

City of Steamboat Springs, CO

2015 Community Survey

Report of Results

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Executive Summary

Survey Background and Methods

In an effort to determine the community's attitudes about City services and pending local policy, City leaders regularly conduct a community survey. The City of Steamboat Springs contracted with National Research Center, Inc. (NRC) to implement this survey with a representative sample of the community to monitor sentiment about local service delivery. The 2015 survey was the fourth iteration.

For the 2015 survey, 3,000 households were randomly selected and were broken down into three respondent groups: 1) full-time registered voters within the city limits of Steamboats Springs (2,000 addresses of the 3,000), 2) full-time registered voters outside the city limits but within the Rural Fire District (500 addresses of the 3,000) and 3) second homeowners with properties inside the city limits (500 addresses of the 3,000). A postcard was mailed to the 3,000 randomly selected households notifying residents that they had been chosen to participate in the survey. A survey followed in the mail after one week and another one week later. All respondents were given the option to complete the survey online. There were a total 1,294 survey respondents from the three groups, including 117 surveys completed online, yielding a response rate of 45%.

It should be noted that the body of this report and most of the appendices are based only on responses of full-time registered voters living within the city limits of Steamboat Springs. The City surveyed full-time residents living outside the city limits and second home owners in an effort to understand the differences between full-time residents living inside the city limits and these other two populations. Results for these other two survey groups can be found in *Appendix E: Comparisons of Select Questions by Respondent Group*.

The margin of error is plus or minus three percentage points around any given percentage for the full-time residents who live within the city limits of Steamboat Springs (900 respondents).

The results for full-time residents were weighted to reflect the demographic profile of all registered voters in the City of Steamboat Springs. Reported responses are for those who had an opinion – “don't know” responses were removed from the analyses.

Key Findings

Steamboat Springs residents continue to experience a high quality of life.

- Steamboat Springs residents rated most aspects of quality of life favorably, with 9 in 10 giving excellent or good ratings to the city as a place to live (94% excellent or good), the overall quality of life in Steamboat Springs (92%) and the city as a place to raise children (89%).
- Where comparisons were available, these items tended to be rated more highly in 2015 than in previous survey years and more highly than in other communities of population size 30,000 or less.

Residents feel safe and value the natural environment, health and wellness opportunities and sense of community in Steamboat Springs.

- Almost all residents reported feeling safe in Steamboat Springs (97% excellent or good) and felt that the quality of the overall natural environment was excellent or good (96%). Health and wellness opportunities, the overall image or reputation, ease of travel and sense of community received favorable ratings from at least 8 in 10 respondents.

- The dimensions of the overall natural environment and overall feeling of safety were also considered the most important characteristics of Steamboat Springs (91% and 90% essential or very important, respectively).
- When compared to communities with a population size of 30,000 or less and other resort communities, Steamboat Springs received higher or much higher ratings for the overall feeling of safety, sense of community, health and wellness opportunities in Steamboat Springs and quality of overall natural environment.
- When compared to ratings given in previous years, feelings of safety, the quality of the natural environment and sense of community were higher in 2015.
- Out of 24 individual characteristics of the community, recreational opportunities and amenities was the most highly rated (91% excellent or good) and more highly rated in Steamboat Springs than in other communities of population 30,000 or less.

Residents see the city's overall economic health as an area for improvement.

- Just over half of residents said that the overall economic health of Steamboat Springs was excellent or good. A lower rating was given to the overall economic health of Steamboat Springs compared to communities with population 30,000 or less and resort communities of population, 30,000 or less.
- When assessing the quality of 24 different characteristics of the community, Steamboat Springs residents rated the cost of living (8% excellent or good) and the availability of affordable quality housing (8%) least positively. When compared to communities with a population size of 30,000 or less, the overall quality of new development in Steamboat Springs, availability of affordable quality housing and local shopping opportunities were rated less highly in Steamboat springs.

Survey respondents appreciate the high quality services provided by the City.

- Overall, survey respondents rated the quality of services highly, with 14% rating them as excellent and 68% rating them as good. This rating was similar when compared to both benchmarks.
- At least 9 in 10 respondents gave ratings of excellent or good to fire services, ambulance or emergency medical services, drinking water, City parks, sewer services, snow removal and City recreation programs; at least 4 in 10 gave excellent reviews to fire and EMS services, drinking water and snow removal. Economic development efforts (43% excellent or good) and land use, planning and zoning (40%) received less positive evaluations, with about one in six giving a poor rating. Where comparisons were available to 2015, ratings tended to be similar.
- Of the two aspects of government performance that could be compared to previous years, ratings given in 2015 were similar (see Figure 18 on page 27).

The City has room to grow in the area of public trust.

- In 2015, residents gave somewhat positive ratings of the performance of City government, with just over half (56%) feeling that they received excellent or good value of services for the sales taxes paid in the city.
- Four in 10 residents said that the job the city government does at welcoming citizen involvement (46%), the overall confidence in City staff (46%) and treating all residents fairly (44%) was excellent or good. About one-third felt that the overall direction that the city is taking was excellent or good and one-quarter gave these evaluations to the overall confidence in the City Council.
- Ratings for the value of services for sales taxes paid in Steamboat Springs were similar to both benchmark groups. Treating residents fairly was rated much lower than communities with

population sizes of less than 30,000 but similar to the resort communities benchmark. The overall direction that the city is taking and the job city government does at welcoming citizen involvement was rated lower or much lower than both benchmarks.

Residents feel that the natural environment and economic health are important priorities for the community.

- Of 19 different service areas measured on the survey, 9 in 10 residents believed that protecting air and water quality was essential or very important and about 8 in 10 said that preserving natural areas, habitats and open land was at least very important, with at least half saying each of these was essential. About three-quarters of respondents said that supporting businesses and employment opportunities (76% essential or very important), enhancing public spaces, parks and trails (75%) and reducing energy usage (73%) were important focus areas for the City.
- When comparisons were available to previous survey administrations, generally, residents felt the various priorities were either more important or of the same level of importance as in 2015.
- When asked the extent to which they would support or oppose the City requiring developers to provide affordable housing or pay a fee to support affordable housing, more than twice as many residents strongly supported this requirement as strongly opposed it. About two-thirds of respondents were supportive of the City changing the Community Development Code to allow for more housing density in the city and one third opposed it.
- When asked how important it was to enhance, improve or add 14 various park and recreation amenities, the most important enhancements to respondents were extending the Yampa River Core trail (63% essential or very important), increasing Yampa River access and management (57%) and acquiring additional open space (56%). Generally, the level of importance of park and recreation activities and facilities was higher among those with greater levels of participation and use.

Survey Background

Survey Purposes

The City of Steamboat Springs contracted with National Research Center, Inc. (NRC) to implement the 2015 survey with a representative sample of the community, in an effort to determine attitudes about City services and other timely issues related to City policy. The first survey of residents was conducted in 1999, with subsequent implementations in 2002 and 2005; the 2015 survey marks the fourth iteration of the survey.

The survey permitted the community an opportunity to provide feedback to government on what is working well and what is not, and to communicate their priorities for community planning and resource allocation. The focus on quality of service delivery helps council, staff and the public set priorities for budget decisions and lays the groundwork for tracking community opinions about the responsibilities of the City government, helping to assure maximum service quality over time.

Comparisons are made between 2015 responses and those from prior years, when possible. Steamboat Springs' results also are compared to those of other communities with populations less than 30,000 as well as to resort communities with populations less than 30,000, each with data collected in the last three years. These comparisons were made possible through NRC's national benchmark database. This database contains resident perspectives gathered in citizen surveys from approximately 500 jurisdictions.

Survey Administration

The five-page City of Steamboat Springs Community Survey was administered by mail to a random sample of 3,000 households during April and May of 2015. The sample of 3,000 households was broken down into three respondent groups: 1) full-time registered voters within the city limits of Steamboat Springs (2,000 addresses of the 3,000), 2) full-time registered voters outside the city limits but within the Rural Fire District (500 addresses of the 3,000) and 3) second homeowners with properties inside the city limits (500 addresses of the 3,000). For the first time in 2015, respondents also could complete the survey online, if desired. Of the 2,894 households receiving the survey (since some addresses were vacant), 1,294 completed the survey (including 117 online responses), providing a response rate of 45%. (See *Appendix G: Survey Methodology* for detailed information on each survey recipient group.)

It should be noted that the body of this report is based only on responses of full-time registered voters who live within the city limits of Steamboat Springs. The City surveyed full-time residents living outside the city limits and second home owners in an effort to understand the differences between full-time residents living inside the city limits and these other two populations. Results for these other two survey groups can be found in *Appendix E: Comparisons of Select Questions by Respondent Group*.

The margin of error is plus or minus three percentage points around any given percentage for the full-time residents who live within the city limits of Steamboat Springs (900 respondents).

The survey results for full-time residents were weighted so that demographics of registered voters were represented in the proportions reflective of the entire city. (For more information see *Appendix G: Survey Methodology*.)

How the Results are Reported

For the most part, frequency distributions and the "percent positive" are presented in the body of the report. The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "strongly support" and "somewhat support").

On many of the questions in the survey, respondents gave an answer of “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix B. Complete Set of Survey Responses* and is discussed in the body of this report if it is 20% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the figures in the body of the report display the responses from respondents who had an opinion about a specific item.

When a figure for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). The 95 percent confidence interval for this survey is generally no greater than plus or minus three percent around any given percent reported for all full-time residents living in the city limits (900 respondents). For comparisons among subgroups, the margin of error rises to approximately plus or minus 5% for subgroups of 400 to plus or minus 10% for subgroups of 100.

Comparing Survey Results by Respondent Subgroups

Select survey results were compared by demographic characteristics of full-time residents living inside the city limits and are discussed throughout the body of the report, when applicable. The full set of comparisons of full-time residents by demographic characteristics can be found in *Appendix D: Comparisons of Select Questions by Respondent Characteristics*.

Additionally, all survey questions were compared by respondent group (full-time resident inside city limits, resident outside city limits, second homeowners inside city limits). A discussion of the results by respondent group, as well as the full set of comparisons, can be found in *Appendix E: Comparisons of Select Questions by Respondent Group*.

Comparing Survey Results over Time

Because this survey was the fourth in a series of community surveys, the 2015 results are presented along with past ratings when available. Differences between years can be considered meaningfully different if they are 10 percentage points or more around any given percent. Trend data for the City of Steamboat Springs represent important comparisons and should be examined for improvements or declines. Deviations from stable trends over time especially represent opportunities for understanding how local policies, programs or public information may have affected residents’ opinions.

Comparing Survey Results to Other Communities

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans.

Comparisons are provided by communities with populations less than 30,000 as well as to resort communities with populations less than 30,000. Where comparisons for quality ratings were available, the City of Steamboat Springs’ results were noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much lower” or “much higher”). These labels come from a statistical comparison of Steamboat Springs’ rating to the benchmark where a rating is considered “similar” if it is within the

margin of error; “higher” or “lower” if the difference between Steamboat Springs’ rating and the benchmark is greater the margin of error; and “much higher” or “much lower” if the difference between Steamboat Springs’ rating and the benchmark is more than twice the margin of error.

Survey Results

Quality of Life and Community

Survey respondents were asked to evaluate various aspects of quality of life and characteristics of the community. They also indicated their level of participation in various community activities.

Aspects of Quality of Life

Steamboat Springs residents rated most aspects of quality of life favorably, with 9 in 10 giving excellent or good ratings to the city as a place to live (94% excellent or good), the overall quality of life in Steamboat Springs (92%) and the city as a place to raise children (89%). At least half of respondents gave a rating of excellent to the city as a place to live and raise children. Steamboat Springs as a place to retire and as a place to work received less positive responses, with 66% and 50% of respondents giving excellent or good ratings. When compared to previous survey administrations, where available, ratings tended to increase over time, although any changes in ratings may be due, in part, to changes in survey methodology or question and scale wording (see Figure 2 on page 7).

Ratings of quality of life in Steamboat Springs were compared to those given by residents in other communities across the country with population sizes of less than 30,000 and those with population sizes of less than 30,000 that identify as a resort community. When compared to communities with a population size of less than 30,000, Steamboat Springs residents gave ratings that were higher for the city as a place to live, raise children and the overall quality of life (see *Appendix F: Benchmark Comparisons* for more detail). Ratings were similar for the city as a place to retire and lower for the city as a place to work. Compared to other resort communities, Steamboat Springs was rated higher for the city as a place to live and raise children. Similar ratings were given for the city as a place to work and the overall quality of life in the city, and lower ratings were given for the city as a place to retire.

Figure 1: Aspects of Quality of Life, 2015

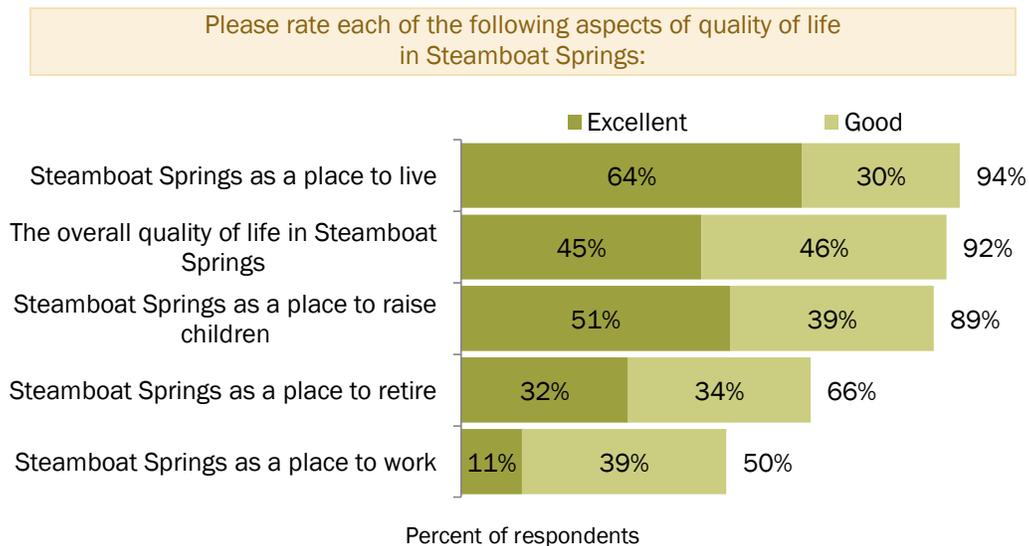


Figure 2: Aspects of Quality of Life Compared by Year

Please rate each of the following aspects of quality of life in Steamboat Springs: (Percent excellent or good, very satisfied or satisfied, very acceptable or acceptable)	2015	2005	2002	1999
Steamboat Springs as a place to live	94%	NA	NA	81%
The overall quality of life in Steamboat Springs	92%	NA	85%	52%
Steamboat Springs as a place to raise children	89%	NA	NA	80%
Steamboat Springs as a place to retire	66%	NA	NA	NA
Steamboat Springs as a place to work	50%	NA	NA	NA

*Please note that in 1999, “Steamboat Springs as a place to live” was rated on a very satisfied to very dissatisfied scale and “Steamboat Springs as a place to raise children” was rated on a very acceptable to unacceptable scale. Additionally, the question “the overall quality of life in Steamboat Springs” was rated in 2002 on the scale: poor, not so good, above average, good, excellent and in 1999 was worded “what is your overall satisfaction with life in the community” and was rated on a very acceptable to unacceptable scale.

Residents indicated how likely they would be to recommend living in Steamboat Springs and remaining in Steamboat Springs for the next five years on a scale where “0” equaled not at all likely and “10” equaled extremely likely. Respondents were more likely to than not to recommend living in Steamboat Springs (selecting between “7” and “8”, on average) and remain in the city for the next five years (selecting about “8”, on average).

Figure 3: A Likelihood of Remaining in and Recommending Steamboat, 2015

Please indicate how likely you are to do each of the following:	Not at all likely	1	2	3	4	5	6	7	8	9	Extremely likely
Recommend living in Steamboat Springs to a friend or colleague	2%	1%	1%	2%	3%	9%	6%	12%	16%	16%	33%
Remain in Steamboat Springs for the next five years	2%	1%	2%	3%	2%	8%	3%	7%	9%	10%	52%

A Net Promoter Score (NPS) was calculated for these questions and, most often used in the private sector, measures the loyalty that exists between a provider (the City) and a consumer (residents).¹ NPS values can range from -100 to +100 – the more positive the score, the greater the consumer loyalty. A score of +50 or above is considered excellent. Steamboat Springs received a NPS of 24 for recommending living in the city and a score of 40 for remaining in the city for the coming five years.

Figure 4: Net Promoter Score

Please indicate how likely you are to do each of the following:	Detractor	Passive	Promoter	NPS
Recommend living in Steamboat Springs to a friend or colleague	24%	28%	48%	24
Remain in Steamboat Springs for the next five years	22%	16%	62%	40

¹ Net Promoter, developed by Satmetrix, Bain & Company and Fred Reichheld, is now the worldwide standard for organizations to measure, understand, and improve their customer experience. “When Satmetrix developed Net Promoter, we saw that companies with a better ratio of Promoters to Detractors tend to grow more rapidly than their competitors. Companies with the most efficient growth engines operate with an NPS of 50 to 80.” <http://www.netpromoter.com/why-net-promoter>. Accessed June 1, 2015.

Community Characteristics

Survey respondents were asked to assess the quality and importance of nine broad dimensions that make up a community. Then, residents evaluated the quality of 24 specific characteristics of Steamboat Springs.

Eight of the nine broad aspects of community were given positive reviews from most respondents, with at least 7 in 10 respondents giving excellent or good ratings. Almost all residents reported feeling safe (97% excellent or good) and felt that the quality of the overall natural environment was excellent or good (96%). Health and wellness opportunities, the overall image or reputation, ease of travel and sense of community received favorable ratings from at least 8 in 10 respondents. Three-quarters of residents gave positive reviews to the overall opportunities for education and enrichment and 69% felt the overall “built environment” was excellent or good. Just over half said that the overall economic health of Steamboat Springs was excellent or good. When compared to ratings given in previous years, feelings of safety, the quality of the natural environment and sense of community were higher in 2015. Differences in ratings may be at least partially attributable to changes in survey methodology, question and scale wording.

When compared to communities with a population size of 30,000 or less and other resort communities, Steamboat Springs received higher or much higher ratings for the following aspects of community: overall feeling of safety, sense of community, health and wellness opportunities in Steamboat Springs and quality of overall natural environment (see *Appendix F: Benchmark Comparisons* for more detail). The City received a higher rating for the overall image or reputation when compared to other communities with a population size of 30,000 or less and a similar rating compared to other resort communities. Steamboat Springs residents gave similar ratings to the overall “built environment”, overall opportunities for education and enrichment and overall ease of getting to places you usually have to visit compared to both benchmarks. A lower rating was given to the overall economic health of Steamboat Springs compared to both benchmarks.

Figure 5: Quality of Overall Aspects of Community, 2015

Please rate the quality of each of the following characteristics as they relate to Steamboat Springs as a whole.

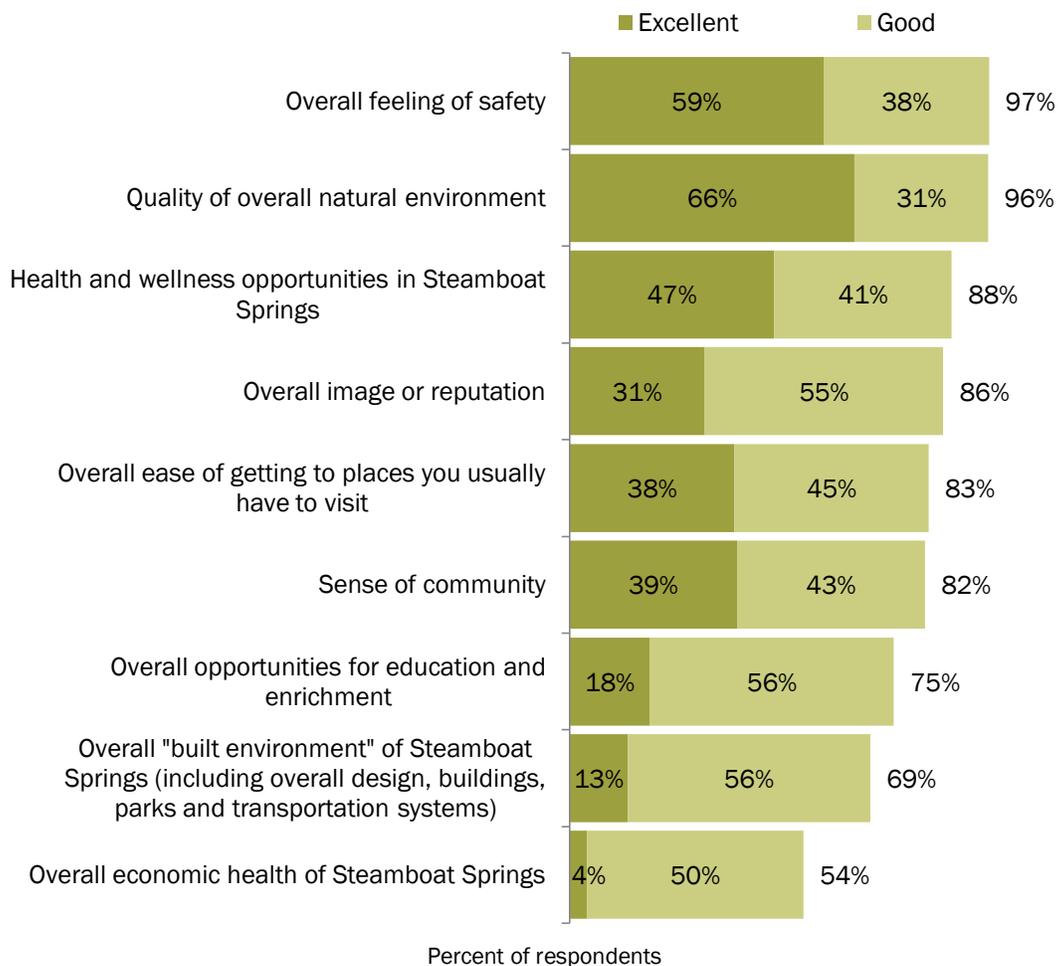


Figure 6: Quality of Overall Aspects of Community Compared by Year

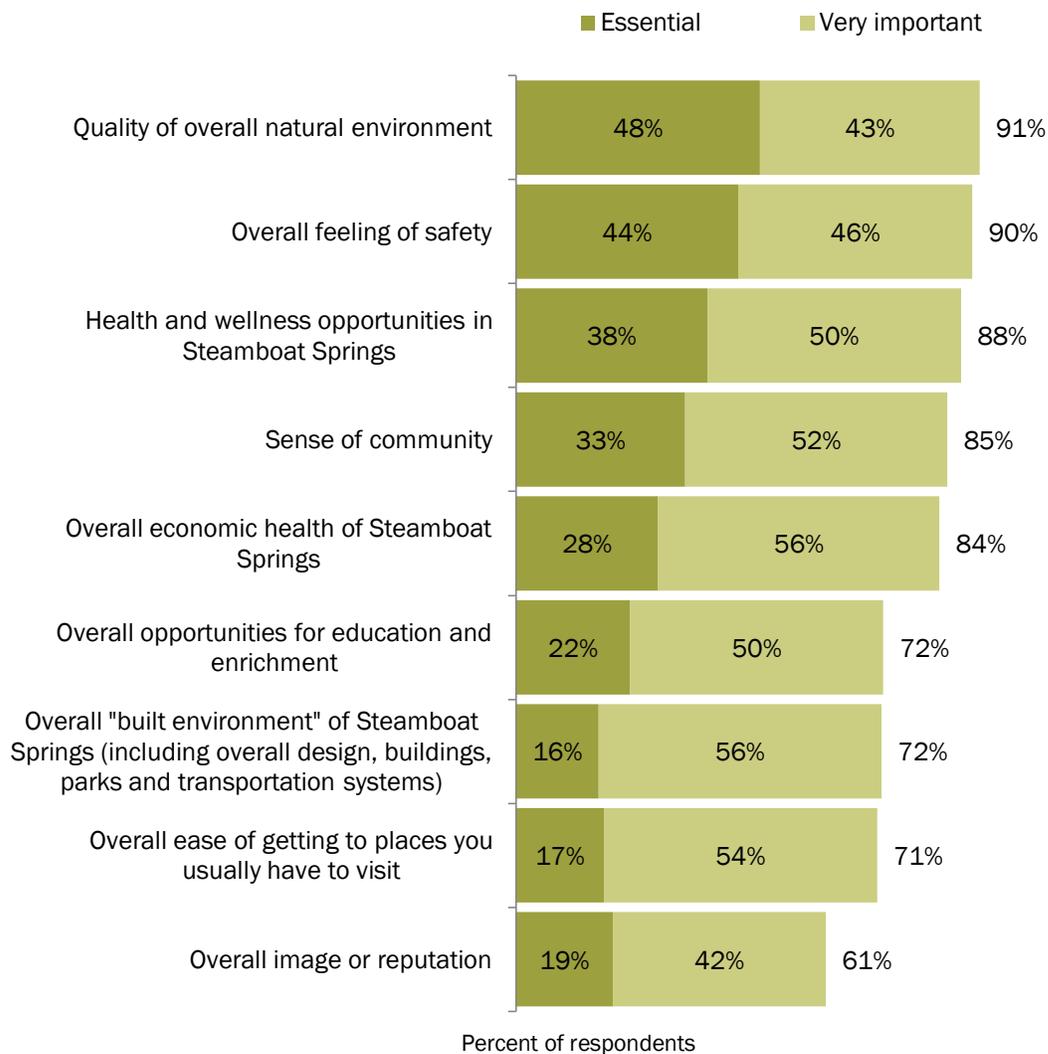
Please rate the quality of each of the following characteristics as they relate to Steamboat Springs as a whole. (Percent excellent or good, very satisfied/very good [5] or [4], very acceptable or acceptable)	2015	2005	2002	1999
Overall feeling of safety	97%	76%	NA	NA
Quality of overall natural environment	96%	NA	77%	88%
Health and wellness opportunities in Steamboat Springs	88%	NA	NA	NA
Overall image or reputation	86%	NA	NA	NA
Overall ease of getting to places you usually have to visit	83%	NA	NA	NA
Sense of community	82%	71%	58%	NA
Overall opportunities for education and enrichment	75%	44%	NA	NA
Overall "built environment" of Steamboat Springs (including overall design, buildings, parks and transportation systems)	69%	NA	NA	NA
Overall economic health of Steamboat Springs	54%	NA	NA	NA

*Please note that in 1999 "overall feeling of safety" was "public safety" and was on the scale from very good to very poor. In 2002 "quality of overall natural environment" was rated on a very acceptable to unacceptable scale and in 1999 was rated on a very satisfied to not satisfied scale. In 2005 "overall opportunities for education and enrichment" was "adult education" and was on a very satisfied to not satisfied scale. In 2002 and 2005 "sense of community" was on a very satisfied to not satisfied scale.

When evaluating the importance of the nine aspects of community, at least 6 in 10 gave excellent or good ratings to each. The aspects deemed most important included the quality of the overall natural environment and overall feeling of safety (91% and 90% essential or very important, respectively). The overall image and reputation of Steamboat Springs was viewed as relatively less important, with about 6 in 10 respondents saying this was essential or very important. One in 10 thought the image and reputation was not at all important.

Figure 7: Importance of Overall Aspects of Community, 2015

Please rate the importance of each of the following characteristics as they relate to Steamboat Springs as a whole.



Comparison of Quality and Importance of Aspects of Community

When competition for limited resources demands that efficiencies or cutbacks be instituted, it is wise not only to know what services are deemed most important to residents' quality of life, but which services among the most important are perceived to be delivered with the lowest quality. It is these services – more important services delivered with lower quality – to which attention needs to be paid first.

This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of the various aspects of community were compared to their ratings of the quality of these same aspects (see the chart on the next page). To identify the aspects perceived by residents to have relatively lower quality at the same time as relatively higher importance, all aspects were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some community aspects were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some aspects were in the bottom half of both lists.

Aspects of community were classified as “more important” if they were rated as essential or very important by 84% or more of respondents. Aspects of community were rated as “less important” if they received a rating of less than 84%. Aspects of community receiving quality ratings of excellent or good by 83% or more of respondents were considered of “higher quality” and those with ratings lower than 83% were considered to be of “lower quality.” This classification is based on the median of ratings for quality (excellent or good) and the median of ratings for importance (essential or very important), allowing the various aspects of the community to be divided in half. This classification is intended to allow for easy differentiation between aspects of a community.

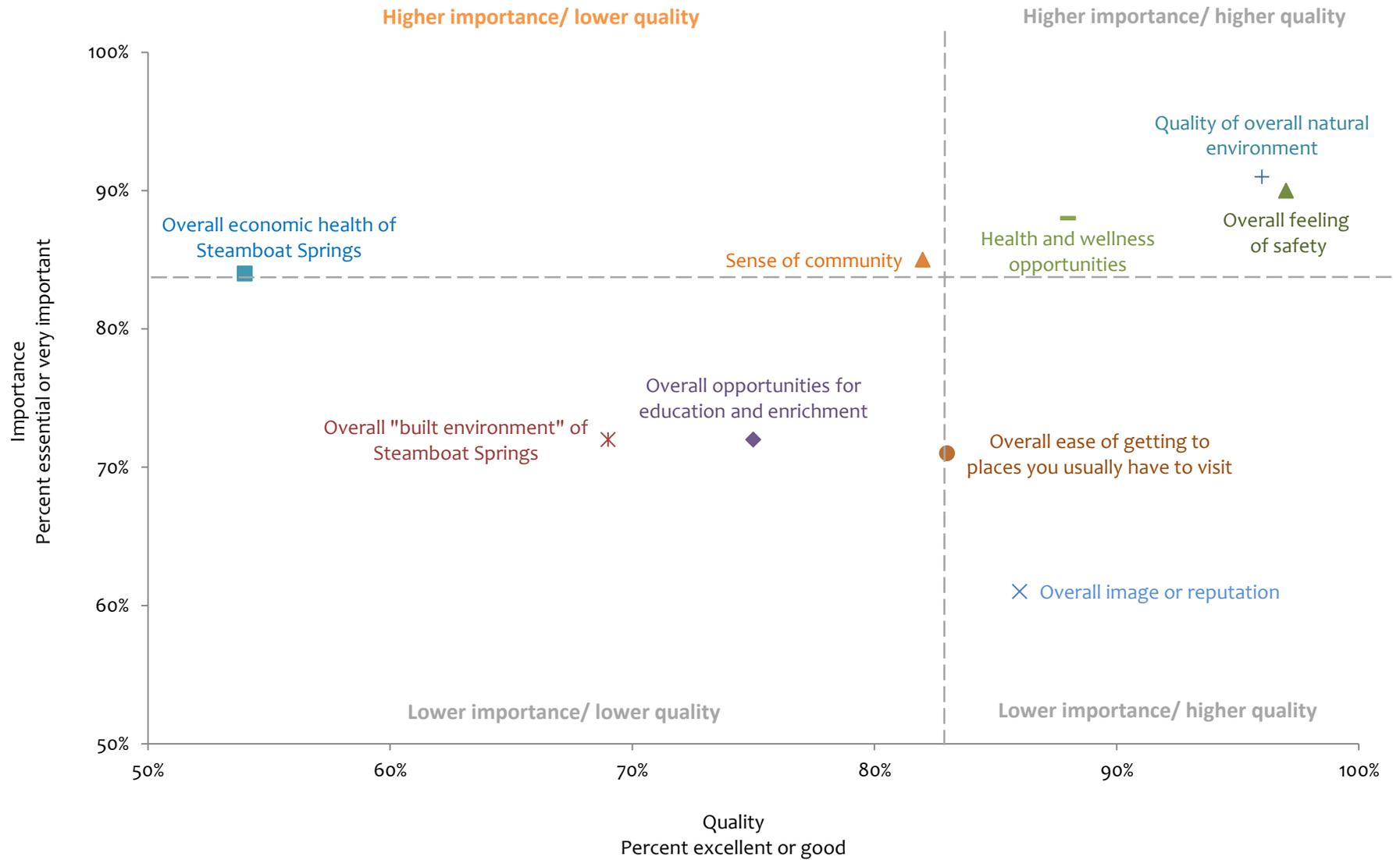
Aspects of community categorized as higher in importance and lower in quality included overall economic health of Steamboat Springs and sense of community. The overall economic health of Steamboat Springs was rated lower than both benchmark comparison groups, while the sense of community was rated higher or much higher. Because the overall economic health of the community was deemed of greater importance and lower in quality and was below both benchmarks, this may be an area on which the City might want to focus more attention and resources or monitor to potentially improve resident perceptions or align more closely with residents' expectations.

Aspects of community deemed higher in importance and higher in quality were health and wellness opportunities, overall feeling of safety and quality of overall natural environment.

The lower in importance, higher in quality aspects of community included overall image or reputation and overall ease of getting to places you usually have to visit.

Aspects of community categorized as lower in importance and lower in quality were the overall "built environment" of Steamboat Springs and overall opportunities for education and enrichment.

Figure 8: Comparing Quality and Importance of Aspects of Community



When assessing the quality of 24 different characteristics of the community, Steamboat Springs residents rated recreational opportunities and amenities (91% excellent or good) and K-12 education (87%) most positively. Eight in 10 respondents gave excellent or good ratings to opportunities to participate in social events and activities, the cleanliness of the city and opportunities to attend cultural, arts and music activities. The cost of living (8% excellent or good) and the availability of affordable quality housing (8%) were thought of as lower in quality. It is worth noting that at least 4 in 10 respondents gave a poor rating to the quality of the availability of affordable quality housing, cost of living, availability of public restrooms and availability of affordable quality child care/preschool (see *Appendix B: Complete Set of Survey Responses* for a full set of responses). When compared to previous survey administrations, ratings of community characteristics generally were similar in 2015.

It should be noted that between one-third and one-half of respondents selected “don’t know” when evaluating the quality of K-12 education, the availability of affordable quality child care/preschool and the availability of affordable quality mental health care. A full set of responses, including “don’t know” can be found in *Appendix B: Complete Set of Survey Responses*.

Twenty of the 24 individual characteristics of the community could be compared to the benchmarks (see *Appendix F: Benchmark Comparisons* for more detail). When compared to communities with a population size of 30,000 or less, eight characteristics received ratings that were higher or much higher (including neighborliness of residents, ease of travel by public transportation in Steamboat Springs and recreational opportunities and amenities). Six characteristics were rated similar to the benchmark (e.g., availability of affordable quality health care, employment opportunities and overall quality of business and service establishments) and six were lower or much lower (e.g., overall quality of new development in Steamboat Springs, availability of affordable quality housing and local shopping opportunities).

When compared to the resort communities benchmark, Steamboat Springs was rated higher or much higher for five of the 20 characteristics (including availability of paths and walking trails, recreational opportunities and amenities and ease of travel by public transportation in Steamboat Springs). Ten characteristics received ratings that were similar to the benchmark (e.g., cleanliness, ease of walking and employment opportunities). Lower or much lower ratings were given to five characteristics, including availability of affordable quality housing, availability of affordable quality child care/preschool and local shopping opportunities.

