



City of Laramie Survey, 2012

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City of Laramie Survey, 2012

By

W. Trent Holder, Assistant Research Scientist
Bistra Anatchkova, Ph.D., Manager, Survey Research Center

With the assistance of
Tyler Hopkins, Assistant Research Scientist
Brian Harnisch, Assistant Research Scientist
Shinze Kato, Assistant Research Scientist

Wyoming Survey & Analysis Center

University of Wyoming
1000 E. University Ave, Dept. 3925
Laramie, WY 82071
(307) 766-2189 • wysac@uwyo.edu
<http://wysac.uwyo.edu>

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Table of Contents

1. Executive Summary	6
2. Introduction	8
2.1. Background.....	8
2.2. Organization of this Report.....	8
3. Methods	9
3.1. Survey Design and Administration	9
3.1.1. Questionnaire Development.....	9
3.1.2. Questionnaire Revisions	9
3.1.3. Sample Design.....	9
3.1.4. Survey Administration.....	9
3.2. Response Rates and Margins of Error	10
3.3. Data Compilation and Analysis.....	10
4. Demographics.....	10
5. Discussion of Survey Results.....	13
5.1. Quality of City Services	13
5.1.1. Summary of results for Quality of City Services.....	20
5.2. Interaction with City Employees.....	22
5.3. Perceptions of City Problems and Personal Safety	26
5.4. Citizen Opinions of City Government and City Service Fees.....	28
5.5. Information Sources used by City of Laramie Residents for City Government Activities.....	29
5.6. Current Issues facing City Government – Bus System	31
5.7. City of Laramie Residents’ Priorities for City Funds Allocation.....	33
6. Breakdowns by Select Background Variables	34
6.1. Cross-tabulations by Housing Status.....	34
6.2. Cross-tabulations by Residence Location	35
6.3. Cross-tabulations by Employment Status.....	36
6.4. Cross-tabulations by Length of Residence	38
6.5. Cross-tabulations by Age.....	39
6.6. Cross tabulations of Question 6 Items by Select Background Variable.....	40
Appendix A. Frequency Distributions	43
Appendix B. Volunteered Comments and Responses to the Open-Ended Question.....	92
Appendix B.1. Additional Volunteered Comments.....	92
Appendix B.2. Responses to Question 17	94
Appendix C. Survey Instrument.....	112
Appendix D. Laramie Areas Map	116

List of Tables

Table 6.1.1. Cross-tabulations by <i>Housing status</i> .	34
Table 6.2.1. Cross-tabulations by <i>Residence location</i> .	35
Table 6.3.1. Cross-tabulations by <i>Full-time employed vs. not full-time employed</i> .	36
Table 6.3.2. Cross-tabulations by <i>Students vs. non-student</i> .	36
Table 6.3.3. Cross-tabulations by <i>Retired vs. non-retired</i> .	37
Table 6.4.1. Cross-tabulations by <i>Length of Laramie residence</i> .	38
Table 6.5.1. Cross-tabulations by <i>Age</i> .	39
Table 6.6.1. Cross-tabulations question 6 by <i>Housing Status</i> .	40
Table 6.6.2. Cross-tabulations question 6 by <i>Age</i> .	41
Table 6.6.3. Cross-tabulations question 6 by <i>Full-Time Employed, Student, and Retired</i> .	42

List of Figures

Figure 4.1. Distribution of respondents by area.	11
Figure 4.2. Age of Respondents by Mode	12
Figure 4.3. Housing Status of Respondents by Mode	12
Figure 4.4. Employment Status of Respondents by Mode	12
Figure 5.1.1. Fire fighting.	13
Figure 5.1.2. Fire prevention.	13
Figure 5.1.3. Ambulance service.	14
Figure 5.1.4. Disaster preparedness.	14
Figure 5.1.5. Enforcement of traffic laws.	14
Figure 5.1.6. Crime prevention.	14
Figure 5.1.7. Garbage collection.	15
Figure 5.1.8. Landfill (dump) services.	15
Figure 5.1.9. Street maintenance and repair.	15
Figure 5.1.10. Street cleaning.	15
Figure 5.1.11. Snow removal (major streets only).	16
Figure 5.1.12. Storm water drainage.	16
Figure 5.1.13. Sewer services.	16
Figure 5.1.14. Water quality.	16
Figure 5.1.15. Reliability of water flow.	17
Figure 5.1.16. Park appearance and maintenance.	17
Figure 5.1.17. Recreation programs.	17
Figure 5.1.18. Land use, planning and zoning.	17
Figure 5.1.19. Code enforcement (weeds, junk, etc.).	18
Figure 5.1.20. Animal control.	18
Figure 5.1.21. Building permit services.	18
Figure 5.1.22. Disabled access (city facilities, parks, etc.).	19
Figure 5.1.23. Disabled access (public streets, sidewalks, etc.).	19
Figure 5.1.24. Curbside Recycling.	19
Figure 5.1.25. Mosquito Control	19
Figure 5.1.1.1. City services rated by responses as <i>excellent</i> or <i>good</i> .	20
Figure 5.1.1.2. City services ranked by responses as <i>not so good</i> or <i>poor</i> .	21
Figure 5.2.1. City departments of most recent interaction	22

Figure 5.2.2. Positive ratings of city departments.....	23
Figure 5.2.3. Positive ratings of the Police Department.....	23
Figure 5.2.4. Positive Ratings of the Fire Department.....	24
Figure 5.2.5. Positive Ratings of Public Works.....	24
Figure 5.2.6. Positive Ratings of Community Development.....	24
Figure 5.2.7. Positive Ratings of Parks and Recreation.....	25
Figure 5.2.8. Positive Ratings of Administration.....	25
Figure 5.3.1. Issues/topics perceived as <i>major problems</i> by Laramie citizens.....	26
Figure 5.3.2. Times when and locations where Laramie citizens feel <i>very safe</i> or <i>somewhat safe</i>	27
Figure 5.4.1. Citizen Opinions of City Government and City Service Fees.....	28
Figure 5.5.1. Citizens' sources of information on City of Laramie government activities.....	29
Figure 5.5.2. Citizens' sources of information on City of Laramie government activities by mode.....	30
Figure 5.5.3. Citizens' Gem City Bus use.....	31
Figure 5.5.4. Opinions on the Priority of Establishing a Bus System.....	31
Figure 5.5.5. Citizens' Preferences for Funding a Bus System.....	31
Figure 5.5.6. Citizens' estimated bus ridership by quarter.....	32
Figure 5.7.1. Citizen priorities for City funds allocation (<i>high priority</i>). *.....	33

City of Laramie Survey, 2012

1. Executive Summary

In fall 2011 the City of Laramie enlisted the Wyoming Survey & Analysis Center (WYSAC) to conduct the third iteration of the City of Laramie Survey. This mail survey was first conducted in 2006, and again in 2008. The Survey Research Center (SRC) of WYSAC fielded the current iteration during February and March of 2012. The purpose of this community survey is to assess levels of citizen satisfaction with services provided by the City, as well as to gather citizen perceptions, preferences, and attitudes about various issues relevant to the City of Laramie. Due to the iterative nature of this survey, it is possible to follow changes between all three survey administrations of the survey for a number of items. A total of 633 completed questionnaires (400 mail, 233 online) were received in 2012 yielding a margin of error of about plus or minus 3.85 percentage points at a 95% confidence level. Key findings of note are below.

- Of 25 City of Laramie services rated for quality by Laramie citizens, 12 received overall ratings of *good* or *excellent* by at least half of all respondents. Very similar to the results from 2008, the clear leaders are *fire fighting, ambulance services* and *park appearance/maintenance* each receiving ratings of *excellent* or *good* by 87%, 80% and 79% of all respondents respectively.
- The two City-provided services that were rated as *not so good* or *poor* by Laramie citizens are *street maintenance and repair* (65%) and *code enforcement (weeds, junk, etc.)* (47%), both of which were also rated lowest in 2008 as well as 2006.
- Ratings of *good* or *excellent* for personnel of the City departments with which citizens most recently had some interaction, based on four performance criteria, were as shown below. Results from 2008 are shown in parenthesis. Great caution should be used when evaluating changes, since these ratings are based on very small subsamples of all respondents and differences in many cases are well within the margin of error. All in all City departments are receiving very positive ratings from City of Laramie citizens. As can be seen the *Fire department* remains the clear winner on all counts. *Parks and Recreation* has improved notably on all four criteria and holds the second place across the board.

Knowledge	Responsiveness	Courtesy	Overall impression
Fire 100% (92%)	Fire 88% (92%)	Fire 100% (92%)	Fire 94% (92%)
Parks & Rec. 77% (63%)	Parks & Rec. 77 % (69%)	Parks & Rec. 79% (70%)	Parks & Rec. 74 % (67%)
Police 71% (77%)	Police 70% (74%)	Police 71 % (79%)	Community Dev. 71% (47%)
Administration 71% (69%)	Administration 67% (70%)	Community Dev. 71% (65%)	Police 66% (73%)
Community Dev. 64% (41%)	Public Works 60 % (62%)	Administration 69% (78%)	Administration 64% (68%)
Public Works 57% (69%)	Community Dev. 57% (38%)	Public Works 67% (73%)	Public Works 57 % (62%)

- The three items (of the 13 offered) that top the list of items perceived as *major problems* by Laramie citizens are *driving under the influence* (41%), *underage alcohol offenses* (38%) and *bicyclists following traffic laws* (31%) In a change from 2008 and 2006, four items are now perceived as a major problem by much fewer respondents: *loud vehicles, illegal drug use, nuisances* and *speeding and traffic violations*.

- As in 2006 and 2008, large majorities of Laramie citizens feel safe in their neighborhoods, in City parks, and downtown during the daytime; and in their own neighborhoods after dark. Most also feel safe downtown, in City parks, and Laramie greenbelts after dark.
- There was slightly less agreement in 2012 than in 2008 with the statement “*the fee I pay for City water is reasonably priced for the service I receive*” (37% vs. 43%) and a more pronounced decline in agreement with the statement “*The fee I pay for the City for garbage collection and disposal is reasonably priced for the services I receive*” (48% vs. 65). In all three years only less than half of Laramie citizens admit to have a good understanding of how their taxes are spent on City services, operations and capital projects.
- As in 2008 and 2006 also now, the three most-used sources for information about City government activities are *newspaper articles/advertisements, talking with friends and neighbors, and radio*. The use of the City of Laramie website as a source of information about City government activities has increased significantly, from 10% and 15% in 2006 and 2008 to 28% in 2012.
- As far as developing the Laramie bus system goes, a topic that was presented in a slightly different way in this year’s survey, current use, as reported, is quite low --92% report to have never used the Gem City Bus. On the other hand when asked what priority they would put on establishing a bus system, 72% of all respondents appear to feel that it is a *high or moderate priority* and only 14% believe that it is not a priority at all. Yet over half of all respondents indicated that they don’t anticipate using public transportation in Laramie at all, regardless of price. The funding source for maintaining a bus system preferred by most (45%) is tickets/fees.
- When asked to identify priorities for fund allocation, assuming funds were available Laramie citizens identified the following as their top five high-priority items for fund allocation: *maintaining infrastructure, preservation of water resources, street maintenance, ambulance service, fire protection, and police protection*, ranging from 63% to 46% of respondents giving them high priority.

2. Introduction

2.1. Background

In fall 2011 the City of Laramie enlisted the Wyoming Survey & Analysis Center (WYSAC) to conduct the third iteration of the City of Laramie Survey. This mail survey was first conducted in 2006, and again in 2008. WYSAC fielded the current iteration during February and March of 2012. The purpose of this community survey is to assess levels of citizen satisfaction with services provided by the City, as well as to gather citizen perceptions, preferences, and attitudes about various issues relevant to the City of Laramie. Due to the iterative nature of this survey, it is possible to follow changes between all three survey administrations for a number of items.

2.2. Organization of this Report

Section 1 (*Executive Summary*) contains an executive summary of the 2012 City of Laramie Survey. This summary addresses the purpose and general scope of the project, and presents results of particular interest.

Section 2 (*Introduction*) contains pertinent background information for the project along with a summary of the report organization.

Section 3 (*Methods*) addresses questionnaire development, the survey sampling frame, the data collection process, response rates, and data analysis.

Section 4 (*Demographics*) contains demographic information for survey respondents.

Section 5 (*Discussion of Survey Results*) contains a comprehensive discussion of the survey results complete with graphic presentation of the findings.

Section 6 (*Breakdowns by Select Background Variables*) provides breakdowns by relevant background variables. Several background variables are cross-tabulated with other relevant variables from the survey; those that merit attention and yield statistically significant differences are included.

The report concludes with four appendices:

Appendix A (*Frequency Distributions*) contains the comprehensive results from the 2012 *City of Laramie Survey*. Questions are presented in the order and with the phrasing used on the survey, and accompanying tables display raw frequency counts and valid percentage distributions for each survey item. When applicable the 2006 and 2008 survey valid percentage distributions are also included.

Appendix B (*Responses to Open-Ended Questions and Volunteered Comments*) presents the responses provided by survey respondents to all open-ended survey questions, those questions that invite *other* responses, and all volunteered comments from the 2012 survey.

Appendix C (*Survey Instrument*) contains the actual questionnaire used for the 2012 survey.

Appendix D (*Laramie Areas Map*) contains the map of Laramie areas used for survey item 11.

3. Methods

3.1. Survey Design and Administration

3.1.1. Questionnaire Development

The questionnaire used in the latest iteration of the City of Laramie Survey is based on the questionnaires developed and used in 2006 and 2008. The ability to track change over time was of the essence, so only critical changes or additions were made. The biggest change is the addition of a set of questions pertaining to the establishment of a public bus system in Laramie. By design, the survey is intended to gauge levels of satisfaction with City of Laramie services, as well as to gather opinions about other issues of importance to the citizens of Laramie, like perceptions of safety, considerations of issues that might be major problems, preferences for the allocation of resources. After the questionnaire got final approval by City of Laramie officials in early 2012, the survey instrument was formatted into an Optical Mark Recognition (OMR) scannable document using Teleform software and also programmed for online survey administration.

3.1.2. Questionnaire Revisions

Below is a list of revisions and additions to the 2012 questionnaire. Deletions are not listed.

- Question 1: Two items added (*curbside recycling* and *mosquito control*).
Revised wording of *storm drainage* to *storm water drainage*.
- Question 4: Three items added (*Driving Under the Influence*, *underage alcohol offenses*, and *bicyclists following traffic laws*).
- Question 5: Two items added (*In Laramie greenbelts during the day* and *In Laramie greenbelts after dark*).
- Questions 7 - 8c: Old questions removed and replaced with new battery of items regarding introduction of a bus system.
- Question 12: Question wording reworked.
Six items added (*energy efficiency of City owned properties*, *fire protection*, *ambulance services*, *code enforcement*, *encouraging business development*, and *fostering a sense of community and special events*).

3.1.3. Sample Design

The sampling frame for the survey included all households within the City of Laramie based on the following zip codes: 82070, 82072, and 82073. A probability sample of 1,800 mailable addresses from these zip codes was purchased from the Marketing Systems Group (Genesys), one of the leading national vendors specializing in the generation of scientific samples. There was no random selection of respondents within households; any adult household member who agreed to participate could complete the survey.

3.1.4. Survey Administration

WYSAC began the survey mailing sequence on January 27, 2012, when a notice letter authored by the City Manager was mailed to every household in the sample. This letter contained a link and login code allowing respondents to complete the survey online. About a week later the paper questionnaire accompanied by a cover letter authored by WYSAC was sent to all who had not responded with completed surveys online. The cover letter was inviting potential respondents to either complete the paper survey and mail it back in the postage paid envelope that was included in the mailing, or respond online. Approximately two weeks later, a reminder postcard was sent to all households in the sample who had not yet responded with completed surveys. Finally, about two weeks later a replacement questionnaire, accompanied by a reminder letter authored by WYSAC, was sent to those households from which a completed survey had not yet been received.

As paper surveys were returned to WYSAC, they were scanned using WYSAC's high volume scanners, eliminating errors that may occur from manual data entry and minimizing overall data recording errors. At the same time, responses to open-ended questions were carefully hand-entered and subjected to minimal editing for spelling and grammar.

3.2. Response Rates and Margins of Error

As mentioned above, the initial sample consisted of 1,800 addresses for households bearing City of Laramie zip codes. Of these, 135 were "returned to sender" and 5 were deemed ineligible leaving a total sample of 1,660 valid addresses. Survey data collection closed on March 26, 2012, by which date 633 completed questionnaires were obtained, for a final response rate of 38%. Of all completed surveys 233 (37%) were received online and 400 (63%) in the mail. Random samples of 633 yield margins of error of about plus or minus 3.85 percentage points with 95% confidence. At these levels and within this margin of error, it is appropriate to state that the results presented in this report accurately reflect the opinions and preferences of all Laramie households and thus can be generalized to the population of Laramie residents.

3.3. Data Compilation and Analysis

Once all paper questionnaires were scanned, a data set was compiled which was cleaned and properly labeled. Surveys completed online were compiled into a single data set, which in turn was cleaned and properly labeled. The two data sets were then merged into a single data set. Variables were recoded as necessary and appropriate, and frequencies were run on all variables. Missing values such as *Don't know* and *No answer* are excluded from the percentage calculations to yield valid responses. On *Mark all that apply* items, percentage totals may exceed 100%.

The differences observed by survey year were tested for statistical significance using collapsed response choice categories (i.e., *strongly agree* and *agree* were collapsed into *agree*). The overall Pearson chi-square test was run as appropriate. In all cases in which statistically significant differences were established (at the level of $p < 0.01$), there is a notation in the respective tables in *Appendix A*, indicated with ♦.

In addition, for the 2012 data, items of relevance were broken down by key background variables and the findings, if statistically significant (at the $p < 0.01$ level), are presented and discussed in *Section 6* of this report. The overall Pearson chi-square test was used for this analysis. Again collapsed response choice categories were used for this analysis.

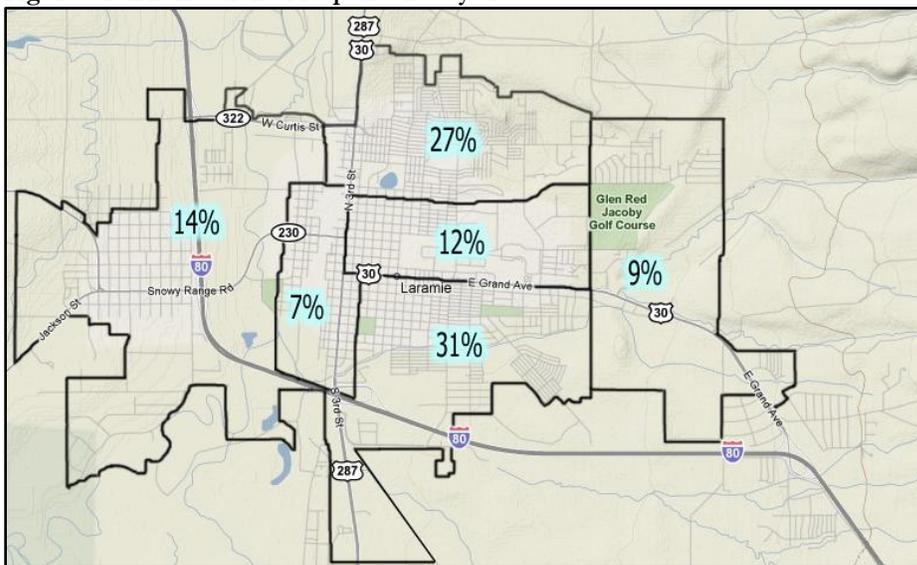
4. Demographics

Presented in this section is an overview of the results for the demographic items included in the 2012 survey. Demographic questions asked of Laramie residents provide checks of the representativeness of the sample obtained in the City of Laramie citizen survey. Adding the online version of the questionnaire as a mode of responding to the survey improved some of the demographics which were biased in previous year. We have now more younger people and more students in the sample than we had in previous years.

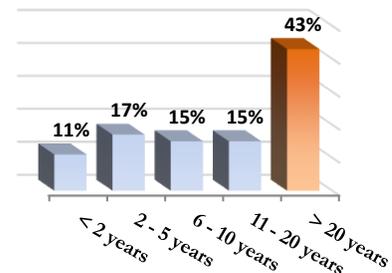
- In 2012, 90% of those responding to the survey stated that they live within the city limits of Laramie, compared to 88% in 2008 and 98% in 2006. This is a result of some Laramie zip codes also applying to addresses in Albany County, outside of city limits. The inclusion of those who live outside of the City limits is of value, as these individuals make use of and have opinions about City of Laramie services.

