

# Larimer County Citizen Survey 2010 Analysis

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# Executive Summary

The Larimer County 2010 Citizen Survey was conducted and analyzed March through May 2010. The purpose of the survey was to 1) continue to benchmark citizens' attitudes and opinions of County services, 2) identify any areas of concern, and, 3) assist the County Commissioners and managers in their budgeting processes.

The general findings from the survey are:

- Larimer County citizens remain enthusiastic about the County – this was determined by the high response rates to the surveys, plus the generally high performance ratings given.
- Performance of County services has slightly, although gradually, improved since 2002 when these benchmarks began.
- The most important services offered by the County no longer tend to be primarily focused on public safety, although it is clearly important. The most important services were prosecuting criminal cases and providing adequate recycling and landfills. Maintaining roads and bridges and the quality of food and water were also important. Regarding public safety, operating the jail, wildfire protection and law enforcement were important.
- Interestingly, the importance ratings of County services have generally been stable across different demographic strata.
- Unlike previous years, those living outside of city limits did not rate how County services were performed lower than did citizens living inside the city limits. However, they did feel that certain services provided were more important, suggesting the possibility of feeling less satisfied.
- The performance of County services continued to be highly rated. The top performing services are recording and maintaining official records, collecting property taxes, wildfire protection, operating The Ranch, extension services, maintaining parks and open lands, operating the landfill, and conducting voter registration and elections.
- There are two areas of citizen concern, both substantial. The first is child protection services. The performance of these services has dramatically decreased in quality over the last few years. There were many complaints from citizens. Second, transportation planning continues to be an issue. Citizens are worried that too little is being done to secure the future of County transportation.
- Regarding communications within the County, citizens continue to utilize electronic sources. In fact the Larimer County website is their most useful source for County information.

# The Survey

## Purpose of the Survey

In order to have a good understanding of Larimer County citizens the County conducts periodic scans of its residents. The survey is part of the County's overall information gathering plan and is one of several instruments used by Larimer County Commissioners and managers to inform decision making. The specific objectives of the survey are to:

- Determine the importance and performance of 32 services offered by the County.
- Determine general concerns of County citizens.
- Analyze changing trends in how citizens obtain information.
- Provide an observation point for comparison with previous benchmarks.

## Methodology

The survey was derived from previous surveys in order to maintain the benchmarking standards. The only substantial changes from previous years were, 1) reordering the items to test for order effect (that is, if citizen response was affected by the order in which the items are encountered), 2) ask new questions about media access and usage, and, 3) 4 new items were added to assess general impressions of County citizens regarding County government and quality of life. See Appendix 1 (p. 37) for the print version of the survey and Appendix 2 (following p. 44) for the online version of the survey.

Once the survey was designed, a telephone research firm was procured to recruit respondents. It randomly called Larimer County citizens based on a list generated to reflect the geographic distribution of residents within the county. The caller asked the respondent if they would agree to fill out the survey. If the respondent agreed he or she was then asked whether he or she would like to receive the survey in a printed or online format. If the respondent chose the online format their email address was recorded and if they opted for the mail format their mailing address was recorded. See Appendix 3 for the telephone script used by the callers.

At the end of each calling day the results of the recruitment were sent to the researcher. For respondents that chose the mail survey a packet was mailed. The packet included the survey letter (Appendix 3, p. 46), a letter from the County Commissioners (Appendix 4, p. 47), an instructional letter from the researcher (Appendix 5, p. 48), the survey, and a self-addressed and stamped return envelope. All respondents were promised anonymity and confidentiality, and that their names/addresses would not be used for any further contact.

For the online survey the respondents were emailed a request letter from the researcher similar to the mail letter (Appendix 6, p. 49). Inside the letter was an electronic link that took the respondent to the online survey. The respondent would take the survey and submit it online. Three reminder emails were sent to those respondents who had not submitted the completed survey.

Both mail and online responses were sent to the researcher for tabulation, coding, and analysis. Regarding the mail survey, 484 survey packets were mailed and 244 returned for a response rate of 50%. Regarding the online survey, 243 requests were emailed and 158 submitted full responses for a response rate of 65%. Combined, there were 376 responses, for a response rate of 55%, much higher than typical.

### Description of Sample

When the online and mail surveys were pooled the sample was not entirely representative of the County demographics, as it was over-represented by males over 65. Thus, we randomly trimmed 77 surveys to more accurately reflect the makeup of the County (based on information from the County's Compass information site).

The large sample size contributes to smaller margins of error. The effective margins of error (MOE varies per item) for this study were approximately  $\pm 3\%$  based on the typical margin equation<sup>1</sup>. See Table 1 (p. 11) for a full description of the sample.

Sample makeup can be summarized as following;

- 50% male, 50% female
- Average home size of 2.6 people (including respondent)
- Average tenure in County of 24 years
- Median income is \$50,000 - \$100,000
- 69% of the sample lives inside of the city limits and 31% lives in unincorporated areas of the County.
- 64% are in the 41-64 age group.
- 94% Caucasian
- 58% live in Fort Collins zip codes and 24% live in Loveland zip codes

### The Digital Divide

Given a choice between receiving and answering the survey by mail or online allows us to consider the "digital divide" within the County. We describe this as residents who are more web savvy and prefer to receive information and communicate via the web. For instance, the web savvy spend an average of 4.9 hours online during their free time compared to those that are less web savvy (1.8 hours). By comparing demographic and other statistics based on which method was chosen we are able to establish that those that are "online savvy" tend to be (see Table 2, p. 13):

- Younger
- Better educated
- Live outside, not inside, city limits
- Make higher incomes

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<sup>1</sup>  $e = z\sqrt{pq/n}$

# The Importance of County Services

Respondents were given a list of 32 services provided by the County and asked to rate each service based on how important it was perceived to be. These importance ratings were compiled and then separated into ten statistical groups, based on comparison of the services' confidence intervals. Thus, it can be said that the services listed in Group 1 were statistically more important than those listed in Group 2, etc. In total, 40.6% of answers said services were Highly Important, 48.4% of answers said services were Important, and 11% said they were Not So Important.

Group 1 contains two services, which can be reliably said are the two most important services in the County, as determined by citizens. These services are:

- Prosecuting criminal cases
- Managing waste, recycling, and the county landfill

Group two contains 5 services:

- Food safety (restaurant inspections) and water quality
- Maintaining roads and bridges
- Operating the jail
- Registering voters and conducting elections
- Wildfire and forest fire protection

Group three contains 4 services

- Establishing and enforcing child support orders
- Child protection – adoption and foster care
- Law enforcement
- Vehicle registrations and licenses

The least important service was operating The Ranch and Fairgrounds and Event Complex and the next-least important was providing extension services. A full listing of county service importance scores (Not so Important, Important, Highly Important) is provided in Table 3 (p. 14), Panel A. A full listing of the services and their score by group (1-10) is provided in Table 4 (p. 21).

Table 3 also includes analysis of subgroup differences. In general, when subgroup differences were found they tended to be due to respondents' economic self-interest. We examine the following subgroup differences: Wired vs. not wired (Panel B); those living outside the city limits vs. those living inside the city limits (Panel C), gender (Panel D); income (Panel E); and age (Panel F). Only statistically different items (by subgroup) are listed in each panel.

# The Performance of County Services

Citizens were asked to rate whether the 32 county services were performed “inadequately,” “adequately,” or “better than required.” In order to provide as full an understanding as possible regarding performance of county services we consider multiple views of performance. All of the results can be found in Table 5 (p. 25), Panel A.

*Overall Adequacy.* To consider overall adequacy we combine the “adequate” score with the “better than required” score (another way to look at this is “not inadequate”). In total, 14 of the 32 services analyzed scored 90% or above in overall accuracy, an outstanding number.

*Inadequacy.* Regarding inadequate services, there were several, including some services that were rated to be quite important. Most concerning are:

- Services related to child protection. Establishing and enforcing child support orders were listed as inadequate 35% of the time. Providing foster care, child protection and adoption services were listed as inadequate 21% of the time.
- Coordination and planning transportation needs was listed as inadequate 28% of the time.
- Other services rated inadequate more than 20% of the time include:
  - Mental health and substance abuse treatment for offenders
  - Communicating with County residents
  - Providing services for war veterans
  - Providing a temporary place for juveniles in conflict with the law or their families

*Better than Required.* While there are some problems with services performed inadequately, others are performed better than they are required. The services most evaluated as having been performed better than required were:

- Providing for landfills and recycling
- Maintaining parks and open lands
- Operating the Ranch and Fairgrounds
- Providing for vehicle registrations and licenses
- Extension services
- Providing protection from infectious disease
- Operating the jail

Table 5 also includes statistical groupings of performance ratings. In all, there are 7 groups of performance. Finally, Table 5 Panels B – E examine differences in performance ratings by group. As in 2008, there are very few differences in ratings. This suggests a great deal of stability in performance perceptions.

# The Importance/Performance Gap

For the first time we examined an Importance /Performance Gap. This gap is the difference in citizens' rating of a service as important and its performance score (Importance/Performance Gap = importance rating – performance rating). The greater the performance gap the greater the performance lags the importance of the service. A negative performance gap suggests that the service is performed substantially better than it “should” be.

We found it necessary to investigate this gap because over the next few years the County budget will decrease, thus we need performance to match importance as closely as possible (zero gap). This is not exactly what we found.

The most serious importance/performance gaps are, prosecuting criminal cases, child protection services including enforcement of child support and adoption and foster care, and maintaining County roads and bridges. Citizens' impressions were that these services were significantly more important than they were performed. On the other hand, maintaining and operating The Ranch and Larimer County Fairgrounds and Event Complex and providing extension services both have negative gaps. This suggests these services are performed “too well” for their importance, in the eyes of citizens.

Table 6 (p. 27) lists each age by service and also ranks gaps into six statistically different groupings, from the largest positive gaps to the largest negative gaps.

Another way to analyze the relationship between importance and performance is graphically (See Table 7, p. 30). By plotting importance and performance together we find, in general, no relationship between the two. This suggests that the County, assuming budgets are limited and an alignment between importance and performance is optimal, may consider reviewing budget allocations. A goal of this analysis might result in a rearranged scatter plot such that an approximate 45 degree line, instead of a horizontal line, would appear. The 45 degree line would indicate a small, or near-zero, gap.

## Quality of Life in Larimer County

This year four questions were added to ask citizens about their overall impressions of the County (see Table 8, p. 31, Panel A). This resulted in a “global” representation of the County, different from rating individual services. Individual questions asked about citizens’ impressions of, 1) their neighborhood as a place to live, 2) the County as a place to work, 3) the overall quality of life in the County, and, 4) the confidence citizens have in County government.

As the table indicates, perceptions of the quality of life in the County might be described as moderate. On one hand, the scores are tricky to interpret because there is no benchmark for comparison. For instance, without a reference point a mean of 3.4 is not completely relevant. Even so, these scores indicate that improvement can be made. As it stands it is too early to make substantive decisions based on the findings.

More interesting findings appear when subgroup analysis of these results is performed. When considering different subgroups we find that, based on statistical significance difference testing:

- those who took the survey online tend to have a more positive attitude about the County than those who took the survey by mail (See Panel B),
- those that earn \$50,000 per year or over tend to have a more positive attitude about the County than those that earn less than \$50,000 per year (See Panel C),
- those in the 18-40 age group tend to have a more positive attitude about the County than those in the 41-65 age group and the over 65 age group (See Panel D).

## Information Acquisition in Larimer County

Every two years we explore how easy it is for County residents to access information about the County, and what tools they use to access the information. As can be seen in Table 9 (p. 33) Citizens find it relatively easy to access information about the County. Note that wired citizens find it much easier to access information than those that are not quite as savvy in using the internet.

We are also interested to know which sources of information, for instance, the County website and newspapers, are the most useful to Citizens (see Table 10, p. 34). As expected the Larimer County website is the most useful source of information for citizens followed by letters and postcards from the County, and public meetings. The least useful sources of information were blogs, social media sites, and signs/posters/flyers/videos/DVDs.

In Table 11 (p. 35) we examine usefulness of the County website based on subgroups. Citizens' ratings of the County website change based on level of education and whether the respondent is "wired" or not.

Finally, given the popularity of online informational sites we examined how many hours per week citizens spent on each site. The list of sites focuses on social media sites because those are likely sites that would be considered by Larimer County as informational sources, both now and in the future. See Table 12 (p. 36) for this analysis. The most useful sites are generally sites such as news or financial sites. Facebook is by far the most accessed social networking site.

## Summary

*Things remain good.* Citizens remain quite satisfied with the way the County is run. There are always a few areas which could stand improvement, but by and large citizens are happy. Performance ratings are very high for most services offered by the County and citizens see most all services offered by the County as important.

*Child protection.* Following a trend over the last few surveys, child protection services, including enforcement of child support orders and providing foster care and adoption services, has decreased in performance. This is disturbing for a variety of reasons, not least of which is that citizens see this as an increasing problem. The importance of these services has gradually increased over the years, and given their poor performance, they had the largest importance/performance gap. Finally, the citizens that comment on these services are quite passionate, and have plenty of negative examples to discuss.

*Changes in importance performance relationship.* Previous research indicated a relationship between the more important services and how they were performed. Anecdotally at least, it appeared that more important services were performed better than less important services. This year there is no detectable relationship between importance and performance. Many important services are performed very well, but many are performed poorly. Likewise, many unimportant services are performed well, and others poorly. The County may want to examine the relationship between importance and performance as a way of supporting its budget reallocation.

*Transportation won't go away.* The problem of a lack of transportation planning first became a substantive issue in 2008 and remains so. The service itself is not rated in the highest importance categories, but many people revealed, primarily in written-in comments, a growing unease over lack of a substantive plan. Residents, it seems, want to see some sort of plan and encourage the County to collaborate with other governments to begin work on one.