The various characteristics of the community were compared by resident demographic characteristics. - Retired residents tended to be more likely to give higher ratings to ease of travel by public transportation, availability of affordable quality housing, child care/preschool, and health care, as well as opportunities to attend cultural/arts/music activities and cost of living than working residents or those not working for pay (see *Appendix D: Comparisons of Select Questions by Respondent Characteristics* for more information). Residents who had lived in Steamboat Springs for 6-20 years, those who had children, households with incomes greater than \$150,000 a year and were 55 years or older were more likely to give lower ratings to the availability of sidewalks in the city than were other residents. Older residents (55 years or older) were more likely to positive ratings to the availability of affordable quality housing, availability of affordable quality childcare/preschool, mental health care and health care, cost of living and opportunities to attend cultural/arts activities than were younger residents (less than 55). Ratings of quality tended to increase with household income for the availability of affordable quality housing, the availability of affordable quality health care, cost of living and neighborliness of residents.

Figure 9: Community Characteristics, 2015

Please rate the quality of each of the following characteristics as they relate to Steamboat Springs as a whole.

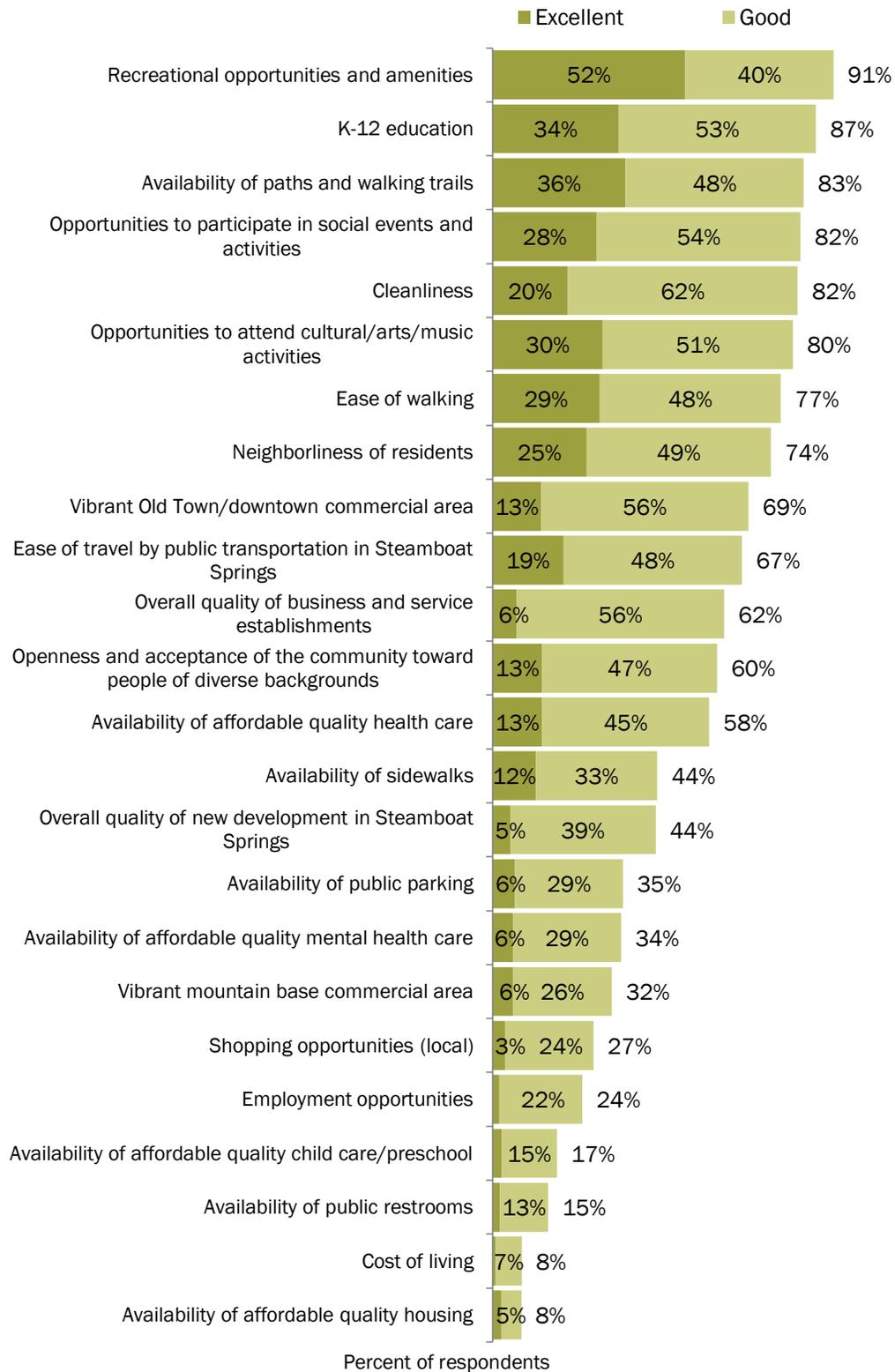


Figure 10: Community Characteristics Compared by Year

Please rate the quality of each of the following characteristics as they relate to Steamboat Springs as a whole. (Percent excellent or good, very satisfied/very good [5] or [4], very acceptable or acceptable)	2015	2005	2002	1999
Recreational opportunities and amenities	91%	92%	NA	85%
K-12 education	87%	53%	NA	58%
Availability of paths and walking trails	83%	NA	NA	NA
Opportunities to participate in social events and activities	82%	NA	NA	NA
Cleanliness	82%	NA	NA	81%
Opportunities to attend cultural/arts/music activities	80%	NA	NA	60%
Ease of walking	77%	NA	NA	NA
Neighborliness of residents	74%	NA	NA	69%
Vibrant Old Town/downtown commercial area	69%	NA	NA	NA
Ease of travel by public transportation in Steamboat Springs	67%	66%	NA	NA
Overall quality of business and service establishments	62%	NA	NA	NA
Openness and acceptance of the community toward people of diverse backgrounds	60%	NA	NA	NA
Availability of affordable quality health care	58%	65%	NA	NA
Availability of sidewalks	44%	NA	NA	NA
Overall quality of new development in Steamboat Springs	44%	NA	20%	NA
Availability of public parking	35%	23%	NA	NA
Availability of affordable quality mental health care	34%	NA	NA	NA
Vibrant mountain base commercial area	32%	NA	NA	NA
Shopping opportunities (local)	27%	26%	30%	NA
Employment opportunities	24%	26%	27%	75%
Availability of affordable quality child care/preschool	17%	26%	NA	64%
Availability of public restrooms	15%	NA	NA	NA
Cost of living	8%	NA	NA	20%
Availability of affordable quality housing	8%	7%	12%	NA

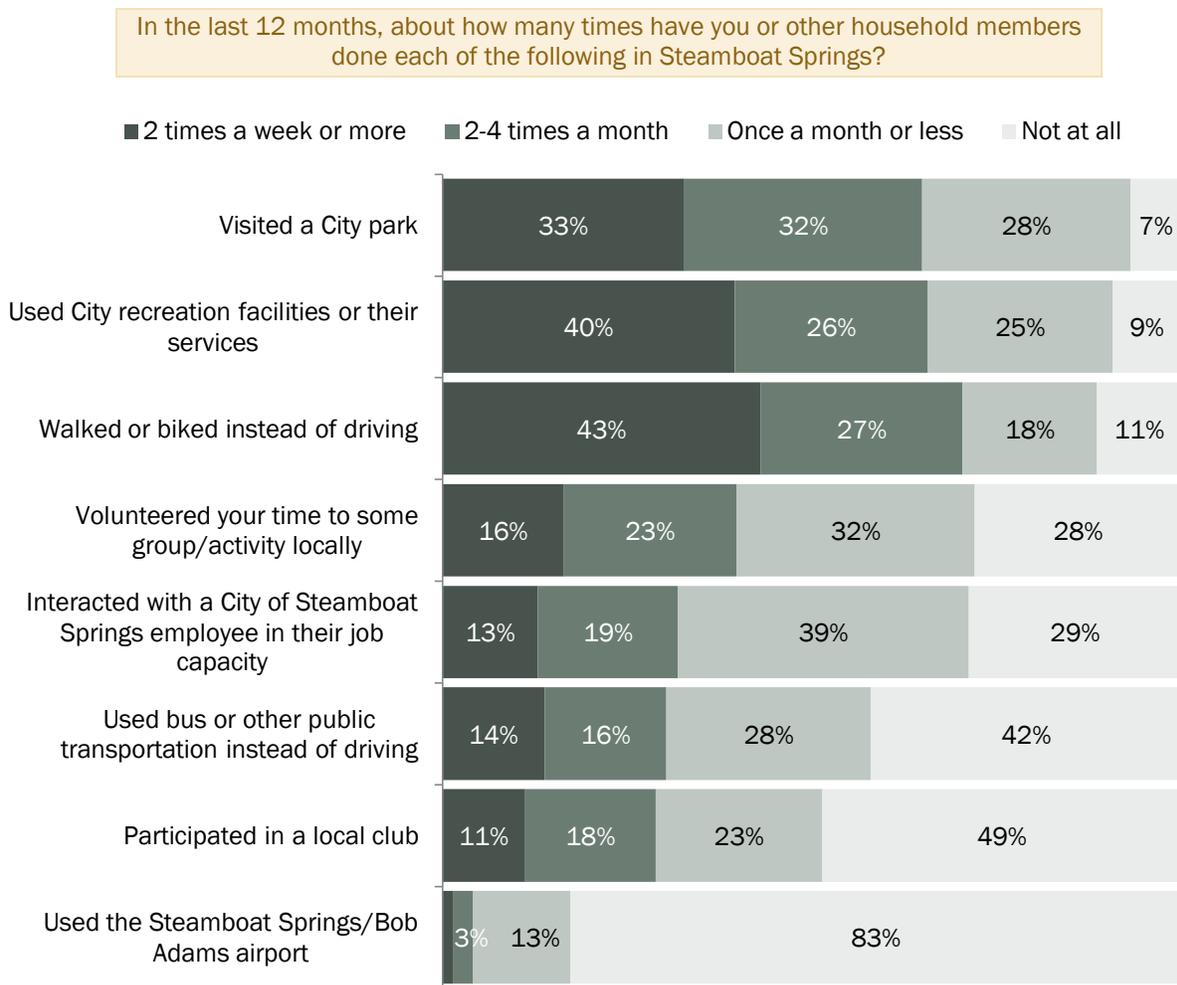
*Please note, in previous years, the comparable survey items were asked on different scales including a good/poor scale, a very satisfied/not satisfied scale and a very acceptable/unacceptable scale. In 1999, “availability of affordable quality child care/preschool” was asked “how is Steamboat’s quality of early childhood care and education,” “employment opportunities” was “what do you think about the quality of employment opportunities,” and “overall quality of new development in Steamboat Springs” was “design standards of new development.”

Community Participation

Residents indicated their level of participation in several activities in and around Steamboat Springs. A majority of respondents had visited a City park (93%), used a City recreation facility (91%) or walked or biked instead of driving (89%) at least once in the last 12 months, with at least one-third having done each of these activities two times a week or more. At least 4 in 10 residents reported never having used a bus or other public transportation instead of driving (49% said not at all) or participating in a local club (49%), and more than 8 in 10 said that they had not used the Steamboat Springs/Bob Adams airport in the 12 months prior to the survey.

Benchmark comparisons were available for six of the eight activities asked about on the survey (see *Appendix F: Benchmark Comparisons* for more detail). Overall, Steamboat Springs residents level of participation in the various activities was higher or much higher than those reported in other communities with a population size of less than 30,000 and in resort communities.

Figure 11: Community Participation, 2015



City Services and Government Performance

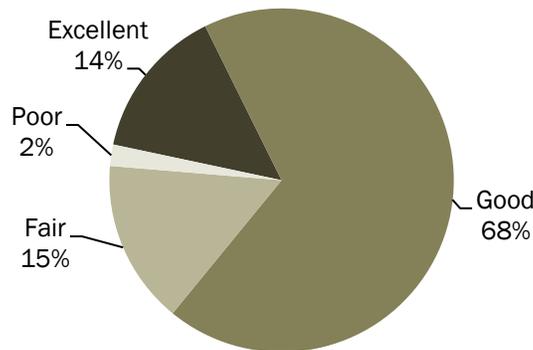
A primary goal of any local government is to provide its constituents with high quality services. Steamboat Springs residents were given the opportunity to rate the overall quality of City-provided services as well as the quality and importance of 26 individual City services.

City Services

Overall, survey respondents rated the quality of services highly, with 14% rating them as excellent and 68% rating them as good. Another 15% gave a fair rating and only 2% felt the overall quality of City services was poor. This rating was similar when compared to both benchmarks (see *Appendix F: Benchmark Comparisons* for more detail).

Figure 12: Overall Quality of City Services, 2015

Overall, how would you rate the quality of services provided the City of Steamboat Springs?



In general, at least half of respondents gave excellent or good ratings to 24 of the 26 services (see Figure 13 on page 21). At least 9 in 10 respondents gave such ratings to fire services, ambulance or emergency medical services, drinking water, City parks, sewer services, snow removal and City recreation programs; at least 4 in 10 gave excellent reviews to fire and EMS services, drinking water and snow removal. Economic development efforts (43% excellent or good) and land use, planning and zoning (40%) received less positive evaluations, with about one in six giving a poor rating (see *Appendix B: Complete Set of Survey Responses* for a full set of responses). Eleven of the 26 services could be compared to previous survey administrations (see Figure 14 on page 22). Where comparisons were available to 2015, ratings tended to be similar.

At least 20% of respondents selected “don’t know” when evaluating the quality of about half of the City services, including fire services, crime prevention, municipal court, storm drainage and code enforcement. A full set of responses, including “don’t know” can be found in *Appendix B: Complete Set of Survey Responses*.

Benchmark comparisons were available for 23 of the 26 City services (see *Appendix F: Benchmark Comparisons* for more detail). Compared to other communities with a population size of less than 30,000, Steamboat Springs quality ratings were mixed, with six services rated higher or much higher (e.g., street cleaning, sewer services and City recreation programs), 10 rated similar (e.g., storm drainage, City parks and City recreation facilities) and seven that were rated lower or much lower (e.g., police services, traffic enforcement and land use, planning and zoning).

When compared to the resort communities benchmark, the comparisons were similar with six services rated higher or much higher (e.g., bus or transit services, street repair and drinking water), 11 rated similar (e.g., code enforcement, economic development efforts and preservation of natural areas/open space) and six rated lower or much lower (e.g., public information services, overall customer service by Steamboat Springs employees and animal control).

Ratings of City services were compared by respondent characteristics. Overall, those who were retired tended to give higher evaluations to many of the City services than were those who worked for pay or were not working for pay, including police services, crime prevention, snow removal and financial support of non-profit organizations (see *Appendix D: Comparisons of Select Questions by Respondent Characteristics* for more detail). Residents who lived in between Town and Mountain, were retired and older than 55 gave more excellent or good ratings to police services than did other residents in Steamboat Springs. Customer service provided by the City was rated lower by non-working (not retired) residents, individuals with income dependent of the local economy and middle-aged respondents (35-54 years of age) compared to their counterparts.

Figure 13: Quality of City Services, 2015

Please rate the quality of each of the following services in Steamboat Springs.

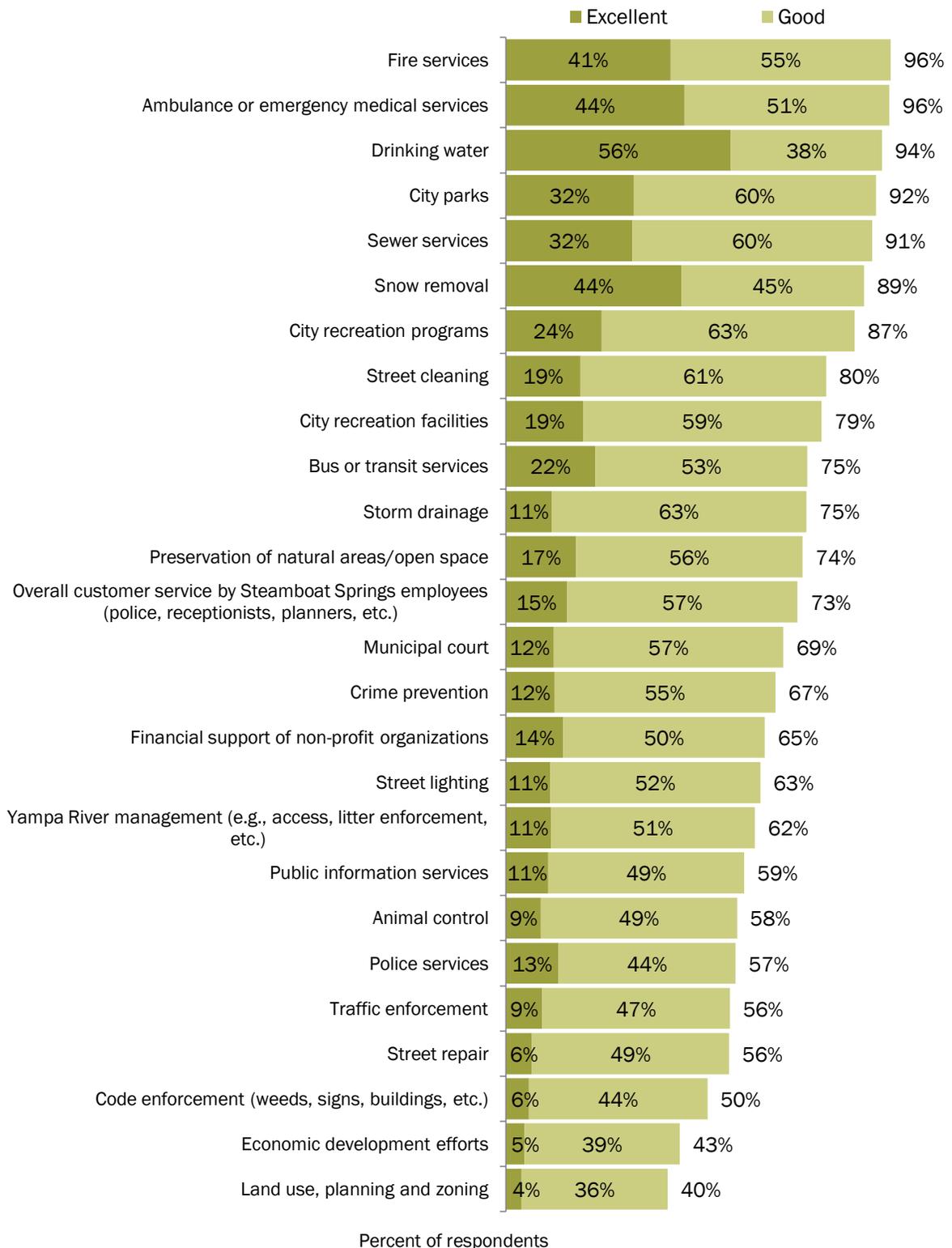


Figure 14: Quality of City Services Compared by Year

Please rate the quality of each of the following services in Steamboat Springs. (Percent excellent or good, very satisfied [5] or [4])	2015	2005	2002	1999
Fire services	96%	79%	81%	NA
Ambulance or emergency medical services	96%	NA	NA	NA
Drinking water	94%	NA	80%	NA
City parks	92%	87%	NA	NA
Sewer services	91%	NA	76%	NA
Snow removal	89%	81%	84%	NA
City recreation programs	87%	NA	NA	NA
Street cleaning	80%	NA	NA	NA
City recreation facilities	79%	61%	75%	NA
Bus or transit services	75%	67%	73%	NA
Storm drainage	75%	NA	NA	NA
Preservation of natural areas/open space	74%	70%	63%	NA
Overall customer service by Steamboat Springs employees (police, receptionists, planners, etc.)	73%	NA	NA	NA
Municipal court	69%	NA	NA	NA
Crime prevention	67%	NA	NA	NA
Financial support of non-profit organizations	65%	NA	NA	NA
Street lighting	63%	NA	NA	NA
Yampa River management (e.g., access, litter enforcement, etc.)	62%	NA	NA	NA
Public information services	59%	47%	50%	NA
Animal control	58%	NA	NA	NA
Police services	57%	55%	59%	NA
Traffic enforcement	56%	NA	NA	NA
Street repair	56%	64%	63%	NA
Code enforcement (weeds, signs, buildings, etc.)	50%	NA	NA	NA
Economic development efforts	43%	NA	NA	NA
Land use, planning and zoning	40%	NA	NA	NA

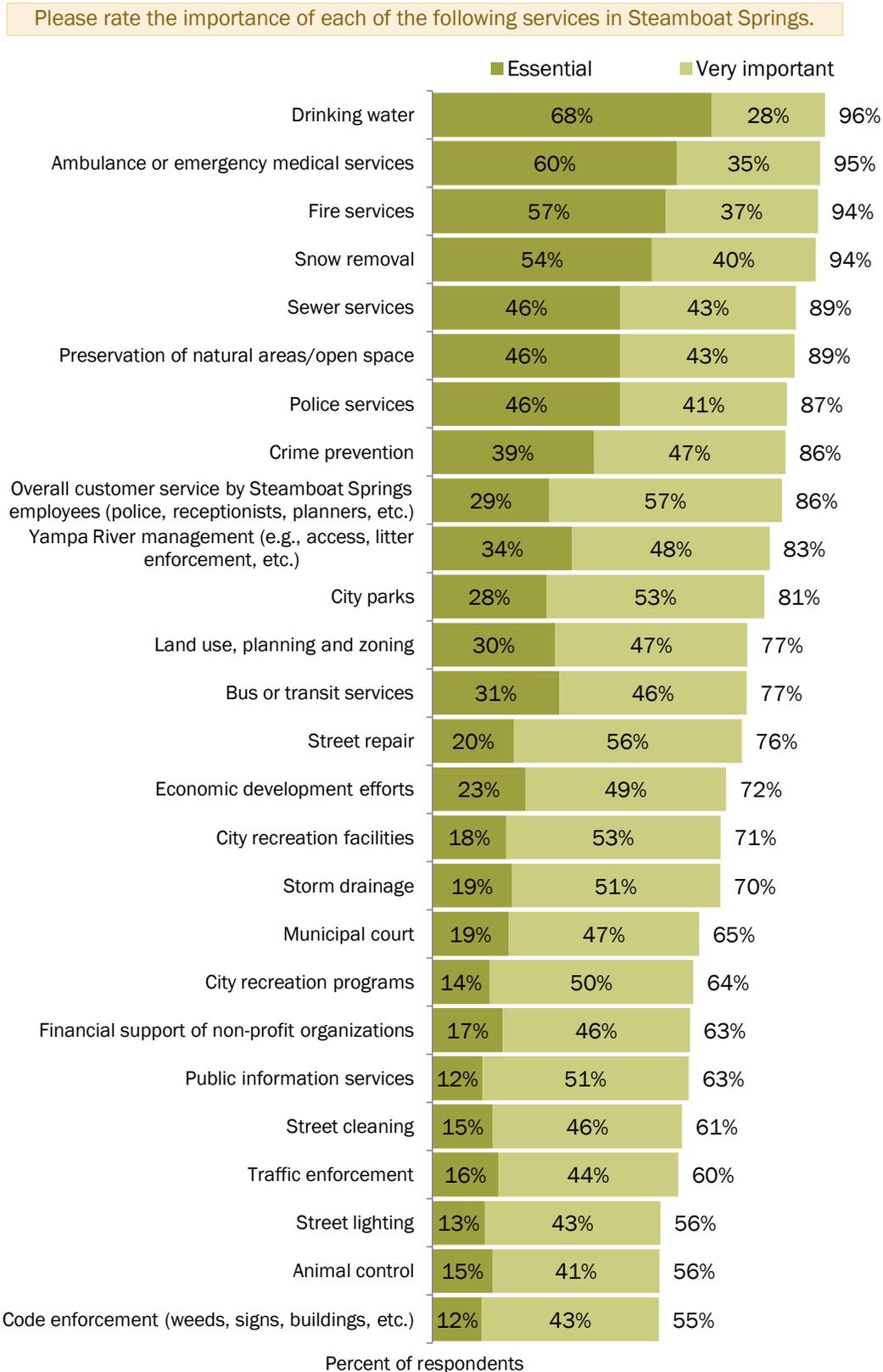
*Please note, in previous years, survey items available for comparison were asked on a good/poor scale or on a very satisfied/not satisfied scale.

The importance of the same 26 City services also was measured through the survey. Between 55% and 96% of respondents rated each service as essential or very important. Life and safety services topped the list including drinking water (96% essential or very important), ambulance and EMS services (95%), fire services (94%), snow removal (89%) and sewer services (89%). Police services, crime prevention, overall customer service by Steamboat Springs employees (police, receptionists, planners, etc.), Yampa River management (e.g., access, litter enforcement, etc.) and City parks also were thought to be of high importance by at least 8 in 10 residents. Services deemed of relatively lower importance included street lighting (56% essential or very important), animal control (56%) and code enforcement (weeds, signs, buildings, etc., 55%).

Twenty-three percent of respondents selected “don’t know” when evaluating the importance of the municipal court. A full set of responses, including “don’t know” can be found in *Appendix B: Complete Set of Survey Responses*.

In general, older residents (55 and older), those who were retired and those living between Town and Mountain were more likely to rate City services as essential or very important than were other residents (see *Appendix D: Comparisons of Select Questions by Respondent Characteristics* for more detail).

Figure 15: Importance of City Services, 2015



Comparison of Quality and Importance of City Services

Most government services are considered to be important, but when competition for limited resources demands that efficiencies or cutbacks be instituted, it is wise not only to know what services are deemed most important to residents' quality of life, but which services among the most important are perceived to be delivered with the lowest quality. It is these services – more important services delivered with lower quality – to which attention needs to be paid first.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of City services were compared to their ratings of the quality of these services (see the chart on the next page). To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services were classified as “more important” if they were rated as essential or very important by 77% or more of respondents. Services were rated as “less important” if they received a rating of less than 77%. Services receiving quality ratings of excellent or good by 71% or more of respondents were considered of “higher quality” and those with ratings lower than 71% were considered to be of “lower quality.” This classification is based on the median of ratings for quality (excellent or good) and the median of ratings for importance (essential or very important), allowing the various services to be divided in half. This classification is intended to allow for easy differentiation between City services.

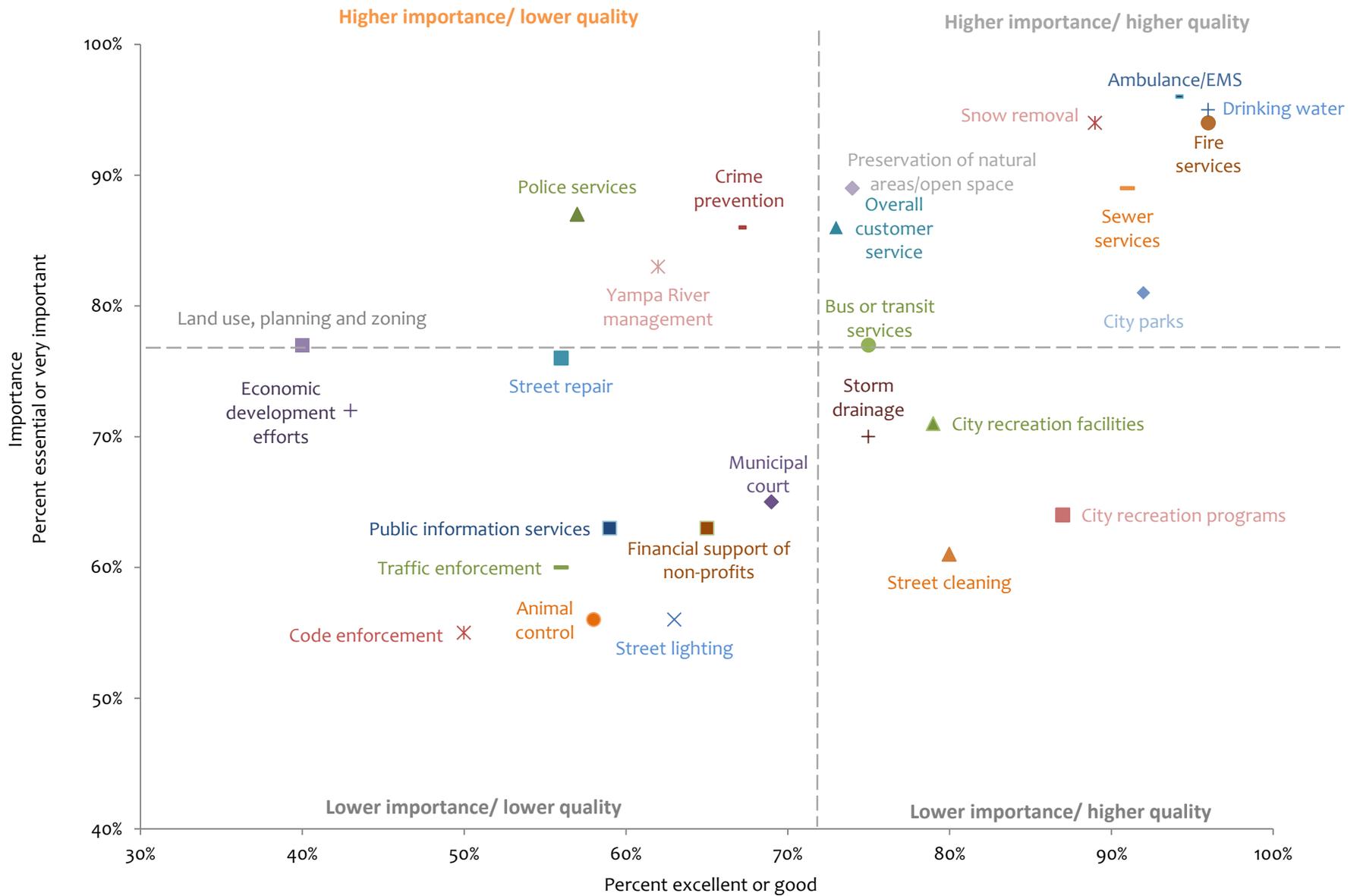
Services categorized as higher in importance and lower in quality included land use, planning and zoning, Yampa River management, crime prevention and police services. Police services and crime prevention were rated lower or much lower than both benchmarks and land use and planning was rated lower than the comparison to communities with a population size of less than 30,000 but similar to the resort communities benchmark. Therefore, these are services on which the City might want to focus more attention and resources or monitor to potentially improve resident perceptions of service quality.

Services deemed higher in importance and higher in quality were bus or transit services, City parks, overall customer service, preservation of natural areas/open space, sewer services, snow removal, fire services, ambulance/EMS and drinking water.

The lower in importance, higher in quality services included street cleaning, City recreation programs, storm drainage and City recreation facilities.

Services categorized as lower in importance and lower in quality were code enforcement, animal control, street lighting, traffic enforcement, public information services, financial support of non-profit organizations, municipal court, economic development efforts and street repair.

Figure 16: Comparing Quality and Importance of City Services



Local Government Performance

Six aspects of the local government performance were assessed on the survey. In 2015, residents gave somewhat positive ratings, with just over half (56%) feeling that they received excellent or good value of services for the sales taxes paid in the city. Four in 10 residents said that the job the city government does at welcoming citizen involvement (46%), the overall confidence in City staff (46%) and treating all residents fairly (44%) was excellent or good. About one-third felt that the overall direction that the city is taking was excellent or good and one-quarter gave these evaluations to the overall confidence in the City Council. It should be noted that about 2 in 10 residents gave a poor rating to the overall direction that the city is taking, treating all residents fairly and the overall confidence in City staff, while about 4 in 10 gave a poor rating to the overall confidence in the City Council (see *Appendix B: Complete Set of Survey Responses* for a full set of responses). Of the two aspects of government performance that could be compared to previous years, ratings given in 2015 were similar (see Figure 18 on page 28).

Four of the six aspects of City government performance could be compared to the benchmarks (see *Appendix F: Benchmark Comparisons* for more detail). Ratings for the value of services for sales taxes paid in Steamboat Springs were similar to both benchmark groups. Treating residents fairly was rated much lower than communities with population sizes of less than 30,000 but similar to the resort communities benchmark. The overall direction that the city is taking and the job city government does at welcoming citizen involvement was rated lower or much lower than both benchmarks.

Figure 17: City Government Performance, 2015

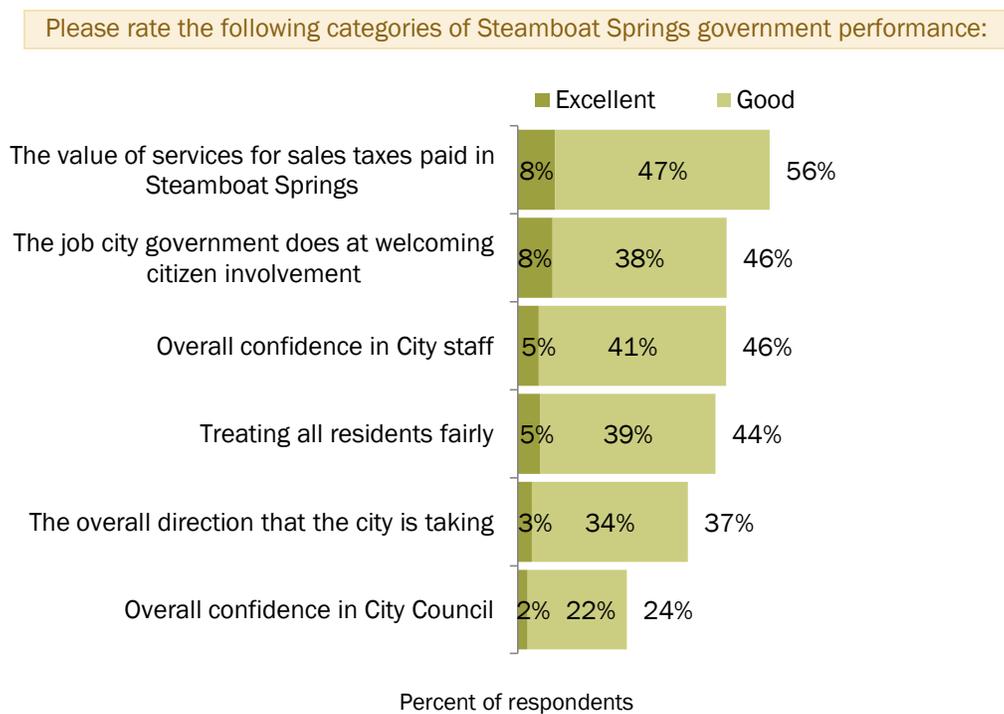


Figure 18: City Government Performance Compared by Year

Please rate the following categories of Steamboat Springs government performance: (Percent excellent or good, very satisfied [5] or [4])	2015	2005	2002	1999
The value of services for sales taxes paid in Steamboat Springs	56%	NA	NA	NA
The job city government does at welcoming citizen involvement	46%	NA	NA	NA
Overall confidence in City staff	46%	37%	37%	NA
Treating all residents fairly	44%	NA	NA	NA
The overall direction that the city is taking	37%	NA	NA	NA
The openness/transparency of the City government	28%	NA	NA	NA
Overall confidence in City Council	24%	16%	24%	NA

*Please note that in 2002 and 2005 “overall confidence in City Council” was “current City Council” and “overall confidence in City staff” was “General Administration (City Manager’s Office, Finance Dept., Human Resources Dept., Clerk’s Office, Staff)” and were rated on a very satisfied/not satisfied scale.

Priorities and Planning

The survey gauged residents' funding priorities for various topic areas. Additionally, a couple of survey questions asked specifically about the importance of various parks and recreation activities and facilities, as well as the level of participation in the 12 months prior to the survey.

