>	41%	37%	39%	24%	52%	66%	39%	29%	34%	45%	53%	42%
Called in a complaint about a neighborhood problem	24%	17%	21%	16%	25%	28%	21%	24%	18%	27%	18%	22%
Attended a City Council meeting	7%	10%	9%	5%	11%	17%	9%	10%	8%	9%	10%	9%
Attended a public meeting about city matters	14%	14%	14%	9%	17%	25%	14%	12%	16%	17%	14%	15%
Watched a City Council meeting on cable TV Channel 8	32%	36%	34%	24%	44%	50%	34%	21%	30%	35%	49%	35%
Watched any program on the public access channel, cable TV Channel 54	31%	29%	30%	25%	36%	33%	30%	17%	38%	35%	37%	33%
Watched "Senior Spotlight" on cable TV Channel 8	5%	4%	5%	2%	4%	14%	4%	6%	7%	6%	1%	5%
Watched "Update Boulder" on cable TV Channel 8	14%	11%	13%	6%	20%	19%	13%	7%	13%	18%	15%	14%
Watched "What's Happening, Boulder!" on cable TV Channel 8	17%	16%	17%	11%	24%	21%	16%	11%	18%	20%	20%	18%
Watched any other program on the government channel, cable TV Channel 8	22%	24%	23%	15%	32%	31%	23%	9%	21%	28%	35%	25%

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

In the last 12 months, about how many times, if ever, have you done the following things?	Respondent Sex			Respondent Age				Respondent Household Income				
	Female	Male	Overall	18-34 years of age	35-54 years of age	55+ years of age	Overall	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Visited the city of Boulder Web site (www.bouldercolorado.gov)	63%	68%	66%	67%	73%	48%	66%	63%	69%	72%	75%	70%
Used any of the Boulder Public Libraries (Main and/or the Reynolds, Meadows, or Carnegie branches) or used library information services via their Web site(s)	78%	74%	75%	70%	83%	79%	75%	80%	81%	85%	77%	81%
Used the public computers or free Internet access at one of the Boulder Public Library facilities	31%	29%	30%	37%	24%	20%	30%	46%	44%	33%	12%	32%
Dialed 9-1-1	16%	11%	13%	15%	13%	9%	13%	14%	11%	18%	11%	14%

Percent of respondents who participated at least once in the last 12 months

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 79: Question #12 Participation in Community Activities by Race/Ethnicity, Preferred Language and CU Student Status

In the last 12 months, about how many times, if ever, have you done the following things?	Race/Ethnicity			Respondent's Preferred Language			Student at CU?		
	Non-Hispanic White	Other	Overall	Other	English	Overall	Yes	No	Overall
Used the North, South or East Boulder Recreation Centers	52%	44%	51%	51%	51%	51%	24%	59%	51%
Participated in city of Boulder recreation programs or activities	41%	50%	42%	61%	42%	42%	29%	46%	42%
Visited Boulder open space or mountain parks	96%	98%	96%	96%	96%	96%	94%	97%	96%
Visited a neighborhood park or playground	90%	94%	91%	96%	90%	91%	83%	93%	91%
Used the services or facilities of the East or West Senior Centers	9%	5%	9%	5%	9%	9%	0%	11%	9%
Visited the Pearl Street Mall	99%	98%	99%	96%	99%	99%	99%	99%	99%
Visited Twenty Ninth Street retail center	97%	95%	97%	94%	97%	97%	100%	96%	97%
Visited the University Hill business district	81%	79%	81%	68%	82%	81%	98%	76%	81%
Received services from a non-profit agency	24%	31%	25%	32%	25%	25%	27%	24%	25%
Used the Boulder Creek bike and pedestrian path	91%	95%	91%	90%	91%	91%	90%	91%	91%
Rode a high-frequency community transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the city of Boulder	69%	73%	70%	74%	70%	70%	89%	64%	70%
Rode another RTD bus within the city of Boulder	55%	68%	57%	72%	57%	57%	72%	53%	57%
Rode the RTD bus between Boulder and Denver	62%	71%	64%	72%	63%	64%	63%	64%	64%
Commuted to work by bicycle	50%	50%	50%	66%	50%	50%	65%	46%	50%
Recycled used paper, cans or bottles from your home	97%	98%	98%	89%	98%	98%	95%	98%	98%
Read "News from City Hall" in the <i>Boulder Camera</i>	40%	32%	39%	30%	40%	39%	16%	46%	39%
Called in a complaint about a neighborhood problem	20%	26%	20%	14%	21%	20%	14%	23%	21%
Attended a City Council meeting	9%	6%	8%	3%	9%	9%	2%	11%	9%
Attended a public meeting about city matters	15%	10%	14%	6%	15%	14%	7%	16%	14%
Watched a City Council meeting on cable TV Channel 8	35%	27%	34%	40%	34%	34%	13%	41%	34%
Watched any program on the public access channel, cable TV Channel 54	31%	24%	30%	35%	30%	30%	11%	36%	30%
Watched "Senior Spotlight" on cable TV Channel 8	4%	5%	4%	5%	5%	5%	0%	6%	4%
Watched "Update Boulder" on cable TV Channel 8	13%	12%	13%	15%	13%	13%	4%	15%	13%
Watched "What's Happening, Boulder!" on cable TV Channel 8	17%	15%	16%	22%	16%	17%	5%	20%	17%

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

In the last 12 months, about how many times, if ever, have you done the following things?	Race/Ethnicity			Respondent's Preferred Language			Student at CU?		
	Non-Hispanic White	Other	Overall	Other	English	Overall	Yes	No	Overall
Watched any other program on the government channel, cable TV Channel 8	23%	23%	23%	30%	23%	23%	4%	29%	23%
Visited the city of Boulder Web site (www.bouldercolorado.gov)	65%	69%	66%	68%	66%	66%	46%	71%	65%
Used any of the Boulder Public Libraries (Main and/or the Reynolds, Meadows, or Carnegie branches) or used library information services via their Web site(s)	75%	77%	75%	75%	75%	75%	52%	82%	75%
Used the public computers or free Internet access at one of the Boulder Public Library facilities	29%	33%	30%	52%	29%	30%	29%	31%	30%
Dialed 9-1-1	14%	12%	13%	9%	14%	14%	12%	14%	13%

Percent of respondents who participated at least once in the last 12 months

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 80: Question #12 Participation in Community Activities by Household Composition

In the last 12 months, about how many times, if ever, have you done the following things?	Do any children age 12 or younger live in your household?			Do any teenagers age 13 to 18 live in your household?			Are you or any members of your household age 65 or older?		
	Yes	No	Overall	Yes	No	Overall	Yes	No	Overall
Used the North, South or East Boulder Recreation Centers	84%	46%	53%	74%	50%	53%	54%	53%	53%
Participated in city of Boulder recreation programs or activities	66%	40%	44%	52%	43%	44%	39%	45%	44%
Visited Boulder open space or mountain parks	99%	97%	97%	99%	97%	97%	90%	98%	97%
Visited a neighborhood park or playground	96%	92%	92%	93%	92%	92%	87%	93%	92%
Used the services or facilities of the East or West Senior Centers	6%	10%	9%	7%	9%	9%	44%	5%	9%
Visited the Pearl Street Mall	100%	99%	99%	100%	99%	99%	95%	100%	99%
Visited Twenty Ninth Street retail center	99%	96%	96%	99%	96%	96%	90%	97%	96%
Visited the University Hill business district	77%	81%	80%	78%	80%	80%	46%	84%	80%
Received services from a non-profit agency	34%	23%	25%	24%	25%	25%	18%	26%	25%
Used the Boulder Creek bike and pedestrian path	96%	90%	91%	87%	91%	91%	66%	94%	91%
Rode a high-frequency community transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the city of Boulder	62%	70%	69%	59%	70%	69%	51%	71%	69%
Rode another RTD bus within the city of Boulder	45%	60%	57%	43%	59%	57%	37%	60%	57%
Rode the RTD bus between Boulder and Denver	54%	69%	66%	50%	67%	66%	58%	67%	66%
Commuted to work by bicycle	52%	48%	49%	46%	49%	49%	13%	53%	49%
Recycled used paper, cans or bottles from your home	100%	97%	97%	96%	98%	97%	97%	98%	97%
Read "News from City Hall" in the <i>Boulder Camera</i>	43%	41%	42%	54%	40%	42%	70%	38%	42%
Called in a complaint about a neighborhood problem	26%	21%	22%	16%	22%	22%	29%	21%	22%
Attended a City Council meeting	12%	9%	9%	10%	9%	9%	17%	8%	9%
Attended a public meeting about city matters	15%	14%	15%	17%	14%	15%	23%	14%	15%
Watched a City Council meeting on cable TV Channel 8	39%	35%	36%	46%	35%	36%	51%	34%	36%
Watched any program on the public access channel, cable TV Channel 54	29%	32%	32%	32%	31%	32%	36%	31%	31%

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

In the last 12 months, about how many times, if ever, have you done the following things?	Do any children age 12 or younger live in your household?			Do any teenagers age 13 to 18 live in your household?			Are you or any members of your household age 65 or older?		
	Yes	No	Overall	Yes	No	Overall	Yes	No	Overall
Watched "Senior Spotlight" on cable TV Channel 8	6%	5%	5%	3%	5%	5%	20%	3%	5%
Watched "Update Boulder" on cable TV Channel 8	12%	14%	14%	19%	13%	14%	20%	13%	14%
Watched "What's Happening, Boulder!" on cable TV Channel 8	22%	17%	18%	21%	17%	18%	24%	17%	18%
Watched any other program on the government channel, cable TV Channel 8	26%	24%	24%	27%	24%	24%	32%	23%	24%
Visited the city of Boulder Web site (www.bouldercolorado.gov)	76%	67%	69%	62%	69%	69%	39%	72%	69%
Used any of the Boulder Public Libraries (Main and/or the Reynolds, Meadows, or Carnegie branches) or used library information services via their Web site(s)	91%	77%	79%	86%	79%	79%	81%	79%	79%
Used the public computers or free Internet access at one of the Boulder Public Library facilities	26%	32%	31%	22%	32%	31%	20%	32%	31%
Dialed 9-1-1	11%	15%	14%	12%	15%	14%	12%	14%	14%

Percent of respondents who participated at least once in the last 12 months

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 81: Question #13 City Service Ratings by Sex, Age and Income

Please rate the quality of each of the following city services or programs.	Respondent Sex			Respondent Age				Respondent Household Income				
	Female	Male	Overall	18-34 years of age	35-54 years of age	55+ years of age	Overall	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Overall city government operations	71	67	69	68	69	69	69	68	69	72	70	70
Snow and ice control on major streets	60	59	59	55	64	63	59	54	58	64	58	59
Street repair (potholes, crack repair, etc.)	51	50	51	50	52	51	51	52	50	56	48	51
Street sweeping	66	64	65	66	64	62	65	64	66	68	60	65
Street lighting	65	67	66	67	64	67	66	69	65	64	64	65
Bike paths and on-street bike lanes	81	80	81	81	82	78	80	81	82	81	79	81
Sidewalk maintenance	69	70	70	73	68	64	70	73	69	69	66	69
Median maintenance	69	69	69	73	65	64	69	76	70	71	62	69
Police traffic enforcement	66	66	66	69	61	64	66	69	64	66	63	65
Police response to community problems or needs	69	70	70	71	67	72	70	71	66	71	69	70
Fire department services	79	78	79	78	78	82	79	81	75	80	79	79
Emergency medical services	77	77	77	76	76	81	77	76	74	77	77	76
The city of Boulder Web site (www.bouldercolorado.gov)	68	67	68	68	68	68	68	68	66	72	66	68
Turf maintenance in city parks	71	70	71	74	67	66	70	74	73	73	66	71
Parks in the city	80	77	78	81	76	74	78	79	79	79	77	78
Open space and mountain parks	88	89	88	90	88	82	88	87	87	89	88	88
North, South and East Recreation Centers	82	80	81	79	83	81	81	84	78	81	83	81