- In 2012, 66% of those responding to the survey were homeowners, a substantial decline from 89% in 2008 and 88% in 2006. Renters represented 32% of the sample in 2012 and 9% and 11% of the survey sample in 2008 and 2006 respectively.
- Employment status was asked as a *Mark all that apply* item, hence some overlap between categories (e.g., a person may be both a student *and* employed part-time; many other combinations possible). Most (56%) of respondents were *full time employed*, similar to 57% in 2008 and 59% in 2006. *Retirees* account for 21% of 2012 respondents (32% in 2008) and *part-time employed* for 12% (10% in 2008). The number of student respondents went up markedly in 2012 to 18%, compared to 3% (2008) and 4% (2006) in previous iterations.
- Respondents were asked to indicate, using areas delineated by City officials during questionnaire development in 2006, in which general area of Laramie they live (see Appendix D, *Laramie Areas Map*). As expected, the distribution of survey respondents by area generally corresponds to population densities for the various areas, with *South* (31%) and *North* (27%), the areas of greatest housing density, delivering the highest percentages of respondents. The *Downtown/West side* area had the lowest percentage, at around 7%, but still saw an increase from 2008 (4%) (Figure 4.1).

Figure 4.1. Distribution of respondents by area.



- Around 21% of Laramie citizens who responded to the survey were 25 to 34 years old (up from 5% in 2008), and another 21% were 55 to 64 years old (down from 29% in 2008).
- Less than half of respondents (43%) stated that they have been City residents for more than 20 years, a substantial decrease from 65% of respondents in 2008 and 60% in 2006. About 15% stated that they have lived in Laramie for 11 to 20 years. Respondents who have lived in Laramie for 10 or fewer years represent 43% of our sample (21% in 2008).



- Comparable percentages of respondents from every survey iteration had a bachelor’s degree or higher (59% in 2012, 60% in 2008, 62% in 2006). In 2012, 30% hold a graduate or professional degree, the highest percentage for this demographic. Only 2% have not graduated from high school.

As indicated, for this year’s iteration of the survey an online version of the questionnaire was introduced for those who preferred to respond online. Presented below are comparisons of the demographics of respondents by mode of data collection. Overall the demographic characteristics of respondents are fairly similar across the two modes. Home ownership and rental status are nearly identical for both paper and online respondents (Figure 4.3). One of the largest differences, shown in Figure 4.2, is for age of respondent, with the online mode (28% online vs 16% paper) having considerably more respondents in the 25 to 34 years age category while the paper mode has more who are 75 years old or older (11% paper vs 3% online). More retirees completed the survey using the paper questionnaire (26%) than online (13%). The reverse is true for students (16% paper vs 22% online) and full-time employed (54% paper vs 60% online) (Figure 4.4).

Figure 4.2. Age of Respondents by Mode

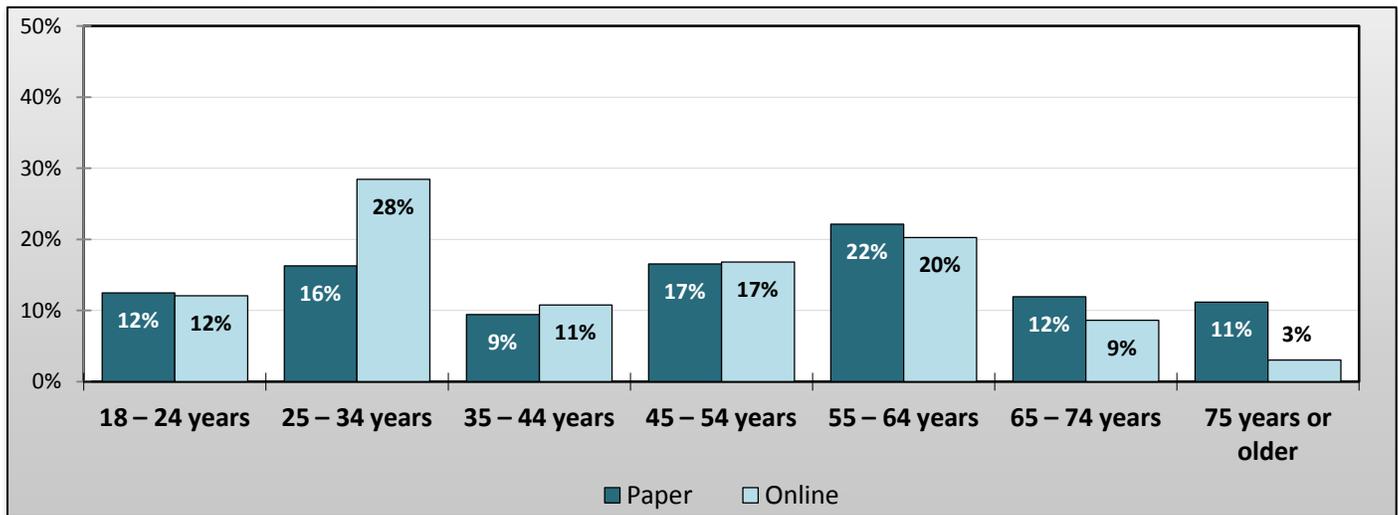


Figure 4.3. Housing Status of Respondents by Mode

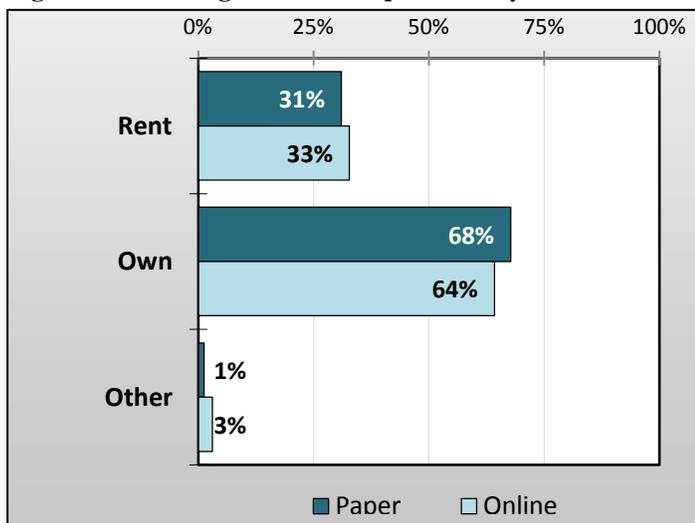
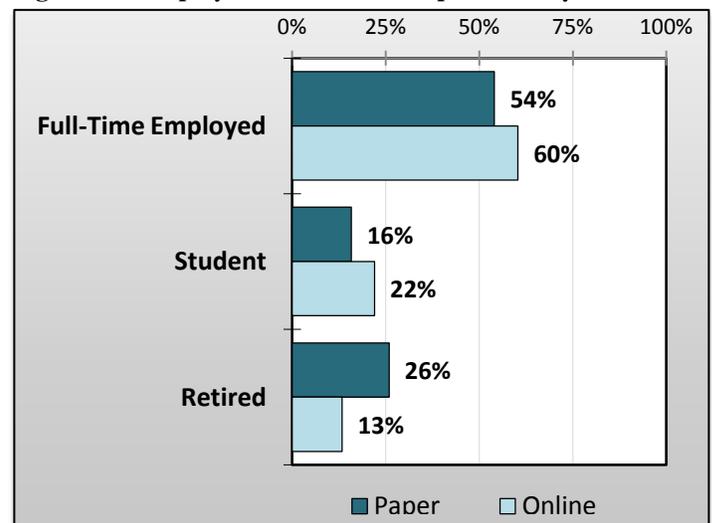


Figure 4.4. Employment Status of Respondents by Mode



5. Discussion of Survey Results

This section is divided into several subsections based on the separate items presented in the survey questionnaire.

5.1. Quality of City Services

The first series of survey items asks residents to rate the quality of a number of services provided by the City of Laramie using a five-point scale, with answer choices of *Excellent*, *Good*, *About average*, *Not so good*, and *Poor*. There were 25 separate services listed, two of which were added in 2012 (curbside recycling and mosquito control). Figures 5.1.1 through 5.1.25 below display the results for this survey series. These figures generalize the survey results, in that the response choices of *Excellent* and *Good* are collapsed into *Positive* and the choices *Not so good* and *Poor* are collapsed into *Negative*. The figures presented are a conservative representations of citizen ratings, in that *Neutral/Average*, in reference to City services, essentially indicates perceptions of adequate levels of service (i.e., neither *good* nor *not so good*).

Laramie citizens' ratings for the quality of both *fire fighting* and *fire prevention* has remained consistently high across all three survey iterations. Specifically, *fire fighting* is rated positively by 87% of residents, making it the most highly rated of all city services. *Fire prevention* is positively rated by nearly three-quarters of Laramie residents. Negligible percentages of residents rate these services negatively (Figures 5.1.1 and 5.1.2).

Figure 5.1.1. Fire fighting.

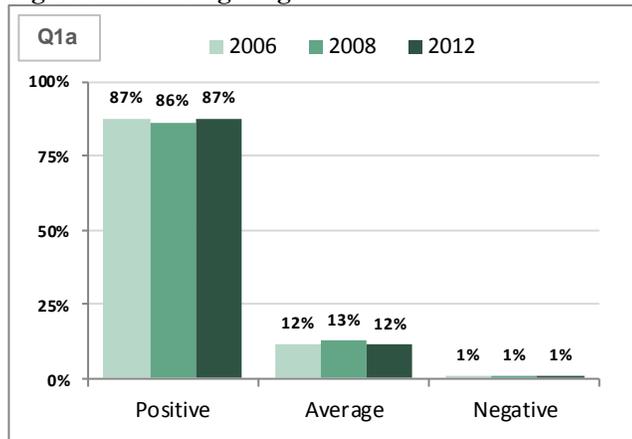
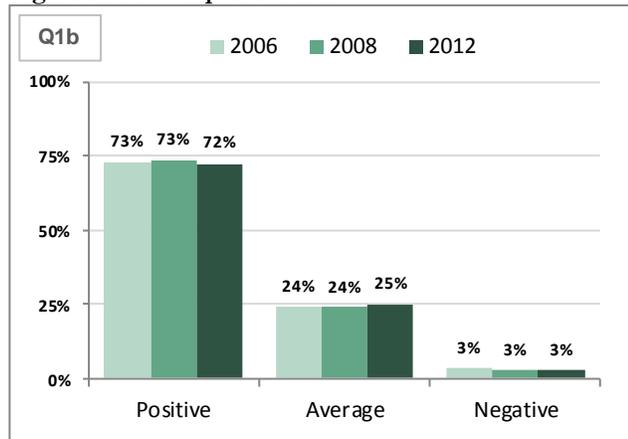


Figure 5.1.2. Fire prevention.



In 2012 *Ambulance service* as provided by the City of Laramie was rated positively by 80% of respondents, while 3% rated it negatively, which marks a slight worsening of the citizens' perception of that service (Figure 5.1.3). Still *Ambulance service* is the second-highest rated City service, behind *fire fighting*. Ratings for *disaster preparedness* have steadily increased over the years, with half of respondents rating it positively in 2012. The percentage of citizens who rated *disaster preparedness* negatively decreased 5 percentage points from 18% in 2008 to 13% in 2012 (Figure 5.1.4).

Figure 5.1.3. Ambulance service.

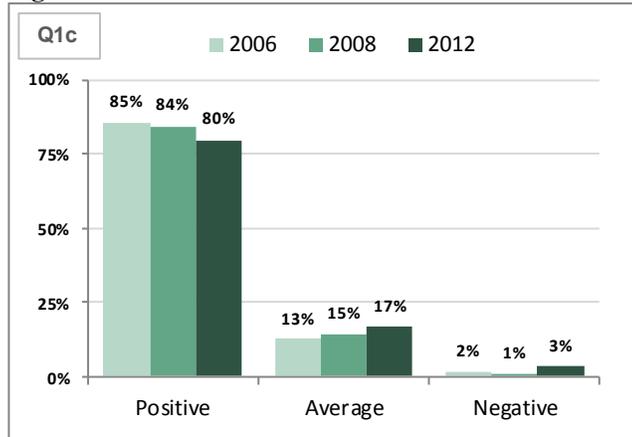
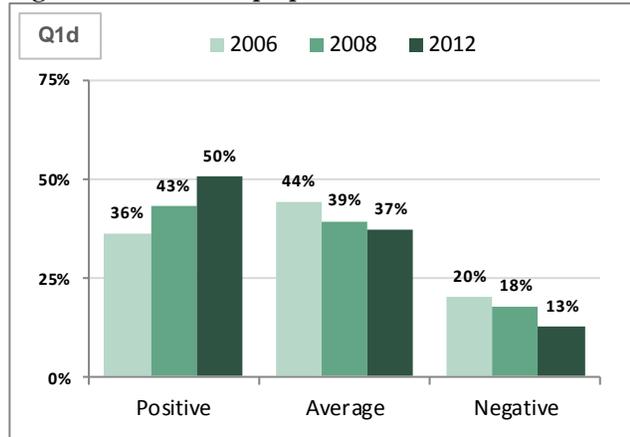


Figure 5.1.4. Disaster preparedness.



The results from 2012 indicate a continuing increase in Laramie citizens' positive ratings for *enforcement of traffic laws* (45% in 2012, 37% in 2008, 32% in 2006). Both the average and negative ratings experienced a four percentage point decrease from 2008 to 2012 (Figure 5.1.5). *Crime prevention* by the City received a positive rating from 49% of Laramie citizens, up from 40% in 2008 and 36% in 2006. Only around 12% of Laramie citizens negatively rate the quality of *crime prevention*, the same as in 2008 and down from 18% in 2006 (Figure 5.1.6).

Figure 5.1.5. Enforcement of traffic laws.

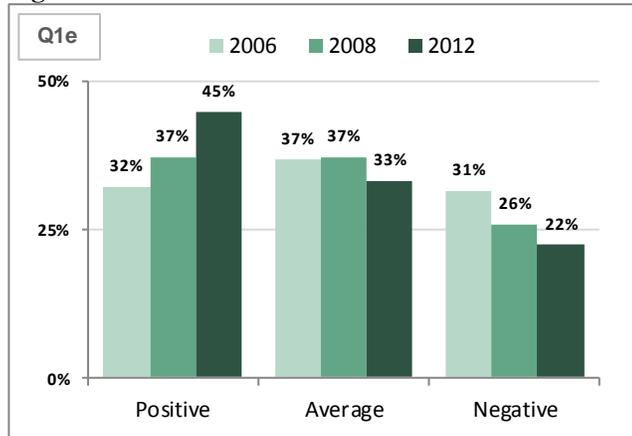
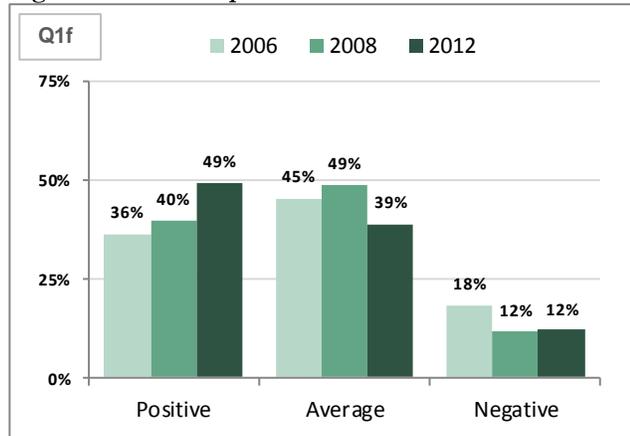


Figure 5.1.6. Crime prevention.



Garbage collection and landfill services have seen continuing decreases in positive ratings and increases in negative ratings by Laramie citizens across all three survey iterations. The largest decrease seen was an 18 percentage point drop from 2006 to 2012 in positive ratings of landfill services (Figures 5.1.7 and 5.1.8).

Figure 5.1.7. Garbage collection.

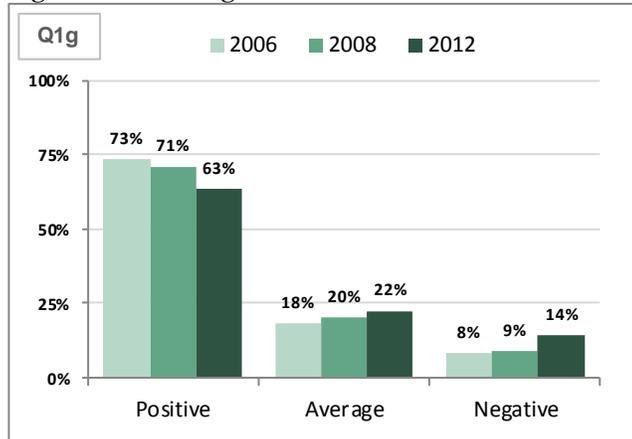
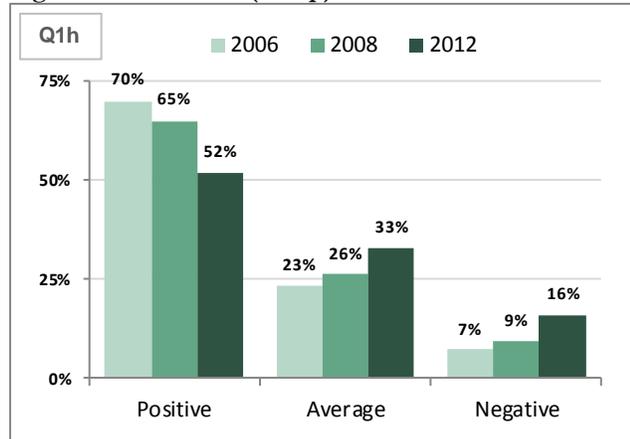


Figure 5.1.8. Landfill (dump) services.



In 2012 a majority (65%) of Laramie citizens negatively rated street maintenance and repair, an increase of 5 percentage points from 2008, and 10 percentage points from 2006. This item has continually been the lowest rated service by Laramie citizens (Figure 5.1.9). The percentage of respondents who gave negative ratings of street cleaning increased from 23% in 2008 to 35% in 2012; likewise the positive ratings decreased from 32% in 2008 to 27% in 2012 (Figure 5.1.10).

Figure 5.1.9. Street maintenance and repair.

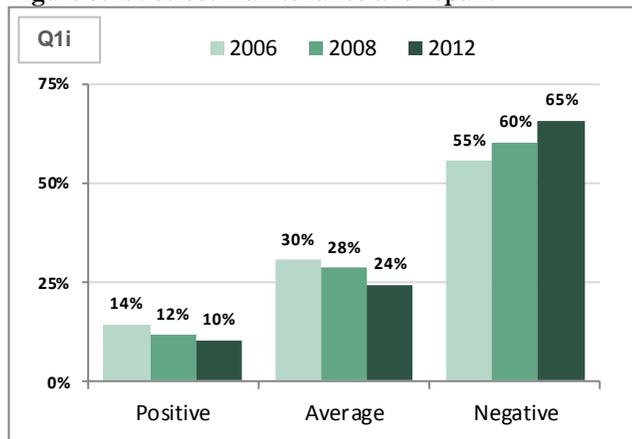
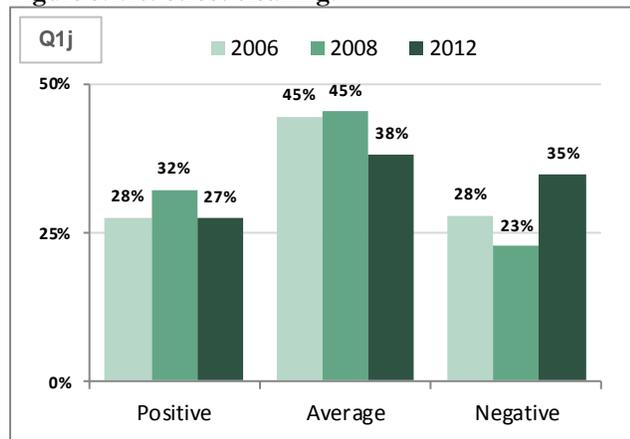


Figure 5.1.10. Street cleaning.



