

Larimer County Citizen Survey 2008

Analysis

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Executive Summary

The Larimer County 2008 Citizen Survey was conducted and analyzed March through May 2008. The purpose of the survey was to 1) continue to benchmark Larimer County Citizens' attitudes and opinions of the county, 2) identify any areas of concern by the citizens, and, 3) assist the Commissioners and managers of the county in their budgeting processes.

The general findings from the survey are:

- Larimer County Citizens are enthusiastic about the county.
- Performance of county services has slightly improved from the last benchmark study in 2004.
- The most important services offered by the county generally relate to the safety of its citizens. It appears that citizens look to the county for protection (from wildfires, unsafe food or water supplies, and criminals) first and foremost. The other highly important services were voter registration/elections, and waste/recycling.
- The importance of these services is stable across different demographic strata, including income, age, location and gender. The importance of these services is also stable based on 2004 and 2002 benchmarks.
- There are subgroup differences however, which, in general, tended to support each subgroup's economic self-interest.
- Those living inside the city limits appear more satisfied with the services provided by the county than those living outside the city limits.
- There is room for improvement in several areas, particularly transportation planning. Citizens are concerned over the lack of a comprehensive plan for Larimer County, cities within the county, and the Front Range.
- Citizens are also concerned about the performance of several programs for the disadvantaged.
- Communication is changing within the county. More and more people have access to the internet and use it more and more as their prime information source. Further, the county's external communications effort has been successful, with increases in usage seen for the county website, cable TV programming, and signs, posters and flyers. However, the usage of other traditional sources of information (newspapers, direct mail, etc.) decreased from 2004 across the board. This suggests many important implications for the County.

- The findings of the survey are very similar to the findings of the Community Leaders' survey, suggesting that both citizens and community leaders perceive the needs of the county in a like way.

The Survey

Purpose of the Survey

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

- Determine the importance of 32 services offered by the county.
- Determine the performance of the same 32 services.
- Determine general concerns of citizens.
- Provide information to assess usage of the Larimer.org website.
- Analyze changing trends in how citizens obtain information.
- Provide an observation point for comparison with previous benchmarks.

Methodology

The survey design was derived from previous surveys in order to maintain the benchmarking standards. Still, changes were made to 1) ensure that the appropriate services were considered for ratings, 2) refine item wording for clarity and tighter measurement properties, and, 3) refine instructions for clarity. Individual items were approved by the Larimer County management team and department heads. Final items were derived based on their input. The survey included items concerning importance of services, performance of services, communications-based information, and demographic information. See Appendix 1 for the print version of the survey and Appendix 2 for examples from the online version of the survey.

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

At the end of each calling day the results of the recruitment were sent to the researcher. For the mail survey a survey packet was mailed to the respondent. The packet included a letter from the County Commissioners (Appendix 4), an instructional letter from the researcher

(Appendix 5), the survey, a self-addressed and stamped return envelope and a token Larimer County refrigerator magnet. All respondents were promised anonymity and confidentiality, and that their names/addresses would not be used for any further contact.

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

Both mail and online responses were sent to the researcher for tabulation, coding, and analysis. Regarding the mail survey, 495 survey packets were mailed and 241 returned for a response rate of 49%. Regarding the online survey, 230 requests were emailed and 140 submitted full responses for a response rate of 61%. Combined, there were 381 responses, for a response rate of 53%, much higher than typical.

The sample size contributes to smaller margins of error. The effective margins of error (MOE varies per item) for this study were approximately $\pm 3\%$ based on the typical margin equation¹.

Description of Sample

When the online and mail survey are pooled the sample is, in general, representative of the demographics of Larimer County. This is based on comparing the sample statistics to county demographic information found on Larimer.org/Compass. There may be a slight bias in the results due to slightly more females in the sample compared to the population, and slightly more elderly in the sample compared to the population (differences in these subgroups were analyzed and can be taken into consideration when interpreting the results). More specifically,

- Sample median income is \$50,000 - \$100,000 and population median income is \$75,000.
- 28% of the sample lives outside of the city limits and 25% of the population lives in unincorporated areas of the county.
- 58% of the sample is female and 51% of the population is female.
- 21% of the sample is aged 70 or older and 11% of the population is aged 65 or older.

Other characteristics of the sample include: the average time that the respondent has lived in the county is 20.1 years, 90% of county residents have access to the internet, 56% of the sample resides in Fort Collins, and an additional 30% reside in Loveland. See Table 1 for a full description of the sample. See Table 2 for an interesting comparison of mail and online sample respondents.

¹ $e = \frac{z\sqrt{pq}}{n}$

Overall Results

The results of the study are now discussed. First, the main results will be presented, then a subgroup analysis will be presented, and, finally there will be a summary and discussion of the digital divide in the county.

Importance of Various County Services

Respondents were given a list of 32 services provided by the county and were asked to rate the services based on how important they were perceived. These importance ratings were compiled and then separated into four statistical groups, based on comparing their confidence intervals. Thus, it can be said that the services listed in Group 1 were statistically more important than those listed in Group 2, etc. Group 1 contains five services, which can be reliably said are the five most important services in the county, as determined by citizens. These services are:

- Safe supplies of food and water
- The prosecution of criminals
- Waste and recycling and the county landfill
- Protection from wildfires
- Registering voters and conducting elections

The least important services offered by the county are cooperative extension services and operating The Ranch, Fairgrounds and Events Complex. However, it should be noted that even these two services were still rated as important. Thus, all of the 32 services were rated as either “important” or “highly important.” A full listing of county service importance scores are provided in Table 3.

Performance of County Services

Citizens were asked to rate whether the 32 county services were performed “inadequately,” “adequately,” or “better than required.” In order to provide as full of an understanding as possible regarding performance of county services multiple views of performance are considered. All of the results can be found in Table 4.

Overall Adequacy. To consider overall adequacy the “adequate” score is combined with the “better than required” score (thus the score represents the percentage of citizens that rate the service to be “not inadequate”). In total, 17 of the 32 services scored 90% or above in overall adequacy. This is an outstanding number.

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

- coordination and planning transportation needs – not only was this rated last in performance, but it was in the top importance group.
- Several services regarding support for the disadvantaged were rated relatively high in inadequacy. These included helping the hard to employ move from temporary assistance to the permanent workplace, providing medical and financial assistance to the needy, providing treatment for mental health and substance abuse, supporting military veterans, and enforcing child support.
- communications – as communications is changing the county will want to analyze better ways of staying in touch with its citizens.

Better than Required. Others are performed better than they are required. These included 1) operating the Ranch and Fairgrounds, 2) providing for landfills and recycling, 3) fighting wildfires, and, 4) nontraditional land use planning.

What is on citizens' minds?

If citizens rated services as “inadequate” they were asked to comment why they did so. Citizens also use these opportunities to discuss other issues that were on their minds. All of the open ended comments can be seen, by category, in Appendix 6. Open comments are very useful for obtaining richer interpretations that tend to support the colder statistics. Open comments allow interpretation of the emotional background to respondents’ ratings. Many comments were made, in approximate order of frequency regarding the following topics. Also listed in the appendix are general comments.

1. Traffic and transportation – citizens are worried about the future of transportation in the county and along the Front Range. This includes, primarily, public transportation and the extent that the county is not doing enough to adequately plan for anticipated problems. They believe that the various entities (the county, the city of Fort Collins, and other towns and counties along the Front Range) should coordinate activities and that the county should lead this effort.
2. Services for the disadvantaged – citizens that mentioned these services had, mainly, experienced problems in service delivery in the past. By the comments, several appeared to be caregivers and discussed examples very close to home.
3. Tax assessment – most of these comments regarded specific examples of how the citizen believed s/he had been incorrectly assessed taxes based on a higher-than-reasonable market value.
4. Communications – many citizens felt uninformed about county services and others didn’t know how to find out information about the county.
5. Roads and bridges – there were many concerns about pot holes and inadequately maintained roads in various parts of the county.
6. Open space/Development/Zoning – there were many complaints about new building in various parts of the county, however, some say that open spaces have a higher priority

than necessary. There are also complaints about general inconsistencies in the application of zoning restrictions.

7. The District Attorney – the majority of comments regarding the DA’s office were in reference to the Tim Masters’ case. They felt that the handling of this case called into question other potential problems. Decreased assessment of the DA’s performance was one of the major changes in this study from 2004.
8. Animal control – there is a negative perception about how Animal Control operates and about ‘nuisance barking’ and related issues
9. Jail/Sherriff – there is a lack of satisfaction about the jail and the sheriff; several of which relate to a perceived lack of funds
10. Veterans/Military – citizens seemed concerned that not enough is being done for the military veterans in the county
11. Department of Motor Vehicles – complaints about standing in line, lack of service
12. Waste/Landfill/Recycling – a few statements about general inconvenience and high prices of using the landfill
13. Parks/Recreation – a few general complaints
14. The Ranch – a few general complaints

Information Acquisition

As communication and information gathering processes change, it is important to gauge how these changes are manifest at the county level. To that end several questions were added to the survey to allow a better understanding of these issues. In general, Larimer County citizens are well-wired; less than 10% of do not have access to the internet and 47% have access at both home and work. Table 5 provides the data for this section.

Regarding the Larimer County website, 66% of citizens are aware of the website and, of those that are aware of the website, over 40% are aware of selected individual services and 17% have, on average, used the services.

Citizens used other sources to gather information on the county. The most common source is the local newspaper, followed by friends, direct mailings, county cable TV programming, and signs and posters.

In Table 6 is a comparison of how information usage has changed since 2004. The county’s external communication efforts have seen increased usage since 2004, particularly county programming on cable TV (an increase of 16%) and county production of signs, posters, flyers, videos, and DVDs (an increase of 5%). Other sources, such as newspapers, word of mouth, and yellow pages, have all decreased since 2004.

Appendix 7 lists a variety of open-end comments regarding how citizens use Larimer.org other than how they were specifically asked on the survey. The most common uses are

Problems in Information Acquisition

There are some who remain unaware of county services or find it difficult to acquire county information. These issues are examined below and citizens that have problems with information acquisition are profiled.

Who find it difficult to acquire county information? Ten percent of county residents find it difficult to find information on Larimer County. The findings were interesting in that the only distinguishing characteristics in those that experience a difficult time finding information is that they are less aware of the county website and that they have less access to the internet, either at work or home. There were no differences in these two groups by age, income, location in the county, and gender. See Table 7.

Who does not have access to the internet? The term “digital divide” refers to differences in those that have and do not have access to the internet. Analysis of this data shows that there is a digital divide in Larimer County. Those that do not have internet access are older and have lower incomes than those that do. Also, we find that they gather information in a different way. They tend to rely on the phonebook more than those that have access to the internet, and they also rely more on radio and TV and other traditional media for information about the county. See Table 8. The digital divide is discussed in additional detail at the end of the report.

Subgroup Analyses

A useful data analysis technique is to consider the demographic characteristics of the sample and split each characteristic (e.g., male vs. female) to examine the extent differences exist. This allows market better targeting and the tailoring of services and communications. These data are examined on the basis of the following subgroups.

- Gender: male vs. female
- Age: those under age 40 vs. those over age 49 (utilizing a common technique to emphasize group differences we ignore the 40's age group)
- Income: those that earn less than \$50,000 per year vs. those earning \$50,000 per year or more
- Location: those that live inside the city limits vs. those that live outside

Importance of Services

In the previous benchmarks of the county it was found to be remarkably stable regarding the most important services as perceived by county citizens. As is indicated in Table 9, we find that there is virtually no difference in subgroups when it comes to the top five services:

- Safe supplies of food and water
- The prosecution of criminals
- Waste and recycling and the county landfill
- Protection from wildfires
- Registering voters and conducting elections

This suggests that, despite gender, income, location or age, county citizens are very stable in their opinions regarding what is, and what isn't important. There is also no difference in the subgroups' bottom two services. In every subgroup the bottom two services are cooperative extension services and operating The Ranch, Fairgrounds and Events Complex.

Despite these similarities there were statistical differences by subgroup on importance of less-important services, perceptions of performance and communications trends. These are discussed below.