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Please rate the quality of each of the following city services or programs.	Respondent Sex			Respondent Age				Respondent Household Income				
	Female	Male	Overall	18-34 years of age	35-54 years of age	55+ years of age	Overall	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Other recreation facilities (golf course, outdoor pools)	73	70	72	72	71	71	72	74	71	74	71	72
Parks and Recreation programs and classes	80	73	77	75	78	77	77	77	76	79	75	77
Boulder Public Libraries	83	79	81	82	79	80	81	85	83	81	76	81
Services for children and youth	72	71	71	73	72	66	71	66	69	73	72	71
Services for seniors	70	68	69	70	65	71	68	69	63	69	69	68
Services for low-income families	57	56	56	53	60	58	56	54	45	58	60	54
Tap water services	74	71	72	72	72	73	72	69	69	74	73	72
Sewer services	74	73	74	74	72	75	74	72	71	76	74	74
Utility billing services	68	65	66	63	69	69	66	69	62	70	67	67
Water conservation programs	67	64	65	63	67	67	65	59	64	69	68	66
Residential recycling program	81	75	78	75	81	83	78	71	80	81	79	78
Energy efficiency programs	67	63	65	63	65	69	65	57	64	66	68	64
Building and housing inspection	61	58	59	58	60	61	59	62	60	60	61	61
Enforcement of residential over-occupancy ordinances	46	56	52	58	47	43	52	60	58	44	48	52
Noise control enforcement	55	60	58	61	56	50	58	61	60	57	52	57
Enforcement of ice and snow removal, trash, and weed control on private property	50	51	50	53	49	45	50	55	49	53	45	50
Boulder Municipal Court	62	59	60	55	63	65	60	60	54	64	62	61

Average rating (0=very bad, 100=very good)

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 82: Question #13 City Service Ratings by Race/Ethnicity, Preferred Language and CU Student Status

Please rate the quality of each of the following city services or programs.	Race/Ethnicity			Respondent's Preferred Language			Student at CU?		
	Non-Hispanic White	Other	Overall	Other	English	Overall	Yes	No	Overall
Overall city government operations	70	62	69	71	69	69	61	71	69
Snow and ice control on major streets	59	59	59	70	59	59	56	60	59
Street repair (potholes, crack repair, etc.)	51	50	51	60	50	51	47	52	51
Street sweeping	65	62	65	67	65	65	64	65	65
Street lighting	66	66	66	64	66	66	70	65	66
Bike paths and on-street bike lanes	81	76	80	79	81	81	78	81	81
Sidewalk maintenance	70	67	70	75	70	70	73	69	70
Median maintenance	69	73	69	76	69	69	72	69	69
Police traffic enforcement	66	65	66	72	65	66	71	64	66
Police response to community problems or needs	70	68	70	76	70	70	73	69	70
Fire department services	79	76	79	82	79	79	80	79	79
Emergency medical services	78	72	77	77	77	77	79	76	77
The city of Boulder Web site (www.bouldercolorado.gov)	69	64	68	75	68	68	66	68	68
Turf maintenance in city parks	70	73	71	76	70	71	73	70	71
Parks in the city	78	79	79	85	78	78	82	78	78
Open space and mountain parks	88	88	88	88	88	88	88	88	88
North, South and East Recreation Centers	82	77	81	86	81	81	79	81	81
Other recreation facilities (golf course, outdoor pools)	72	73	72	75	72	72	71	72	72
Parks and Recreation programs and classes	77	75	77	81	77	77	74	77	77
Boulder Public Libraries	81	76	81	92	80	81	80	81	81
Services for children and youth	70	77	71	81	71	71	70	72	71
Services for seniors	68	73	69	77	68	69	65	69	68
Services for low-income families	55	61	56	62	56	56	52	57	56
Tap water services	73	71	73	68	73	73	71	73	72
Sewer services	74	71	74	70	74	74	72	74	74
Utility billing services	68	57	66	75	66	66	61	67	66
Water conservation programs	66	61	65	77	65	65	59	67	65

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Please rate the quality of each of the following city services or programs.	Race/Ethnicity			Respondent's Preferred Language			Student at CU?		
	Non-Hispanic White	Other	Overall	Other	English	Overall	Yes	No	Overall
Residential recycling program	80	65	78	70	78	78	72	80	78
Energy efficiency programs	67	53	65	64	65	65	62	66	65
Building and housing inspection	60	54	60	66	59	59	57	60	59
Enforcement of residential over-occupancy ordinances	53	51	53	65	52	52	64	49	52
Noise control enforcement	59	51	58	64	58	58	65	55	58
Enforcement of ice and snow removal, trash, and weed control on private property	51	48	50	57	50	50	58	49	50
Boulder Municipal Court	61	56	60	56	60	60	51	62	60

Average rating (0=very bad, 100=very good)

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 83: Question #13 City Service Ratings by Household Composition

Please rate the quality of each of the following city services or programs.	Do any children age 12 or younger live in your household?			Do any teenagers age 13 to 18 live in your household?			Are you or any members of your household age 65 or older?		
	Yes	No	Overall	Yes	No	Overall	Yes	No	Overall
Overall city government operations	71	69	69	69	69	69	68	70	69
Snow and ice control on major streets	61	58	59	64	58	59	65	58	59
Street repair (potholes, crack repair, etc.)	55	49	51	47	51	50	50	50	50
Street sweeping	66	64	64	62	65	64	64	64	64
Street lighting	65	66	65	65	65	65	67	65	65
Bike paths and on-street bike lanes	84	80	80	77	81	80	78	81	80
Sidewalk maintenance	72	69	69	69	69	69	64	70	69
Median maintenance	66	70	69	69	69	69	66	70	69
Police traffic enforcement	65	65	65	66	65	65	65	65	65
Police response to community problems or needs	70	70	70	73	69	70	72	69	70
Fire department services	79	80	80	81	79	79	83	79	79
Emergency medical services	75	78	77	78	77	77	81	77	77
The city of Boulder Web site (www.bouldercolorado.gov)	67	68	68	69	68	68	68	68	68
Turf maintenance in city parks	70	71	71	70	71	71	65	71	71
Parks in the city	79	78	78	77	78	78	73	79	78
Open space and mountain parks	90	88	88	88	88	88	81	89	88
North, South and East Recreation Centers	87	79	81	82	80	80	81	80	81
Other recreation facilities (golf course, outdoor pools)	74	71	72	71	72	72	71	72	72
Parks and Recreation programs and classes	79	76	77	77	76	77	77	77	77
Boulder Public Libraries	81	80	80	79	81	80	81	80	80
Services for children and youth	73	69	70	63	71	70	66	70	70
Services for seniors	66	68	68	70	68	68	74	67	68
Services for low-income families	58	54	55	49	55	55	59	54	55
Tap water services	70	72	72	72	72	72	74	72	72
Sewer services	72	74	73	72	73	73	75	73	73

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Please rate the quality of each of the following city services or programs.	Do any children age 12 or younger live in your household?			Do any teenagers age 13 to 18 live in your household?			Are you or any members of your household age 65 or older?		
	Yes	No	Overall	Yes	No	Overall	Yes	No	Overall
Utility billing services	69	66	67	70	67	67	71	66	67
Water conservation programs	68	65	66	63	66	66	69	65	66
Residential recycling program	81	78	78	80	78	78	82	78	78
Energy efficiency programs	66	64	65	59	65	65	69	64	65
Building and housing inspection	61	60	60	60	59	59	61	59	59
Enforcement of residential over-occupancy ordinances	50	51	51	49	51	51	40	52	51
Noise control enforcement	58	57	57	60	57	57	51	58	57
Enforcement of ice and snow removal, trash, and weed control on private property	50	50	50	54	49	50	46	50	50
Boulder Municipal Court	60	61	61	58	61	61	67	60	61

Average rating (0=very bad, 100=very good)

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 84: Question #15 Public Trust by Sex, Age and Income

Please rate to what extent you agree or disagree with the following statements by circling the number that most closely represents your opinion.	Respondent Sex			Respondent Age				Respondent Household Income				
	Female	Male	Overall	18-34 years of age	35-54 years of age	55+ years of age	Overall	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Most elected officials care what people like me think	39%	37%	38%	34%	44%	39%	38%	33%	32%	43%	39%	38%
Government is really run for the benefit of all the people	39%	34%	36%	37%	36%	33%	36%	35%	29%	45%	38%	37%
Boulder city government welcomes resident involvement	53%	46%	50%	47%	51%	55%	50%	59%	40%	52%	54%	51%
I am well-informed on major issues in the city of Boulder	33%	35%	34%	22%	46%	50%	34%	30%	29%	33%	46%	35%
I am pleased with the overall direction the city is taking	43%	38%	40%	40%	43%	39%	40%	41%	40%	46%	44%	43%
My local tax dollars are being spent wisely in Boulder	32%	33%	32%	33%	34%	29%	32%	28%	24%	41%	40%	34%
I feel included as a part of the Boulder community	52%	48%	50%	51%	52%	42%	50%	50%	42%	55%	52%	50%

Percent of respondents reporting "strongly agree" or "agree"

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 85: Question #15 Public Trust by Race/Ethnicity, Preferred Language and CU Student Status

Please rate to what extent you agree or disagree with the following statements by circling the number that most closely represents your opinion.	Race/Ethnicity			Respondent's Preferred Language			Student at CU?		
	Non-Hispanic White	Other	Overall	Other	English	Overall	Yes	No	Overall
Most elected officials care what people like me think	41%	21%	38%	36%	38%	38%	32%	39%	37%
Government is really run for the benefit of all the people	38%	28%	37%	38%	36%	37%	32%	37%	36%
Boulder city government welcomes resident involvement	50%	45%	50%	42%	50%	50%	41%	52%	49%
I am well-informed on major issues in the city of Boulder	35%	29%	34%	36%	34%	34%	14%	40%	34%
I am pleased with the overall direction the city is taking	43%	25%	41%	50%	40%	41%	29%	44%	40%
My local tax dollars are being spent wisely in Boulder	34%	24%	33%	32%	33%	33%	23%	35%	32%
I feel included as a part of the Boulder community	52%	38%	50%	43%	50%	50%	44%	51%	49%

Percent of respondents reporting "strongly agree" or "agree"

Table 86: Question #15 Public Trust by Household Composition

Please rate to what extent you agree or disagree with the following statements by circling the number that most closely represents your opinion.	Do any children age 12 or younger live in your household?			Do any teenagers age 13 to 18 live in your household?			Are you or any members of your household age 65 or older?		
	Yes	No	Overall	Yes	No	Overall	Yes	No	Overall
Most elected officials care what people like me think	36%	38%	37%	37%	37%	37%	38%	37%	37%
Government is really run for the benefit of all the people	34%	37%	37%	32%	37%	36%	32%	37%	36%
Boulder city government welcomes resident involvement	50%	52%	52%	56%	51%	52%	52%	52%	52%
I am well-informed on major issues in the city of Boulder	44%	33%	35%	44%	34%	35%	52%	33%	35%
I am pleased with the overall direction the city is taking	48%	40%	42%	34%	42%	41%	35%	42%	41%
My local tax dollars are being spent wisely in Boulder	35%	32%	33%	28%	33%	32%	27%	33%	33%
I feel included as a part of the Boulder community	55%	48%	49%	41%	50%	49%	42%	50%	49%

Percent of respondents reporting "strongly agree" or "agree"

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 87: Question #16 Ratings of Government Protection of Quality of Life by Sex, Age and Income

Please rate whether you agree or disagree that adequate measures are being taken by the city government to:	Respondent Sex			Respondent Age				Respondent Household Income				
	Female	Male	Overall	18-34 years of age	35-54 years of age	55+ years of age	Overall	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Protect the natural environment of Boulder (e.g., open space, air quality, water supplies and quality, etc.)	76%	78%	77%	79%	76%	75%	77%	77%	77%	80%	75%	77%
Protect the economic health of Boulder	62%	60%	61%	64%	57%	57%	60%	64%	60%	62%	58%	61%
Protect your quality of life	70%	67%	68%	69%	68%	65%	68%	67%	67%	70%	69%	69%
Reduce solid waste and promote recycling	77%	73%	75%	73%	77%	78%	75%	67%	74%	79%	77%	75%
Provide access to basic human services (services for children, adults, families and seniors)	62%	59%	61%	58%	63%	63%	61%	61%	59%	61%	63%	61%
Provide access to services for disabled residents	59%	59%	59%	59%	59%	59%	59%	60%	59%	58%	60%	59%
Prepare the community for an emergency	53%	54%	54%	53%	54%	55%	54%	54%	50%	55%	54%	53%
Provide a variety of recreation opportunities to the community	79%	77%	78%	78%	79%	76%	78%	79%	77%	80%	79%	79%
Address traffic congestion	49%	45%	47%	47%	48%	46%	47%	47%	52%	51%	45%	49%
Maintain public infrastructure (such as roads, bridges, water and sewer lines, public buildings, etc.)	66%	65%	65%	67%	64%	61%	65%	68%	65%	69%	63%	66%

Percent of respondents reporting "strongly agree" or "agree"

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 88: Question #16 Government Protection of Quality of Life by Race/Ethnicity, Preferred Language and CU Student Status