## Table 1: Sample Description

### *Income (%)*

|                  |      |
|------------------|------|
| Less than 15,000 | 4.2  |
| 15,000 – 49,999  | 26.5 |
| 50,000 – 100,000 | 41.7 |
| 100,000 and over | 27.6 |

### *Age (%)*

|       |      |
|-------|------|
| 18-40 | 12.9 |
| 41-64 | 63.9 |
| 65+   | 23.2 |

### *Gender (%)*

|        |      |
|--------|------|
| Female | 50.0 |
| Male   | 50.0 |

### *Education (%)*

|                     |      |
|---------------------|------|
| Did not graduate HS | 1.0  |
| HS grad             | 12.3 |
| Some college        | 25.2 |
| College grad        | 36.2 |
| Graduate degree     | 25.2 |

### *Lived in Larimer County (years)*

24.3

### *Inside or Outside City Limits(%)*

|         |      |
|---------|------|
| Inside  | 68.9 |
| Outside | 31.1 |

*Ethnicity (%)*

|                  |      |
|------------------|------|
| African American | .3   |
| Asian            | 1.4  |
| Caucasian        | 94.3 |
| Hispanic         | 1.4  |
| Other/Multi-race | 2.7  |

*Time Spent Online  
per Week (hours)*

3.1

*Zip Distribution (%)*

|  |      |
|--|------|
| Ft Collins   | 57.7 |
| Loveland   | 24.4 |
| Berthoud   | 4.8  |
| Estes Park   | 4.8  |
| Wellington   | 2.7  |
| Windsor  | 1.4  |
| Bellvue  | 1.4  |
| Livermore  | 1.0  |
| Other: Drake, La<br>Porte, Red Feather<br>Lakes, Timnath | 1.6  |

**Table 2: Statistical Differences in Mail and Online Samples**

|  |             |               |
|--|-------------|---------------|
| <i>Income (%)*</i>                           | <i>Mail</i> | <i>Online</i> |
| Less than 15,000                             | 5.0         | 3.1           |
| 15,000 – 29,999                              | 17.8        | 3.9           |
| 30,000 – 49,999                              | 25.2        | 12.4          |
| 50,000 – 99,000                              | 28.2        | 42.6          |
| 100,000 and over                             | 23.8        | 38.0          |
| <br>   |             |               |
| <i>Age (%)*</i>                              |             |               |
| 18-40  | 8.5         | 19.0          |
| 41-65  | 57.4        | 73.0          |
| 65+  | 34.1        | 8.0           |
| <br>   |             |               |
| <i>Education (%)*</i>                        |             |               |
| Did not graduate                             |             |               |
| HS   | 1.1         | .8            |
| HS grad                                      | 16.0        | 7.1           |
| Some college                                 | 32.6        | 25.0          |
| College grad                                 | 29.7        | 45.2          |
| Graduate degree                              | 20.6        | 31.7          |
| <br>   |             |               |
| <i>Inside or Outside<br/>City Limits(%)*</i> |             |               |
| Inside                                       | 74.0        | 61.9          |
| Outside                                      | 26.0        | 38.1          |
| <br>   |             |               |
| Time Spent Online<br>per Week (hours)**      | 1.8         | 4.9           |

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\* Group differences based on  $\chi^2 = \sum_{i=1}^n \frac{(\text{observed} - \text{expected})^2}{\text{expected}}$ ; tested at 90% confidence

\*\* Group differences based  $t = \frac{(x_a - x_b)}{s_{x_a} - s_{x_b}}$ ; tested at 90% confidence

Table 3: Importance of Services

| <b><u>PANEL A: Overall</u></b>  | <b>Not so Important (%)</b> | <b>Important (%)</b> | <b>Highly Important (%)</b> |
|---|-----------------------------|----------------------|-----------------------------|
| <b>Service Performed Throughout the County</b>  |                             |                      |                             |
| 1. Providing public health services such as immunization clinics, tracking infectious disease, home visits, and health screenings (4 <sup>th</sup> )* | 12                          | 40                   | 48                          |
| 2. Maintaining, operating, and providing events at The Ranch – Larimer County Fairgrounds and Events Complex (10 <sup>th</sup> )                      | 40                          | 46                   | 14                          |
| 3. Operating the jail for all of Larimer County (including the cities in the county) (2 <sup>nd</sup> )   | 6                           | 38                   | 46                          |
| 4. Providing landfills, recycling programs, and other solid waste management systems (not including trash collection) (1 <sup>st</sup> )              | 3                           | 34                   | 63                          |
| 5. Helping the hard-to-employ move from temporary assistance to the permanent workplace (6 <sup>th</sup> )  | 18                          | 51                   | 31                          |
| 6. Conducting restaurant inspections and other services related to food safety and water quality (2 <sup>nd</sup> )                                   | 1                           | 42                   | 57                          |
| 7. Supporting long term care and providing medical and financial assistance to those in need (5 <sup>th</sup> )                                       | 16                          | 46                   | 38                          |
| 8. Providing mental health and substance abuse treatment for criminal offenders (7 <sup>th</sup> )  | 27                          | 44                   | 29                          |
| 9. Providing extension education in food safety, nutrition, family economics, 4H youth development and gardening (9 <sup>th</sup> )                   | 35                          | 48                   | 17                          |
| 10. Communicating with residents about county services (7 <sup>th</sup> )   | 21                          | 56                   | 23                          |
| 11. Issuing vehicle registrations, titles, and license plates (3 <sup>rd</sup> )  | 5                           | 46                   | 49                          |
| 12. Providing support services to military veterans (5 <sup>th</sup> )  | 16                          | 42                   | 42                          |

|  |    |    |    |
|--|----|----|----|
| 13. Determining property market values for tax purposes and providing an appeals process (4 <sup>th</sup> )  | 8  | 50 | 42 |
| 14. Registering voters and conducting elections (2 <sup>nd</sup> )   | 3  | 40 | 57 |
| 15. Prosecuting criminal cases (1 <sup>st</sup> )  | 2  | 32 | 66 |
| 16. Providing advocacy information and referral services for senior citizens (7 <sup>th</sup> )  | 21 | 52 | 27 |
| 17. Recording and maintaining official records such as real estate deeds and marriage licenses (4 <sup>th</sup> )  | 7  | 48 | 45 |
| 18. Providing employment and training services for all employers and job seekers, including economically disadvantaged youth and the hard-to-employ (7 <sup>th</sup> ) | 27 | 46 | 27 |
| 19. Collecting property taxes and keeping records of property tax bills and payments (4 <sup>th</sup> )  | 7  | 48 | 45 |
| 20. Providing alternatives to jail such as work release programs, community service, and home detention (6 <sup>th</sup> )   | 17 | 50 | 33 |
| 21. Providing medical investigation of all deaths not resulting from natural causes (5 <sup>th</sup> )   | 11 | 49 | 40 |
| 22. Providing foster care, adoption, and other child protection services (3 <sup>rd</sup> )  | 6  | 41 | 53 |
| 23. Establishing and enforcing child support orders (3 <sup>rd</sup> )   | 7  | 44 | 49 |
| 24. Providing a temporary place for juveniles in conflict with law enforcement or in conflict with their families (5 <sup>th</sup> )                                   | 11 | 53 | 36 |

**Service Performed Outside the City Limits**

|   | <b>Not so Important</b> | <b>Important</b> | <b>Highly Important</b> |
|---|-------------------------|------------------|-------------------------|
| 1. Providing animal control services (8 <sup>th</sup> )   | 26                      | 55               | 19                      |
| 2. Maintaining non-city roads and bridges (2 <sup>nd</sup> )  | 2                       | 41               | 57                      |
| 3. Managing nontraditional land use programs, such as clustering homes, to encourage the preservation of open spaces (6 <sup>th</sup> ) | 23                      | 43               | 34                      |

|  |    |    |    |
|--|----|----|----|
| 4. Responding to non-city public safety problems and enforcing laws (3 <sup>rd</sup> )                       | 4  | 45 | 51 |
| 5. Coordinating and planning the current and future transportation needs of the county (4 <sup>th</sup> )    | 6  | 54 | 40 |
| 6. Providing land use planning, zoning enforcement, and building inspections (6 <sup>th</sup> )              | 12 | 61 | 28 |
| 7. Providing protection and rescue from wildfires and forest fires (2 <sup>nd</sup> )                        | 3  | 42 | 55 |
| 8. Maintaining parks and open lands such as Horsetooth Reservoir and The Devil's Backbone (4 <sup>th</sup> ) | 12 | 46 | 42 |

\*Importance Groups 1 through 10 separations based on paired samples t-test ( $t = \frac{(x_a - x_b)}{s_{x_a - x_b}}$ ) at  $p \leq .10$

**PANEL B: Wired (took survey online) vs. Not Wired (took survey by mail)\***

|   | Not Wired | Wired |
|---|-----------|-------|
| Supporting long term care and providing medical and financial assistance to those in need   | 1.7       | 1.3   |
| Providing extension education in food safety, nutrition, family economics, 4H youth development and gardening                                   | 1.9       | 1.7   |
| Providing support services to military veterans   | 2.4       | 2.1   |
| Providing advocacy information and referral services for senior citizens  | 2.1       | 1.9   |
| Recording and maintaining official records such as real estate deeds and marriage licenses  | 2.3       | 2.5   |
| Providing employment and training services for all employers and job seekers, including economically disadvantaged youth and the hard-to-employ | 2.1       | 1.9   |

\*Only significant differences are listed. Scores are means based on 1=Not so important; 2=Important, 3=Highly important; groups are compared based on independent samples t-test ( $t = \frac{(x_a - x_b)}{s_{x_a - x_b}}$ ) at  $p \leq .10$

**PANEL C: Those living inside city limits vs. those living outside city limits\***

|   | <b>Inside</b> | <b>Outside</b> |
|---|---------------|----------------|
| Helping the hard-to-employ move from temporary assistance to the permanent workplace  | 2.2           | 2.0            |
| Issuing vehicle registrations, titles, and license plates   | 2.5           | 2.3            |
| Providing employment and training services for all employers and job seekers, including economically disadvantaged youth and the hard-to-employ | 2.1           | 1.9            |
| Collecting property taxes and keeping records of property tax bills and payments  | 2.4           | 2.3            |
| Providing alternatives to jail such as work release programs, community service, and home detention   | 2.2           | 2.0            |
| Maintaining non-city roads and bridges  | 2.5           | 2.7            |

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\*Only significant differences are listed. Scores are means based on 1=Not so important; 2=Important, 3=Highly important; groups are compared based on independent samples t-test ( $t = \frac{(x_a - x_b)}{s_{x_a - s_{x_b}}}$ ) at  $p \leq .10$

**PANEL D: Gender\***

|  | <b>Female</b> | <b>Male</b> |
|--|---------------|-------------|
| Providing public health services such as immunization clinics, tracking infectious disease, home visits, and health screenings * | 2.5           | 2.2         |
| Providing landfills, recycling programs, and other solid waste management systems (not including trash collection)               | 2.7           | 2.5         |
| Helping the hard-to-employ move from temporary assistance to the permanent workplace   | 2.3           | 2.0         |
| Conducting restaurant inspections and other services related to food safety and water quality                                    | 2.7           | 2.4         |

|   |     |     |
|---|-----|-----|
| Supporting long term care and providing medical and financial assistance to those in need   | 2.5 | 2.0 |
| Providing mental health and substance abuse treatment for criminal offenders  | 2.1 | 1.9 |
| Providing extension education in food safety, nutrition, family economics, 4H youth development and gardening                                   | 1.9 | 1.7 |
| Communicating with residents about county services  | 2.1 | 1.9 |
| Providing employment and training services for all employers and job seekers, including economically disadvantaged youth and the hard-to-employ | 2.2 | 1.8 |
| Providing alternatives to jail such as work release programs, community service, and home detention   | 2.3 | 2.1 |
| Providing foster care, adoption, and other child protection services  | 2.6 | 2.4 |
| Establishing and enforcing child support orders   | 2.5 | 2.3 |
| Providing a temporary place for juveniles in conflict with law enforcement or in conflict with their families                                   | 2.4 | 2.1 |
| Managing nontraditional land use programs, such as clustering homes, to encourage the preservation of open spaces                               | 2.2 | 2.0 |

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\*Only significant differences are listed. Scores are means based on 1=Not so important; 2=Important, 3=Highly important; groups are compared based on independent samples t-test ( $t = \frac{(x_a - x_b)}{s_{x_a - s_{x_b}}}$ ) at  $p \leq .10$

**PANEL E: Income\***

|   | Less than \$50,000 per year | \$50,000 per year or more |
|---|-----------------------------|---------------------------|
| Helping the hard-to-employ move from temporary assistance to the permanent workplace                          | 2.2                         | 2.1                       |
| Providing mental health and substance abuse treatment for criminal offenders                                  | 2.5                         | 2.1                       |
| Providing extension education in food safety, nutrition, family economics, 4H youth development and gardening | 2.0                         | 1.7                       |
| Providing support services to military veterans   | 2.4                         | 1.2                       |

|   |     |     |
|---|-----|-----|
| Providing advocacy information and referral services for senior citizens  | 2.2 | 2.0 |
| Providing employment and training services for all employers and job seekers, including economically disadvantaged youth and the hard-to-employ | 2.2 | 1.9 |
| Providing a temporary place for juveniles in conflict with law enforcement or in conflict with their families                                   | 2.4 | 1.8 |
| Providing animal control services   | 2.1 | 1.9 |

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\*Only significant differences are listed. Scores are means based on 1=Not so important; 2=Important, 3=Highly important; groups are compared based on independent samples t-test ( $t = \frac{(x_a - x_b)}{s_{x_a} - s_{x_b}}$ ) at  $p \leq .10$