Differences in Subgroups

Female vs. male. Demographically, there are gender differences by income in the county – females make less than males. Regarding the importance of services females rate half of the services to be statistically more important than males rate them (see Table 10). There are no cases where males rate a service more important than a female. There appears to be no

pattern to the higher ratings, thus the interpretation is that females are overall more likely to give a service a positive rating than are males.

Regarding the performance of services the findings are more interesting. Here we find that, as indicated in Table 11, males and females rate most services statistically the same. However, there are several services that are rated higher by females and some that are rated higher by males. Females have a worse opinion of the performance of: county transportation planning, managing nontraditional land use programs, and establishing and enforcing child support orders.

There are also communications differences. As indicated in Table 12, men have more access to the internet and are more likely to have used the county website for property tax information and women were more likely to have used it to sign up for county information. Finally, women are more likely to use signs, posters, flyers, videos and DVDs as a source of information than men.

Younger vs. elders. There are demographic differences in youngers vs. elders in that youngers were more likely to take the survey online and generally have a higher income than elders. Regarding importance of services there were quite a few differences as elders felt that many of the services were more important for than did youngers. See Table 13 for detailed results. More specifically, elders rated these services significantly higher:

- Services that supported their economic well being such as support of senior citizens, long term medical and financial assistance and property tax issues
- Services for the disadvantaged including military veterans and enforcement of child support
- Support of standard county functions that save them time and effort such as election services, vehicle registration, keeping records, the coroner, and zoning
- Criminal prosecution

On the other hand, youngers felt that supporting juveniles in conflict and maintaining parks and open lands were more important.

Regarding performance of services, there were only a few differences, which seemed to follow a random pattern. See Table 14 for detailed results.

Regarding differences in communications, youngers are much more “wired” than elders. This greater access to the internet results in them having a much higher awareness of Larimer.org and, in turn, using it more frequently in many cases. There are also differences by age group in how easy it is to find information about the county. See Table 15 for details. Finally, the elderly are more likely to use several non-electronic information sources than the young, including:

- Newspapers
- Direct Mailings
- News features and interviews on radio and TV

Higher incomes vs. lower incomes. Details on significant differences by income category can be found in Tables 16 – 18. First, there are demographic differences in the groups as higher income earners tend to be male and younger. Regarding importance of services, the lower income earners tend to find services for the disadvantaged more important, which reflects their concern for support. These include services for public health, employment services, senior citizen support, helping the hard-to-employ move to the permanent workplace, long term medical assistance, support for the mentally ill and support for military veterans. They also seem more concerned with communications to citizens and other services. Meanwhile, higher income earners are more interested in property tax issues.

Regarding significant differences in performance, they were minimal and seemingly at random.

The digital divide is reflected in differences in communications trends in the two income groups. Lower income earners have less convenient access to the internet and are substantially less aware of Larimer.org. However, those that are aware of Larimer.org tend to have similar usage than higher incomes (except for accessing information on property values). Finally, lower income earners are more likely to use news features and interviews on radio and TV as a source of information than are higher income earners.

Those living inside the city limits vs. those living outside. Regarding demographic issues these two subgroups are characterized by similarity rather than differences. They are statistically the same on gender, age, time lived in the county, and income.

However, there are differences in perceptions of the importance of services (see Table 19). Although their ratings of the top 5 services are virtually identical to those living inside the limits, those living outside the city limits rate issues regarding the jail, such as operating the jail and providing alternatives to jail, more important than those living inside. They also rate maintaining non-city roads and bridges higher in importance, as would be expected.

Regarding performance of services, there are nine significant differences, of which all nine are rated higher by those living inside the city than those living outside (see Table 20). This suggests a positive evaluation bias for those living inside. Apparently, they are more satisfied with the county in general.

Finally, there were minor differences in communications trends for these two groups (see Table 21).

Summary and the Digital Divide

Based on the data in this survey a summary of citizens' attitudes about the county is provided. Then, a special section regarding difficulties in communication is provided.

Summary

In general, things are good. As in 2004 citizens are very satisfied with the way the county is run. There are always a few areas which could stand improvement, which are discussed below, but by and large, citizens are happy. Performance ratings are very high for most services offered by the county and citizens see most all services offered by the county as important. They see little waste.

Transportation is a growing concern. The most important issue facing the county, based on this survey, is traffic and future transportation planning. Citizens are uncomfortable with the current amount of traffic on the roads but, more importantly, are very concerned about the outlook over the next several years. They feel that the county should take the lead in transportation issues with Fort Collins and other counties. Although they point the finger as much at Fort Collins as the county, they are looking for the county to play the leadership role.

Support of the disadvantaged. It is interesting to note that these types of services were not rated quite as important as public safety issues, but performance was relatively low across the board. Further, there is a great deal of emotion in citizens' opinions about these services (a very similar pattern was found in the Community Leaders' Survey). They are very concerned about services related to the young: foster care, enforcing child support payments, juveniles at odds with the law and their families, etc. There is also a good deal of concern for services and support for the mentally ill and the hard-to-employ.

A few underperformers. There were a few services that citizens rated as underperforming. Several of these are discussed in this section (transportation, services related to the disadvantaged, and communications). Animal control drew a number of complaints, several of which seemed quite emphatic. The DVM also received criticism for the time citizens spent standing in line awaiting service. Another underperformer worth mentioning is the District Attorney's office. This service is traditionally rated quite highly. However, the Tim Masters' case significantly hurt citizens' perceptions of this service. Citizens questioned how this case was handled and it reflected on their overall evaluations of the DA.

Differences in groups. There are few subgroup differences. All subgroups are concerned primarily with issues of safety – fire protection, safe food and water, prosecution of criminals – and a few other traditionally provided county services: voter registration and waste and recycling. Other differences reflect economic self-interest or convenience. For instance,

- seniors are more concerned with senior services and services that save time and effort

- the wealthy are more concerned with land and property values
- women (typical caregivers) and those earning less income seem more concerned with services for the disadvantaged.
- those living outside the city limits are substantially less satisfied with the services the county provides than those living inside.

The Digital Divide

The differences in those that have access to the internet and those that do not should be approached with caution. There is a digital divide in Fort Collins, and this requires careful consideration with how non-wired citizens are communicated with. While evidence in the survey shows that many county communications services are being used, there is a general trend for citizens to access information and conduct business with the county online. While there is certainly an advantage to continuing to migrate services online, the county should remain aware of those that do not have access to the internet. These citizens feel less informed about the county and also find accessing information about the county, in general, difficult. Unfortunately, this makes the county's job that much more harder. Fortunately, these groups are identifiable, which should allow easier targeting of communications and services.

Who does not have access? Ten percent of county citizens do not have access to the internet. The demographic groups that lack access include the elderly, those that earn lower incomes, females, and, to a certain extent those that live outside of the city limits. Not only do these groups have less access to the internet, write in comments indicate they may feel less informed about county services than others.

Off line communication needs to be maintained. It is interesting that there is a general trend amongst citizens to access non-electronic communication sources less and less, such as newspapers and word of mouth from friends and family. However, those that do not have internet access continue to utilize these sources. For instance,

- The elderly tend to use newspapers, direct mailings from the county, and county-provided news features more than others.
- Those earning smaller incomes tend to use newspapers and news features on radio and TV more than others.
- Women tend to use signs, posters, flyers, videos and DVDs more than others.
- Those living outside the city limits tend to use news features and interviews on radio and TV

Thus, it is important to maintain an active non-electronic communications effort to reach those that do not have access to Larimer.org.

Table 1: Sample Description

<i>Income (%)</i>	
Less than 15,000	4.2
15,000 – 29,999	12.4
30,000 – 49,999	20.2
50,000 – 99,000	33.8
100,000 and over	29.3
 <i>Age (%)</i>	
20's	2.5
30's	11.0
40's	18.0
50's	29.0
60's	18.5
70's	13.3
80's +	7.7
 <i>Gender (%)</i>	
Female	57.9
Male	42.1
 Lived in Larimer County (years)	
	20.1
 <i>City Limits</i>	
Inside	71.7
Outside	28.3
 <i>Zip Distribution (%)</i>	
Ft Collins	53.6
Loveland	28.3
Berthoud	3.9
Estes Park	3.3
Wellington	2.5
Red Fealther Lakes	0.8
Livermore	0.8
Windsor, Glen Haven, Lyons, Drake and other	6.8

Table 2: Statistical Differences in Mail Sample and Online Sample

<i>Income (%)*</i>	<i>Mail</i>	<i>Online</i>
Less than 15,000	5.0	3.1
15,000 – 29,999	17.8	3.9
30,000 – 49,999	25.2	12.4
50,000 – 99,000	28.2	42.6
100,000 and over	23.8	38.0

<i>Age (%)*</i>		
20's	1.8	3.6
30's	7.6	16.8
40's	12.9	26.3
50's	27.6	31.4
60's	20.0	16.1
70's	17.8	5.8
80's +	12.4	0

<i>Gender (%)*</i>		
Female	62.6	50.4
Male	37.4	49.6

Lived in Larimer County (years)**		
	21.9	17.6

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

** Group differences based $z = \frac{(x_a - x_b)}{\sqrt{p_a - p_b}}$; tested at 90% confidence

Table 3: Importance of County Services

*Top Group **

Prosecuting criminal cases

Conducting restaurant inspections and other services related to food safety and water quality

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

Registering voters and conducting elections

Providing protection and rescue from wildfires and forest fires

* Scores in the Top Group range from 2.64 to 2.55 based on: 3 = Highly important, 2 = Important, 1 = Not so important. Statistical groupings are based on comparing confidence intervals at 90% confidence:

μ ± 1.96σ

*Second Group**

Providing public health services such as immunization clinics, tracking infectious disease, home visits, and health screenings

Providing information and services to senior citizens such as home delivered meals and energy assistance

Providing long term care and medical and financial assistance to those in need

Providing support services to military veterans

Providing foster care, adoption, and other child protection services

Determining property market values for tax purposes and providing an appeals process

Collecting property taxes and keeping records of property tax bills and payments

Issuing vehicle registrations, titles, and license plates

Recording and maintaining official records such as real estate deeds and marriage licenses

Operating the jail for all of Larimer County (including the cities in the county)

Second Group (cont.)

Providing alternatives to jail such as work release programs, community service, and home detention

Providing a temporary place for juveniles in conflict with law enforcement or in conflict with their families

Providing medical investigation of all deaths not resulting from natural causes

Establishing and enforcing child support orders

Maintaining parks and open lands such as Horsetooth Reservoir and The Devil's Backbone

Maintaining non-city roads and bridges

Responding to non-city public safety problems and enforcing laws

Providing land use planning, zoning enforcement, and building inspections

Coordinating and planning the current and future transportation needs of the county

* Scores in the Second Group range from 2.48 to 2.15 based on: 3 = Highly important, 2 = Important, 1 = Not so important. Statistical groupings based on comparing confidence intervals at 90% confidence:

μ = ± 2σ

*Third Group **

Providing employment and training services for all employers and job seekers, including economically disadvantaged youth and the hard-to-employ

Helping the hard-to-employ move from temporary assistance to the permanent workplace

Providing residential and nonresidential treatment for mental health and substance abuse problems

Communicating with residents about county services

Providing animal control services

Managing nontraditional land use programs, such as clustering homes, to encourage the preservation of open spaces

* Scores in the Third Group range from 2.15 to 2.01 based on: 3 = Highly important, 2 = Important, 1 = Not so important. Statistical groupings based on comparing confidence intervals at 90% confidence:

μ = ± 2σ

*Fourth Group **

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

Maintaining, operating, and providing events at "The Ranch" Larimer County Fairgrounds and Events Complex

* Scores in the Fourth Group range from 1.75 to 1.63 based on: 3 = Highly important, 2 = Important, 1 = Not so important. Statistical groupings based on comparing confidence intervals at 90% confidence:

μ = ±

Table 4: Performance of County Services

<i>Service</i>	<i>(%) Inadequate</i>	<i>(%) Adequate</i>	<i>(%) Better than Required</i>	<i>(%) Not Inadequate</i>
*Providing public health services such as immunization clinics, tracking infectious disease, home visits, and health screenings	4.8	84.2	11.0	95.2
*Conducting restaurant inspections and other services related to food safety and water quality	8.8	80.0	11.2	91.2
*Providing landfills, recycling programs, and other solid waste management systems (not including trash collection)	4.4	75.2	<u>20.4</u>	95.6
Providing employment and training services for all employers and job seekers, including economically disadvantaged youth and the hard-to-employ	15.6	72.6	11.9	84.4
Helping the hard-to-employ move from temporary assistance to the permanent workplace	26.7	62.2	11.1	73.3
*Providing information and services to senior citizens such as home delivered meals and energy assistance	7.3	84.4	8.3	92.7
Providing long term care and medical and financial assistance to those in need	20.6	69.0	10.3	79.4
Providing residential and nonresidential treatment for mental health and substance abuse problems	27.6	65.4	7.1	72.4
Providing support services to military veterans	24.6	69.7	5.7	75.4
Providing foster care, adoption, and other child protection services	13.6	80.5	5.8	86.4
*Providing extension education in food safety, nutrition, family economics, 4H youth development and gardening	6.3	78.7	14.9	93.7
Communicating with residents about county services	29.5	65.6	4.9	70.5
Determining property market values for tax purposes and providing an appeals process	20.6	73.5	5.9	79.4
*Collecting property taxes and keeping records of property tax bills and payments	2.2	86.5	11.3	97.8
*Registering voters and conducting elections	3.0	80.1	<u>16.9</u>	97.0
*Issuing vehicle registrations, titles, and license plates	6.2	79.9	13.8	93.8

*Recording and maintaining official records such as real estate deeds and marriage licenses	0.3	89.7	10.0	99.7
Prosecuting criminal cases	13.5	80.2	6.3	86.5
*Operating the jail for all of Larimer County (including the cities in the county)	9.0	82.4	8.6	91.0
Providing alternatives to jail such as work release programs, community service, and home detention	14.6	72.8	12.6	85.4
Providing a temporary place for juveniles in conflict with law enforcement or in conflict with their families	14.7	81.0	4.3	85.3
*Providing medical investigation of all deaths not resulting from natural causes	3.7	91.3	5.0	96.3
*Maintaining, operating, and providing events at The Ranch and Larimer County Fairgrounds and Events Complex	4.6	64.8	<u>30.7</u>	95.4
Establishing and enforcing child support orders	21.2	73.7	5.1	78.8
*Providing animal control services	8.5	81.3	10.2	91.5
*Maintaining parks and open lands such as Horsetooth Reservoir and The Devil's Backbone	3.5	81.8	14.6	96.5
Maintaining non-city roads and bridges	15.6	78.6	5.8	84.4
*Responding to non-city public safety problems and enforcing laws	7.0	85.9	7.0	92.9
*Providing land use planning, zoning enforcement, and building inspections	8.6	83.3	8.1	91.4
*Providing protection and rescue from wildfires and forest fires	2.1	78.9	<u>18.9</u>	97.9
Managing nontraditional land use programs, such as clustering homes, to encourage the preservation of open spaces	14.4	68.2	<u>17.4</u>	85.6
Coordinating and planning the current and future transportation needs of the county	36.0	60.5	3.5	64.0

* This service scored above the midpoint score of 84.6%

Italic = top inadequate

Underline = top better than required

Bold = top overall performance

Table 5: Communication

	<i>Easy</i>	<i>Neither easy nor difficult</i>	<i>Difficult</i>	
How easy is it to find information on Larimer County? (%)	38.7	51.3	10.0	
	<i>Home only</i>	<i>Work only</i>	<i>Both</i>	<i>Neither</i>
Do you have internet access? (%)	39.8	3.3	47.0	9.9
	<i>Yes</i>	<i>No</i>		
Are you aware of Larimer.org website? (%)	66.4	33.5		
	<i>Know it's available</i>	<i>Know but haven't used</i>	<i>Have used</i>	
<i>Website Services (%)</i>				
Find voter status and information	34.6	39.2	26.2	
Renew vehicle registrations	54.4	32.8	12.9	
Pay taxes and update property information	49.2	38.3	12.5	
Review property values and sales	30.5	32.5	37.0	
Reserve a campground site	47.5	39.6	12.9	
Purchase a parks pass	49.6	42.6	7.9	
Sign up to receive County information	47.1	44.2	8.8	
Search for and apply for a job with Larimer County	27.1	55.4	17.5	
Used Larimer.org for another reason (%)	21			
<i>What sources do you use to find out about the County? (%)</i>				
Newspapers	77.2			
Friends, neighbors, co-workers	44.8			
County programming on cable TV	26.0			
Direct mailings	41.6			
News features and interviews on radio and TV	24.7			
Signs, posters, flyers, videos, DVDs	18.3			
Other - phone	3.7			
Other	7.7			

Table 6: Changes in County Information Sources Since 2004

<i>Source</i>	<i>Usage 2008 (%)</i>	<i>Usage 2004 (%)</i>	<i>Change in Usage (%)</i>
Newspapers	77	81	-4
Friends, neighbors, co-workers	45	52	-7
Direct mailings	42	45	-3
County programming on cable TV	26	10	+16
News features and interviews on radio and TV	25	37	-12
Signs, posters, flyers, videos, DVDs	18	13	+5
Phone book	4	7	-3

Table 7: Why is it Difficult to find Information about Larimer County?

<i>How difficult is it to find information?</i>	<i>Aware of Larimer.org (%)*</i>	<i>Access to Internet (%)**</i>
Easy to find info	79.7	91.2
Neither easy nor difficult to find info	64.2	91.1
Difficult to find info	39.4	85.3

No differences in χ^2 tests for whether they live inside city limit, age, income, or gender.

$$\chi^2 = \sum_{i=1}^n \frac{(\text{observed} - \text{expected})^2}{\text{expected}}$$

* p < .000 based on ; tested at 90% confidence

** p < .014. Access to internet determined by Access = at work + at home + at both work and home.

Table 8: Those that do Not Have Access to the Internet

<i>Characteristic</i>	<i>No Access (%)</i>	<i>Access to Internet (%)*</i>	<i>p-value**</i>
Income grouping less than \$50,000	83.9	32.4	.000
Income grouping greater than \$50,000	16.1	67.6	
Age grouping less than 40	3.0	50.7	.000
Age grouping greater than 50	97.0	49.3	
Do not use phonebook	88.9	96.9	.040
Use phonebook	11.1	3.1	
Do not use radio and TV	63.9	75.5	.098
Use radio and TV	36.1	24.5	

No differences in χ^2 tests for whether they live inside or outside the city limit, gender, usage of information for newspapers, mailings, word of mouth, signs, programming on television.

*Access = at work + at home + at both work and home

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

Table 9: Stability across Subgroups

<i>Most Important Services</i>	<i>Is this service in the Top 5 in importance for this subgroup?</i>							
	<i>F</i>	<i>M</i>	<i>Y</i>	<i>E</i>	<i>I</i>	<i>O</i>	<i>L\$</i>	<i>H\$</i>
Safe food and water	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Criminal prosecution	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Waste and recycling	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Wildfire protection	Yes	Yes	Yes	Yes	Yes		Yes	Yes
Voter registration	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Recording and Maintaining Records							Yes	

<i>Least Important Services</i>	<i>Is this service in the Least 2 in importance for this subgroup?</i>							
	<i>F</i>	<i>M</i>	<i>Y</i>	<i>E</i>	<i>I</i>	<i>O</i>	<i>L\$</i>	<i>H\$</i>
Ranch and fairgrounds	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Extension education	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

F = female; M = male; Y = young; E = elderly; I = inside city limit; O = outside city limit; L\$ = low income; H\$ = high income.

Table 10: Significant Differences in Gender on Importance of Services

<i>Service *</i>	<i>Female</i>	<i>Male</i>
Providing public health services such as immunization clinics, tracking infectious disease, home visits, and health screenings	2.46**	2.30
Conducting restaurant inspections and other services related to food safety and water quality	2.69	2.57
Providing landfills, recycling programs, and other solid waste management systems (not including trash collection)	2.66	2.52
Providing employment and training services for all employers and job seekers, including economically disadvantaged youth and the hard-to-employ	2.16	1.80
Helping the hard-to-employ move from temporary assistance to the permanent workplace	2.15	1.84
Providing information and services to senior citizens such as home delivered meals and energy assistance	2.44	2.12
Providing long term care and medical and financial assistance to those in need	2.29	1.92
Providing residential and nonresidential treatment for mental health and substance abuse problems	2.16	1.87
Providing support services to military veterans	2.44	2.19
Providing foster care, adoption, and other child protection services	2.54	2.25
Providing extension education in food safety, nutrition, family economics, 4H youth development and gardening	1.83	1.61
Providing alternatives to jail such as work release programs, community service, and home detention	2.34	2.10
Providing a temporary place for juveniles in conflict with law enforcement or in conflict with their families	2.32	2.16
Maintaining, operating, and providing events at "The Ranch" Larimer County Fairgrounds and Events Complex	1.69	1.53
Establishing and enforcing child support orders	2.39	2.22
Providing animal control services	2.12	1.90

* All services significantly different at 90% confidence based on independent samples means difference

$$z = \frac{(\bar{x}_a - \bar{x}_b)}{s_{x_a} - s_{x_b}}$$

test:

** 3 = Highly important, 2 = Important, 1 = Not so important

Table 11: Significant Differences in Gender on Performance of Services

<i>Service*</i>	<i>Adequate or Better than Required (%)</i>	
	<i>Female</i>	<i>Male</i>
Determining property market values for tax purposes and providing an appeals process	83.2	74.9
Registering voters and conducting elections	98.4	94.7
Issuing vehicle registrations, titles, and license plates	96.4	90.7
Prosecuting criminal cases	88.0	85.7
Providing medical investigation of all deaths not resulting from natural causes	98.8	94.2
Maintaining, operating, and providing events at The Ranch, Larimer County Fairgrounds and Events Complex	97.8	93.7
Establishing and enforcing child support orders	70.3	89.8
Managing nontraditional land use programs, such as clustering homes, to encourage the preservation of open space	79.4	92.1
Coordinating and planning the current and future transportation needs of the county	58.8	70.3

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

Table 12: Significant Differences in Gender on Communications

<i>Do you have internet access?*</i>	<i>Female (%)</i>	<i>Male (%)</i>
Neither	11.1	8.6
Work only	2.9	4.0
Home only	45.7	31.1
Both	40.4	56.3

<i>Website services</i>	<i>Female (%)</i>	<i>Male (%)</i>
Pay taxes and update property information		
Know it's available	51.7	48.1
Know but haven't used	39.2	36.4
Used	9.2	15.4
Sign up to receive county information		
Know it's available	45.2	53.8
Know but haven't used	48.4	39.4
Used	9.2	6.7

<i>Sources used to find out about the county</i>	<i>Female (%)</i>	<i>Male (%)</i>
Signs, posters, flyers, video, DVDs	20.2	15.8

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

Table 13: Significant Differences in Age on Importance of Services

<i>Service *</i>	<i>Younger**</i>	<i>Elder</i>
Providing public health services such as immunization clinics, tracking infectious disease, home visits, and health screenings	2.30***	2.45
Providing information and services to senior citizens such as home delivered meals and energy assistance	2.23	2.39
Providing long term care and medical and financial assistance to those in need	2.09	2.25
Providing support services to military veterans	2.21	2.49
Determining property market values for tax purposes and providing an appeals process	2.26	2.44
Collecting property taxes and keeping records of property tax bills and payments	2.20	2.49
Registering voters and conducting elections	2.47	2.59
Issuing vehicle registrations, titles, and license plates	2.29	2.50
Recording and maintaining official records such as real estate deeds and marriage licenses	2.29	2.49
Prosecuting criminal cases	2.58	2.69
Providing a temporary place for juveniles in conflict with law enforcement or in conflict with their families	2.32	2.16
Providing medical investigation of all deaths not resulting from natural causes	2.15	2.33
Establishing and enforcing child support orders	2.20	2.42
Maintaining parks and open lands such as Horsetooth Reservoir and The Devil's Backbone	2.42	2.24
Providing land use planning, zoning enforcement, and building inspections	2.14	2.32