Please rate whether you agree or disagree that adequate measures are being taken by the city government to:	Race/Ethnicity			Respondent's Preferred Language			Student at CU?		
	Non-Hispanic White	Other	Overall	Other	English	Overall	Yes	No	Overall
Protect the natural environment of Boulder (e.g., open space, air quality, water supplies and quality, etc.)	78%	76%	77%	78%	77%	77%	77%	77%	77%
Protect the economic health of Boulder	60%	61%	61%	67%	60%	61%	63%	60%	61%
Protect your quality of life	69%	64%	68%	72%	68%	68%	66%	69%	68%
Reduce solid waste and promote recycling	76%	70%	75%	72%	75%	75%	65%	77%	75%
Provide access to basic human services (services for children, adults, families and seniors)	60%	65%	61%	67%	61%	61%	56%	62%	61%
Provide access to services for disabled residents	58%	66%	59%	71%	59%	59%	58%	59%	59%
Prepare the community for an emergency	53%	58%	54%	59%	54%	54%	53%	54%	54%
Provide a variety of recreation opportunities to the community	79%	75%	78%	71%	79%	78%	74%	79%	78%
Address traffic congestion	47%	47%	47%	63%	46%	47%	42%	49%	47%
Maintain public infrastructure (such as roads, bridges, water and sewer lines, public buildings, etc.)	65%	64%	65%	72%	65%	65%	62%	66%	65%

Percent of respondents reporting "strongly agree" or "agree"

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 89: Question #16 Government Protection of Quality of Life by Household Composition

Please rate whether you agree or disagree that adequate measures are being taken by the city government to:	Do any children age 12 or younger live in your household?			Do any teenagers age 13 to 18 live in your household?			Are you or any members of your household age 65 or older?		
	Yes	No	Overall	Yes	No	Overall	Yes	No	Overall
Protect the natural environment of Boulder (e.g., open space, air quality, water supplies and quality, etc.)	80%	76%	77%	81%	77%	77%	75%	77%	77%
Protect the economic health of Boulder	60%	61%	61%	58%	61%	61%	56%	61%	61%
Protect your quality of life	71%	68%	68%	63%	69%	68%	64%	69%	68%
Reduce solid waste and promote recycling	78%	74%	75%	75%	75%	75%	78%	75%	75%
Provide access to basic human services (services for children, adults, families and seniors)	68%	60%	61%	63%	61%	61%	64%	61%	61%
Provide access to services for disabled residents	62%	58%	59%	62%	59%	59%	60%	59%	59%
Prepare the community for an emergency	55%	53%	53%	53%	53%	53%	55%	53%	53%
Provide a variety of recreation opportunities to the community	81%	78%	79%	79%	79%	79%	75%	79%	79%
Address traffic congestion	47%	49%	48%	48%	48%	48%	48%	48%	48%
Maintain public infrastructure (such as roads, bridges, water and sewer lines, public buildings, etc.)	67%	65%	66%	63%	66%	65%	61%	66%	65%

Percent of respondents reporting "strongly agree" or "agree"

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 90: Question #17 Quality of Communications and Access by Sex, Age and Income

Please rate how well you think the city of Boulder does on each of the following:	Respondent Sex			Respondent Age				Respondent Household Income				
	Female	Male	Overall	18-34 years of age	35-54 years of age	55+ years of age	Overall	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Being responsive to residents	60%	55%	58%	60%	55%	55%	57%	75%	54%	59%	52%	59%
Effectively planning for the future	56%	48%	52%	52%	53%	47%	52%	61%	51%	56%	47%	53%
Working through critical issues facing the city	44%	44%	44%	46%	44%	40%	44%	53%	40%	50%	38%	45%
Gathering feedback from residents on new policies or projects; conducting public processes	55%	50%	52%	54%	50%	51%	52%	64%	51%	53%	50%	54%
Providing access to City Council	66%	61%	63%	61%	64%	65%	63%	72%	56%	64%	67%	64%
Informing residents about events/meetings/issues	56%	51%	53%	45%	59%	66%	53%	50%	48%	56%	56%	53%

Percent of respondents reporting "very well" or "well"

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 91: Question #17 Quality of Communications and Access by Race/Ethnicity, Preferred Language and CU Student Status

Please rate how well you think the city of Boulder does on each of the following:	Race/Ethnicity			Respondent's Preferred Language			Student at CU?		
	Non-Hispanic White	Other	Overall	Other	English	Overall	Yes	No	Overall
Being responsive to residents	57%	60%	58%	64%	57%	58%	55%	58%	57%
Effectively planning for the future	51%	53%	52%	61%	51%	52%	45%	53%	52%
Working through critical issues facing the city	44%	43%	44%	52%	44%	44%	47%	43%	44%
Gathering feedback from residents on new policies or projects; conducting public processes	54%	43%	52%	48%	53%	52%	44%	54%	52%
Providing access to City Council	64%	59%	63%	53%	64%	63%	49%	66%	63%
Informing residents about events/meetings/issues	55%	45%	53%	57%	53%	53%	40%	56%	53%

Percent of respondents reporting "very well" or "well"

Table 92: Question #17 Quality of Communications and Access by Household Composition

Please rate how well you think the city of Boulder does on each of the following:	Do any children age 12 or younger live in your household?			Do any teenagers age 13 to 18 live in your household?			Are you or any members of your household age 65 or older?		
	Yes	No	Overall	Yes	No	Overall	Yes	No	Overall
Being responsive to residents	62%	57%	58%	47%	60%	58%	49%	59%	58%
Effectively planning for the future	60%	51%	53%	47%	53%	52%	43%	53%	52%
Working through critical issues facing the city	51%	43%	45%	38%	45%	45%	37%	46%	45%
Gathering feedback from residents on new policies or projects; conducting public processes	52%	53%	53%	46%	53%	53%	49%	53%	53%
Providing access to City Council	65%	64%	64%	68%	63%	64%	64%	64%	64%
Informing residents about events/meetings/issues	57%	53%	54%	63%	53%	54%	63%	53%	54%

Percent of respondents reporting "very well" or "well"

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 93: Question #19 Responses to Concerns about the City by Sex, Age and Income

When made aware of an issue facing the city, people can have a variety of responses. If there was an issue of concern to you, to what extent do you agree or disagree that each of the following would be your response?	Respondent Sex		Respondent Age			Respondent Household Income			
	Female	Male	18-34 years of age	35-54 years of age	55+ years of age	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
I would do nothing because my opinions would not matter	9%	18%	11%	17%	19%	14%	17%	10%	15%
I wouldn't know how to participate in public processes	31%	30%	38%	23%	15%	38%	37%	25%	21%
I wouldn't know how to contact the right city staff person, Councilmember or board and commission member	39%	42%	53%	27%	23%	59%	53%	34%	24%
I wouldn't know how to get involved in a way that would make a difference	37%	44%	50%	30%	29%	53%	45%	38%	29%
I would worry about being part of a conflict by getting involved	12%	12%	14%	8%	13%	9%	20%	8%	10%
I wouldn't have time to get involved	35%	38%	46%	31%	14%	43%	39%	35%	29%
I would e-mail staff or Councilmembers directly	60%	53%	53%	64%	54%	60%	57%	54%	63%
I would call staff or Councilmembers directly	30%	27%	22%	33%	42%	32%	22%	27%	31%
I would write a letter directly to staff or Councilmembers	44%	40%	38%	46%	49%	45%	42%	40%	44%
I would request an in-person meeting with a staff or Councilmember	18%	19%	14%	21%	29%	19%	15%	16%	23%
I would attend and participate at a City Council meeting	42%	43%	35%	52%	51%	44%	40%	44%	49%
I would attend and participate at a public or community meeting	53%	54%	45%	67%	60%	53%	47%	57%	65%

Percent of respondents reporting "strongly agree" or "agree"

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 94: Question #19 Responses to Concerns about the City by Race/Ethnicity, Preferred Language and CU Student Status

When made aware of an issue facing the city, people can have a variety of responses. If there was an issue of concern to you, to what extent do you agree or disagree that each of the following would be your response?	Race/Ethnicity			Respondent's Preferred Language			Student at CU?		
	Non-Hispanic White	Other	Overall	Other	English	Overall	Yes	No	Overall
I would do nothing because my opinions would not matter	13%	15%	13%	7%	14%	14%	16%	13%	14%
I wouldn't know how to participate in public processes	28%	44%	30%	37%	30%	30%	42%	26%	30%
I wouldn't know how to contact the right city staff person, Councilmember or board and commission member	40%	45%	41%	35%	41%	40%	58%	35%	41%
I wouldn't know how to get involved in a way that would make a difference	40%	44%	41%	40%	41%	41%	53%	37%	41%
I would worry about being part of a conflict by getting involved	12%	12%	12%	9%	12%	12%	18%	10%	12%
I wouldn't have time to get involved	38%	28%	37%	28%	37%	36%	55%	31%	37%
I would e-mail staff or Councilmembers directly	57%	53%	57%	65%	56%	57%	49%	58%	56%
I would call staff or Councilmembers directly	30%	22%	28%	20%	29%	29%	26%	29%	29%
I would write a letter directly to staff or Councilmembers	44%	27%	42%	37%	42%	42%	36%	44%	42%
I would request an in-person meeting with a staff or Councilmember	19%	15%	18%	20%	18%	19%	14%	20%	19%
I would attend and participate at a City Council meeting	44%	31%	42%	30%	43%	43%	29%	47%	43%
I would attend and participate at a public or community meeting	56%	41%	54%	43%	54%	54%	33%	60%	54%

Percent of respondents reporting "strongly agree" or "agree"

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 95: Question #19 Responses to Concerns about the City by Household Composition

When made aware of an issue facing the city, people can have a variety of responses. If there was an issue of concern to you, to what extent do you agree or disagree that each of the following would be your response?	Do any children age 12 or younger live in your household?			Do any teenagers age 13 to 18 live in your household?			Are you or any members of your household age 65 or older?		
	Yes	No	Overall	Yes	No	Overall	Yes	No	Overall
I would do nothing because my opinions would not matter	17%	13%	14%	15%	14%	14%	21%	13%	14%
I wouldn't know how to participate in public processes	29%	29%	29%	26%	30%	29%	16%	31%	29%
I wouldn't know how to contact the right city staff person, Councilmember or board and commission member	39%	41%	40%	31%	42%	41%	24%	43%	41%
I wouldn't know how to get involved in a way that would make a difference	41%	40%	40%	37%	41%	40%	28%	42%	40%
I would worry about being part of a conflict by getting involved	11%	12%	12%	12%	12%	12%	15%	11%	12%
I wouldn't have time to get involved	40%	35%	36%	28%	37%	36%	13%	39%	36%
I would e-mail staff or Councilmembers directly	59%	58%	58%	74%	56%	58%	52%	59%	58%
I would call staff or Councilmembers directly	31%	29%	29%	38%	28%	29%	38%	28%	29%
I would write a letter directly to staff or Councilmembers	41%	43%	43%	53%	41%	42%	51%	41%	42%
I would request an in-person meeting with a staff or Councilmember	30%	17%	19%	20%	19%	19%	30%	18%	19%
I would attend and participate at a City Council meeting	53%	43%	45%	58%	43%	45%	57%	43%	44%
I would attend and participate at a public or community meeting	65%	55%	57%	66%	56%	57%	64%	56%	57%

Percent of respondents reporting "strongly agree" or "agree"

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 96: Question #20 Support for Area III Planning Reserve Developments by Sex, Age and Income

To what extent do you support or oppose the following options for the Planning Reserve?	Respondent Sex			Respondent Age				Respondent Household Income				
	Female	Male	Overall	18-34 years of age	35-54 years of age	55+ years of age	Overall	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Do not annex these lands; there is enough room for redevelopment within city limits; retain these lands as a planning reserve which allows them to be developed under Boulder County guidelines	74%	72%	73%	77%	69%	64%	73%	76%	89%	68%	66%	73%
Annex these lands only if a long-term community need is identified and no infill or redevelopment site is available within the existing city boundaries	71%	72%	72%	73%	67%	73%	71%	76%	66%	73%	69%	71%
Annex these lands for development of housing affordable to low and moderate income people	54%	45%	49%	52%	43%	49%	49%	57%	51%	52%	37%	49%
Annex these lands for development of commercial uses that would generate jobs (such as offices, banks, etc.)	29%	30%	30%	26%	32%	37%	30%	17%	28%	37%	31%	29%
Annex these lands for development of service businesses (such as auto repair, appliance repair, etc.)	18%	20%	19%	16%	20%	27%	19%	18%	18%	24%	17%	19%