The importance of allocating City resources to 19 different service areas was measured on the survey. Nine in 10 residents believed that protecting air and water quality was essential or very important and about 8 in 10 said that preserving natural areas, habitats and open land was at least very important, with at least half saying each of these was essential. About three-quarters of respondents said that supporting businesses and employment opportunities (76% essential or very important), enhancing public spaces, parks and trails (75%) and reducing energy usage (73%) were important focus areas for the City. Less than 4 in 10 respondents felt that enhancing summer marketing, encouraging growth, limiting growth and encouraging a mixed-use development were important priorities for City resources; between 2 in 10 and 3 in 10 residents felt that each of these were not at all important. When comparisons were available to previous survey administrations, generally, residents felt the various priorities were either more important or of the same level of importance as in 2015. However, any changes in ratings may be due, in part, to changes in survey methodology, question and scale wording.

Between 22% and 30% of respondents said “don't know” when rating the importance of the following service areas: encouraging a mix of housing, shopping, and offices in the same area, limiting growth, encouraging growth and enhancing summer marketing. A full set of responses, including “don't know” can be found in *Appendix B: Complete Set of Survey Responses*.

When compared by respondent characteristics, residents who did not work for pay were less likely to feel that making Steamboat Springs more walkable, encouraging a mix of housing types for all ages and incomes, preserving historic homes and buildings and encouraging growth were priorities for the city than were retired residents or residents working full- or part-time. There were no differences in ratings of priorities based on location of residence in the city. Limiting growth was a higher priority for the City for residents that had lived in Steamboat Springs for over 20 years, without children under 18, households with incomes of less than \$50,000 a year and those who were 35 years or older than were their counterparts. Generally, the greater the household income of respondents, the less likely they were to feel that the various potential priorities were essential or very important, except for improving year-round air service for the Yampa Valley, where respondents with higher household incomes felt this was more important than those with lower household incomes (see *Appendix D: Comparisons of Select Questions by Respondent Characteristics* for more detail).

Figure 19: Funding Priorities, 2015

The city has limited resources and must make hard decisions about funding priorities. As the City considers its residents' current and future needs, how important to you is it that the city allocates resources to each of the following areas?

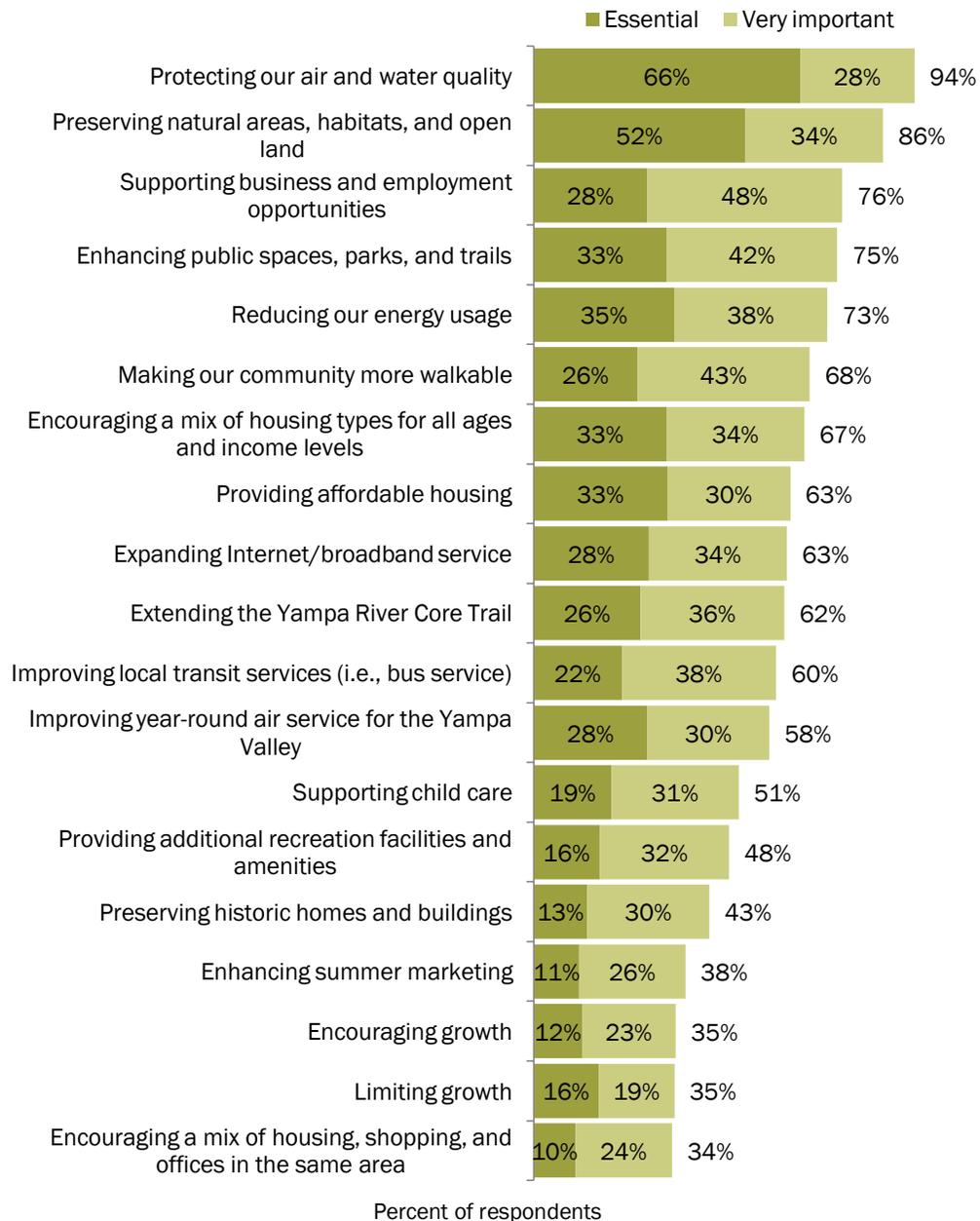


Figure 20: Funding Priorities Compared by Year

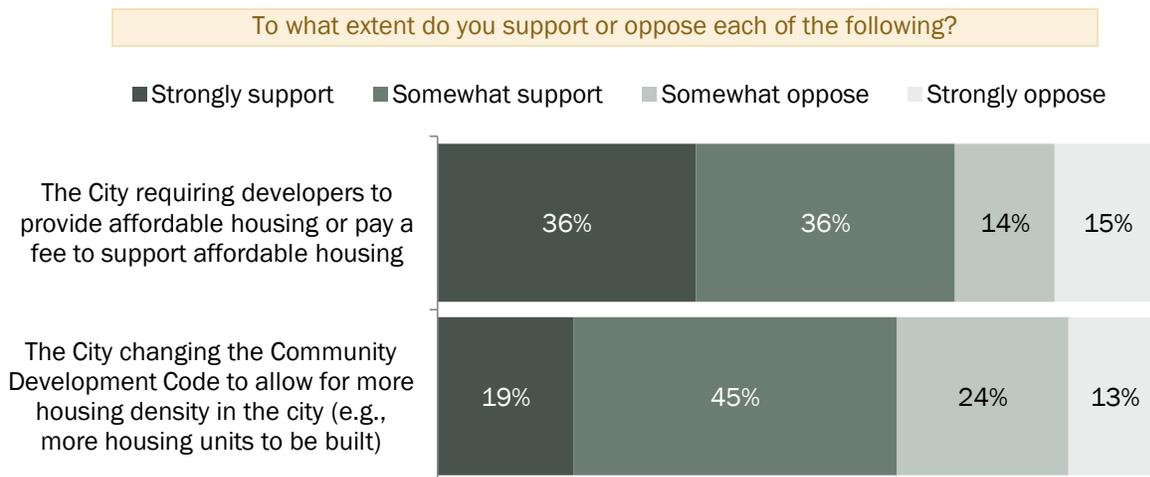
The city has limited resources and must make hard decisions about funding priorities. As the City considers its residents' current and future needs, how important to you is it that the city allocates resources to each of the following areas? (Percent essential or very important, very important [5] or [4])	2015	2005	2002	1999
Protecting our air and water quality	94%	NA	82%	NA
Preserving natural areas, habitats, and open land	86%	NA	73%	NA
Supporting business and employment opportunities	76%	NA	44%	NA
Enhancing public spaces, parks, and trails	75%	NA	NA	NA
Reducing our energy usage	73%	NA	NA	NA
Making our community more walkable	68%	NA	52%	NA
Encouraging a mix of housing types for all ages and income levels	67%	NA	NA	NA
Providing affordable housing	63%	NA	51%	NA
Expanding Internet/broadband service	63%	NA	NA	NA
Extending the Yampa River Core Trail	62%	NA	NA	NA
Improving local transit services (i.e., bus service)	60%	NA	36%	NA
Improving year-round air service for the Yampa Valley	58%	NA	NA	NA
Supporting child care	51%	NA	36%	NA
Providing additional recreation facilities and amenities	48%	NA	80%	NA
Preserving historic homes and buildings	43%	NA	NA	NA
Enhancing summer marketing	38%	NA	NA	NA
Encouraging growth	35%	NA	NA	NA
Limiting growth	35%	NA	NA	NA
Encouraging a mix of housing, shopping, and offices in the same area	34%	NA	NA	NA

*In 2002, "Preserving natural areas, habitats and open land" was "providing large parcels of open space that function as true natural areas," "making our community more walkable" was "improving pedestrian traffic in and around SS," "supporting child care" was "improving childcare availability and affordability," "providing affordable housing" was "facilitating housing opportunities for a broad range of citizens," "improving local transit services (i.e., bus service)" was "improving bus transportation in and around SS," "supporting business and employment opportunities" was "bringing new businesses and commercial development to SS/diversifying the economic base," "protecting our air and water quality" was "protection of SS environmental resources," "providing additional recreation facilities and amenities" was "please rate how important you feel parks and recreation programs and facilities are to you and the community" and were on the very important/not important scale.

When asked the extent to which they would support or oppose the City requiring developers to provide affordable housing or pay a fee to support affordable housing, more than twice as many residents strongly supported this requirement as strongly opposed it. About one-third of residents voiced strong support and another one-third were somewhat supportive of this idea. Fourteen percent of respondents somewhat opposed this requirement and 15% strongly opposed it. About two-thirds of respondents were supportive of the City changing the Community Development Code to allow for more housing density in the city (19% strongly supported and 45% somewhat supported). One-quarter somewhat opposed this measure and 13% strongly opposed it.

The level of support for these measures was compared by respondent demographics. Residents who were not retired, were not dependent on the local economy for their income, shorter-term residents (lived in the city for less than 20 years), those with household incomes of less than \$150,000 and were less than 55 years old were more likely to support the City changing the Community Development code to allow for more housing density than were their counterparts. Similarly, the level of support for the City requiring developers to provide affordable housing or pay a fee to support affordable housing tended to decrease as household income levels and age increased (see *Appendix D: Comparisons of Select Questions by Respondent Characteristics* for more information).

Figure 21: Level of Support for Changes to City Code and Requirements, 2015

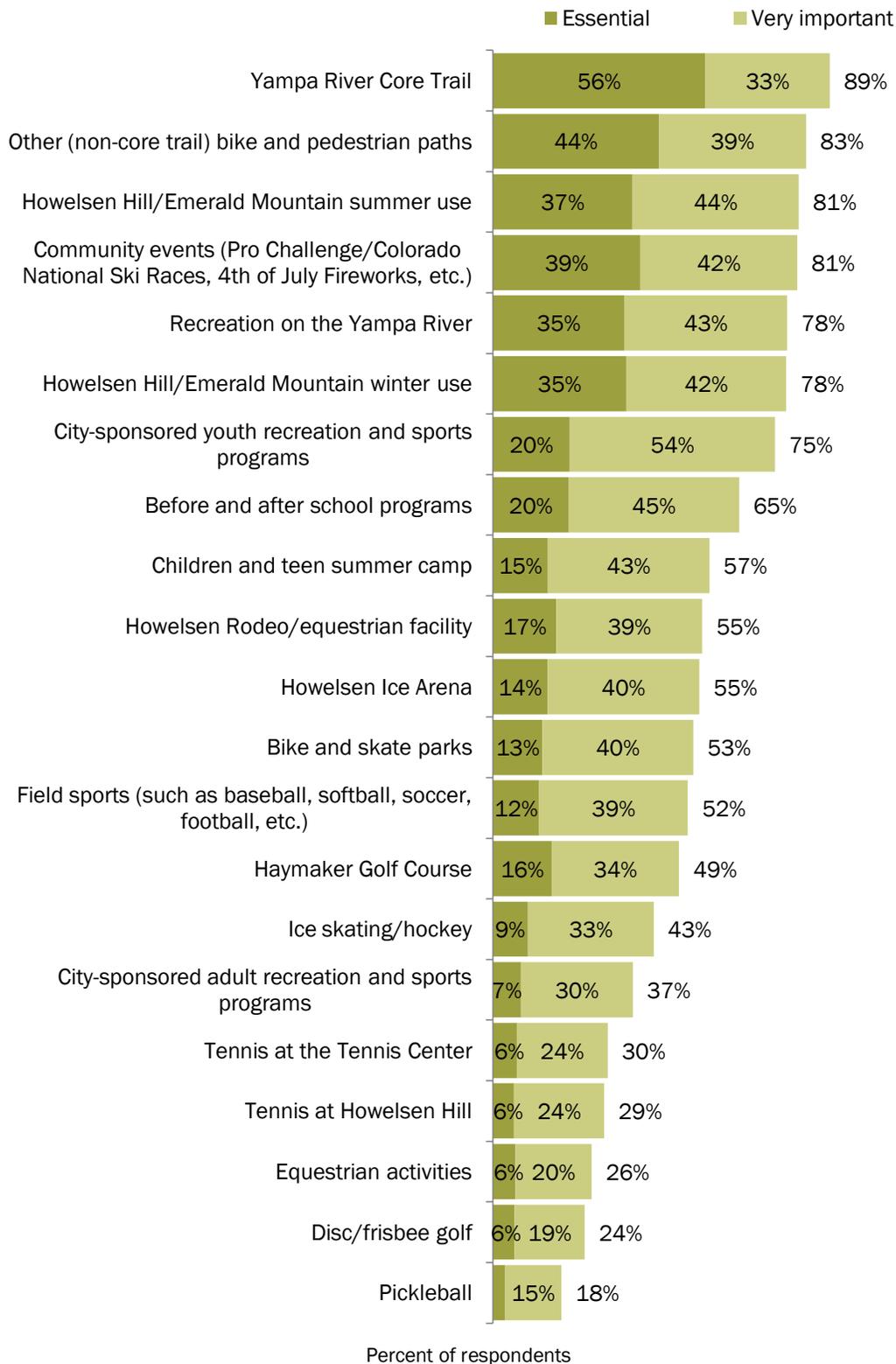


The importance of 21 different parks and recreation activities and facilities was assessed on the survey, as well as resident participation in or use of each. The Yampa River Core Trail was seen as the most important, with 89% of respondents giving a rating of essential or very important. About 8 in 10 felt that other (non-core trail) bike and pedestrian paths (83%), Howelsen Hill/Emerald Mountain summer use (81%) and community events (81%) were essential or very important. One-quarter or fewer respondents believed that equestrian activities, disc/Frisbee golf and pickleball were important, with at least 3 in 10 saying each of these were not at all important.

The Haymaker Golf Course, Yampa River Core Trail and other bike and pedestrian paths were less likely to be rated as important by West Steamboat residents than by residents living in other areas of the city. Overall, recreation activities and facilities were more likely to be rated as essential or very important by younger residents (aged 18-34) than older residents, including, City-sponsored adult recreation and sports programs, tennis at Howelsen Hill, bike and skate parks, community events and recreation on the Yampa River, to name a few (see *Appendix D: Comparisons of Select Questions by Respondent Characteristics* for more detail).

Figure 22: Importance of Park and Recreation Activities and Facilities, 2015

Please rate the importance of each of the following activities and facilities.

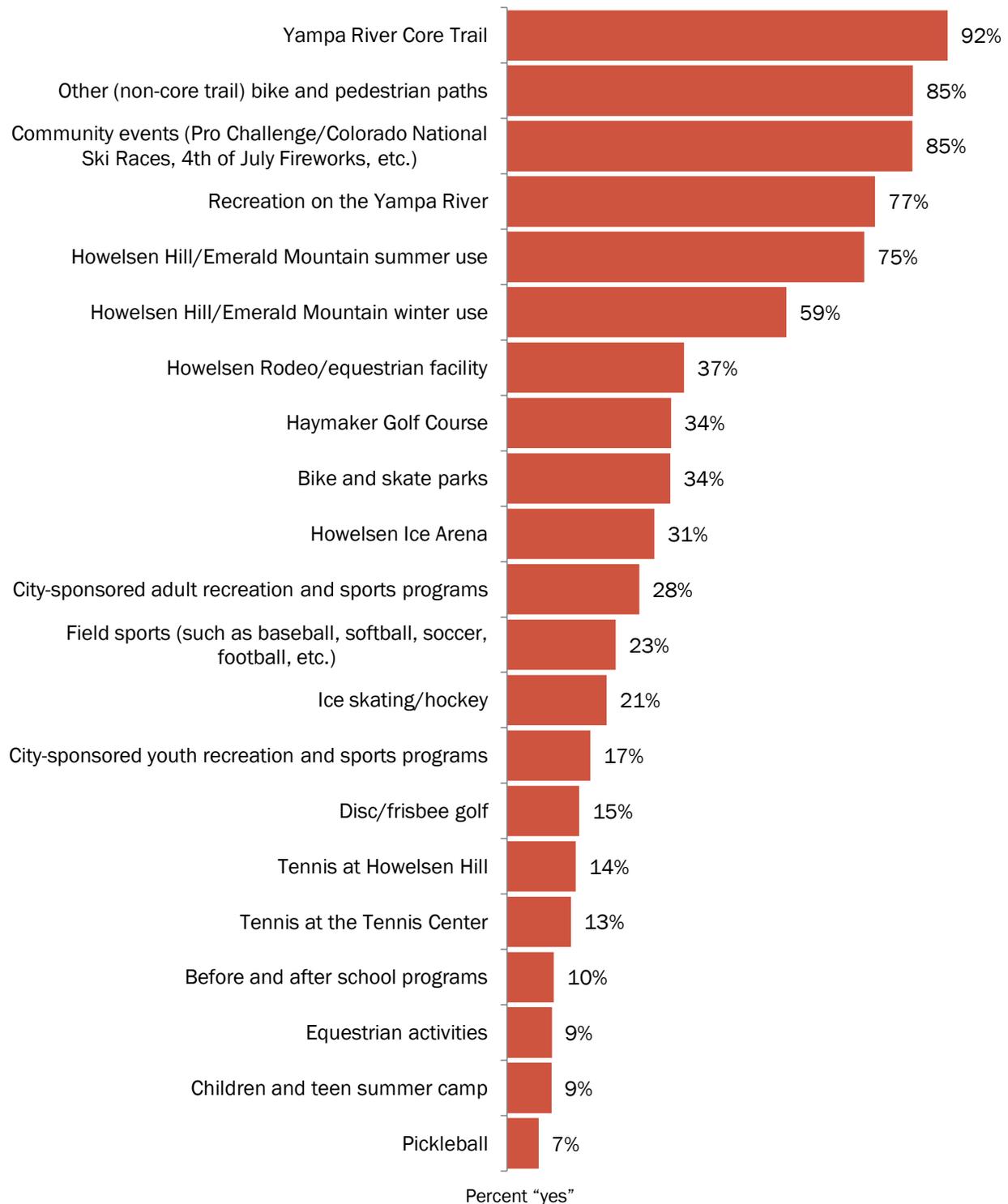


Overall, less than 4 in 10 respondents had participated in or used 15 of the 21 activities or facilities in the 12 months prior to the survey. The Yampa River Core Trail (92% had used), other (non-core trail) bike and pedestrian paths (85%), community events (85%), recreation on the Yampa River (77%), Howelsen Hill/Emerald Mountain summer use (75%) and winter use (59%) received the highest levels of participation. Residents were less likely to participate in before and after school programs (10%), equestrian activities (9%), children and teen summer camp (9%) and pickleball (7%). Generally, the level of importance of park and recreation activities and facilities was higher among those with greater levels of participation and use.

Individuals that were working in some capacity, those that had children under age 18 and younger residents (less than 55 years old) were more likely to participate in most recreation activities than their counterparts. Retired individuals, those not working for pay and residents age 55 or older were more likely to participate in pickleball than were other residents (see *Appendix D: Comparisons of Select Questions by Respondent Characteristics* for more information).

Figure 23: Participation in Park and Recreation Activities and Facilities, 2015

Please indicate whether or not you or anyone in your household has participated in or used each in the last 12 months.

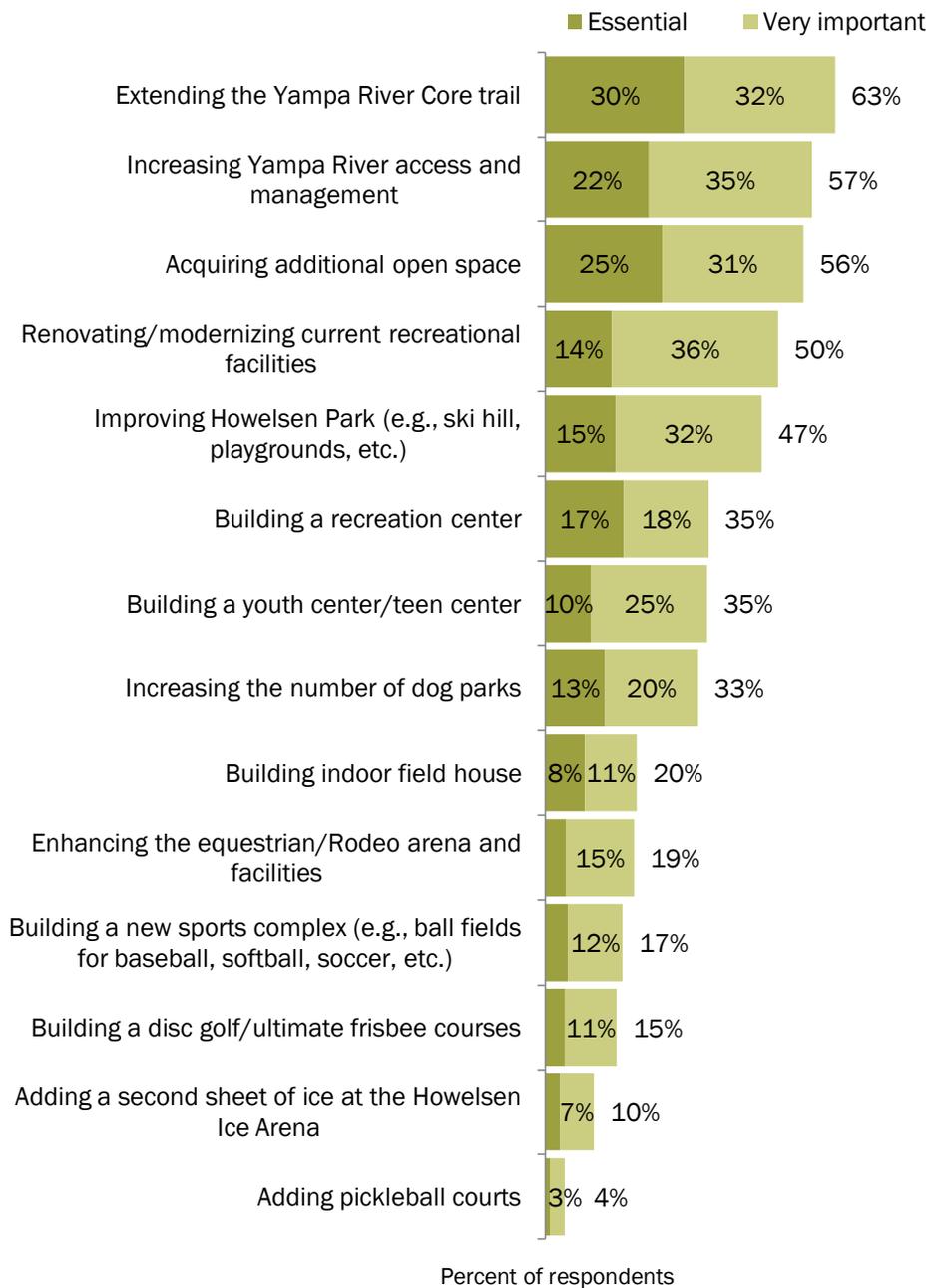


When asked how important it was to enhance, improve or add 14 various park and recreation amenities, less than two-thirds of residents felt that each was essential or very important. The most important enhancements to respondents were extending the Yampa River Core trail (63% essential or very important), increasing Yampa River access and management (57%) and acquiring additional open space (56%). As mirrored in the importance of the various recreation activities and facilities mentioned above, few respondents felt that building a disc golf/ultimate Frisbee course (15%) and adding pickleball courts (4%) was essential or very important to their household. Additionally, only 10% of residents believed that adding a second sheet of ice at the Howelsen Ice Arena was essential or very important. At least 6 in 10 respondents felt that additional pickleball courts, sheets of ice or a disc golf course were not at all important.

When ratings of importance were compared by respondent demographics, those who were retired were not as likely to rate building an indoor field house, recreation center, a youth center/teen center or disc golf/ultimate Frisbee courses as essential or very important as were working residents or those not working for pay. Residents without children also were less likely to give high importance ratings to these potential enhancements (see *Appendix D: Comparisons of Select Questions by Respondent Characteristics* for more information). Those living in the Mountain area or West Steamboat (inside city limits) were less likely to feel that adding a second sheet of ice at Howelsen Ice Arena, adding pickleball courts, enhancing the equestrian/Rodeo arena and facilities and improving Howelsen Park were essential or important than were those living in other areas of the city. The importance of the various potential park and recreation enhancements tended to be higher among younger respondents (18-24) than older respondents.

Figure 24: Importance of Park and Recreation Enhancements, 2015

How important are each of the following to you and your household?

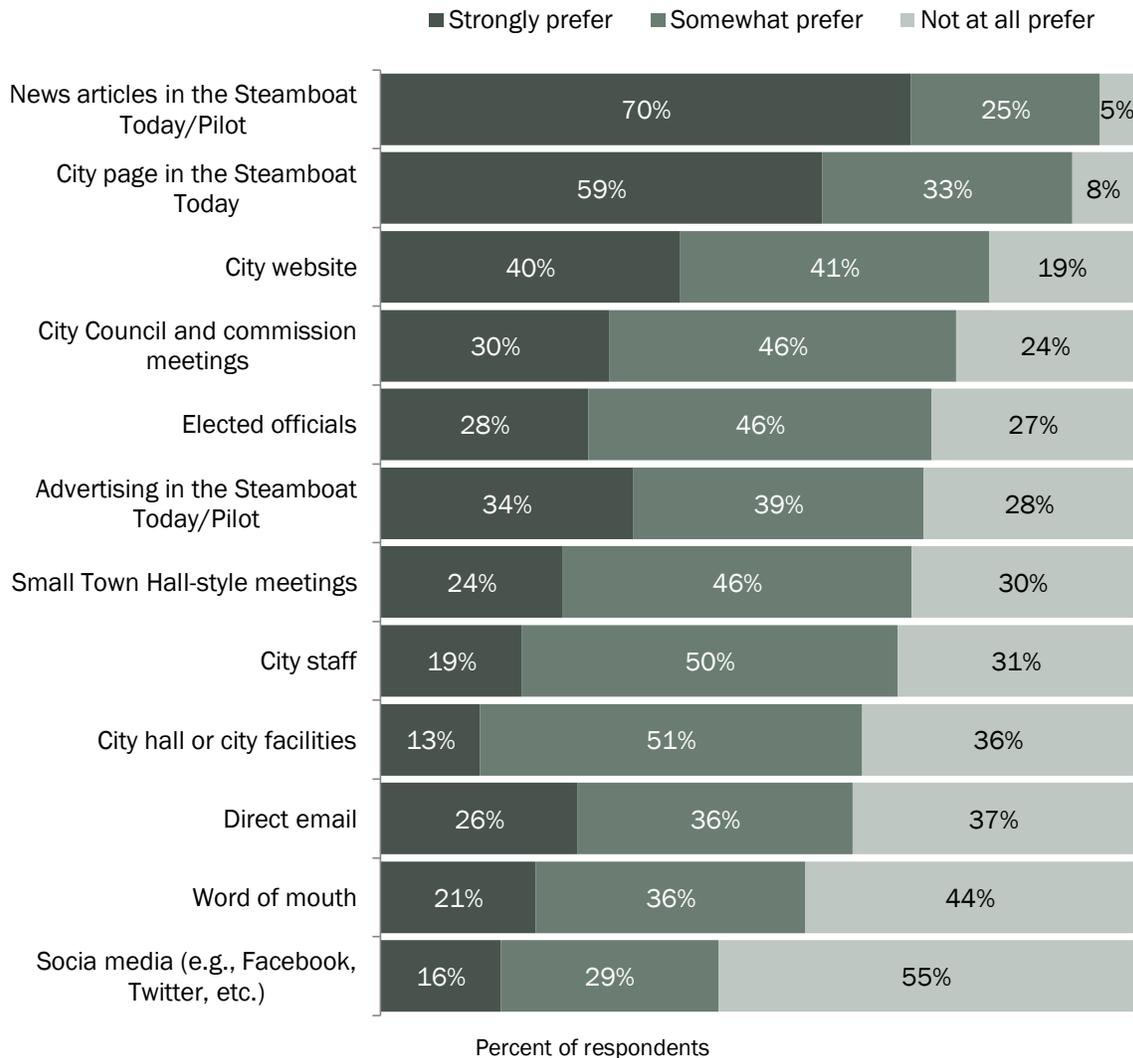


Communication with Residents

Understanding communication preferences helps a local government communicate better with its residents and community. When asked their preference for receiving information about the Steamboat Springs City government, 70% of respondents strongly preferred news articles in the Steamboat Today/Pilot and 25% somewhat preferred this source. Another 9 in 10 strongly or somewhat preferred a City page in the Steamboat Today and 8 in 10 preferred the City website for getting information about the City government. Social media was the least preferred information source for residents, with 55% saying they would not prefer this method at all for receiving information.

Figure 25: Communication Preferences, 2015

Please rate your preference for receiving information about the Steamboat Springs City government from each of the following sources.



Appendix A: Respondent Characteristics

The following tables display the weighted demographic characteristics of those responding to the 2015 Community Survey including frequency of responses and the number of respondents.

Table 1: Question D1

What is your employment status?	Percent	Number
Working full time for pay	69%	N=605
Working part time for pay	12%	N=103
Unemployed, looking for paid work	1%	N=10
Not retired, not looking for paid work	2%	N=19
Fully retired	16%	N=138
Total	100%	N=874

Table 2: Question D2

Are you a location neutral business or an employee of a local neutral business?	Percent	Number
No	66%	N=439
Yes	34%	N=230
Total	100%	N=668

Table 3: Question D3

Does the majority of your income depend on the local economy?	Percent	Number
No	51%	N=439
Yes	49%	N=430
Total	100%	N=869

Table 4: Question D4

Do you live within the city limits of Steamboat Springs full time or part time?	Percent	Number
Yes, full time	99%	N=884
Yes, part time/seasonal	1%	N=5
No, I live outside the city limits	0%	N=0
Total	100%	N=889

Table 5: Question D5

In which area is your residence located?	Percent	Number
Old Town/Downtown	28%	N=248
Mountain area	34%	N=297
Between Town and Mountain	26%	N=230
West Steamboat (inside city limits)	10%	N=86
Outside of city limits/don't know	3%	N=25
Total	100%	N=886

Table 6: Question D6

How many years have you lived in Steamboat Springs?	Percent	Number
Less than 2 years	9%	N=77
2 to 5 years	12%	N=106
6 to 10 years	18%	N=162
11 to 20 years	24%	N=217
More than 20 years	37%	N=325
Total	100%	N=888

Table 7: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	54%	N=483
Building with two or more homes (duplex, townhome, apartment or condominium)	42%	N=372
Mobile home	2%	N=20
Other	2%	N=14
Total	100%	N=890

Table 8: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	23%	N=208
Owned	77%	N=679
Total	100%	N=887

Table 9: Question D9

Do any children 17 or under live in your household?	Percent	Number
No	74%	N=656
Yes	26%	N=233
Total	100%	N=889

Table 10: Question D10

Are you or any other members of your household aged 65 or older?	Percent	Number
No	77%	N=689
Yes	23%	N=200
Total	100%	N=889

Table 11: Question D11

Do you own one or more dogs?	Percent	Number
No	50%	N=448
Yes	50%	N=439
Total	100%	N=887

Table 12: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	7%	N=57
\$25,000 to \$49,999	17%	N=144
\$50,000 to \$99,999	35%	N=300
\$100,000 to \$149,999	22%	N=194
\$150,000 to \$199,999	8%	N=69
\$200,000 to \$249,999	5%	N=41
\$250,000 to \$299,999	3%	N=24
\$300,000 or more	4%	N=34
Total	100%	N=864

Table 13: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	98%	N=869
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=14
Total	100%	N=883

Table 14: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=13
Asian, Asian Indian or Pacific Islander	1%	N=6
Black or African American	0%	N=4
White	97%	N=858
Other	2%	N=18

Total may exceed 100% as respondents could select more than one option.

Table 15: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=9
25 to 34 years	23%	N=201
35 to 44 years	17%	N=148
45 to 54 years	22%	N=197
55 to 64 years	19%	N=167
65 to 74 years	14%	N=121
75 years or older	5%	N=41
Total	100%	N=884

Table 16: Question D16

What is your sex?	Percent	Number
Female	48%	N=421
Male	52%	N=460
Total	100%	N=881

Appendix B: Complete Set of Survey Responses

Complete Set of Frequencies Excluding “Don’t Know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses.