* All services significantly different at 90% confidence based on independent samples means difference

$$t = \frac{(\bar{x}_1 - \bar{x}_2)}{s_{\bar{x}_1 - \bar{x}_2}}$$

test:

** Younger = those under 40, Elder=those older than 49

*** 3 = Highly important, 2 = Important, 1 = Not so important

Table 14: Significant Differences in Age on Performance of Services

<i>Service*</i>	<i>Adequate or Better than Required (%)</i>	
	<i>Younger**</i>	<i>Elder</i>
Providing landfills, recycling programs, and other solid waste management systems (not including trash collection)	91.8	96.8
Providing long term care and medical and financial assistance to those in need	60.0	87.7
Providing residential and nonresidential treatment for mental health and substance abuse problems	54.5	81.9
Maintaining, operating, and providing events at The Ranch, Larimer County Fairgrounds and Events Complex	96.4	92.9
Maintaining parks and open lands such as Horsetooth Reservoir and The Devil's Backbone	94.0	99.1

*group differences based on
$$\chi^2 = \sum_{i=1}^n \frac{(\text{observed} - \text{expected})^2}{\text{expected}}$$
; tested at 90% confidence
 ** Younger = those under 40, Elder=those older than 49

Table 15: Significant Differences in Age on Communications

<i>Do you have internet access?*</i>	<i>Younger (%)**</i>	<i>Elder (%)</i>
Neither	.9	22.9
Work only	2.7	3.6
Home only	27.7	55.0
Both	68.8	18.6

<i>Are you aware of the Larimor.org website?</i>	<i>Younger (%)</i>	<i>Elder (%)</i>
Yes	76.6	54.1
No	23.4	45.9

<i>How easy is it to find information on Larimer County?</i>	<i>Younger (%)</i>	<i>Elder (%)</i>
Easy	42.6	39.0
Neither easy nor difficult	44.4	55.9
Difficult	13.0	5.1

<i>Website services</i>	<i>Younger (%)</i>	<i>Elder (%)</i>
Find voter status and information		
Know it's available	44.0	22.7
Know but haven't used	28.6	52.0
Used	27.4	22.3
Renew vehicle registrations		
Know it's available	58.3	40.5
Know but haven't used	32.1	40.5
Used	9.5	18.9
Review property values and sales		
Know it's available	34.1	26.3
Know but haven't used	25.9	42.1
Used	40.0	21.6
Reserve a campground site		
Know it's available	53.6	35.6
Know but haven't used	26.2	54.8
Used	20.2	9.6

Purchase a parks pass		
Know it's available	55.3	41.9
Know but haven't used	36.5	54.1
Used	8.2	8.1
Search for and apply for a job with the county		
Know it's available	21.2	27.4
Know but haven't used	52.9	68.5
Used	25.9	4.1

<i>Sources used to find out about the county</i>	<i>Younger (%)</i>	<i>Elder (%)</i>
Newspapers	74.1	84.3
Direct Mailings	32.1	47.9
News features and interviews on radio and TV	18.8	30.0

*group differences based on $\chi^2 = \sum_{i=1}^n \frac{(\text{observed} - \text{expected})^2}{\text{expected}}$; tested at 90% confidence
 ** Younger = those under 40, Elder=those older than 49

Table 16: Significant Differences in Income on Importance of Services

<i>Service*</i>	<i>Lower Inc**</i>	<i>Higher Inc</i>
Providing public health services such as immunization clinics, tracking infectious disease, home visits, and health screenings	2.52***	2.32
Providing employment and training services for all employers and job seekers, including economically disadvantaged youth and the hard-to-employ	2.19	1.93
Helping the hard-to-employ move from temporary assistance to the permanent workplace	2.15	1.95
Providing information and services to senior citizens such as home delivered meals and energy assistance	2.43	2.33
Providing long term care and medical and financial assistance to those in need	2.42	1.98
Providing residential and nonresidential treatment for mental health and substance abuse problems	2.14	2.01
Providing support services to military veterans	2.46	2.25
Providing extension education in food safety, nutrition, family economics, 4H youth development and gardening	1.88	1.66
Communicating with residents about county services	2.16	1.98
Determining property market values for tax purposes and providing an appeals process	2.32	2.46
Maintaining, operating, and providing events at "The Ranch" Larimer County Fairgrounds and Events Complex	1.72	1.59

* All services significantly different at 90% confidence based on independent samples means difference

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

test:

** Lower income = those earning less than \$50,000 per year, Higher income = those earning \$50,000 per year or more

*** 3 = Highly important, 2 = Important, 1 = Not so important

Table 17: Significant Differences in Income on Performance of Services

<i>Service*</i>	<i>Adequate or Better than Required (%)</i>	
	<i>Lower Income**</i>	<i>Higher Income</i>
Providing foster care, adoption, and other child protection services	92.6	82.7
Providing extension education in food safety, nutrition, family economics, 4H youth development and gardening	87.1	98.0
Maintaining, operating, and providing events at The Ranch, Larimer County Fairgrounds and Events Complex	91.1	97.4
Providing land use planning, zoning enforcement, and building inspections	96.9	89.2

$$\chi^2 = \sum_{i=1}^n \frac{(\text{observed} - \text{expected})^2}{\text{expected}}$$

*group differences based on ; tested at 90% confidence

** Lower income = those earning less than \$50,000 per year, Higher income = those earning \$50,000 per year or more

Table 18: Significant Differences in Income on Communications

<i>Do you have internet access?*</i>	<i>Lower Income (%)**</i>	<i>Higher Income (%)</i>
Neither	21.5	2.5
Work only	5.0	2.5
Home only	52.9	30.0
Both	20.7	65.0

<i>Are you aware of the Larimor.org website?</i>	<i>Lower Income (%)</i>	<i>Higher Income (%)</i>
Yes	51.8	74.4
No	48.2	25.6

<i>Website services</i>	<i>Lower Income (%)</i>	<i>Higher Income (%)</i>
Renew vehicle registrations		
Know it's available	45.0	60.4
Know but haven't used	40.0	26.2
Used	15.0	13.4
Review property values and sales		
Know it's available	39.3	27.5
Know but haven't used	42.6	25.5
Used	18.0	47.0

<i>Sources used to find out about the county</i>	<i>Lower Income (%)</i>	<i>Higher Income (%)</i>
News features and interviews on radio and TV	32.5	21.5

$$\chi^2 = \sum_{i=1}^n \frac{(\text{observed} - \text{expected})^2}{\text{expected}}$$

*group differences based on ; tested at 90% confidence

** Lower income = those earning less than \$50,000 per year, Higher income = those earning \$50,000 per year or more

Table 19: Significant Differences in Location on Importance of Services

<i>Service *</i>	<i>Inside City Limit</i>	<i>Outside City Limit</i>
Providing long term care and medical and financial assistance to those in need	2.17**	2.02
Recording and maintaining official records such as real estate deeds and marriage licenses	2.38	2.56
Operating the jail for all of Larimer County (including the cities in the county)	2.42	2.55
Providing alternatives to jail such as work release programs, community service, and home detention	2.18	2.39
Maintaining non-city roads and bridges	2.36	2.53

* All services significantly different at 90% confidence based on independent samples means difference

test:
$$z = \frac{(x_1 - x_2)}{s_{x_1} - s_{x_2}}$$

** 3 = Highly important, 2 = Important, 1 = Not so important

Table 20: Significant Differences in Location on Performance of Services

<i>Service*</i>	<i>Adequate or Better than Required (%)</i>	
	<i>Inside City Limit</i>	<i>Outside City Limit</i>
Helping the hard-to-employ move from temporary assistance to the permanent workplace	81.6	60.0
Providing extension education in food safety, nutrition, family economics, 4H youth development and gardening	97.4	87.5
Communicating with residents about the county	72.5	62.6
Registering voters and conducting elections	98.2	93.3
Establishing and enforcing child support orders	86.9	60.0
Maintaining parks and open lands such as Horsetooth Reservoir and The Devil's Backbone	98.1	92.8
Maintaining non-city roads and bridges	87.7	76.8
Responding to non-city public safety problems and enforcing laws	95.7	86.7
Providing land use planning, zoning enforcement, and building inspections	92.6	88.9

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

Table 21: Significant Differences* in Location on Communications

<i>How easy is it to find information on Larimer County?</i>	<i>Inside City Limit (%)</i>	<i>Outside City Limit (%)</i>
Easy	41.2	33.3
Neither easy nor difficult	50.0	53.3
Difficult	8.8	13.3

<i>Website services</i>	<i>Inside City Limit (%)</i>	<i>Outside City Limit (%)</i>
Purchase a parks pass		
Know it's available	46.4	55.6
Know but haven't used	45.0	37.5
Used	8.6	6.9

<i>Sources used to find out about the county</i>	<i>Inside City Limit (%)</i>	<i>Outside City Limit (%)</i>
News features and interviews on radio and TV	27.2	20.2

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

Appendix 1: Mail Survey



Larimer County Citizen Survey

Important Instructions

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

If you have any questions about how the survey should be filled out, please contact Dave Gilliland at 970-491-5224. Please answer every question on this survey. If you do not have enough information to provide an answer, just circle the "Don't Know" response.

The survey should take you no longer than 10 - 15 minutes to complete. When you are finished, please mail it to Colorado State University in the envelope provide.

Section 1: The Importance of County Services

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

This list represents services that are offered everywhere in Larimer county, including within the city limits of all cities in the county.

	Not So Important	Important	Highly Important	Don't Know
Providing public health services such as immunization clinics, tracking infectious disease, home visits, and health screenings.....	1	2	3	DK
Conducting restaurant inspections and other services related to food safety and water quality.....	1	2	3	DK
Providing landfills, recycling programs, and other solid waste management systems (not including trash collection)....	1	2	3	DK
Providing employment and training services for all employers and job seekers, including economically disadvantaged youth and the hard-to-employ.....	1	2	3	DK
Helping the hard-to-employ move from temporary assistance to the permanent workplace.....	1	2	3	DK
Providing information and services to senior citizens such as home delivered meals and energy assistance.....	1	2	3	DK
Providing long term care and medical and financial assistance to those in need.....	1	2	3	DK
Providing residential and nonresidential treatment for mental health and substance abuse problems...	1	2	3	DK
Providing support services to military veterans.....	1	2	3	DK
Providing foster care, adoption, and other child protection services.....	1	2	3	DK
Providing extension education in food safety, nutrition, family economics, 4H youth development and gardening.....	1	2	3	DK
Communicating with residents about county services	1	2	3	DK
Determining property market values for tax purposes and providing an appeals process.....	1	2	3	DK

	Not So Important	Important	Highly Important	Don't Know
Collecting property taxes and keeping records of property tax bills and payments.....	1	2	3	DK
Registering voters and conducting elections.....	1	2	3	DK
Issuing vehicle registrations, titles, and license plates.....	1	2	3	DK
Recording and maintaining official records such as real estate deeds and marriage licenses.....	1	2	3	DK
Prosecuting criminal cases.....	1	2	3	DK
Operating the jail for all of Larimer County (including the cities in the county).....	1	2	3	DK
Providing alternatives to jail such as work release programs, community service, and home detention....	1	2	3	DK
Providing a temporary place for juveniles in conflict with law enforcement or in conflict with their families.....	1	2	3	DK
Providing medical investigation of all deaths not resulting from natural causes	1	2	3	DK
Maintaining, operating, and providing events at The Ranch – Larimer County Fairgrounds and Events Complex....	1	2	3	DK
Establishing and enforcing child support orders.....	1	2	3	DK
Providing animal control services.....	1	2	3	DK

Section 2: The Performance of County Services

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

	Inadequately	Adequately	Better than Don't Required	Know
Providing public health services such as immunization clinics, tracking infectious disease, home visits, and health screenings.....	1	2	3	DK
Conducting restaurant inspections and other services related to food safety and water quality.....	1	2	3	DK