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

To what extent do you support or oppose the following options for the Planning Reserve?	Respondent Sex			Respondent Age				Respondent Household Income				
	Female	Male	Overall	18-34 years of age	35-54 years of age	55+ years of age	Overall	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Annex these lands for development of large and mid-size retail stores (such as Costco, Lowe's, Best Buy, Hobby Lobby, Kohl's, etc.)	18%	16%	17%	10%	22%	33%	17%	15%	12%	18%	17%	16%
Annex these lands for development of cultural institutions (such as performing arts or museums) or education institutions (such as public or private colleges or universities, public or private schools, adult educational facilities, vocational or trade schools)	63%	66%	65%	69%	59%	60%	65%	75%	61%	64%	60%	64%

Percent of respondents reporting "strongly" or "somewhat" support

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 97: Question #20 Support for Area III Planning Reserve Developments by Race/Ethnicity, Preferred Language and CU Student Status

To what extent do you support or oppose the following options for the Planning Reserve?	Race/Ethnicity			Respondent's Preferred Language			Student at CU?		
	Non-Hispanic White	Other	Overall	Other	English	Overall	Yes	No	Overall
Do not annex these lands; there is enough room for redevelopment within city limits; retain these lands as a planning reserve which allows them to be developed under Boulder County guidelines	71%	82%	73%	78%	72%	73%	75%	72%	73%
Annex these lands only if a long-term community need is identified and no infill or redevelopment site is available within the existing city boundaries	73%	62%	71%	91%	71%	72%	73%	71%	71%
Annex these lands for development of housing affordable to low and moderate income people	50%	44%	49%	56%	49%	49%	48%	49%	49%
Annex these lands for development of commercial uses that would generate jobs (such as offices, banks, etc.)	30%	28%	29%	59%	29%	30%	24%	31%	30%
Annex these lands for development of service businesses (such as auto repair, appliance repair, etc.)	19%	20%	19%	35%	18%	19%	18%	19%	19%
Annex these lands for development of large and mid-size retail stores (such as Costco, Lowe's, Best Buy, Hobby Lobby, Kohl's, etc.)	17%	13%	17%	34%	16%	17%	15%	17%	17%
Annex these lands for development of cultural institutions (such as performing arts or museums) or education institutions (such as public or private colleges or universities, public or private schools, adult educational facilities, vocational or trade schools)	64%	70%	65%	82%	64%	65%	68%	63%	64%

Percent of respondents reporting "strongly" or "somewhat" support

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 98: Question #20 Support for Area III Planning Reserve Developments by Household Composition

To what extent do you support or oppose the following options for the Planning Reserve?	Do any children age 12 or younger live in your household?			Do any teenagers age 13 to 18 live in your household?			Are you or any members of your household age 65 or older?		
	Yes	No	Overall	Yes	No	Overall	Yes	No	Overall
Do not annex these lands; there is enough room for redevelopment within city limits; retain these lands as a planning reserve which allows them to be developed under Boulder County guidelines	71%	73%	72%	68%	73%	72%	62%	74%	73%
Annex these lands only if a long-term community need is identified and no infill or redevelopment site is available within the existing city boundaries	77%	70%	71%	62%	72%	71%	68%	71%	71%
Annex these lands for development of housing affordable to low and moderate income people	52%	47%	48%	45%	48%	48%	51%	47%	48%
Annex these lands for development of commercial uses that would generate jobs (such as offices, banks, etc.)	34%	30%	31%	45%	29%	31%	38%	30%	31%
Annex these lands for development of service businesses (such as auto repair, appliance repair, etc.)	17%	21%	20%	38%	18%	20%	31%	18%	20%
Annex these lands for development of large and mid-size retail stores (such as Costco, Lowe's, Best Buy, Hobby Lobby, Kohl's, etc.)	22%	17%	18%	25%	16%	17%	37%	15%	17%
Annex these lands for development of cultural institutions (such as performing arts or museums) or education institutions (such as public or private colleges or universities, public or private schools, adult educational facilities, vocational or trade schools)	73%	61%	63%	60%	64%	63%	63%	63%	63%

Percent of respondents reporting "strongly" or "somewhat" support

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 99: Question #21 Prairie Dog Management by Sex, Age and Income

Please indicate the extent to which you agree or disagree with each of the statements below.	Respondent Sex			Respondent Age				Respondent Household Income				
	Female	Male	Overall	18-34 years of age	35-54 years of age	55+ years of age	Overall	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
The city spends too much money trying to relocate and contain prairie dogs	64%	75%	70%	69%	69%	74%	70%	57%	71%	67%	76%	69%
The money spent protecting prairie dogs through relocation and use of fencing is well spent; it is important to protect this species	48%	39%	43%	51%	38%	30%	43%	57%	52%	45%	37%	46%
It is unrealistic to think that we can control prairie dogs without use of humane extermination methods	69%	74%	72%	64%	78%	82%	71%	48%	60%	81%	83%	72%
The city is not doing enough to protect prairie dogs; more efforts should be made to use methods that do not involve killing them	27%	22%	25%	30%	20%	19%	25%	41%	35%	20%	14%	24%

Percent of respondents reporting "strongly" or "somewhat" agree

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 100: Question #21 Prairie Dog Management by Race/Ethnicity, Preferred Language and CU Student Status

Please indicate the extent to which you agree or disagree with each of the statements below.	Race/Ethnicity			Respondent's Preferred Language			Student at CU?		
	Non-Hispanic White	Other	Overall	Other	English	Overall	Yes	No	Overall
The city spends too much money trying to relocate and contain prairie dogs	70%	73%	70%	41%	71%	70%	69%	70%	70%
The money spent protecting prairie dogs through relocation and use of fencing is well spent; it is important to protect this species	42%	50%	43%	84%	42%	43%	42%	43%	43%
It is unrealistic to think that we can control prairie dogs without use of humane extermination methods	73%	60%	72%	54%	72%	71%	54%	76%	72%
The city is not doing enough to protect prairie dogs; more efforts should be made to use methods that do not involve killing them	22%	42%	25%	42%	24%	25%	36%	22%	25%

Percent of respondents reporting "strongly" or "somewhat" agree

Table 101: Question #21 Prairie Dog Management by Household Composition

Please indicate the extent to which you agree or disagree with each of the statements below.	Do any children age 12 or younger live in your household?			Do any teenagers age 13 to 18 live in your household?			Are you or any members of your household age 65 or older?		
	Yes	No	Overall	Yes	No	Overall	Yes	No	Overall
The city spends too much money trying to relocate and contain prairie dogs	67%	71%	71%	74%	70%	71%	74%	70%	71%
The money spent protecting prairie dogs through relocation and use of fencing is well spent; it is important to protect this species	45%	43%	44%	31%	45%	44%	28%	46%	44%
It is unrealistic to think that we can control prairie dogs without use of humane extermination methods	78%	72%	73%	77%	72%	73%	83%	72%	73%
The city is not doing enough to protect prairie dogs; more efforts should be made to use methods that do not involve killing them	23%	24%	23%	19%	24%	23%	20%	24%	23%

Percent of respondents reporting "strongly" or "somewhat" agree

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 102: Question #22 Feelings about "Pops and Scrapes" by Sex, Age and Income

Please indicate the extent to which you agree or disagree with each of the statements below.	Respondent Sex			Respondent Age				Respondent Household Income				
	Female	Male	Overall	18-34 years of age	35-54 years of age	55+ years of age	Overall	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Home expansions are good for the community because they update the housing	68%	72%	70%	73%	71%	61%	70%	60%	59%	71%	79%	69%
Home expansions help to beautify neighborhoods and the community by replacing or renovating run-down housing	73%	73%	73%	75%	72%	67%	73%	69%	69%	69%	80%	72%
Home expansions are necessary to match the quality of the housing to the cost of the land on which the house sits	54%	60%	57%	57%	59%	53%	57%	48%	40%	59%	70%	57%
Home expansions benefit neighborhoods by increasing property values	66%	73%	70%	73%	69%	63%	70%	62%	55%	71%	81%	69%
Home expansions benefit neighborhoods by increasing the variety in housing design	58%	65%	62%	64%	63%	51%	62%	61%	55%	57%	67%	61%
Home expansions are a problem because they reduce the amount of housing that is affordable to low and moderate income people	67%	49%	57%	65%	47%	54%	57%	69%	73%	56%	41%	57%
Home expansions are a problem because they have a negative impact on the environment	55%	38%	46%	46%	44%	51%	46%	59%	57%	49%	35%	48%

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Please indicate the extent to which you agree or disagree with each of the statements below.	Respondent Sex			Respondent Age				Respondent Household Income				
	Female	Male	Overall	18-34 years of age	35-54 years of age	55+ years of age	Overall	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Home expansions are a problem because views from other homes are blocked	74%	68%	71%	73%	66%	74%	71%	71%	78%	81%	64%	73%
Home expansions are a problem because the historic features of homes are not preserved	63%	49%	56%	60%	49%	52%	55%	56%	66%	56%	44%	54%
Home expansions are a problem because they are out of scale with existing homes and change the neighborhood's character	61%	51%	56%	56%	51%	67%	56%	53%	72%	61%	47%	58%

Percent of respondents reporting "strongly" or "somewhat" agree

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 103: Question #22 Feelings about "Pops and Scrapes" by Whether Have Expanded Home and Presence of Home Expansions in Neighborhood

One of the issues that city staff and Council hear about is sometimes referred to as "pops and scrapes." "Pops and scrapes" refer to remodeling ("pop-ups" or "pop-outs") or demolishing and replacing ("scrape-offs") existing homes with larger homes. Some people feel that "pops and scrapes" are becoming a problem in Boulder. Others feel that "pops and scrapes" are not a problem, but that they are a natural process by which the existing housing stock is updated. Please rate to what extent you agree or disagree with each of the statements below.	Have you added an addition to your home, or replaced the original home on your lot with a new one?				How many, if any, homes in your immediate neighborhood have been expanded or replaced with homes larger than the original ones?					
	Yes	No, but considering doing so	No, and not considering doing so	Not applicable	None	One or two	A few	Quite a few	Most	Don't know
Home expansions are good for the community because they update the housing	80%	84%	67%	68%	67%	71%	74%	71%	74%	69%
Home expansions help to beautify neighborhoods and the community by replacing or renovating run-down housing	79%	81%	68%	73%	76%	74%	75%	70%	74%	70%
Home expansions are necessary to match the quality of the housing to the cost of the land on which the house sits	67%	67%	55%	54%	61%	58%	65%	53%	65%	50%
Home expansions benefit neighborhoods by increasing property values	82%	82%	68%	67%	70%	64%	74%	75%	52%	68%
Home expansions benefit neighborhoods by increasing the variety in housing design	70%	76%	57%	61%	55%	55%	70%	64%	68%	60%
Home expansions are a problem because they reduce the amount of housing that is affordable to low and moderate income people	44%	50%	53%	66%	55%	58%	53%	54%	56%	67%
Home expansions are a problem because they have a negative impact on the environment	39%	29%	48%	50%	42%	55%	38%	46%	43%	55%
Home expansions are a problem because views from other homes are blocked	61%	55%	73%	74%	65%	74%	66%	67%	85%	81%
Home expansions are a problem because the historic features of homes are not preserved	43%	32%	52%	65%	53%	49%	50%	51%	59%	68%
Home expansions are a problem because they are out of scale with existing homes and change the neighborhood's character	44%	40%	57%	60%	54%	49%	55%	58%	47%	61%

Percent of respondents reporting that they "strongly" or "somewhat agree."