**PANEL F: Age\***

|   | <b>18-40</b> | <b>41-64</b> | <b>65 and above</b> |
|---|--------------|--------------|---------------------|
| Conducting restaurant inspections and other services related to food safety and water quality   | 2.4          | 2.5          | 2.7                 |
| Supporting long term care and providing medical and financial assistance to those in need   | 2.0          | 2.2          | 2.4                 |
| Issuing vehicle registrations, titles, and license plates   | 2.2          | 2.4          | 2.6                 |
| Providing support services to military veterans   | 2.3          | 2.2          | 2.5                 |
| Determining property market values for tax purposes and providing an appeals process  | 2.1          | 2.3          | 2.5                 |
| Prosecuting criminal cases  | 2.5          | 2.6          | 2.9                 |
| Providing advocacy information and referral services for senior citizens  | 1.7          | 2.0          | 2.3                 |
| Recording and maintaining official records such as real estate deeds and marriage licenses  | 2.1          | 2.4          | 2.5                 |
| Providing employment and training services for all employers and job seekers, including economically disadvantaged youth and the hard-to-employ | 1.9          | 2.0          | 2.3                 |
| Collecting property taxes and keeping records of property tax bills and payments  | 2.1          | 2.4          | 2.6                 |

|   |     |     |     |
|---|-----|-----|-----|
| Providing alternatives to jail such as work release programs, community service, and home detention | 2.1 | 2.1 | 2.4 |
| Providing animal control services   | 1.7 | 2.0 | 2.1 |

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\*Only significant differences are listed. Scores are means based on 1=Not so important; 2=Important, 3=Highly important; groups are compared based on ANOVA F-test and Scheffe post hoc test at  $p \leq .10$

## Table 4: Importance of County Services by Statistical Group

### Group 1\* (2.64)

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- Prosecuting criminal cases
- Providing landfills, recycling programs, and other solid waste management systems (not including trash collection)

### Group 2 (2.56)

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- Conducting restaurant inspections and other services related to food safety and water quality
- Maintaining non-city roads and bridges
- Operating the jail for all of Larimer County (including the cities in the county)
- Registering voters and conducting elections
- Providing protection and rescue from wildfires and forest fires

### Group 3 (2.43)

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- Establishing and enforcing child support orders
- Providing foster care, adoption, and other child protection services
- Responding to non-city public safety problems and enforcing laws
- Issuing vehicle registrations, titles, and license plates

### Group 4 (2.38)

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- Recording and maintaining official records such as real estate deeds and marriage licenses
- Providing public health services such as immunization clinics, tracking infectious disease, home visits, and health screenings
- Determining property market values for tax purposes and providing an appeals process
- Collecting property taxes and keeping records of property tax bills and payments
- Maintaining parks and open lands such as Horsetooth Reservoir and The Devil's Backbone
- Coordinating and planning the current and future transportation needs of the county

### Group 5(2.29)

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- Providing long term care and medical and financial assistance to those in need
- Providing support services to military veterans
- Providing medical investigation of all deaths not resulting from natural causes
- Providing a temporary place for juveniles in conflict with law enforcement or in conflict with their families

*Group 6 (2.17)*

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- Helping the hard-to-employ move from temporary assistance to the permanent workplace
- Providing alternatives to jail such as work release programs, community service, and home detention
- Managing nontraditional land use programs, such as clustering homes, to encourage the preservation of open spaces
- Providing land use planning, zoning enforcement, and building inspections

*Group 7 (2.02)*

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- Communicating with residents about county services
- Providing employment and training services for all employers and job seekers, including economically disadvantaged youth and the hard-to-employ
- Providing residential and nonresidential treatment for mental health and substance abuse problems for criminal offenders
- Providing information and services to senior citizens such as home delivered meals and energy assistance

*Group 8 (1.95)*

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- Providing animal control services

*Group 9 (1.82)*

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- Providing extension education in food safety, nutrition, family economics, 4H youth development and gardening

*Group 10 (1.75)*

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- Maintaining, operating, and providing events at “The Ranch” Larimer County Fairgrounds and Events Complex

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\* Scores based on: 3 = Highly important, 2 = Important, 1 = Not so important. Number in parenthesis is the highest scoring service in the group category. Statistical groupings based on comparing confidence intervals at 90% confidence:  $\mu = x \pm zS_x$

Table 5: Performance of Services

| <b><u>PANEL A: Overall</u></b>  |                       |                     |                                 |
|---|-----------------------|---------------------|---------------------------------|
| <b>Service Performed Throughout the County</b>  | <b>Inadequate (%)</b> | <b>Adequate (%)</b> | <b>Better than Required (%)</b> |
| 1. Providing public health services such as immunization clinics, tracking infectious disease, home visits, and health screenings (6 <sup>th</sup> )* | 5                     | 78                  | 17                              |
| 2. Maintaining, operating, and providing events at The Ranch – Larimer County Fairgrounds and Events Complex (1 <sup>st</sup> )                       | 1                     | 75                  | 24                              |
| 3. Operating the jail for all of Larimer County (including the cities in the county) (2 <sup>nd</sup> )   | 5                     | 80                  | 15                              |
| 4. Providing landfills, recycling programs, and other solid waste management systems (not including trash collection) (1 <sup>st</sup> )              | 2                     | 70                  | 28                              |
| 5. Helping the hard-to-employ move from temporary assistance to the permanent workplace (5 <sup>th</sup> )  | 19                    | 68                  | 13                              |
| 6. Conducting restaurant inspections and other services related to food safety and water quality (3 <sup>rd</sup> )                                   | 5                     | 81                  | 14                              |
| 7. Supporting long term care and providing medical and financial assistance to those in need (5 <sup>th</sup> )                                       | 13                    | 76                  | 11                              |
| 8. Providing mental health and substance abuse treatment for criminal offenders (6 <sup>th</sup> )  | 25                    | 64                  | 11                              |
| 9. Providing extension education in food safety, nutrition, family economics, 4H youth development and gardening (2 <sup>nd</sup> )                   | 3                     | 80                  | 17                              |
| 10. Communicating with residents about county services (6 <sup>th</sup> )   | 25                    | 67                  | 8                               |
| 11. Issuing vehicle registrations, titles, and license plates (3 <sup>rd</sup> )  | 6                     | 73                  | 21                              |
| 12. Providing support services to military veterans (5 <sup>th</sup> )  | 19                    | 71                  | 10                              |

|  |    |    |    |
|--|----|----|----|
| 13. Determining property market values for tax purposes and providing an appeals process (5 <sup>th</sup> )  | 14 | 77 | 9  |
| 14. Registering voters and conducting elections (1 <sup>st</sup> )   | 2  | 76 | 2  |
| 15. Prosecuting criminal cases (4 <sup>th</sup> )  | 9  | 81 | 10 |
| 16. Providing advocacy information and referral services for senior citizens (7 <sup>th</sup> )  | 11 | 75 | 14 |
| 17. Recording and maintaining official records such as real estate deeds and marriage licenses (1 <sup>st</sup> )  | 1  | 86 | 13 |
| 18. Providing employment and training services for all employers and job seekers, including economically disadvantaged youth and the hard-to-employ (5 <sup>th</sup> ) | 17 | 70 | 13 |
| 19. Collecting property taxes and keeping records of property tax bills and payments (1 <sup>st</sup> )  | 1  | 85 | 14 |
| 20. Providing alternatives to jail such as work release programs, community service, and home detention (5 <sup>th</sup> )   | 14 | 72 | 14 |
| 21. Providing medical investigation of all deaths not resulting from natural causes (3 <sup>rd</sup> )   | 6  | 84 | 10 |
| 22. Providing foster care, adoption, and other child protection services (6 <sup>th</sup> )  | 21 | 71 | 8  |
| 23. Establishing and enforcing child support orders (7 <sup>th</sup> )   | 35 | 59 | 6  |
| 24. Providing a temporary place for juveniles in conflict with law enforcement or in conflict with their families (6 <sup>th</sup> )                                   | 23 | 65 | 12 |

| Service Performed Outside the City Limits   | Inadequate | Adequate | Better than required |
|---|------------|----------|----------------------|
|   | (%)        | (%)      | (%)                  |
| 1. Providing animal control services (6 <sup>th</sup> )   | 8          | 83       | 9                    |
| 2. Maintaining non-city roads and bridges (5 <sup>th</sup> )  | 16         | 77       | 7                    |
| 3. Managing nontraditional land use programs, such as clustering homes, to encourage the preservation of open spaces (6 <sup>th</sup> ) | 10         | 75       | 15                   |

|  |    |    |    |
|--|----|----|----|
| 4. Responding to non-city public safety problems and enforcing laws (3 <sup>rd</sup> )                       | 7  | 83 | 10 |
| 5. Coordinating and planning the current and future transportation needs of the county (4 <sup>th</sup> )    | 28 | 62 | 10 |
| 6. Providing land use planning, zoning enforcement, and building inspections (5 <sup>th</sup> )              | 12 | 77 | 11 |
| 7. Providing protection and rescue from wildfires and forest fires (2 <sup>nd</sup> )                        | 3  | 74 | 23 |
| 8. Maintaining parks and open lands such as Horsetooth Reservoir and The Devil's Backbone (4 <sup>th</sup> ) | 2  | 72 | 26 |

\*Performance Groups 1 through 7; separations based on paired samples t-test ( $t = \frac{(x_a - x_b)}{s_{x_a} - s_{x_b}}$ ) at  $p \leq .10$ ; recoded Better than Required to Adequate

**PANEL B: Wired (took survey online) vs. Not Wired (took survey by mail)\***

|  | Mail | Online |
|--|------|--------|
| Providing public health services such as immunization clinics, tracking infectious disease, home visits, and health screenings | 1.9* | 2.0    |

**PANEL C: Gender**

|   | Female | Online |
|---|--------|--------|
| Providing protection and rescue from wildfires and forest fires | 2.0    | 1.9    |

**PANEL D: Age\***

|  | 18-40 | 41-64 | 65 and above |
|--|-------|-------|--------------|
| Communicating with residents about county services | 1.5   | 1.7   | 1.8          |

|  |     |     |     |
|--|-----|-----|-----|
| Maintaining non-city roads and bridges | 1.8 | 1.8 | 2.0 |
|--|-----|-----|-----|

**PANEL E: Income\***

|   | Under \$50k | \$50k and over |
|---|-------------|----------------|
| Registering voters and conducting elections | 1.9         | 2.0            |

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\*Only significant differences are listed. Scores are means based on 1=Inadequate; 2=Adequate or Better than Required; groups are compared based on either ANOVA F-test and Scheffe post hoc test at  $p \leq .10$  or independent samples t-test ( $t = \frac{(x_a - x_b)}{s_{x_a} - s_{x_b}}$ ) at  $p \leq .10$

**Table 6: Importance/Performance Gaps**

| <b>Service Performed Throughout the County</b>  | <b>Gap</b> |
|---|------------|
| 1. Providing public health services such as immunization clinics, tracking infectious disease, home visits, and health screenings (4 <sup>th</sup> )* | .39        |
| 2. Maintaining, operating, and providing events at The Ranch – Larimer County Fairgrounds and Events Complex (6 <sup>th</sup> )                       | -.24       |
| 3. Operating the jail for all of Larimer County (including the cities in the county) (3 <sup>rd</sup> )   | .52        |
| 4. Providing landfills, recycling programs, and other solid waste management systems (not including trash collection) (2 <sup>nd</sup> )              | .61        |
| 5. Helping the hard-to-employ move from temporary assistance to the permanent workplace (4 <sup>th</sup> )  | .32        |
| 6. Conducting restaurant inspections and other services related to food safety and water quality (2 <sup>nd</sup> )                                   | .59        |
| 7. Supporting long term care and providing medical and financial assistance to those in need (4 <sup>th</sup> )                                       | .38        |
| 8. Providing mental health and substance abuse treatment for criminal offenders (5 <sup>th</sup> )  | .24        |
| 9. Providing extension education in food safety, nutrition, family economics, 4H youth development and gardening (6 <sup>th</sup> )                   | -.13       |
| 10. Communicating with residents about county services (5 <sup>th</sup> )   | .28        |
| 11. Issuing vehicle registrations, titles, and license plates (3 <sup>rd</sup> )  | .47        |
| 12. Providing support services to military veterans (3 <sup>rd</sup> )  | .52        |
| 13. Determining property market values for tax purposes and providing an appeals process (3 <sup>rd</sup> )   | .52        |
| 14. Registering voters and conducting elections (2 <sup>nd</sup> )  | .57        |
| 15. Prosecuting criminal cases (1 <sup>st</sup> )   | .71        |

|  |     |
|--|-----|
| 16. Providing advocacy information and referral services for senior citizens (5 <sup>th</sup> )  | .23 |
| 17. Recording and maintaining official records such as real estate deeds and marriage licenses (4 <sup>th</sup> )  | .40 |
| 18. Providing employment and training services for all employers and job seekers, including economically disadvantaged youth and the hard-to-employ (5 <sup>th</sup> ) | .22 |
| 19. Collecting property taxes and keeping records of property tax bills and payments (4 <sup>th</sup> )  | .42 |
| 20. Providing alternatives to jail such as work release programs, community service, and home detention (4 <sup>th</sup> )   | .32 |
| 21. Providing medical investigation of all deaths not resulting from natural causes (5 <sup>th</sup> )   | .29 |
| 22. Providing foster care, adoption, and other child protection services (1 <sup>st</sup> )  | .65 |
| 23. Establishing and enforcing child support orders (1 <sup>st</sup> )   | .70 |
| 24. Providing a temporary place for juveniles in conflict with law enforcement or in conflict with their families (2 <sup>nd</sup> )                                   | .60 |