In 2012, positive ratings for *snow removal on major Laramie streets*¹ matched the 2006 level, after a seven percentage point drop from 2006 (39%) to 2008 (33%), while 31% percent of citizens give this service an average rating. (Figure 5.1.11). Negative ratings for *storm water drainage* decreased slightly from 2008 to 2012 but continue to be high (41% in 2012, 45% in 2008). Only a quarter (26%) of citizens rated *storm water drainage* positively. (Figure 5.1.12).

Figure 5.1.11. Snow removal (major streets only).

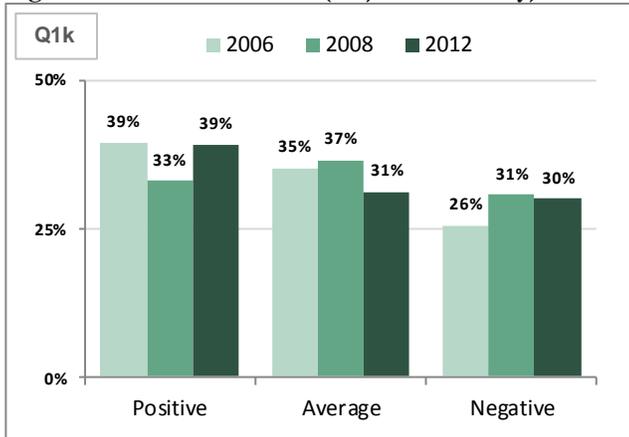
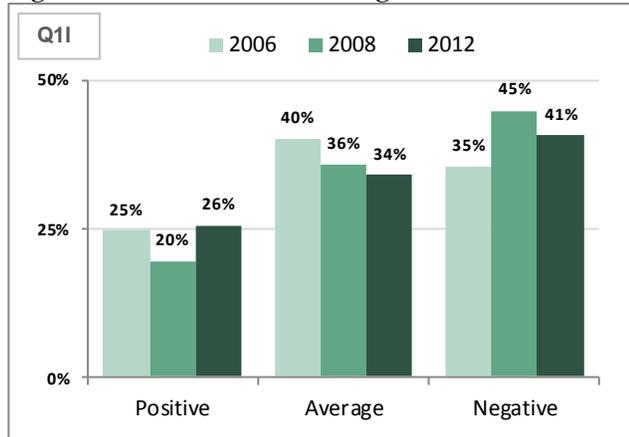


Figure 5.1.12. Storm water drainage.²



In 2012 around 41% of Laramie citizens rated City *sewer services* positively (up from 36% in 2008). In 2012, a negative rating was given by 17%, slightly down from 19% in 2008 and matching the 2006 level (Figure 5.1.13). Ratings for Laramie *water quality* are generally high (69% in 2012, 72% in 2008, 71% in 2006) and have been fairly consistent across the years (Figure 5.1.14).

Figure 5.1.13. Sewer services.

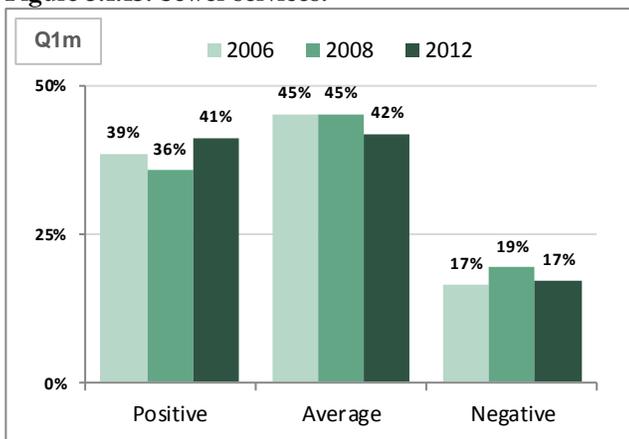
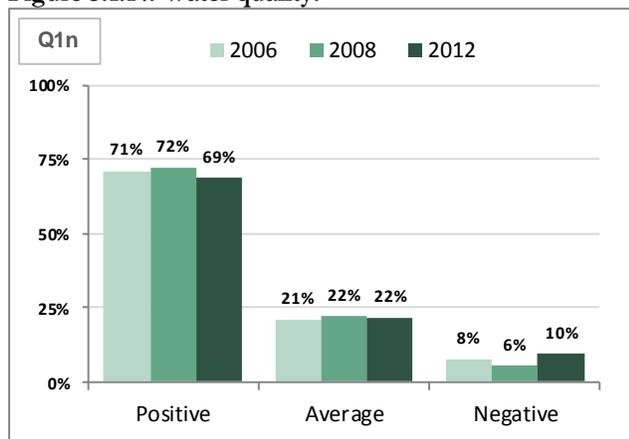


Figure 5.1.14. Water quality.



¹ This survey item explicitly asked citizens to rate snow removal on major streets, *excluding* residential streets.

² Question wording was modified slightly in 2012. The 2008 question item read “Storm drainage.”

Ratings of the *reliability of water flow* remain nearly unchanged from 2006 to 2008 to 2012. A clear majority (73%) in 2012 rated this service positively, while around 20% rated it as average (Figure 5.1.15). Ratings of *appearance and maintenance of Laramie parks* remains very positive (79%), though positive ratings for this service have trended slightly downward and average ratings have trended upward across all years (Figure 5.1.16).

Figure 5.1.15. Reliability of water flow.

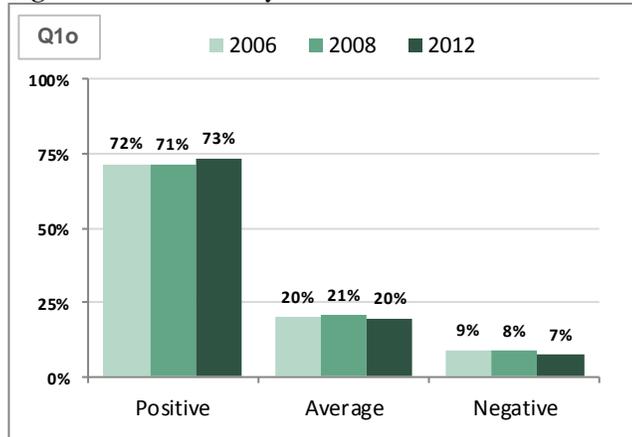
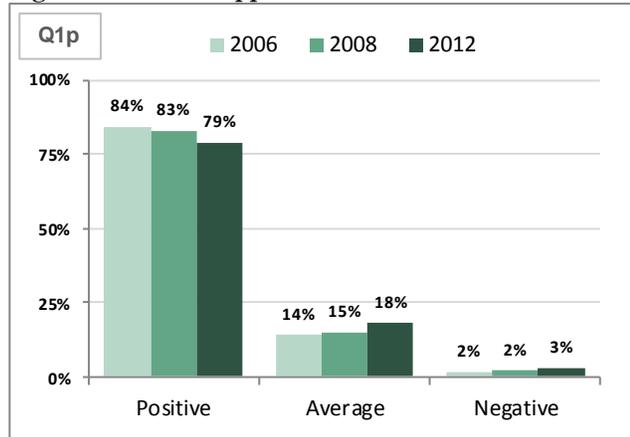


Figure 5.1.16. Park appearance and maintenance.



Ratings in 2012 for the quality of *City recreation programs* decreased slightly compared to previous years. While this service is rated positively by a majority (68%) of Laramie citizens, positive ratings decreased by five percentage points from 2008. Only 8% rated this service negatively, up from 5% in 2008 (Figure 5.1.17). Positive ratings for *land use, planning and zoning* are up substantially in 2012 (29%) as compared to 2008 (18%) and 2006 (16%), though still quite low. Though negative ratings for that service continue to be somewhat high, there was a large 13 percentage-point decrease in negative ratings in 2012 (32%) from 2008 (45%) (Figure 5.1.18).

Figure 5.1.17. Recreation programs.

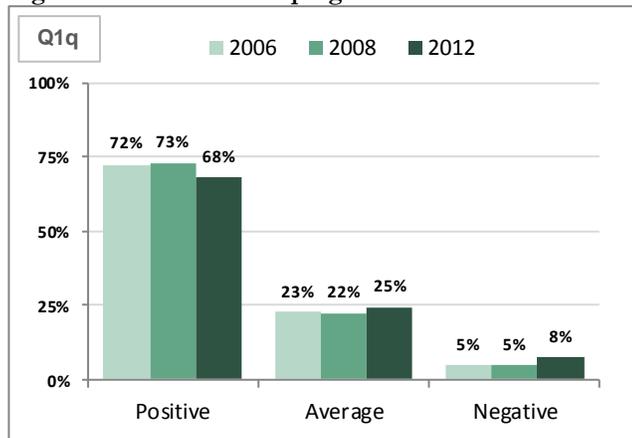
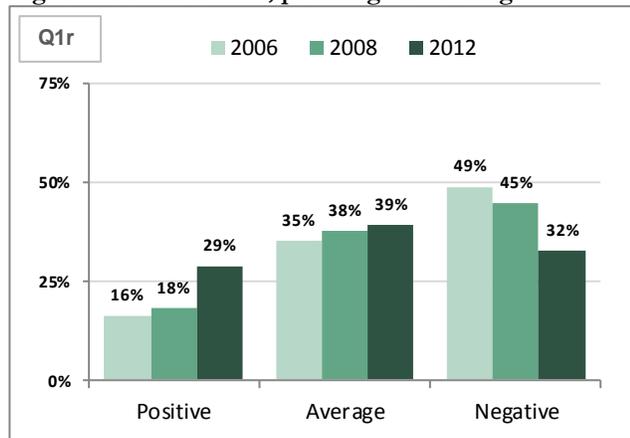


Figure 5.1.18. Land use, planning and zoning.



Positive ratings for *code enforcement* increased substantially from 2008 (12%) to 2012 (20%). (Figure 5.1.19). The quality of *animal control* is positively rated by 43% of Laramie citizens (an increase of 2 percentage points from 2008, about equal to the 2006 numbers); 40% of city residents rated this service as average. The quality of animal control is rated negatively by 17% of citizens (Figure 5.1.20).

Figure 5.1.19. Code enforcement (weeds, junk, etc.).

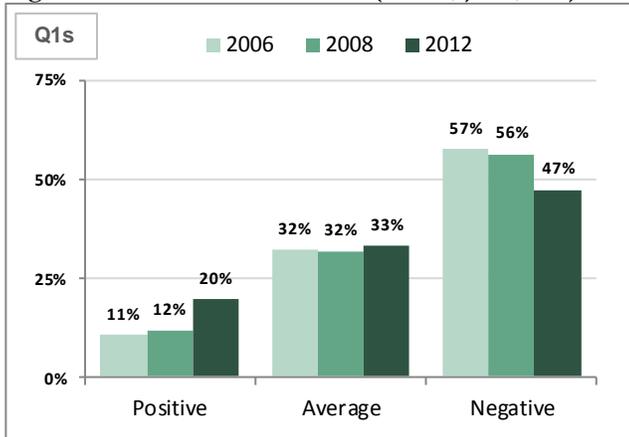
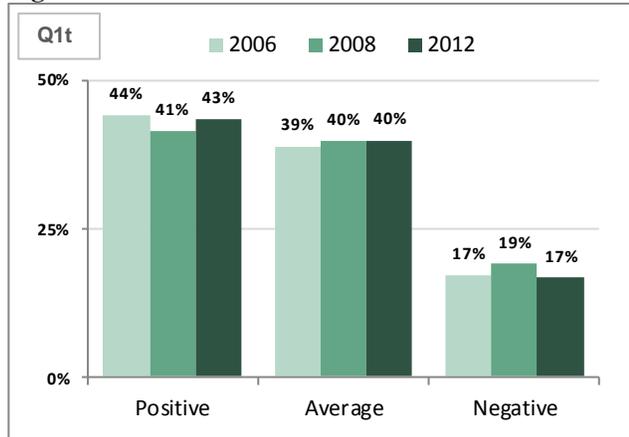
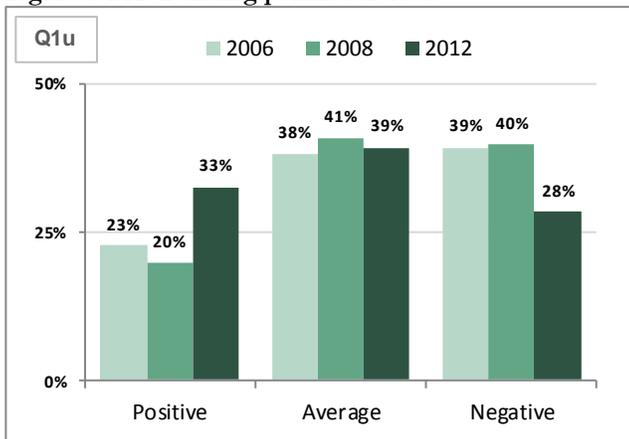


Figure 5.1.20. Animal control.



The number of Laramie residents who rated *building permit services* positively increased by 13 percentage points from 2008 to 2012 (from 20% 33%). The negative ratings for that service have substantially decreased from 2008 (40%) to 2012 (28%). (Figure 5.1.21).

Figure 5.1.21. Building permit services.



Laramie residents were asked to rate the quality of two items related to access for the disabled. In both cases a polarization of opinions is observed in 2012 compared to previous years. The first of these items, the quality of *disabled access to city facilities, parks, etc.*, shows an increase in positive ratings, hitting its highest mark at 58%, from 50% in 2008 and 53% in 2006. At the same time, the negative ratings for this access increased three percentage points to 12% (9% in 2008 and 2006). The second item, regarding *disabled access to public streets, sidewalks, etc.*, was rated positively by 48% in 2012, an increase from 44% in both previous iterations of the survey. Again, the negative ratings also increased to 19% in 2012 from 16% in 2008 (Figures 5.1.22 and 5.1.23).

Figure 5.1.22. Disabled access (city facilities, parks, etc.).

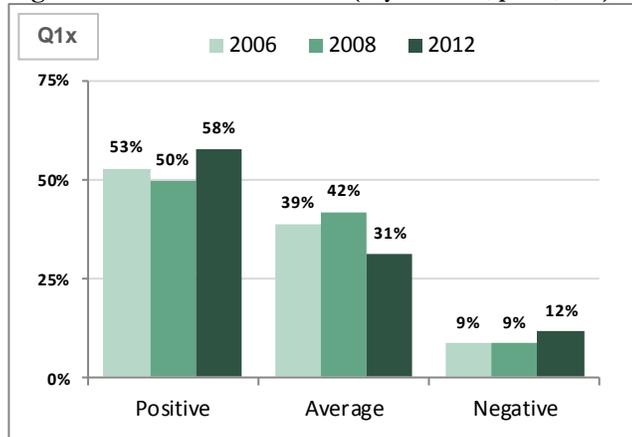
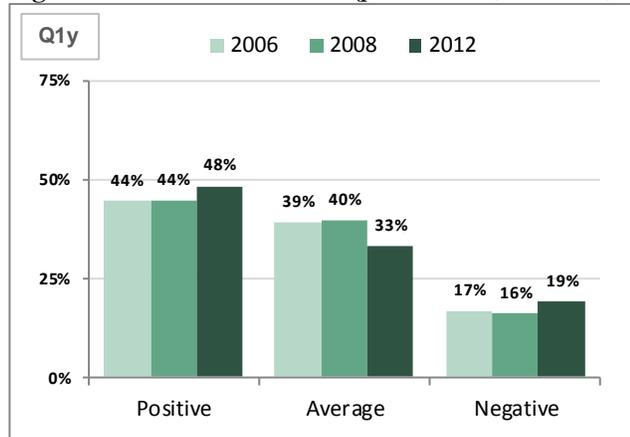


Figure 5.1.23. Disabled access (public streets, sidewalks, etc.).



Two new city services were introduced to the questionnaire in 2012: *curbside recycling* and *mosquito control*. For *curbside recycling*, the same percentage of residents (21%) gave average and negative ratings, while the majority of respondents (59%) rated it positively (Figure 5.1.22). Less than half of all respondents positively rated the quality of *mosquito control*, with equal percentages (27%) rating it as average or negative (Figure 5.1.25).

Figure 5.1.24. Curbside Recycling.

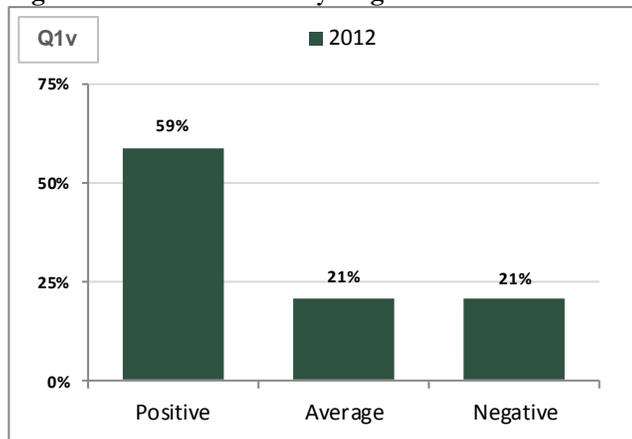
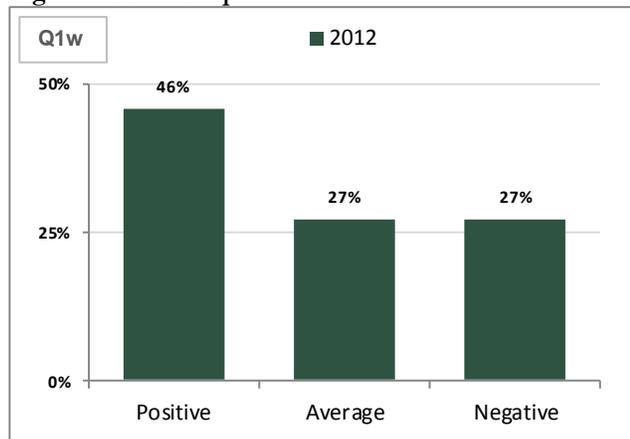


Figure 5.1.25. Mosquito Control



5.1.1. Summary of results for Quality of City Services

The following two figures display the 2012 results for all 25 City of Laramie services that were rated by Laramie citizens. The first figure (5.1.1.1) presents the percentages of residents who rated each item as *excellent* or *good* (i.e., *Positive*), arranged in descending order starting with the service with the highest positive ratings down to the service with the lowest positive rating. The second figure (5.1.1.2) presents the percentages of residents who rated the items as *not so good* or *poor* (i.e., *Negative*), starting with the item with the most negative ratings.

As can be seen in Figure 5.1.1.1 below, the five highest rated City services in 2012 are: *fire fighting* (87%), *ambulance service* (80%), *park appearance/maintenance* (79%), *reliability of water flow* (73%) and *fire prevention* (72%). Of the 25 items, 11 received a majority of *excellent* or *good* ratings from Laramie citizens.

The same three services were the highest rated in 2008: *fire fighting* (86%), *ambulance service* (84%), *park appearance/maintenance* (83%) (See detailed results presented in Appendix A).

Figure 5.1.1.1. City services rated by responses as *excellent* or *good*.