Table 17: Question 1

Please indicate how likely you are to do each of the following:	Not at all likely		1		2		3		4		5		6		7		8		9		Extremely likely		Total	
Recommend living in Steamboat Springs to a friend or colleague	2%	N=16	1%	N=9	1%	N=12	2%	N=21	3%	N=23	9%	N=79	6%	N=53	12%	N=106	16%	N=139	16%	N=139	33%	N=292	100%	N=890
Remain in Steamboat Springs for the next five years	2%	N=20	1%	N=11	2%	N=18	3%	N=24	2%	N=20	8%	N=68	3%	N=30	7%	N=64	9%	N=80	10%	N=90	52%	N=461	100%	N=887

Table 18: Question 1 (Net Promoter)

Please indicate how likely you are to do each of the following:	Detractor		Passive		Promoter		Total	
Recommend living in Steamboat Springs to a friend or colleague	24%	N=214	28%	N=245	48%	N=431	100%	N=890
Remain in Steamboat Springs for the next five years	22%	N=192	16%	N=144	62%	N=552	100%	N=887

Table 19: Question 2

Please rate each of the following aspects of quality of life in Steamboat Springs:	Excellent		Good		Fair		Poor		Total	
Steamboat Springs as a place to live	64%	N=577	30%	N=268	5%	N=41	1%	N=10	100%	N=896
Steamboat Springs as a place to work	11%	N=96	39%	N=325	35%	N=292	15%	N=127	100%	N=841
Steamboat Springs as a place to raise children	51%	N=383	39%	N=290	9%	N=64	2%	N=16	100%	N=754
Steamboat Springs as a place to retire	32%	N=230	34%	N=251	23%	N=168	11%	N=80	100%	N=730
The overall quality of life in Steamboat Springs	45%	N=405	46%	N=413	7%	N=65	1%	N=9	100%	N=892

Table 20: Question 3-Quality

Please rate the quality of each of the following characteristics as they relate to Steamboat Springs as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety	59%	N=523	38%	N=341	3%	N=28	0%	N=2	100%	N=894
Overall ease of getting to places you usually have to visit	38%	N=337	45%	N=396	13%	N=117	4%	N=36	100%	N=886
Quality of overall natural environment	66%	N=574	31%	N=269	3%	N=27	0%	N=4	100%	N=873
Overall "built environment" of Steamboat Springs (including overall design, buildings, parks and transportation systems)	13%	N=119	56%	N=498	27%	N=238	4%	N=35	100%	N=890
Health and wellness opportunities in Steamboat Springs	47%	N=415	41%	N=360	10%	N=86	2%	N=18	100%	N=880
Overall opportunities for education and enrichment	18%	N=160	56%	N=486	21%	N=181	4%	N=37	100%	N=864
Overall economic health of Steamboat Springs	4%	N=34	50%	N=436	38%	N=328	8%	N=73	100%	N=872
Sense of community	39%	N=343	43%	N=386	14%	N=127	4%	N=33	100%	N=889
Overall image or reputation	31%	N=276	55%	N=486	12%	N=106	2%	N=16	100%	N=885

Table 21: Question 3-Importance

Please rate the importance of each of the following characteristics as they relate to Steamboat Springs as a whole:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety	44%	N=365	46%	N=385	9%	N=76	1%	N=7	100%	N=833
Overall ease of getting to places you usually have to visit	17%	N=142	54%	N=441	28%	N=226	1%	N=9	100%	N=818
Quality of overall natural environment	48%	N=392	43%	N=352	7%	N=60	1%	N=10	100%	N=813
Overall "built environment" of Steamboat Springs (including overall design, buildings, parks and transportation systems)	16%	N=133	56%	N=459	27%	N=220	1%	N=8	100%	N=821
Health and wellness opportunities in Steamboat Springs	38%	N=308	50%	N=409	12%	N=94	1%	N=5	100%	N=817
Overall opportunities for education and enrichment	22%	N=183	50%	N=407	25%	N=206	2%	N=18	100%	N=814
Overall economic health of Steamboat Springs	28%	N=230	56%	N=456	16%	N=132	0%	N=3	100%	N=821
Sense of community	33%	N=276	52%	N=427	14%	N=116	1%	N=7	100%	N=826
Overall image or reputation	19%	N=157	42%	N=345	29%	N=238	10%	N=81	100%	N=821

Table 22: Question 4

In the last 12 months, about how many times have you or other household members done each of the following in Steamboat Springs?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used City recreation facilities or their services	40%	N=350	26%	N=230	25%	N=221	9%	N=82	100%	N=883
Visited a City park	33%	N=292	32%	N=287	28%	N=251	7%	N=61	100%	N=891
Used the Steamboat Springs/Bob Adams airport	2%	N=14	3%	N=24	13%	N=117	83%	N=735	100%	N=889
Used bus or other public transportation instead of driving	14%	N=123	16%	N=146	28%	N=246	42%	N=373	100%	N=889
Walked or biked instead of driving	43%	N=384	27%	N=244	18%	N=162	11%	N=102	100%	N=892
Volunteered your time to some group/activity locally	16%	N=146	23%	N=207	32%	N=287	28%	N=248	100%	N=888
Participated in a local club	11%	N=100	18%	N=158	23%	N=202	49%	N=435	100%	N=896
Interacted with a City of Steamboat Springs employee in their job capacity	13%	N=116	19%	N=169	39%	N=353	29%	N=257	100%	N=896

Table 23: Question 5

Please rate each of the following characteristics as they relate to Steamboat Springs as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Ease of walking	29%	N=255	48%	N=430	18%	N=161	5%	N=42	100%	N=887
Availability of paths and walking trails	36%	N=317	48%	N=424	15%	N=130	2%	N=18	100%	N=889
Availability of sidewalks	12%	N=102	33%	N=287	34%	N=302	22%	N=190	100%	N=882
Availability of public parking	6%	N=53	29%	N=254	38%	N=333	27%	N=239	100%	N=879
Availability of public restrooms	2%	N=16	13%	N=104	41%	N=329	44%	N=360	100%	N=810
Ease of travel by public transportation in Steamboat Springs	19%	N=146	48%	N=368	25%	N=191	9%	N=66	100%	N=771
Cleanliness	20%	N=177	62%	N=543	15%	N=136	3%	N=25	100%	N=881
Availability of affordable quality housing	2%	N=18	5%	N=43	25%	N=202	67%	N=533	100%	N=796
Recreational opportunities and amenities	52%	N=451	40%	N=346	8%	N=71	1%	N=5	100%	N=873
K-12 education	34%	N=202	53%	N=316	11%	N=68	2%	N=12	100%	N=599
Availability of affordable quality child care/preschool	2%	N=12	15%	N=71	36%	N=175	46%	N=224	100%	N=481
Availability of affordable quality mental health care	6%	N=24	29%	N=127	38%	N=166	28%	N=123	100%	N=439
Availability of affordable quality health care	13%	N=109	45%	N=366	27%	N=225	15%	N=119	100%	N=819
Opportunities to attend cultural/arts/music activities	30%	N=260	51%	N=446	17%	N=151	2%	N=21	100%	N=878
Employment opportunities	2%	N=14	22%	N=176	52%	N=411	24%	N=192	100%	N=793
Shopping opportunities (local)	3%	N=30	24%	N=209	48%	N=428	25%	N=216	100%	N=883
Cost of living	1%	N=8	7%	N=62	44%	N=385	49%	N=429	100%	N=883
Overall quality of business and service establishments	6%	N=57	56%	N=490	33%	N=293	5%	N=42	100%	N=882
Vibrant Old Town/downtown commercial area	13%	N=115	56%	N=490	28%	N=245	4%	N=33	100%	N=883

Please rate each of the following characteristics as they relate to Steamboat Springs as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Vibrant mountain base commercial area	6%	N=47	26%	N=225	36%	N=304	33%	N=278	100%	N=854
Overall quality of new development in Steamboat Springs	5%	N=39	39%	N=317	44%	N=356	13%	N=103	100%	N=815
Opportunities to participate in social events and activities	28%	N=244	54%	N=475	16%	N=139	2%	N=14	100%	N=872
Openness and acceptance of the community toward people of diverse backgrounds	13%	N=109	47%	N=383	31%	N=255	9%	N=71	100%	N=818
Neighborliness of residents	25%	N=221	49%	N=434	21%	N=187	4%	N=38	100%	N=879

Table 24: Question 6-Quality

Please rate the quality of each of the following services in Steamboat Springs:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police services	13%	N=105	44%	N=351	28%	N=226	14%	N=115	100%	N=797
Fire services	41%	N=289	55%	N=387	4%	N=27	0%	N=2	100%	N=705
Ambulance or emergency medical services	44%	N=302	51%	N=347	4%	N=27	0%	N=3	100%	N=679
Crime prevention	12%	N=84	55%	N=384	28%	N=195	5%	N=34	100%	N=697
Traffic enforcement	9%	N=72	47%	N=371	32%	N=253	12%	N=99	100%	N=795
Municipal court	12%	N=43	57%	N=206	26%	N=92	5%	N=19	100%	N=360
Street repair	6%	N=55	49%	N=423	36%	N=308	9%	N=74	100%	N=861
Street cleaning	19%	N=159	61%	N=524	19%	N=160	1%	N=13	100%	N=857
Street lighting	11%	N=96	52%	N=453	30%	N=256	7%	N=61	100%	N=866
Snow removal	44%	N=385	45%	N=401	9%	N=75	2%	N=20	100%	N=881
Bus or transit services	22%	N=173	53%	N=409	18%	N=140	7%	N=52	100%	N=774
Storm drainage	11%	N=75	63%	N=421	22%	N=147	3%	N=20	100%	N=663
Drinking water	56%	N=487	38%	N=327	5%	N=44	1%	N=11	100%	N=870
Sewer services	32%	N=225	60%	N=427	8%	N=57	1%	N=6	100%	N=715
City parks	32%	N=278	60%	N=529	7%	N=64	0%	N=4	100%	N=875
City recreation programs	24%	N=175	63%	N=465	12%	N=88	1%	N=9	100%	N=737
City recreation facilities	19%	N=157	59%	N=484	18%	N=144	4%	N=31	100%	N=814
Land use, planning and zoning	4%	N=27	36%	N=254	42%	N=296	17%	N=122	100%	N=699
Code enforcement (weeds, signs, buildings, etc.)	6%	N=39	44%	N=299	34%	N=230	16%	N=105	100%	N=673
Animal control	9%	N=66	49%	N=372	28%	N=209	15%	N=113	100%	N=761
Economic development efforts	5%	N=32	39%	N=262	41%	N=279	16%	N=106	100%	N=679
Yampa River management (e.g., access, litter enforcement, etc.)	11%	N=92	51%	N=416	30%	N=242	8%	N=68	100%	N=818
Financial support of non-profit organizations	14%	N=91	50%	N=319	28%	N=178	8%	N=48	100%	N=635

Please rate the quality of each of the following services in Steamboat Springs:	Excellent		Good		Fair		Poor		Total	
Preservation of natural areas/open space	17%	N=148	56%	N=479	24%	N=201	2%	N=20	100%	N=849
Public information services	11%	N=73	49%	N=337	34%	N=234	7%	N=46	100%	N=691
Overall customer service by Steamboat Springs employees (police, receptionists, planners, etc.)	15%	N=122	57%	N=461	22%	N=176	5%	N=44	100%	N=803

Table 25: Question 6-Importance

Please rate the importance of each of the following services in Steamboat Springs:	Essential		Very important		Somewhat important		Not at all important		Total	
Police services	46%	N=394	41%	N=350	12%	N=100	1%	N=12	100%	N=857
Fire services	57%	N=483	37%	N=316	5%	N=43	1%	N=4	100%	N=847
Ambulance or emergency medical services	60%	N=505	35%	N=295	5%	N=39	0%	N=4	100%	N=842
Crime prevention	39%	N=329	47%	N=392	12%	N=104	1%	N=9	100%	N=834
Traffic enforcement	16%	N=136	44%	N=371	34%	N=284	6%	N=50	100%	N=841
Municipal court	19%	N=120	47%	N=300	32%	N=203	3%	N=20	100%	N=643
Street repair	20%	N=170	56%	N=474	23%	N=198	1%	N=8	100%	N=850
Street cleaning	15%	N=124	46%	N=389	36%	N=302	3%	N=24	100%	N=839
Street lighting	13%	N=108	43%	N=363	37%	N=312	7%	N=61	100%	N=844
Snow removal	54%	N=457	40%	N=341	6%	N=49	0%	N=3	100%	N=850
Bus or transit services	31%	N=252	46%	N=373	19%	N=158	4%	N=29	100%	N=812
Storm drainage	19%	N=146	51%	N=385	28%	N=214	1%	N=9	100%	N=755
Drinking water	68%	N=578	28%	N=235	4%	N=31	0%	N=1	100%	N=846
Sewer services	46%	N=367	43%	N=342	11%	N=84	0%	N=3	100%	N=797
City parks	28%	N=235	53%	N=450	18%	N=152	1%	N=5	100%	N=843
City recreation programs	14%	N=113	50%	N=403	31%	N=252	5%	N=40	100%	N=808
City recreation facilities	18%	N=149	53%	N=435	27%	N=220	3%	N=24	100%	N=828
Land use, planning and zoning	30%	N=237	47%	N=371	22%	N=173	1%	N=7	100%	N=788
Code enforcement (weeds, signs, buildings, etc.)	12%	N=95	43%	N=342	39%	N=307	6%	N=44	100%	N=789
Animal control	15%	N=120	41%	N=333	39%	N=319	5%	N=43	100%	N=814
Economic development efforts	23%	N=177	49%	N=383	23%	N=181	5%	N=37	100%	N=777
Yampa River management (e.g., access, litter enforcement, etc.)	34%	N=287	48%	N=405	16%	N=136	1%	N=9	100%	N=838
Financial support of non-profit organizations	17%	N=131	46%	N=348	30%	N=227	7%	N=53	100%	N=758
Preservation of natural areas/open space	46%	N=384	43%	N=359	11%	N=88	1%	N=6	100%	N=837
Public information services	12%	N=92	51%	N=382	34%	N=258	3%	N=23	100%	N=755

Please rate the importance of each of the following services in Steamboat Springs:	Essential		Very important		Somewhat important		Not at all important		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Overall customer service by Steamboat Springs employees (police, receptionists, planners, etc.)	29%	N=238	57%	N=476	13%	N=111	1%	N=9	100%	N=834

Table 26: Question 7

Overall, how would you rate the quality of services provided by the City of Steamboat Springs	Percent	Number
Excellent	14%	N=124
Good	68%	N=590
Fair	15%	N=133
Poor	2%	N=17
Total	100%	N=865

Table 27: Question 8

Please rate the following categories of Steamboat Springs government performance:	Excellent		Good		Fair		Poor		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
The value of services for sales taxes paid in Steamboat Springs	8%	N=67	47%	N=380	38%	N=303	7%	N=55	100%	N=804
The overall direction that the city is taking	3%	N=25	34%	N=285	43%	N=354	20%	N=162	100%	N=827
The job city government does at welcoming citizen involvement	8%	N=59	38%	N=299	38%	N=297	16%	N=123	100%	N=778
Overall confidence in City Council	2%	N=18	22%	N=181	38%	N=312	38%	N=318	100%	N=829
Overall confidence in City staff	5%	N=38	41%	N=340	37%	N=301	18%	N=145	100%	N=825
Treating all residents fairly	5%	N=38	39%	N=298	37%	N=287	19%	N=147	100%	N=771
The openness/transparency of the City government	4%	N=35	23%	N=185	39%	N=311	33%	N=267	100%	N=799

Table 28: Question 9

The city has limited resources and must make hard decisions about funding priorities. As the City considers its residents' current and future needs, how important to you is it that the city allocates resources to each of the following areas?	Essential		Very important		Somewhat important		Not at all important		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Preserving natural areas, habitats, and open land	52%	N=460	34%	N=299	12%	N=104	2%	N=15	100%	N=878
Making our community more walkable	26%	N=224	43%	N=373	28%	N=244	4%	N=34	100%	N=875
Supporting child care	19%	N=167	31%	N=273	34%	N=298	15%	N=130	100%	N=868
Encouraging a mix of housing types for all ages and income levels	33%	N=288	34%	N=298	24%	N=214	9%	N=76	100%	N=876
Preserving historic homes and buildings	13%	N=116	30%	N=265	45%	N=395	12%	N=101	100%	N=878

The city has limited resources and must make hard decisions about funding priorities. As the City considers its residents' current and future needs, how important to you is it that the city allocates resources to each of the following areas?	Essential		Very important		Somewhat important		Not at all important		Total	
Providing affordable housing	33%	N=289	30%	N=265	24%	N=211	12%	N=108	100%	N=873
Improving local transit services (i.e., bus service)	22%	N=190	38%	N=333	33%	N=289	7%	N=61	100%	N=873
Encouraging a mix of housing, shopping, and offices in the same area	10%	N=89	24%	N=209	43%	N=376	23%	N=198	100%	N=873
Supporting business and employment opportunities	28%	N=245	48%	N=422	19%	N=166	5%	N=42	100%	N=875
Protecting our air and water quality	66%	N=579	28%	N=248	5%	N=46	1%	N=6	100%	N=878
Reducing our energy usage	35%	N=305	38%	N=333	22%	N=195	5%	N=45	100%	N=879
Enhancing public spaces, parks, and trails	33%	N=289	42%	N=369	23%	N=201	2%	N=18	100%	N=876
Providing additional recreation facilities and amenities	16%	N=142	32%	N=281	39%	N=341	13%	N=112	100%	N=876
Limiting growth	16%	N=140	19%	N=164	35%	N=305	30%	N=265	100%	N=874
Encouraging growth	12%	N=104	23%	N=202	38%	N=333	27%	N=233	100%	N=873
Expanding Internet/broadband service	28%	N=248	34%	N=298	27%	N=235	10%	N=91	100%	N=871
Improving year-round air service for the Yampa Valley	28%	N=245	30%	N=263	28%	N=240	14%	N=124	100%	N=872
Enhancing summer marketing	11%	N=99	26%	N=231	41%	N=356	22%	N=193	100%	N=878
Extending the Yampa River Core Trail	26%	N=229	36%	N=308	29%	N=251	9%	N=79	100%	N=867

Table 29: Question 10

To what extent do you support or oppose each of the following?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
The City changing the Community Development Code to allow for more housing density in the city (e.g., more housing units to be built)	19%	N=155	45%	N=371	24%	N=196	13%	N=106	100%	N=828
The City requiring developers to provide affordable housing or pay a fee to support affordable housing	36%	N=301	36%	N=303	14%	N=116	15%	N=124	100%	N=844

Table 30: Question 11-Importance

Please rate the importance of each of the following activities and facilities:	Essential		Very important		Somewhat important		Not at all important		Total	
City-sponsored adult recreation and sports programs	7%	N=62	30%	N=249	48%	N=403	15%	N=125	100%	N=840
City-sponsored youth recreation and sports programs	20%	N=169	54%	N=450	19%	N=161	6%	N=49	100%	N=828
Children and teen summer camp	15%	N=117	43%	N=343	33%	N=261	10%	N=81	100%	N=803
Before and after school programs	20%	N=161	45%	N=363	27%	N=216	8%	N=64	100%	N=804
Field sports (such as baseball, softball, soccer, football, etc.)	12%	N=103	39%	N=333	40%	N=340	8%	N=68	100%	N=844

Please rate the importance of each of the following activities and facilities:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Ice skating/hockey	9%	N=77	33%	N=278	45%	N=373	13%	N=105	100%	N=833
Tennis at Howelsen Hill	6%	N=46	24%	N=193	47%	N=384	23%	N=188	100%	N=811
Tennis at the Tennis Center	6%	N=51	24%	N=197	47%	N=383	23%	N=184	100%	N=815
Pickleball	3%	N=23	15%	N=107	42%	N=302	40%	N=286	100%	N=718
Bike and skate parks	13%	N=109	40%	N=333	38%	N=318	9%	N=73	100%	N=833
Community events (Pro Challenge/Colorado National Ski Races, 4th of July Fireworks, etc.)	39%	N=342	42%	N=363	17%	N=149	2%	N=21	100%	N=874
Recreation on the Yampa River	35%	N=304	43%	N=376	20%	N=173	2%	N=20	100%	N=873
Equestrian activities	6%	N=46	20%	N=158	45%	N=348	29%	N=229	100%	N=782
Disc/frisbee golf	6%	N=46	19%	N=148	39%	N=314	36%	N=289	100%	N=796
Howelsen Ice Arena	14%	N=121	40%	N=337	37%	N=313	8%	N=65	100%	N=835
Howelsen Hill/Emerald Mountain winter use	35%	N=299	42%	N=359	18%	N=149	5%	N=40	100%	N=848
Howelsen Hill/Emerald Mountain summer use	37%	N=319	44%	N=379	16%	N=139	3%	N=24	100%	N=862
Howelsen Rodeo/equestrian facility	17%	N=139	39%	N=319	34%	N=279	11%	N=88	100%	N=825
Haymaker Golf Course	16%	N=129	34%	N=281	35%	N=292	16%	N=129	100%	N=830
Yampa River Core Trail	56%	N=493	33%	N=288	10%	N=92	0%	N=3	100%	N=875
Other (non-core trail) bike and pedestrian paths	44%	N=370	39%	N=327	15%	N=123	2%	N=21	100%	N=841

Table 31: Question 11-Participation

Please indicate whether or not you or anyone in your household has participated in or used each in the last 12 months:	Yes		No		Total	
	%	N	%	N	%	N
City-sponsored adult recreation and sports programs	28%	N=230	72%	N=602	100%	N=832
City-sponsored youth recreation and sports programs	17%	N=145	83%	N=687	100%	N=832
Children and teen summer camp	9%	N=78	91%	N=754	100%	N=832
Before and after school programs	10%	N=81	90%	N=751	100%	N=832
Field sports (such as baseball, softball, soccer, football, etc.)	23%	N=189	77%	N=643	100%	N=832
Ice skating/hockey	21%	N=174	79%	N=658	100%	N=832
Tennis at Howelsen Hill	14%	N=119	86%	N=712	100%	N=832
Tennis at the Tennis Center	13%	N=111	87%	N=721	100%	N=832
Pickleball	7%	N=55	93%	N=777	100%	N=832
Bike and skate parks	34%	N=284	66%	N=547	100%	N=832
Community events (Pro Challenge/Colorado National Ski Races, 4th of July Fireworks, etc.)	85%	N=706	15%	N=126	100%	N=832
Recreation on the Yampa River	77%	N=641	23%	N=191	100%	N=832

Please indicate whether or not you or anyone in your household has participated in or used each in the last 12 months:	Yes		No		Total	
	%	N	%	N	%	N
Equestrian activities	9%	N=78	91%	N=754	100%	N=832
Disc/frisbee golf	15%	N=126	85%	N=706	100%	N=832
Howelsen Ice Arena	31%	N=257	69%	N=575	100%	N=832
Howelsen Hill/Emerald Mountain winter use	59%	N=487	41%	N=345	100%	N=832
Howelsen Hill/Emerald Mountain summer use	75%	N=622	25%	N=210	100%	N=832
Howelsen Rodeo/equestrian facility	37%	N=309	63%	N=523	100%	N=832
Haymaker Golf Course	34%	N=286	66%	N=546	100%	N=832
Yampa River Core Trail	92%	N=768	8%	N=64	100%	N=832
Other (non-core trail) bike and pedestrian paths	85%	N=707	15%	N=125	100%	N=832

Table 32: Question 12

How important are each of the following to you and your household?	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Adding a second sheet of ice at the Howelsen Ice Arena	3%	N=25	7%	N=57	19%	N=150	70%	N=551	100%	N=784
Adding pickleball courts	1%	N=8	3%	N=24	17%	N=130	79%	N=620	100%	N=782
Building indoor field house	8%	N=67	11%	N=89	25%	N=199	55%	N=435	100%	N=791
Building a recreation center	17%	N=140	18%	N=154	31%	N=258	34%	N=282	100%	N=834
Building a youth center/teen center	10%	N=83	25%	N=210	36%	N=299	29%	N=247	100%	N=839
Increasing the number of dog parks	13%	N=109	20%	N=171	26%	N=218	41%	N=351	100%	N=848
Building a disc golf/ultimate frisbee courses	4%	N=34	11%	N=93	24%	N=200	61%	N=504	100%	N=831
Building a new sports complex (e.g., ball fields for baseball, softball, soccer, etc.)	5%	N=40	12%	N=97	35%	N=286	49%	N=399	100%	N=822
Extending the Yampa River Core trail	30%	N=261	32%	N=283	27%	N=235	11%	N=91	100%	N=871
Acquiring additional open space	25%	N=214	31%	N=259	31%	N=264	13%	N=112	100%	N=849
Increasing Yampa River access and management	22%	N=192	35%	N=302	33%	N=281	10%	N=84	100%	N=861
Enhancing the equestrian/Rodeo arena and facilities	4%	N=36	15%	N=121	40%	N=330	41%	N=337	100%	N=824
Improving Howelsen Park (e.g., ski hill, playgrounds, etc.)	15%	N=129	32%	N=269	39%	N=332	14%	N=123	100%	N=853
Renovating/modernizing current recreational facilities	14%	N=122	36%	N=306	39%	N=332	11%	N=92	100%	N=852

Table 33: Question 13

Please rate your preference for receiving information about the Steamboat Springs City government from each of the following sources:	Strongly prefer		Somewhat prefer		Not at all prefer		Total	
City Council and commission meetings	30%	N=261	46%	N=394	24%	N=203	100%	N=858
Small Town Hall-style meetings	24%	N=208	46%	N=397	30%	N=254	100%	N=858
Elected officials	28%	N=233	46%	N=386	27%	N=227	100%	N=846
City staff	19%	N=158	50%	N=421	31%	N=265	100%	N=844
Direct email	26%	N=223	36%	N=311	37%	N=319	100%	N=854
City website	40%	N=338	41%	N=350	19%	N=164	100%	N=851
Social media (e.g., Facebook, Twitter, etc.)	16%	N=137	29%	N=247	55%	N=473	100%	N=857
City hall or city facilities	13%	N=111	51%	N=428	36%	N=305	100%	N=845
News articles in the Steamboat Today/Pilot	70%	N=614	25%	N=219	5%	N=40	100%	N=873
City page in the Steamboat Today	59%	N=508	33%	N=288	8%	N=71	100%	N=867
Advertising in the Steamboat Today/Pilot	34%	N=288	39%	N=332	28%	N=240	100%	N=860
Word of mouth	21%	N=175	36%	N=303	44%	N=370	100%	N=848

Complete Set of Frequencies Including “Don’t Know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents.

Table 34: Question 1

Please indicate how likely you are to do each of the following:	Not at all likely		1		2		3		4		5		6		7		8		9		Extremely likely		Total	
	Recommend living in Steamboat Springs to a friend or colleague	2%	N=16	1%	N=9	1%	N=12	2%	N=21	3%	N=23	9%	N=79	6%	N=53	12%	N=106	16%	N=139	16%	N=139	33%	N=292	100%
Remain in Steamboat Springs for the next five years	2%	N=20	1%	N=11	2%	N=18	3%	N=24	2%	N=20	8%	N=68	3%	N=30	7%	N=64	9%	N=80	10%	N=90	52%	N=461	100%	N=887

Table 35: Question 1 (Net Promoter)

Please indicate how likely you are to do each of the following:	Detractor		Passive		Promoter		Total	
Recommend living in Steamboat Springs to a friend or colleague	24%	N=214	28%	N=245	48%	N=431	100%	N=890
Remain in Steamboat Springs for the next five years	22%	N=192	16%	N=144	62%	N=552	100%	N=887

Table 36: Question 2

Please rate each of the following aspects of quality of life in Steamboat Springs:	Excellent		Good		Fair		Poor		Don't know		Total	
Steamboat Springs as a place to live	64%	N=577	30%	N=268	5%	N=41	1%	N=10	0%	N=0	100%	N=896
Steamboat Springs as a place to work	11%	N=96	37%	N=325	33%	N=292	14%	N=127	5%	N=49	100%	N=889
Steamboat Springs as a place to raise children	43%	N=383	33%	N=290	7%	N=64	2%	N=16	15%	N=132	100%	N=885
Steamboat Springs as a place to retire	26%	N=230	28%	N=251	19%	N=168	9%	N=80	17%	N=155	100%	N=884
The overall quality of life in Steamboat Springs	45%	N=405	46%	N=413	7%	N=65	1%	N=9	0%	N=0	100%	N=892

Table 37: Question 3-Quality

Please rate the quality of each of the following characteristics as they relate to Steamboat Springs as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety	58%	N=523	38%	N=341	3%	N=28	0%	N=2	0%	N=2	100%	N=896
Overall ease of getting to places you usually have to visit	38%	N=337	45%	N=396	13%	N=117	4%	N=36	0%	N=0	100%	N=886
Quality of overall natural environment	66%	N=574	31%	N=269	3%	N=27	0%	N=4	0%	N=0	100%	N=873
Overall "built environment" of Steamboat Springs (including overall design, buildings, parks and transportation systems)	13%	N=119	56%	N=498	27%	N=238	4%	N=35	0%	N=1	100%	N=891
Health and wellness opportunities in Steamboat Springs	47%	N=415	41%	N=360	10%	N=86	2%	N=18	0%	N=4	100%	N=883
Overall opportunities for education and enrichment	18%	N=160	55%	N=486	20%	N=181	4%	N=37	3%	N=23	100%	N=887
Overall economic health of Steamboat Springs	4%	N=34	49%	N=436	37%	N=328	8%	N=73	2%	N=20	100%	N=892
Sense of community	39%	N=343	43%	N=386	14%	N=127	4%	N=33	0%	N=1	100%	N=891
Overall image or reputation	31%	N=276	55%	N=486	12%	N=106	2%	N=16	1%	N=7	100%	N=892

Table 38: Question 3-Importance

Please rate the importance of each of the following characteristics as they relate to Steamboat Springs as a whole:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety	44%	N=365	46%	N=385	9%	N=76	1%	N=7	0%	N=0	100%	N=833
Overall ease of getting to places you usually have to visit	17%	N=142	54%	N=441	28%	N=226	1%	N=9	0%	N=2	100%	N=820
Quality of overall natural environment	48%	N=392	43%	N=352	7%	N=60	1%	N=10	0%	N=0	100%	N=813
Overall "built environment" of Steamboat Springs (including overall design, buildings, parks and transportation systems)	16%	N=133	56%	N=459	27%	N=220	1%	N=8	0%	N=4	100%	N=825
Health and wellness opportunities in Steamboat Springs	38%	N=308	50%	N=409	11%	N=94	1%	N=5	0%	N=3	100%	N=821
Overall opportunities for education and enrichment	22%	N=183	49%	N=407	25%	N=206	2%	N=18	2%	N=13	100%	N=826
Overall economic health of Steamboat Springs	28%	N=230	55%	N=456	16%	N=132	0%	N=3	1%	N=9	100%	N=830
Sense of community	33%	N=276	52%	N=427	14%	N=116	1%	N=7	0%	N=2	100%	N=828
Overall image or reputation	19%	N=157	42%	N=345	29%	N=238	10%	N=81	1%	N=6	100%	N=826

Table 39: Question 4

In the last 12 months, about how many times have you or other household members done each of the following in Steamboat Springs?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used City recreation facilities or their services	40%	N=350	26%	N=230	25%	N=221	9%	N=82	100%	N=883
Visited a City park	33%	N=292	32%	N=287	28%	N=251	7%	N=61	100%	N=891
Used the Steamboat Springs/Bob Adams airport	2%	N=14	3%	N=24	13%	N=117	83%	N=735	100%	N=889
Used bus or other public transportation instead of driving	14%	N=123	16%	N=146	28%	N=246	42%	N=373	100%	N=889
Walked or biked instead of driving	43%	N=384	27%	N=244	18%	N=162	11%	N=102	100%	N=892
Volunteered your time to some group/activity locally	16%	N=146	23%	N=207	32%	N=287	28%	N=248	100%	N=888
Participated in a local club	11%	N=100	18%	N=158	23%	N=202	49%	N=435	100%	N=896
Interacted with a City of Steamboat Springs employee in their job capacity	13%	N=116	19%	N=169	39%	N=353	29%	N=257	100%	N=896

Table 40: Question 5

Please rate each of the following characteristics as they relate to Steamboat Springs as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Ease of walking	29%	N=255	48%	N=430	18%	N=161	5%	N=42	0%	N=4	100%	N=891
Availability of paths and walking trails	36%	N=317	48%	N=424	15%	N=130	2%	N=18	0%	N=2	100%	N=891
Availability of sidewalks	12%	N=102	32%	N=287	34%	N=302	22%	N=190	0%	N=3	100%	N=885
Availability of public parking	6%	N=53	29%	N=254	37%	N=333	27%	N=239	1%	N=10	100%	N=889
Availability of public restrooms	2%	N=16	12%	N=104	37%	N=329	41%	N=360	8%	N=73	100%	N=883
Ease of travel by public transportation in Steamboat Springs	17%	N=146	42%	N=368	22%	N=191	7%	N=66	13%	N=116	100%	N=887
Cleanliness	20%	N=177	61%	N=543	15%	N=136	3%	N=25	0%	N=4	100%	N=885
Availability of affordable quality housing	2%	N=18	5%	N=43	23%	N=202	60%	N=533	10%	N=91	100%	N=887
Recreational opportunities and amenities	51%	N=451	39%	N=346	8%	N=71	1%	N=5	2%	N=15	100%	N=888
K-12 education	23%	N=202	36%	N=316	8%	N=68	1%	N=12	33%	N=289	100%	N=888
Availability of affordable quality child care/preschool	1%	N=12	8%	N=71	20%	N=175	25%	N=224	46%	N=404	100%	N=886
Availability of affordable quality mental health care	3%	N=24	14%	N=127	19%	N=166	14%	N=123	50%	N=441	100%	N=880
Availability of affordable quality health care	12%	N=109	41%	N=366	25%	N=225	13%	N=119	8%	N=67	100%	N=886
Opportunities to attend cultural/arts/music activities	29%	N=260	50%	N=446	17%	N=151	2%	N=21	2%	N=14	100%	N=891
Employment opportunities	2%	N=14	20%	N=176	46%	N=411	22%	N=192	10%	N=92	100%	N=886
Shopping opportunities (local)	3%	N=30	24%	N=209	48%	N=428	24%	N=216	1%	N=5	100%	N=888
Cost of living	1%	N=8	7%	N=62	43%	N=385	48%	N=429	0%	N=4	100%	N=887
Overall quality of business and service establishments	6%	N=57	55%	N=490	33%	N=293	5%	N=42	1%	N=5	100%	N=888

Please rate each of the following characteristics as they relate to Steamboat Springs as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Vibrant Old Town/downtown commercial area	13%	N=115	55%	N=490	27%	N=245	4%	N=33	1%	N=8	100%	N=891
Vibrant mountain base commercial area	5%	N=47	25%	N=225	34%	N=304	31%	N=278	4%	N=35	100%	N=889
Overall quality of new development in Steamboat Springs	4%	N=39	36%	N=317	40%	N=356	12%	N=103	8%	N=71	100%	N=886
Opportunities to participate in social events and activities	27%	N=244	53%	N=475	16%	N=139	2%	N=14	2%	N=16	100%	N=888
Openness and acceptance of the community toward people of diverse backgrounds	12%	N=109	43%	N=383	29%	N=255	8%	N=71	8%	N=71	100%	N=889
Neighborliness of residents	25%	N=221	49%	N=434	21%	N=187	4%	N=38	1%	N=12	100%	N=892

Table 41: Question 6-Quality

Please rate the quality of each of the following services in Steamboat Springs:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	12%	N=105	40%	N=351	25%	N=226	13%	N=115	10%	N=92	100%	N=889
Fire services	33%	N=289	44%	N=387	3%	N=27	0%	N=2	20%	N=182	100%	N=887
Ambulance or emergency medical services	34%	N=302	39%	N=347	3%	N=27	0%	N=3	23%	N=203	100%	N=882
Crime prevention	10%	N=84	44%	N=384	22%	N=195	4%	N=34	21%	N=183	100%	N=881
Traffic enforcement	8%	N=72	42%	N=371	29%	N=253	11%	N=99	10%	N=89	100%	N=883
Municipal court	5%	N=43	24%	N=206	11%	N=92	2%	N=19	59%	N=509	100%	N=870
Street repair	6%	N=55	48%	N=423	35%	N=308	8%	N=74	3%	N=23	100%	N=884
Street cleaning	18%	N=159	60%	N=524	18%	N=160	1%	N=13	3%	N=24	100%	N=881
Street lighting	11%	N=96	51%	N=453	29%	N=256	7%	N=61	2%	N=18	100%	N=884
Snow removal	43%	N=385	45%	N=401	8%	N=75	2%	N=20	1%	N=4	100%	N=885
Bus or transit services	20%	N=173	46%	N=409	16%	N=140	6%	N=52	12%	N=109	100%	N=884
Storm drainage	9%	N=75	48%	N=421	17%	N=147	2%	N=20	25%	N=218	100%	N=881
Drinking water	55%	N=487	37%	N=327	5%	N=44	1%	N=11	2%	N=15	100%	N=884
Sewer services	26%	N=225	48%	N=427	6%	N=57	1%	N=6	19%	N=169	100%	N=884
City parks	32%	N=278	60%	N=529	7%	N=64	0%	N=4	1%	N=7	100%	N=882
City recreation programs	20%	N=175	53%	N=465	10%	N=88	1%	N=9	17%	N=147	100%	N=885
City recreation facilities	18%	N=157	55%	N=484	16%	N=144	3%	N=31	8%	N=67	100%	N=881
Land use, planning and zoning	3%	N=27	29%	N=254	33%	N=296	14%	N=122	21%	N=184	100%	N=884
Code enforcement (weeds, signs, buildings, etc.)	4%	N=39	34%	N=299	26%	N=230	12%	N=105	24%	N=208	100%	N=880
Animal control	8%	N=66	42%	N=372	24%	N=209	13%	N=113	13%	N=117	100%	N=878
Economic development efforts	4%	N=32	30%	N=262	32%	N=279	12%	N=106	22%	N=194	100%	N=873
Yampa River management (e.g., access, litter enforcement, etc.)	10%	N=92	47%	N=416	28%	N=242	8%	N=68	7%	N=60	100%	N=878