### **Service Performed Outside the City Limits**

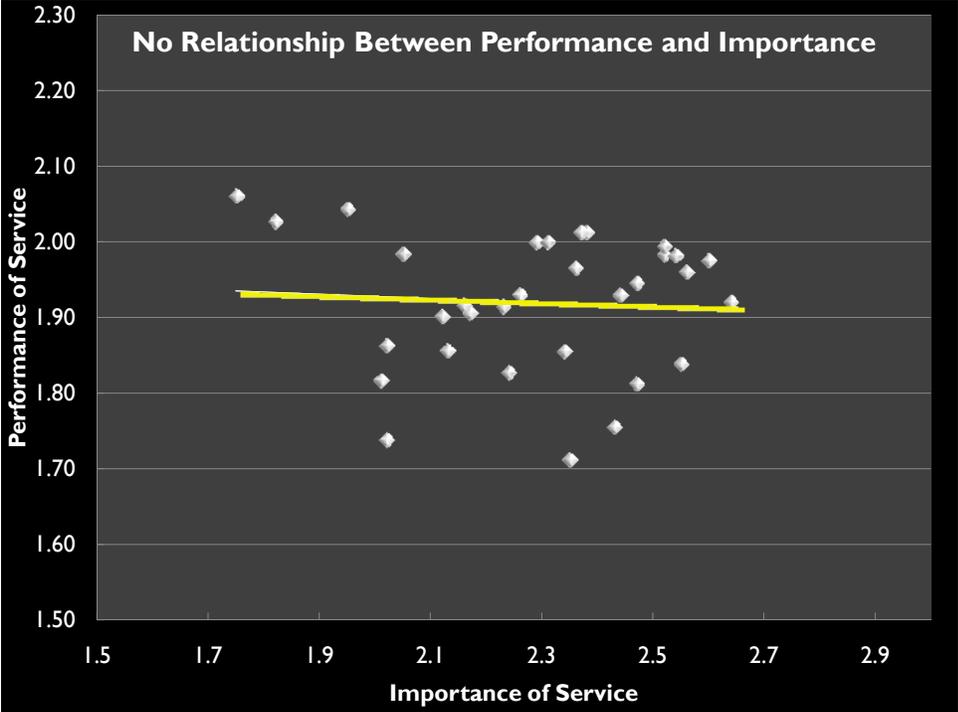
|   | <b>Gap</b> |
|---|------------|
| 1. Providing animal control services (5 <sup>th</sup> )   | .19        |
| 2. Maintaining non-city roads and bridges (1 <sup>st</sup> )  | .75        |
| 3. Managing nontraditional land use programs, such as clustering homes, to encourage the preservation of open spaces (4 <sup>th</sup> ) | .32        |
| 4. Responding to non-city public safety problems and enforcing laws (3 <sup>rd</sup> )  | .50        |
| 5. Coordinating and planning the current and future transportation needs of the county (4 <sup>th</sup> )                               | .39        |
| 6. Providing land use planning, zoning enforcement, and building inspections (5 <sup>th</sup> )   | .26        |

|  |     |
|--|-----|
| 7. Providing protection and rescue from wildfires and forest fires (2 <sup>nd</sup> )                        | .55 |
| 8. Maintaining parks and open lands such as Horsetooth Reservoir and The Devil's Backbone (4 <sup>th</sup> ) | .41 |

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\*Gap Groups 1 through 6; separations based on paired samples t-test ( $t = \frac{(x_a - x_b)}{s_{x_a} - s_{x_b}}$ ) at  $p \leq .10$ ; Gap = importance of service – performance of service

Table 7: The Relationship between Importance and Performance



**Table 8: Quality of Life in Larimer County**

**PANEL A: Overall**

| <i>How do you rate...</i>                                | Poor (%)* | Outstanding (%) | Overall mean** |
|--|-----------|-----------------|----------------|
| ...your neighborhood as a place to live?                 | 4.3       | 75.8            | 4.1            |
| ...Larimer County as a place to work?                    | 7.5       | 58.6            | 3.7            |
| ...the overall quality of life in Larimer County?        | 3.0       | 78.4            | 4.1            |
| ...the confidence you have in Larimer County government? | 18.3      | 39.1            | 3.2            |

\*Percentages don't sum to 100 because the midpoint is not considered

\*\*Overall mean based on average of 1 = Very Poor; 5 = Outstanding

**PANEL B: Wired (took survey online) vs. Not Wired (took survey by mail)\***

| <i>How do you rate...</i>                         | Wired Citizens | Not Wired Citizens |
|---|----------------|--------------------|
| ...your neighborhood as a place to live?          | 4.2**          | 4.0                |
| ...Larimer County as a place to work?             | 3.9            | 3.6                |
| ...the overall quality of life in Larimer County? | 4.3            | 4.0                |

\* statistically significant results only are reported; based on independent samples t-test

$$(t = \frac{(x_a - x_b)}{s_{x_a} - s_{x_b}})$$

\*\*Overall mean based on average of 1 = Very Poor; 5 = Outstanding

**PANEL C: Income\***

| <i>How do you rate...</i>                | Under \$50,000 | 50,000 or greater |
|--|----------------|-------------------|
| ...your neighborhood as a place to live? | 3.8*           | 4.2               |
| ...Larimer County as a place to work?    | 3.4            | 3.9               |

|  |     |     |
|--|-----|-----|
| ...the overall quality of life in Larimer County?        | 3.9 | 4.3 |
| ...the confidence you have in Larimer County government? | 3.1 | 3.3 |

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\*Overall mean based on average of 1 = Very Poor; 5 = Outstanding

**PANEL D: Age Group\***

| <i>How do you rate...</i>                         | 18-40 | 41-64 | 65 and over |
|---|-------|-------|-------------|
| ...Larimer County as a place to work?             | 4.0** | 3.7   | 3.7         |
| ...the overall quality of life in Larimer County? | 4.4** | 4.1   | 4.0         |

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\*Statistically significant results only are reported; based on ANOVA F-test and post hoc Scheffe test

\*\*Statistically highest overall mean; overall mean based on average of 1 = Very Poor; 5 = Outstanding

## Table 9: Information Acquisition

In general, how easy is it to get information on services, meetings, and more at Larimer County?

|                        | Easy        | Neither easy<br>Nor difficult | Difficult   | Don't know |
|------------------------|-------------|-------------------------------|-------------|------------|
| Overall                | 35.6        | 49.2                          | 14.7        | .5         |
| <b>Wired*</b>          | <b>51.5</b> | <b>36.8</b>                   | <b>11.8</b> | <b>0</b>   |
| <b>Not Wired</b>       | <b>26.8</b> | <b>56.1</b>                   | <b>16.3</b> | <b>.8</b>  |
| Female                 | 36.6        | 48.5                          | 13.9        | 1.0        |
| Male                   | 34.4        | 50.0                          | 15.6        | 0          |
| Inside city limits     | 36.2        | 47.7                          | 15.4        | .8         |
| Outside city limits    | 34.5        | 53.4                          | 12.1        | 0          |
| Age 18-40              | 37.5        | 33.3                          | 29.2        | 0          |
| Age 41-64              | 36.1        | 51.3                          | 11.8        | .8         |
| Age 65 and up          | 33.3        | 52.1                          | 14.6        | 0          |
| Income less than 15k   | 25.0        | 62.5                          | 12.5        | 0          |
| Income 15-50k          | 38.8        | 55.1                          | 6.1         | 0          |
| Income 50-100k         | 31.9        | 48.6                          | 18.1        | 1.4        |
| Income 100k and up     | 43.1        | 43.1                          | 13.7        | 0          |
| Education not HS grad  | 0           | 100.0                         | 0           | 0          |
| Education HS grad      | 27.8        | 38.9                          | 33.3        | 0          |
| Education some college | 32.1        | 62.3                          | 5.7         | 0          |
| Education college grad | 42.4        | 45.5                          | 12.1        | 0          |
| Education grad degree  | 35.6        | 49.2                          | 14.7        | .5         |

\*Pair is significantly different based on chi-square test at  $p \leq .10$

Table 10: Usefulness of Sources

|                                      | <b>Not very useful</b> | <b>Somewhat useful</b> | <b>Very useful</b> |
|--------------------------------------|------------------------|------------------------|--------------------|
| Larimer County Website               | 3.1*                   | 33.8                   | 63.1               |
| Newspapers (print)                   | 17.7                   | 42.5                   | 39.8               |
| Newspapers (online)                  | 22.1                   | 51.7                   | 26.2               |
| Friends, neighbors, co-workers       | 12.1                   | 52.1                   | 35.8               |
| Direct letters and postcards         | 9.2                    | 44.6                   | 46.2               |
| Radio and TV news and interviews     | 21.9                   | 53.6                   | 24.6               |
| Signs, posters, flyers, videos, DVDs | 36.6                   | 49.7                   | 13.7               |
| Local cable television               | 31.4                   | 46.3                   | 22.3               |
| Blogs                                | 72.6                   | 16.8                   | 10.5               |
| Social media sites                   | 69.9                   | 17.5                   | 12.6               |
| Public meetings                      | 11.2                   | 56.2                   | 32.6               |

\*percentages; respondents answering “Don’t know or haven’t used” were not considered in this table.

Table 11: Usefulness of County Web Site

|                                    | Not very useful | Somewhat useful | Very useful |
|------------------------------------|-----------------|-----------------|-------------|
| Overall (195)*                     | 3.1             | 33.8            | 63.1        |
| <b>Wired** (93)***</b>             | <b>1.1</b>      | <b>23.7</b>     | <b>75.3</b> |
| <b>Not Wired (102)</b>             | <b>4.9</b>      | <b>43.1</b>     | <b>52.0</b> |
| Female                             | 2.4             | 41.5            | 56.1        |
| Male                               | 3.5             | 28.3            | 68.1        |
| Inside city limits (129)           | 2.3             | 33.3            | 64.3        |
| Outside city limits (64)           | 4.7             | 32.8            | 62.5        |
| Age 18-40 (27)                     | 3.7             | 22.2            | 74.1        |
| Age 41-64 (137)                    | 2.9             | 32.1            | 65.0        |
| Age 65 and up (31)                 | 3.2             | 51.6            | 45.2        |
| Income less than 15k (5)           | 20.0            | 40.0            | 40.0        |
| Income 15-50k (38)                 | 0               | 36.8            | 63.2        |
| Income 50-100k (84)                | 2.4             | 36.9            | 60.7        |
| Income 100k and up (60)            | 3.3             | 26.7            | 70.0        |
| <b>Education not HS grad (0)</b>   | <b>0</b>        | <b>0</b>        | <b>0</b>    |
| <b>Education HS grad (20)</b>      | <b>10.0</b>     | <b>30.0</b>     | <b>60.0</b> |
| <b>Education some college (40)</b> | <b>0</b>        | <b>0</b>        | <b>0</b>    |
| <b>Education college grad (73)</b> | <b>2.7</b>      | <b>17.8</b>     | <b>79.5</b> |
| <b>Education grad degree (57)</b>  | <b>3.5</b>      | <b>40.4</b>     | <b>56.1</b> |

\*Percentages; respondents answering “Don’t know or haven’t used” were not considered in this table.

\*\*Pair is significantly different based on chi-square test at  $p \leq .10$

\*\*\*Number of respondents per category (that had used the website)

Table 12: Usage of Online Sites

| <b>Site</b>                   | <b>Minutes spent online per week</b> |
|-------------------------------|--------------------------------------|
| Facebook                      | 58                                   |
| MySpace                       | 2                                    |
| Twitter                       | 1                                    |
| YouTube                       | 12                                   |
| LinkedIn                      | 4                                    |
| Flickr                        | 2                                    |
| Blogs                         | 10                                   |
| Podcasts                      | 19                                   |
| Wikis                         | 4                                    |
| Other (news, financial, etc.) | 71                                   |

## Appendix 1: Mail Survey



# 2010 Larimer County Citizen Survey

### Important Instructions

Thank you for agreeing to fill out this important survey. The officials of Larimer County wish to know how you feel about the services they provide. Understanding your views allows them to offer the best level of service possible.

If you have any questions about how the survey should be filled out, please contact Dave Gilliland at 491-5224. Please answer every question on this survey. If you do not have enough information to provide an answer, just circle the "Don't Know" response.

The survey should take you no longer than 15 minutes to complete. When you are finished, please mail it to Colorado State University in the envelope provided.

## Section 1: The Importance of County Services

Consider each county-provided service below. Please tell us how important each of these services are to you. Not all of these services may be as important as others. For each service please indicate how important it is by circling the corresponding number. If you have no opinion or don't know please circle "DK."