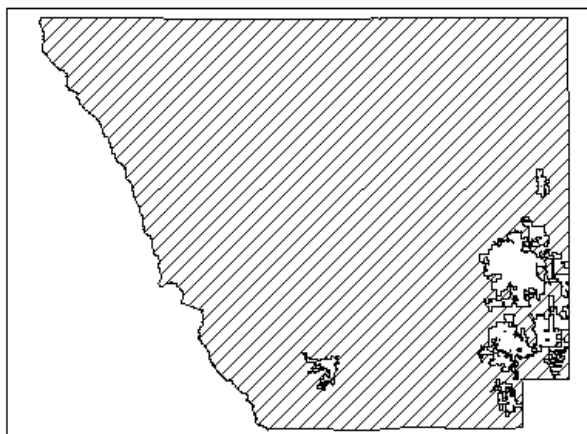
	Inadequately	Adequately	Better than Don't Required	Know
Providing landfills, recycling programs, and other solid waste management systems (not including trash collection).....	1	2	3	DK
Providing employment and training services for all employers and job seekers, including economically disadvantaged youth and the hard-to-employ.....	1	2	3	DK
Helping the hard-to-employ move from temporary assistance to the permanent workplace.....	1	2	3	DK
Providing information and services to senior citizens such as home delivered meals and energy assistance.....	1	2	3	DK
Providing long term care and medical and financial assistance to those in need.....	1	2	3	DK
Providing residential and nonresidential treatment for mental health and substance abuse problems....	1	2	3	DK
Providing support services to military veterans.....	1	2	3	DK
Providing foster care, adoption, and other child protection services.....	1	2	3	DK
Providing extension education in food safety, nutrition, family economics, 4H youth development and gardening.....	1	2	3	DK
Communicating with residents about county services	1	2	3	DK
Determining property market values for tax purposes and providing an appeals process.....	1	2	3	DK
Collecting property taxes and keeping records of property tax bills and payments.....	1	2	3	DK
Registering voters and conducting elections.....	1	2	3	DK
Issuing vehicle registrations, titles, and license plates.....	1	2	3	DK
Recording and maintaining official records such as real estate deeds and marriage licenses.....	1	2	3	DK
Prosecuting criminal cases.....	1	2	3	DK

Operating the jail for all of Larimer County (including the cities in the county).....	1	2	3	DK
	Inadequately	Adequately	Required	Know
Providing alternatives to jail such as work release programs, community service, and home detention.....	1	2	3	DK
Providing a temporary place for juveniles in conflict with law enforcement or in conflict with their families.....	1	2	3	DK
Providing medical investigation of all deaths not resulting from natural causes	1	2	3	DK
Maintaining, operating, and providing events at The Ranch – Larimer County Fairgrounds and Events Complex.....	1	2	3	DK
Establishing and enforcing child support orders.....	1	2	3	DK
Providing animal control services.....	1	2	3	DK

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

If so, please briefly tell us why you rated the service as you did. _____

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



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

	Not So Important	Important	Highly Important	Don't Know
Maintaining parks and open lands such as Horsetooth Reservoir and The Devil’s Backbone.....	1	2	3	DK

	1	2	3	DK
	Not So Important	Important	Highly Important	Don't Know
Maintaining non-city roads and bridges.....	1	2	3	DK
Responding to non-city public safety problems and enforcing laws.....	1	2	3	DK
Providing land use planning, zoning enforcement, and building inspections.....	1	2	3	DK
Providing protection and rescue from wildfires and forest fires.....	1	2	3	DK
Managing nontraditional land use programs, such as clustering homes, to encourage the preservation of open spaces.....	1	2	3	DK
Coordinating and planning the current and future transportation needs of the county.....	1	2	3	DK

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

	Inadequately	Adequately	Better than Don't Required	Know
Maintaining parks and open lands such as Horsetooth Reservoir and The Devil’s Backbone.....	1	2	3	DK
Maintaining non-city roads and bridges.....	1	2	3	DK
Responding to non-city public safety problems and enforcing laws.....	1	2	3	DK
Providing land use planning, zoning enforcement, and building inspections.....	1	2	3	DK
Providing protection and rescue from wildfires and forest fires.....	1	2	3	DK
Managing nontraditional land use programs, such as clustering homes, to encourage the preservation of open spaces.....	1	2	3	DK
Coordinating and planning the current and future transportation needs of the county.....	1	2	3	DK

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

Section 4: Some Information About You

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

12. In what zip code do you live? _____
2. Do you live inside the city limits or outside? Inside Outside
3. How long have you lived in Larimer County? _____ Years
4. Consider when you try to find any type of information from Larimer County. In general, how easy is it to find information?
- It is easy to find information from Larimer County
 - Finding information from Larimer County is neither particularly easy nor particularly difficult
 - It is difficult to find information from Larimer County
5. Do you have personal access to the Internet at home or at work?
- neither at work at home at both home and work
6. Are you aware of the Larimer County website – www.larimer.org? Yes No (skip to question 9)
7. Below are several services that are available from the Larimer County website. Please tell us the extent you may have used these services on the Larimer County website.

	I didn't know this was available on the web	I knew this was available but I haven't used it	I have used this service
Find voter status and information.....	1	2	3
Renew vehicle registrations.....	1	2	3
Pay taxes and update property information.....	1	2	3
Review property values and sales.....	1	2	3
Reserve a campground site.....	1	2	3
Purchase a parks pass.....	1	2	3
Sign up to receive county information.....	1	2	3
Search for and apply for a job with Larimer County.....	1	2	3

8. Besides the services above, can you tell us how else you have used the website? _____

9. Besides the website, what other sources of information do you use to find out about Larimer County (*please check all that apply*)?

- newspapers
- friends, neighbors, and co-workers
- county programming on cable television
- direct mailings from the county
- news features and interviews on radio and television
- signs, posters, flyers, videos, and DVDs from the _____ county
- other sources such as: _____

Regarding newspapers, which paper(s) provides you with the most reliable source of information about Larimer County? _____

10. How old are you?
- less than 20
 - 20 – 29
 - 30 – 39
 - 40 – 49
 - 50 – 59
 - 60 – 69
 - 70 – 79
 - 80 or over

11. What is your total household income (gross, pre-tax)?
- less than \$15,000
 - \$15,000 – 29,999
 - \$30,000 – 49,999
 - \$50,000 – 100,000
 - more than \$100,000

12. What is your gender? female male

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

Appendix 2: Examples of Online Version of Survey

Example of introductory page

Thank you for agreeing to take this important survey

Important Instructions
The officials of Larimer County wish to know how you feel about the services they provide. Understanding your views allows them to offer the best level of service possible.

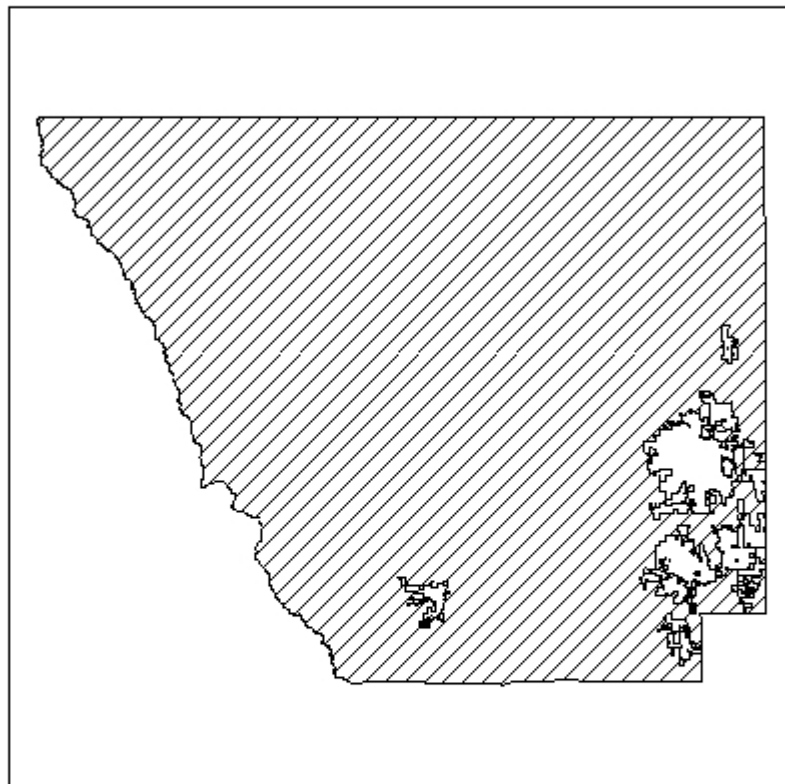
The instructions in the survey should be self-explanatory. Please answer every question on this survey. If you do not have enough information to provide an answer, just click "Don't Know". Should you have any questions about the survey please contact Dave Gilliland at 491-5224.

The survey should take you no longer than 10 - 15 minutes to complete. After you submit the survey the data will be held on a third party server. Neither your name, nor individual answers will ever be revealed. Your email address is secure. It cannot be used for any marketing purposes nor emails of any kind.

We greatly appreciate the time you are taking to support Larimer County!

Example of Importance-based questions

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



How important are these services to you?

	Not so important	Important	Highly important	Don't know
Maintaining parks and open lands such as Horsetooth Reservoir and The Devil's Backbone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining non-city roads and bridges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responding to non-city public safety problems and enforcing laws	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Example of Performance-based questions

How well does the County perform these services?

	Inadequately	Adequately	Better than required	Don't know
Prosecuting criminal cases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operating the jail for all of Larimer County (including the cities in the county)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing alternatives to jail such as work release programs, community service, and home detention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing a temporary place for juveniles in conflict with law enforcement or in conflict with their families	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing medical investigation of all deaths not resulting from natural causes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining, operating, and providing events at The Ranch – Larimer County Fairgrounds and Events Complex	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Establishing and enforcing child support orders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing animal control services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Example of Open-end Question

Referring to all of the services listed so far you may have rated one or more as Inadequate. If so, please briefly tell us why you rated the service as you did.

Example of Online Communications Question

Below are several services that are available from the Larimer County website. Please tell us the extent you may have used these services on the Larimer County website

	I didn't know this was available on the web	I knew this was available but I haven't used it	I have used this service
Find voter status and information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Renew vehicle registrations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pay taxes and update property information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review property values and sales	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reserve a campground site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchase a parks pass	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sign up to receive county information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Search for and apply for a job with Larimer County	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appendix 3: Phone Recruitment Script

Hello, is XYZ there?

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

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

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

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

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

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

Appendix 4: Commissioners Letter

Dear Larimer County Citizen:

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

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

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

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

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



Glenn Gibson, Larimer County Commissioner, Chair



Randy Eubanks, Larimer County Commissioner



Kathay Rennels, Larimer County Commissioner

Appendix 5: Letter from Researchers

Dear Larimer County Citizen:

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

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

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

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

David I. Gilliland, Ph. D.

Appendix 6: Open End Comments

Transportation and Traffic

Transportation planning needs to include entire county - not just Ft. Collins & areas immediately adjacent.

need to provide more transportation between small towns.

Take leadership in RTA

there is no convenient/usable way to take a bus/train to other Front Range cities, without requiring hours to go just a few miles away.

We need to become much more proactive on planning & building transportation that is not completely dependent on automobiles, ie trains, buses, etc. Bicycles are fine except what about bad weather & people unable to ride a bicycle.

Involvement with regional transportation poor.

More bus routes!!!

Way too much growth & traffic problems.

We need better bus service. More routes. 7 days a week, and running later in the evening.

The bus system in Ft Collins is utterly ridiculous. I haven't figured out whether understanding it requires a genius or an idiot.

Lets put the planning on hi speed and quit arguing with other areas & get going on construction of roads (county & city)!

The roads the Estes park are too crowded and should be expanded or add alternative routes.

We need to invest more in road maintenance and strategy transportation planning / management.

The roads in my neighborhood are in bad shape.