Please rate the quality of each of the following services in Steamboat Springs:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Financial support of non-profit organizations	10%	N=91	37%	N=319	20%	N=178	5%	N=48	27%	N=238	100%	N=873
Preservation of natural areas/open space	17%	N=148	55%	N=479	23%	N=201	2%	N=20	3%	N=29	100%	N=878
Public information services	8%	N=73	39%	N=337	27%	N=234	5%	N=46	20%	N=176	100%	N=867
Overall customer service by Steamboat Springs employees (police, receptionists, planners, etc.)	14%	N=122	52%	N=461	20%	N=176	5%	N=44	9%	N=79	100%	N=882

Table 42: Question 6-Importance

Please rate the importance of each of the following services in Steamboat Springs:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police services	46%	N=394	41%	N=350	12%	N=100	1%	N=12	1%	N=6	100%	N=863
Fire services	56%	N=483	37%	N=316	5%	N=43	1%	N=4	2%	N=16	100%	N=862
Ambulance or emergency medical services	59%	N=505	34%	N=295	4%	N=39	0%	N=4	2%	N=19	100%	N=861
Crime prevention	38%	N=329	46%	N=392	12%	N=104	1%	N=9	3%	N=26	100%	N=860
Traffic enforcement	16%	N=136	43%	N=371	33%	N=284	6%	N=50	2%	N=13	100%	N=854
Municipal court	14%	N=120	36%	N=300	24%	N=203	2%	N=20	23%	N=187	100%	N=829
Street repair	20%	N=170	55%	N=474	23%	N=198	1%	N=8	1%	N=6	100%	N=856
Street cleaning	15%	N=124	46%	N=389	35%	N=302	3%	N=24	2%	N=13	100%	N=852
Street lighting	13%	N=108	43%	N=363	37%	N=312	7%	N=61	1%	N=8	100%	N=853
Snow removal	54%	N=457	40%	N=341	6%	N=49	0%	N=3	0%	N=2	100%	N=853
Bus or transit services	30%	N=252	44%	N=373	19%	N=158	3%	N=29	4%	N=34	100%	N=846
Storm drainage	17%	N=146	46%	N=385	25%	N=214	1%	N=9	11%	N=91	100%	N=846
Drinking water	68%	N=578	28%	N=235	4%	N=31	0%	N=1	1%	N=8	100%	N=854
Sewer services	43%	N=367	40%	N=342	10%	N=84	0%	N=3	6%	N=54	100%	N=851
City parks	28%	N=235	53%	N=450	18%	N=152	1%	N=5	1%	N=4	100%	N=847
City recreation programs	13%	N=113	47%	N=403	30%	N=252	5%	N=40	5%	N=43	100%	N=852
City recreation facilities	18%	N=149	51%	N=435	26%	N=220	3%	N=24	3%	N=22	100%	N=850
Land use, planning and zoning	28%	N=237	44%	N=371	20%	N=173	1%	N=7	8%	N=65	100%	N=853
Code enforcement (weeds, signs, buildings, etc.)	11%	N=95	41%	N=342	37%	N=307	5%	N=44	6%	N=52	100%	N=841
Animal control	14%	N=120	39%	N=333	38%	N=319	5%	N=43	4%	N=32	100%	N=847
Economic development efforts	21%	N=177	45%	N=383	21%	N=181	4%	N=37	8%	N=67	100%	N=844
Yampa River management (e.g., access, litter enforcement, etc.)	34%	N=287	48%	N=405	16%	N=136	1%	N=9	1%	N=12	100%	N=850
Financial support of non-profit organizations	16%	N=131	42%	N=348	27%	N=227	6%	N=53	9%	N=78	100%	N=837
Preservation of natural areas/open space	46%	N=384	43%	N=359	10%	N=88	1%	N=6	1%	N=6	100%	N=844

Please rate the importance of each of the following services in Steamboat Springs:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Public information services	11%	N=92	46%	N=382	31%	N=258	3%	N=23	9%	N=76	100%	N=831
Overall customer service by Steamboat Springs employees (police, receptionists, planners, etc.)	28%	N=238	56%	N=476	13%	N=111	1%	N=9	2%	N=19	100%	N=853

Table 43: Question 7

Overall, how would you rate the quality of services provided by the City of Steamboat Springs	Percent	Number
Excellent	14%	N=124
Good	67%	N=590
Fair	15%	N=133
Poor	2%	N=17
Don't know	2%	N=16
Total	100%	N=881

Table 44: Question 8

Please rate the following categories of Steamboat Springs government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The value of services for sales taxes paid in Steamboat Springs	8%	N=67	43%	N=380	34%	N=303	6%	N=55	9%	N=77	100%	N=881
The overall direction that the city is taking	3%	N=25	33%	N=285	40%	N=354	19%	N=162	6%	N=49	100%	N=875
The job city government does at welcoming citizen involvement	7%	N=59	34%	N=299	34%	N=297	14%	N=123	11%	N=100	100%	N=878
Overall confidence in City Council	2%	N=18	21%	N=181	35%	N=312	36%	N=318	6%	N=54	100%	N=884
Overall confidence in City staff	4%	N=38	39%	N=340	34%	N=301	16%	N=145	7%	N=58	100%	N=882
Treating all residents fairly	4%	N=38	34%	N=298	33%	N=287	17%	N=147	13%	N=112	100%	N=883
The openness/transparency of the City government	4%	N=35	21%	N=185	35%	N=311	30%	N=267	9%	N=83	100%	N=882

Table 45: Question 9

The city has limited resources and must make hard decisions about funding priorities. As the City considers its residents' current and future needs, how important to you is it that the city allocates resources to each of the following areas?	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Preserving natural areas, habitats, and open land	52%	N=460	34%	N=299	12%	N=104	2%	N=15	100%	N=878
Making our community more walkable	26%	N=224	43%	N=373	28%	N=244	4%	N=34	100%	N=875
Supporting child care	19%	N=167	31%	N=273	34%	N=298	15%	N=130	100%	N=868
Encouraging a mix of housing types for all ages and income levels	33%	N=288	34%	N=298	24%	N=214	9%	N=76	100%	N=876
Preserving historic homes and buildings	13%	N=116	30%	N=265	45%	N=395	12%	N=101	100%	N=878
Providing affordable housing	33%	N=289	30%	N=265	24%	N=211	12%	N=108	100%	N=873
Improving local transit services (i.e., bus service)	22%	N=190	38%	N=333	33%	N=289	7%	N=61	100%	N=873
Encouraging a mix of housing, shopping, and offices in the same area	10%	N=89	24%	N=209	43%	N=376	23%	N=198	100%	N=873
Supporting business and employment opportunities	28%	N=245	48%	N=422	19%	N=166	5%	N=42	100%	N=875
Protecting our air and water quality	66%	N=579	28%	N=248	5%	N=46	1%	N=6	100%	N=878
Reducing our energy usage	35%	N=305	38%	N=333	22%	N=195	5%	N=45	100%	N=879
Enhancing public spaces, parks, and trails	33%	N=289	42%	N=369	23%	N=201	2%	N=18	100%	N=876
Providing additional recreation facilities and amenities	16%	N=142	32%	N=281	39%	N=341	13%	N=112	100%	N=876
Limiting growth	16%	N=140	19%	N=164	35%	N=305	30%	N=265	100%	N=874
Encouraging growth	12%	N=104	23%	N=202	38%	N=333	27%	N=233	100%	N=873
Expanding Internet/broadband service	28%	N=248	34%	N=298	27%	N=235	10%	N=91	100%	N=871
Improving year-round air service for the Yampa Valley	28%	N=245	30%	N=263	28%	N=240	14%	N=124	100%	N=872
Enhancing summer marketing	11%	N=99	26%	N=231	41%	N=356	22%	N=193	100%	N=878
Extending the Yampa River Core Trail	26%	N=229	36%	N=308	29%	N=251	9%	N=79	100%	N=867

Table 46: Question 10

To what extent do you support or oppose each of the following?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The City changing the Community Development Code to allow for more housing density in the city (e.g., more housing units to be built)	18%	N=155	43%	N=371	23%	N=196	12%	N=106	5%	N=42	100%	N=870
The City requiring developers to provide affordable housing or pay a fee to support affordable housing	35%	N=301	35%	N=303	13%	N=116	14%	N=124	3%	N=24	100%	N=868

Table 47: Question 11-Importance

Please rate the importance of each of the following activities and facilities:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
City-sponsored adult recreation and sports programs	7%	N=62	28%	N=249	46%	N=403	14%	N=125	4%	N=39	100%	N=878
City-sponsored youth recreation and sports programs	19%	N=169	51%	N=450	18%	N=161	6%	N=49	6%	N=50	100%	N=879
Children and teen summer camp	13%	N=117	39%	N=343	30%	N=261	9%	N=81	8%	N=72	100%	N=875
Before and after school programs	18%	N=161	41%	N=363	25%	N=216	7%	N=64	8%	N=73	100%	N=877
Field sports (such as baseball, softball, soccer, football, etc.)	12%	N=103	38%	N=333	39%	N=340	8%	N=68	4%	N=31	100%	N=875
Ice skating/hockey	9%	N=77	32%	N=278	42%	N=373	12%	N=105	5%	N=46	100%	N=879
Tennis at Howelsen Hill	5%	N=46	22%	N=193	44%	N=384	21%	N=188	7%	N=65	100%	N=876
Tennis at the Tennis Center	6%	N=51	22%	N=197	44%	N=383	21%	N=184	7%	N=61	100%	N=877
Pickleball	3%	N=23	12%	N=107	35%	N=302	33%	N=286	17%	N=151	100%	N=869
Bike and skate parks	12%	N=109	38%	N=333	36%	N=318	8%	N=73	5%	N=42	100%	N=874
Community events (Pro Challenge/Colorado National Ski Races, 4th of July Fireworks, etc.)	39%	N=342	41%	N=363	17%	N=149	2%	N=21	1%	N=4	100%	N=878
Recreation on the Yampa River	35%	N=304	43%	N=376	20%	N=173	2%	N=20	1%	N=6	100%	N=880
Equestrian activities	5%	N=46	18%	N=158	40%	N=348	26%	N=229	11%	N=96	100%	N=878
Disc/frisbee golf	5%	N=46	17%	N=148	36%	N=314	33%	N=289	9%	N=77	100%	N=873
Howelsen Ice Arena	14%	N=121	38%	N=337	36%	N=313	7%	N=65	5%	N=43	100%	N=878
Howelsen Hill/Emerald Mountain winter use	34%	N=299	41%	N=359	17%	N=149	5%	N=40	3%	N=25	100%	N=873
Howelsen Hill/Emerald Mountain summer use	36%	N=319	43%	N=379	16%	N=139	3%	N=24	2%	N=14	100%	N=876
Howelsen Rodeo/equestrian facility	16%	N=139	36%	N=319	32%	N=279	10%	N=88	6%	N=51	100%	N=875
Haymaker Golf Course	15%	N=129	32%	N=281	33%	N=292	15%	N=129	5%	N=44	100%	N=874
Yampa River Core Trail	56%	N=493	33%	N=288	10%	N=92	0%	N=3	1%	N=6	100%	N=881
Other (non-core trail) bike and pedestrian paths	43%	N=370	38%	N=327	14%	N=123	2%	N=21	2%	N=20	100%	N=860

Table 48: Question 11-Participation

Please indicate whether or not you or anyone in your household has participated in or used each in the last 12 months:	Yes		No		Total	
City-sponsored adult recreation and sports programs	28%	N=230	72%	N=602	100%	N=832
City-sponsored youth recreation and sports programs	17%	N=145	83%	N=687	100%	N=832
Children and teen summer camp	9%	N=78	91%	N=754	100%	N=832
Before and after school programs	10%	N=81	90%	N=751	100%	N=832
Field sports (such as baseball, softball, soccer, football, etc.)	23%	N=189	77%	N=643	100%	N=832
Ice skating/hockey	21%	N=174	79%	N=658	100%	N=832
Tennis at Howelsen Hill	14%	N=119	86%	N=712	100%	N=832
Tennis at the Tennis Center	13%	N=111	87%	N=721	100%	N=832
Pickleball	7%	N=55	93%	N=777	100%	N=832
Bike and skate parks	34%	N=284	66%	N=547	100%	N=832
Community events (Pro Challenge/Colorado National Ski Races, 4th of July Fireworks, etc.)	85%	N=706	15%	N=126	100%	N=832
Recreation on the Yampa River	77%	N=641	23%	N=191	100%	N=832
Equestrian activities	9%	N=78	91%	N=754	100%	N=832
Disc/frisbee golf	15%	N=126	85%	N=706	100%	N=832
Howelsen Ice Arena	31%	N=257	69%	N=575	100%	N=832
Howelsen Hill/Emerald Mountain winter use	59%	N=487	41%	N=345	100%	N=832
Howelsen Hill/Emerald Mountain summer use	75%	N=622	25%	N=210	100%	N=832
Howelsen Rodeo/equestrian facility	37%	N=309	63%	N=523	100%	N=832
Haymaker Golf Course	34%	N=286	66%	N=546	100%	N=832
Yampa River Core Trail	92%	N=768	8%	N=64	100%	N=832
Other (non-core trail) bike and pedestrian paths	85%	N=707	15%	N=125	100%	N=832

Table 49: Question 12

How important are each of the following to you and your household?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Adding a second sheet of ice at the Howelsen Ice Arena	3%	N=25	6%	N=57	17%	N=150	62%	N=551	12%	N=102	100%	N=886
Adding pickleball courts	1%	N=8	3%	N=24	15%	N=130	70%	N=620	11%	N=100	100%	N=882
Building indoor field house	8%	N=67	10%	N=89	23%	N=199	49%	N=435	10%	N=89	100%	N=880
Building a recreation center	16%	N=140	17%	N=154	29%	N=258	32%	N=282	5%	N=48	100%	N=882
Building a youth center/teen center	9%	N=83	24%	N=210	34%	N=299	28%	N=247	5%	N=45	100%	N=884
Increasing the number of dog parks	12%	N=109	19%	N=171	25%	N=218	40%	N=351	3%	N=30	100%	N=879
Building a disc golf/ultimate frisbee courses	4%	N=34	11%	N=93	23%	N=200	57%	N=504	6%	N=50	100%	N=881
Building a new sports complex (e.g., ball fields for baseball, softball, soccer, etc.)	5%	N=40	11%	N=97	33%	N=286	45%	N=399	6%	N=56	100%	N=879
Extending the Yampa River Core trail	30%	N=261	32%	N=283	27%	N=235	10%	N=91	1%	N=10	100%	N=880
Acquiring additional open space	24%	N=214	30%	N=259	30%	N=264	13%	N=112	3%	N=28	100%	N=878
Increasing Yampa River access and management	22%	N=192	34%	N=302	32%	N=281	10%	N=84	2%	N=22	100%	N=883
Enhancing the equestrian/Rodeo arena and facilities	4%	N=36	14%	N=121	37%	N=330	38%	N=337	6%	N=57	100%	N=881
Improving Howelsen Park (e.g., ski hill, playgrounds, etc.)	15%	N=129	30%	N=269	37%	N=332	14%	N=123	4%	N=33	100%	N=885
Renovating/modernizing current recreational facilities	14%	N=122	35%	N=306	37%	N=332	10%	N=92	4%	N=33	100%	N=884

Table 50: Question 13

Please rate your preference for receiving information about the Steamboat Springs City government from each of the following sources:	Strongly prefer		Somewhat prefer		Not at all prefer		Total	
City Council and commission meetings	30%	N=261	46%	N=394	24%	N=203	100%	N=858
Small Town Hall-style meetings	24%	N=208	46%	N=397	30%	N=254	100%	N=858
Elected officials	28%	N=233	46%	N=386	27%	N=227	100%	N=846
City staff	19%	N=158	50%	N=421	31%	N=265	100%	N=844
Direct email	26%	N=223	36%	N=311	37%	N=319	100%	N=854
City website	40%	N=338	41%	N=350	19%	N=164	100%	N=851
Social media (e.g., Facebook, Twitter, etc.)	16%	N=137	29%	N=247	55%	N=473	100%	N=857
City hall or city facilities	13%	N=111	51%	N=428	36%	N=305	100%	N=845
News articles in the Steamboat Today/Pilot	70%	N=614	25%	N=219	5%	N=40	100%	N=873
City page in the Steamboat Today	59%	N=508	33%	N=288	8%	N=71	100%	N=867
Advertising in the Steamboat Today/Pilot	34%	N=288	39%	N=332	28%	N=240	100%	N=860
Word of mouth	21%	N=175	36%	N=303	44%	N=370	100%	N=848

Appendix C: Verbatim Responses to Specific Survey Questions

Following are verbatim responses to question 9 on the survey. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. The responses are grouped by category and are in alphabetical order.

Question 9 “Other”: Any other area that is important for the city to allocate resources?

Pedestrian/Bicycle Improvements

- Better sidewalks & parking on Yampa & oak streets. Fix Ski Time square.
- Bicycle parking in downtown.
- Bike lane on 20 mile. Better lighting downtown/brighter coordinate traffic lights use yellow caution lights after 11 pm.
- Bike lanes & trails.
- Cleaning the trash & debris is from the sidewalks 3rd-13st on a daily basis.
- Downtown sidewalks bury downtown utilities.
- Improving cycling safety.
- More sidewalks on mountain condo land.
- \
- Old town sidewalks, parking downtown.
- Sidewalks & URA.
- Sidewalks in dangerous areas.
- Sidewalks in Fairview and West End.
- Sidewalks- pedestrian crossings please change to "pedestrian scramble" or "barnes dance" crossings!
- Sidewalks safe crossing zones.
- Sidewalks!
- Sidewalks!
- Sidewalks.
- Sidewalks; alternative energy/renewable energy tax credits or rebate for local solar investment. Replace the Hayden coal station power with renewable!
- Walk/bike paths to Silver Spur & steamboats for transport.
- Walking/bike path on Fish Creek falls road.
- We claim to be bike town USA we are terrible!! Widen shoulders & have real safe bike lanes.

Transportation (public, traffic, parking, roads)

- Bus services, terrible this past year!
- Buses (more).
- Down town parking.
- \
- Expanding handicap parking to be able to move around to a little larger space for wheelchair users to get around better.
- Fixing the street going into Kentucky fried chicken.
- Future parking & traffic considerations.
- Mainly bus service more summ lines.
- Making safe traffic runs efficiently.
- Multi model transportation.
- Parking downtown.
- Parking garage downtown.
- Parking.
- Provide more parking downtown.
- Public parking.

- Public transportation west of town.
- Road surface for road bike riding i.e. pro challenge etc.
- Traffic & code enforcement.
- Would build parking garages at both ends of Yampa with a satellite police station (small) on ground level of one structure (Boulder example). You will wish we did often it is too late.
- Yampa street improvement.
- Yampa street/parking.

Recreation

- Another rec center w/indoor pool.
- Another skate park.
- Build a rec center.
- Expand bar river skate park.
- Expert Mts trails!
- Field house for children and youth sports.
- Field house/rec center.
- Figure out how to get a rec dist.
- Get a rec center with pools, basketball courts & indoor track.
- Hockey rink has deferred maintenance.
- Howelsen Hill winter do not support trails 2A additional mountain bike trails. Would support bike paths, improving existing trails, improving road bike riding.
- Howelson Hill, Emerald Mtn, Nordic skiing.
- Improve recreational swim pool for swim team participation with other neighboring cities.
- Lift skiing on emerald.
- More & better dog parks we're supposed to be dog friendly, right?
- More affordable rec facilities for locals who barely afford to live here.
- More city facilities, i.e., (and tennis center) Haymaker Golf Course affordable for the average family.
- More pickle ball courts.
- Mountain biking!!!
- New rec center.
- New track & high school/middle school.
- Off leash dog parks.
- Public rec center! Affordable housing.
- Recreation center pool with affordable admission.
- Recreational facility like a YMCA with large pool.
- Teen programs, teen support groups.
- Winter sports Club/Howelsen Hill.
- Yampa river.

Core services

- Core services- basic municipal services.
- Core services of government fire/ police/roads. Howelsen Hill improvements.
- Decrease over staffed police force.
- Fire, police, ambulance.
- Focus on sewer, water, storm drain and roads the basics.
- Infrastructure.
- Keep police station downtown add a whole top floor.
- National recruitment for new city MGR and police chief.
- New police station.
- Police body cams.
- Police station 1 2 3 4 5.
- Taking care of the police & fire dept. These low paid individuals work the hardest.

Parks/trails

- Accessible handicapped parks.
- Better maintenance of public parks better weed control in public areas.
- Bike trails, schools.
- Expand state park & bathrooms to state park area around [?].
- Howelsen park improvements.
- Lighting the core trail, paying city employees at a rate consistent with similar communities, updating city trash cans to ensure the code is being followed, remove fluoride from city water.
- Maintenance of existing facilities & amenities.
- More horse trails less bicycle.
- Open space & park maintained. Improve animal control.
- Trails connecting trails.

Business

- Downtown development Yampa river restoration property tax/consistent revenue.
- Increase mixed use buildings on Yampa st.
- Increase shopping opportunities for year round residents instead of just tourists.
- Promote "big box" home depot/target.
- Small business.
- Tourism is our largest industry, growth of this should be a focus.

Education

- After school program/ youth center.
- Do not hurt the public education system with shifting property taxes, help education do not hurt it.
- Educate the public on drug abuse & prevention.
- Education.
- Education-school Re 2.
- Environmental education (especially at the ski resort).
- Schools- don't use URA to take their money.
- Schools, libraries, museums.
- Supporting education.

Enforcement

- Animal control-please manage off-leash dogs.
- Change building code to improve energy use & funding arts culture to much emphasis on sports facilities.
- Code enforcement, stop granting variances to allow unbridled development.
- Enforcement of existing policies-i.e bears and trash.
- Enforcing residential zoning.
- Food & beverage inspections.
- Monitoring rightly rentals in residential neighborhoods and enforcing cars.
- Zoning and housing development.

Housing

- Adult care/senior housing.
- Affordable housing is essential.
- Affordable senior housing.
- Encourage re-use of existing empty buildings.
- expand affordable housing and transportation option in Hayden.
- Innovative, sustainable affordable housing/co-housing by changing zoning rules and water conservation!
- No but would like to stress housing!

Jobs

- City employee pay plan!
- Employees.
- Helping the working poor necessary for s.s. better off to add to community.

- Hiring/compensating high quality staff.
- Jobs more jobs. Re-invent our job market. We need new public rec center. Stop stop stop. putting expensive Band-aids on old town hot springs.
- Keeping good employees satisfied.
- Yearly merit & cost of living raises for city employees.

Other

- \$ secure missing links in open space & Yampa river access.(2) \$ To maintain open space & trails.(3) Regulate tubers and their trash.(4) It is disgusting & an embarrassment the way they trash our river and our parks!!
- (1)Remove extraneous signs (2)Improve the design and quality of all signs, public and private.
- Affordable childcare for "middle class" parents.
- Ambient light restrictions-Ski area/street lights. Eliminate new "flowering" cottonwood trees. Work with state to facilitate 4 lane traffic to Hayden for affordable housing. Require all business to pay sales taxes (Ski corp).
- Bob Adams airport.
- Bob Adams field (airport).
- Clean air, water & green initiatives i.e. Telluride and Aspen.
- Decision making class/training for city council.
- Do not overspend on biking! We need balance!
- Down sizing gov't.
- Efficient spending-spend if necessary not just because the funds are available.
- Future growth.
- Good maintenance of already existing facilities.
- Hire competent, ethical city manager.
- I question this city's ability to make sound expenditures. I have seen them waste money for bridges & tunnels to "no where"(behind post office)" eq.
- Improve esthetics of downtown area.
- Improving the electric distribution system downtown and old town.
- Leadership timing for city council.
- Limit growth!!!!!!!
- Local airport, Howelson Hill/ Emerald Mt.
- Maintain current facilities.
- Maintaining what it already has.
- Mental health services.
- More non profit support.
- Not non profits!
- Not too city's portion.
- Overall aesthetics year round.
- Peel back the excessive policing in unnecessary areas.
- Preserving downtown steamboat.
- Public art district
- Purchasing open space land.
- Quality maintenance of current assets/facilities re: landscaping, trails, main street.
- Reasonable airfares for county residents out of Hayden/most of us drive to Denver.
- Reduce taxes, decrease spending stop spending on social programs.
- Sharing resources no group favoritism.
- So many activities are too expensive, yet everyone wants a "free" volunteer pay scale not good for cost of living.
- Start valuing location neutral tax payers.
- Support local youth corp programs & youth serving non-profits
- Supporting non profits that provide essential services.
- The arts community!
- To make sure that all children are feed well and have involved teachers.
- Yes, please combine water depths in town water too expensive compared to mountain area.

Appendix D: Comparisons of Select Questions by Respondent Characteristics

The tables on the following pages show responses to select questions compared by respondent characteristics. Shading indicates statistically significant differences in responses between respondents ($p \leq .05$).

Table 51: Question 5: Comparison by Employment Status, Economy and Residence Location

Please rate each of the following characteristics as they relate to Steamboat Springs as a whole: (Percent rating as excellent or good).	Employment status			Income dependent on local economy		Live in city limits		In which area is your residence located?				Overall
	Working part- or full-time for pay	Not working for pay	Retired	No	Yes	Yes, full time	Yes, part time/seasonal	Old Town/Downtown	Mountain area	Between Town and Mountain	West Steamboat (inside city limits)	
Ease of walking	76%	82%	81%	81%	74%	77%	100%	81%	76%	73%	77%	77%
Availability of paths and walking trails	83%	77%	86%	86%	80%	83%	100%	86%	85%	80%	76%	83%
Availability of sidewalks	45%	37%	41%	43%	45%	44%	53%	43%	45%	37%	51%	44%
Availability of public parking	34%	38%	37%	35%	35%	35%	53%	41%	30%	37%	31%	35%
Availability of public restrooms	14%	16%	16%	14%	16%	15%	25%	17%	13%	12%	19%	15%
Ease of travel by public transportation in Steamboat Springs	67%	42%	70%	67%	67%	67%	80%	68%	70%	64%	56%	67%
Cleanliness	82%	78%	82%	83%	81%	82%	100%	84%	84%	76%	80%	82%
Availability of affordable quality housing	6%	17%	16%	9%	7%	8%	0%	8%	6%	11%	6%	8%
Recreational opportunities and amenities	92%	81%	94%	91%	92%	91%	100%	92%	94%	90%	86%	91%
K-12 education	87%	83%	86%	89%	84%	87%	50%	91%	86%	84%	86%	87%

Please rate each of the following characteristics as they relate to Steamboat Springs as a whole: (Percent rating as excellent or good).	Employment status			Income dependent on local economy		Live in city limits		In which area is your residence located?				Overall
	Working part- or full-time for pay	Not working for pay	Retired	No	Yes	Yes, full time	Yes, part time/seasonal	Old Town/Downtown	Mountain area	Between Town and Mountain	West Steamboat (inside city limits)	
Availability of affordable quality child care/preschool	15%	17%	31%	19%	16%	17%	33%	19%	19%	18%	9%	17%
Availability of affordable quality mental health care	31%	21%	51%	37%	32%	34%	0%	35%	35%	33%	25%	34%
Availability of affordable quality health care	54%	47%	85%	64%	52%	58%	53%	61%	56%	66%	37%	58%
Opportunities to attend cultural/arts/music activities	79%	70%	89%	81%	80%	81%	63%	79%	82%	79%	82%	80%
Employment opportunities	26%	16%	17%	21%	27%	24%	25%	25%	23%	23%	27%	24%
Shopping opportunities (local)	26%	30%	30%	29%	25%	27%	16%	30%	23%	29%	29%	27%
Cost of living	7%	0%	15%	11%	5%	8%	0%	6%	7%	12%	5%	8%
Overall quality of business and service establishments	61%	48%	69%	63%	61%	62%	53%	67%	61%	64%	55%	62%
Vibrant Old Town/downtown commercial area	69%	52%	69%	71%	66%	68%	68%	72%	69%	68%	60%	69%
Vibrant mountain base commercial area	31%	25%	36%	34%	30%	32%	16%	34%	33%	31%	22%	32%
Overall quality of new development in Steamboat Springs	44%	47%	43%	44%	44%	44%	20%	50%	40%	47%	29%	44%

Please rate each of the following characteristics as they relate to Steamboat Springs as a whole: (Percent rating as excellent or good).	Employment status			Income dependent on local economy		Live in city limits		In which area is your residence located?				Overall
	Working part- or full-time for pay	Not working for pay	Retired	No	Yes	Yes, full time	Yes, part time/seasonal	Old Town/Downtown	Mountain area	Between Town and Mountain	West Steamboat (inside city limits)	
Opportunities to participate in social events and activities	82%	74%	88%	81%	84%	82%	100%	87%	84%	81%	73%	82%
Openness and acceptance of the community toward people of diverse backgrounds	59%	51%	67%	58%	61%	60%	44%	58%	63%	63%	55%	60%
Neighborliness of residents	73%	65%	82%	76%	73%	74%	84%	84%	73%	70%	64%	74%

Table 52: Question 5: Comparison by Length of Residence, Presence of Children, Income and Age

Please rate each of the following characteristics as they relate to Steamboat Springs as a whole: (Percent rating as excellent or good).	Length of residency			Presence of children		Annual household income				Resident age			Overall
	5 years or less	6-20 years	Over 20 years	No	Yes	\$49,999 or less	\$50,000 to \$149,999	\$150,000 to \$249,999	\$250,000 or more	18-34	35-54	55 or older	
Ease of walking	80%	75%	78%	78%	74%	80%	75%	75%	84%	78%	74%	80%	77%
Availability of paths and walking trails	87%	82%	82%	84%	81%	84%	84%	83%	85%	86%	81%	84%	83%
Availability of sidewalks	61%	38%	41%	47%	35%	54%	43%	37%	37%	57%	40%	39%	44%
Availability of public parking	41%	36%	31%	36%	32%	33%	36%	34%	27%	36%	33%	36%	35%
Availability of public restrooms	22%	13%	12%	16%	12%	20%	15%	10%	10%	17%	14%	14%	15%
Ease of travel by public transportation in Steamboat Springs	69%	66%	66%	68%	63%	64%	67%	68%	72%	67%	64%	69%	67%
Cleanliness	87%	82%	78%	82%	81%	82%	82%	82%	76%	91%	78%	79%	82%

Please rate each of the following characteristics as they relate to Steamboat Springs as a whole: (Percent rating as excellent or good).	Length of residency			Presence of children		Annual household income				Resident age			Overall
	5 years or less	6-20 years	Over 20 years	No	Yes	\$49,999 or less	\$50,000 to \$149,999	\$150,000 to \$249,999	\$250,000 or more	18-34	35-54	55 or older	
Availability of affordable quality housing	6%	9%	7%	8%	6%	6%	6%	8%	22%	4%	8%	11%	8%
Recreational opportunities and amenities	92%	91%	91%	93%	87%	89%	91%	94%	96%	91%	90%	93%	91%
K-12 education	85%	86%	87%	88%	85%	78%	90%	87%	87%	86%	86%	88%	87%
Availability of affordable quality child care/preschool	17%	14%	21%	20%	12%	15%	16%	16%	32%	9%	13%	28%	17%
Availability of affordable quality mental health care	27%	31%	39%	34%	33%	32%	33%	33%	44%	25%	29%	43%	34%
Availability of affordable quality health care	62%	59%	55%	61%	48%	47%	56%	68%	81%	54%	47%	72%	58%
Opportunities to attend cultural/arts/music activities	84%	79%	80%	83%	73%	79%	82%	74%	81%	81%	76%	85%	80%
Employment opportunities	33%	22%	21%	25%	23%	22%	23%	29%	32%	35%	21%	19%	24%
Shopping opportunities (local)	34%	26%	23%	28%	22%	28%	27%	26%	27%	33%	21%	29%	27%
Cost of living	10%	10%	5%	8%	7%	5%	7%	9%	22%	6%	5%	11%	8%
Overall quality of business and service establishments	64%	62%	61%	64%	56%	57%	64%	63%	69%	70%	56%	63%	62%
Vibrant Old Town/downtown commercial area	71%	68%	67%	71%	63%	63%	72%	63%	67%	77%	64%	68%	69%
Vibrant mountain base commercial area	51%	30%	23%	31%	33%	31%	34%	28%	25%	39%	27%	32%	32%
Overall quality of new development in Steamboat Springs	43%	45%	42%	43%	45%	41%	45%	39%	54%	48%	42%	42%	44%

Please rate each of the following characteristics as they relate to Steamboat Springs as a whole: (Percent rating as excellent or good).	Length of residency			Presence of children		Annual household income				Resident age			Overall
	5 years or less	6-20 years	Over 20 years	No	Yes	\$49,999 or less	\$50,000 to \$149,999	\$150,000 to \$249,999	\$250,000 or more	18-34	35-54	55 or older	
Opportunities to participate in social events and activities	80%	85%	81%	84%	78%	81%	84%	81%	85%	87%	78%	84%	82%
Openness and acceptance of the community toward people of diverse backgrounds	68%	58%	59%	61%	58%	56%	60%	63%	72%	56%	57%	66%	60%
Neighborliness of residents	71%	76%	74%	75%	73%	69%	74%	81%	85%	76%	72%	76%	74%

Table 53: Question 6-Quality: Comparison by Employment Status, Economy and Residence Location

Please rate the quality of each of the following services in Steamboat Springs: (Percent rating as excellent or good).	Employment status			Income dependent on local economy		Live in city limits		In which area is your residence located?				Overall
	Working part- or full-time for pay	Not working for pay	Retired	No	Yes	Yes, full time	Yes, part time/seasonal	Old Town/Downtown	Mountain area	Between Town and Mountain	West Steamboat (inside city limits)	
Police services	55%	40%	72%	57%	56%	57%	19%	52%	60%	63%	48%	57%
Fire services	96%	97%	97%	97%	95%	96%	100%	97%	95%	94%	98%	96%
Ambulance or emergency medical services	95%	96%	97%	96%	96%	96%	100%	96%	96%	95%	96%	96%
Crime prevention	65%	61%	77%	67%	68%	67%	100%	67%	67%	68%	66%	67%
Traffic enforcement	54%	62%	63%	55%	55%	56%	63%	52%	57%	61%	52%	56%
Municipal court	67%	79%	79%	70%	68%	69%	67%	75%	70%	66%	67%	69%