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 104: Question #22 Feelings about "Pops and Scrapes" by Race/Ethnicity, Preferred Language and CU Student Status

Please indicate the extent to which you agree or disagree with each of the statements below.	Type of Housing Unit			Race/Ethnicity			Respondent's Preferred Language			Student at CU?		
	Multi-family	Single-family	Overall	Non-Hispanic White	Other	Overall	Other	English	Overall	Yes	No	Overall
Home expansions are good for the community because they update the housing	67%	74%	70%	70%	71%	70%	62%	70%	70%	77%	68%	70%
Home expansions help to beautify neighborhoods and the community by replacing or renovating run-down housing	70%	76%	73%	73%	74%	73%	69%	73%	73%	74%	72%	73%
Home expansions are necessary to match the quality of the housing to the cost of the land on which the house sits	53%	61%	57%	57%	58%	57%	64%	57%	57%	62%	56%	57%
Home expansions benefit neighborhoods by increasing property values	64%	76%	70%	70%	70%	70%	51%	71%	70%	78%	68%	70%
Home expansions benefit neighborhoods by increasing the variety in housing design	57%	65%	62%	62%	59%	62%	47%	62%	61%	68%	59%	61%
Home expansions are a problem because they reduce the amount of housing that is affordable to low and moderate income people	68%	47%	57%	56%	67%	57%	77%	57%	58%	64%	56%	57%
Home expansions are a problem because they have a negative impact on the environment	50%	43%	46%	46%	46%	46%	54%	46%	46%	37%	49%	46%
Home expansions are a problem because views from other homes are blocked	73%	69%	71%	70%	77%	71%	77%	71%	71%	61%	73%	71%
Home expansions are a problem because the historic features of homes are not preserved	64%	47%	55%	56%	51%	55%	47%	56%	55%	63%	53%	55%
Home expansions are a problem because they are out of scale with existing homes and change the neighborhood's character	60%	52%	56%	55%	60%	56%	55%	56%	56%	42%	60%	56%

Percent of respondents reporting "strongly" or "somewhat" agree

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 105: Question #22 Feelings about "Pops and Scrapes" by Household Composition

Please indicate the extent to which you agree or disagree with each of the statements below.	Do any children age 12 or younger live in your household?			Do any teenagers age 13 to 18 live in your household?			Are you or any members of your household age 65 or older?		
	Yes	No	Overall	Yes	No	Overall	Yes	No	Overall
Home expansions are good for the community because they update the housing	76%	68%	69%	75%	69%	69%	56%	71%	69%
Home expansions help to beautify neighborhoods and the community by replacing or renovating run-down housing	77%	72%	73%	86%	72%	73%	64%	74%	73%
Home expansions are necessary to match the quality of the housing to the cost of the land on which the house sits	63%	56%	57%	68%	55%	57%	52%	57%	57%
Home expansions benefit neighborhoods by increasing property values	76%	68%	69%	80%	68%	70%	62%	70%	69%
Home expansions benefit neighborhoods by increasing the variety in housing design	68%	59%	61%	75%	59%	61%	51%	62%	61%
Home expansions are a problem because they reduce the amount of housing that is affordable to low and moderate income people	47%	58%	56%	37%	58%	56%	55%	56%	56%
Home expansions are a problem because they have a negative impact on the environment	40%	48%	47%	33%	48%	47%	51%	46%	47%
Home expansions are a problem because views from other homes are blocked	66%	73%	72%	54%	74%	71%	76%	71%	72%
Home expansions are a problem because the historic features of homes are not preserved	39%	58%	54%	51%	55%	54%	56%	54%	54%
Home expansions are a problem because they are out of scale with existing homes and change the neighborhood's character	44%	59%	56%	45%	58%	57%	70%	55%	57%

Percent of respondents reporting "strongly" or "somewhat" agree

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

APPENDIX D: SELECTED RESULTS FOR CITY SERVICE AND GOVERNMENT RATINGS BY USER STATUS

The tables in this appendix show selected survey results by whether or not respondents had used the services. Where differences by subgroup are statistically significant ($p < 0.05$), they are shaded with gray.

Table 106: Information Very Sources by How Well Informed Respondents Are About Issues Facing Boulder

Thinking of how you currently get information about events or issues in which you are interested, how likely, if at all, would you be to obtain information from the city about things like City Council meetings, community meetings, upcoming programs and events in the following formats?	I am well-informed on major issues in the city of Boulder	
	Agreement	Neutral/Disagreement
Cable TV Channel 8	27%	12%
City of Boulder Web site (www.bouldercolorado.gov)	57%	41%
The <i>Boulder Camera</i> (hard copy newspaper)	74%	52%
The Boulder Camera (online edition)	38%	29%
<i>The Colorado Daily</i>	40%	39%
Inserts in the water utility bill	44%	31%
Information provided at city facilities (e.g., libraries, recreation centers, the municipal building, the planning department, etc.)	34%	26%
Mailings to your home address	78%	71%
Listserves (where you sign up to be part of a group receiving e-mails from the city)	32%	28%
Web log (similar to many online newspapers where online readers can write comments or questions in response to articles or reports from city staff or Council members)	24%	17%

Percent of respondents reporting that they are "very" or "somewhat" likely

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 107: Responsiveness of City Government by Citizen Involvement

Please rate how well you think the city of Boulder does on each of the following:	Watched or attended a Council or public meeting at least once in last year		Watched or attended a Council or public meeting at least three times in last year		Attended at least one public meeting in last year		I am well-informed on major issues in the city of Boulder	
	yes	no	yes	no	yes	no	Agreement	Neutral/Disagreement
Being responsive to residents	61	64	62	63	64	62	64	62
Effectively planning for the future	57	61	59	59	58	60	60	59
Working through critical issues facing the city	55	59	55	58	55	58	59	56
Gathering feedback from residents on new policies or projects; conducting public processes	58	62	59	60	57	61	62	59
Providing access to City Council	68	65	69	66	70	66	70	64
Informing residents about events/meetings/issues	61	58	65	58	62	60	67	56

Average rating (0=very bad, 100=very good)

Table 108: Ratings of Parks and Recreation by Use of Parks and Recreation Facilities and Services

Please rate the quality of each of the following city services or programs.	Used the North, South or East Boulder Recreation Centers		Participated in city of Boulder recreation programs or activities	
	Never	At least once	Never	At least once
North, South and East Recreation Centers	73	83	78	83
Other recreation facilities (golf course, outdoor pools)	70	73	70	74
Parks and Recreation programs and classes	71	79	72	80

Average rating (0=very bad, 100=very good)

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 109: Ratings of City Parks by Use of City Parks

Please rate the quality of each of the following city services or programs.	Visited a neighborhood park or playground	
	Never	At least once
Parks in the city	76	79

Average rating (0=very bad, 100=very good)

Table 110: Ratings of Open Space/Mountain Parks by Use of Open Space/Mountain Parks

Please rate the quality of each of the following city services or programs.	Visited Boulder open space or mountain parks	
	Never	At least once
Open space and mountain parks	74	88

Average rating (0=very bad, 100=very good)

Table 111: Ratings of Bike Paths and On-Street Lanes by Use of Boulder Creek Path

Please rate the quality of each of the following city services or programs.	Used the Boulder Creek bike and pedestrian path	
	Never	At least once
Bike paths and on-street bike lanes	67	82

Average rating (0=very bad, 100=very good)

Table 112: Ratings of Senior Services by Use of Senior Centers

Please rate the quality of each of the following city services or programs.	Used the services or facilities of the East or West Senior Centers	
	Never	At least once
Services for seniors	67	74

Average rating (0=very bad, 100=very good)

Table 113: Ratings of Residential Recycling by Whether Recycled from Home

Please rate the quality of each of the following city services or programs.	Recycled used paper, cans or bottles from your home	
	Never	At least once
Residential recycling program	60	78

Average rating (0=very bad, 100=very good)

Table 114: Ratings of Library by Use of the Library

Please rate the quality of each of the following city services or programs.	Used any of the Boulder Public Libraries	
	Never	At least once
Boulder Public Libraries	69	82

Average rating (0=very bad, 100=very good)

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 115: Ratings of Code Enforcement by Whether Called in a Complaint about a Neighborhood Problem

Please rate the quality of each of the following city services or programs.	Called in a complaint about a neighborhood problem	
	Never	At least once
Building and housing inspection	60	58
Enforcement of residential over-occupancy ordinances	54	47
Noise control enforcement	61	49
Enforcement of ice and snow removal, trash, and weed control on private property	53	43

Average rating (0=very bad, 100=very good)

Table 116: Ratings of City Employees by Whether Called in a Complaint, Attended a City Council or Public Meeting

Please rate the quality of each of the following city services or programs.	Called in a complaint about a neighborhood problem		Attended a City Council meeting		Attended a public meeting about city matters	
	Never	At least once	Never	At least once	Never	At least once
Courteous and respectful	77	80	79	75	78	76
Knowledgeable	74	77	76	69	76	70
Professional	75	79	76	76	77	74
Willingness to help or understand	76	75	76	75	77	72
Respect for people of diverse backgrounds	74	73	74	79	76	67
Timeliness of response, if applicable	72	70	72	64	73	64
Overall impression	74	75	75	72	75	70

Average rating (0=very bad, 100=very good)

Table 117: Commuting by Bicycle by Employment Status

In the last 12 months, about how many times, if ever, have you: commuted to work by bicycle	Are you employed?		
	No	Yes	Overall
never	70%	46%	50%
1-2	4%	6%	6%
3-12	6%	8%	8%
13-26	5%	11%	10%
more than 26 times	15%	29%	27%
Total	100%	100%	100%

Average rating (0=very bad, 100=very good)

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

APPENDIX E: SURVEY METHODOLOGY

Survey Instrument Development

Prior to 2007, the city of Boulder conducted an “omnibus” resident survey seven times, most recently in 2001. These surveys ask recipients their perspectives about the quality of life in the community, their use of community amenities, their opinion on policy issues facing the city and their assessment of city service delivery. In 2007, the city decided to conduct another community survey in conjunction with a Community Dialogue process designed to permit city staff and elected officials to hear from a broad range of the population, especially including those who are traditionally underrepresented in public outreach efforts, about what matters to them. The topics for the Dialogue process were chosen from those generated by City Council, appointed Boards and Commissions, and from City staff. The community survey instrument was developed by starting with the version from the previous implementation in 2001. In addition, the list of topics generated for the Dialogue process was also culled for those appropriate to be asked on a questionnaire. In an iterative process between City Council, city staff and National Research Center staff, a final questionnaire was crafted that was nine pages in length. The questionnaire was then pre-tested with select city employees who were not familiar with the Dialogue process. A few changes were made to question wording based on the feedback received to make the questions easier to understand. The questionnaire and cover letter were then translated into Spanish by one translation company, and edited by a second, independent company.

Survey Sample Selection

Boulder has divided the city and the area just outside the city into nine planning subcommunities. All households located within these nine planning subcommunities were eligible to receive the survey. Because local governments generally do not have inclusive lists of all the residences in the jurisdiction (tax assessor and utility billing databases often omit rental units), lists from the United States Postal Service (USPS), updated every three months, usually provide the best representation of all households in a specific geographic location. NRC used the USPS data to select the sample of households.

The zip codes 80301 through 80305 were considered eligible for the first stage of sampling. Systematic sampling of households was used to choose addresses within these zip codes. Systematic sampling is a procedure in which every “Nth” item is selected from a complete list of all possible items so that the appropriate amount of items is selected. A larger list than needed was created in this way, so that a process referred to as “geocoding” could be used to eliminate addresses from the list that were outside the study boundaries. Geocoding is a computerized process in which addresses are compared to electronically mapped boundaries and coded as inside or outside these boundaries. The geocoding of the sample was completed by the city’s GIS division. All addresses determined to be outside the study boundaries were eliminated from the sample. Those remaining were identified as belonging to one of the nine subcommunities. A random selection was made of the remaining addresses to create a final list of 3,015 addresses.

Attached (multi-family) housing units were oversampled to compensate for detached (single-family) housing unit residents’ tendency to return surveys at a higher rate. Additionally, younger people, people of lower socioeconomic status and those who rent their housing respond at a lower rate than older people, people of higher socioeconomic status and those who own their housing. Many of these variables are intercorrelated (e.g., younger people are more likely to rent

than older people), so by oversampling the multi-family housing, it increases the chances of receiving surveys from those who live in this type of housing.

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

The city felt it was also important to include University of Colorado-Boulder (CU) students residing in college dormitories. The Director of Housing at the CU-Boulder provided a random sample of 485 dormitory room addresses to which surveys were mailed.

Survey Administration and Survey Response

Each selected household was contacted three times. First, a prenotification announcement was sent, informing the household members that they had been selected to participate in the survey. Approximately one week after mailing the prenotification, each household was mailed a survey containing a cover letter signed by the mayor enlisting participation. The packet also contained a postage-paid return envelope in which the survey recipients could mail the completed questionnaire directly to NRC. A reminder letter and survey, scheduled to arrive 1 to two weeks after the first survey was the final contact. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. All of these mailings were sent in both English and Spanish. A number identifying the subcommunity was placed on each survey.

The mailings were sent in September and October 2007. About 4% (124) of the 3,015 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,891 households presumed to have received a survey, 870 completed the survey, providing a response rate of 30%. This is a good response rate; typical response rates for a mailed resident survey range from 25% to 40%.

Dormitory students responded at a much lower rate than did those in households. A total of 16 surveys were received from those living in the college dormitories, providing a response rate of about 3%. The overall response rate, combining households and dormitories, was 26%.

95% Confidence Intervals

The 95% confidence interval (or “margin of error”) quantifies the “sampling error” or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size, and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within ± 3 percentage points of the result that would be found if everyone in the population of interest was surveyed. Other types of “error” such as non-response error may also influence or bias results (i.e. those who did not respond to the survey may have felt differently about the issues covered than those who did respond).