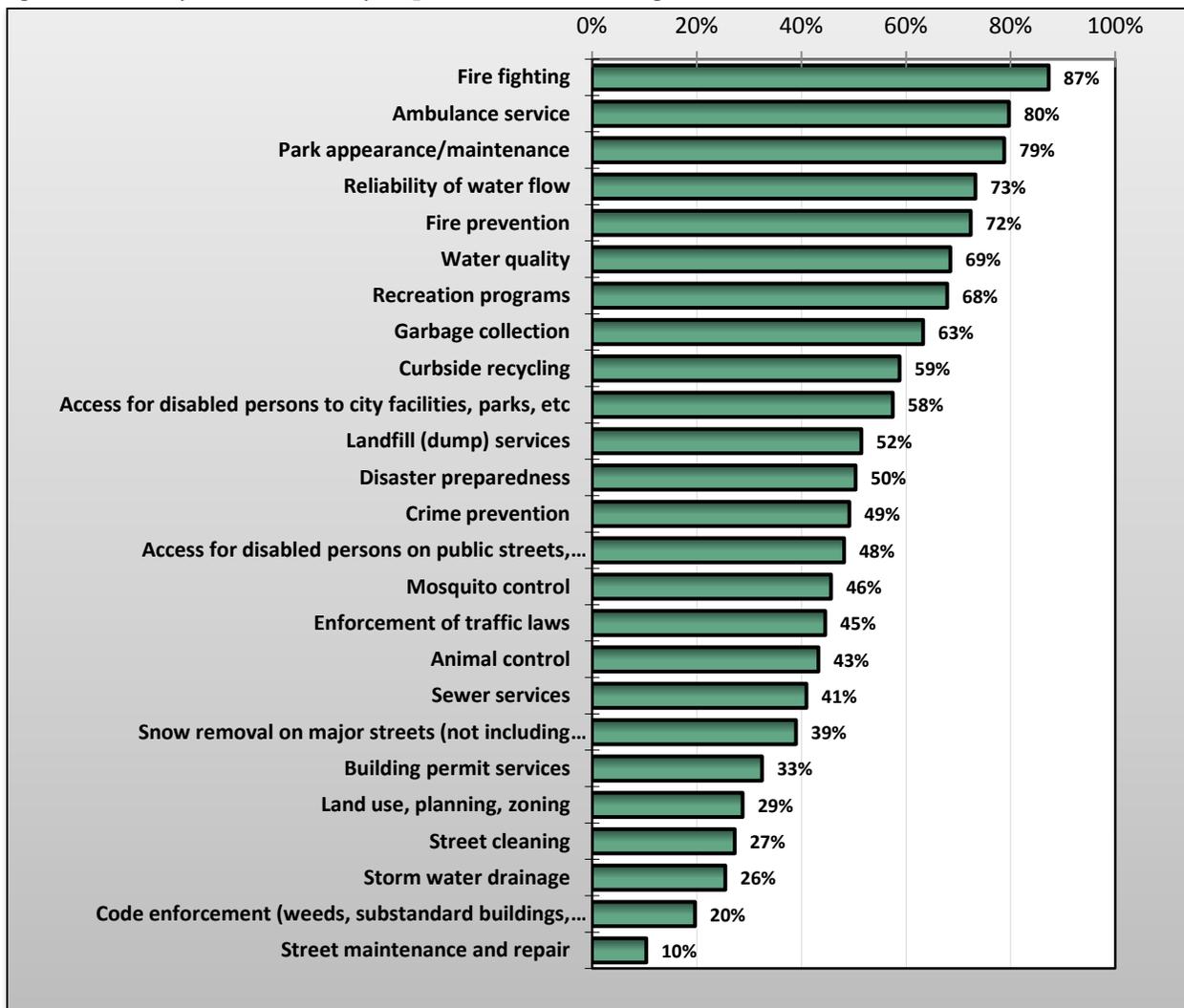
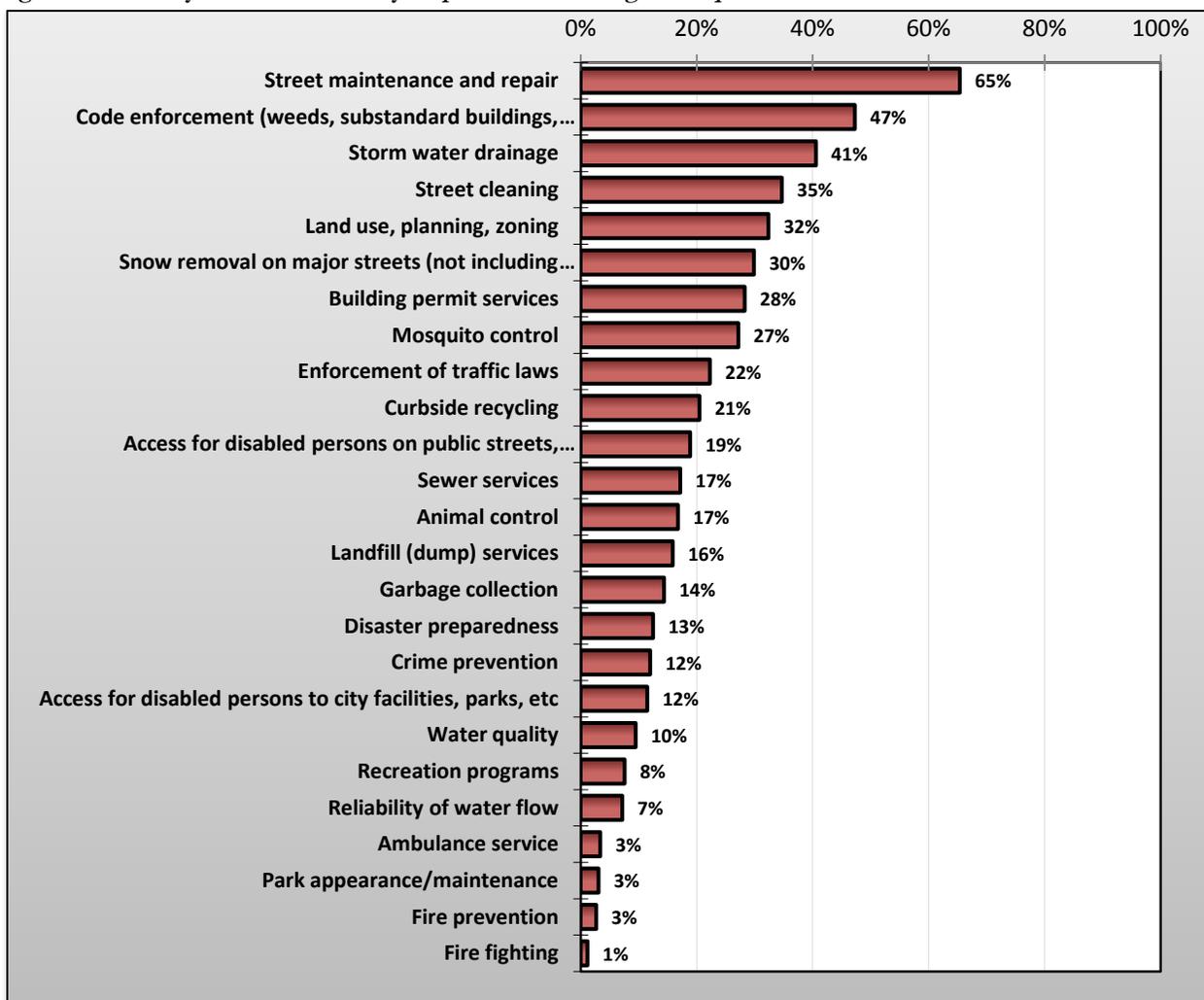


Figure 5.1.1.2 below presents the percentage of respondents who gave negative ratings to each item, rating the service as *not so good* or *poor* (i.e., *Negative*). Services are arranged in descending order by the service receiving a *not so good* or *poor* rating by the highest percentage of respondents. The five services with the highest percentage of respondents rating them as *not so good* or *poor* are: *street maintenance and repair* (65%); *code enforcement* (47%); *storm water drainage* (41%); *street cleaning* (35%); and *land use, planning, and zoning* (32%). Of all 25 services, eight received a *not so good* or *poor* rating from at least 25% of respondents, while six services received such ratings from under 10% of the citizens.

Four of the top five most negatively rated services in 2012 were also in the top five in 2008: *street maintenance and repair* (60%); *code enforcement* (56%); *storm water drainage* (45%); *land use, planning, zoning* (45%). (See detailed results presented in Appendix A).

Figure 5.1.1.2. City services ranked by responses *as not so good or poor*.

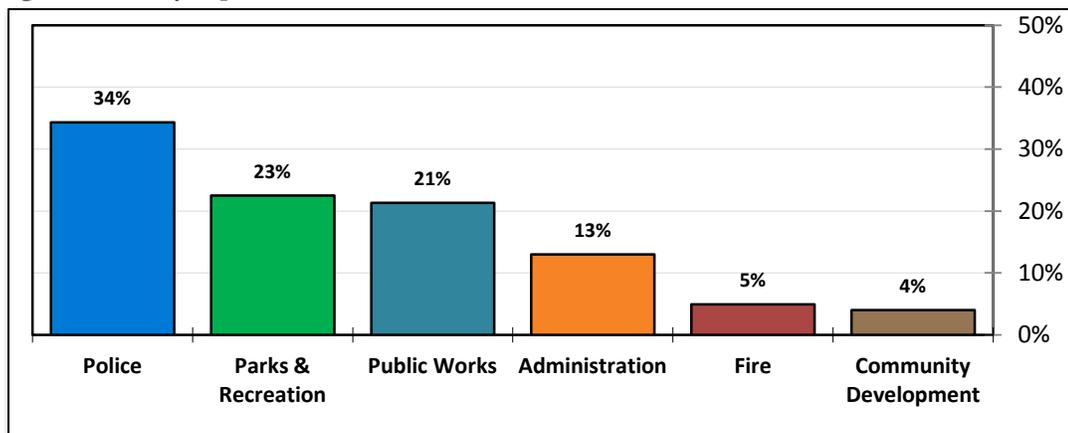


5.2. Interaction with City Employees

A short series of survey items asked residents to evaluate personnel, using performance-based criteria, from the City of Laramie department with which they have had their most recent interaction within the past 12 months. Around 59% of all survey residents had some City department interaction within this time period.

Residents were asked with which City department they most recently interacted within the past 12 months. As seen in Figure 5.2.1 below, the department with which most citizens had their most recent interaction within the past 12 months was the *Police* (34%), followed by *Parks & Recreation* (23%) and *Public Works* (21%). Far fewer citizens had any interaction with *Administration*, *Fire*, and *Community Development*. This distribution is very similar to that from 2008. (refer to Appendix A for full results.)

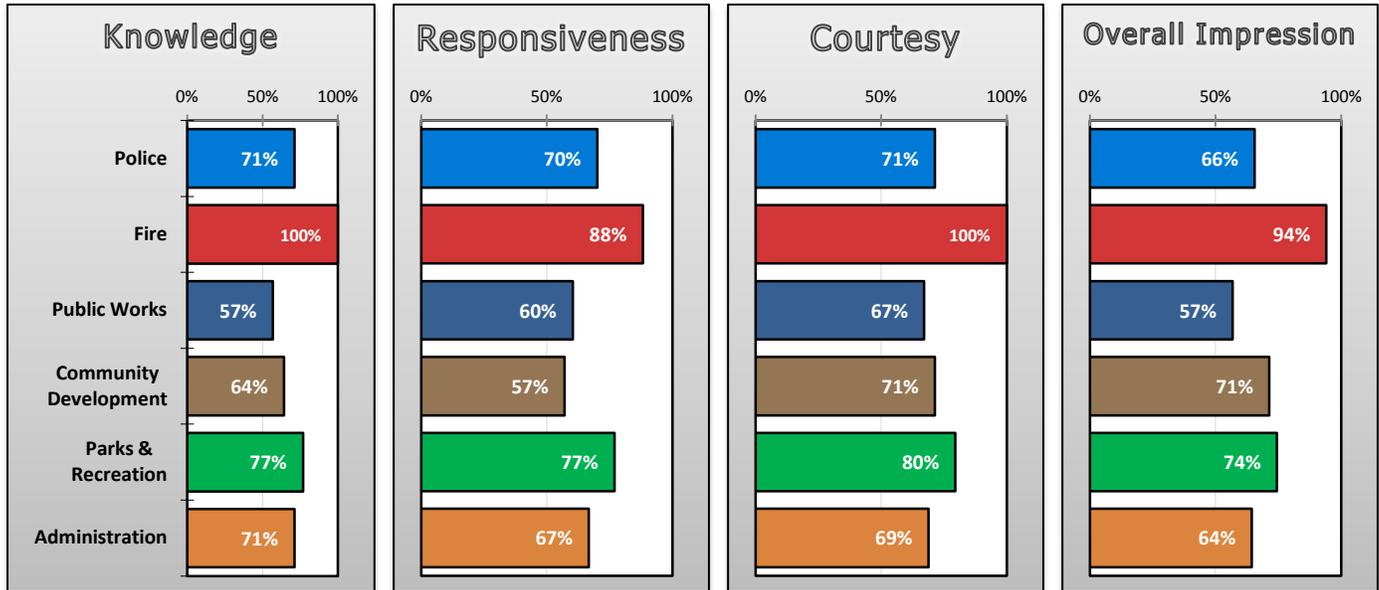
Figure 5.2.1. City departments of most recent interaction



Based on their most recent interaction, residents evaluated department personnel regarding their knowledge, responsiveness, and courtesy, and provided an overall impression. The scale used for this series is identical to that used for the questions in the preceding section: *Excellent*, *Good*, *About average*, *Not so good*, and *Poor*. Again, *Excellent* and *Good* are collapsed into *Positive*. (Refer to Appendix A for the full frequency distributions for each department.)

The four graphs that follow display the ratings that City department personnel received on the four performance-based criteria (*knowledge, responsiveness, courtesy, and overall impression*). Percentages show Laramie residents who gave a rating of *excellent* or *good*. Results are calculated through a cross-tabulation of each performance criterion by each city department named. Laramie citizens rated personnel from the *Fire Department* highest for all four categories, and *Public Works* lowest for three categories (Figure 5.2.2).

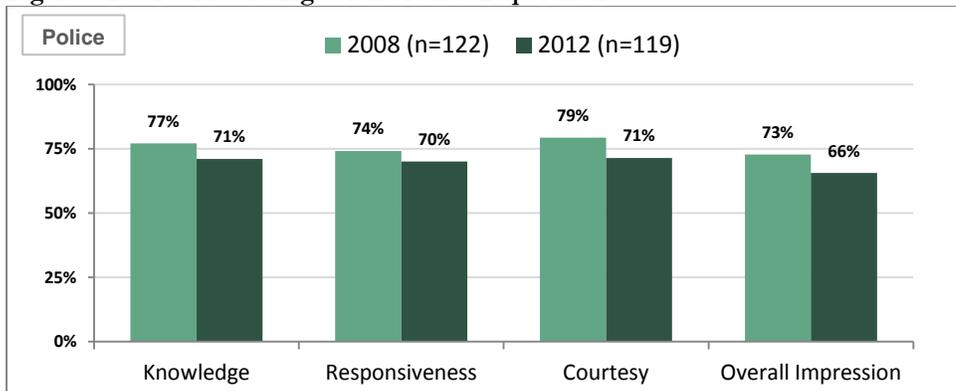
Figure 5.2.2. Positive ratings of city departments.



The ratings of each department received in 2012 on each performance-based criteria were compared to the results from 2008. Percentages shown represent Laramie residents who gave a rating of *excellent* or *good*. For some departments (*fire department, community development, administration*) the number of residents who reported an interaction in the past 12 us quite low as indicated in the graphs, hence when evaluating the changes observed caution should be exercised, since in many cases the fall within the respective margin of error.

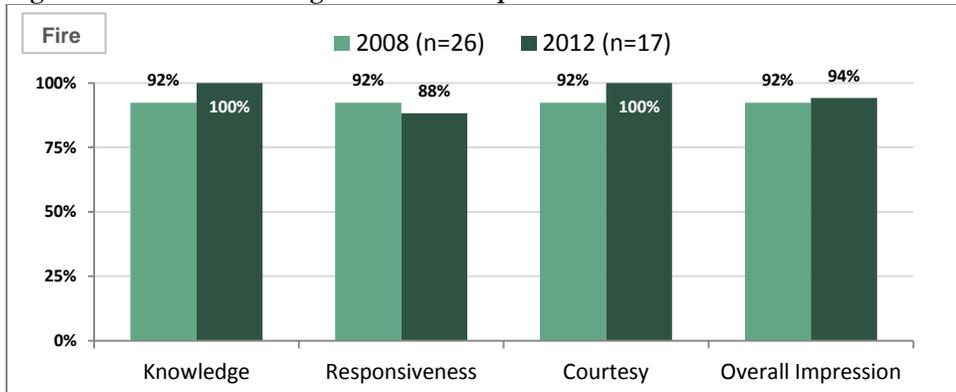
The *police department* had fairly high marks across the board, though each category experienced a decrease somewhat from 2008 to 2012 (Figure 5.2.3).

Figure 5.2.3. Positive ratings of the Police Department.



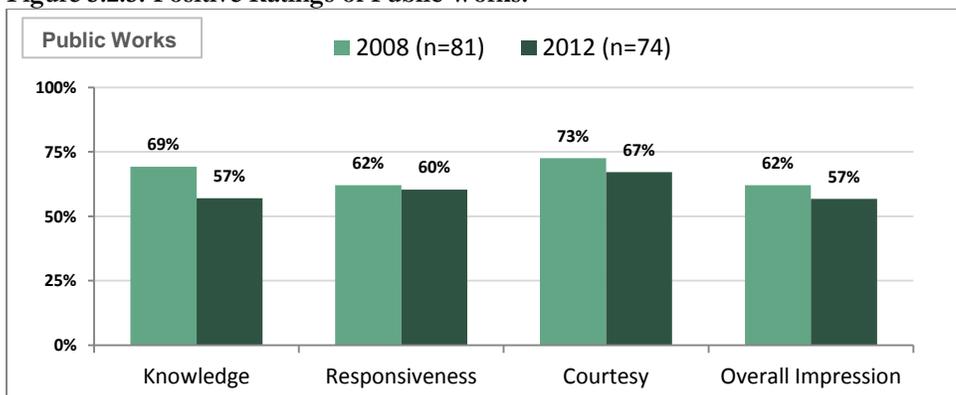
The *fire department* had the highest ratings of any department, receiving *excellent* or *good* ratings from 100% of Laramie citizens on knowledge and courtesy. Positive ratings for three of the four categories increased in 2012. (Figure 5.2.4).

Figure 5.2.4. Positive Ratings of the Fire Department.



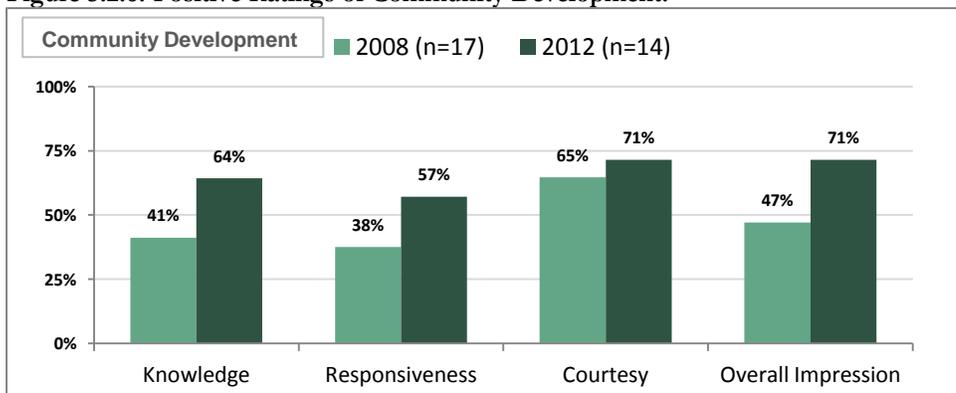
Public Works received fewer *excellent* and *good* ratings from Laramie citizens in all four categories in 2012. Of all departments, this is the lowest rated in three of the four categories (knowledge, courtesy, and overall impression) (Figure 5.2.5).

Figure 5.2.5. Positive Ratings of Public Works.



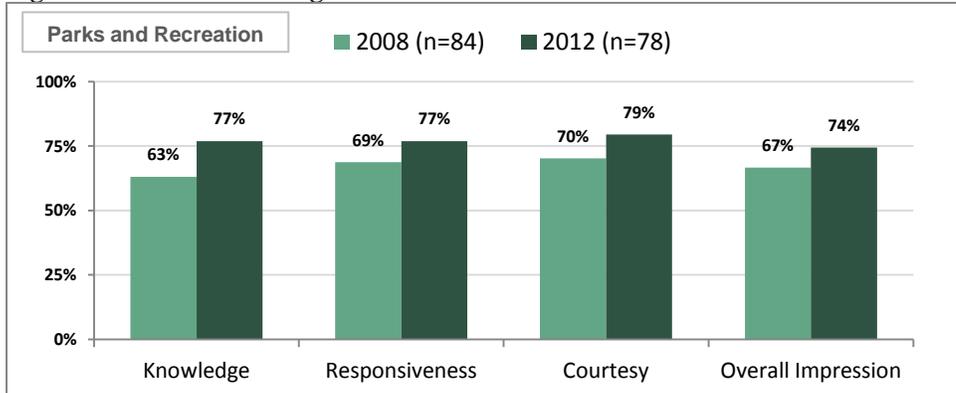
In 2012, the City of Laramie *Community Development* department saw an increase in *excellent* and *good* ratings for all four categories. The percentage of Laramie residents rating the department’s knowledge positively increased by 23 percentage points and the overall impression category increased by 24 percentage points (Figure 5.2.6).