Please rate the quality of each of the following services in Steamboat Springs: (Percent rating as excellent or good).	Employment status			Income dependent on local economy		Live in city limits		In which area is your residence located?				Overall
	Working part- or full-time for pay	Not working for pay	Retired	No	Yes	Yes, full time	Yes, part time/seasonal	Old Town/Downtown	Mountain area	Between Town and Mountain	West Steamboat (inside city limits)	
Street repair	55%	46%	60%	58%	53%	56%	63%	61%	57%	50%	54%	56%
Street cleaning	80%	78%	82%	79%	81%	80%	75%	83%	81%	77%	78%	80%
Street lighting	62%	64%	69%	62%	64%	63%	75%	68%	60%	65%	51%	63%
Snow removal	88%	78%	96%	90%	88%	89%	100%	92%	91%	86%	85%	89%
Bus or transit services	74%	60%	82%	77%	73%	75%	100%	75%	77%	74%	65%	75%
Storm drainage	74%	85%	79%	78%	72%	75%	81%	80%	76%	72%	64%	75%
Drinking water	93%	88%	97%	95%	92%	94%	77%	92%	94%	97%	92%	94%
Sewer services	90%	93%	94%	92%	90%	91%	81%	92%	92%	93%	83%	91%
City parks	93%	87%	92%	92%	92%	92%	100%	92%	92%	94%	88%	92%
City recreation programs	87%	72%	90%	86%	88%	87%	100%	89%	86%	88%	77%	87%
City recreation facilities	76%	88%	88%	78%	79%	78%	79%	81%	78%	78%	75%	79%
Land use, planning and zoning	40%	24%	48%	39%	41%	40%	46%	43%	37%	42%	35%	40%
Code enforcement (weeds, signs, buildings, etc.)	52%	43%	38%	45%	54%	50%	0%	47%	45%	55%	56%	50%
Animal control	57%	66%	56%	56%	58%	57%	54%	55%	61%	56%	57%	58%
Economic development efforts	42%	52%	49%	40%	46%	43%	69%	46%	40%	48%	33%	43%
Yampa River management (e.g., access, litter enforcement, etc.)	61%	63%	68%	66%	58%	62%	56%	64%	65%	59%	58%	62%

Please rate the quality of each of the following services in Steamboat Springs: (Percent rating as excellent or good).	Employment status			Income dependent on local economy		Live in city limits		In which area is your residence located?				Overall
	Working part- or full-time for pay	Not working for pay	Retired	No	Yes	Yes, full time	Yes, part time/seasonal	Old Town/Downtown	Mountain area	Between Town and Mountain	West Steamboat (inside city limits)	
Financial support of non-profit organizations	62%	54%	77%	68%	62%	64%	100%	70%	62%	67%	52%	65%
Preservation of natural areas/open space	73%	68%	81%	77%	71%	74%	100%	76%	77%	74%	65%	74%
Public information services	60%	46%	63%	60%	58%	60%	37%	69%	53%	64%	46%	59%
Overall customer service by Steamboat Springs employees (police, receptionists, planners, etc.)	71%	62%	82%	76%	69%	73%	81%	75%	76%	74%	61%	73%

Table 54: Question 6-Quality: Comparison by Length of Residence, Presence of Children, Income and Age

Please rate the quality of each of the following services in Steamboat Springs: (Percent rating as excellent or good).	Length of residency			Presence of children		Annual household income				Resident age			Overall
	5 years or less	6-20 years	Over 20 years	No	Yes	\$49,999 or less	\$50,000 to \$149,999	\$150,000 to \$249,999	\$250,000 or more	18-34	35-54	55 or older	
Police services	59%	57%	57%	58%	54%	57%	55%	63%	58%	51%	55%	63%	57%
Fire services	91%	96%	97%	96%	96%	95%	97%	97%	97%	93%	97%	97%	96%

Please rate the quality of each of the following services in Steamboat Springs: (Percent rating as excellent or good).	Length of residency			Presence of children		Annual household income				Resident age			Overall
	5 years or less	6-20 years	Over 20 years	No	Yes	\$49,999 or less	\$50,000 to \$149,999	\$150,000 to \$249,999	\$250,000 or more	18-34	35-54	55 or older	
Ambulance or emergency medical services	91%	97%	96%	95%	98%	93%	96%	95%	98%	94%	95%	97%	96%
Crime prevention	69%	68%	66%	68%	65%	69%	64%	67%	92%	62%	68%	70%	67%
Traffic enforcement	59%	57%	53%	54%	60%	59%	55%	51%	68%	55%	57%	55%	56%
Municipal court	66%	67%	73%	69%	71%	71%	67%	75%	68%	64%	68%	73%	69%
Street repair	59%	55%	55%	54%	59%	48%	56%	64%	60%	60%	55%	54%	56%
Street cleaning	76%	81%	81%	80%	79%	77%	81%	83%	79%	85%	79%	78%	80%
Street lighting	62%	59%	69%	64%	61%	65%	63%	60%	65%	61%	63%	65%	63%
Snow removal	88%	88%	91%	89%	91%	82%	90%	94%	90%	85%	89%	91%	89%
Bus or transit services	76%	74%	76%	75%	75%	71%	77%	75%	79%	71%	75%	78%	75%
Storm drainage	73%	76%	75%	75%	74%	70%	77%	72%	74%	78%	72%	75%	75%
Drinking water	95%	92%	95%	93%	95%	92%	94%	94%	94%	93%	93%	95%	94%
Sewer services	90%	91%	92%	91%	92%	88%	91%	95%	95%	93%	91%	90%	91%
City parks	95%	91%	92%	94%	86%	93%	93%	92%	91%	96%	90%	92%	92%
City recreation programs	88%	86%	87%	88%	85%	85%	88%	85%	86%	89%	86%	87%	87%
City recreation facilities	80%	76%	80%	80%	73%	77%	80%	74%	77%	77%	78%	80%	79%
Land use, planning and zoning	42%	36%	44%	41%	39%	35%	42%	45%	37%	40%	38%	43%	40%
Code enforcement (weeds, signs, buildings, etc.)	52%	49%	51%	50%	49%	49%	52%	50%	44%	66%	47%	45%	50%
Animal control	65%	53%	60%	58%	55%	63%	55%	55%	63%	64%	55%	56%	58%
Economic development efforts	44%	44%	42%	44%	41%	46%	43%	39%	43%	51%	39%	43%	43%
Yampa River management (e.g., access, litter enforcement, etc.)	71%	58%	62%	63%	58%	68%	61%	60%	64%	63%	59%	65%	62%

Please rate the quality of each of the following services in Steamboat Springs: (Percent rating as excellent or good).	Length of residency			Presence of children		Annual household income				Resident age			Overall
	5 years or less	6-20 years	Over 20 years	No	Yes	\$49,999 or less	\$50,000 to \$149,999	\$150,000 to \$249,999	\$250,000 or more	18-34	35-54	55 or older	
Financial support of non-profit organizations	55%	69%	63%	64%	66%	62%	63%	68%	74%	55%	65%	69%	65%
Preservation of natural areas/open space	81%	73%	71%	74%	73%	72%	76%	72%	74%	76%	72%	75%	74%
Public information services	73%	55%	58%	62%	53%	58%	60%	55%	63%	70%	52%	61%	59%
Overall customer service by Steamboat Springs employees (police, receptionists, planners, etc.)	79%	71%	71%	74%	69%	70%	74%	70%	77%	76%	68%	76%	73%

Table 55: Question 6-Importance: Comparison by Employment Status, Economy and Residence Location

Please rate the importance of each of the following services in Steamboat Springs: (Percent rating as essential or very important).	Employment status			Income dependent on local economy		Live in city limits		In which area is your residence located?				Overall
	Working part- or full-time for pay	Not working for pay	Retired	No	Yes	Yes, full time	Yes, part time/seasonal	Old Town/Downtown	Mountain area	Between Town and Mountain	West Steamboat (inside city limits)	
Police services	86%	91%	93%	89%	85%	87%	100%	87%	85%	87%	88%	87%
Fire services	94%	93%	99%	96%	93%	94%	100%	97%	93%	92%	95%	94%
Ambulance or emergency medical services	94%	93%	100%	96%	94%	95%	100%	97%	96%	92%	96%	95%
Crime prevention	86%	82%	90%	88%	84%	86%	81%	86%	86%	87%	86%	86%

Please rate the importance of each of the following services in Steamboat Springs: (Percent rating as essential or very important).	Employment status			Income dependent on local economy		Live in city limits		In which area is your residence located?				Overall
	Working part- or full-time for pay	Not working for pay	Retired	No	Yes	Yes, full time	Yes, part time/seasonal	Old Town/Downtown	Mountain area	Between Town and Mountain	West Steamboat (inside city limits)	
Traffic enforcement	57%	71%	74%	66%	54%	60%	75%	54%	59%	66%	65%	60%
Municipal court	64%	61%	75%	69%	61%	65%	77%	60%	64%	72%	69%	65%
Street repair	74%	93%	83%	81%	71%	76%	75%	76%	74%	80%	70%	76%
Street cleaning	59%	69%	72%	65%	58%	61%	75%	61%	54%	72%	52%	61%
Street lighting	55%	68%	57%	57%	54%	56%	56%	55%	52%	61%	52%	56%
Snow removal	93%	91%	98%	94%	94%	94%	100%	94%	94%	93%	93%	94%
Bus or transit services	78%	73%	75%	76%	79%	77%	100%	77%	79%	75%	79%	77%
Storm drainage	69%	69%	78%	71%	70%	70%	75%	68%	69%	75%	71%	70%
Drinking water	96%	83%	98%	95%	97%	96%	69%	97%	95%	97%	95%	96%
Sewer services	88%	80%	95%	89%	89%	89%	75%	92%	86%	89%	87%	89%
City parks	81%	78%	81%	82%	80%	81%	77%	86%	81%	82%	74%	81%
City recreation programs	63%	72%	66%	67%	61%	64%	63%	67%	59%	70%	57%	64%
City recreation facilities	70%	80%	69%	74%	68%	71%	63%	76%	65%	76%	62%	71%
Land use, planning and zoning	75%	89%	84%	80%	75%	78%	37%	85%	69%	83%	68%	77%
Code enforcement (weeds, signs, buildings, etc.)	53%	64%	66%	60%	51%	56%	25%	52%	51%	67%	52%	55%
Animal control	53%	73%	65%	59%	52%	56%	44%	53%	53%	65%	50%	56%
Economic development efforts	73%	65%	69%	69%	74%	72%	81%	76%	68%	74%	62%	72%

Please rate the importance of each of the following services in Steamboat Springs: (Percent rating as essential or very important).	Employment status			Income dependent on local economy		Live in city limits		In which area is your residence located?				Overall
	Working part- or full-time for pay	Not working for pay	Retired	No	Yes	Yes, full time	Yes, part time/seasonal	Old Town/Downtown	Mountain area	Between Town and Mountain	West Steamboat (inside city limits)	
Yampa River management (e.g., access, litter enforcement, etc.)	82%	77%	85%	85%	80%	83%	81%	86%	79%	86%	71%	83%
Financial support of non-profit organizations	62%	59%	66%	66%	60%	63%	63%	67%	57%	67%	61%	63%
Preservation of natural areas/open space	89%	79%	91%	90%	88%	89%	100%	92%	89%	90%	73%	89%
Public information services	62%	66%	68%	67%	59%	63%	25%	65%	56%	69%	58%	63%
Overall customer service by Steamboat Springs employees (police, receptionists, planners, etc.)	85%	88%	89%	86%	86%	86%	100%	87%	85%	86%	85%	86%

Table 56: Question 6-Importance: Comparison by Length of Residence, Presence of Children, Income and Age

Please rate the importance of each of the following services in Steamboat Springs: (Percent rating as essential or very important).	Length of residency			Presence of children		Annual household income				Resident age			Overall
	5 years or less	6-20 years	Over 20 years	No	Yes	\$49,999 or less	\$50,000 to \$149,999	\$150,000 to \$249,999	\$250,000 or more	18-34	35-54	55 or older	
Police services	86%	86%	88%	86%	87%	86%	87%	85%	95%	82%	86%	91%	87%
Fire services	92%	94%	95%	94%	94%	93%	94%	96%	97%	92%	94%	97%	94%
Ambulance or emergency medical services	93%	95%	95%	95%	94%	94%	94%	97%	99%	92%	94%	98%	95%
Crime prevention	89%	85%	87%	87%	86%	84%	87%	84%	93%	83%	86%	90%	86%
Traffic enforcement	53%	57%	67%	59%	62%	62%	62%	54%	54%	49%	55%	73%	60%
Municipal court	64%	60%	71%	65%	67%	66%	68%	61%	49%	57%	66%	70%	65%
Street repair	77%	75%	76%	76%	77%	73%	77%	74%	73%	67%	76%	82%	76%
Street cleaning	60%	59%	65%	61%	61%	58%	61%	65%	70%	49%	59%	71%	61%
Street lighting	58%	53%	58%	56%	55%	58%	56%	51%	65%	53%	53%	61%	56%
Snow removal	96%	92%	95%	95%	91%	93%	93%	99%	98%	90%	94%	97%	94%
Bus or transit services	79%	78%	75%	79%	72%	84%	76%	73%	72%	78%	80%	73%	77%
Storm drainage	72%	68%	72%	71%	68%	72%	70%	72%	67%	64%	70%	75%	70%
Drinking water	94%	96%	98%	96%	96%	92%	97%	97%	98%	93%	96%	98%	96%
Sewer services	85%	88%	92%	89%	88%	86%	90%	91%	90%	83%	89%	93%	89%
City parks	88%	80%	79%	80%	84%	78%	83%	79%	85%	82%	82%	80%	81%
City recreation programs	66%	63%	64%	59%	78%	64%	65%	62%	68%	64%	65%	63%	64%
City recreation facilities	76%	69%	69%	67%	81%	69%	71%	68%	72%	73%	72%	68%	71%
Land use, planning and zoning	75%	78%	78%	77%	77%	72%	77%	81%	84%	67%	80%	81%	77%
Code enforcement (weeds, signs, buildings, etc.)	51%	55%	59%	56%	56%	53%	56%	59%	57%	45%	54%	64%	55%
Animal control	54%	53%	60%	57%	52%	58%	55%	55%	50%	56%	47%	65%	56%
Economic development efforts	78%	70%	70%	71%	73%	68%	73%	70%	75%	71%	75%	69%	72%

Please rate the importance of each of the following services in Steamboat Springs: (Percent rating as essential or very important).	Length of residency			Presence of children		Annual household income				Resident age			Overall
	5 years or less	6-20 years	Over 20 years	No	Yes	\$49,999 or less	\$50,000 to \$149,999	\$150,000 to \$249,999	\$250,000 or more	18-34	35-54	55 or older	
Yampa River management (e.g., access, litter enforcement, etc.)	80%	83%	84%	83%	81%	77%	84%	82%	84%	80%	85%	82%	83%
Financial support of non-profit organizations	63%	61%	65%	63%	64%	62%	63%	61%	62%	62%	62%	64%	63%
Preservation of natural areas/open space	95%	88%	86%	90%	86%	89%	88%	89%	87%	91%	87%	89%	89%
Public information services	64%	58%	67%	64%	59%	62%	63%	57%	69%	59%	59%	69%	63%
Overall customer service by Steamboat Springs employees (police, receptionists, planners, etc.)	83%	84%	88%	85%	86%	86%	85%	89%	86%	84%	86%	86%	86%

Table 57: Question 9: Comparison by Employment Status, Economy and Residence Location

The city has limited resources and must make hard decisions about funding priorities. As the City considers its residents' current and future needs, how important to you is it that the city allocates resources to each of the following areas? (Percent rating as essential or very important).	Employment status			Income dependent on local economy		Live in city limits		In which area is your residence located?				Overall
	Working part- or full-time for pay	Not working for pay	Retired	No	Yes	Yes, full time	Yes, part time/seasonal	Old Town/Downtown	Mountain area	Between Town and Mountain	West Steamboat (inside city limits)	
Preserving natural areas, habitats, and open land	98%	100%	98%	98%	98%	98%	100%	98%	98%	98%	99%	98%
Making our community more walkable	96%	87%	98%	97%	96%	96%	100%	96%	97%	98%	90%	96%
Supporting child care	85%	78%	83%	84%	86%	85%	100%	85%	87%	84%	83%	85%
Encouraging a mix of housing types for all ages and income levels	92%	78%	88%	91%	92%	91%	84%	93%	91%	90%	93%	91%
Preserving historic homes and buildings	88%	73%	94%	89%	87%	89%	63%	87%	88%	91%	85%	88%
Providing affordable housing	88%	79%	85%	88%	88%	88%	100%	87%	89%	87%	90%	88%
Improving local transit services (i.e., bus service)	93%	91%	94%	95%	92%	93%	100%	93%	94%	91%	96%	93%

The city has limited resources and must make hard decisions about funding priorities. As the City considers its residents' current and future needs, how important to you is it that the city allocates resources to each of the following areas? (Percent rating as essential or very important).	Employment status			Income dependent on local economy		Live in city limits		In which area is your residence located?				Overall
	Working part- or full-time for pay	Not working for pay	Retired	No	Yes	Yes, full time	Yes, part time/seasonal	Old Town/Downtown	Mountain area	Between Town and Mountain	West Steamboat (inside city limits)	
Encouraging a mix of housing, shopping, and offices in the same area	78%	64%	76%	78%	77%	77%	100%	79%	76%	77%	78%	77%
Supporting business and employment opportunities	96%	87%	95%	96%	94%	95%	100%	96%	95%	95%	95%	95%
Protecting our air and water quality	99%	100%	99%	99%	100%	99%	84%	100%	99%	99%	100%	99%
Reducing our energy usage	95%	97%	94%	95%	95%	95%	84%	94%	94%	94%	99%	95%
Enhancing public spaces, parks, and trails	98%	97%	98%	99%	97%	98%	100%	97%	98%	99%	98%	98%
Providing additional recreation facilities and amenities	87%	77%	89%	90%	85%	87%	81%	87%	88%	86%	88%	87%
Limiting growth	68%	68%	77%	72%	67%	70%	68%	70%	69%	72%	68%	70%
Encouraging growth	75%	54%	68%	70%	78%	73%	79%	75%	76%	74%	61%	73%
Expanding Internet/broadband service	90%	79%	91%	89%	89%	90%	84%	93%	89%	88%	90%	90%

The city has limited resources and must make hard decisions about funding priorities. As the City considers its residents' current and future needs, how important to you is it that the city allocates resources to each of the following areas? (Percent rating as essential or very important).	Employment status			Income dependent on local economy		Live in city limits		In which area is your residence located?				Overall
	Working part- or full-time for pay	Not working for pay	Retired	No	Yes	Yes, full time	Yes, part time/seasonal	Old Town/Downtown	Mountain area	Between Town and Mountain	West Steamboat (inside city limits)	
Improving year-round air service for the Yampa Valley	85%	90%	90%	85%	86%	86%	100%	87%	83%	87%	84%	86%
Enhancing summer marketing	78%	70%	78%	77%	80%	78%	53%	77%	81%	78%	74%	78%
Extending the Yampa River Core Trail	90%	100%	91%	93%	89%	91%	100%	94%	92%	90%	86%	91%

Table 58: Question 9: Comparison by Length of Residence, Presence of Children, Income and Age

The city has limited resources and must make hard decisions about funding priorities. As the City considers its residents' current and future needs, how important to you is it that the city allocates resources to each of the following areas? (Percent rating as essential or very important).	Length of residency			Presence of children		Annual household income				Resident age			Overall
	5 years or less	6-20 years	Over 20 years	No	Yes	\$49,999 or less	\$50,000 to \$149,999	\$150,000 to \$249,999	\$250,000 or more	18-34	35-54	55 or older	
Preserving natural areas, habitats, and open land	100%	97%	98%	99%	96%	99%	98%	98%	93%	100%	97%	99%	98%
Making our community more walkable	97%	96%	97%	96%	95%	95%	97%	95%	93%	92%	97%	98%	96%
Supporting child care	87%	83%	85%	83%	89%	90%	85%	85%	70%	92%	82%	84%	85%
Encouraging a mix of housing types for all ages and income levels	93%	90%	91%	92%	90%	97%	91%	87%	88%	94%	90%	91%	91%
Preserving historic homes and buildings	91%	87%	88%	89%	87%	90%	90%	81%	83%	89%	87%	90%	88%
Providing affordable housing	91%	87%	86%	87%	88%	94%	88%	80%	76%	93%	87%	84%	88%
Improving local transit services (i.e., bus service)	94%	92%	94%	94%	90%	96%	94%	95%	79%	92%	93%	93%	93%
Encouraging a mix of housing, shopping, and offices in the same area	82%	73%	80%	78%	77%	76%	80%	72%	68%	77%	78%	78%	77%
Supporting business and employment opportunities	99%	94%	95%	95%	95%	96%	95%	96%	94%	94%	97%	95%	95%
Protecting our air and water quality	100%	99%	100%	99%	99%	99%	100%	99%	98%	99%	99%	99%	99%
Reducing our energy usage	93%	95%	96%	95%	93%	98%	96%	90%	86%	96%	93%	96%	95%
Enhancing public spaces, parks, and trails	100%	97%	98%	98%	97%	97%	99%	96%	96%	97%	98%	99%	98%

The city has limited resources and must make hard decisions about funding priorities. As the City considers its residents' current and future needs, how important to you is it that the city allocates resources to each of the following areas? (Percent rating as essential or very important).	Length of residency			Presence of children		Annual household income				Resident age			Overall
	5 years or less	6-20 years	Over 20 years	No	Yes	\$49,999 or less	\$50,000 to \$149,999	\$150,000 to \$249,999	\$250,000 or more	18-34	35-54	55 or older	
Providing additional recreation facilities and amenities	93%	87%	84%	86%	91%	87%	88%	87%	83%	90%	87%	86%	87%
Limiting growth	69%	65%	76%	72%	64%	78%	69%	58%	64%	62%	71%	73%	70%
Encouraging growth	79%	75%	68%	72%	78%	71%	74%	74%	73%	75%	77%	70%	73%
Expanding Internet/broadband service	85%	91%	90%	89%	92%	87%	89%	94%	95%	84%	92%	91%	90%
Improving year-round air service for the Yampa Valley	84%	85%	88%	86%	84%	83%	84%	92%	96%	81%	86%	89%	86%
Enhancing summer marketing	85%	80%	72%	78%	78%	79%	78%	77%	83%	82%	78%	76%	78%
Extending the Yampa River Core Trail	88%	92%	91%	90%	94%	90%	91%	96%	83%	88%	92%	91%	91%

Table 59: Question 10: Comparison by Employment Status, Economy and Residence Location

To what extent do you support or oppose each of the following? (Percent rating as strongly support or somewhat support).	Employment status			Income dependent on local economy		Live in city limits		In which area is your residence located?				Overall
	Working part- or full-time for pay	Not working for pay	Retired	No	Yes	Yes, full time	Yes, part time/seasonal	Old Town/Downtown	Mountain area	Between Town and Mountain	West Steamboat (inside city limits)	
The City changing the Community Development Code to allow for more housing density in the city (e.g., more housing units to be built)	66%	70%	50%	59%	67%	64%	56%	63%	67%	60%	65%	63%
The City requiring developers to provide affordable housing or pay a fee to support affordable housing	72%	72%	68%	71%	72%	72%	68%	69%	75%	69%	79%	72%

Table 60: Question 10: Comparison by Length of Residence, Presence of Children, Income and Age

To what extent do you support or oppose each of the following? (Percent rating as strongly support or somewhat support).	Length of residency			Presence of children		Annual household income				Resident age			Overall
	5 years or less	6-20 years	Over 20 years	No	Yes	\$49,999 or less	\$50,000 to \$149,999	\$150,000 to \$249,999	\$250,000 or more	18-34	35-54	55 or older	
The City changing the Community Development Code to allow for more housing density in the city (e.g., more housing units to be built)	68%	70%	54%	62%	69%	70%	64%	53%	58%	78%	64%	54%	63%
The City requiring developers to provide affordable housing or pay a fee to support affordable housing	77%	72%	68%	73%	68%	86%	73%	55%	45%	87%	68%	65%	72%

Table 61: Question 11-Importance: Comparison by Employment Status, Economy and Residence Location

Please rate the importance of each of the following activities and facilities: (Percent rating as essential or very important).	Employment status			Income dependent on local economy		Live in city limits		In which area is your residence located?				Overall
	Working part- or full-time for pay	Not working for pay	Retired	No	Yes	Yes, full time	Yes, part time/seasonal	Old Town/Downtown	Mountain area	Between Town and Mountain	West Steamboat (inside city limits)	
City-sponsored adult recreation and sports programs	38%	36%	34%	35%	40%	37%	32%	38%	38%	39%	28%	37%
City-sponsored youth recreation and sports programs	75%	63%	75%	76%	73%	75%	81%	73%	74%	77%	78%	75%
Children and teen summer camp	58%	57%	53%	55%	60%	58%	37%	54%	58%	60%	56%	57%

Please rate the importance of each of the following activities and facilities: (Percent rating as essential or very important).	Employment status			Income dependent on local economy		Live in city limits		In which area is your residence located?				Overall
	Working part- or full-time for pay	Not working for pay	Retired	No	Yes	Yes, full time	Yes, part time/seasonal	Old Town/Downtown	Mountain area	Between Town and Mountain	West Steamboat (inside city limits)	
Before and after school programs	67%	57%	58%	63%	68%	65%	37%	62%	66%	67%	62%	65%
Field sports (such as baseball, softball, soccer, football, etc.)	51%	56%	51%	49%	54%	52%	56%	53%	53%	52%	40%	52%
Ice skating/hockey	42%	45%	45%	40%	45%	42%	63%	43%	43%	46%	35%	43%
Tennis at Howelsen Hill	30%	40%	28%	27%	31%	29%	37%	25%	33%	34%	24%	29%
Tennis at the Tennis Center	29%	28%	38%	30%	31%	30%	47%	28%	30%	37%	25%	30%
Pickleball	16%	16%	30%	19%	17%	18%	23%	16%	17%	23%	13%	18%
Bike and skate parks	55%	66%	42%	49%	57%	53%	56%	53%	53%	52%	58%	53%
Community events (Pro Challenge/Colorado National Ski Races, 4th of July Fireworks, etc.)	82%	81%	77%	80%	81%	81%	100%	80%	80%	83%	80%	81%
Recreation on the Yampa River	79%	82%	71%	78%	78%	78%	63%	76%	78%	79%	78%	78%
Equestrian activities	27%	33%	24%	24%	28%	26%	32%	26%	25%	30%	22%	26%
Disc/frisbee golf	27%	11%	12%	21%	27%	24%	0%	21%	29%	23%	26%	24%
Howelsen Ice Arena	54%	46%	60%	55%	55%	55%	75%	54%	54%	61%	46%	55%
Howelsen Hill/Emerald Mountain winter use	78%	77%	77%	80%	76%	78%	75%	85%	71%	80%	73%	78%
Howelsen Hill/Emerald	82%	84%	76%	81%	80%	81%	100%	86%	77%	81%	81%	81%

Please rate the importance of each of the following activities and facilities: (Percent rating as essential or very important).	Employment status			Income dependent on local economy		Live in city limits		In which area is your residence located?				Overall
	Working part- or full-time for pay	Not working for pay	Retired	No	Yes	Yes, full time	Yes, part time/seasonal	Old Town/Downtown	Mountain area	Between Town and Mountain	West Steamboat (inside city limits)	
Mountain summer use												
Howelsen Rodeo/equestrian facility	55%	58%	58%	53%	58%	55%	56%	56%	55%	61%	44%	55%
Haymaker Golf Course	48%	39%	60%	50%	49%	49%	77%	45%	55%	54%	33%	49%
Yampa River Core Trail	89%	88%	90%	91%	88%	89%	100%	89%	91%	91%	80%	89%
Other (non-core trail) bike and pedestrian paths	83%	87%	79%	85%	81%	83%	100%	83%	84%	86%	73%	83%

Table 62: Question 11-Importance: Comparison by Length of Residence, Presence of Children, Income and Age

Please rate the importance of each of the following activities and facilities: (Percent rating as essential or very important).	Length of residency			Presence of children		Annual household income				Resident age			Overall
	5 years or less	6-20 years	Over 20 years	No	Yes	\$49,999 or less	\$50,000 to \$149,999	\$150,000 to \$249,999	\$250,000 or more	18-34	35-54	55 or older	
City-sponsored adult recreation and sports programs	39%	39%	34%	39%	32%	38%	37%	41%	32%	50%	32%	35%	37%
City-sponsored youth recreation and sports programs	79%	72%	76%	71%	84%	73%	75%	80%	66%	81%	73%	73%	75%
Children and teen summer camp	59%	55%	60%	54%	66%	56%	58%	63%	45%	63%	58%	54%	57%
Before and after school programs	68%	64%	65%	63%	70%	69%	64%	69%	51%	71%	66%	61%	65%

Please rate the importance of each of the following activities and facilities: (Percent rating as essential or very important).	Length of residency			Presence of children		Annual household income				Resident age			Overall
	5 years or less	6-20 years	Over 20 years	No	Yes	\$49,999 or less	\$50,000 to \$149,999	\$150,000 to \$249,999	\$250,000 or more	18-34	35-54	55 or older	
Field sports (such as baseball, softball, soccer, football, etc.)	55%	48%	54%	51%	54%	48%	54%	56%	41%	58%	50%	49%	52%
Ice skating/hockey	45%	41%	43%	42%	43%	40%	44%	39%	49%	46%	42%	41%	43%
Tennis at Howelsen Hill	35%	30%	26%	31%	26%	28%	29%	27%	38%	37%	26%	28%	29%
Tennis at the Tennis Center	30%	27%	34%	32%	26%	27%	30%	30%	38%	27%	27%	35%	30%
Pickleball	21%	15%	21%	22%	9%	16%	19%	15%	13%	17%	12%	25%	18%
Bike and skate parks	58%	54%	49%	51%	60%	51%	55%	48%	52%	65%	54%	44%	53%
Community events (Pro Challenge/Colorado National Ski Races, 4th of July Fireworks, etc.)	85%	80%	80%	81%	80%	76%	82%	79%	93%	88%	80%	77%	81%
Recreation on the Yampa River	88%	81%	69%	77%	80%	74%	81%	71%	82%	89%	81%	67%	78%
Equestrian activities	28%	26%	26%	27%	23%	29%	28%	22%	18%	34%	25%	23%	26%
Disc/frisbee golf	28%	28%	18%	25%	22%	28%	26%	17%	14%	40%	25%	14%	24%
Howelsen Ice Arena	59%	53%	55%	55%	55%	48%	57%	58%	57%	57%	52%	56%	55%
Howelsen Hill/Emerald Mountain winter use	81%	76%	77%	76%	82%	72%	79%	82%	81%	80%	78%	76%	78%
Howelsen Hill/Emerald Mountain summer use	86%	82%	77%	80%	85%	77%	83%	82%	80%	89%	82%	75%	81%
Howelsen Rodeo/equestrian facility	57%	53%	58%	56%	53%	52%	58%	56%	54%	57%	55%	55%	55%
Haymaker Golf Course	51%	46%	54%	53%	40%	44%	51%	49%	54%	48%	43%	57%	49%
Yampa River Core Trail	89%	91%	87%	89%	89%	85%	90%	92%	91%	92%	91%	87%	89%
Other (non-core trail) bike and pedestrian paths	88%	84%	79%	82%	85%	79%	84%	86%	82%	86%	84%	80%	83%

Table 63: Question 11-Participation: Comparison by Employment Status, Economy and Residence Location

Please indicate whether or not you or anyone in your household has participated in or used each in the last 12 months: (Percent rating as “yes”).	Employment status			Income dependent on local economy		Live in city limits		In which area is your residence located?				Overall
	Working part- or full-time for pay	Not working for pay	Retired	No	Yes	Yes, full time	Yes, part time/seasonal	Old Town/Downtown	Mountain area	Between Town and Mountain	West Steamboat (inside city limits)	
City-sponsored adult recreation and sports programs	30%	13%	19%	25%	31%	28%	23%	25%	32%	26%	27%	28%
City-sponsored youth recreation and sports programs	19%	19%	10%	19%	15%	17%	23%	21%	15%	15%	21%	17%
Children and teen summer camp	10%	13%	4%	9%	10%	9%	0%	10%	8%	9%	12%	9%
Before and after school programs	11%	10%	5%	9%	10%	10%	0%	10%	8%	11%	12%	10%
Field sports (such as baseball, softball, soccer, football, etc.)	26%	28%	6%	20%	24%	23%	0%	27%	24%	18%	22%	23%
Ice skating/hockey	23%	32%	10%	20%	22%	21%	0%	22%	22%	20%	17%	21%
Tennis at Howelsen Hill	16%	14%	6%	10%	18%	14%	0%	13%	15%	17%	12%	14%
Tennis at the Tennis Center	14%	19%	12%	12%	14%	13%	23%	13%	13%	19%	4%	13%
Pickleball	5%	16%	13%	8%	5%	6%	54%	4%	8%	9%	2%	7%
Bike and skate parks	38%	25%	18%	31%	37%	34%	46%	37%	33%	33%	37%	34%
Community events (Pro Challenge/Colorado National Ski Races, 4th of July Fireworks, etc.)	88%	72%	72%	83%	87%	85%	100%	84%	87%	86%	84%	85%

Please indicate whether or not you or anyone in your household has participated in or used each in the last 12 months: (Percent rating as “yes”).	Employment status			Income dependent on local economy		Live in city limits		In which area is your residence located?				Overall
	Working part- or full-time for pay	Not working for pay	Retired	No	Yes	Yes, full time	Yes, part time/seasonal	Old Town/Downtown	Mountain area	Between Town and Mountain	West Steamboat (inside city limits)	
Recreation on the Yampa River	82%	79%	53%	72%	83%	77%	54%	76%	76%	77%	84%	77%
Equestrian activities	10%	15%	4%	10%	9%	9%	0%	11%	8%	10%	7%	9%
Disc/frisbee golf	18%	14%	1%	12%	17%	15%	0%	14%	20%	11%	16%	15%
Howelsen Ice Arena	33%	31%	22%	31%	32%	31%	0%	29%	31%	34%	28%	31%
Howelsen Hill/Emerald Mountain winter use	62%	64%	42%	60%	59%	59%	54%	71%	52%	57%	50%	59%
Howelsen Hill/Emerald Mountain summer use	79%	72%	54%	73%	77%	75%	77%	79%	75%	74%	66%	75%
Howelsen Rodeo/equestrian facility	38%	36%	34%	34%	40%	37%	23%	35%	34%	46%	29%	37%
Haymaker Golf Course	35%	36%	34%	35%	34%	34%	54%	31%	36%	39%	27%	34%
Yampa River Core Trail	94%	88%	82%	91%	94%	92%	100%	90%	93%	93%	91%	92%
Other (non-core trail) bike and pedestrian paths	87%	91%	74%	85%	86%	85%	100%	85%	87%	86%	77%	85%

Table 64: Question 11-Participation: Comparison by Length of Residence, Presence of Children, Income and Age