*Please note: This list represents services that are offered everywhere in Larimer County, including within the city limits of all cities in the County.*

|  | Not So<br>Important | Important | Highly<br>Important | Don't<br>Know |
|--|---------------------|-----------|---------------------|---------------|
| 1. Providing public health services such as immunization clinics, tracking infectious disease, home visits, and health screenings..... | 1                   | 2         | 3                   | DK            |
| 2. Maintaining, operating, and providing events at The Ranch – Larimer County Fairgrounds and Events Complex....                       | 1                   | 2         | 3                   | DK            |
| 3. Operating the jail for all of Larimer County (including the cities in the county).....  | 1                   | 2         | 3                   | DK            |
| 4. Providing landfills, recycling programs, and other solid waste management systems (not including trash collection)...               | 1                   | 2         | 3                   | DK            |
| 5. Helping the hard-to-employ move from temporary assistance to the permanent workplace.....   | 1                   | 2         | 3                   | DK            |
| 6. Conducting restaurant inspections and other services related to food safety and water quality.....                                  | 1                   | 2         | 3                   | DK            |
| 7. Supporting long term care and providing medical and financial assistance to those in need.....                                      | 1                   | 2         | 3                   | DK            |
| 8. Providing mental health and substance abuse treatment for criminal offenders.....   | 1                   | 2         | 3                   | DK            |
| 9. Providing extension education in food safety, nutrition, family economics, 4H youth development and gardening.....                  | 1                   | 2         | 3                   | DK            |
| 10. Communicating with residents about county services .....   | 1                   | 2         | 3                   | DK            |
| 11. Issuing vehicle registrations, titles, and license plates.....   | 1                   | 2         | 3                   | DK            |
| 12. Providing support services to military veterans.....   | 1                   | 2         | 3                   | DK            |
| 13. Determining property market values for tax purposes and providing an appeals process.....  | 1                   | 2         | 3                   | DK            |
| 14. Registering voters and conducting elections.....   | 1                   | 2         | 3                   | DK            |
| 15. Prosecuting criminal cases.....  | 1                   | 2         | 3                   | DK            |

|   | Not So<br>Important | Important | Highly<br>Important | Don't<br>Know |
|---|---------------------|-----------|---------------------|---------------|
| 16. Providing advocacy information and referral services for senior citizens .....  | 1                   | 2         | 3                   | DK            |
| 17. Recording and maintaining official records such as real estate deeds and marriage licenses.....   | 1                   | 2         | 3                   | DK            |
| 18. Providing employment and training services for all employers and job seekers, including economically disadvantaged youth and the hard-to-employ.... | 1                   | 2         | 3                   | DK            |
| 19. Collecting property taxes and keeping records of property tax bills and payments.....   | 1                   | 2         | 3                   | DK            |
| 20. Providing alternatives to jail such as work release programs, community service, and home detention....   | 1                   | 2         | 3                   | DK            |
| 21. Providing medical investigation of all deaths not resulting from natural causes .....   | 1                   | 2         | 3                   | DK            |
| 22. Providing foster care, adoption, and other child protection services.....   | 1                   | 2         | 3                   | DK            |
| 23. Establishing and enforcing child support orders.....  | 1                   | 2         | 3                   | DK            |
| 24. Providing a temporary place for juveniles in conflict with law enforcement or in conflict with their families.....                                  | 1                   | 2         | 3                   | DK            |

*Of the 24 services listed above, please write the number of the service that is most important to you, second most important, etc., on the lines below*

- \_\_\_\_\_ This is the 1<sup>st</sup> most important service that the County provides
- \_\_\_\_\_ This is the 2<sup>nd</sup> most important service that the County provides
- \_\_\_\_\_ This is the 3<sup>rd</sup> most important service that the County provides

## Section 2: The Performance of County Services

*Now, please consider whether the county performs these services “Inadequately,” “Adequately,” or “Better than Required.” For each, consider how the County performs compared to how essential the service is. Indicate your response by circling the corresponding number; if you don’t know or have no opinion, please circle “DK.”*

|  | Inadequately | Adequately | Better than<br>Required | Don't<br>Know |
|--|--------------|------------|-------------------------|---------------|
| 1. Providing public health services such as immunization clinics, tracking infectious disease, home visits, and health screenings..... | 1            | 2          | 3                       | DK            |

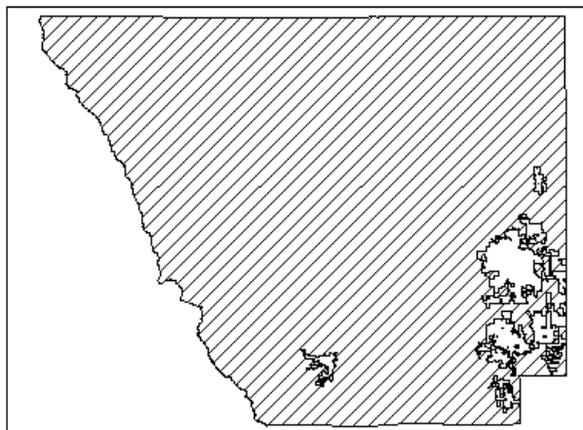
|   | Inadequately | Adequately | Better than Required | Don't Know |
|---|--------------|------------|----------------------|------------|
| 2. Maintaining, operating, and providing events at The Ranch – Larimer County Fairgrounds and Events Complex....  | 1            | 2          | 3                    | DK         |
| 3. Operating the jail for all of Larimer County (including the cities in the county).....   | 1            | 2          | 3                    | DK         |
| 4. Providing landfills, recycling programs, and other solid waste management systems (not including trash collection)....                               | 1            | 2          | 3                    | DK         |
| 5. Helping the hard-to-employ move from temporary assistance to the permanent workplace.....  | 1            | 2          | 3                    | DK         |
| 6. Conducting restaurant inspections and other services related to food safety and water quality.....   | 1            | 2          | 3                    | DK         |
| 7. Supporting long term care and providing medical and financial assistance to those in need.....   | 1            | 2          | 3                    | DK         |
| 8. Providing mental health and substance abuse treatment for criminal offenders.....  | 1            | 2          | 3                    | DK         |
| 9. Providing extension education in food safety, nutrition, family economics, 4H youth development and gardening.....                                   | 1            | 2          | 3                    | DK         |
| 10. Communicating with residents about county services .....  | 1            | 2          | 3                    | DK         |
| 11. Issuing vehicle registrations, titles, and license plates.....  | 1            | 2          | 3                    | DK         |
| 12. Providing support services to military veterans.....  | 1            | 2          | 3                    | DK         |
| 13. Determining property market values for tax purposes and providing an appeals process.....   | 1            | 2          | 3                    | DK         |
| 14. Registering voters and conducting elections.....  | 1            | 2          | 3                    | DK         |
| 15. Prosecuting criminal cases.....   | 1            | 2          | 3                    | DK         |
| 16. Providing advocacy, information, and referral services for senior citizens .....  | 1            | 2          | 3                    | DK         |
| 17. Recording and maintaining official records such as real estate deeds and marriage licenses.....   | 1            | 2          | 3                    | DK         |
| 18. Providing employment and training services for all employers and job seekers, including economically disadvantaged youth and the hard-to-employ.... | 1            | 2          | 3                    | DK         |

|  |                     |                   |                    |              |
|--|---------------------|-------------------|--------------------|--------------|
| 19. Collecting property taxes and keeping records of property tax bills and payments.....                              | 1                   | 2                 | 3                  | DK           |
|  |                     |                   | <b>Better than</b> | <b>Don't</b> |
|  | <b>Inadequately</b> | <b>Adequately</b> | <b>Required</b>    | <b>Know</b>  |
| 20. Providing alternatives to jail such as work release programs, community service, and home detention....            | 1                   | 2                 | 3                  | DK           |
| 21. Providing medical investigation of all deaths not resulting from natural causes .....                              | 1                   | 2                 | 3                  | DK           |
| 22. Providing foster care, adoption, and other child protection services.....  | 1                   | 2                 | 3                  | DK           |
| 23. Establishing and enforcing child support orders.....   | 1                   | 2                 | 3                  | DK           |
| 24. Providing a temporary place for juveniles in conflict with law enforcement or in conflict with their families..... | 1                   | 2                 | 3                  | DK           |

*Referring to all of the services listed in Section 2 you may have rated one or more as "Inadequate."*

*If so, please briefly tell us why you rated the service as you did.* \_\_\_\_\_

### Section 3: County Services That Take Place Outside the City Limits



*Some county-provided services only take place outside the city limits as is indicated by the cross-hatched areas of the map (for instance, Larimer County only provides for roads, parks, and wild land fire response outside the city limits). The solid areas represent cities, in which the following services are not provided. With the map in mind, please tell us how important each service is to you.*

|  |                  |                  |                  |              |
|--|------------------|------------------|------------------|--------------|
|  | <b>Not So</b>    |                  | <b>Highly</b>    | <b>Don't</b> |
|  | <b>Important</b> | <b>Important</b> | <b>Important</b> | <b>Know</b>  |
| 9. Providing animal control services.....                                | 1                | 2                | 3                | DK           |
| 10. Maintaining non-city roads and bridges.....                          | 1                | 2                | 3                | DK           |
| 11. Managing nontraditional land use programs, such as clustering homes, |                  |                  |                  |              |

|   |   |                         |                  |                         |
|---|---|-------------------------|------------------|-------------------------|
| to encourage the preservation of open spaces.....   | 1 | 2                       | 3                | DK                      |
| 12. Responding to non-city public safety problems and enforcing laws.....                       | 1 | 2                       | 3                | DK                      |
| 13. Coordinating and planning the current and future transportation needs of the county.....    | 1 | 2                       | 3                | DK                      |
|   |   | <b>Not So Important</b> | <b>Important</b> | <b>Highly Important</b> |
| 14. Providing land use planning, zoning enforcement, and building inspections.....              | 1 | 2                       | 3                | DK                      |
| 15. Providing protection and rescue from wildfires and forest fires.....                        | 1 | 2                       | 3                | DK                      |
| 16. Maintaining parks and open lands such as Horsetooth Reservoir and The Devil's Backbone..... | 1 | 2                       | 3                | DK                      |

*Of the 8 services that the County provides outside the city limits, please write the numbers of the services that are most important and 2<sup>nd</sup> most important on the lines below*

\_\_\_\_\_ This is the most important service that the County provides outside the city limits

\_\_\_\_\_ This is the 2<sup>nd</sup> most important service that the County provides outside the city limits

*How well does the County perform these services? If you don't know or have no opinion, please circle "DK."*

|   |   |                     |                   |                             |                   |
|---|---|---------------------|-------------------|-----------------------------|-------------------|
|   |   | <b>Inadequately</b> | <b>Adequately</b> | <b>Better than Required</b> | <b>Don't Know</b> |
| 1. Providing animal control services.....   | 1 | 2                   | 3                 | DK                          |                   |
| 2. Maintaining non-city roads and bridges.....  | 1 | 2                   | 3                 | DK                          |                   |
| 3. Managing nontraditional land use programs, such as clustering homes, to encourage the preservation of open spaces..... | 1 | 2                   | 3                 | DK                          |                   |
| 4. Responding to non-city public safety problems and enforcing laws.....  | 1 | 2                   | 3                 | DK                          |                   |
| 5. Coordinating and planning the current and future transportation needs of the county.....                               | 1 | 2                   | 3                 | DK                          |                   |
| 6. Providing land use planning, zoning enforcement, and building inspections.....   | 1 | 2                   | 3                 | DK                          |                   |
| 7. Providing protection and rescue from wildfires and forest fires.....   | 1 | 2                   | 3                 | DK                          |                   |
| 8. Maintaining parks and open lands such as   |   |                     |                   |                             |                   |

Horsetooth Reservoir and The Devil’s Backbone..... 1            2            3            DK

*Referring to all of the services that take place outside of the city limits you may have rated one or more as “Inadequate.” If so, please briefly tell us why you rated the service as you did. \_\_\_\_\_*

**Section 4: Some Other Issues about Larimer County**

*Please check the box that comes closest*

*to your opinion about the following. How do you rate...*

**Very Poor**

**Outstanding**

- |  |                          |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| ... your neighborhood as a place to live?                    | <input type="checkbox"/> |
| ... Larimer County as a place to work?                       | <input type="checkbox"/> |
| ... the overall quality of life in Larimer County?           | <input type="checkbox"/> |
| ... the confidence you have in<br>Larimer County government? | <input type="checkbox"/> |

*In general, how easy is it to get information on services, meetings, and more at Larimer County?*

- Easy             Neither easy nor difficult             Difficult             Never tried or don’t know

*What sources do you use to obtain information about Larimer County? How useful are they in obtaining information about the County?*

- |  | <b>Not Very Useful</b>   | <b>Somewhat Useful</b>   | <b>Very Useful</b>       | <b>Don’t Know or Haven’t Used</b> |
|--|--------------------------|--------------------------|--------------------------|-----------------------------------|
| Larimer County website.....                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          |
| Newspapers (printed).....                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          |
| Newspapers (online).....                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          |
| Friends, neighbors, co-workers.....                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          |
| Direct letters and postcards from the County.....    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          |
| News and interviews on radio and TV.....             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          |
| Signs, posters, flyers, videos, DVDs.....            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          |
| Local cable television.....                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          |
| Blogs.....   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          |
| Social media sites such as Facebook and Twitter..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          |
| Public meetings.....                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          |

*Below we have listed several online sites. Please tell us how many hours in the typical week that you spend logged on to each site. If you don’t spend any time on the site just leave it blank.*

| <u>hours spent online per week</u> |       | <u>hours spent online per week</u> |       |
|------------------------------------|-------|------------------------------------|-------|
| Facebook                           | _____ | Flickr                             | _____ |
| MySpace                            | _____ | Blogs                              | _____ |
| Twitter                            | _____ | Podcasts                           | _____ |
| YouTube                            | _____ | Wikis                              | _____ |
| LinkedIn                           | _____ | Other                              | _____ |

## Section 5: Some Information about You

*Thank you for your time. Here are a few final questions that will help us understand you better.*

In what zip code do you live? \_\_\_\_\_

Do you live inside the city limits or outside?     inside     outside

How long have you lived in Larimer County? \_\_\_\_\_ years

Including yourself, how many people live in your home? \_\_\_ people

How old are you?     under 18     18 – 40     41 – 64     65 or above

What is your total household income (gross, pre-tax)?

- less than \$15,000     \$50,000 – 100,000  
 \$15,000 – 49,999     more than \$100,000

What is your level of education?

- Did not graduate high school     Some college     Graduate degree  
 Graduated high school     Graduated college

What is your ethnicity?

- African-American     Asian     Hispanic  
 American Indian     Caucasian     other race

What is your gender?     Female     Male

Thank you very much for your assistance. If you have any questions, or would like a Larimer County representative to contact you about anything in this survey please e-mail the county at [dlarue@larimer.org](mailto:dlarue@larimer.org). The results of this survey will be posted on the Larimer County website – [www.larimer.org](http://www.larimer.org) – in the near future. A copy of the results is also available by calling the Larimer County Commissioners Office at 498-7010. Thank you again for your time.

## **Appendix 2: Online Survey**

## **Appendix 3: Mail Survey Phone Script**

Hello, is XYZ there?

Hi, my name is (blank) and I'm calling on behalf of the Larimer County Commissioners who are conducting a survey of Larimer County Citizens. They want to know what you think about the services provided by the county.