The cities of Ft. Coll., Lvlld, Windsor and Greeley need to set politics aside and get down to business on creating a master transportation plan before 23020 - Enough already!

Plus if we had better transportation I could take the bus places instead of using my cars.

The transportation systems need to be improved, with much better cooperation between the city & counties in this area - the bridge across I-25 to Windsor is TERRIBLE.

I wish you would enforce the noise ordinance on Motorcycles!!!!

Transporting inadequate because mass transit needs are not being addressed.

Take leadership role in regional transportation

There is plenty of transportation talk but there is no action

It is my opinion our traffic congestion is getting worse! I believe authorization for continual building should be more selective until the transportation needs are met.

Our traffic has increased significantly with the overwhelming growth. Growth has escalated but little is being done about the traffic. I do not view growth in a negative manner, but our transportation systems isn't keeping up with the growth that has taken place.

Many county roads and major thoroughfares are woefully inadequate and inadequately maintained. County should use participation in council of governments to bring cities together on main therefore upgrades and on county roads grading and dust control needs improvement.

Only feel that some areas may be overlooked where some people would benefit having transportation

I don't know of any transportation plan for the county.

Transportation not being addressed with other government agencies.

My husband works at a facility outside the city limits. When there is a snow day it seems that one side of the city is (the non-covered outside of city limits section) turns into an arctic zone according to him. Services shut down. I absolutely think it is time that the county connect better transportation systems, a train or metro, to other cities as well as larger cities. For example, a bullet train along the I25 corridor as well as metro commuter train along Mason. With gas prices sky rocketing it is not acceptable for excuses for lack of better transportation.

I think that more emphasis needs to be made toward developing and implementing mass transit that is frequent and expensive

Honestly, it appears to me that our city planners are more concerned about "round about" and visual aesthetics than they are with traffic patterns altogether. The east/west traffic is a joke. Unless you are traveling in a north/south traffic, you can count on hitting every single red light between CSU stadium and I-25 - regardless of the time of day. / / I realize that this is within the city limits but I had to say it

Current and future transportation needs of Larimer County seem to be getting lost in area politics. Our roads are inadequate to handle the volume of traffic, both current and anticipated. It is time to approach mass transit with a common goal in mind!

The area is in need of public transportation across the front range that is convenient and affordable. Like many others, I commute to other Northern Colorado towns and wish I had an alternative to my car.

Too much transportation planning seems to be centered around the automobile. Provide better alternatives. Encourage County employers to offer van-pools to employees, so that each person is not driving. / / Law enforcement should monitor bike lanes more effectively. Cars often break the law, encroaching on Bike Lanes. / / Vehicle emissions and vehicle noise ordinances ought to be enforced. These disturbances make cycling and walking less pleasant. / / Tax the automobile user more for driving. Currently, a lot of SALES TAX money (mostly funds from the State General Fund) is used for road repair, so that the cyclist pays an inordinate share, especially when one considers that they are not wearing down the road at all. Too many Politicians, including our Commissioner, put out false information about this funding, saying that cyclists "should pay more for road use", when in reality, the exact opposite is true.

We do not have a regional transportation authority thanks, in large part, to the Fort Collins City Council and not as much blame to the Larimer County Commissioners. / /

1. There has been major sprawl near I-25 corridor, that used to be rich farm land. I don't want to see us lose too much farm land to development. / / 2. I would love to see more public transportation between Estes, Masonville, La Port, Fort Collins, Loveland and into Longmont. I live near Masonville and would love to take the bus into town, but have opportunity to do so.

In my opinion, there should be a public transit method to get to DIA and Denver from Larimer County. There isn't, so coordination of transportation needs is inadequate. I recognize that other public entities (e.g. City of Fort Collins) are involved too, and so perhaps the blame is not wholly the county's.

Centers is a mess as far as traffic goes. Transportation should have been better planned before Centerra was built.

We must have public transportation in the I-25 Corridor to Denver. It is criminal that we can not get to Denver on Public Transportation. Yes, a train but that won't happen in my life time. / What about a bus that would leave from I-25 and Harmony. It could stop at I-25 and Highway 34 and the Longmont exit. Even if lets me off at the 120th park and ride where I could get RTD. What century is this that one can't get to Denver on Public Transportation. Don't make the highway wider, just let me have a bus that leaves every hour. How hard can this be!!!!!!!!!!!!

The new bridge and road between HT Reservoir and Masonville seems to be a bit much ... and not necessarily needed

coordination with other counties on transportation plans is severely lacking. don't try to reinvent the wheel. just copy what someone else has done and made work. Look at Portland's planning priorities. pedestrians first, bikes second , cars last. get cars off the road and give people incentives to do this.

The transportation needs are just not addressing the growing population in our county. Whether its mass transit or roads, more resources need to be devoted to these tasks.

Mass transit is not a FUTURE transportation need, but a current one that is sorely unmet. The city provided bus system is minimal (Loveland and Fort Collins) and there is no system outside of that to speak of

Transportation is key to Larimer Counties future and economic development. Currently the county along with the city road planning is horrible. As we grow and add subdivisions we still have old 2 lane roads to travel on.

Too many high density traffic on 34, west and east.

I25 Northern corridor Hwy 3 lane expansion or RTD needed. Larimer county is stagnate! Needs to commit to this vision.

Transportation issue in Fort Collins are not in the best interest of the citizens and surrounding communities. Constant arguing delays this crucial service.

Transportation is so important and the need to conserve resources is very important.

I rated the transportation needs as inadequate because the time came long ago to join forces with cities and other counties to enter into transportation districts capable of providing mass transit and other forms of traffic congestion release and you and the other entities merely squabble with each other or reach an agreement to disagree.

They need to plan more transportation for people who don't want to drive to Denver and other cities. If you build more roads it just means more cars.

Seniors need more transportation that they can afford

Support for Disadvantaged

Need more/better foster care & oversight!

Too many children fall thru the cracks; too many criminals get too much time in jail before being sent to prison - too many delays; not enough staff to pursue delinquent parents

Our health care system is woefully inadequate to help those people who are "sick" enough to not be able to hold a high paying benefit inclusive full time job. Sick man mean undereducated as well as mental & physical problems.

High functioning autistic "looks" normal, but need advocate. Once placed little or no follow-up. No intervention on performance with employer.

I'm sure there are dead beat Dads out there.

Need more/better foster care & oversight!

Quite frankly I'm disgusted with the turn around for finding help for the homeless mentally ill. 3-6 months just to find some type of housing is ridiculous.

There are no inpatient programs for mental health situations in children under the age of 12. They are sent to Children's hospital in Denver which adds another burden for their families at a time when they are already highly stressed.

As a teacher I have had contact with child protection and the services are inadequate.

The need is so profound, for residential treatment. Needs exceed the resources.

To much is put into internet use. Most elderly have no access or poor!

There should not be any reason that the child support would be collected even if it means working on the feds on interest support so parents don't fee the state so as not to pay support

Not enough social workers for the case loads.

Understaffed re: supervision of the prisoners bailed out

I understand mental health services are not available to many who need help.

Providing jobs that are better than restaurant business for people that are convicted felons is very important to the economy.

// More than ever before we have major challenges in helping young people get past, through, etc. some grave problems that challenge families, their physical and emotional health. We are seeing a grave waste of lives. There is a financial impact to schools, police, health services, jobs, family finances and stability with these challenged kids. We need some creative mentoring options, not just lumping the kids with others that are off track. All that does is reinforce the non-conformance and negative behavior. Let's put the kids to work where they can learn to contribute to others, feel some sense of accomplishment, be intellectually challenged, given an opportunity to feel a part of something bigger than their little world. Give them the problem of designing the program that would change their lives. // This applies to many in jails and prisons also. They may be there for abuse and parole violations caused by abuse, lack of discipline, knowledge, and there / isn't enough training and support, challenge for them to get past the sense of failure that drives the addictions. The kids in the above paragraph will be the adults in this one without proper intervention. // If one out of every 100 people in the U.S. is in prison....we're not solving the problems with prison. We're spending instead of investing. I'd love to see Colorado get creative about this.....more working farms for organics, construction training and work, beautification, community factories, different type of housing for sentences that incorporate real work, education, etc. Stress education. They learn allot in prison and none of it is beneficial to // In Pompeii a convicted person was given three days to determine what work they wanted to do during their sentence. Then they were "auctioned" publicly for that work. The "buyer" had to house, feed, care for and incorporate the criminal into their household and community to effect a restored person to the community at the end of the sentence. We live in a larger community than Pompeii with considerably more issues, but the concept of restoration, body, mind and spirit. Today, sentenced people rarely have restoration, just recidivism in their future. // Good opportunity for a University study....Let's put Larimer County on the map for changing the future.

Need to give juvenile a more helpful temporary place.

Medical system is so badly prioritized at all levels, state, city, county, fed. The masters case is so hard to type as adequate jail "crowding" could be alleviated with more adequate services available.

I am concerned about PTSD issues resulting from our current war in the middle east and about excessive use of scarce resources, jail, for minor drug related crimes in lieu of other treatment

I don't think that this county or even the nation as a whole provides adequate support to transient for metal health

Financial assistant in the case of severe medical conditions is not available for middle class.

There is a lack of funds and facilities for the people who need mental help. Same for the druggies. The problem youths need help. I know first hand the drug program saved one youth, but the drug problem overwhelms the system

There are not enough dollars to provide services for the need.

there are too many people in LC not paying child support and they need to do this. It would save the county loads of money in that we wouldn't have to provide so much help to those who aren't paying their way.

I think that the child protection process favors the biological parent and not the child. I think that the children's needs are the only ones that should be considered. Any 6 year old who is afraid of everything, including his mother should not be left in that home. I understand that emotional abuse and neglect are difficult to prove, but the system should err in favor of the child.

Now that we have the Ranch, we have to maintain it, but it would have been a better investment to improve mental health and substance abuse programs to keep people out of jail.

I am unaware of any county services that provide residential services for substance abuse within the county if the person is not involved within the foster care system. I think this is an area of great need within our county and would like to see more services available for people experiencing substance abuse so that we can decrease the amount of drug abuse in Larimer county.

I have been under employed for three years. I have worked with the Work Force office and I don't feel that they do enough to help people who can't get hired in spite of their best efforts. I've lived in other cities that did a much better job

Tax Assessment

Difficult to do in this economy-property values change

The county highly overestimated the value of my property. I'd say the formula process needs work.

No matter what, you'll do this first! (referring to collecting property taxes).

Property tax should not increase more than 5% in any given period. Buffer property value increases to prevent financial problems to home owners.

Property taxes should be determined by the last sale price not a guess by assessors. Appeals are handled by county commissioners - they aren't real estate experts they are politicians.

overevaluated on some homes for taxes. Not all homes evaluated the same in an area.

Real estate appraisal seems to be a problem for a number of people.

There have been issues in the process of arriving at valuation that seem unfair and inconsistent.

Poor property tax evaluation.

Not fair hearings about market value on property.

One of the inadequate questions hit home with my family situation. It was in regards to property taxes. We moved here about 1 1/2 years ago and purchased a home. To us at the time our property taxes were fair. As we looked at our neighbors, ours was very inflated. We did protest as did our neighbors. Our taxes stayed the same and theirs, which was undervalued at the time was lowered even more. Some neighbors protested 2 and 3 times and their taxes continued to go down. / / One of our neighbors has a home exactly like ours, although they had a shop built on their property, which should have increased their taxable value. They were still taxed tens of thousands of dollars less. / / It seems something should be done so taxes are even across the board and not some getting a great deal and some being unjustly taxed.

I feel like the assessed valuations are a one size fits all approach and the county staff is not sympathetic to listening to reasons why their comparables don't work for specific cases.

Property tax values on my property are consistently higher than the market suggests they should be. I appealed one year and got a small reduction, but I have not had time to appeal this year, and the current valuation is too high.

Property tax assessments in The Estes Valley do not fit the model of evaluation established by the county. Every two years, as a real estate broker, I spend countless hours assisting residents in compiling relevant data to protest assessments. There has to be a better way to evaluate unique properties like most found in Estes Valley.