Please indicate whether or not you or anyone in your household has participated in or used each in the last 12 months: (Percent rating as “yes”).	Length of residency			Presence of children		Annual household income				Resident age			Overall
	5 years or less	6-20 years	Over 20 years	No	Yes	\$49,999 or less	\$50,000 to \$149,999	\$150,000 to \$249,999	\$250,000 or more	18-34	35-54	55 or older	
City-sponsored adult recreation and sports programs	33%	30%	21%	28%	26%	28%	28%	30%	28%	43%	27%	18%	28%
City-sponsored youth recreation and sports programs	20%	18%	15%	6%	49%	7%	18%	30%	26%	8%	29%	11%	17%
Children and teen summer camp	11%	11%	7%	3%	28%	7%	10%	10%	8%	7%	15%	5%	9%
Before and after school programs	8%	13%	7%	3%	28%	4%	12%	8%	11%	4%	17%	6%	10%
Field sports (such as baseball, softball, soccer, football, etc.)	26%	25%	19%	17%	38%	18%	23%	29%	27%	33%	28%	10%	23%
Ice skating/hockey	23%	25%	14%	15%	36%	19%	21%	25%	22%	23%	28%	11%	21%
Tennis at Howelsen Hill	11%	18%	12%	13%	18%	10%	14%	18%	20%	18%	17%	9%	14%
Tennis at the Tennis Center	11%	16%	11%	10%	21%	7%	13%	15%	27%	15%	15%	10%	13%
Pickleball	2%	7%	9%	8%	3%	5%	6%	7%	9%	4%	4%	11%	7%
Bike and skate parks	35%	39%	28%	27%	54%	33%	34%	37%	34%	40%	42%	23%	34%
Community events (Pro Challenge/Colorado National Ski Races, 4th of July Fireworks, etc.)	88%	85%	83%	84%	89%	81%	86%	88%	92%	92%	88%	78%	85%
Recreation on the Yampa River	86%	81%	68%	74%	85%	74%	78%	77%	85%	92%	83%	61%	77%
Equestrian activities	14%	7%	9%	8%	14%	8%	9%	12%	9%	11%	11%	6%	9%
Disc/frisbee golf	22%	17%	9%	15%	15%	19%	16%	10%	7%	27%	18%	4%	15%
Howelsen Ice Arena	34%	34%	26%	23%	52%	23%	33%	37%	35%	32%	37%	23%	31%
Howelsen Hill/Emerald Mountain winter use	59%	60%	57%	53%	72%	50%	59%	67%	67%	63%	65%	49%	59%
Howelsen Hill/Emerald Mountain summer use	80%	78%	68%	70%	87%	65%	77%	78%	88%	84%	79%	65%	75%

Please indicate whether or not you or anyone in your household has participated in or used each in the last 12 months: (Percent rating as “yes”).	Length of residency			Presence of children		Annual household income				Resident age			Overall
	5 years or less	6-20 years	Over 20 years	No	Yes	\$49,999 or less	\$50,000 to \$149,999	\$150,000 to \$249,999	\$250,000 or more	18-34	35-54	55 or older	
Howelsen Rodeo/equestrian facility	41%	36%	36%	33%	47%	32%	36%	45%	52%	38%	39%	35%	37%
Haymaker Golf Course	30%	34%	38%	35%	32%	26%	34%	44%	47%	29%	35%	37%	34%
Yampa River Core Trail	95%	94%	89%	91%	95%	89%	93%	95%	95%	97%	94%	87%	92%
Other (non-core trail) bike and pedestrian paths	85%	89%	81%	83%	92%	80%	86%	90%	87%	87%	89%	80%	85%

Table 65: Question 12: Comparison by Employment Status, Economy and Residence Location

How important are each of the following to you and your household? (Percent rating as essential or very important).	Employment status			Income dependent on local economy		Live in city limits		In which area is your residence located?				Overall
	Working part- or full-time for pay	Not working for pay	Retired	No	Yes	Yes, full time	Yes, part time/seasonal	Old Town/Downtown	Mountain area	Between Town and Mountain	West Steamboat (inside city limits)	
Adding a second sheet of ice at the Howelsen Ice Arena	11%	10%	7%	11%	11%	11%	16%	10%	8%	16%	5%	10%
Adding pickleball courts	3%	0%	11%	6%	3%	4%	0%	2%	4%	7%	0%	4%
Building indoor field house	21%	29%	11%	20%	19%	20%	0%	22%	17%	22%	10%	20%
Building a recreation center	37%	52%	17%	36%	34%	35%	25%	31%	33%	39%	36%	35%
Building a youth center/teen center	36%	47%	26%	36%	34%	35%	0%	33%	34%	36%	38%	35%
Increasing the number of dog parks	34%	28%	25%	30%	36%	33%	25%	29%	35%	33%	37%	33%
Building a disc golf/ultimate frisbee courses	17%	11%	7%	13%	17%	15%	0%	13%	21%	12%	17%	15%

How important are each of the following to you and your household? (Percent rating as essential or very important).	Employment status			Income dependent on local economy		Live in city limits		In which area is your residence located?				Overall
	Working part- or full-time for pay	Not working for pay	Retired	No	Yes	Yes, full time	Yes, part time/seasonal	Old Town/Downtown	Mountain area	Between Town and Mountain	West Steamboat (inside city limits)	
Building a new sports complex (e.g., ball fields for baseball, softball, soccer, etc.)	17%	14%	14%	16%	17%	17%	0%	16%	17%	19%	11%	17%
Extending the Yampa River Core trail	63%	63%	60%	63%	62%	63%	63%	60%	62%	65%	66%	63%
Acquiring additional open space	57%	47%	51%	57%	55%	56%	44%	58%	54%	58%	55%	56%
Increasing Yampa River access and management	58%	55%	52%	58%	57%	58%	44%	62%	53%	57%	58%	57%
Enhancing the equestrian/Rodeo arena and facilities	18%	21%	21%	20%	17%	19%	0%	20%	15%	25%	12%	19%
Improving Howelsen Park (e.g., ski hill, playgrounds, etc.)	47%	63%	41%	47%	46%	47%	19%	51%	41%	51%	41%	47%
Renovating/modernizing current recreational facilities	51%	59%	45%	50%	50%	50%	37%	45%	51%	55%	49%	50%

Table 66: Question 12: Comparison by Length of Residence, Presence of Children, Income and Age

How important are each of the following to you and your household? (Percent rating as essential or very important).	Length of residency			Presence of children		Annual household income				Resident age			Overall
	5 years or less	6-20 years	Over 20 years	No	Yes	\$49,999 or less	\$50,000 to \$149,999	\$150,000 to \$249,999	\$250,000 or more	18-34	35-54	55 or older	
	Adding a second sheet of ice at the Howelsen Ice Arena	9%	12%	10%	9%	15%	9%	10%	17%	8%	13%	11%	
Adding pickleball courts	2%	4%	5%	5%	1%	4%	4%	5%	4%	2%	2%	7%	4%
Building indoor field house	25%	21%	16%	15%	32%	16%	21%	17%	27%	28%	21%	12%	20%
Building a recreation center	45%	35%	30%	31%	45%	35%	35%	28%	49%	44%	39%	24%	35%
Building a youth center/teen center	40%	34%	33%	30%	47%	47%	34%	26%	25%	39%	36%	31%	35%
Increasing the number of dog parks	39%	36%	26%	36%	24%	38%	32%	32%	31%	45%	34%	24%	33%
Building a disc golf/ultimate frisbee courses	20%	18%	10%	17%	11%	21%	16%	12%	8%	25%	16%	8%	15%
Building a new sports complex (e.g., ball fields for baseball, softball, soccer, etc.)	15%	18%	16%	14%	24%	19%	15%	16%	26%	19%	18%	13%	17%
Extending the Yampa River Core trail	59%	65%	61%	63%	61%	57%	64%	64%	63%	66%	63%	60%	63%
Acquiring additional open space	56%	57%	54%	57%	54%	62%	54%	58%	53%	59%	56%	54%	56%
Increasing Yampa River access and management	58%	60%	53%	57%	60%	55%	57%	61%	63%	66%	59%	51%	57%
Enhancing the equestrian/Rodeo arena and facilities	20%	16%	22%	19%	19%	21%	19%	17%	20%	21%	16%	21%	19%
Improving Howelsen Park (e.g., ski hill, playgrounds, etc.)	47%	47%	46%	43%	58%	45%	48%	48%	45%	51%	47%	44%	47%
Renovating/modernizing current recreational facilities	52%	50%	50%	46%	61%	48%	51%	53%	50%	51%	57%	42%	50%

Appendix E: Comparisons of Select Questions by Respondent Group

The tables on the following pages show responses to all questions compared by the three different respondent groups: full-time residents living inside the city limits, full-time residents living outside the city limits and second homeowners with homes inside the city limits. Shading indicates statistically significant differences in responses between respondents ($p \leq .05$).

- Steamboat Springs residents who lived inside the city limits were less likely (detractors) to recommend living in Steamboat Springs to friends or colleagues and remaining in the city for the next five years than were those living outside the City or second homeowners. Second homeowners were more likely (promoters) to recommend living in Steamboat Springs, while residents that lived outside the city limits were more likely (promoters) to remain in the city in the future.
- In general, second homeowners in Steamboat Springs were more likely to rate the overall aspects of the community as excellent or good than were residents who lived inside or outside city limits, including overall ease of getting to places they usually have to visit, quality of overall natural environment, overall built environment of Steamboat Springs and the overall image or reputation of the city.
- Second homeowners in Steamboat Springs tended to give higher ratings to community characteristics than did full-time residents living inside or outside of the city limits. This was especially true for the measures ease of travel by public transportation, availability of affordable quality health care, shopping opportunities, cost of living and a vibrant mountain base commercial area.
- Differences also were found between respondent groups for the quality of City services in Steamboat Springs. Compared to full-time residents, second homeowners tended to give more excellent or good ratings to a majority of City services. Full-time residents that lived outside of the city limits tended to give less positive reviews to fire services, drinking water and overall customer service of Steamboat Springs employees than other groups. Full-time residents living inside the city limits were less positive about traffic enforcement, crime prevention, street lighting, economic development efforts, Yampa River management and public information services than were their counterparts.
- Residents that lived inside and outside Steamboat Springs limits year-round tended to give lower scores to nearly all aspects of City government performance than did second homeowners.
- Comparisons about residents' opinions regarding City funding priorities indicated that residents who owned a second home in the city were more likely to place higher importance ratings on providing additional recreation facilities and amenities, limiting growth and enhancing summer marketing than were full-time residents living inside and outside the city limits.
- Full-time residents living inside and outside of Steamboat Springs were more likely to voice support of changes to the City code and requirements regarding housing than were part-time residents.
- Survey respondents that lived in the city limits were less likely to rate adding pickleball courts and enhancing the equestrian/Rodeo arena and facilities as essential or very important compared to other respondent groups, but were more likely to feel that building a disc golf/ultimate frisbee course and increasing the number of dog parks were priorities than were their counterparts.

Table 67: Respondent Group

	Percent	Number
Resident (inside city limits)	70%	N=900
Resident (outside city limits)	18%	N=229
Second homeowner (inside city limits)	13%	N=165
Total	100.0	N=1294

Table 68: Question 1

Please indicate how likely you are to do each of the following:		Respondent group			Overall
		Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Recommend living in Steamboat Springs to a friend or colleague	Detractor	24%	21%	15%	22%
	Passive	28%	35%	29%	29%
	Promoter	48%	44%	56%	49%
Remain in Steamboat Springs for the next five years	Detractor	22%	15%	15%	20%
	Passive	16%	11%	20%	16%
	Promoter	62%	74%	65%	65%

Table 69: Question 2

Please rate each of the following aspects of quality of life in Steamboat Springs: (Percent rating as excellent or good)	Respondent group			Overall
	Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Steamboat Springs as a place to live	94%	94%	96%	94%
Steamboat Springs as a place to work	50%	47%	38%	48%
Steamboat Springs as a place to raise children	89%	90%	90%	90%
Steamboat Springs as a place to retire	66%	61%	89%	68%
The overall quality of life in Steamboat Springs	92%	93%	95%	92%

Table 70: Question 3-Quality

Please rate the quality of each of the following characteristics as they relate to Steamboat Springs as a whole: (Percent rating as excellent or good).	Respondent group			Overall
	Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Overall feeling of safety	97%	95%	99%	97%
Overall ease of getting to places you usually have to visit	83%	77%	87%	82%
Quality of overall natural environment	96%	98%	100%	97%
Overall "built environment" of Steamboat Springs (including overall design, buildings, parks and transportation systems)	69%	74%	82%	72%
Health and wellness opportunities in Steamboat Springs	88%	89%	94%	89%
Overall opportunities for education and enrichment	75%	78%	76%	76%
Overall economic health of Steamboat Springs	54%	54%	63%	55%
Sense of community	82%	85%	88%	83%
Overall image or reputation	86%	92%	97%	89%

Table 71: Question 3-Importance

Please rate the importance of each of the following characteristics as they relate to Steamboat Springs as a whole: (Percent rating as essential or very important).	Respondent group			Overall
	Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Overall feeling of safety	90%	92%	94%	91%
Overall ease of getting to places you usually have to visit	71%	70%	77%	72%
Quality of overall natural environment	91%	94%	93%	92%
Overall "built environment" of Steamboat Springs (including overall design, buildings, parks and transportation systems)	72%	71%	81%	73%
Health and wellness opportunities in Steamboat Springs	88%	91%	88%	88%
Overall opportunities for education and enrichment	72%	81%	69%	74%
Overall economic health of Steamboat Springs	84%	86%	81%	84%
Sense of community	85%	87%	85%	85%
Overall image or reputation	61%	63%	71%	63%

Table 72: Question 4

In the last 12 months, about how many times have you or other household members done each of the following in Steamboat Springs? (Percent rating as at least once a month)	Respondent group			Overall
	Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Used City recreation facilities or their services	91%	86%	86%	89%
Visited a City park	93%	86%	88%	91%
Used the Steamboat Springs/Bob Adams airport	17%	15%	27%	18%
Used bus or other public transportation instead of driving	58%	28%	60%	53%
Walked or biked instead of driving	89%	68%	87%	85%
Volunteered your time to some group/activity locally	72%	76%	30%	68%
Participated in a local club	51%	53%	26%	49%
Interacted with a City of Steamboat Springs employee in their job capacity	71%	61%	46%	66%

Table 73: Question 5

Please rate each of the following characteristics as they relate to Steamboat Springs as a whole: (Percent rating as excellent or good).	Respondent group			Overall
	Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Ease of walking	77%	82%	86%	79%
Availability of paths and walking trails	83%	85%	89%	84%
Availability of sidewalks	44%	53%	69%	49%
Availability of public parking	35%	21%	47%	34%
Availability of public restrooms	15%	17%	22%	16%
Ease of travel by public transportation in Steamboat Springs	67%	66%	87%	69%
Cleanliness	82%	82%	92%	83%
Availability of affordable quality housing	8%	6%	14%	8%
Recreational opportunities and amenities	91%	93%	93%	92%
K-12 education	87%	88%	82%	87%
Availability of affordable quality child care/preschool	17%	18%	21%	18%
Availability of affordable quality mental health care	34%	36%	48%	35%
Availability of affordable quality health care	58%	56%	79%	60%
Opportunities to attend cultural/arts/music activities	80%	87%	82%	82%
Employment opportunities	24%	24%	26%	24%
Shopping opportunities (local)	27%	26%	52%	30%
Cost of living	8%	8%	34%	11%
Overall quality of business and service establishments	62%	67%	75%	64%
Vibrant Old Town/downtown commercial area	69%	72%	87%	71%

Please rate each of the following characteristics as they relate to Steamboat Springs as a whole: (Percent rating as excellent or good).	Respondent group			Overall
	Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Vibrant mountain base commercial area	32%	34%	53%	35%
Overall quality of new development in Steamboat Springs	44%	48%	57%	46%
Opportunities to participate in social events and activities	82%	85%	79%	82%
Openness and acceptance of the community toward people of diverse backgrounds	60%	61%	72%	62%
Neighborliness of residents	74%	78%	80%	76%

Table 74: Question 6-Quality

Please rate the quality of each of the following services in Steamboat Springs: (Percent rating as excellent or good).	Respondent group			Overall
	Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Police services	57%	59%	79%	60%
Fire services	96%	89%	99%	95%
Ambulance or emergency medical services	96%	94%	98%	96%
Crime prevention	67%	75%	87%	71%
Traffic enforcement	56%	62%	71%	59%
Municipal court	69%	77%	82%	72%
Street repair	56%	56%	65%	57%
Street cleaning	80%	82%	79%	80%
Street lighting	63%	73%	79%	67%
Snow removal	89%	89%	97%	90%
Bus or transit services	75%	73%	93%	77%
Storm drainage	75%	73%	84%	75%
Drinking water	94%	90%	98%	94%
Sewer services	91%	92%	93%	92%
City parks	92%	91%	89%	92%
City recreation programs	87%	88%	93%	88%
City recreation facilities	79%	79%	84%	79%
Land use, planning and zoning	40%	40%	48%	41%
Code enforcement (weeds, signs, buildings, etc.)	50%	55%	63%	53%
Animal control	58%	61%	70%	60%
Economic development efforts	43%	47%	62%	46%
Yampa River management (e.g., access, litter enforcement, etc.)	62%	67%	82%	65%

Please rate the quality of each of the following services in Steamboat Springs: (Percent rating as excellent or good).	Respondent group			Overall
	Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Financial support of non-profit organizations	65%	74%	66%	66%
Preservation of natural areas/open space	74%	78%	82%	76%
Public information services	59%	68%	72%	62%
Overall customer service by Steamboat Springs employees (police, receptionists, planners, etc.)	73%	68%	83%	73%

Table 75: Question 6-Importance

Please rate the importance of each of the following services in Steamboat Springs: (Percent rating as essential or very important).	Respondent group			Overall
	Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Police services	87%	88%	94%	88%
Fire services	94%	95%	98%	95%
Ambulance or emergency medical services	95%	95%	98%	95%
Crime prevention	86%	88%	92%	87%
Traffic enforcement	60%	58%	60%	60%
Municipal court	65%	73%	60%	66%
Street repair	76%	79%	83%	77%
Street cleaning	61%	62%	72%	63%
Street lighting	56%	61%	74%	59%
Snow removal	94%	91%	97%	94%
Bus or transit services	77%	62%	83%	75%
Storm drainage	70%	74%	87%	73%
Drinking water	96%	96%	97%	96%
Sewer services	89%	90%	88%	89%
City parks	81%	80%	83%	81%
City recreation programs	64%	62%	68%	64%
City recreation facilities	71%	74%	77%	72%
Land use, planning and zoning	77%	78%	88%	79%
Code enforcement (weeds, signs, buildings, etc.)	55%	53%	68%	57%
Animal control	56%	59%	68%	58%
Economic development efforts	72%	72%	74%	72%
Yampa River management (e.g., access, litter enforcement, etc.)	83%	81%	93%	84%
Financial support of non-profit organizations	63%	62%	57%	62%

Please rate the importance of each of the following services in Steamboat Springs: (Percent rating as essential or very important).	Respondent group			Overall
	Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Preservation of natural areas/open space	89%	86%	90%	88%
Public information services	63%	64%	66%	63%
Overall customer service by Steamboat Springs employees (police, receptionists, planners, etc.)	86%	84%	84%	85%

Table 76: Question 7

	Respondent group			Overall
	Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Overall, how would you rate the quality of services provided by the City of Steamboat Springs	83%	83%	88%	83%

Table 77: Question 8

Please rate the following categories of Steamboat Springs government performance: (Percent rating as excellent or good)	Respondent group			Overall
	Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
The value of services for sales taxes paid in Steamboat Springs	56%	59%	75%	58%
The overall direction that the city is taking	37%	40%	69%	41%
The job city government does at welcoming citizen involvement	46%	46%	64%	48%
Overall confidence in City Council	24%	25%	36%	25%
Overall confidence in City staff	46%	47%	61%	48%
Treating all residents fairly	44%	49%	55%	46%
The openness/transparency of the City government	28%	29%	46%	29%

Table 78: Question 9

The city has limited resources and must make hard decisions about funding priorities. As the City considers its residents' current and future needs, how important to you is it that the city allocates resources to each of the following areas? (Percent rating as essential or very important).	Respondent group			Overall
	Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Preserving natural areas, habitats, and open land	98%	97%	99%	98%
Making our community more walkable	96%	93%	97%	96%
Supporting child care	85%	90%	83%	86%
Encouraging a mix of housing types for all ages and income levels	91%	95%	88%	92%
Preserving historic homes and buildings	88%	89%	93%	89%
Providing affordable housing	88%	88%	91%	88%
Improving local transit services (i.e., bus service)	93%	90%	95%	93%
Encouraging a mix of housing, shopping, and offices in the same area	77%	76%	80%	77%
Supporting business and employment opportunities	95%	97%	96%	96%
Protecting our air and water quality	99%	99%	99%	99%
Reducing our energy usage	95%	94%	91%	94%
Enhancing public spaces, parks, and trails	98%	93%	97%	97%
Providing additional recreation facilities and amenities	87%	87%	94%	88%
Limiting growth	70%	71%	80%	71%
Encouraging growth	73%	70%	77%	73%
Expanding Internet/broadband service	90%	90%	92%	90%
Improving year-round air service for the Yampa Valley	86%	85%	91%	86%
Enhancing summer marketing	78%	80%	87%	80%
Extending the Yampa River Core Trail	91%	91%	96%	92%

Table 79: Question 10

To what extent do you support or oppose each of the following?: (Percent rating as strongly support or somewhat support).	Respondent group			Overall
	Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
The City changing the Community Development Code to allow for more housing density in the city (e.g., more housing units to be built)	63%	61%	38%	60%
The City requiring developers to provide affordable housing or pay a fee to support affordable housing	72%	66%	59%	69%

Table 80: Question 11-Importance

Please rate the importance of each of the following activities and facilities: (Percent rating as essential or very important).	Respondent group			Overall
	Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
City-sponsored adult recreation and sports programs	37%	43%	46%	39%
City-sponsored youth recreation and sports programs	75%	80%	74%	76%
Children and teen summer camp	57%	63%	50%	57%
Before and after school programs	65%	72%	60%	66%
Field sports (such as baseball, softball, soccer, football, etc.)	52%	63%	50%	53%
Ice skating/hockey	43%	47%	38%	43%
Tennis at Howelsen Hill	29%	37%	27%	30%
Tennis at the Tennis Center	30%	40%	38%	33%
Pickleball	18%	22%	24%	20%
Bike and skate parks	53%	52%	46%	52%
Community events (Pro Challenge/Colorado National Ski Races, 4th of July Fireworks, etc.)	81%	83%	84%	82%
Recreation on the Yampa River	78%	76%	84%	78%
Equestrian activities	26%	38%	35%	29%
Disc/frisbee golf	24%	21%	18%	23%
Howelsen Ice Arena	55%	61%	55%	56%
Howelsen Hill/Emerald Mountain winter use	78%	79%	77%	78%
Howelsen Hill/Emerald Mountain summer use	81%	78%	72%	79%
Howelsen Rodeo/equestrian facility	55%	66%	56%	57%
Haymaker Golf Course	49%	52%	62%	51%
Yampa River Core Trail	89%	86%	88%	89%
Other (non-core trail) bike and pedestrian paths	83%	80%	83%	82%

Table 81: Question 11-Participation

Please Then indicate whether or not you or anyone in your household has participated in or used each in the last 12 months: (Percent rating as “yes”).	Respondent group			Overall
	Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
City-sponsored adult recreation and sports programs	28%	23%	26%	27%
City-sponsored youth recreation and sports programs	17%	26%	8%	18%
Children and teen summer camp	9%	11%	4%	9%
Before and after school programs	10%	10%	1%	9%
Field sports (such as baseball, softball, soccer, football, etc.)	23%	23%	5%	21%
Ice skating/hockey	21%	25%	17%	21%
Tennis at Howelsen Hill	14%	14%	5%	13%
Tennis at the Tennis Center	13%	17%	15%	14%
Pickleball	7%	7%	9%	7%
Bike and skate parks	34%	27%	32%	33%
Community events (Pro Challenge/Colorado National Ski Races, 4th of July Fireworks, etc.)	85%	80%	77%	83%
Recreation on the Yampa River	77%	66%	70%	74%
Equestrian activities	9%	18%	11%	11%
Disc/frisbee golf	15%	10%	6%	13%
Howelsen Ice Arena	31%	36%	23%	31%
Howelsen Hill/Emerald Mountain winter use	59%	52%	44%	56%
Howelsen Hill/Emerald Mountain summer use	75%	68%	56%	71%
Howelsen Rodeo/equestrian facility	37%	44%	40%	39%
Haymaker Golf Course	34%	38%	39%	36%
Yampa River Core Trail	92%	88%	81%	90%
Other (non-core trail) bike and pedestrian paths	85%	74%	72%	82%

Table 82: Question 12

How important are each of the following to you and your household? (Percent rating as essential or very important).	Respondent group			Overall
	Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Adding a second sheet of ice at the Howelsen Ice Arena	10%	14%	10%	11%
Adding pickleball courts	4%	8%	9%	5%
Building indoor field house	20%	23%	13%	20%
Building a recreation center	35%	38%	34%	36%
Building a youth center/teen center	35%	34%	22%	33%
Increasing the number of dog parks	33%	27%	18%	30%
Building a disc golf/ultimate frisbee courses	15%	9%	9%	14%
Building a new sports complex (e.g., ball fields for baseball, softball, soccer, etc.)	17%	18%	20%	17%
Extending the Yampa River Core trail	63%	67%	71%	64%
Acquiring additional open space	56%	57%	63%	57%
Increasing Yampa River access and management	57%	56%	73%	59%
Enhancing the equestrian/Rodeo arena and facilities	19%	30%	26%	22%
Improving Howelsen Park (e.g., ski hill, playgrounds, etc.)	47%	54%	50%	48%
Renovating/modernizing current recreational facilities	50%	51%	54%	51%

Table 83: Question 13

Please rate your preference for receiving information about the Steamboat Springs City government from each of the following sources. (Percent rating as strongly prefer or somewhat prefer).	Respondent group			Overall
	Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
City Council and commission meetings	76%	70%	66%	74%
Small Town Hall-style meetings	70%	63%	61%	68%
Elected officials	73%	68%	56%	70%
City staff	69%	67%	55%	67%
Direct email	63%	57%	59%	61%
City website	81%	78%	82%	80%
Social media (e.g., Facebook, Twitter, etc.)	45%	37%	38%	43%
City hall or city facilities	64%	57%	53%	61%
News articles in the Steamboat Today/Pilot	95%	98%	92%	96%
City page in the Steamboat Today	92%	93%	90%	92%
Advertising in the Steamboat Today/Pilot	72%	75%	73%	73%
Word of mouth	56%	50%	36%	53%

Demographic Comparisons of Respondent Groups

The following tables show responses to the demographic questions compared by respondent group. Statistical testing was not performed due to the small number of respondents in each subgroup.

Table 84: Question D1

		Respondent group			Overall
		Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
What is your employment status?	Working full time for pay	69%	62%	44%	65%
	Working part time for pay	12%	14%	7%	12%
	Unemployed, looking for paid work	1%	0%	0%	1%
	Not retired, not looking for paid work	2%	3%	9%	3%
	Fully retired	16%	20%	40%	20%

Table 85: Question D2

		Respondent group			Overall
		Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Are you a location neutral business or an employee of a local neutral business?	No	66%	61%	59%	64%
	Yes	34%	39%	41%	36%

Table 86: Question D3

		Respondent group			Overall
		Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Does the majority of your income depend on the local economy?	No	51%	50%	93%	56%
	Yes	49%	50%	7%	44%

Table 87: Question D4

		Respondent group			Overall
		Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Do you live within the city limits of Steamboat Springs full time or part time?	Yes, full time	97%	15%	4%	71%
	Yes, part time/seasonal	1%	0%	81%	11%
	No, I live outside the city limits	2%	85%	16%	19%

Table 88: Question D5

		Respondent group			Overall
		Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
In which area is your residence located?	Old Town/Downtown	28%	3%	5%	21%
	Mountain area	34%	1%	74%	33%
	Between Town and Mountain	26%	1%	13%	20%
	West Steamboat (inside city limits)	10%	8%	1%	8%
	Outside of city limits/don't know	3%	87%	6%	18%

Table 89: Question D6

		Respondent group			Overall
		Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
How many years have you lived in Steamboat Springs?	Less than 2 years	9%	3%	9%	8%
	2 to 5 years	12%	9%	15%	12%
	6 to 10 years	18%	13%	22%	18%
	11 to 20 years	24%	24%	33%	25%
	More than 20 years	37%	50%	21%	37%

Table 90: Question D7

		Respondent group			Overall
		Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Which best describes the building you live in?	One family house detached from any other houses	54%	95%	22%	57%
	Building with two or more homes (duplex, townhome, apartment or condominium)	42%	3%	77%	39%
	Mobile home	2%	1%	1%	2%
	Other	2%	2%	1%	1%

Table 91: Question D8

		Respondent group			Overall
		Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Is this house, apartment or mobile home...	Rented	23%	9%	1%	18%
	Owned	77%	91%	99%	82%

Table 92: Question D9

		Respondent group			Overall
		Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Do any children 17 or under live in your household?	No	74%	62%	84%	73%
	Yes	26%	38%	16%	27%

Table 93: Question D10

		Respondent group			Overall
		Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Are you or any other members of your household aged 65 or older?	No	77%	63%	60%	73%
	Yes	23%	37%	40%	27%

Table 94: Question D11

		Respondent group			Overall
		Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Do you own one or more dogs?	No	50%	34%	55%	48%
	Yes	50%	66%	45%	52%

Table 95: Question D12

		Respondent group			Overall
		Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000	7%	2%	0%	5%
	\$25,000 to \$49,999	17%	14%	5%	15%
	\$50,000 to \$99,999	35%	34%	7%	31%
	\$100,000 to \$149,999	22%	25%	20%	23%
	\$150,000 to \$199,999	8%	11%	7%	8%
	\$200,000 to \$249,999	5%	5%	13%	6%
	\$250,000 to \$299,999	3%	2%	14%	4%
	\$300,000 or more	4%	8%	34%	8%

Table 96: Question D13

		Respondent group			Overall
		Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic or Latino	98%	100%	99%	99%
	Yes, I consider myself to be Spanish, Hispanic or Latino	2%	0%	1%	1%

Table 97: Question D14

		Respondent group			Overall
		Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	American Indian or Alaskan Native	1%	0%	2%	1%
	Asian, Asian Indian or Pacific Islander	1%	1%	3%	1%
	Black or African American	0%	0%	1%	1%
	White	97%	97%	94%	97%
	Other	2%	2%	3%	2%

Table 98: Question D15

		Respondent group			Overall
		Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
In which category is your age?	18 to 24 years	1%	0%	0%	1%
	25 to 34 years	23%	13%	0%	18%
	35 to 44 years	17%	16%	6%	15%
	45 to 54 years	22%	20%	19%	21%
	55 to 64 years	19%	26%	39%	23%
	65 to 74 years	14%	21%	28%	17%
	75 years or older	5%	4%	8%	5%

Table 99: Question D16

		Respondent group			Overall
		Resident (inside city limits)	Resident (outside city limits)	Second homeowner (inside city limits)	
What is your sex?	Female	48%	49%	39%	47%
	Male	52%	51%	61%	53%

Appendix F: Benchmark Comparisons

Understanding the Benchmark Comparisons

Communities use the comparative information provided by benchmarks to help interpret their own resident survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government or organizational performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up “good” resident evaluations, it is necessary to know how others rate their services to understand if “good” is good enough or if most other communities are “excellent.” Furthermore, in the absence of peer community comparisons, a community is left with comparing its police protection rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than police protection. More illuminating is how residents’ ratings of police service compare to opinions about police service in other communities and to resident ratings over time.

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes, and keeps the crime rate low – still has a problem to fix if the residents in the community rate police services lower than ratings given by residents in other cities with objectively “worse” departments. Benchmark data can help that police department – or any department – to understand how well citizens think it is doing.

While benchmarks help set the basis for evaluation, resident opinion should be used in conjunction with other sources of data about budget, population demographics, personnel and politics to help administrators know how to respond to comparative results.

Comparison Data

NRC has designed a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. These integration methods have been described thoroughly in *Public Administration Review*, *Journal of Policy Analysis and Management*, and in NRC’s first book on conducting and using citizen surveys, *Citizen Surveys: how to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA). Scholars who specialize in the analysis of citizen surveys regularly have relied on NRC’s work.^{2,3} The method described in those publications is refined regularly and statistically tested on a growing number of resident surveys in NRC’s proprietary databases.

Communities in NRC’s benchmark database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to all communities in the database or to a subset. Despite the differences in characteristics across communities, all are in the business of providing services to residents. Though individual community circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any community, like SAT scores in any teen household, bring pride and a sense of accomplishment.

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 communities whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most

² Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.

³ Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341.

recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The City of Steamboat Springs chose to have comparisons made to communities with populations less than 30,000 with survey data within the last three years as well as to communities that were deemed “resort” communities with populations less than 30,000 with survey data within the last three years.

Interpreting the Results

Average ratings are compared when questions similar to those asked in the Steamboat Springs survey are included in NRC’s database, and there are at least five jurisdictions in which the question was asked.

Where comparisons for quality ratings were available, the City of Steamboat Springs’ results were noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much lower” or “much higher”). These labels come from a statistical comparison of Steamboat Springs’ rating to the benchmark where a rating is considered “similar” if it is within the margin of error; “higher” or “lower” if the difference between Steamboat Springs’ rating and the benchmark is greater the margin of error; and “much higher” or “much lower” if the difference between Steamboat Springs’ rating and the benchmark is more than twice the margin of error.

Comparisons are provided by communities with populations less than 30,000 with survey data within the last three years as well as to resort communities with populations less than 30,000 with survey data within the last three years.