I'd like to ask if you'd please fill out a survey that we can send you in the mail, or you can fill it out online if you like. The survey is completely confidential and it will take about 15 minutes to complete. It is very important to the county that these surveys are completed. Would you be willing to take this survey for us?

**If no or negative toward idea:** OK; thank you very much for your time.

**If yes:** Thank you very much. Would you prefer to receive the survey through regular mail or online?

**If regular mail:** OK. We'll mail you a white survey packet from Larimer County in the next day or so. All of the instructions are inside the packet. When you complete the survey, just place it in the self-addressed, stamped envelope and drop it in the mail. If I can now confirm your name and address we'll be finished.

**If online:** OK. We'll email you a link to take the survey. All of the instructions are inside the survey. The survey is secure and the county will not use your email for any other purpose. If you have a junk mail blocker you may want to check it in the next few days to make sure our email doesn't get caught up in it. Now, if I can now have your email address we'll be finished.

Thank you for helping Larimer County!

## **Appendix 4: Mail Packet Letter from Commissioners**

Dear Larimer County Citizen:

Enclosed is a survey of great importance to our county. The Larimer County Commissioners are doing this study to determine your perceptions of the many services the County provides.

**All your responses are completely confidential.** To ensure your confidentiality, the data analysis is being done by an independent researcher at Colorado State University. In fact, the data entry system has been set up so that individual responses **cannot be revealed**. Each response is aggregated together with the others; only group averages are reported. We've taken these precautions **to ensure you are comfortable with filling out the survey**. Again, **your confidentiality is guaranteed**.

All of us at Larimer County are dedicated to ensuring that we provide the best level of service possible. Responding to this survey will help ensure that your needs are addressed and your ideas are considered.

This survey should take you no more than 15 minutes to fill out. When completed, simply place the survey in the pre-addressed, postage paid envelope and drop it in the mail. To help us tabulate results, please return this survey as soon as possible.

We greatly appreciate your help in this study. Thank you in advance for your participation.



Steve Johnson, Larimer County Commissioner, Chair



Tom Donnelly, Larimer County Commissioner



Lew Gaiter III, Larimer County Commissioner

## **Appendix 5: Instructional Letter from Researcher**

Dear Larimer County Citizen:

Thank you for taking part in this important research project, funded by the Larimer County Commissioners. As an independent researcher from Colorado State University, I have been appointed by the Commissioners to determine how citizens feel about the services provided by the county.

**This survey is completely confidential; your identity is completely protected.** Our data entry system has been set up so that individual responses cannot be revealed. Each response is aggregated together with the others; only group averages are reported to the County. Again, **your confidentiality is guaranteed.**

To help us get our results back on time, please respond as soon as possible. After you have completed the survey, simply place it in the pre-addressed, postage paid envelope and drop it in the mail. It will be returned to me here at Colorado State University.

I greatly appreciate your help in this study. Please don't hesitate to call (491-5224) or e-mail ([dave.gilliland@colostate.edu](mailto:dave.gilliland@colostate.edu)) if you should have any questions regarding this important survey.

## **Appendix 6: Online Instructional email from Researcher**

Subject: Important Larimer County Survey (first request)

From: Dave Gilliland

Greetings,

Thank you for agreeing to fill out this Larimer County Online Citizen Survey, funded by the Larimer County Commissioners. As an independent researcher from Colorado State University, I have been appointed by the Commissioners to determine how citizens feel about the services provided by the county.

This survey is confidential and your identity is protected. Your email address is completely secure and your confidentiality is guaranteed.

Please note: Once you fill out the survey you will not be contacted again. Otherwise, we will send you two reminders over the next few days.

To begin the survey now, please click:

Please don't hesitate to call (491-5224) or e-mail ([dave.gilliland@colostate.edu](mailto:dave.gilliland@colostate.edu)) if you should have any questions regarding this important survey.

Thank you,

David I. Gilliland, Ph. D.

## **Appendix 7: Open-ended Comments**

What is the most important service performed by the County? (online survey answers)

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- Collecting taxes and law enforcement
- Provide assistance to those in peril.
- Based on the national economy I would have to say creating jobs. Being a long time resident of Larimer County I find it a shame that such a great place was ruined by so many realitors and developers directing what the county did.
- Providing health services/vaccinations to children. School district - early intervention/special needs programs.
- Vehicle license/registration, property tax management, law enforcement including prosecution
- Criminal Justice
- Over regulation of small businesses in the county
- Maintaining official records.
- Collecting property taxes.
- Operating the Ranch.
- Maintain official legal records. Do things for citizen safety that they can't do for themselves or private enterprise can't do: drinking water safety, food handling, traffic safety, fire safety. A non-corrupted law enforcement and judicial system.
- All the services listed are important to the citizens of the county.
- Eliminate the personal property tax on businesses. This is double taxation.
- including outlying communities in county services
- Property deeds.
- I'd like to see expanded public health options.
- Jail, county parks,
- They're all important.
- Law enforcement patrol of my neighborhood
- Providing and educating about recycling services.
- basic services services like landfill, keeping the peace, recording legal documents
- law enforcement, record keeping in tax, and property management land use
- There are so many important services, I'm unable to name the most important.
- Those issues involving the health and safety of the community. The apprehension, prosecution and delivery of appropriate consequences of criminal offenders. The provision for community health initiatives in control of communicable disease and for basic edical care in the medically underserved population - particularly with prenatal, maternal, and neonatal care. Of the services listed in this survey, I could not identify any that I would consider "not that important" because all of these functions of conty government contribute to the quality of life for all the county residents.
- Those issues involving the health and safety of the community. The apprehension, prosecution and delivery of appropriate consequences of criminal offenders. The provision for community health initiatives in control of communicable disease and for basic edical care in the medically underserved population - particularly with prenatal, maternal, and neonatal care. Of the services listed in this survey, I could not identify any that I would consider "not that important" because all of these functions of conty government contribute to the quality of life for all the county residents.

- Collect taxes, jail criminals, keep the roads plowed, and let private enterprise work.
- Police, Roads, Sanitation/Utilities, Child Services
- Maintaining the jail and alternative sentencing unit.
- Helping with the general well-being of the people, in many aspects, from senior services to recycling programs. Also keeping good records about taxes, etc.
- Records, taxes, law enforcement and basic health (immunizations but not health clubs for the rich) are essential concerns, but helping to implement and improve programs for the mentally ill, disadvantaged, unemployed, youth offenders and homeless are also critical tasks that the country should prioritize. Promoting private businesses, environmental issues (beyond the most basic), nature preserves, bike lanes, hiking trails, and other higher order needs/wants should not use limited county resources.
- Jail & Law enforcement
- Services such as landfill
- Elections
- drug rehab and mental health services and support for indigent and unemployed
- Motor vehicle admin, law enforcement, public records
- Taxes.
- Providing medical and financial assistance to those in need, and providing sanitary landfill services
- Not spending money on unnecessary things.
- The effectiveness of our current sheriff in all respects is outstanding. Our voting process is efficient and honest. I believe the integrity of our elected officials is better than most.
- Services that support the welfare of children, senior citizens, and veterans.
- Road maintenance & criminal justice.
- Putting the unemployed to work and providing for the welfare of our kids and senior citizens--those of us that have to live on Social Security are having a difficult time making ends meet.
- Basic services landfill and keeping cost down.
- Providing tax and record services
- Law enforcement, records, elections, property assessment/tax collection, community health, vehicle registration.
- Revenue collection, community police protection, waste disposal,
- Services not directly mentioned was road maintenance
- County infrastructure; health issues; election issues; safety;
- Most functions seem good to me that I know about and use and they all seem to be important to me. But health services and public works are most important.
- Garbage, tax collection, jail
- County Government should protect the Health Safety and Welfare of the residents of Larimer county. This can be done in a variety of ways and the County does not always have to be the lead dog. They should look for natural partners in city Government, other counties, non-profits and the private sector. The next step should be to research all of the other agencies and organizations also providing the services you were asking about.
- health care and military support
- Collect taxes, provide protection for the residents with sheriff and jail, maintain roads.
- protecting children and the old
- Social services, criminal system, infrastructure (roads and bridges)
- Our jail. From what I've seen, it is run extremely well, especially with the problems it faces. The community service and work enders programs. Mental health help. While I'm not familiar with

senior services, I feel they are of major importance. I also think adoption and foster care need close attention.

- All of those are important
- Property tax, land fill, vehicle registration
- Safety of the citizens, including the children
- Services that help move people from being disadvantaged to self sufficiency
- Help address the childcare issue that has been identified as one of the most significant barrier to many people being able to work consistently.
- Fairly assessing property values; collection of the taxes due, and keeping accurate records.
- Recycling and trash handling.
- elderly aid
- Insuring public health, safety and law enforcement; helping the needy, disabled and addicted
- our children and senior citizens
- public health
- i think they are all equal in importance.
- Criminal justice, public documents maintenance, property valuation and tax collection, health inspections.
- Give senior citizens some property tax breaks .
- Keeping our recycling programs going; providing assistance through training and counseling to the unemployed; preventing foster children from falling through the cracks; and making sure that those with little income do not become homeless
- health services, child protection, and inmate rehabilitation
- didn't even ask about road maintenance, building codes / permits, utility easements. These are important too.
- Public safety is the most important -- crime prevention, immunization, food inspection, etc.
- Taking care of the county's residents is very important: healthcare, foster care, senior assistance, etc... There are many other important tasks such as recordkeeping.
- Voting administration is fundamental. My voting experiences since moving to Loveland have been very positive.
- The county should be in only the storage of records, law enforcement and a place to settle difference i.e. the courts. Other service should be privatized. Like all governments, get out of people's lives. We do not government to control everything and tell us what we should be doing.
- Services for seniors, employment, health and safety for the community.
- Providing records and protection.
- Public safety.
- Providing information about the services that are available through the County.
- PROPERTY TAXES AND ROAD WORK
- The big picture: Larimer County does an excellent job in prioritizing the many different things the public expects them to do. What is important to ME is not so much the issue. Important is that all the things the various citizens expect to be taken care of, are indeed covered.
- An area which continues to impress me but we do not hear much about, is the engineering department and especially the traffic department. Excellent job! I love the round-about at N. Tafthill and Vine. Excellent priorities in regard to road maintenance.
- For us road maintenance.
- Enforcing law with regard to safety.
- Follow through on prosecution.

- Keep the small town feel but keep growing in a sensible way.
- Voting and fair taxing
- Public safety, including law enforcement, criminal justice and supporting public health
- protecting citizens. dealing with criminals. dealing with youth who need assistance. landfill.
- Providing services to those in need. Operation of the landfill, accurate assessment of property value for everyone.
- Public safety issues
- Assisting the homeless, elderly and those in need of medical services, as well as juvenile offender needs.
- elections, helping veterans, prisoners
- Law Enforcement and the criminal justice system
- Refuse & Recycling, prosecuting criminals, supporting children
- boomers will retire - 1. need consumer protection services for fraud in housing and medical - better "alternative health" services co-sponsored by doctors and this will keep health services costs down  
2. Community gardens for the needy and grown by the convicted criminal - the jail should have their own garden as well. 3. after the wind farm begins - stop spending money you do not have, the last property tax you imposed seemed blanket across Larimer county and unfair in this unrealistic housing market - you were clearly not thinking of your property owners' dedication to their community. This kind of surprise causes the indifference between those that pay and those that spend. You do have one of the "BEST" web sites in the country. Thank you.
- The county needs to have talks with all higher education institutions about costs..everyone is getting priced out of enrollment. Our schools provide tax dollars, and everyone is greedy - to what extent do you stop increasing and hold until there is a balance? Well that's enough complaining - the city is beautiful, and the kids are enthusiastic, and the business owners are grumbling, the banks are in a rare form of stupidity.
- I can only relate to items that have affected me personally - most of the county services I do not know about. I know that you do the roads and I feel you do a terrific job on them.
- All are highly important for one or more reasons.
- Listening to their constituents and serving the majority instead of special interests.
- Hard to say; too many of those seem vital
- LAW ENFORCEMENT, TAXES, REGISTER OF RECORDS

Does anything stand out as something the County could do better? (online survey answers)

---

- Communicate what you are doing
- Start prosecuting criminals and eliminate all the plea bargains. It is ridiculous when someone attacks someone with a sword in a city park and the person dies and the killer is plea bargains to manslaughter. If someone does the crime they should do the time. With all the plea bargains that go on in this county, no one is responsible for their own actions.
- Appeals process for property tax valuations
- Criminal Justice system doesn't work for the victims
- Law enforcement patrol in my neighborhood and my cul-de-sac.
- Reduce the ridiculous amount we are paying to annually register our vehicles
- not at this time
- I am satisfied overall

- No
- Noxious weed education and control
- Better appraisal of property values
- I would like to have better recycling services in Estes Park. I take my recycling to Ft. Collins.
- I think some of the social services are too broad. (I personally have seen waste.)
- No
- It's not very often that I have to use most of these services, so I couldn't tell you.
- This County has been a leader in the development and implementation of cost effective programming and interagency cooperation with respect to the criminal justice system. Those alternative programs have proven that they can save the county money, yet maintain community safety. However, the inability to provide treatment (both mental health and substance abuse) does not address the core problem of many criminal acts and leads to recidivism which costs us tax payers - and the county more down the road. The County could address those needs up front and get ahead of the game.
- Quit increasing property values for tax purposes on mountain properties owned by people who can't vote you out of office because they live somewhere else. The assessor's office is always trying to jack up the value of property in Estes Park -- even in the midst of the worst economic downturn since the Depression and the worst housing market in years.
- Communicate to the citizens what you are doing. I think that is part of the problem with the people that think our government is too big. They do not realize all that is being done and how their taxes are helping.
- Spend less money on welfare and social programs with the exception of child services.
- It would be nice if the county would enforce the laws regarding "dead-beat" dads and their lack of support for their biological offspring. If you need further comments, don't hesitate to get in contact with me. I'm "loaded" with suggestions.
- It wasn't on the survey, but making people adhere to the land use policies (i.e, make it harder for people to subdivide their 35 acres, etc.
- Prioritize and select most critical tasks; don't try to do everything. Work to improve the lives of existing residents, not businesses whose goal is to grow the county to grow their profits.
- Is the county involved in parks & recreation at all? I didn't see that on your list.
- provide mental health services and drug education and rehab
- Motor vehicle registrations are a mess
- No
- I don't know
- The assessment of property values for tax purposes is not uniform or accurate.
- Suicide Prevention and Mental Health Awareness Programs
- Road maintenance.
- Since I am certainly not in the know of what the county does or does not do, I can't comment truthfully on this.
- Spend less money and cut out all not necessary services.
- Provide information about events and services
- Don't know.
- A review of services offered which duplicates services offered by other government entities (city, state and federal) could provide synergy and a more economical means of providing them to the community.
- We need a mental health facility for criminals