Figure 5.2.6. Positive Ratings of Community Development.



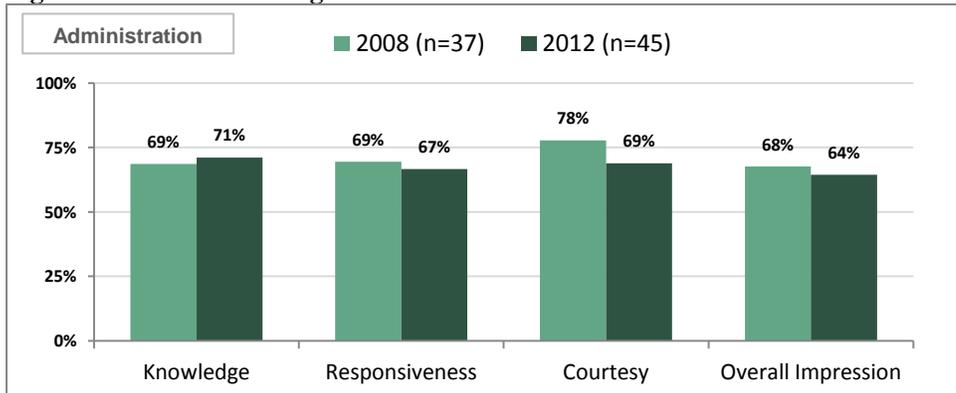
Compared to 2008, in 2012 the *Parks and Recreation* department of the City of Laramie received *excellent* or *good* ratings from more Laramie citizens for each of the assessed categories. For each category this department received favorable ratings from at least 74% of respondents for each category (Figure 5.2.7).

Figure 5.2.7. Positive Ratings of Parks and Recreation.



Similar percentages of Laramie citizens rated the City of Laramie *administration* as *excellent* or *good* in both years. A majority of respondents rated the *administration* positively for each category (Figure 5.2.8).

Figure 5.2.8. Positive Ratings of Administration.



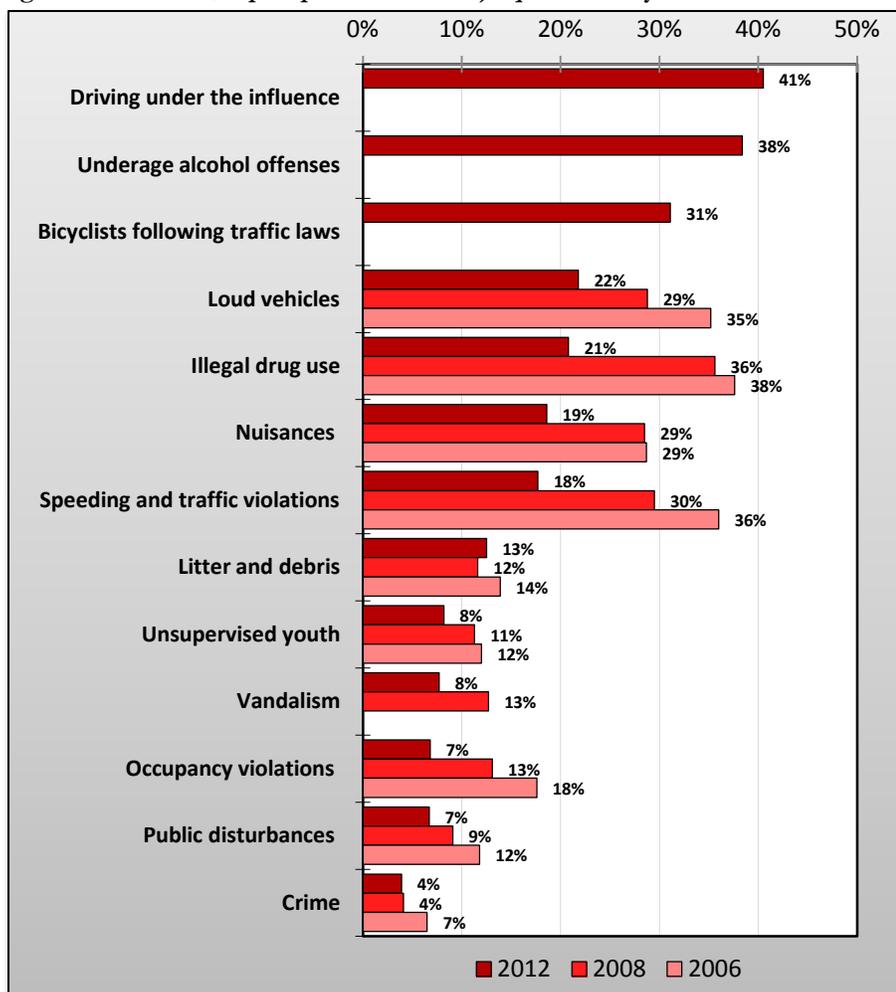
5.3. Perceptions of City Problems and Personal Safety

City problems

Residents were presented with a list of items and asked whether or not each item is or is not a problem for the City of Laramie. Specifically, citizens evaluated whether each presented item, as it relates to the City of Laramie, is *Not a problem*, a *Minor problem*, a *Moderate problem*, or a *Major problem*. Below, in descending order, is presented the list of issues and topics that Laramie citizens feel are major problems for the City of Laramie for all survey years (2012, 2008, 2006) (Figure 5.3.1). The full percentage distributions of responses for all items are contained in Appendix A (*Frequency Distributions*; question 4.)

Three items were introduced in the 2012 survey (*driving under the influence*, *underage alcohol offenses*, and *bicyclists following traffic laws*) and these items top the list of issues perceived as *major problems* by respondents. When comparing the 2006 to the 2012 results all other items have seen improvement. Only two items from 2008 to 2012 have not seen improvement; *litter and debris* increased by one percentage point (from 12% in 2008 to 13% in 2012) and *crime* remained at the same level (4% in 2012 and 2008). The three largest item improvements between the last two iterations of the survey were for *illegal drug use* (15 percentage point drop), *speeding and traffic violations* (12 point drop), and *nuisances* (10 point drop).

Figure 5.3.1. Issues/topics perceived as *major problems* by Laramie citizens.

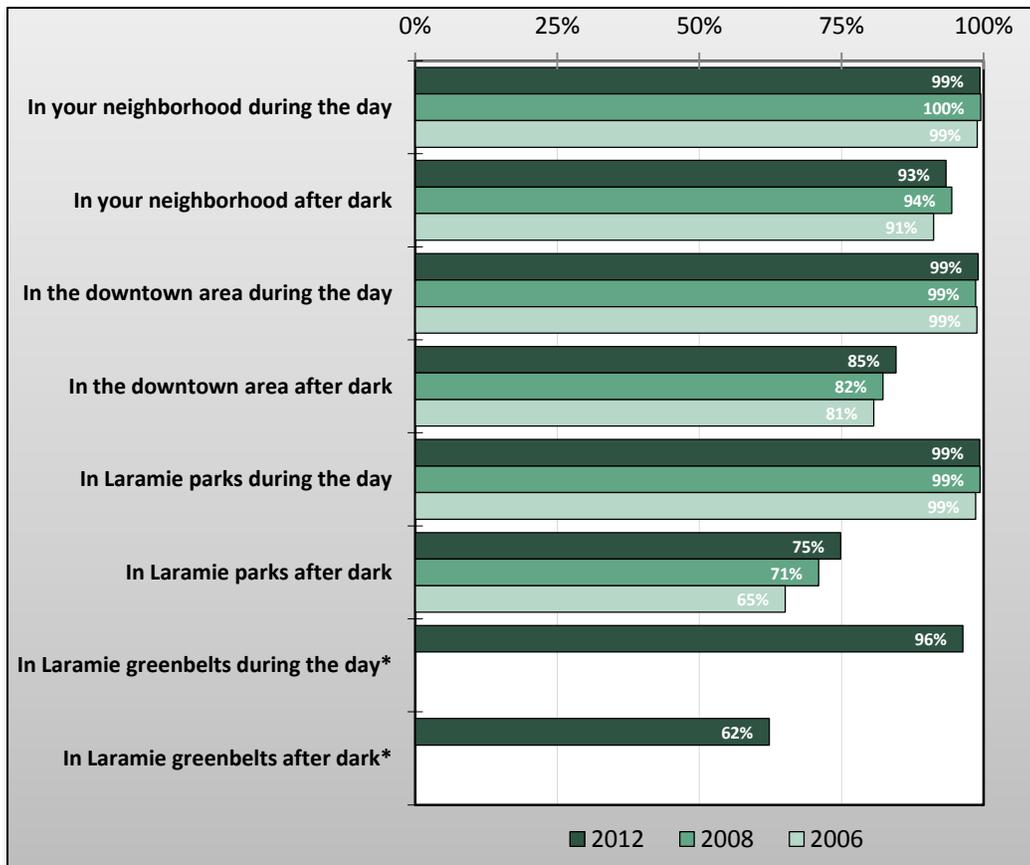


Personal safety

Residents were asked to indicate their perceptions of personal safety within the City of Laramie for certain locations and times of day. Citizens were asked to indicate whether they personally feel *Very safe*, *Somewhat safe*, *Somewhat unsafe*, or *Not safe at all* for various locations and times. Figure 5.3.2 displays the results from 2006, 2008, and 2012 for locations and times in which Laramie citizens feel *Very safe* or *Somewhat safe*. The full percentage distributions of responses for each of these items are contained in Appendix A (*Frequency Distributions*; question 5).

As seen below, practically speaking, *all* residents feel safe in their neighborhoods, Laramie parks, and downtown during the daytime and 96% of residents feel safe in Laramie greenbelts during the day. For all locations fewer residents indicated feeling *very safe* or *somewhat safe* during the night, the largest decreases being 34 percentage points fewer for Laramie greenbelts (96% in the day to 62% after dark) and Laramie parks (99% in the day to 75% after dark). Since 2006, those who indicate feeling *very safe* or *somewhat safe* in Laramie parks after dark have increased by 10 percentage points and those who feel the same way in the downtown area after dark have increased by four percentage points.

Figure 5.3.2. Times when and locations where Laramie citizens feel *very safe* or *somewhat safe*.



* Laramie greenbelt items added in 2012.

5.4. Citizen Opinions of City Government and City Service Fees

Respondents were presented with five survey items that directly relate to City of Laramie government and service fees. For this series of survey items, Laramie citizens were asked to indicate their level of agreement or disagreement with a series of statements about City government. As with other questions using scaled response choices, these statements provided respondents with a five-point scale; in this case the response choices were *Strongly agree*, *Somewhat agree*, *Neither agree nor disagree*, *Somewhat disagree*, and *Strongly disagree*. For the purposes of this discussion, shown in the graph below are the percentages of Laramie citizens who *Strongly agree* or *Somewhat agree* with each statement. (Figure 5.4.1).

Around half of Laramie citizens agree with these statements:

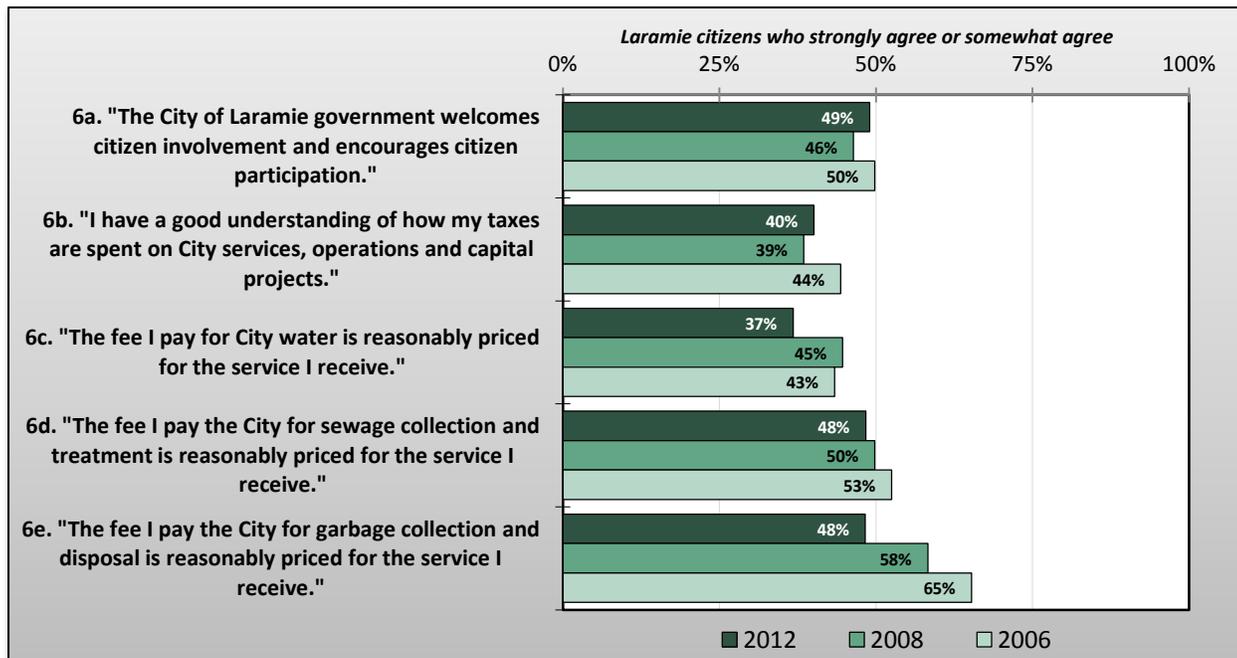
“The City of Laramie government welcomes citizen involvement and encourages citizen participation.”

“The fee I pay the City for sewage collection and treatment is reasonably priced for the service I receive.”

“The fee I pay the City for garbage collection and disposal is reasonably priced for the service I receive.”

Since 2006 there has been a drop in the percentage of Laramie citizens who agree with each of these statements, indicating somewhat higher levels of dissatisfaction. The most substantial decrease is observed in the agreement with the statement *“The fee I pay the City for garbage collection and disposal is reasonably priced for the service I receive”*, which has decreased by 17 percentage points since 2006.

Figure 5.4.1. Citizen Opinions of City Government and City Service Fees.

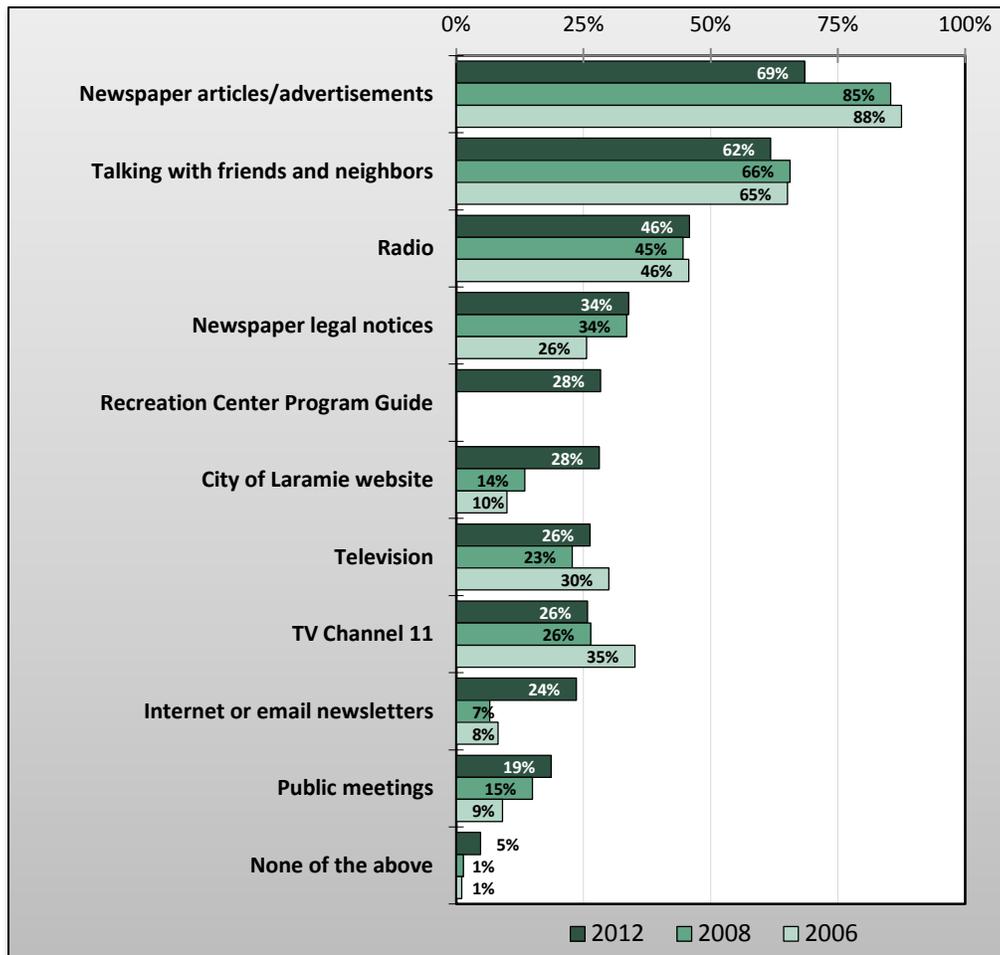


5.5. Information Sources used by City of Laramie Residents for City Government Activities

The survey asked residents to identify how they gather information about City government activities. The figure below (Figure 5.5.1) presents the results for sources used for all survey years. Residents were allowed to select more than one choice. As can be seen, the top three information sources remain identical across the three survey years: *newspaper articles/advertisements* (69% in 2012, 85% in 2008; 88% in 2006), *talking with friends and neighbors* (62% in 2012, 66% in 2008; 65% in 2006), and *radio* (46% in 2012, 45% in 2008; 46% in 2006). While *newspaper articles/advertisements* as an information source is still the most common, it decreased substantially between 2008 (85%) and 2012 (69%).

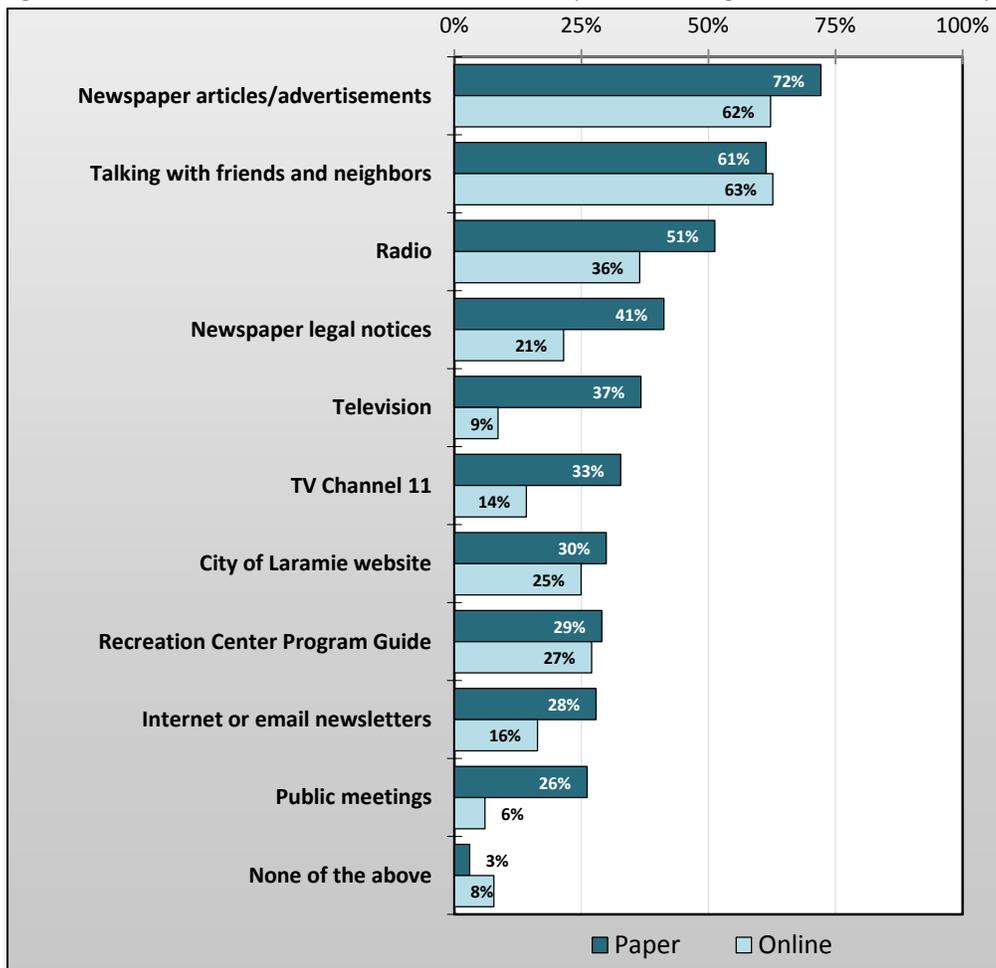
From 2008 to 2012 the percentage of citizens indicating *internet or email newsletters* more than tripled, and those indicating the *City of Laramie website* doubled. A new item was added in 2012, *recreation center program guide*, which was indicated as a source of information by 28% of Laramie residents.