Data Entry, Data Weighting and Data Analysis

Once the surveys were received at NRC, staff assigned a unique identification number to each questionnaire. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent

checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. “Range checks” (examination of the data for invalid values) as well as other forms of quality control were also performed.

The demographic characteristics of the survey sample were compared to those found in the 2000 Census estimates and other population norms for the city of Boulder and were statistically adjusted, known as “weighting,” to reflect the larger population when necessary.¹ Generally, two variables are used in a weighting scheme. Characteristics chosen as weighting variables are normally selected because they are not in proportion to what is shown in a jurisdiction’s demographic profile and because differences in opinion are observed between subgroups of these characteristics. Survey results were weighted by sex and age (which were combined into a single variable) and type of housing. The results of the weighting scheme are presented in [Table 118](#) on the next page.

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

Also included are selected survey results by subcommunity ([Appendix B: Selected Results by Subcommunity](#)) and by respondent characteristics ([Appendix C: Selected Results by Demographic Subgroups](#)). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. Where differences between

¹ An example of how weighting works may be helpful. Hypothetically, suppose the population norm for gender was 50%/50% but 70% of the surveys received were from females and 30% were from males. The weights applied to make the sample representative of the population would be 0.7143 females (thereby giving each response less weight in the overall ratings) and 1.6667 for males (giving each response more weight overall). If it is further supposed that these two groups had very different ratings of the importance of a recreation center; with a much greater proportion of females feeling a recreation center was important (hypothetically, that 80% of females felt it was “essential” or “very important” than males (hypothetically, 40%). Since in this scenario there are more responses from females, if the results were NOT weighted, a recreation center would be deemed more important than if the data were weighted. The unweighted percent rating a new recreation center as at least very important would be 68% ($80 \times 70\% + 40 \times 30\%$), while the weighted percent would be 60% ($80 \times 50\% + 40 \times 50\%$).

Characteristic	Percent in Population	Percent in Sample	Weight	Unweighted Rating of Importance		Weighted Rating of Importance	
Females	50%	70%	0.7143 ($50\% \div 70\%$)	80%	$\times 70\% = 56\%$	80%	$\times 70\% \times 0.7143 = 40\%$
Males	50%	30%	1.6667 ($50\% \div 30\%$)	40%	$\times 30\% = 12\%$	40%	$\times 30\% \times 1.6667 = 20\%$
TOTAL	100%	100%	----	68%		60%	

subgroups are statistically significant, they have been marked with grey shading in the appendices.

For this survey, a “key driver analysis” was conducted. Key driver analysis uses a multiple linear regression technique to explore strength of relationships between individual services and overall quality of services. Services with significantly high percentage of “don’t know” responses (21% or higher) were excluded from the analysis. A multiple linear regression model allows the simultaneous examination of the association of multiple factors with a single outcome measure of interest, often referred to as the dependent variable (in this instance, overall city government performance). The factors examined for an association with the dependent variable are referred to as independent or predictor variables. This simultaneous examination allows one to look at a particular association of interest, for example the association of water conservation, simultaneously adjusted for all the other variables (city services) in the model. Regression coefficients are calculated for each predictor variable in the model. These coefficients can be interpreted as a slope; that is, for every unit change in the predictor variable, the independent variable would change by the amount of the regression coefficient. A test of statistical significance is calculated for each regression coefficient, with a corresponding p-value. A p-value refers to the probability that the regression coefficient is significantly different than 0 (meaning there is no association between the predictor variable and perceptions of overall city government performance). Those services with regression coefficients having a p-value of 0.05 or less (meaning there was a less than 5% chance that there was no association between the service rating and the rating of overall city government performance) were then considered to be the “key drivers” of residents’ perceptions of overall city government performance.

Table 118. Boulder Community Survey Weighting Table

Characteristic	Population Profile*	Unweighted Data	Weighted Data
Housing			
Detached, Owned	36.9%	50.1%	36.9%
Detached, Rented	11.1%	4.1%	11.1%
Attached, Owned	10.9%	17.6%	10.9%
Attached, Rented	33.3%	26.4%	33.3%
College Dormitories	7.7%	1.9%	7.7%
Ethnicity			
Hispanic	7.6%	3.7%	3.9%
Not Hispanic	92.4%	96.3%	96.1%
Race			
White	89.6%	86.8%	85.1%
Non-white	10.4%	13.2%	14.9%
Age			
18-34 years of age	53.7%	27.1%	53.3%
35-54 years of age	30.7%	32.3%	30.4%
55+ years of age	15.6%	40.6%	16.2%
Sex			
Female	48.3%	56.2%	47.6%
Male	51.7%	43.8%	52.4%

*Source: 2000 Census, population in households and college dormitories

Survey Comparisons

Putting Evaluations onto a 100-point Scale

Although responses to many of the evaluative or frequency questions were made on four- or five-point scales with 1 representing the best rating, the scales had different labels (e.g., “very good,” “very satisfied,” “essential”). To make comparisons easier, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “very good,” then the result would be 100 on the 0-100 scale. If the average rating for quality of life was right in the middle of the scale (“neither good nor bad”), then the result would be 50. The new scale can be thought of like the thermometer used to represent total giving to United Way. The higher the thermometer reading, the closer to the goal of 100 – in this case, the most positive response possible. The 95% confidence interval around a score on the 0-100 scale based on all respondents typically will be no greater than plus or minus three points on the 100-point scale.

Comparing Survey Results

An average rating of 75 for service quality is at the “good” mark on a 100-point scale that goes from “very bad” to “very good.” Few services actually receive ratings as high as 75 on the scale, in part, because certain kinds of services tend to be thought less well of by residents in many communities across the country. Police protection tends to be better received than pothole repair by residents of most American cities. Where possible, the better comparison is not from one service to another in Boulder, but from Boulder services to services like them provided by other jurisdictions. In addition, comparisons to previous survey results are also shown. Some survey data date back to 1987; other data have shorter trendlines.

National Normative Database

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: How to do them, how to use them, what they mean*, published by ICMA, not only were the principles for quality survey methods articulated, NRC pioneered both the idea of benchmark data for citizen opinion and the method for gathering benchmark data. This was called “In Search of Standards,” and argued for norms. “What has been missing from a local government’s analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems...”

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. The integration methods have been described thoroughly in *Public Administration Review*, *Journal of Policy Analysis and Management* and in the first book on conducting and using citizen surveys written by principals of NRC. Scholars who specialize in the analysis of citizen surveys regularly have relied on this work (e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public*

Administration Review, 64, 331-341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in our proprietary databases.

NRC's work on calculating national norms for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

The Role of Comparisons

Normative comparisons are used for benchmarking. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, to measure local government performance. It is difficult to know what is small or tall without comparing. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" evaluations, jurisdictions need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked; for example, how do residents' ratings of fire service compare to opinions about fire service in other communities?

A police department that provides the fastest and most efficient service—one that closes most of its cases, solves most of its crimes and keeps the crime rate low—still has a problem to fix if the residents in the community it intends to protect believe services are not very good compared to ratings given by residents to their own objectively "worse" departments. The normative data can help that police department – or any city department – to understand how well citizens think it is doing. NRC recommends that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the normative database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to subsets of jurisdictions (within a given region or population category). Most commonly (including in this report), comparisons are made to the entire database. Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Although individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

Comparison of Boulder to the Normative Database

Normative comparisons have been provided when similar questions on the Boulder Community Survey are included in NRC's database and there are at least five jurisdictions in which the question was asked, though most questions are compared to more than 100 jurisdictions. Where comparisons are available, Boulder results are noted as being "above" the norm, "below" the norm or "similar to" the norm. This evaluation of "above," "below" or "similar to" comes from a statistical comparison of Boulder's rating to the norm (the average rating from all the comparison jurisdictions where a similar question was asked). Differences of more than three points on the

100-point scale between Boulder's ratings and the average based on the appropriate comparisons from the database are considered "statistically significant," and thus are marked as "above" or "below" the norm. When differences between Boulder's ratings and the national norms are two points or less, they are marked as "similar to" the norm. These "normative comparisons" have been provided where available in [Appendix A: All Survey Results](#).

APPENDIX F: QUESTIONNAIRE WITH RESPONSE FREQUENCIES

The following pages contain a copy the survey questionnaire, with the percent of respondents giving each response (including “don’t know” or “not applicable” responses) to every question.



City of Boulder 2007 Community Survey

1. Please read the following questions and circle the number which most closely reflects your opinion.

	very good	good	neither good nor bad	bad	very bad	N.A.* or don't know
Taking all things into consideration, how do you rate your overall quality of life in Boulder?	55%	38%	5%	1%	0%	0%
How do you rate the overall quality of your neighborhood?	34%	53%	10%	2%	0%	1%
How do you rate Boulder as a place to raise children (age 12 and under)?	32%	30%	11%	3%	0%	22%
How do you rate Boulder as a place to raise youth (age 13 to 21)?	22%	30%	15%	4%	3%	26%
How do you rate Boulder as place for seniors (age 65 and older) to live?	19%	26%	15%	5%	2%	33%
How do you rate the sense of community in Boulder?	17%	47%	28%	6%	1%	2%
How do you rate race and ethnic relations in Boulder?	9%	25%	41%	12%	5%	8%

2. Please rate the quality of each of the following in your neighborhood:

	very good	good	neither good nor bad	bad	very bad	N.A.* or don't know
Sense of community in your neighborhood	20%	36%	33%	8%	1%	1%
Attractiveness/cleanliness of neighborhood	25%	49%	20%	5%	1%	0%
Architectural quality of neighborhood	16%	38%	34%	9%	2%	1%
Safety of neighborhood	36%	46%	13%	2%	2%	1%
Speed of traffic in the neighborhood	20%	40%	21%	14%	4%	1%
Volume of traffic in the neighborhood	19%	38%	25%	12%	5%	1%
Availability of on-street parking	23%	32%	19%	11%	8%	6%
Ease of travel by walking in the neighborhood	53%	37%	7%	2%	1%	1%
Access to bike paths	52%	36%	6%	2%	1%	2%
Access to bus services	50%	34%	9%	3%	1%	2%
Maintenance of property values	22%	39%	17%	3%	2%	17%
Quietness of neighborhood	24%	42%	19%	9%	5%	1%
Access to parks	43%	41%	12%	2%	1%	2%
Access to shopping	34%	40%	18%	5%	1%	1%
General street conditions	17%	51%	19%	9%	2%	1%
Public landscape (e.g., street trees, parks, medians)	24%	50%	18%	4%	1%	4%
Access to library services	28%	34%	19%	10%	4%	6%

3. Please rate each of the following characteristics as they relate to the city of Boulder as a whole:

	very good	good	neither good nor bad	bad	very bad	N.A.* or don't know
Dining out opportunities	62%	29%	6%	2%	1%	1%
Shopping opportunities	34%	46%	12%	6%	1%	1%
Recreational opportunities	70%	23%	4%	2%	0%	2%
Employment opportunities	9%	32%	30%	11%	1%	17%
Opportunities to attend arts/cultural events	36%	44%	13%	3%	1%	3%
Opportunities for leisure-time activities	58%	33%	6%	2%	0%	1%
Opportunities for higher/continuing education	61%	30%	4%	2%	1%	2%
Architectural character	22%	48%	23%	6%	1%	1%
Landscaping	28%	52%	15%	4%	1%	1%
Drinking water quality	36%	43%	14%	4%	0%	1%
Quality of water in Boulder Creek	14%	39%	19%	8%	1%	19%
Quality of Boulder Valley public and charter schools	17%	25%	9%	5%	1%	44%
Services for children and families	11%	26%	10%	4%	0%	48%
Services for seniors	9%	20%	9%	2%	1%	58%
Physical access to city facilities	17%	42%	16%	2%	0%	23%
Access to human services (services for children, adults, families and seniors)	9%	22%	11%	4%	0%	53%