- Take better care of the sheriff's office and spending.
- Making people aware of all of the services provided by the county which are paid for by taxes and ? Knowing how the taxes we pay go to these would be beneficial to more readily pay the tax.
- The County needs to partner with other governments and non-profits and even the private sector to leverage resources and provide all of the services this survey is covering. If the commissioners are really seeking information to reduce the budget they first need to understand what other groups are providing similar services and perhaps reduce duplication. The County does not partner or seek partners very often.
- I have lived here all my life (56) and can't really compare with other counties, but I feel that your services are most likely at the top of anyone's list.
- With the exceptions above, less is more.
- Sheriff wastes too much time/effort persecuting cyclists.
- Help the educated population that is out of work gain access to short term programs that help them transition to new opportunities.
- No
- Yes, THEY SHOULD BE MORE REALISTIC WHEN THEY DO THEIR APPRAISALS OF REAL PROPERTY, ESPECIALLY RURAL AND MOUNTAIN PROPERTIES. THEY NEED TO REALIZE THAT THESE TYPES OF PROPERTIES ARE NOT OF HIGH VALUE, ESPECIALLY IN TIMES OF ECONOMIC DOWN TURN AND RECESSION
- We receive the Reporter Herald, school board notices, and information from the City of Loveland. It seems the County could possibly do a better job of supplying information on things the County is accomplishing.
- yes
- no
- no
- need to improve service for mentally ill many of whom live on the streets because of their illness
- I am not sure
- Put a convincing jail funding item on the ballot rather than continue to cut other county services to fund the jail!!! The Commissioners need to make some decisions based on good sense rather than keeping an eye on the next election.
- Do not give tax breaks to big box stores ,you give no tax breaks to small business .
- Provide a single point of contact where individuals and families in need can go when they fear that they will run out of money to pay rent, buy groceries, or pay medical bills. I personally know an individual who is now homeless, living with a friend, who had everything go wrong at once -- lost his job, became very ill, and lost his home -- and did not know what to do or who to turn to!
- Child protection services
- Communicate the services provided
- Improve recycling (expand greatly on recycleable items collection)
- I think the county in general does a good job -- no need to change anything
- Our justice system, in general, needs improvement. Addressing mental illness and substance abuse issues in the criminal population needs improvement.
- Not really
- Get out of people's lives
- I wish I could give you an answer but I don't interact enough with the listed services.
- No.

- Many of the services or programs are not communicated, rather the information is available for those who know how to search or what key words to use.
- The assessment of property for tax purposes continues to be 'rough'. This area of responsibility has been neglected for many years. Now it is very difficult to correct the situation without running into severe contradictions. It should not become necessary in one cycle to double the assessment of the land and then 'compensate' by dramatically reducing the assessment of the improvements, in order to keep the total assessment in line with the market value.
- No
- Law enforcement working with and understanding the young people. After all this is a college town.
- No
- Provide programs aimed at reducing recidivism at the jail
- don't know enough about their operations to make an informed judgment.
- No
- Overall, I think that the county does a pretty good job. I would ask that they keep an ear to the residents and work toward that interest. Less is better
- new maps for property placement are off, it cost me over \$1500 to prove to FEMA I was not sitting in the middle of the Cache La Poudre River
- In general the county does a good job. Letting the public know what services are available to them could be improved through PSA's and postings at libraries etc.
- Keep Social services out of good families, since one complaint from a nosy or poorly-informed neighbor can wreck a good family. There should be public knowledge of who the tattler-tailer is.
- Deputy coverage of rural areas.
- the whole of Larimer county needs to be careful not to follow the unethical behavior that seems to creep into the politics of all those that are in authority positions, from the top down. The police departments need to revisit the school of ethical behavior, and definitely get rid of the taser. Could you consider stricter laws about buying guns or taking class's or age appropriate ownership. Seems the next step will be hiring more police officers.
- No - what dealings I have had with the county have been good - most of the people I have dealt with have been great. Particularly the gentlemen I spoke with about the road in front of my house.
- Don't know.
- free recycling needs to be better addressed. Including free shredding of paper. etc.
- Same as above
- Don't know enough

What are the most important services performed outside the city limits? (online survey answers)

- law enforcement, land use planning, and preserving open spaces
- Providing security for residents - roads, police, etc
- Responding to non-city public safety problems and enforcing laws.
- Providing land use planning, zoning enforcement, and building inspections.
- Responding to non-city public safety problems and enforcing laws
- law enforcement, planning & zoning, road maintenance
- maintaining roads
- Fire and rescue
- Maintaining roads and bridges

- Enforcing laws
- Roads, bridges, enforcing laws
- Maintaining roads/bridges, Parks, land use, wildfire/rescues,
- Transportation planning, I'd like to have more mass transit options.
- Maintaining roads
- Roads
- Number 3
- Maintaining noncity roads and bridges
- Managing land use programs, maintaining parks and open lands, transportation needs
- Land use planning and zoning. Maintain the parks we have.
- Responding to non-city public safety problems and enforcing the law
- Those related to transportation.
- Maintaining non-city roads and bridges; maintaining parks and open lands
- Non-city public safety problems/laws and non-city road and bridge.
- safety and enforcing laws
- Keep roads plowed in winter and fix pot holes in summer. Protection from wildfires and criminals.
- For me it's maintaining parks because I like to camp but that is purely a selfish view point.
- Coordinating and planning the current and future transportation needs of the county.
- Maintaining parks & open lands, land use enforcement, & transportation (both planning & roads & bridges)
- Coordinating and planning the current and future transportation needs of the county
- Maintaining roads, fire protection, animal control and law enforcement.
- Maintaining non-city roads and bridges
- Maintaining roads and bridges
- Roads & Bridges
- Wildfires
- Safety and laws
- Safety and law enforcement
- Public safety problems
- Maintaining non-city roads and bridges, responding to non-city public safety problems and enforcing laws, and maintaining parks and open lands
- Maintaining parks and open lands such as Horsetooth Reservoir and The Devil's Backbone
- Providing protection and rescue from wildfires and forest fires
- Coordinating the transportation needs of the future.
- Maintaining Parks and Open Land
- Maintaining non-city roads and bridges
- I believe that maintaing the roads and bridges are the most important with maintaining parks and open land a very close second.
- Maintaining roads and bridges
- Maintaining roads and bridges, responding to public safety problems and lwaw enforcement
- Road maintenance and community safety
- Maintaining roads and bridges
- Roads and bridges; land use planning; safety problems
- Roads and bridges
- Responding to safety problems and law enforcement

- Law enforcement and road maintenance
- forest and wildfire protection, park and open lands protection, land use planning
- Public Safety and Law Enforcement. But that doesn't mean we need a new jail at the taxpayers expense it means finding a public private partnership model that can work. It means looking for juvenile justice solutions with other counties and school districts.
- transportation planning and fire protection
- Public safety and road maintenance
- Open lands and transportation
- Animal control. Protection and rescue from wildfires and forest fires. Maintaining non-city roads and bridges. Responding to non-city public safety problems and enforcing laws.
- All of them are important
- Maintaining roads & bridges-future planning
- Public safety responses
- Protection and rescue
- Fire protection , road and bridge maint, and law enforcement
- Providing protection and rescue from wildfires and forest fires.
- Providing land use planning, zoning enforcement, and building inspections.
- maintaining non-city roads and bridges, responding to non-city public safety problems and enforcing laws, providing protection and rescue from wildfires and forest fires
- Safety, land use planning and protection
- Roads
- law inforcement roads and bridges zoning building inspection wildfires and forest fires
- roads and bridges
- safety
- it appears that public safety would be of greatest import
- Providing land use planning, zoning enforcement, and building inspections
- Responding to non-city public safety problems and enforcing laws
- Maintaining open spaces
- Animal control, protecting open space, and maintaining parks
- Maintaining parks & open lands, responding to non-city public safety problems, & providing protection & rescue from forest fires
- Responding to non-city public safety....laws
- Responding to non-city public safety problems and enforcing laws
- Protection and rescue from wild and forest fires
- Law enforcement and public safety/rescue
- roads and bridges, snow removal, parks and open lands
- Responding to non-city public safety problems and enforcing laws
- Safety, law enforcement and parks and open lands maintenance
- Open lands
- Fire protection, protecting open space and parks
- Roads and bridge maintenance
- Protection services only
- Roads and bridges
- Enforcing laws
- Planning, zoning, inspection

- Public safety
- Maintaining non-city roads and bridges
- Responding to noncity public safety problems and enforcing laws
- Road repair
- Public safety
- Protection from fires
- Maintaining and planning for the transportation system. Wildfire protection.
- Maintaining non-city roads, wildfire protection
- Responding to non-city public safety problems and enforcing laws.
- Maintaining parks and open lands such as Horsetooth Reservoir and The Devil's Backbone
- Roads
- Roadsd
- Public safety
- Road maintenance
- Land use, open spaces, law enforcement
- Providing protection and rescue from wildfires and forest fires
- Maintaining noncity roads and bridges
- Preservation of open spaces
- Public safety
- Planning and zoning
- Protection and rescue
- Responding to safety problems
- Animal protection
- Fire protection, public safety, and parks and open land maintenance.
- Horsetooth reservoir and keeping fires out
- Providing protection and rescue from wildfires and forest fires.
- Maintaining roads and bridges, and law enforcement in the county areas.
- Roads and bridges, then protection from fires, and next is enforcing laws
- safety, rescue, and fire protection. 2.all pathways used through the county to get to the city, where then the city recupes the tax dollar would be important and should be shared by the city.
- Public safety certainly rates as top priority - this would include roads and bridges.
- All are equally important for one or more reasons.
- responding to non-city safety problems
- ROADS, ENFORCING LAWS

Why did you rate something as inadequate? (online survey answers)

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- animals running loose,killed on roadways,not licensed. deep snow on roads days later.
- Come visit the house that was allowed to be built next to me and the fact that they operate a business out of the home.
- Our regulations for planning are totally overregulated. There are very few property rights left.
- roads need some work
- Public transportation is virtually non-existent.
- Mountain and foothills residences, outside city limits, are scattered everywhere.

- transportation is an ongoing problem and there seems to be little visible action on the improvement aspect.
- The park system is overdone. The result is expensive facility use.
- Sprawl is still increasing, we are losing farmland, we use more water than is sustainable, new shopping centers are encouraging more driving, more road maintenance.
- The county re-zoned our property in Estes Park from "accommodations" to "residential" without telling anyone it was doing it. Is that not a violation of law? If not, it should be. Several homeowners around me are effected because they rent out their property. It was an arbitrary and capricious move by the county with no warning or notice to the property owners until years later. It's a rotten way of doing the public's business -- not telling the public.
- I have friends in the country who try & abide by zoning restrictions but see folks around them being allowed "exemptions" to these restrictions.
- animal control complaints are not efficiently handled
- Clustering of homes should only be allowed in areas directly adjacent to established cities. Current practice creates little "island" cities that are out of character with the surrounding area, increase traffic, noise and light pollution, and create the feeling of urban sprawl.
- Lack of timely response from animal control. Sheriff's department failing to enforce No Trespassing laws.
- Horsetooth Marina is poorly managed.
- I believe you over plan and create open spaces that do not allow for the land use that land owners are entitled to as a land owner. Open spaces should be sold off the county should not be allowed to have open space. I saw young people ticked for walking off a trail in a park how stupid. They were doing nothing wrong.
- The regulations on flood plains is excessive.
- The current County Land Use code is obsolete and provides no means for the Agricultural Entrepreneur to diversify into service, retail, manufacturing or Tourism without annexing into a city. The best way to preserve open space is to keep ranchers on agricultural ground with viable incomes.
- The planning staff has terrible customer service skills and needs to seek to engineer solutions for property owners before they say no. This is not a problem for Larimer county only....the Cities have the problems well.
- the roads are really bad with pot holes, paint on the them is hard to see.
- Too much sprawl and loss of open space.
- Maintaining county roads seems to be inadequate. Major problem areas such as Owl Canyon never seem to get funded.
- It may not really be a County issue, but declaring farmland "urban blight" to allow development and provide funding does not seem right.
- The program saves land and open space but does not provide for life safety.
- County road and bridge maintenance is sorely underfunded. One can easily tell where a city road stops and a county road begins. The Commissioners refused to take a leadership position in creating a transportation district which would have provided a plan and funding for the near and long term transportation needs.
- No improvement to public transportation such as Light Rail and bus services
- certain aspects of "traditional" land use planning (which seems to greatly predominate) are antithetical to non-traditional types. Suggest seeking more balanced approach.