Figure 5.5.1. Citizens’ sources of information on City of Laramie government activities.



Of particular interest to the City was to identify whether the observed increase from 2008 to 2012 in the use of the City website as a source of information about City government activities remains true when we control for the mode of response to the survey. To test for this potential bias responses were split according to the survey mode (paper or online) they were obtained from (Figure 5.5.2). As can be seen those who responded online are less likely to indicate using all but one information source (*talking with friends and neighbors*) compared to respondents who completed the paper version and more likely to none of the listed sources. Interestingly, the *City of Laramie website* was indicated as an information source by more paper (30%) than online responders (25%). If we were to consider only those who responded with paper surveys, there is an increase in the use of the City website from 14% in 2008, when paper was the only mode of survey administration), (Figure 5.5.1) to 30% in 2012 (Figure 5.5.2).

Figure 5.5.2. Citizens’ sources of information on City of Laramie government activities by mode.



5.6. Current Issues facing City Government – Bus System

The survey asked residents to answer a battery of questions regarding bussing in Laramie. The distribution of responses to the first question “*In the past 30 days, how many times did you use the Gem City Bus*” is displayed in Figure 5.5.3. The large majority (92%) of Laramie citizens indicated having never used the Gem City Bus, while 3% said they had used it but not in the past 30 days, and about 4% responded that they had used it in the past 30 days.

Figure 5.5.3. Citizens’ Gem City Bus use.

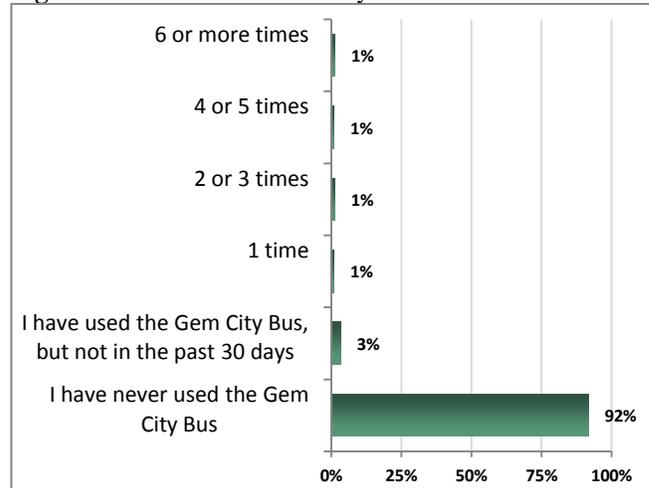
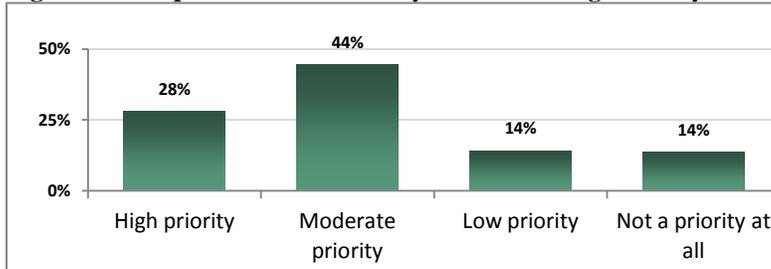


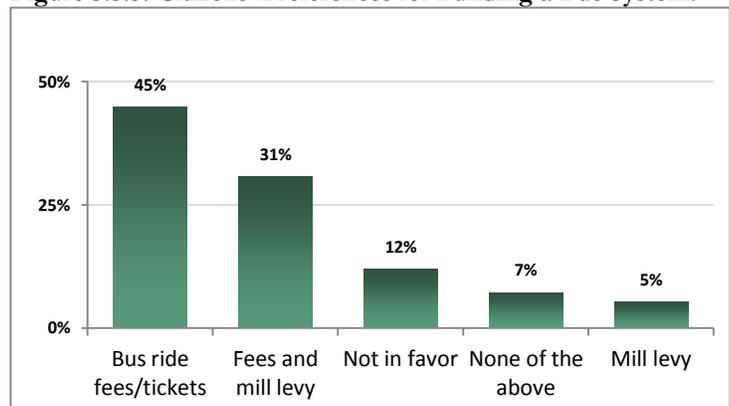
Figure 5.5.4. Opinions on the Priority of Establishing a Bus System.



When asked how much of a priority establishing a public bus transportation system is in Laramie, 72% of respondents felt it is a *high priority* or *moderate priority*, while 28% said a *low priority* or *not a priority at all*. (Figure 5.5.4)

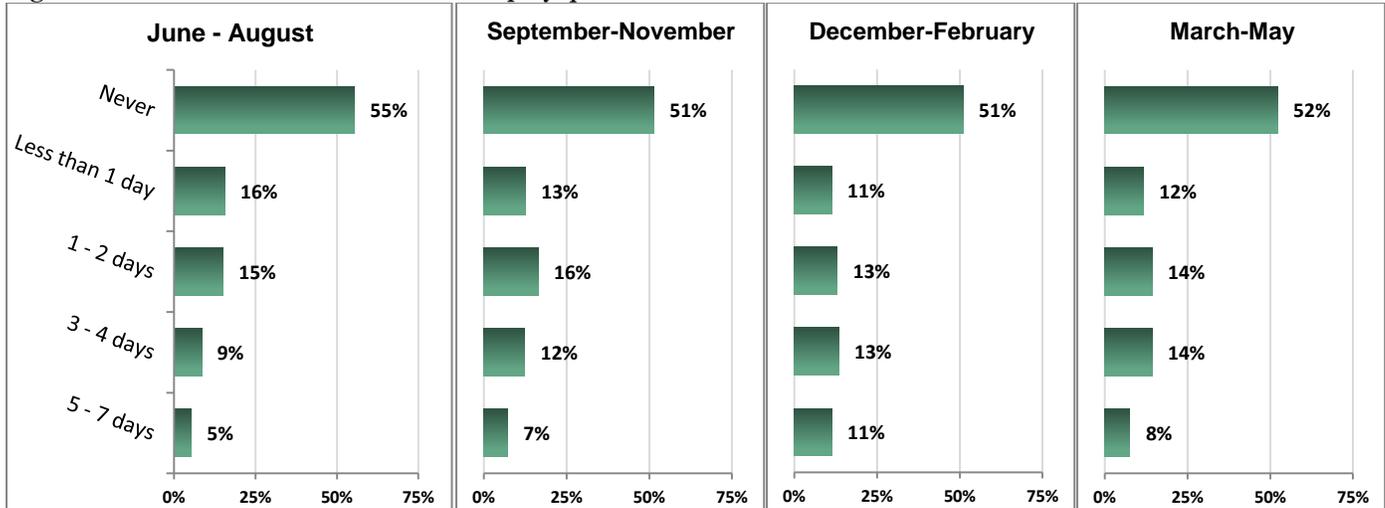
Almost half of all respondents prefer that a new bus system is funded through fees and tickets and 31% support a combination of fees and tickets with a mill levy. Twelve percent of respondents indicated that they are not in favor of a bus system in Laramie. (Figure 5.5.5)

Figure 5.5.5. Citizens’ Preferences for Funding a Bus System.



Laramie citizens' provided estimates of how often they would use a public bus system rather than their personal vehicles. The results are fairly consistent across the quarters of the year, with minor estimated ridership increases from September through February. Generally, slightly over half of residents said they would never use a public bus system instead of their own vehicles. (Figure 5.5.6)

Figure 5.5.6. Citizens' estimated bus ridership by quarter.

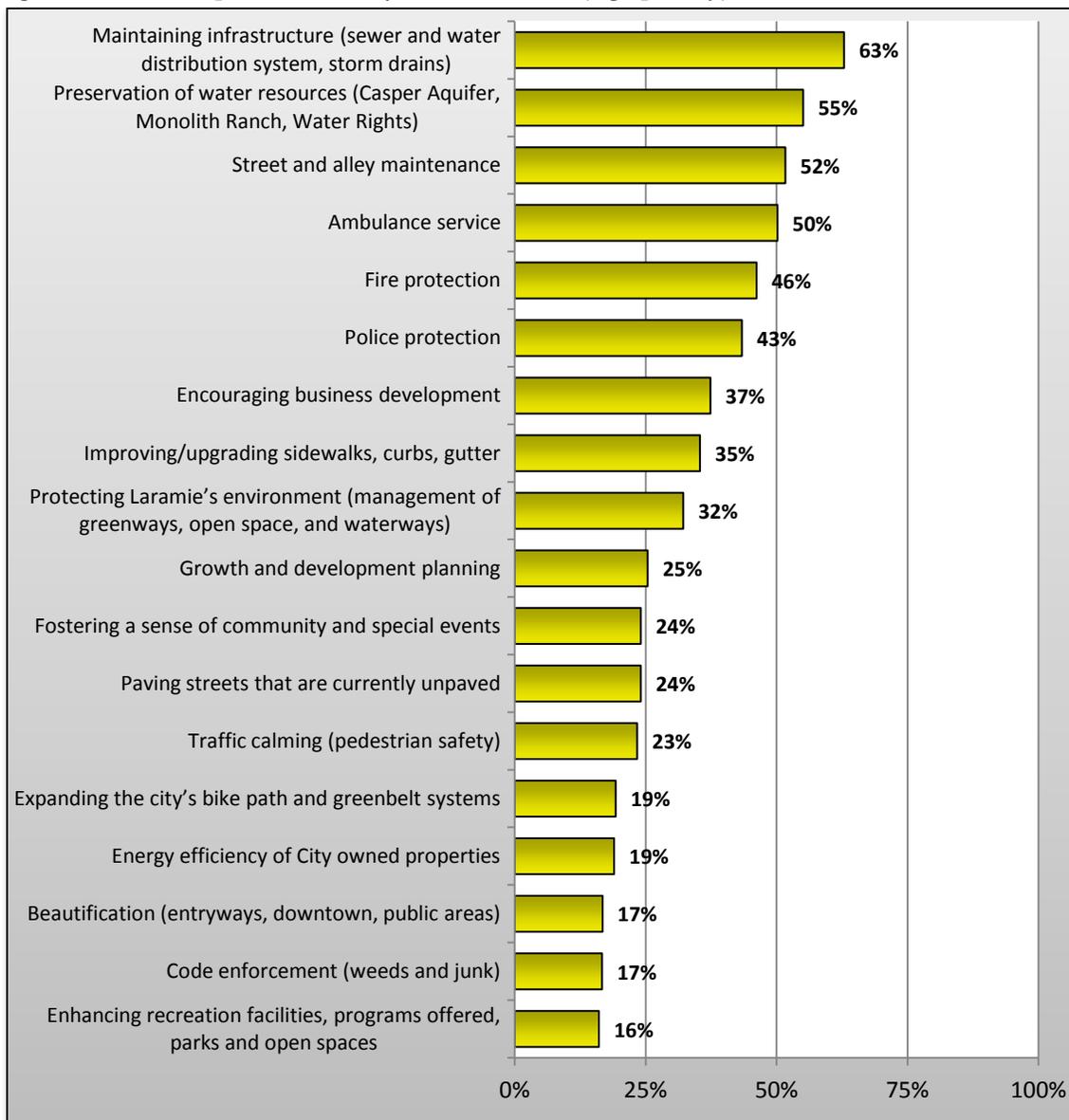


5.7. City of Laramie Residents’ Priorities for City Funds Allocation

The last section of the citizen survey questionnaire dealt with priorities for funds allocation. In Figure 5.7.1 below, items are arranged in descending order based on the percentage of residents in 2012 who consider the item to be a *high priority* for allocation of funds.

The item identified by most citizens as a *high priority* for City funding is *maintaining infrastructure* (qualified as the *sewer and water distribution system, storm drains*); this is identified as a *high priority* by 63% of Laramie citizens. *Preserving water resources* (qualified as *Casper Aquifer, Monolith Ranch, Water Rights*) ranks as the second highest priority (55%), followed closely by *street maintenance* (52%) and *ambulance service* (50%). Half of the 18 items listed were identified as a high priority by only a quarter or fewer of Laramie residents. Items introduced or modified in the 2012 survey are: *energy efficiency of City owned properties* (19%), *police protection* (43%), *fire protection* (46%), *ambulance service* (50%), *code enforcement* (17%), *encouraging business development* (37%), and *fostering a sense of community and special events* (24%).

Figure 5.7.1. Citizen priorities for City funds allocation (*high priority*). *



*Changes introduced to this battery of questions in the 2012 survey were significant enough to dictate not making comparisons between 2008 and 2012.

6. Breakdowns by Select Background Variables

Several variables of interest were cross-tabulated with selected background variables - *housing status, residence location, employment status, length of residence in Laramie, and age* – to identify statistically significant differences. Those that were found to be statistically significant ($p < 0.01$) and that were deemed relevant for the purposes of informing the City in their strategic planning are presented below.

It should be kept in mind that many of the background variables used in the following comparisons are co-related. Thus, for example, when we are comparing those who rent versus those who own their residence, we are also comparing two groups where the proportion of students is much higher in one than in the other. The proportion of students among renters is much higher (48%) than their proportion in the entire sample (18%). Likewise, when we compare retirees to everyone else, we are also comparing older versus younger adults, and so on. As a result, some of the following observations may be repetitive. Also important to note is that simple *association* between pairs of variables do not establish or necessarily imply *causation*.

6.1. Cross-tabulations by Housing Status

A series of cross-tabulations was performed to test the significance of differences in responses by the housing status of respondents. All cross-tabulations that displayed statistically significant differences at the level of $p < 0.01$ and also have relevance are summarized in Table 6.1.1.

As can be seen, homeowners are significantly less likely than renters to rate *sewer services* (38% vs. 52%), *code enforcement* (15% vs. 31%), and *building permit services* (27% vs. 49%) as *excellent* or *good*. Fewer renters (11%) than homeowners (22%) consider *nuisances* to be a *major problem* in Laramie. A larger percentage of homeowners than renters get information about the city government from *Channel 11* (31% vs. 17%), *newspaper articles/advertisements* (77% vs. 52%) and *newspaper legal notices* (39% vs. 23%). *Maintaining infrastructure* is considered a high priority for funding by 70% of homeowners and 45% of renters. Fewer homeowners (19%) felt *fostering a sense of community and special events* should be a *high funding priority* than did renters (30%) (Table 6.1.1).

Table 6.1.1. Cross-tabulations by *Housing status*.

	Housing Status	
	Rent	Own
Q1. How would you rate the QUALITY of each of the following services provided by the City of Laramie? (excellent or good)		
Sewer services	52%	38%
Code enforcement	31%	15%
Building permit services	49%	27%
Q4. How do you feel about the following issues as they relate to the City of Laramie? (major problem)		
Nuisances	11%	22%
Q9. Where do you get information about the activities of city government?		
Channel 11	17%	31%
Newspaper articles/advertisements	52%	77%
Newspaper legal notices	23%	39%
Q12. What priority should be placed on each of the following items with regard to funds allocation? (high priority)		
Maintaining infrastructure (sewer and water distribution system, storm drains)	45%	70%
Fostering a sense of community and special events	30%	19%

6.2. Cross-tabulations by Residence Location

Cross-tabulations were also performed by location of residence. Those that displayed statistically significant differences at the level of $p < 0.01$ and that have relevance are summarized in Table 6.2.1 below. The demographic section of this report contains the map with the geographic breakdown of respondents according to the five sections of the city: west, north, east, south, downtown/west, and UW campus area.

West Laramie residents were the least likely to *strongly agree* or *somewhat agree* (24%) with the statement “*I have a good understanding of how my taxes are spent on City services, operations, and capital projects*”, followed by the UW campus area (31%) and downtown/west area (34%) residents. Half of north Laramie residents agree with that statement.

Fewer west Laramie residents (24%) *strongly* or *somewhat agree* with the statement “*the fee I pay the City for garbage collection and disposal is reasonably priced for the service I receive*”, with more than double the percentage of residents from the next lowest area agreeing with that statement(south: 50%).

Regarding items for *high priority* funding, two differ significantly by area. Not surprisingly, significantly more residents in west Laramie (41%) consider *paving of streets that are currently unpaved a high priority*, followed by residents of the UW campus area (32%). Only 8% of west Laramie residents agree *that expanding the city’s bike path and greenbelt system should be a high priority* for funding, while residents of the UW campus area were most likely to rate this as a high priority (32%).

Table 6.2.1. Cross-tabulations by *Residence location*.

	Residence Location					
	West	North	East	South	Downtown / West	UW Campus Area
Q6. To what extent do you agree or disagree with the following statements? (<i>strongly</i> or <i>somewhat</i> agree)						
"I have a good understanding of how my taxes are spent on City services, operations and capital projects."	24%	50%	47%	40%	34%	31%
"The fee I pay the City for garbage collection and disposal is reasonably priced for the service I receive."	24%	53%	63%	50%	52%	52%
Q12. What priority should be placed on each of the following items with regard to funds allocation? (<i>high priority</i>)						
Expanding the city’s bike path and greenbelt system	8%	16%	20%	25%	17%	32%
Paving streets that are currently unpaved	41%	23%	15%	19%	25%	32%

6.3. Cross-tabulations by Employment Status

Cross-tabulations were also performed by some employment status variables: *full-time employed, retired, and student*. The results of these cross-tabulations that displayed statistically significant differences at the level of $p < 0.01$ and that have relevance are summarized in the tables below.

The *full-time employed* are less likely (43%) than those who are not employed full-time to rate disaster preparedness (43% vs. 61%) and *recreation programs* (63% vs. 76%) as *excellent* or *good*. Also, fewer *full-time employed* citizens (42%) agree that *the City of Laramie government welcomes citizen involvement and encourages citizen participation* than do those who are not employed full-time (59%) (Table 6.3.1).

Table 6.3.1. Cross-tabulations by *Full-time employed vs. not full-time employed*.

	Employment Status	
	Full-time	Other
Q1. How would you rate the QUALITY of each of the following services provided by the City of Laramie? (<i>excellent or good</i>)		
Disaster preparedness	43%	61%
Recreation programs	63%	76%
Q6. To what extent do you agree or disagree with the following statements? (<i>strongly or somewhat agree</i>)		
"The City of Laramie welcomes citizen involvement and encourages citizen participation."	42%	59%

A larger percentage of students (60%) than non-students (41%) rate *enforcement of traffic laws* as *excellent* or *good*. Fewer students consider *illegal drug use* (10%) and *unsupervised youth* (1%) a major problem, than non-students (23% and 10%, respectively). Students are considerably less likely than non-students to use *Channel 11* (16% vs. 28%), *newspaper articles/ advertisements* (50% vs. 73%), or *newspaper legal notices* (19% vs. 37%) for information about city government activities, and are more likely to use *none of the listed information sources* (10% vs. 4%) (Table 6.3.2).

Table 6.3.2. Cross-tabulations by *Students vs. non-student*.

	Employment Status	
	Student	Other
Q1. How would you rate the QUALITY of each of the following services provided by the City of Laramie? (<i>excellent or good</i>)		
Enforcement of traffic laws	60%	41%
Q4. How do you feel about the following issues as they relate to the City of Laramie? (<i>major problem</i>)		
Illegal drug use	10%	23%
Unsupervised youth	1%	10%
Q9. Where do you get information about the activities of city government?		
Channel 11	16%	28%
Newspaper articles/advertisements	50%	73%
Newspaper legal notices	19%	37%
None of the listed sources	10%	4%

Retired citizens are significantly more likely than others to feel that *illegal drug use* (41% vs. 16%) and *underage alcohol offenses* (55% vs. 34%) are *major problems* in Laramie.