* N.A. = not applicable

4. How important to you are each of the following factors in improving the quality of life in Boulder?

	<u>very important</u>	<u>somewhat important</u>	<u>a little bit important</u>	<u>not at all important</u>	<u>don't know</u>
Improving traffic flow	42%	34%	19%	4%	1%
Reducing traffic.....	46%	31%	18%	5%	1%
Preserving historic buildings and historic neighborhoods	36%	37%	20%	6%	1%
Providing assistance to businesses to keep them in Boulder	34%	38%	19%	7%	2%
Developing more neighborhood parks	22%	44%	24%	8%	2%
Acquiring more open space land	41%	27%	21%	9%	2%
Improving access to trails	35%	30%	23%	9%	2%
Providing/developing additional active recreational facilities (such as ballfields, an ice skating facility, etc.)	17%	34%	31%	15%	3%
Increasing services for children (age 12 and under)	16%	19%	22%	11%	32%
Increasing services for youth (age 13 to 21)	22%	21%	20%	6%	31%
Increasing services for seniors (age 65 and older)	15%	22%	19%	8%	37%
Increasing diversity among residents (including racial/ethnic diversity, diversity in family structures, incomes, abilities, ages, etc.)	28%	27%	21%	19%	5%
Adding more spaces for arts/cultural events	20%	32%	33%	13%	3%
Increasing art in public places	20%	27%	33%	18%	2%
Reducing crime	33%	32%	24%	10%	2%
Reducing noise levels.....	23%	25%	30%	20%	1%
Providing additional transportation options or alternatives.....	36%	29%	26%	8%	1%
Providing energy conservation and efficiency programs	56%	27%	10%	4%	1%
Reducing homelessness	37%	31%	20%	10%	2%
Increasing services to address the abuse of alcohol, especially among Boulder's youth	26%	30%	25%	10%	8%
Increasing library services	14%	32%	36%	11%	6%
Increasing community meeting space.....	7%	20%	38%	25%	10%
Increasing police presence in your neighborhood	7%	18%	30%	43%	2%
Increasing police presence in downtown areas.....	14%	25%	27%	31%	3%
Attracting/retaining "discount" or "affordable" shopping opportunities	23%	23%	26%	25%	3%
Increasing housing affordable to low or moderate income people ...	37%	26%	20%	16%	2%
Attracting additional commercial development (offices, banks, etc.) .	7%	20%	31%	39%	3%
Attracting additional large or mid-size retail stores (such as Costco, Lowe's, Best Buy, Hobby Lobby, Kohl's, etc.)	9%	12%	16%	62%	1%
Attracting additional service businesses (such as auto repair, appliance repair, etc.)	5%	17%	35%	37%	5%

Anything else that you think is important to improve the quality of life in Boulder? _____

5. What, if anything, do you think makes Boulder a great place?

6. Please indicate whether you think the city of Boulder has the right amount, too much/many, or too little/few of the following. Circle the number that comes closest to your opinion for each item.

	<u>far too much/many</u>	<u>somewhat too much/many</u>	<u>right amount</u>	<u>somewhat too little/few</u>	<u>far too little/few</u>	<u>don't know</u>
Racial/ethnic diversity	1%	2%	22%	37%	32%	6%
People of varied incomes	1%	2%	31%	36%	22%	8%
People commuting from outside Boulder to jobs in Boulder	16%	38%	22%	2%	1%	21%
Housing affordable to low income people	2%	2%	20%	32%	32%	13%
Housing affordable to moderate income people.....	1%	1%	24%	39%	26%	10%
Housing density (the number of homes in a block, or how close the homes are to each other).....	7%	24%	54%	5%	2%	7%
Housing growth rate in Boulder	9%	20%	41%	7%	2%	19%
Population growth rate in Boulder	11%	24%	41%	3%	1%	20%
Non-residential growth rate in Boulder (e.g., business, retail)	5%	17%	42%	14%	3%	18%
Current job availability in Boulder	0%	0%	29%	32%	13%	26%
Affordable goods and services	0%	2%	50%	33%	11%	4%
2 to 3 story mixed-use (retail, commercial and residential) development....	4%	12%	42%	18%	6%	19%
4 to 5 story mixed-use (retail, commercial and residential) development...	13%	15%	35%	12%	6%	20%

7. Do you think that Boulder has about the right mix of businesses and housing, both existing and new, or that there is too much of one kind versus another?

2% Far too many businesses (not enough housing)
 12% Somewhat too many businesses (not enough housing)
 71% About the right mix of businesses and housing
 8% Somewhat too much housing (not enough businesses)
 2% Far too much housing (not enough businesses)
 4% Far too many of both businesses and housing

8. Please rate to what extent you agree or disagree with the following statements by circling the number which most closely represents your opinion.

	<u>strongly agree</u>	<u>agree</u>	<u>neither agree nor disagree</u>	<u>disagree</u>	<u>strongly disagree</u>
Boulder is a "child-friendly" community	24%	46%	24%	5%	1%
Boulder is a "youth-friendly" community	19%	45%	27%	7%	2%
Boulder is a "senior-friendly" community	10%	35%	44%	7%	3%
The Boulder community is respectful and accepting of people of different racial and ethnic backgrounds	15%	43%	21%	18%	3%
The Boulder community is respectful and accepting of people with different political opinions	7%	34%	26%	25%	9%
The Boulder community is respectful and accepting of people who have differing religious and spiritual beliefs.....	23%	52%	18%	6%	2%
The Boulder community is respectful and accepting of people of differing sexual orientations.....	30%	48%	17%	4%	1%
The Boulder community is respectful and accepting of people with disabilities	16%	51%	28%	4%	1%

9. Please rate how safe you feel from each of the following in Boulder:

	<u>very safe</u>	<u>somewhat safe</u>	<u>neither safe nor unsafe</u>	<u>somewhat unsafe</u>	<u>very unsafe</u>
Violent crimes (e.g., rape, robbery).....	49%	39%	7%	5%	0%
Property crimes (e.g., burglary, theft)	22%	48%	15%	14%	1%
Structural/house fires	38%	39%	18%	5%	0%
Wildland fires	29%	40%	23%	8%	1%
Floods	26%	37%	23%	12%	2%
Traffic-related incidents (road rage, bike-car conflicts, etc.)	5%	32%	24%	30%	9%
Discrimination due to your race/ethnic background	52%	23%	17%	6%	3%
Discrimination due to other personal characteristics.....	44%	27%	20%	7%	3%

* N.A. = not applicable

10. Do you have access to a computer?

2% No

98% Yes → **Does this computer have access to the Internet?**

98% Yes

2% No

0% Don't know

11. Do you have an Eco-Pass, an annual pass that allows you unlimited bus rides?

54%	no, I don't have an Eco-Pass -----→	If you had an Eco-Pass, how likely, if at all, would you be to make more trips on the bus?
13%	yes, through my employer	28% Not at all likely
7%	yes, through my neighborhood	27% Somewhat more likely
21%	yes, a CU Boulder student Buff One pass	37% Much more likely
4%	yes, CU Boulder faculty/staff Buff One pass	8% Not sure
2%	yes, other pass: _____	

12. In the last 12 months, about how many times, if ever, have you done the following things?

	<u>never</u>	<u>1-2</u>	<u>3-12</u>	<u>13-26</u>	<u>more than 26</u>
Used the North, South or East Boulder Recreation Centers.....	49%	18%	18%	6%	8%
Participated in city of Boulder recreation programs or activities	58%	21%	14%	3%	4%
Visited Boulder open space or mountain parks	4%	10%	29%	21%	35%
Visited a neighborhood park or playground.....	9%	16%	33%	17%	25%
Used the services or facilities of the East or West Senior Centers.....	91%	4%	3%	1%	1%
Visited the Pearl Street Mall.....	1%	5%	25%	29%	40%
Visited Twenty Ninth Street retail center.....	3%	17%	51%	21%	8%
Visited the University Hill business district.....	19%	27%	31%	12%	11%
Received services from a non-profit agency	75%	12%	8%	3%	2%
Used the Boulder Creek bike and pedestrian path.....	9%	12%	24%	15%	40%
Rode a high-frequency community transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the city of Boulder	30%	17%	17%	13%	23%
Rode another RTD bus within the city of Boulder	43%	18%	17%	8%	14%
Rode the RTD bus between Boulder and Denver	36%	26%	25%	7%	6%
Commuted to work by bicycle.....	50%	6%	8%	10%	27%
Recycled used paper, cans or bottles from your home	2%	3%	5%	5%	84%
Read "News from City Hall" in the <i>Boulder Camera</i>	61%	13%	11%	6%	8%
Called in a complaint about a neighborhood problem.....	79%	16%	4%	0%	0%
Attended a City Council meeting	91%	6%	2%	0%	0%
Attended a public meeting about city matters	86%	11%	2%	1%	0%
Watched a City Council meeting on cable TV Channel 8	66%	17%	13%	3%	1%
Watched any program on the public access channel, cable TV Channel 54.....	70%	15%	11%	3%	1%
Watched "Senior Spotlight" on cable TV Channel 8.....	95%	3%	1%	0%	0%
Watched "Update Boulder" on cable TV Channel 8	87%	9%	3%	0%	0%
Watched "What's Happening, Boulder!" on cable TV Channel 8	83%	12%	4%	0%	0%
Watched any other program on the government channel, cable TV Channel 8.....	77%	13%	7%	2%	0%
Visited the city of Boulder Web site (www.bouldercolorado.gov).....	35%	27%	28%	6%	4%
Used any of the Boulder Public Libraries (Main and/or the Reynolds, Meadows, or Carnegie branches) or used library information services via their Web site(s).....	25%	16%	32%	15%	12%
Used the public computers or free Internet access at one of the Boulder Public Library facilities.....	70%	14%	11%	2%	2%
Dialed 9-1-1.....	86%	12%	2%	0%	0%

13. Please rate the quality of each of the following city services or programs.

	very good	good	neither good nor bad	bad	very bad	N.A.* or don't know
Overall city government operations	9%	50%	19%	3%	2%	16%
Snow and ice control on major streets.....	12%	38%	18%	18%	6%	9%
Street repair (potholes, crack repair, etc.)	5%	30%	31%	24%	6%	4%
Street sweeping	8%	46%	33%	6%	1%	6%
Street lighting	12%	51%	27%	8%	1%	1%
Bike paths and on-street bike lanes.....	35%	51%	7%	3%	0%	3%
Sidewalk maintenance	16%	54%	21%	6%	1%	2%
Median maintenance.....	14%	48%	22%	4%	2%	10%
Police traffic enforcement.....	13%	42%	29%	6%	2%	9%
Police response to community problems or needs.....	13%	39%	15%	4%	2%	27%
Fire department services.....	20%	30%	11%	0%	0%	39%
Emergency medical services	17%	31%	9%	1%	0%	41%
The city of Boulder Web site (www.bouldercolorado.gov) ..	7%	34%	17%	3%	0%	38%
Turf maintenance in city parks.....	12%	49%	17%	3%	1%	18%
Parks in the city	26%	57%	10%	1%	0%	6%
Open space and mountain parks.....	56%	36%	4%	0%	0%	5%
North, South and East Recreation Centers	26%	30%	7%	1%	1%	36%
Other recreation facilities (golf course, outdoor pools)	8%	31%	11%	1%	0%	49%
Parks and Recreation programs and classes.....	16%	30%	11%	0%	0%	42%
Boulder Public Libraries.....	31%	42%	8%	2%	0%	17%
Services for children and youth.....	9%	24%	12%	2%	0%	54%
Services for seniors	6%	17%	8%	2%	0%	66%
Services for low-income families	3%	12%	12%	5%	2%	66%
Tap water services	21%	43%	19%	4%	1%	12%
Sewer services	17%	45%	19%	1%	0%	19%
Utility billing services	12%	38%	23%	3%	4%	20%
Water conservation programs.....	9%	40%	21%	5%	3%	21%
Residential recycling program.....	35%	46%	9%	4%	2%	4%
Energy efficiency programs	11%	35%	23%	7%	2%	23%
Building and housing inspection.....	4%	18%	20%	4%	2%	51%
Enforcement of residential over-occupancy ordinances	5%	9%	16%	6%	5%	58%
Noise control enforcement	7%	23%	24%	7%	5%	35%
Enforcement of ice and snow removal, trash, and weed control on private property	4%	20%	24%	12%	8%	31%
Boulder Municipal Court	3%	16%	14%	2%	2%	63%

14. If you have had phone or in-person contact with any Boulder city employee in the last 12 months, what was your impression? (Rate each characteristic below.)

	very good	good	neither good nor bad	bad	very bad	N.A.* or don't know
Courteous and respectful	22%	27%	7%	3%	0%	40%
Knowledgeable.....	19%	27%	7%	3%	2%	42%
Professional	21%	25%	8%	3%	2%	41%
Willingness to help or understand	21%	25%	9%	4%	1%	41%
Respect for people of diverse backgrounds	12%	14%	6%	3%	0%	65%
Timeliness of response, if applicable	14%	23%	7%	5%	1%	49%
Overall impression	18%	28%	9%	5%	1%	40%

15. Please rate to what extent you agree or disagree with the following statements by circling the number that most closely represents your opinion.