I recently reviewed tax records and found that the square footage on my home and others in this neighborhood are incorrect. They do not reflect what is on my title that was filed with the courthouse.

I think the home appraisal process is terrible. The assigned value is never realistic. Now that values are dropping, will our appraisal drop? Will our taxes go down?

Property taxes don't seem to be consistent

I feel since homes have gone down, taxes should too.

Appeal process seems to favor the privileged. Hard to participate for general layman.

Major issue with tax values on property.

Property values appeal: too rigid.

Personal experience with county employment service not helpful. Find the property tax/market value process needs to be improved presently has lots of faults, including inaccuracies in valuation, faulty records online.

The assessing office is a joke. My house is taxed at more than it is appraised for and we have contested.

Do not think the assessor is competent regarding assessments

Property values have not been properly assessed based on realities of the real estate market. Fair market value is not nearly the same as assessed value on many homes.

Property taxes seem to be done without being aware of upgrades and changes done to the properties only what the values are around them.

I marked the property tax determining values and an appeals process as inadequate because the appeals process portion does not work well at all. If you can get an appeal heard, which is difficult and even if you win your appeal, which is rare, the same error will occur the following year.

Our property assessment has been wrong and appealed several times. It should not be wrong in the first place. The process to appeal seems a bit overwhelming and confusing.

there needs to be another way to access property values....our property taxes doubled - we haven't done any new updates...just new development around us. / / / my husband and I have other issues but are too busy working 7 days a week just keeping up with the bills.

Home assessments are poor. They don't look at complimentary sales in the neighborhoods thoroughly. They tend to over assess above the inflation rate, even in a soft market. The Appeals process is a joke. If assessments were thorough, the appeals process wouldn't be used as much. / / A better communication to the taxpayer, as to what comps were used to determine the value should be provided with the assessment. All the taxpayer gets is a subjective number - usually way too high. / / The assessment should also consider the age of homes. An older home requires more maintenance. The homeowner pays for this Maintenance, which helps to keep the County neighborhoods attractive. Then the county turns around and taxes him like it's a new home.

It seems that properties may be over valued during assessment in order to increase taxes collected

/ Taxes on property is not even close to being realistic. For example, I just sold a house in Loveland. It was \$38,000 less than what the county is taxing me at. The new house that I bought is now rated (If I recall) \$30-40,000 more than I paid for it only 6 months ago. Protesting this does very little good.

After the past few years of raising property values and then dropping them so dramatically tells me someone doesn't know what their doing.

The property tax system is a sick joke.

Communications

Very few sr. citizens are aware of the county home delivered meals or that energy assistance is available. The jail should be prioritized. Creating awareness about what county services are available in Loveland has never been adequate.

Sec. 4 #4: I have worked in the Human Services and have provided information & referral to county & city residents for yrs and I know where to get the info. Given the 3's of citizens who seek out this info or don't know where to find the info. Or wht is available - much more communication is needed.

Many residents do not know what services are provided by the county - Possibly a nw resident packet could be made available.

There were so many lines where I had the answer "don't know" that I had to think the communication about services was inadequate.

Unless one has Internet, its difficult to know about co. services. Things are slowly improving at the fairgrounds (using this term loosely) & air time is still to impersonal and user - unfriendly.

Need better communication about provided services.

Most if not all so called services I don't know about and don't care about.

There are many services the county provides that I don't know about or haven't used. There is not enough communication.

Never receive any info on county services provided.

Communication is #1 on anything

Encouraging and educating and inform voter. As a senior citizen (disabled), I have not known of any of the services for seniors need a way to let seniors know of these resources

If I have received information on the many county programs, I have not paid much attention.

These are mostly things I am not informed about.

I'm sure the county has a lot to offer but only information is through the paper. I would like to see clear communication be it by paper or mail.

I rated the question regarding communication with the citizens as inadequate because I honesly don't know all the things the county can do. I am very involved with the City of Loveland, but I don't know much about the county side of government. / / I suspect there are a lot of people in a similar position. I would like to know more about the county services without having to make a bunch of phone calls.

I don't really know much about what services the county provides so they haven't communicated those very well to me. Perhaps I would feel differently if I were in need of those services and went looking for them.

Communicating- I just feel like I haven't heard much about what the county is doing.

Lack of general knowledge about county services including my household which suggests that communication could be improved. If indeed the county is performing these services I frankly don't know, generally speaking some of the services are provided by city, county or state, but would like to know.

I have not heard about some of these services so I don't feel communication has been adequate.

Once I moved to the county, no one informed me of my duties. I had to find out everything for myself.

Communicate good and bad more.

Don't see enough info re: these in the news

I really have not seen anything about county services unless I have used directly through my work or personal needs.

Communicating with residents about county services / / I rated this low because I am not aware of many services and what they are doing. It could be that the service is publicized and I am not aware of it.

The county does not communicate the full agenda that commissioners face or the services that are provided because of statute as well as those provided by the county at the discretion of the commissioners. Compared to the city the county government is a secret!

I am not aware of receiving communication about services offered by the county unless it is something I was looking for myself. In other words, I don't recall receiving unsolicited information.

I don't even know how to find out what services the county provides.

If anything, I mostly don't know how well you provide most of the services listed.

Because most of the services listed I have not heard much about. Communication of these services could be much better.

I was not informed that I needed to be registered to vote TWO MONTHS before the caucuses in order to participate. That was underpublicized.

the dissemination of information to the people that need it is inadequate.

Communication: Since I rated some items as 'Don't know' ... duh!

Communicating Services is inadequate - except for the newspaper, what other ways are services communicated?

Inadequate communication of Larimer County services: I have little of no knowledge of what is done and how well. Is a newsletter needed? If the County wishes me to qualify efforts, I must have more information than what I get from the newspaper (which is crisis based), as some/most services do not impact me, or my family, directly.

I've lived in this county for years, and hardly knew of many of these services.

I think it is lack of funds. You need more publicity of your needs so that voters will approve more funding.

Roads and Bridges

re roads, etc. It seems every time there is new paving and blacktop - which takes a long time, then, along comes the painted marks showing where it will be broken up for sewers or something else - who is planning this? - poor sequence to say the least.

roads in southern Larimer County seem to be sometimes neglected

Choosing to pave Stove Prairie Rd has turned it into a dangerous speedway.

Most maintenance on county roads is "dust inhibitor" application. Good when dry - terrible when wet. Many co. roads could have been paved with less money than the constant re-application of "dust inhib." especially 72 & 74 (Ow Canyon). It would be a service to know when the co. roads will be greased up so as to avoid using them and having an alternative route. Having to re-route on the way to work uses more fuel and makes a day frustrating.

Taft Ave. south of Rd. 16 is in bad shape & so is Rd. 16 between Garfield & Taft. Don't know if that is county or city.

Specifically, I-70 is in terrible shape (potholes, etc). And the Windsor exit needs to be completely re-modeled.

Our roads everywhere are a disgrace!

I live outside the city limits. There are potholes all over my neighborhood. They have been there for over a year now. Ruining my cars. I have called to complain and nothing is done. This is East Ridgecrest and Hawthorne Rds.

There are many roads in poor shape. Better public transportation needs to be provided in a more coordinated fashion between the cities and the counties.

Too much deferred road and building maintenance.

I have observed many county roads that are in desperate need of repairs.

County roads in poor shape.

Most are olds and in disrepair. Beyond design life can't handle the traffic.

Many roads are a wreck.

And don't get me started on the roads, they are terrible in some places.

Non-city roads and bridges need more work

they didn't listen to us about a road they had promised would be maintained, then didn't do it.

the county roads are horrible . better care needs to be done. pot holes abound everywhere.

much of our road and bridge structures are old and inadequate.

I have property in the county and feel that the road that it is on should be paved. In particular the Pingree Park Road which is used by CSU and Sky Ranch which is a dust bowl in the summer and fall.

The county does a Horrible job with the roads in the county, especially roads in the mountains...You pay huge property taxes, in the mountains and get NOTHING in return! (we have land in Crystal Lakes)...Why should we pay so much and our roads are sometimes barely drivable.

A dirt road northwest of Berthoud is always rough and like a washboard, seeming like it's not maintained at all.

Non-city many of the dusty roads are impossible to use during certain parts of the year.

I travel the "country side" from time to time and there are several areas where the roads really need some attention. I realize they cannot be everywhere at once, but some of the places never seem to see the county at all.

Most roads are kept up.

We truly need bigger and more road signs. Everywhere not those little hanging signs over the intersections but large road signs before the intersection. Also roundabouts should not have obstructions in the center to hide approaching cars (Ziggler).

Open space/development/zoning

Certainly hope for the preservation of open space and wildlife, and no more roads, curtail automobiles and traffic instead.

Too many houses being built everywhere when there are lots of existing homes for sale.

Land use panning (clustering, smart growth, etc) is ok but sure could be improved.

The county does an ok job at preserving open space...but the clustering only applies to those with average or below average incomes ...the wealthy may do as they please, when the please...

Developers have their way and the quality of life suffers for all of us as population increases.

Damming the Poudre is the wrong decision - limit growth instead!

Stop wasting so much money on open space

Too much building going on. Little open land and many houses.

Planners do not communicate with and work with private land owners. It seems planners would rather appease the wishes of developers.

Open space is great but seems to be a #1 consideration and priority when it shouldn't be.

Don't even get me started with the number of buildings and business that have entered Loveland and Windsor.

The zoning and zoning enforcement is spotty all over the county giving many places a Ma and Pa Kettle appearance.

Inadequately staffed planning departments slow down development to the point where developers are looking elsewhere. / Nontraditional land planning methods are too far and few between. These are not encouraged through incentives or similar methods but rather vaguely mentioned at all

There are too many condos permitted in Estes Park

I believe your planning or zoning agency gives OK's for projects clearly not in the land use codes, such as a business getting bigger and allowing them to expand 3X the size as before. In a rural area, a business not dealing with agriculture should not be allowed to get that big.

Homes and land use N. on 287, starting at Walnut becoming too dense.

Just look at where homes are being built in the country. Open spaces are being filled w/sprawling housing developments and on scenic ridges and picturesque natural areas. I have lived in the county for 24 yrs. and it has been like living in the wild west. People move to the country so they can do whatever they want on and around their property. Burning outside, shooting off fire arms, stockpiling old cars, tires, equipment, having numerous barking dogs, letting animal manure grow to mini mountains, etc...

Masters, the DA

Prosecuting criminal cases - Tim Masters - Enough said!

The recent circumstance of inadequate lead follow-up and inadequate DNA testing put an innocent person in prison. This should not happen. Am sure that the County will be expecting a suit for damages on this, and a sick and guilty person is at large.

The results of the case against Tim Masters raises doubt about the investigation and prosecution of all criminal cases in Larimer County.

Tim Masters

criminal cases not adequately followed up on.

The county waste money by dragging out the process and allowing contract attorneys too much leiniency.

It is beneficial for prosecutors and law enforcement to refrain from over zealous behavior and stick only to evidence. It's a bit disturbing to see and learn of the loss of trust during these recent set of circumstances.

Criminal cases documented in the newspaper appear to be lacking in fair and effective handling.

Prosecuting criminal cases takes too long

Tim Masters what a disgusting disregard for his life and not looking at the complete picture.

Need stronger, more severe prosecution of felons and illegal aliens, including adequate jail time.

The prosecution of the Masters case raises serious questions about the past conduct of the district attorney's office

I believe that the DA's office has done a poor joh prosecuting people for crimes in some cases. This is based upon what I have read n the paper

Animal Control

Have called animal control several times for stry animals and no one ever comes or they don't answer the phone.

Animal Control- Have you ever heard a good report about animal control?

People in county who have noise complaints about dogs should not get other neighbors to also complain. If a person gets complaints then county should do something permanent about dogs & cats. Limit of 2 adult dogs & 2 cats not 3!

animal control isn't known as "the dog Nazi" for no reason

With animals is seems pet owners get benefit of the doubt although their animals may present a noise menace or threat to the neighborhoods

Very hard to get a prompt response for animal control issues.