A greater percentage of retired citizens than non-retired citizens use *Channel 11* (43% vs. 21%), *newspaper articles/ advertisements* (85% vs. 64%), and *newspaper legal notices* (49% vs. 30%) as an information source for city government activities (Table 6.3.3).

Table 6.3.3. Cross-tabulations by *Retired* vs. *non-retired*.

	Employment Status	
	Retired	Other
Q4. How do you feel about the following issues as they relate to the City of Laramie? (major problem)		
Illegal drug use	41%	16%
Underage alcohol offenses	55%	34%
Q9. Where do you get information about the activities of city government?		
Channel 11	43%	21%
Newspaper articles/advertisements	85%	64%
Newspaper legal notices	49%	30%

6.4. Cross-tabulations by Length of Residence

Length of residence in Laramie is another background variable that was cross-tabulated with relevant survey items. As this is a variable of scale, only those significant results (at the level of $p < 0.01$) that exhibit a discernible general trend—either an increase or decrease in the percentages for particular items as citizens' length of residence increases—are presented.

Generally, as length of residence increases, the *excellent and good* ratings decrease on *code enforcement* and *building permit services*. As length of residence increases, there is a general corresponding increase in the percentages of those who consider *illegal drug use* and *underage alcohol offenses* to be major problems. As length of residence increases, the use of *newspaper articles/advertisements* and *newspaper legal notices* for information of city government increases. The use of *newspaper articles/advertisements* for information is popular with every length of residency category, with practically 50% or more of residents in each category using this source. As length of residence increases so does the opinion that *maintaining infrastructure* should be a *high priority* for funding. The reverse is true for *enhancing recreation facilities, programs offered, parks and open spaces*; as length of residence increases viewing those as *high priority* for funding is less likely (Table 6.4.1).

Table 6.4.1. Cross-tabulations by *Length of Laramie residence*.

	Length of residence in Laramie (years)				
	< 2	2-5	6-10	11-20	> 20
Q1. How would you rate the QUALITY of each of the following services provided by the City of Laramie? (excellent or good)					
Code enforcement	40%	30%	9%	21%	15%
Building permit services	71%	51%	28%	27%	26%
Q4. How do you feel about the following issues as they relate to the City of Laramie? (major problem)					
Illegal drug use	13%	7%	15%	15%	32%
Underage alcohol offenses	21%	35%	31%	44%	44%
Q9. Where do you get information about the activities of city government?					
Newspaper articles/advertisements	49%	51%	68%	76%	78%
Newspaper legal notices	21%	17%	33%	48%	39%
Q12. What priority should be placed on each of the following items with regard to funds allocation? (high priority)					
Maintaining infrastructure	43%	42%	62%	71%	73%
Enhancing recreation facilities, programs offered, parks and open spaces	24%	25%	18%	15%	11%

6.5. Cross-tabulations by Age

Finally, differences in responses to relevant survey items across age groups were tested for statistical significance ($p < 0.01$). Those that exhibit some discernible trend and that have relevance are summarized in Table 6.5.1 below.

For potential issues facing Laramie, as age increases *illegal drug use* is seen by higher percentages of respondents as a major problem. Also, as age increases respondents are more likely to *strongly agree* or *somewhat agree* with the statement "I have a good understanding of how my taxes are spent on City services, operations and capital projects". In terms of the sources of information used by Laramie residents to obtain information on City government activities, there is a general increase in the number of residents who use *TV Channel 11*, *newspaper articles/advertisements*, and *newspaper legal notices* as age increases. Large percentages of respondents aged 55 to 64 (80%), 65 to 74 (88%) and 75 or older (84%) use *newspaper articles/advertisements*. The opposite is true for the use of the *City of Laramie website*: as age increases, prevalence of use generally declines. Respondents 25 through 44 years old are the most likely to use the *City website* (Table 6.5.1).

Table 6.5.1. Cross-tabulations by Age.

	Age (years)						
	18 – 24	25 – 34	35 – 44	45 – 54	55 – 64	65 – 74	75 or older
Q4. How do you feel about the following issues as they relate to the City of Laramie? (major problem)							
Illegal drug use	14%	10%	10%	20%	26%	26%	57%
Q6. To what extent do you agree or disagree with the following statements? (strongly or somewhat agree)							
"I have a good understanding of how my taxes are spent on City services, operations and capital projects."	23%	32%	43%	43%	50%	40%	51%
Q9. Where do you get information about the activities of city government?							
Channel 11	17%	18%	31%	22%	27%	40%	39%
City website	23%	40%	42%	23%	23%	25%	20%
Newspaper articles/advertisements	45%	52%	66%	72%	80%	88%	84%
Newspaper legal notices	21%	22%	35%	33%	44%	45%	45%

6.6. Cross tabulations of Question 6 Items by Select Background Variable

A more detailed analysis was performed on the distribution of responses to the five statements about City government included in Question 6 of the survey. Of particular interest to the City was to identify the demographics of those who are neutral on the issues. Respondents were asked to state their level of agreement or disagreement with five statements regarding the City government and services. To examine specifics about respondents who agreed, were neutral, or disagreed with each statement, for each statement responses were broken down by demographic variables of interest (housing status, age, full-time employed, student, and retired). The employment status variables are not mutually exclusive. For example, a respondent could be in both the student and retired groups. Each row is equal to 100% of valid respondents (excluding those who did not answer the question) for the given response choice (or collapsed response choices).

Table 6.6.1. Cross-tabulations question 6 by *Housing Status*.

	Housing Status	
	Rent	Own
Q6a. "The City of Laramie government welcomes citizen involvement and encourages citizen participation."		
Strongly agree or somewhat agree	33%	67%
Neither agree nor disagree	36%	64%
Strongly disagree or somewhat disagree	18%	82%
Q6b. "I have a good understanding of how my taxes are spent on City services, operations and capital projects."		
Strongly agree or somewhat agree	25%	75%
Neither agree nor disagree	27%	73%
Strongly disagree or somewhat disagree	36%	64%
Q6c. "The fee I pay for City water is reasonably priced for the service I receive."		
Strongly agree or somewhat agree	25%	75%
Neither agree nor disagree	36%	64%
Strongly disagree or somewhat disagree	17%	83%
Q6d. "The fee I pay for City sewage collection and treatment is reasonably priced for the service I receive."		
Strongly agree or somewhat agree	25%	75%
Neither agree nor disagree	28%	72%
Strongly disagree or somewhat disagree	17%	83%
Q6e. "The fee I pay for City garbage collection and disposal is reasonably priced for the service I receive."		
Strongly agree or somewhat agree	25%	75%
Neither agree nor disagree	28%	72%
Strongly disagree or somewhat disagree	19%	81%

Table 6.6.2. Cross-tabulations question 6 by Age.

	Age (years)						
	18 – 24	25 – 34	35 – 44	45 – 54	55 – 64	65 – 74	75 or older
Q6a. “The City of Laramie government welcomes citizen involvement and encourages citizen participation.”							
Strongly agree or somewhat agree	12%	20%	10%	15%	21%	12%	10%
Neither agree nor disagree	16%	22%	11%	16%	16%	10%	8%
Strongly disagree or somewhat disagree	5%	15%	10%	24%	31%	11%	4%
Q6b. “I have a good understanding of how my taxes are spent on City services, operations and capital projects.”							
Strongly agree or somewhat agree	7%	16%	11%	18%	29%	10%	9%
Neither agree nor disagree	15%	22%	11%	11%	16%	17%	10%
Strongly disagree or somewhat disagree	15%	25%	9%	19%	21%	8%	4%
Q6c. “The fee I pay for City <u>water</u> is reasonably priced for the service I receive.”							
Strongly agree or somewhat agree	9%	23%	13%	16%	20%	12%	7%
Neither agree nor disagree	7%	21%	12%	15%	24%	9%	12%
Strongly disagree or somewhat disagree	6%	16%	9%	22%	26%	13%	8%
Q6d. “The fee I pay for City <u>sewage collection and treatment</u> is reasonably priced for the service I receive.”							
Strongly agree or somewhat agree	8%	23%	10%	18%	21%	12%	8%
Neither agree nor disagree	9%	19%	8%	15%	25%	10%	14%
Strongly disagree or somewhat disagree	6%	12%	15%	23%	26%	13%	6%
Q6e. “The fee I pay for City <u>garbage collection and disposal</u> is reasonably priced for the service I receive.”							
Strongly agree or somewhat agree	8%	23%	10%	14%	23%	11%	11%
Neither agree nor disagree	4%	18%	12%	17%	30%	11%	8%
Strongly disagree or somewhat disagree	10%	14%	13%	26%	20%	12%	6%

Table 6.6.3. Cross-tabulations question 6 by *Full-Time Employed, Student, and Retired.*

	Employment Status		
	Full-Time	Student	Retired
Q6a. "The City of Laramie government welcomes citizen involvement and encourages citizen participation."			
Strongly agree or somewhat agree	49%	20%	26%
Neither agree nor disagree	63%	21%	17%
Strongly disagree or somewhat disagree	69%	8%	21%
Q6b. "I have a good understanding of how my taxes are spent on City services, operations and capital projects."			
Strongly agree or somewhat agree	62%	12%	23%
Neither agree nor disagree	52%	16%	27%
Strongly disagree or somewhat disagree	61%	20%	15%
Q6c. "The fee I pay for City <u>water</u> is reasonably priced for the service I receive."			
Strongly agree or somewhat agree	61%	15%	21%
Neither agree nor disagree	54%	15%	26%
Strongly disagree or somewhat disagree	63%	9%	24%
Q6d. "The fee I pay for City <u>sewage collection and treatment</u> is reasonably priced for the service I receive."			
Strongly agree or somewhat agree	64%	14%	20%
Neither agree nor disagree	50%	15%	31%
Strongly disagree or somewhat disagree	64%	8%	24%
Q6e. "The fee I pay for City <u>garbage collection and disposal</u> is reasonably priced for the service I receive."			
Strongly agree or somewhat agree	61%	14%	23%
Neither agree nor disagree	60%	8%	25%
Strongly disagree or somewhat disagree	62%	13%	21%

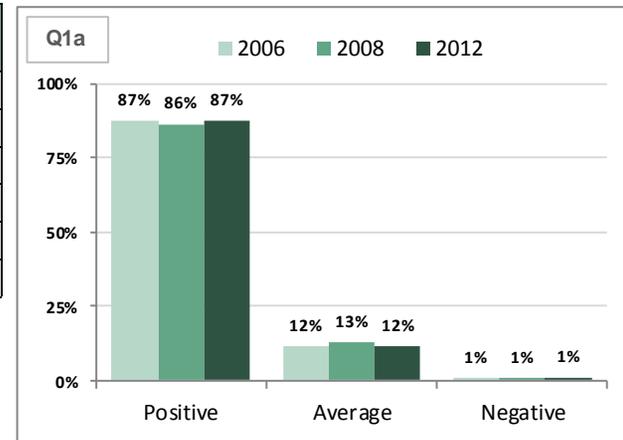
Appendix A. Frequency Distributions

The following tables contain the raw frequency counts and percentage distributions of responses to all questions on the City of Laramie Survey, 2012. Bolded text denotes the exact question text from the questionnaire; non-bold italicized text represents questionnaire instructions and notes. Percentage distributions are presented side by side from both the 2008 and the 2006 survey iterations for all comparable items. Raw frequency counts are presented only for 2012. Although in many cases the number of residents who were not able to give a substantive answer, but rather marked the *Don't know/Not sure* response choice, is quite large, these responses are excluded from the *Valid Percent* calculations. These respondents are, however, present for reference purposes in the raw frequency counts. All items were tested for statistical significance of the differences in responses given over time, using collapsed categories (i.e., strongly agree and somewhat agree into agree), where appropriate. In cases where responses differ at a statistically significant level ($p < 0.01$) there is a graphic notation (♦) following the question text.

1. How would you rate the QUALITY of each of the following services provided by the City of Laramie?

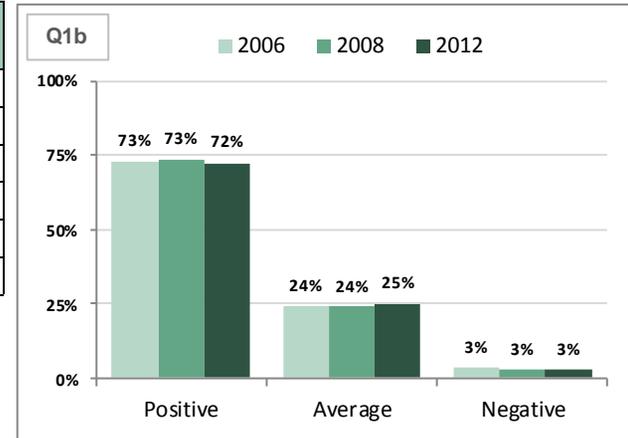
1a. Fire fighting.

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	154	38.4%	43.4%	42.8%
Good	196	48.9%	42.9%	44.5%
About average	46	11.5%	12.8%	11.7%
Not so good	2	0.5%	0.8%	0.9%
Poor	3	0.7%	0.2%	0.1%
Total Valid	401	100.0%	100.0%	100.0%
Don't know / Not sure	230			
(No answer)	2			
Total Missing	232			
Total	633			



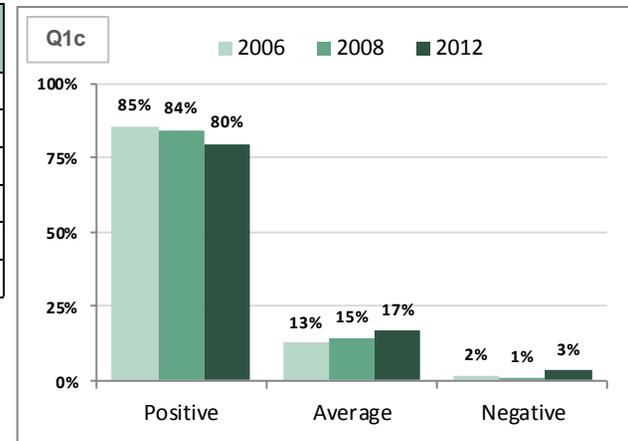
1b. Fire prevention.

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	101	26.9%	26.6%	25.9%
Good	171	45.5%	46.7%	46.8%
About average	94	25.0%	23.9%	24.0%
Not so good	6	1.6%	2.3%	2.4%
Poor	4	1.1%	0.5%	0.9%
Total Valid	376	100.0%	100.0%	100.0%
Don't know / Not sure	255			
(No answer)	2			
Total Missing	257			
Total	633			



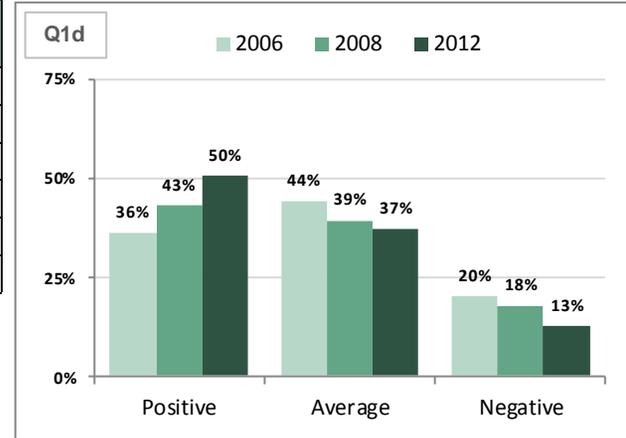
1c. Ambulance service.

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	160	39.0%	37.8%	41.4%
Good	167	40.7%	46.6%	44.0%
About average	69	16.8%	14.5%	12.6%
Not so good	10	2.4%	0.6%	1.3%
Poor	4	1.0%	0.5%	0.6%
Total Valid	410	100.0%	100.0%	100.0%
Don't know / Not sure	217			
(No answer)	6			
Total Missing	223			
Total	633			



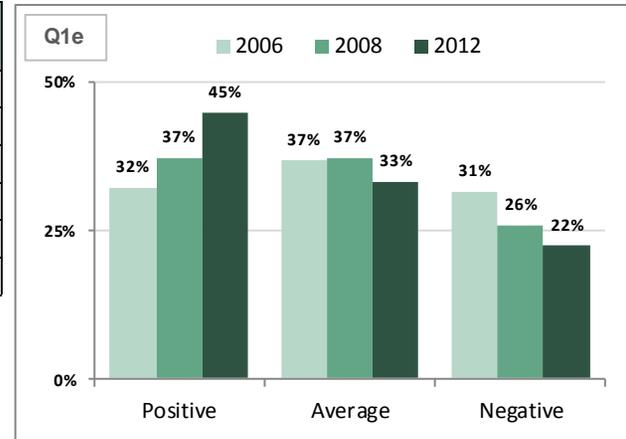
1d. Disaster preparedness. ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	47	13.7%	10.3%	7.7%
Good	126	36.7%	32.6%	28.4%
About average	127	37.0%	39.2%	44.0%
Not so good	31	9.0%	12.9%	12.9%
Poor	12	3.5%	5.0%	7.1%
Total Valid	343	100.0%	100.0%	100.0%
Don't know / Not sure	284			
(No answer)	6			
Total Missing	290			
Total	633			



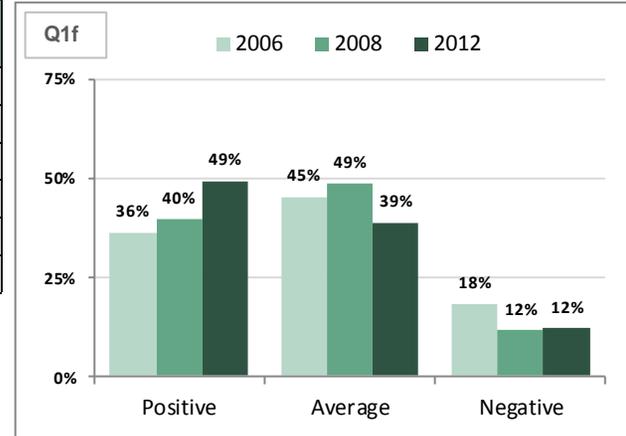
1e. Enforcement of traffic laws. ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	76	13.2%	9.1%	5.5%
Good	181	31.4%	28.0%	26.6%
About average	191	33.1%	37.1%	36.6%
Not so good	78	13.5%	16.0%	15.5%
Poor	51	8.8%	9.8%	15.9%
Total Valid	577	100.0%	100.0%	100.0%
Don't know / Not sure	52			
(No answer)	4			
Total Missing	56			
Total	633			



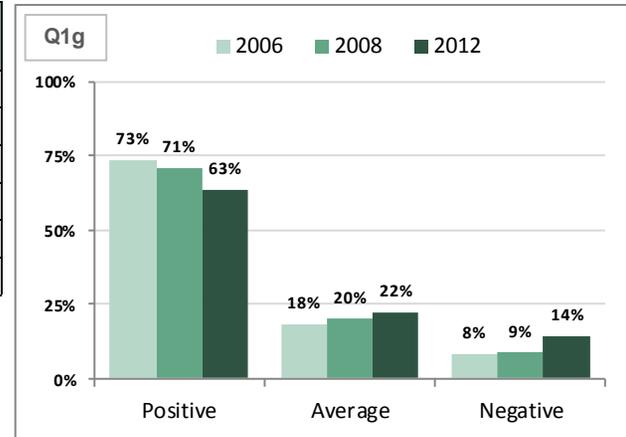
1f. Crime prevention. ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	52	10.4%	6.2%	5.3%
Good	193	38.8%	33.4%	31.0%
About average	193	38.8%	48.6%	45.3%
Not so good	43	8.6%	8.0%	13.5%
Poor	17	3.4%	3.7%	4.9%
Total Valid	498	100.0%	100.0%	100.0%
Don't know / Not sure	129			
(No answer)	6			
Total Missing	135			
Total	633			



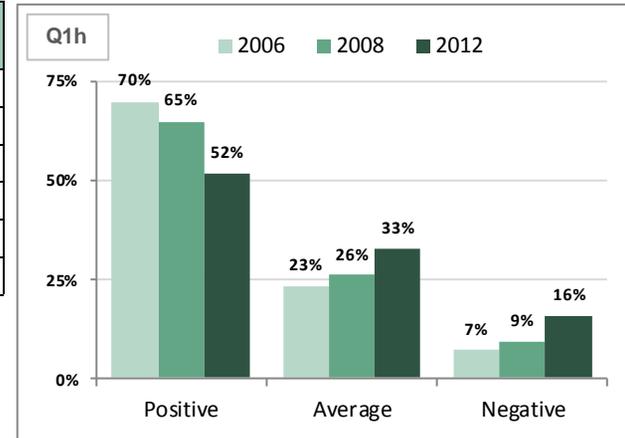
1g. Garbage collection. ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	149	25.3%	28.4%	33.6%
Good	224	38.0%	42.3%	39.7%
About average	132	22.4%	20.3%	18.4%
Not so good	51	8.6%	6.5%	5.1%
Poor	34	5.8%	2.5%	3.3%
Total Valid	590	100.0%	100.0%	100.0%
Don't know / Not sure	40			
(No answer)	3			
Total Missing	43			
Total	633			



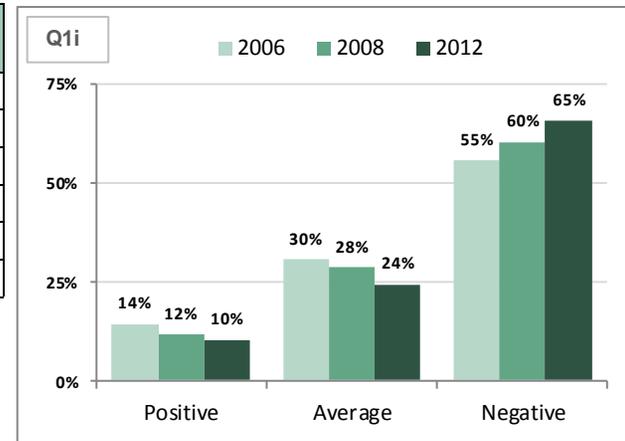
1h. Landfill (dump) services. ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	70	13.9%	18.8%	21.0%
Good	189	37.6%	45.9%	48.7%
About average	164	32.6%	25.9%	23.2%
Not so good	46	9.1%	5.7%	4.8%
Poor	34	6.8%	3.6%	2.2%
Total Valid	503	100.0%	100.0%	100.0%
Don't know / Not sure	118			
(No answer)	12			
Total Missing	130			
Total	633			



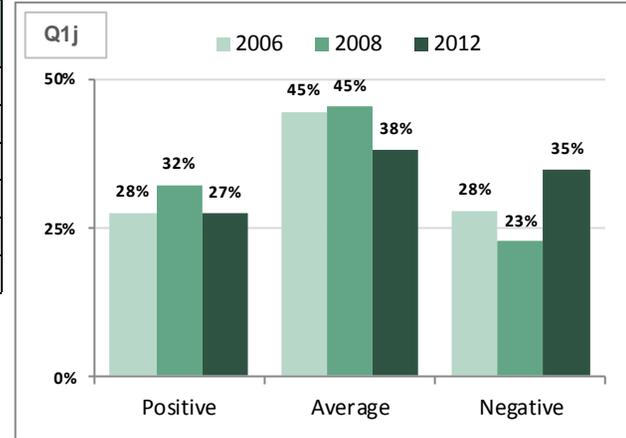
1i. Street maintenance and repair.