	<u>strongly agree</u>	<u>agree</u>	<u>neither agree nor disagree</u>	<u>disagree</u>	<u>strongly disagree</u>
Most elected officials care what people like me think	4%	34%	36%	20%	7%
Government is really run for the benefit of all the people	5%	31%	34%	22%	7%
Boulder city government welcomes resident involvement	8%	41%	38%	10%	3%
I am well-informed on major issues in the city of Boulder	4%	30%	38%	25%	4%
I am pleased with the overall direction the city is taking	6%	35%	42%	14%	4%
My local tax dollars are being spent wisely in Boulder	3%	29%	47%	14%	7%
I feel included as a part of the Boulder community	8%	41%	33%	14%	3%

16. Please rate whether you agree or disagree that adequate measures are being taken by the city government to:

	<u>strongly agree</u>	<u>agree</u>	<u>neither agree nor disagree</u>	<u>disagree</u>	<u>strongly disagree</u>
Protect the natural environment of Boulder (e.g., open space, air quality, water supplies and quality, etc.)	30%	54%	10%	5%	1%
Protect the economic health of Boulder	8%	45%	31%	14%	2%
Protect your quality of life	14%	55%	24%	6%	2%
Reduce solid waste and promote recycling	30%	50%	11%	7%	2%
Provide access to basic human services (services for children, adults, families and seniors)	7%	37%	52%	4%	2%
Provide access to services for disabled residents	7%	35%	51%	3%	4%
Prepare the community for an emergency	6%	26%	49%	17%	2%
Provide a variety of recreation opportunities to the community	32%	52%	13%	2%	0%
Address traffic congestion	4%	25%	35%	25%	10%
Maintain public infrastructure (such as roads, bridges, water and sewer lines, public buildings, etc.)	10%	52%	28%	9%	2%

17. Please rate how well you think the city of Boulder does on each of the following:

	<u>very well</u>	<u>well</u>	<u>neither well nor poorly</u>	<u>poorly</u>	<u>very poorly</u>	<u>N.A.* or don't know</u>
Being responsive to residents	5%	39%	25%	6%	2%	22%
Effectively planning for the future	6%	37%	25%	11%	4%	17%
Working through critical issues facing the city	3%	32%	31%	11%	2%	22%
Gathering feedback from residents on new policies or projects; conducting public processes	9%	35%	26%	12%	3%	15%
Providing access to City Council	9%	38%	23%	5%	1%	24%
Informing residents about events/meetings/issues	7%	38%	24%	13%	2%	15%

18. Thinking of how you currently get information about events or issues in which you are interested, how likely, if at all, would you be to obtain information from the city about things like City Council meetings, community meetings, upcoming programs and events in the following formats?

	<u>very likely</u>	<u>somewhat likely</u>	<u>a little bit likely</u>	<u>not at all likely</u>	<u>N.A.* or don't know</u>
Cable TV Channel 8	4%	12%	14%	61%	9%
City of Boulder Web site (www.bouldercolorado.gov)	20%	23%	29%	21%	6%
The <i>Boulder Camera</i> (hard copy newspaper)	32%	25%	17%	21%	4%
The <i>Boulder Camera</i> (online edition)	11%	20%	25%	39%	5%
The <i>Colorado Daily</i>	16%	22%	24%	35%	4%
Inserts in the water utility bill	13%	18%	18%	40%	10%
Information provided at city facilities (e.g., libraries, recreation centers, the municipal building, the planning department, etc.)	8%	19%	33%	35%	5%
Mailings to your home address	37%	33%	18%	7%	4%
Listserve (where you sign up to be part of a group receiving e-mails from the city)	13%	14%	20%	46%	8%
Web log (similar to many online newspapers where online readers can write comments or questions in response to articles or reports from city staff or Council members)	7%	11%	19%	54%	10%
Are there any other ways you'd like to receive information?					

* N.A. = not applicable

19. When made aware of an issue facing the city, people can have a variety of responses. If there was an issue of concern to you, to what extent do you agree or disagree that each of the following would be your response?

	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree
I would do nothing because my opinions would not matter	3%	11%	24%	44%	18%
I wouldn't know how to participate in public processes	5%	25%	23%	35%	11%
I wouldn't know how to contact the right city staff person, Councilmember or board and commission member.....	10%	31%	17%	33%	9%
I wouldn't know how to get involved in a way that would make a difference.....	10%	31%	23%	28%	8%
I would worry about being part of a conflict by getting involved .	2%	10%	24%	47%	20%
I wouldn't have time to get involved	9%	28%	30%	28%	5%
I would e-mail staff or Councilmembers directly	14%	42%	23%	16%	5%
I would call staff or Councilmembers directly	6%	22%	31%	31%	10%
I would write a letter directly to staff or Councilmembers.....	8%	34%	28%	24%	6%
I would request an in-person meeting with a staff or Councilmember.....	4%	15%	29%	38%	14%
I would attend and participate at a City Council meeting.....	11%	32%	31%	21%	5%
I would attend and participate at a public or community meeting	14%	40%	25%	16%	5%
Any other responses? _____					

Policy Questions

20. "Area III Planning Reserve" is the area of privately-owned land just north of the city of Boulder limits which is currently designated as an area where the city and county maintain the option for potential city expansion ("annexation") in the future. Lands are annexed into the city only when they would be developed in a way that would provide a benefit to the community and/or meet unmet needs of city residents. To what extent do you support or oppose the following options for the Planning Reserve?

	strongly support	somewhat support	somewhat oppose	strongly oppose	don't know/ need more information
Do not annex these lands; there is enough room for redevelopment within city limits; retain these lands as a planning reserve which allows them to be developed under Boulder County guidelines.....	32%	27%	14%	8%	19%
Annex these lands only if a long-term community need is identified and no infill or redevelopment site is available within the existing city boundaries.	24%	38%	11%	14%	13%
Annex these lands for development of housing affordable to low and moderate income people	12%	32%	20%	26%	10%
Annex these lands for development of commercial uses that would generate jobs (such as offices, banks, etc.).....	3%	24%	25%	38%	10%
Annex these lands for development of service businesses (such as auto repair, appliance repair, etc.)	3%	14%	27%	46%	11%
Annex these lands for development of large and mid-size retail stores (such as Costco, Lowe's, Best Buy, Hobby Lobby, Kohl's, etc.).....	4%	11%	11%	65%	8%
Annex these lands for development of cultural institutions (such as performing arts or museums) or education institutions (such as public or private colleges or universities, public or private schools, adult educational facilities, vocational or trade schools)	17%	40%	16%	16%	12%

21. Currently the city takes a two-step approach to managing prairie dogs. The first step is to attempt to relocate or contain them. If these efforts are not possible or successful after a period of time, the city allows the use of humane methods of extermination. Some people feel the city spends too much money trying to control prairie dogs as opposed to humanely exterminating them. Others feel it is important to keep as many prairie dogs alive as possible and it is appropriate to spend money on humane techniques to control them rather than to kill them. Please indicate the extent to which you agree or disagree with each of the statements below.

	<u>strongly agree</u>	<u>somewhat agree</u>	<u>somewhat disagree</u>	<u>strongly disagree</u>	<u>don't know/ need more information</u>
The city spends too much money trying to relocate and contain prairie dogs	30%	25%	13%	10%	20%
The money spent protecting prairie dogs through relocation and use of fencing is well spent; it is important to protect this species.....	15%	23%	23%	28%	12%
It is unrealistic to think that we can control prairie dogs without use of humane extermination methods	32%	28%	12%	12%	16%
The city is not doing enough to protect prairie dogs; more efforts should be made to use methods that do not involve killing them	9%	11%	26%	38%	16%

22. One of the issues that city staff and Council hear about is sometimes referred to as "pops and scrapes." "Pops and scrapes" refer to remodeling ("pop-ups" or "pop-outs") or demolishing and replacing ("scrape-offs") existing homes with larger homes. Some people feel that "pops and scrapes" are becoming a problem in Boulder. Others feel that "pops and scrapes" are not a problem, but that they are a natural process by which the existing housing stock is updated. Please rate to what extent you agree or disagree with each of the statements below.

	<u>strongly agree</u>	<u>somewhat agree</u>	<u>somewhat disagree</u>	<u>strongly disagree</u>	<u>don't know/ need more information</u>
Home expansions are good for the community because they update the housing	20%	44%	19%	8%	8%
Home expansions help to beautify neighborhoods and the community by replacing or renovating run-down housing	23%	44%	18%	8%	8%
Home expansions are necessary to match the quality of the housing to the cost of the land on which the house sits	18%	33%	25%	14%	10%
Home expansions benefit neighborhoods by increasing property values	18%	45%	19%	8%	10%
Home expansions benefit neighborhoods by increasing the variety in housing design	15%	41%	25%	11%	9%
Home expansions are a problem because they reduce the amount of housing that is affordable to low and moderate income people	21%	31%	22%	16%	10%
Home expansions are a problem because they have a negative impact on the environment	13%	28%	28%	18%	13%
Home expansions are a problem because views from other homes are blocked	24%	40%	16%	10%	10%
Home expansions are a problem because the historic features of homes are not preserved	16%	33%	26%	14%	11%
Home expansions are a problem because they are out of scale with existing homes and change the neighborhood's character ...	21%	30%	26%	15%	9%

23. Have you added an addition to your home, or replaced the original home on your lot with a new one?

9% Yes 8% No, but considering doing so 36% No, and not considering doing so 46% Not applicable

24. How many, if any, homes in your immediate neighborhood have been expanded or replaced with homes larger than the original ones?

20% None 11% One or two 19% A few 21% Quite a few 4% Most 26% Don't know

Other Comments

25. Do you have any other comments you would like to make?

26. About how many years have you lived in Boulder? (Record 0 if less than 6 months.) 11.84 years

27. Are you employed?

19% No 81% Yes →

Where do you work?

16% Work at home	65% Boulder
2% Louisville	2% Lafayette
1% Jefferson County	2% Longmont
3% Broomfield/Interlocken	
7% Denver, excluding Tech Center	
0% Tech Center/Southeast Denver	
2% Other city	

28. Are you a full- or part-time student at the University of Colorado, Boulder campus?

22% Yes, a full-time student → (Go to question #30)
1% Yes, a part-time student → (Go to question #30)
77% No

29. Is anyone in your household a full- or part-time student at the University of Colorado, Boulder campus?

12% Yes
88% No

30. Please check the one box that most closely describes the type of housing unit you live in.

48% A detached single family home
19% An apartment in an apartment complex
3% An apartment in a single family home
20% A condominium or town house
0% A mobile home
8% Group quarters (dorm, sorority/fraternity house, nursing home) → (Go to question #37)
2% Other, please specify _____

31. Do you rent or own your residence? Please check the appropriate box. (If you own a mobile home, but pay a lot fee, you own your residence.)

48% Rent
40% Own (with mortgage payment)
12% Own (no mortgage payment)

	<u>yes</u>	<u>no</u>
32. Do any children age 12 or younger live in your household?	18%	82%

33. Do any teenagers age 13 to 18 live in your household?	10%	89%
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34. Are you or any members of your household age 65 or older?	11%	89%
--	-----	-----

35. Does any member of your household have a long-term disability?	6%	94%
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36. About how much was the TOTAL 2006 INCOME BEFORE TAXES for your household as a whole?

6% Less than \$10,000	17% \$50,000 - \$74,999
4% \$10,000 - \$14,999	12% \$75,000 - \$99,999
9% \$15,000 - \$24,999	14% \$100,000 - \$149,999
4% \$25,000 - \$29,999	7% \$150,000 - \$199,999
4% \$30,000 - \$34,999	3% \$200,000 - \$249,999
13% \$35,000 - \$49,999	5% \$250,000 or more

37. What is your age?

22% 18-24 years old	8% 55-64 years old
31% 25-34 years old	6% 65-74 years old
14% 35-44 years old	3% 75 or older
17% 45-54 years old	

38. What is the highest level of education you have completed?

1% 0-11 years, no diploma
4% High school graduate
17% Some college, no degree
4% Associate Degree
39% Bachelor's Degree
26% Master's Degree
10% Doctorate Degree

39. Are you of Chicano/Mexican-American, Latino/Latina, or Hispanic origin?

4% Yes
96% No

40. Which best describes your race? (Please check all that apply)

2% American Indian, Eskimo or Aleut
4% Asian or Pacific Islander
1% Black or African American
90% White
5% Other, please specify _____

41. What is your preferred first language?

0% Arabic	0% Korean
0% Chinese	0% Mia, Hmong
0% French	0% Portuguese
1% German	0% Russian
0% Hebrew	1% Spanish
0% Italian	0% Vietnamese
0% Japanese	
0% Scandinavian languages	
96% English → (Go to question #43)	
1% Other, please specify _____	

42. Did you receive help completing this questionnaire in English?

1% Yes
99% No

43. What is your gender?

52% Male
48% Female

Please return completed surveys to:

National Research Center
3005 30th Street
Boulder, CO 80301