Animal Control- off leash animals are a big problem. Once when I called about a dog roaming out front of my house, I was asked to contain the dog at my house until animal control arrived. If the dog were dangerous, this would not seem an appropriate request.

Animal control fails to enforce rules for chronic nuisance barking county had not enforced rules against junkyards in residential area.

Animal control is a joke. They sit at your gas station and then try to lure dogs out of their yards. If some unemployed guy needs something to do he can call in a complaint, and then we have to take time out off from work to go to court. They won't even respond to calls about skunks and coons. A dead skunk once lay on Wood st for a week before they even picked it up-- and they drive down that street every day. These comments cover a couple a decades, but i've neither seen nor heard of any improvement.

Jail/public safety related

Jail is overfilled with too many problems and no help.

Keeping criminals in jail make for a safer community. Attention to good youth i.e., 4-H then all the attention to juvenile delinquents.

The county sheriff is not doing a good job. He needs to go!!

I understand the jail needs more funds for adding more employees

Inmates should be doing more labor that the county is paying for during home detention.

There has been a lot of negative publicity about the management of the jails.

I am concerned about the staffing of the sherrif's office. Although I think they are doing a good job, I am concerned about staffing levels.

we are putting too much money into jail services. put up a tent in a field and watch people. that would be sufficient.

I think the county is too soft on violent criminals, and is too hard on petty criminals. It seems the detention system is only working to become a profitable industry. It currently sets up petty criminals to fail through the cost of fines, classes, courses, etc.

Have you ever tried to get the Sheriff's office to respond? I have and it takes a long time especially at night. This is not the Sheriff's fault as they are terribly under-funded.

Law breakers are everywhere.

Vets/Military Service

From what I read & hear from most of the service men & women I don't think they get enough help when they get out. Especially if they need lifetime help.

County communication and veteran assistance go hand in hand with problems I'm aware of.

Service men are complaining that they are not being treated properly or fair

Veterans deserve so much more from all levels of government.

Need good services to veterans' families and help returnees to adjust.

From what I read and hear on the news, they are neglecting the injured services for men and women

As a military veteran and retiree I have never been contacted or made aware of any services.

The county can never provide enough services to veteran's that have risked life and limb to provide for the safety of our country

Veterans not really the county's fault or problem.

DMV

Drivers license and car registration process seems very inefficient - we have been through this process in 3 states and Colorado is by far the least efficient.

Vehicle reg. is slow and painful.

DMV is over burdened in the fort Collins office. Should re-open facility in Loveland.

As for the license branch, we have avoided going into the office like the plague, you have to have a 1/2 day off of work to even consider going in.... it shouldn't cost you a 1/2 days pay to get a driver's license, etc.

DMV wait times are way beyond reasonable.

It is unacceptable to have to wait in a line for four hours in the DMV for an updated license when moving from another state into Colorado, ie since I am a Colorado Native. / / Furthermore it is in the dark ages to have to pay in cash!!! Any private company that operated as such would certainly go out of business. I really think that credit card payments should be available. / / In addition, I think that it's ridiculous that the DMV be exclusively Ft. Collins.

Vehicle Registration always seems to take multiple hours of sitting in very uncomfortable chairs, and then the actual registration only takes a couple of minutes. Plus we always have to take off work to do it Title and plates. Have you tried to get this? It's a joke.

Waste/Landfill/Recycling

Need more recycling stations and pick-up service. Driving from Estes Park to the valley is necessary for many items.

It is not easy to recycle.

Landfill: It's too expensive also the one on Wilson and first street is not versatile, i.e.. Don't accept many items.

Landfill is overpriced and inconvenient to many residents. Lower prices, increase # of transfer stations

Recycle centers should be enforced. Loveland does a wonderful job, but Fort Collins really needs this. Fort Collins, claims it's the tree capital but does not allow yard recycling. Most people tend to throw this or recycle stuff away because it is not offered, or enforced recycling

Parks/Recreation

New parking lot at Horsetooth Mountain Park seemed to be an unnecessary waste of money

I think that the new marina idea at Carter Lake is a great addition, but the rest of the plan...not so much. I really think the one thing that would be most helpful is a couple of extra feet of pavement for the cyclist, at least when they are going uphill. The public bathroom there was much needed. Thanks for that.

quit wasting so much money on parks. how much does it cost to have a lazy ranger sitting at the park entrance collecting dues. Get that ranger into the park walking, biking I don't care. randomly check that people have paid. make a hefty fine for those that decided to not pay. all this extra camping facilities is a load of crap. pitch a tent.

Parks are too fee oriented. One shouldn't have to pay to go swimming.

Ranch

The Ranch is probably my biggest pet peeve in Larimer County. We had a wonderful old fashioned county fair at the old fair grounds and now that they have the new fair grounds they don't remember how to put on an old fashioned fair. They built a complex that could have been a financial windfall with time, but the GREEDY ruined the county fair and it would take a miracle to get the general public to have FAITH in the fair again

Events at the ranch don't run as smoothly as they could when an unexpected glitch occurs.

I feel the Fair Ground Events Center should be a private enterprise also its too far from Loveland

Could the Fairground be privatized?

General Comments

Very important to us: maintaining, increasing bike paths, bike lanes!

For the 4-H Extension Website

Loveland is the step-child of the county.

Your process sucks for people in outlying areas like Estes Park!

The 4H program should not be charged for use of arenas, meeting rooms, etc.

Concessions should be open to all Lar. Co. companies.

building inspections for people. We have to pay for an inspection.

Next time you do this, please hire people from Larimer county to do the calling instead of people from Idaho!!

Voting is always a hassle either I don't get my mail in ballot or the people at the poles won't believe I didn't get it.

This survey was a waste of time. It should be obvious to everyone the county spends too much time and money on social programs. People should do for themselves. Have a nice day.

Historically believe budgets for these services have been reduced or not fully funded.

Beetle killed trees are a future problem & threat. Sheriff's fire service needs expansion to meet threat.

Not always polite or will come when called

4-H could use a boost

Not enough food safety inspectors to adequately inspect restaurants.

Registration is great voting day procedures with down machines are poor.

County is missing the boat not injecting concern for protection and longevity of Ft. Collins. Loveland airport. When we lived in the area 1971-83 the county supported Ft. Collins in gaining a major improvement and land acquisition to improve and protect this great asset. Where are they now when recent price indicates a loss to private money interests.. It will be a sore loss to the entire area.

Incidents of medical investigation of all deaths needs to be more detailed as to caused.

Would like to have written info to refer to re: your questions-(we do not have a computer and are not online).

I think too much effort and expense are expended in all those marked 3 (*this refers to the 'better than required'*). These are all areas to reduce government and expenses/taxes

I marked inadequate on restaurant inspection because you do not have the money to hire enough inspectors to cover Larimer county as frequently as this should be done.

Medical investigation of deaths must be accurate and conclusive.

Scott Doyle has done an excellent job with elections, except he failed to correct the bias in using evangelical churches for vote centers in the 2004 election

Remote location, population and demographics of the Estes valley make it difficult for the county to justify providing many services; so local organizations are complementing county efforts.

It is not the counties duty to encourage voter registration. It is the responsibility of the person to be involved and aware of political issues. Simply registering and voting along party lines is irresponsible. Voters need to be fully informed before voting. IT IS the responsibility of the county to provide a means to vote.

I have to say, I have been blessed not to have used any services from the county. I'm using the assumption, I don't hear anything bad, so it must be good. I have not had any issues with the different departments that I have had contact with. It's a good county overall.

I would love to see more support for education around raising and preserving of food locally.

The remote location of the Estes Valley requires that law enforcement and emergency services be handled locally

Within the limitations of the county budget, the engineering department does a good job. / / The planning department's special review process needs staff with training in mining practices and noise measurement to perform adequate reviews of mining activity. Outside consultants who are supposed to be impartial are often very cozy with the miners.

The county should focus more on preventing fires of illegal campers not people who have a right to be there. For the past 4-7 summers there is always a fire ban-even if it has rained and rained. It is not the home/land owners who will start a fire, it is the illegal camper....Let's not punish the law abiding citizens who want to have a camp fire.

Larimer County Planning Department is poorly managed. There is no sense of customer service from the top down. Larimer County lost a large use-by-right redevelopment project in a currently zoned area due to the planning departments apathy. They indicated that they would take up to a year to process an application for a permit. This is probably the WORST service available anywhere along the Front Range. This property is currently being annexed into Berthoud to avoid county apathy. / / The building department is substantially better. They provide the best service they can within their means.

Do something to save Staples Farm!!!

County regulations have not been effectively enforced with regard to David Gurtler's junkyard in a residential neighborhood. Unsightly blight on neighborhood has damaged property value, growth and livability.

am not very familiar with what my tax dollars are doing in Larimer County or Fort Collins

Appendix 7: How Larimer.org is used

Property issues/Maps

Looking up variances on property in our area.

Property search

Review property ownership

property records and overviews of city aerial mapping

I am a professional land planner, so I use the planning section and it's documents extensively. I also use the assessor maps extensively.

property maps / / ownership information

GIS and assessors page

maps

Zoning codes

land values - tax records -ownership

Building permits when we built our home; scheduled inspections

appraisal work

As a part of my job, I have searched LC tax and real estate records. I have obtained bulk sales reports from assessor/treasurer

researching Larimer county land use code

property mapping

I use the GSI mapping info, lot location, area ownership information, building codes, commissioner meeting minutes, Board of Adjustment info, development department documents and schedules, document recordings, etc.

real estate issues

There have been neighborhood improvement projects proposed around here. I've used the parcel map to try to get a feel for values & exact locations.

Searching for a general topic (not a specific service)

research for a project on healthcare in a masters program

We needed to find out what our resources were to have someone have to cover a large bad check written to us

Adoption papers for our adoption

I have looked up noxious weed information county open space plans

Info about pest control, from insects to rodents and larger mammals. Info about noxious weeds and diseased. Ex. West Nile

Did look into animal control once when the dog went missing

Finding out my voting number

Research services and names of officials

I have used the website to access info about programs for seniors through the office on aging

Info about pest control, from insects, spiders, snakes to rodents and arger mammals. Info about noxious weeds and diseases (e.g. west nile etc

Answer animal/pet questions (shelter & codes).

Kinship/foster care questions. Suspecion of child abuse/neglect questions, adoption questions.

Usually to get voter info -- precinct locations, etc.

for Weather updates / to connect to the Online Libraries

to go to library site

I treid to find information regarding county planning meetings and couldn't.

Recreation/Parks/Open Lands

find recreation opportunities

Information about county staff and also Parks and Open lands

Bicycling information

I have used the site to look at plans for the county parks. I have also made comments.

Poudre Fire and sheriff updates on fires and other emergencies.

Natural resources- Parks and trails- the website is quite extensive and well done

Natural resources - Parks & trails

To look for events, open space management plans.

Waste/Recycling

checking landfill info

recycling info

Recycling information

recycling locations

Check landfill-hours and material accepted

To find recycling info

Searching for a specific service

To look up food safety laws and regulations about agricultural production

I have used the website to access information for using the county courts.

Records search for documents in the clerk and recorders office.

Services available for seniors and the disabled

I use 211 and the office on Aging community resource guide. These are both excellent resources

Extension office

Browsing for general information

To get general news about what's going on in the county

Just to look before we moved.

find events going on in community

gathering general information

information

Just browsed around & followed things that caught my interest at the time.

Just to look. Before we moved

Public Safety and Related

I was looking for sexual offenders

sex offender info

Police Reports and Extension Office

Police reports

Job/Employment Related

Job searching mostly

For general information and workforce programs

Job search

Other

To receive data about BCC decisions.

I have never used the website. Didn't even know what is on it. Now I will, thanks.

Helped county solve a code compliance issue

I have applied for labels, stickers, printouts of everyone living in PWS for property owners association

GH rules and regulations

To complain about the fence you built along the railroad.

Research, rules & regulations

To check when offices are open, address, etc.

The webcam is excellent!! I check it from other parts of the country to see how much snow has been falling and whether I should call someone to clear the walks

I very rarely use the Internet so have only gone into the voter status page