Population Size Benchmarks

Table 100: Aspects of Quality of Life Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to population size benchmark
Steamboat Springs as a place to live	94%	19	90	Higher
Steamboat Springs as a place to work	50%	59	84	Lower
Steamboat Springs as a place to raise children	89%	31	92	Higher
Steamboat Springs as a place to retire	66%	41	85	Similar
The overall quality of life in Steamboat Springs	92%	24	101	Higher

Table 101: Overall Aspects of the Community Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to population size benchmark
Overall feeling of safety	97%	9	55	Higher
Overall ease of getting to places you usually have to visit	83%	15	38	Similar
Quality of overall natural environment	96%	2	73	Much higher
Overall "built environment" of Steamboat Springs (including overall design, buildings, parks and transportation systems)	69%	18	37	Similar
Health and wellness opportunities in Steamboat Springs	88%	3	36	Much higher
Overall opportunities for education and enrichment	75%	20	37	Similar
Overall economic health of Steamboat Springs	54%	28	37	Lower
Sense of community	82%	11	86	Much higher
Overall image or reputation	86%	31	89	Higher

Table 102: Community Participation Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to population size benchmark
Used City recreation facilities or their services	91%	1	58	Much higher
Visited a City park	93%	10	72	Higher
Used bus or other public transportation instead of driving	58%	3	28	Much higher
Walked or biked instead of driving	89%	3	36	Much higher
Volunteered your time to some group/activity locally	72%	1	69	Much higher
Participated in a local club	51%	2	66	Much higher

Table 103: Community Characteristics Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to population size benchmark
Ease of walking	77%	32	77	Similar
Availability of paths and walking trails	83%	14	79	Much higher
Ease of travel by public transportation in Steamboat Springs	67%	7	34	Much higher
Cleanliness	82%	45	72	Similar
Availability of affordable quality housing	8%	76	77	Much lower
Recreational opportunities and amenities	91%	4	78	Much higher
K-12 education	87%	25	69	Higher
Availability of affordable quality child care/preschool	17%	70	70	Much lower
Availability of affordable quality mental health care	34%	25	32	Lower
Availability of affordable quality health care	58%	37	67	Similar
Opportunities to attend cultural/arts/music activities	80%	10	80	Much higher

	Percent positive	Rank	Number of communities in comparison	Comparison to population size benchmark
Employment opportunities	24%	41	76	Similar
Shopping opportunities (local)	27%	58	80	Much lower
Cost of living	8%	36	37	Much lower
Overall quality of business and service establishments	62%	38	72	Similar
Vibrant Old Town/downtown commercial area	69%	7	37	Much higher
Overall quality of new development in Steamboat Springs	44%	61	76	Lower
Opportunities to participate in social events and activities	82%	11	69	Much higher
Openness and acceptance of the community toward people of diverse backgrounds	60%	49	73	Similar
Neighborliness of residents	74%	7	35	Higher

Table 104: City Services Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to population size benchmark
Police services	57%	112	112	Much lower
Fire services	96%	51	95	Similar
Ambulance or emergency medical services	96%	37	92	Similar
Crime prevention	67%	74	90	Lower
Traffic enforcement	56%	74	74	Much lower
Street repair	56%	57	113	Similar
Street cleaning	80%	23	84	Higher
Street lighting	63%	43	78	Similar
Snow removal	89%	4	94	Much higher
Bus or transit services	75%	8	52	Much higher
Storm drainage	75%	37	95	Similar
Drinking water	94%	3	82	Much higher
Sewer services	91%	8	78	Higher
City parks	92%	30	82	Similar
City recreation programs	87%	25	83	Higher
City recreation facilities	79%	34	67	Similar
Land use, planning and zoning	40%	61	77	Lower
Code enforcement (weeds, signs, buildings, etc.)	50%	59	91	Similar
Animal control	58%	76	92	Lower
Economic development efforts	43%	49	73	Similar
Preservation of natural areas/open space	74%	22	67	Similar
Public information services	59%	62	72	Lower
Overall customer service by Steamboat Springs employees (police, receptionists, planners, etc.)	73%	77	90	Lower
Overall, how would you rate the quality of services provided by the City of Steamboat Springs	83%	60	103	Similar

Table 105: Government Performance Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to population size benchmark
The value of services for sales taxes paid in Steamboat Springs	56%	57	96	Similar
The overall direction that the city is taking	37%	71	78	Much lower
The job city government does at welcoming citizen involvement	46%	57	79	Lower
Treating all residents fairly	44%	30	36	Much lower

Communities Included in the Population Size Benchmark Comparison

Listed below are the 152 communities with population sizes of less than 30,000 with survey data within the last three years that were included in the benchmark comparisons provided for the City of Steamboat Springs followed by the 2010 population for each according to the U.S. Census.

- Airway Heights city, WA.....6,114
- Albert Lea city, MN.....18,016
- Altoona city, IA.....14,541
- Andover CDP, MA.....8,762
- Arkansas City city, AR.....366
- Ashland city, OR.....20,078
- Ashland town, VA.....7,225
- Bainbridge Island city, WA.....23,025
- Bedford town, MA.....13,320
- Benbrook city, TX.....21,234
- Bloomfield Hills city, MI.....3,869
- Brentwood city, MO.....8,055
- Bristol city, TN.....26,702
- Brownsburg town, IN.....21,285
- Canton city, SD.....3,057
- Carlisle borough, PA.....18,682
- Cartersville city, GA.....19,731
- Castine town, ME.....1,366
- Castle Pines North city, CO.....10,360
- Chanhassen city, MN.....22,952
- Clarendon Hills village, IL.....8,427
- Clayton city, MO.....15,939
- Clive city, IA.....15,447
- Colleyville city, TX.....22,807
- Concord town, MA.....17,668
- Coronado city, CA.....18,912
- Creve Coeur city, MO.....17,833
- Cross Roads town, TX.....1,563
- Dade City city, FL.....6,437
- Danville city, KY.....16,218
- Dardenne Prairie city, MO.....11,494
- Davidson town, NC.....10,944
- Decatur city, GA.....19,335
- Del Mar city, CA.....4,161
- Denison city, TX.....22,682
- Derby city, KS.....22,158
- Des Peres city, MO.....8,373
- Destin city, FL.....12,305
- Dover city, NH.....29,987
- Eagle town, CO.....6,508
- East Grand Forks city, MN.....8,601
- Edgerton city, KS.....1,671
- El Cerrito city, CA.....23,549
- Elko New Market city, MN.....4,110
- Erie town, CO.....18,135
- Estes Park town, CO.....5,858
- Fairview town, TX.....7,248
- Forest Grove city, OR.....21,083
- Fruita city, CO.....12,646
- Gardner city, KS.....19,123
- Gillette city, WY.....29,087
- Globe city, AZ.....7,532
- Golden Valley city, MN.....20,371
- Grafton village, WI.....11,459
- Grand Blanc city, MI.....8,276
- Grass Valley city, CA.....12,860
- Greenwood Village city, CO.....13,925
- Gunnison County, CO.....15,324
- Hailey city, ID.....7,960
- Haines Borough, AK.....2,508
- Harrisonville city, MO.....10,019
- Herndon town, VA.....23,292
- Highland Park city, IL.....29,763
- Hooksett town, NH.....13,451

• Hopkins city, MN.....	17,591	• Post Falls city, ID.....	27,574
• Hopkinton town, MA.....	14,925	• Prior Lake city, MN.....	22,796
• Hoquiam city, WA.....	8,726	• Queen Creek town, AZ.....	26,361
• Hudson city, OH.....	22,262	• Ramsey city, MN.....	23,668
• Hutto city, TX.....	14,698	• Raymore city, MO.....	19,206
• Indianola city, IA.....	14,782	• Richmond Heights city, MO.....	8,603
• Johnston city, IA.....	17,278	• River Falls city, WI.....	15,000
• Kenmore city, WA.....	20,460	• Riverside city, MO.....	2,937
• Kennedale city, TX.....	6,763	• Rogers city, MN.....	8,597
• Kennett Square borough, PA.....	6,072	• Rolla city, MO.....	19,559
• Key West city, FL.....	24,649	• Saco city, ME.....	18,482
• La Plata town, MD.....	8,753	• Sahuarita town, AZ.....	25,259
• La Vista city, NE.....	15,758	• San Anselmo town, CA.....	12,336
• Lafayette city, CO.....	24,453	• San Carlos city, CA.....	28,406
• Laguna Beach city, CA.....	22,723	• Savage city, MN.....	26,911
• Lewis County, NY.....	27,087	• SeaTac city, WA.....	26,909
• Lindsborg city, KS.....	3,458	• Sevierville city, TN.....	14,807
• Lone Tree city, CO.....	10,218	• Shoreview city, MN.....	25,043
• Los Alamos County, NM.....	17,950	• Shorewood village, IL.....	15,615
• Louisville city, CO.....	18,376	• Shorewood village, WI.....	13,162
• Maryland Heights city, MO.....	27,472	• Sioux Center city, IA.....	7,048
• Mercer Island city, WA.....	22,699	• Snellville city, GA.....	18,242
• Merriam city, KS.....	11,003	• Snowmass Village town, CO.....	2,826
• Milford city, DE.....	9,559	• South Lake Tahoe city, CA.....	21,403
• Monterey city, CA.....	27,810	• Southlake city, TX.....	26,575
• Monument town, CO.....	5,530	• Spring Hill city, KS.....	5,437
• Morristown city, TN.....	29,137	• Sugar Grove village, IL.....	8,997
• Morrisville town, NC.....	18,576	• Suwanee city, GA.....	15,355
• Mountain Village town, CO.....	1,320	• Takoma Park city, MD.....	16,715
• Mountlake Terrace city, WA.....	19,909	• Tualatin city, OR.....	26,054
• Needham CDP, MA.....	28,886	• Vail town, CO.....	5,305
• New Brighton city, MN.....	21,456	• Waverly city, IA.....	9,874
• New Smyrna Beach city, FL.....	22,464	• Weddington town, NC.....	9,459
• Newberg city, OR.....	22,068	• West Carrollton city, OH.....	13,143
• Newton city, IA.....	15,254	• West Chester borough, PA.....	18,461
• Old Town city, ME.....	7,840	• Westlake town, TX.....	992
• Otsego County, MI.....	24,164	• Weston town, MA.....	11,261
• Paducah city, KY.....	25,024	• White House city, TN.....	10,255
• Papillion city, NE.....	18,894	• Williamsburg city, VA.....	14,068
• Park City city, UT.....	7,558	• Wilsonville city, OR.....	19,509
• Parkland city, FL.....	23,962	• Windsor town, CO.....	18,644
• Pinehurst village, NC.....	13,124	• Winnetka village, IL.....	12,187
• Piqua city, OH.....	20,522	• Wrentham town, MA.....	10,955
• Pitkin County, CO.....	17,148	• Yorktown town, IN.....	9,405

Resort Community Benchmarks

Table 106: Aspects of Quality of Life Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to resort community benchmark
Steamboat Springs as a place to live	94%	5	16	Higher
Steamboat Springs as a place to work	50%	11	16	Similar
Steamboat Springs as a place to raise children	89%	4	15	Higher
Steamboat Springs as a place to retire	66%	12	15	Lower
The overall quality of life in Steamboat Springs	92%	7	17	Similar

Table 107: Overall Aspects of the Community Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to resort community benchmark
Overall feeling of safety	97%	2	11	Higher
Overall ease of getting to places you usually have to visit	83%	2	8	Similar
Quality of overall natural environment	96%	1	14	Higher
Overall "built environment" of Steamboat Springs (including overall design, buildings, parks and transportation systems)	69%	5	8	Similar
Health and wellness opportunities in Steamboat Springs	88%	2	8	Much higher
Overall opportunities for education and enrichment	75%	6	8	Similar
Overall economic health of Steamboat Springs	54%	6	8	Lower
Sense of community	82%	3	18	Higher
Overall image or reputation	86%	8	16	Similar

Table 108: Community Participation Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to resort community benchmark
Used City recreation facilities or their services	91%	1	12	Much higher
Visited a City park	93%	5	15	Higher
Used bus or other public transportation instead of driving	58%	2	8	Much higher
Walked or biked instead of driving	89%	3	8	Higher
Volunteered your time to some group/activity locally	72%	1	14	Much higher
Participated in a local club	51%	2	14	Much higher

Table 109: Community Characteristics Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to resort community benchmark
Ease of walking	77%	9	14	Similar
Availability of paths and walking trails	83%	4	16	Higher
Ease of travel by public transportation in Steamboat Springs	67%	2	8	Much higher
Cleanliness	82%	11	14	Similar
Availability of affordable quality housing	8%	14	15	Much lower
Recreational opportunities and amenities	91%	4	16	Higher
K-12 education	87%	6	14	Higher
Availability of affordable quality child care/preschool	17%	15	15	Much lower
Availability of affordable quality mental health care	34%	6	8	Similar
Availability of affordable quality health care	58%	6	15	Similar
Opportunities to attend cultural/arts/music activities	80%	4	16	Higher
Employment opportunities	24%	7	14	Similar
Shopping opportunities (local)	27%	12	17	Much lower
Cost of living	8%	7	8	Lower
Overall quality of business and service establishments	62%	10	15	Similar
Vibrant Old Town/downtown commercial area	69%	4	8	Similar
Overall quality of new development in Steamboat Springs	44%	11	16	Lower
Opportunities to participate in social events and activities	82%	5	14	Similar
Openness and acceptance of the community toward people of diverse backgrounds	60%	8	14	Similar
Neighborliness of residents	74%	2	8	Similar

Table 110: City Services Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to resort community benchmark
Police services	57%	16	16	Much lower
Fire services	96%	8	12	Similar
Ambulance or emergency medical services	96%	8	14	Similar
Crime prevention	67%	16	19	Lower
Traffic enforcement	56%	14	14	Much lower
Street repair	56%	5	16	Higher
Street cleaning	80%	3	14	Higher
Street lighting	63%	6	15	Similar
Snow removal	89%	1	14	Much higher
Bus or transit services	75%	3	14	Higher
Storm drainage	75%	4	16	Similar
Drinking water	94%	1	14	Much higher
Sewer services	91%	1	15	Higher

	Percent positive	Rank	Number of communities in comparison	Comparison to resort community benchmark
City parks	92%	9	15	Similar
City recreation programs	87%	7	17	Similar
City recreation facilities	79%	10	15	Similar
Land use, planning and zoning	40%	10	14	Similar
Code enforcement (weeds, signs, buildings, etc.)	50%	7	15	Similar
Animal control	58%	14	16	Lower
Economic development efforts	43%	6	13	Similar
Preservation of natural areas/open space	74%	7	13	Similar
Public information services	59%	14	16	Lower
Overall customer service by Steamboat Springs employees (police, receptionists, planners, etc.)	73%	14	16	Lower
Overall, how would you rate the quality of services provided by the City of Steamboat Springs	83%	10	18	Similar

Table 111: Government Performance Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to resort community benchmark
The value of services for sales taxes paid in Steamboat Springs	56%	11	17	Similar
The overall direction that the city is taking	37%	14	16	Lower
The job city government does at welcoming citizen involvement	46%	11	16	Lower
Treating all residents fairly	44%	6	8	Similar

Communities Included in the Resort Community Benchmark Comparison

Listed below are the 21 communities with population sizes of less than 30,000 and deemed a “resort” community with survey data within the last three years that were included in the benchmark comparisons provided for the City of Steamboat Springs followed by the 2010 population for each according to the U.S. Census.

- Ashland city, OR20,078
- Bainbridge Island city, WA23,025
- Coronado city, CA18,912
- Del Mar city, CA 4,161
- Destin city, FL12,305
- Eagle town, CO 6,508
- Estes Park town, CO 5,858
- Fruita city, CO12,646
- Gunnison County, CO15,324
- Key West city, FL24,649
- Laguna Beach city, CA22,723
- Monterey city, CA 27,810
- Mountain Village town, CO1,320
- Park City city, UT7,558
- Pitkin County, CO 17,148
- Post Falls city, ID 27,574
- Queen Creek town, AZ 26,361
- Snowmass Village town, CO2,826
- South Lake Tahoe city, CA 21,403
- Vail town, CO5,305
- Williamsburg city, VA 14,068

Appendix G: Survey Methodology

Developing the Questionnaire

The City of Steamboat Springs Community Survey was first administered in 1999. General community surveys, such as this one, ask recipients their perspectives about the quality of life in the city, their use of city amenities, their opinion on policy issues facing the city and their assessment of City service delivery. The community survey instrument for the City of Steamboat Springs was developed by starting with the version from the previous implementation in 2005. A list of topics was generated for new questions; topics and questions were modified to find those that were the best fit for the 2015 questionnaire. In an iterative process between City staff and NRC staff, a final five-page questionnaire was created.

Selecting Survey Recipients

The City was interested in hearing from three types of residents: 1) full-time residents within the city limits of Steamboat Springs, 2) full-time residents outside the city limits but within the Rural Fire District and 3) second homeowners. Two sources of information were used to randomly select households to receive the survey: the registered voter list from Routt County and the County's Property Assessor's list. In each of these lists, the physical addresses were geocoded to ascertain the location of the property as in or out of city limits. A total of 3,000 households were selected to receive the survey.

Full-time registered voters/residents who lived in the city were defined as those from the registered voter list whose physical address was within the city limits, whose mailing address was also within Steamboat Springs and whose voter status was listed as active. Any duplicate addresses were removed so that if more than one registered voter was at a single address, the address was only included once. From these addresses; 2,000 households were randomly selected to receive the survey.

Full-time registered voters/residents who lived outside the city were defined as those from the registered voter list whose physical address was outside the city limits but within the Rural Fire District, whose mailing address was Steamboat Springs and whose voter status was listed as active. Any duplicate addresses were removed so that if more than one registered voter was at a single address, the address was only included once. Of these, 500 households were randomly selected to receive the survey.

Second homeowners were sampled from the Property Assessor's list. Second homeowners were defined as those properties that were a one-unit residential property that was not a timeshare, within the city limits of Steamboat Springs, whose property owner was an individual or a group of individuals (and not a timeshare or resort company) and whose mailing address was outside of Steamboat Springs (but within the United States). From those properties, 500 second homeowners were randomly selected to receive the survey. These surveys were mailed to the name or names of the property owner listed in the Assessor's database.

To ensure the random selection of an individual within a household, the "birthday method" was used. The birthday method selects a random person within the household by asking the adult in the household, age 18 years or older, who most recently had a birthday to complete the questionnaire. These instructions were included in the cover letter.

It should be noted that the body of this report is based only on responses of the first group: full-time registered voters/residents who live within the city limits of Steamboat Springs. *Appendix E: Comparisons of Select Questions by Respondent Group* contains a comparison of the survey responses by each of the three respondent groups.

Administering the Survey

Each selected household was contacted three times. First, a prenotification announcement, informing the household members that they had been selected to participate in the City of Steamboat Springs Community Survey was sent. Approximately one week after mailing the prenotification, each household was mailed a survey containing a cover letter signed by the City Council President enlisting participation. The cover letter included a URL where respondents could go to complete the survey online, if desired. The packet also contained a postage-paid return envelope in which the survey recipients could return the completed questionnaire directly to NRC. A reminder letter and survey, scheduled to arrive one week after the first survey was the final contact. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain from turning in another survey and also included the URL for the online response option.

The mailings were sent in April and May of 2015. Completed surveys were collected over the following six weeks. About 4% of the 3,000 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,894 households presumed to have received a survey, 1,294 completed the survey (including 117 online surveys), providing a response rate of 45%. The table below shows the total number of returned surveys and response rate by respondent group.

Survey Response Rates by Survey Recipient Group

Survey recipient group	Total mailed	Undeliverable count	Returned survey count	Response rate	Margin of error
Full-time residents within the city limits of Steamboats Springs	2,000	74	900	47%	±3%
Full-time residents outside the city limits but within the Rural Fire District	500	22	229	48%	±7%
Second homeowners	500	10	165	34%	±8%
Total	3,000	106	1,294	45%	±3%

The 95% confidence interval (or “margin of error”) quantifies the “sampling error” or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size, and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within three percentage points of the result that would be found if everyone in the population of interest was surveyed. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (referred to as non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error).

While the margin of error for the survey is generally no greater than plus or minus 3.3 percentage points around any given percent reported for all full-time residents living in the city limits (900 respondents); results for subgroups will have wider confidence intervals. Where estimates are given for subgroups, they are less precise.

Survey Processing (Data Entry)

Mailed surveys were returned via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. Additionally, each survey is reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five,

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

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

Data from the web surveys were automatically collected and stored while respondents answered the questions. The online survey data were downloaded, cleaned as necessary and appended to the mail survey data to create a final, complete dataset.

Analyzing Survey Responses

The electronic dataset was analyzed by NRC staff using the Statistical Package for the Social Sciences (SPSS). The first step in the data analysis was to compare the demographic profile of those who responded to the survey to known demographic characteristics of the population sampled. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. For this survey, Census data were not the best source of population demographics, as the survey recipients were sampled from lists that may not be representative of the same population included in the Census. In fact, no demographics were available for the second homeowners, so no statistical adjustment was made to data collected from these respondents. For the residents inside and outside of the city limits, the registered voter list from which households were selected was used. The only demographic data available for comparison were sex and age. As with all surveys, younger adults (particularly males) were least likely to respond to the survey, and those adults age 55 and over were most likely to respond. Weighting the data resulted in a demographic profile of respondents more representative of all registered voters. The results of the weighting scheme are presented in the table on the next page.

For the most part, frequency distributions and mean ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix B. Complete Set of Survey Responses*.

Also included are results by respondent characteristics (*Appendix D: Comparisons of Select Questions by Respondent Characteristics*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they have been marked with grey shading in the appendices.

2015 Steamboat Springs Weighting Table

	Population Norm		Unweighted frequencies			Weighted frequencies		
	Residents	Outsiders	Resident	Outside city limits	Second homeowner (inside city limits)	Resident	Outside city limits	Second homeowner (inside city limits)
Female 18-34	11%	6%	7%	6%	0%	11%	6%	0%
Female 35-54	18%	18%	18%	20%	11%	18%	18%	11%
Female 55+	19%	25%	26%	26%	27%	19%	25%	27%
Male 18-34	13%	7%	6%	3%	0%	13%	7%	0%
Male 35-54	21%	18%	18%	12%	14%	21%	18%	14%
Male 55+	18%	26%	25%	33%	48%	18%	26%	48%
Rent			19%	8%	1%	23%	9%	1%
Own			81%	92%	99%	77%	91%	99%
Detached			60%	96%	22%	57%	96%	22%
Attached			40%	4%	78%	43%	4%	78%
White			96%	97%	94%	95%	97%	94%
Not white			4%	3%	6%	5%	3%	6%
Not Hispanic			98%	100%	99%	98%	100%	99%
Hispanic			2%	0%	1%	2%	0%	1%
White alone, not Hispanic			95%	96%	93%	94%	96%	93%
Hispanic and/or other race			5%	4%	7%	6%	4%	7%
Female			51%	52%	39%	48%	49%	39%
Male			49%	48%	61%	52%	51%	61%
18-34			13%	9%	0%	24%	13%	0%
35-54			37%	32%	25%	39%	36%	25%
55+			50%	59%	75%	37%	51%	75%
Resident			100%	0%	0%	100%	0%	0%
Outside city limits			0%	100%	0%	0%	100%	0%
Second homeowner (inside city limits)			0%	0%	100%	0%	0%	100%

Appendix H: Survey Instrument

The 2015 survey instrument appears on the following pages.

Steamboat Springs 2015 Community Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Your responses are anonymous and will be reported in group form only.

1. Please indicate how likely you are to do each of the following:

	Not at all likely	1	2	3	4	5	6	7	8	9	Extremely likely	10
Recommend living in Steamboat Springs to a friend or colleague.....	0											
Remain in Steamboat Springs for the next five years.....	0											

2. Please rate each of the following aspects of quality of life in Steamboat Springs:

	Excellent	Good	Fair	Poor	Don't know
Steamboat Springs as a place to live	1	2	3	4	5
Steamboat Springs as a place to work.....	1	2	3	4	5
Steamboat Springs as a place to raise children	1	2	3	4	5
Steamboat Springs as a place to retire	1	2	3	4	5
The overall quality of life in Steamboat Springs.....	1	2	3	4	5

3. First, please rate the quality of each of the following characteristics as they relate to Steamboat Springs as a whole. Then, please rate the importance of each.

	Excellent	Good	Fair	Poor	Don't know	Essential	Very important	Somewhat important	Not at all important	Don't know
Overall feeling of safety	1	2	3	4	5	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5	1	2	3	4	5
Quality of overall natural environment	1	2	3	4	5	1	2	3	4	5
Overall "built environment" (including overall design, buildings, parks and transportation systems).....	1	2	3	4	5	1	2	3	4	5
Health and wellness opportunities	1	2	3	4	5	1	2	3	4	5
Overall opportunities for education and enrichment	1	2	3	4	5	1	2	3	4	5
Overall economic health.....	1	2	3	4	5	1	2	3	4	5
Sense of community.....	1	2	3	4	5	1	2	3	4	5
Overall image or reputation.....	1	2	3	4	5	1	2	3	4	5

4. In the last 12 months, about how many times have you or other household members done each of the following in Steamboat Springs?

	2 times a week or more	2-4 times a month	Once a month or less	Not at all
Used City recreation facilities or their services	1	2	3	4
Visited a City park	1	2	3	4
Used the Steamboat Springs/Bob Adams airport	1	2	3	4
Used bus or other public transportation instead of driving.....	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity locally	1	2	3	4
Participated in a local club.....	1	2	3	4
Interacted with a City of Steamboat Springs employee in their job capacity	1	2	3	4

5. Please rate each of the following characteristics as they relate to Steamboat Springs as a whole:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Ease of walking	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Availability of sidewalks	1	2	3	4	5
Availability of public parking	1	2	3	4	5
Availability of public restrooms	1	2	3	4	5
Ease of travel by public transportation in Steamboat Springs	1	2	3	4	5
Cleanliness	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Recreational opportunities and amenities	1	2	3	4	5
K-12 education	1	2	3	4	5
Availability of affordable quality child care/preschool	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities (local)	1	2	3	4	5
Cost of living	1	2	3	4	5
Overall quality of business and service establishments	1	2	3	4	5
Vibrant Old Town/downtown commercial area	1	2	3	4	5
Vibrant mountain base commercial area.....	1	2	3	4	5
Overall quality of new development in Steamboat Springs	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Neighborliness of residents.....	1	2	3	4	5

6. First, please rate the quality of each of the following services in Steamboat Springs. Then rate the importance of each.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>					
						<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>	<u>Don't know</u>
Police services	1	2	3	4	5	1	2	3	4	5
Fire services.....	1	2	3	4	5	1	2	3	4	5
Ambulance or emergency medical services .	1	2	3	4	5	1	2	3	4	5
Crime prevention.....	1	2	3	4	5	1	2	3	4	5
Traffic enforcement	1	2	3	4	5	1	2	3	4	5
Municipal court	1	2	3	4	5	1	2	3	4	5
Street repair	1	2	3	4	5	1	2	3	4	5
Street cleaning	1	2	3	4	5	1	2	3	4	5
Street lighting.....	1	2	3	4	5	1	2	3	4	5
Snow removal	1	2	3	4	5	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5	1	2	3	4	5
Storm drainage	1	2	3	4	5	1	2	3	4	5
Drinking water	1	2	3	4	5	1	2	3	4	5
Sewer services	1	2	3	4	5	1	2	3	4	5
City parks.....	1	2	3	4	5	1	2	3	4	5
City recreation programs	1	2	3	4	5	1	2	3	4	5
City recreation facilities	1	2	3	4	5	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5	1	2	3	4	5
Code enforcement (weeds, signs, buildings, etc.)	1	2	3	4	5	1	2	3	4	5
Animal control.....	1	2	3	4	5	1	2	3	4	5
Economic development efforts.....	1	2	3	4	5	1	2	3	4	5
Yampa River management (e.g., access, litter enforcement, etc.)	1	2	3	4	5	1	2	3	4	5
Financial support of non-profit organizations..	1	2	3	4	5	1	2	3	4	5
Preservation of natural areas/open space	1	2	3	4	5	1	2	3	4	5
Public information services	1	2	3	4	5	1	2	3	4	5
Overall customer service by Steamboat Springs employees (police, receptionists, planners, etc.) ...	1	2	3	4	5	1	2	3	4	5

7. Overall, how would you rate the quality of services provided the City of Steamboat Springs?

- Excellent
- Good
- Fair
- Poor
- Don't know

8. Please rate the following categories of Steamboat Springs government performance:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for sales taxes paid in Steamboat Springs	1	2	3	4	5
The overall direction that the city is taking.....	1	2	3	4	5
The job city government does at welcoming citizen involvement.....	1	2	3	4	5
Overall confidence in City Council	1	2	3	4	5
Overall confidence in City staff	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5
The openness/transparency of the City government	1	2	3	4	5

9. The city has limited resources and must make hard decisions about funding priorities. As the City considers its residents' current and future needs, how important to you is it that the city allocates resources to each of the following areas?

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Preserving natural areas, habitats, and open land	1	2	3	4
Making our community more walkable.....	1	2	3	4
Supporting child care.....	1	2	3	4
Encouraging a mix of housing types for all ages and income levels.....	1	2	3	4
Preserving historic homes and buildings.....	1	2	3	4
Providing affordable housing	1	2	3	4
Improving local transit services (i.e., bus service).....	1	2	3	4
Encouraging a mix of housing, shopping, and offices in the same area.....	1	2	3	4
Supporting business and employment opportunities	1	2	3	4
Protecting our air and water quality	1	2	3	4
Reducing our energy usage.....	1	2	3	4
Enhancing public spaces, parks, and trails.....	1	2	3	4
Providing additional recreation facilities and amenities.....	1	2	3	4
Limiting growth	1	2	3	4
Encouraging growth	1	2	3	4
Expanding Internet/broadband service	1	2	3	4
Improving year-round air service for the Yampa Valley	1	2	3	4
Enhancing summer marketing.....	1	2	3	4
Extending the Yampa River Core Trail.....	1	2	3	4

Any other area that is important for the city to allocate resources? _____

10. To what extent do you support or oppose each of the following?

	<u>Strongly support</u>	<u>Somewhat support</u>	<u>Somewhat oppose</u>	<u>Strongly oppose</u>	<u>Don't know</u>
The City changing the Community Development Code to allow for more housing density in the city (e.g., more housing units to be built).....	1	2	3	4	5
The City requiring developers to provide affordable housing or pay a fee to support affordable housing.....	1	2	3	4	5

11. First, please rate the importance of each of the following activities and facilities. Then indicate whether or not you or anyone in your household has participated in or used each in the last 12 months.

	Essential	Very important	Somewhat important	Not at all important	Don't Know	Participated in last 12 months?	
						Yes	No
City-sponsored adult recreation and sports programs.....	1	2	3	4	5	<input type="checkbox"/>	<input type="checkbox"/>
City-sponsored youth recreation and sports programs.....	1	2	3	4	5	<input type="checkbox"/>	<input type="checkbox"/>
Children and teen summer camp.....	1	2	3	4	5	<input type="checkbox"/>	<input type="checkbox"/>
Before and after school programs	1	2	3	4	5	<input type="checkbox"/>	<input type="checkbox"/>
Field sports (such as baseball, softball, soccer, football, etc.)	1	2	3	4	5	<input type="checkbox"/>	<input type="checkbox"/>
Ice skating/hockey	1	2	3	4	5	<input type="checkbox"/>	<input type="checkbox"/>
Tennis at Howelsen Hill.....	1	2	3	4	5	<input type="checkbox"/>	<input type="checkbox"/>
Tennis at the Tennis Center	1	2	3	4	5	<input type="checkbox"/>	<input type="checkbox"/>
Pickleball	1	2	3	4	5	<input type="checkbox"/>	<input type="checkbox"/>
Bike and skate parks	1	2	3	4	5	<input type="checkbox"/>	<input type="checkbox"/>
Community events (Pro Challenge/Colorado National Ski Races, 4th of July Fireworks, etc.).....	1	2	3	4	5	<input type="checkbox"/>	<input type="checkbox"/>
Recreation on the Yampa River	1	2	3	4	5	<input type="checkbox"/>	<input type="checkbox"/>
Equestrian activities	1	2	3	4	5	<input type="checkbox"/>	<input type="checkbox"/>
Disc/frisbee golf.....	1	2	3	4	5	<input type="checkbox"/>	<input type="checkbox"/>
Howelsen Ice Arena	1	2	3	4	5	<input type="checkbox"/>	<input type="checkbox"/>
Howelsen Hill/Emerald Mountain <u>winter use</u>	1	2	3	4	5	<input type="checkbox"/>	<input type="checkbox"/>
Howelsen Hill/Emerald Mountain <u>summer use</u>	1	2	3	4	5	<input type="checkbox"/>	<input type="checkbox"/>
Howelsen Rodeo/equestrian facility	1	2	3	4	5	<input type="checkbox"/>	<input type="checkbox"/>
Haymaker Golf Course	1	2	3	4	5	<input type="checkbox"/>	<input type="checkbox"/>
Yampa River Core Trail.....	1	2	3	4	5	<input type="checkbox"/>	<input type="checkbox"/>
Other (non-core trail) bike and pedestrian paths	1	2	3	4	5	<input type="checkbox"/>	<input type="checkbox"/>

12. How important are each of the following to you and your household?

	Essential	Very important	Somewhat important	Not at all important	Don't know
Adding a second sheet of ice at the Howelsen Ice Arena	1	2	3	4	5
Adding pickleball courts.....	1	2	3	4	5
Building indoor field house	1	2	3	4	5
Building a recreation center	1	2	3	4	5
Building a youth center/teen center	1	2	3	4	5
Increasing the number of dog parks.....	1	2	3	4	5
Building a disc golf/ultimate frisbee courses	1	2	3	4	5
Building a new sports complex (e.g., ball fields for baseball, softball, soccer, etc.)	1	2	3	4	5
Extending the Yampa River core trail	1	2	3	4	5
Acquiring additional open space	1	2	3	4	5
Increasing Yampa River access and management.....	1	2	3	4	5
Enhancing the equestrian/Rodeo arena and facilities	1	2	3	4	5
Improving Howelsen Park (e.g., ski hill, playgrounds, etc.).....	1	2	3	4	5
Renovating/modernizing current recreational facilities	1	2	3	4	5

13. Please rate your preference for receiving information about the Steamboat Springs City government from each of the following sources.

	Strongly prefer	Somewhat prefer	Not at all prefer
City Council and commission meetings.....	1	2	3
Small Town Hall-style meetings.....	1	2	3
Elected officials.....	1	2	3
City staff.....	1	2	3
Direct email.....	1	2	3
City website.....	1	2	3
Social media (e.g., Facebook, Twitter, etc.).....	1	2	3
City hall or city facilities.....	1	2	3
News articles in the Steamboat Today / Pilot.....	1	2	3
City page in the Steamboat Today.....	1	2	3
Advertising in the Steamboat Today / Pilot.....	1	2	3
Word of mouth.....	1	2	3

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

- D1. What is your employment status?**
 - Working full time for pay→SKIP to D2
 - Working part time for pay→SKIP to D2
 - Unemployed, looking for paid work→SKIP to D3
 - Not retired, not looking for paid work→SKIP to D3
 - Fully retired→SKIP to D3
- D2. Are you a location neutral business or an employee of a location neutral business?**
 - No
 - Yes
- D3. Does the majority of your income depend on the local economy?**
 - No
 - Yes
- D4. Do you live within the city limits of Steamboat Springs full time or part time?**
 - Yes, full time
 - Yes, part time/seasonal
 - No, I live outside the city limits
- D5. In which area is your residence located?**
 - Old Town/Downtown
 - Mountain area
 - Between Town and Mountain
 - West Steamboat (inside city limits)
 - Outside of city limits
- D6. How many years have you lived in Steamboat Springs?**
 - Less than 2 years
 - 2-5 years
 - 6-10 years
 - 11-20 years
 - More than 20 years
- D7. Which best describes the building you live in?**
 - One family house detached from any other houses
 - Building with two or more homes (duplex, townhome, apartment or condominium)
 - Mobile home
 - Other
- D8. Is this house, apartment or mobile home...**
 - Rented
 - Owned
- D9. Do any children 17 or under live in your household?**
 - No
 - Yes

- D10. Are you or any other members of your household aged 65 or older?**
 - No
 - Yes
- D11. Do you own one or more dogs?**
 - No
 - Yes
- D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**
 - Less than \$25,000
 - \$25,000 to \$49,999
 - \$50,000 to \$99,999
 - \$100,000 to \$149,999
 - \$150,000 to \$199,999
 - \$200,000 to \$249,999
 - \$250,000 to \$299,999
 - \$300,000 or more

Please respond to both questions D13 and D14:

- D13. Are you Spanish, Hispanic or Latino?**
 - No, not Spanish, Hispanic or Latino
 - Yes, I consider myself to be Spanish, Hispanic or Latino
- D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**
 - American Indian or Alaskan Native
 - Asian, Asian Indian or Pacific Islander
 - Black or African American
 - White
 - Other
- D15. In which category is your age?**
 - 18-24 years
 - 25-34 years
 - 35-44 years
 - 45-54 years
 - 55-64 years
 - 65-74 years
 - 75 years or older
- D16. What is your sex?**
 - Female
 - Male

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502