- transportation is largely neglected on the front range (except Denver) probably because it requires cross-jurisdiction (cooperation with other counties) to do properly. Maybe it should be a state issue, but the state largely ignores Northern Colorado and all of district 4.
- Providing protection and rescue from wildfires and forest fires
- We still need a truck by-pass for highway 287 which would skirt the city. I know this would be major bucks and I imagine there is a plan already developed.
- I refuse to answer these questions because they start with the wrong premise that a government entity should be providing these services. They need to be privatized and government get out of people's lives.
- Maintaining non-city roads and bridges: Instead of paving non-city roads the county spends recurring money and worker-hours in "smoothing-out" the roads. In addition, the area adjacent to non-city roads are filled year round with standing water, which often fills side to side and covers the road, creating a mud run and mosquito breeding areas. This creates a health issue and is extremely unsightly with discarded trash, recently a discarded toilet bowl stayed where it was dumped for almost a month, that presents a negative visual impression of Larimer County.
- I don't feel the land use and zoning enforcement is consistently applied to the intent of the code. I often hear subjective commentary like "significant impact", or "harmonious". These tend to be terms that provide substance for building or change of use without a proper mechanism to measure for consistency. I would suggest creating more decision algorithms, decision trees or some form to imply better stewardship of the codes.
- Not doing much.
- Generally speaking, I believe that development has won out over preservation of open spaces...
- Roads always need maintained.
- the roads in the Poudre Canyon are in dire need.
- I see little coordination of transportation needs, little cooperation w/ city in this regard.
- I am unaware of any.
- Zoning and Building Inspections - It's very expensive to build a buy a house. Make the fees cheaper.
- zoning enforcement and building inspections are too rigid and infringe on individual rights
- law enforcement is inadequate in the county as told by the officers themselves. They have no time. I'm sure what this means - too few personnel, less resources - or burn out. Basically the same language of problems in the high schools. We have got to fix this.
- Again I can only relate to what I have interacted with - none of these outside of the roads have directly affected me.
- I have seen limited examples of very poorly handled things.

Why did you rate something as inadequate? (mail survey answers)

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- has Loveland office reopened for drivers licenses?
- Jail needs to be enlarged and new one built; crack down on gangs
- We must develop public transport relying on cars is unsustainable
- there is much I don't know because of my age; the services seem adequate to me
- would like to see more jobs that pay over minimum wage. This is a pricey town to live in and too many people are living at the poverty level.

- property tax values don't reflect current trends in housing market. Values and taxes don't go down when market is bad.
- Our property is not assessed on an individual basis. It is compared to other properties in our area.
- 2-too expensive to operate and participate. 8-more funding needed. 10-more communication needed
- 5 - don't know how much help is available to place into jobs, people who cannot achieve a high school diploma or GED. These people need training programs to be job-capable and hired.
- vacant lots shouldn't be double taxed.
- too many homeless vets
- property I own is always assessed higher than market conditions. Appeal should be easier with extended deadline
- 1 - they could do a better job; 12-vets need more support. The govt wont support them or their families. 15 - too many plea bargains and lenient sentences on possible life and death terms
- Masters case; he was not guilty. The officers, lawyers and judges should have to pay the 4 million, not Larimer County, detectives also! The above are responsible, not the citizens of the county.
- have seen a few cases not handled properly at all in 3 counties
- Several of these services I'm not familiar with and don't really know how to find out how well they are conducted.
- you don't want my opinion, government is -----
- a lot of what the health inspectors look at has nothing to do with food safety. They are ridid and nitpicky.
- alternative to jail - work at county recycling program. Send county assessor assistants OK and really assess properties. Employmnet is not a duty of county.
- recent revelations that there have been followup investigations in deaths from under?? Causes
- 6 - I would like to see restaurants inspesctions more frequent and well publicized
- need to accept more items for recycling
- home values have gone up as much as taxes. 23 - enforcing child support is poor to nonexisting rules not enforced.
- more needs to be done for those in need
- my husband became disabled and while applying for disability could not get any help from Larimer county - and lost our home and became homeless
- I feel we need more alternatives to jail to make offenders more ;roductive members of society
- called more than once for 4H group info but never received a call back. Tax appeals seem to favor county more than residents
- seems like there is always official push to expand the jail
- 10-we recently were dissatisfied with info at landfill. 22,23,24 - these are so important but underfunded. Always more can be done
- 13 - real estate taxes have not gone down proportionately with real estate values
- don't have enough facilities and trained personnel
- 10 - never have receied any information
- human services are inadequately funded
- property values over stated with a difficult appeals process
- 8-detox is in greeley; 10 - nine dks, 11- long waits at office, 12-can never do enough; 23 - many children do not receive support payments
- I don't feel that I receive regular info on county services, nor do I know of a great resource for finding that info. Re foster care, it's my sense that these programs are not sufficiently funded

- too many deadbeat dads 16-didn't know it existed. Mvb inadequately staffed, some Drs don't take medicare
- providing mental health and substance abuse treatments will take the pressure off the jails, it will prevent homeless
- 21 lack of followup when unexplained child death occurs or even unattended adults
- 10 we need periodic reports of what is happening
- 12 - please stop raising fees on registrations; 18 - where are these services? No one can find a job because of the economy
- 13 - the evaluating process is random, inconsistent, unfair, relies on biases of rater, compares houpuses which vary in style, levels of homes and number of garages
- the city has a history of inadequate investigation in some murder cases
- 11- lines are long; too many visible clerks not working to help those waiting
- the county continuously raises our 65 mobile taxes. Sooo much that it amazes me how they feel this mobile home can keep increasing in value. 32% and even more other years. We have to appeal each year and still received the 32% increase. Its not a house.
- 22-systemic failure
- I know many people who have no idea which services LC offers. Many kids I have spoken to who are in foster care have had very bad experiences in those homes. There should be more frequent unannounced visits to these homes.
- The county abuses 22 and ignores 23. 4- ridiculous fees, 11-understaffed, 13 too many appeals are necessary 14-registration drives should not allow adjacent electioneering, 20-under funded 23-is gener biased and if enforced my ex-wife would still be paying me.
- 13-property values are always changing
- because the sheriffs midweekers a 18 year old was left in pain with a severed finger for over an hour until he was taken for medical care. This example is not an isolated case. Ft Collins police more competent, more professional.
- I didn't realized all of the services the county provides so more communications might be in order
- I am not aware of a lot of the services provided and how they are funded and how they are managed
- 23-because some dads are not caring for their children
- I have little information that comes from the county. I hear more from the city and my trash pickup.
- 11-licensing very marginal unorganized. Employee attitudes bad.
- I have never seen these reports published by anyone (??)
- jail needs more room jail residents could clean up road sides. Community services could be more productive.
- time required to establish child support orders
- 10-how do you communicate your services? 11-too long a wait and too few hours available
- 8-this is a process that will need to continue to improve. Better than more jails 10- also a process
- LC human services dept is operated as a money saving service rahter than a service to address the needs of victims particularly abused, sexually violated children. (more about child victims)
- 2 baby deaths in the past 2 years
- 11- wait times too long; unfriendly personnel
- 6-FC receives a disproportionate share of health inspections. Based on relative populations, loveland and other communittees within LC are not receiving a representative share of these inspections.
- 13-failed to adequately consider age and condition. 18-no real skilled labor training

- note done enough in general trough the entire US. 13-have gone to discuss taxes example my sons house, 1800 sq ft. no garage 134,000; My home next door 1800 sq ft 2 car garage assess 134000 don't make sense. Went down 2 yrs now no change, need a bettwr way to assess homes.
- because you do enough
- we don't have ??? Anymore. Most all criminals get off with a slap on the wrist.
- Most services seem to be OK, ??????????
- recent news shows a poor history of followup in child deaths
- 20 - too many folks on the street, no place for them, wind up at the hospital. 23-too many deadbeat dads around
- I have lived in this county and worked in the county most of my life and know very little about county services maybe because I have not encountered many of the services provided.
- We have found the foster care, adoption somewhat lacking of late. You can never do enough work for single parents.
- I never see info on services, but haven't gone out of my way to find out.
- You can't possibly give the veterans what they deserve. Don't care for the way property values are done
- impressed with landfill but not recycling services. Berthoud recycling center was removed and no alternative offered.
- the cost of alcohol/drug rehab is prohibitive in Estes Park - Harmony - AA is the only choice and for some is not effective due to religious beliefs
- appeals process for property taxes is a joke. Your need for money overrides market value and sense.
- the county should not be in management - re fairgrounds - I voted for \$6 million fairgrounds (not a hockey rink) not a 63 million taxpayer burden. Property values need to be done by a qualified appraiser - not the 3rd man in the office.
- Some services seem more appropriate for state or federal agencies.
- Many are out of work. I know they are victimes of the times and that no single agency can work miracles, but I believe many resources should be devoted to the problem.
- Just look at the number of DKs I do not know what the demandsd are for these services or how well these are handled.
- 5-my friends and neighbors are desperately seeking support and employment
- valuation of properties doesn't reflect true market conditions. Just what county needs to fill budget gap.
- 10-this is why I have circlued so many DKs. The county does not do a very good job of telling the public shat they are doing and how successful they are.
- The county officials expect non-paid groups to take care of these duties.I County employees need to do their jobs. A lot of money has been spent on studies with no final direction or results (this is about transportation). Let's put the money into getting things done and no more studies.
- I am unaware of many of these services ... much less the quality with which they are performed.
- child support orders are not enforced
- veteran offered their life for this country and I've seen that a lot of the time their health and well being have been made difficult because of the "hoop" they have to jump through to get medical services. I have seen with friendd that child support system is either does nothing or is way overboard with action taken
- 23-my wifes exhusband is over \$40,000 behind in child support payments and nothgin is being done to enforce the order. The system is a total joke.
- I don't know where one would go to get information about what services are available.

- news items throughout the year frequently highlight the inadequacies within the criminal justice system, ie, not enough funding for jails, the time it takes for cases to be processed through the social services depts. Due to lack of funding, work overload etc. Some clients know how to work the system - other legitimate clients fall between the cracks
- Would like to have light rail at least from Longmont to Denver
- need to use more taxes to lower park and rec fees so senior and low income can use them. This can help kids get closet to parents and grandparents and keep them out of trouble and learn better use of their time
- snowplowing and washboards on CR122. However the county crew does a good job with the funds they have.
- public transportation doesn't seem to be getting accomplished
- more government miss management
- I lived next to a house with many zoning violations and despite complaining more than once, nothing was ever done.
- allow local businesses in on planning transportation. Stay away from cdot and rtd.
- too many rules on zoning and inspections just to please a few
- we need more public transportation
- The south end road at Horseshoe Lake from Monroe over to Madison in Loveland is a disgrace
- 1-animal control needs more personnel in the cities as the rural areas must be very poorly staffed
- 1-barking dog ordinances are hard to enforce because they require at least two witnesses, most people are afraid to complain about their neighbors. And should be enforced more easily. The law itself is great.
- there is need for long range planning in issues such as open space, transportation
- parks need more maintenance
- I'm not aware of a long-term broad strategy for assessing and addressing transportation issues in the County - especially I25 corridor
- roads in need of repair; no snow removal on secondary roads
- animal control is difficult to reach by phone; phone system often message only; poor attitude to responding when dogs are menacing livestock
- getting on noncity roads can be treacherous and away from help
- the road conditions are not good - full of potholes
- Carter lake has to be one of the worst ran parks in the state. Charging tremendously and costly fees, etc. Not at all friendly in their handling to us or those visiting our area.
- 1 free ranging cats are infesting my neighborhood, 5-transfort exists on csu student money and does not serve our citizens, 8-horsetooth is over priced, over patrolled, unaccessible from the shore.
- response times long - we had an incident at ?? Elementar schools (sheriff is a backup for our very small police dept. and rspnse time very long.
- I have security system . I'm only a few blocks out of city limit. But I'm charged \$50 and \$25 yearly by false ??? In Denver and when security gives off Ft Collins police check - threaten to charge me \$100. No fool robber would hang around while Ft Collins police drive 15 or 16 miles. This seems illegal to me to be charged for nothing.
- 1- we had a skunk and no one would help to remove it. What a stinking mess.
- The city road from Monroe to Madison in North Loveland is terrible - so much traffic and a gravel road, seldom graded, ruts
- despite countless studies and consultants a regional transportation plan does not exist.
- 1-lots of lost dogs, 5 - need mass transit - rail or bus- along front range

- because all you do is plan you never accomplish anything
- I see lots of dogs running loose and owners don't pick up after them.
- the roads are not well maintained, especially in winter.
- I'd like to see more emphasis on North Hwy 287 safety and light rail
- I live outside the city and find the roads inadequate. Poor maintenance.
- Hwy 34 to Estes needs widening and speed control. If this means removing some housing I will gladly sell mine to ensure better safety. It is scary trying to drive this road in mornings and at evening rush hour and sell as during tourist season
- The sheriff needs to patrol county roads for speeders. Put 4 way stop at busy intersections. Take tax off of food at grocery stores. There are far too many individual committees. Many could be consolidated and relieve the tax burden. It seems houses are stuck all over the hills and it is disappointing to see a beautiful view spoiled for others, plus they are a burden for fire fighters to try to save.
- n. roads and bridges seem to be in disrepair in places
- Doesn't seem to be a clear way for citizens to see what county is planning until its too late for public to input opinions/ideas. Seems like county is pushing through things too quickly for fear of public disapproval which is why it shouldn't go through. Public meetings need to be better advertised.
- The county is way too eager to approve land development requests. The whole world won't fit in LC. We don't have the resources. If the mindless growth encouragement trend continues LC will just become another congested, crime ridden, cesspool of humanity like every other large city. It will no longer deserve to be called the best place to live in the US. Stop approving most of the land development requests.
- Town of Wellington has grown greatly in the last 20 years there is still one exit and no public transportation to FC. There is not very good transportation by bus to Loveland.
- the infrastructure for our roads are performed moderately well, more has to be done to anticipate upcoming needs. It seems the dept. is always behind and playing catch up.
- 2 - because they are not maintained
- have seen no evidence of transportation planning