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	11	1.8%	1.9%	2.4%
Good	53	8.6%	9.7%	11.9%
About average	150	24.3%	28.4%	30.4%
Not so good	196	31.7%	32.0%	31.0%
Poor	208	33.7%	28.0%	24.4%
Total Valid	618	100.0%	100.0%	100.0%
Don't know / Not sure	9			
(No answer)	6			
Total Missing	15			
Total	633			



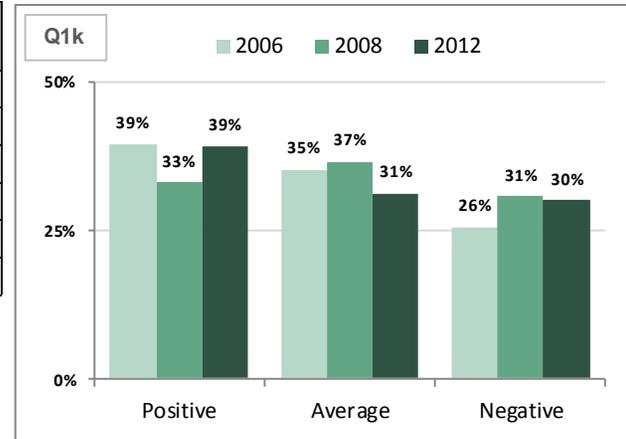
1j. Street cleaning.

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	27	4.5%	6.2%	4.8%
Good	137	22.8%	26.0%	22.7%
About average	229	38.0%	45.2%	44.5%
Not so good	123	20.4%	14.7%	16.0%
Poor	86	14.3%	7.9%	11.9%
Total Valid	602	100.0%	100.0%	100.0%
Don't know / Not sure	22			
(No answer)	9			
Total Missing	31			
Total	633			



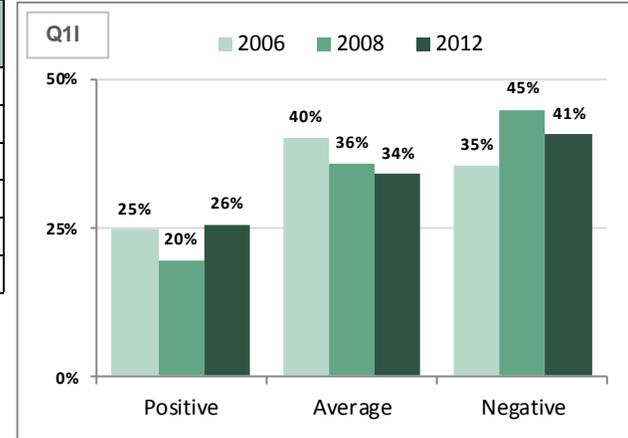
1k. Snow removal on major streets (not including residential streets). ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	47	7.6%	6.4%	6.6%
Good	195	31.4%	26.5%	32.7%
About average	194	31.2%	36.5%	35.2%
Not so good	99	15.9%	18.2%	15.0%
Poor	87	14.0%	12.4%	10.5%
Total Valid	622	100.0%	100.0%	100.0%
Don't know / Not sure	10			
(No answer)	1			
Total Missing	11			
Total	633			



1l. Storm water drainage.*

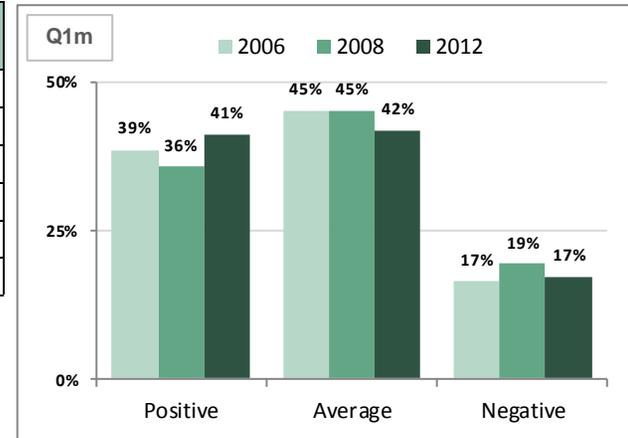
	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	25	4.6%	2.7%	2.9%
Good	115	20.9%	16.8%	21.7%
About average	186	33.9%	35.7%	40.0%
Not so good	144	26.2%	28.8%	22.7%
Poor	79	14.4%	16.0%	12.7%
Total Valid	549	100.0%	100.0%	100.0%
Don't know / Not sure	82			
(No answer)	2			
Total Missing	84			
Total	633			



* Item reworded from *storm drainage* in 2008 to *storm water drainage* for 2012.

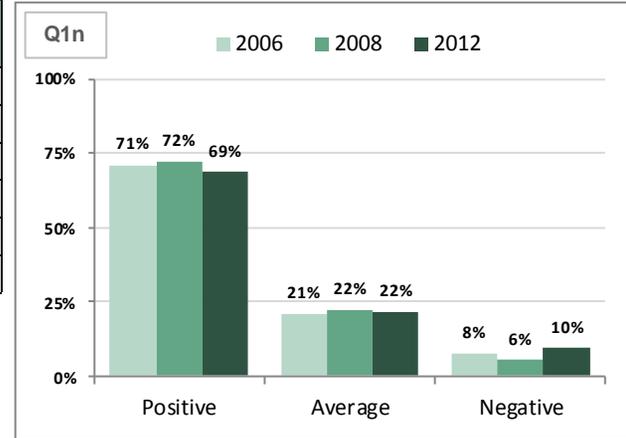
1m. Sewer services.

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	47	9.3%	6.0%	5.8%
Good	160	31.7%	29.6%	32.7%
About average	210	41.7%	45.1%	45.1%
Not so good	55	10.9%	13.6%	11.3%
Poor	32	6.3%	5.7%	5.2%
Total Valid	504	100.0%	100.0%	100.0%
Don't know / Not sure	125			
(No answer)	4			
Total Missing	129			
Total	633			



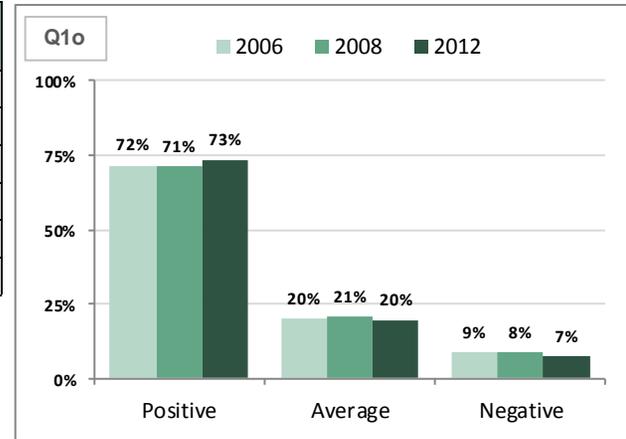
1n. Water quality.

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	160	26.4%	28.8%	26.4%
Good	255	42.1%	43.4%	44.6%
About average	132	21.8%	22.3%	21.2%
Not so good	39	6.4%	4.2%	5.0%
Poor	19	3.1%	1.3%	2.8%
Total Valid	605	100.0%	100.0%	100.0%
Don't know / Not sure	23			
(No answer)	5			
Total Missing	28			
Total	633			



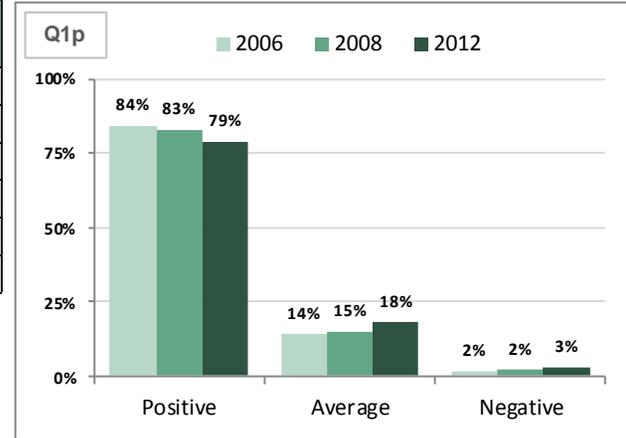
1o. Reliability of water flow.

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	173	29.4%	26.3%	24.0%
Good	258	43.9%	44.8%	47.5%
About average	115	19.6%	20.5%	19.8%
Not so good	28	4.8%	6.2%	6.1%
Poor	14	2.4%	2.2%	2.6%
Total Valid	588	100.0%	100.0%	100.0%
Don't know / Not sure	36			
(No answer)	9			
Total Missing	45			
Total	633			



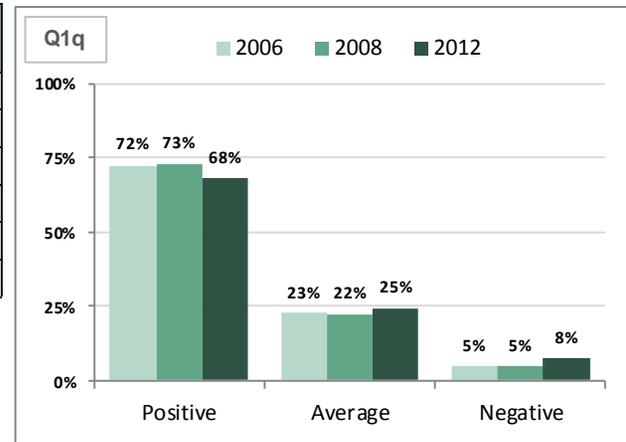
1p. Park appearance/maintenance.

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	193	31.4%	35.8%	37.4%
Good	291	47.4%	47.0%	46.8%
About average	111	18.1%	15.0%	14.0%
Not so good	15	2.4%	1.8%	1.4%
Poor	4	0.7%	0.4%	0.5%
Total Valid	614	100.0%	100.0%	100.0%
Don't know / Not sure	18			
(No answer)	1			
Total Missing	19			
Total	633			



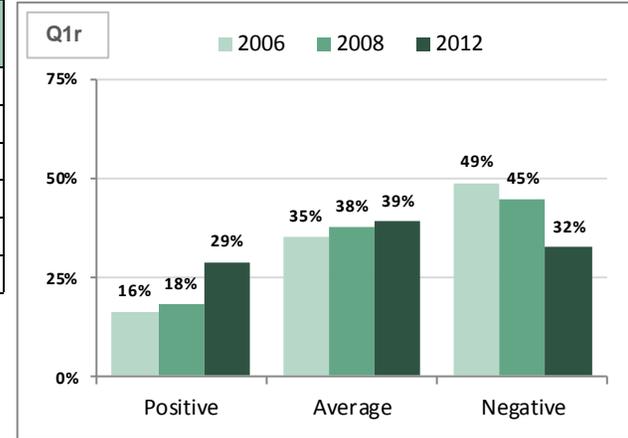
1q. Recreation programs.

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	131	24.3%	26.0%	25.9%
Good	235	43.6%	46.7%	46.5%
About average	132	24.5%	22.4%	22.6%
Not so good	32	5.9%	3.7%	3.4%
Poor	9	1.7%	1.1%	1.6%
Total Valid	539	100.0%	100.0%	100.0%
Don't know / Not sure	88			
(No answer)	6			
Total Missing	94			
Total	633			



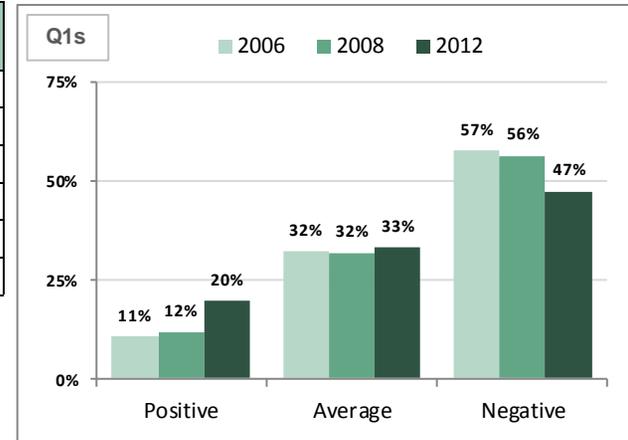
1r. Land use, planning, zoning.◆

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	25	5.3%	1.8%	1.4%
Good	112	23.5%	16.2%	14.9%
About average	185	38.9%	37.5%	35.0%
Not so good	88	18.5%	25.5%	26.6%
Poor	66	13.9%	19.0%	22.1%
Total Valid	476	100.0%	100.0%	100.0%
Don't know / Not sure	148			
(No answer)	9			
Total Missing	157			
Total	633			



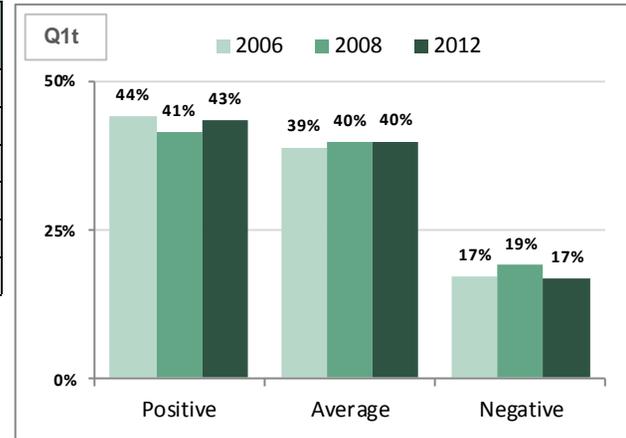
1s. Code enforcement (weeds, substandard buildings, junk, etc.).◆

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	22	4.1%	1.9%	1.6%
Good	84	15.6%	10.0%	9.0%
About average	177	33.0%	31.8%	32.1%
Not so good	151	28.1%	28.9%	27.7%
Poor	103	19.2%	27.4%	29.7%
Total Valid	537	100.0%	100.0%	100.0%
Don't know / Not sure	91			
(No answer)	5			
Total Missing	96			
Total	633			



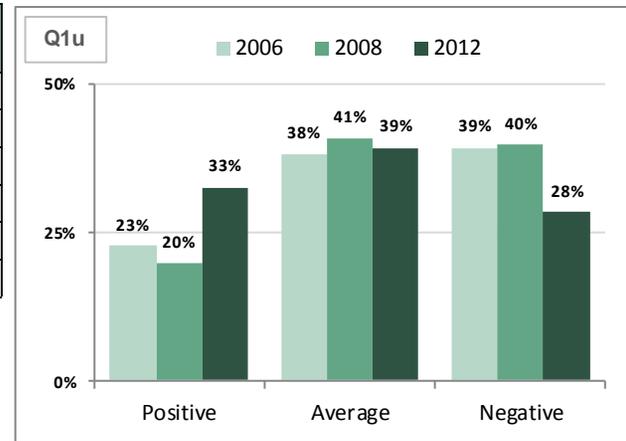
1t. Animal control.

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	55	10.3%	9.2%	8.0%
Good	176	33.0%	32.1%	36.0%
About average	212	39.8%	39.7%	38.8%
Not so good	53	9.9%	10.3%	9.7%
Poor	37	6.9%	8.7%	7.5%
Total Valid	533	100.0%	100.0%	100.0%
Don't know / Not sure	89			
(No answer)	11			
Total Missing	100			
Total	633			



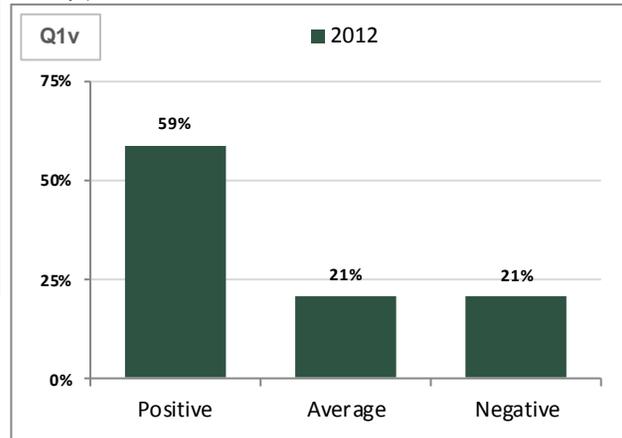
1u. Building permit services. ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	28	9.6%	4.0%	3.3%
Good	67	22.9%	15.7%	19.3%
About average	115	39.2%	40.7%	38.1%
Not so good	48	16.4%	20.7%	20.4%
Poor	35	11.9%	18.9%	18.8%
Total Valid	293	100.0%	100.0%	100.0%
Don't know / Not sure	330			
(No answer)	10			
Total Missing	340			
Total	633			



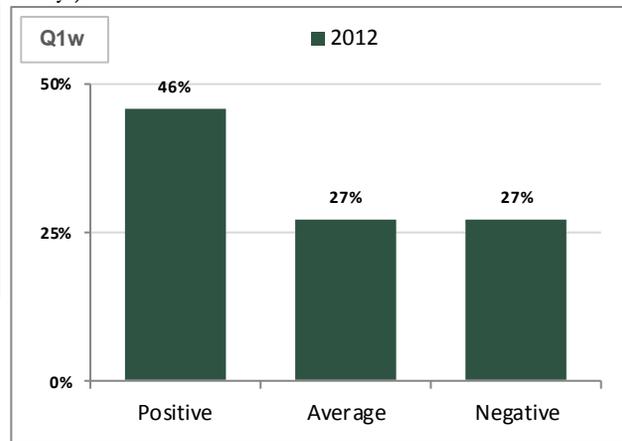
1v. Curbside recycling. (Item introduced in 2012 survey.)

	2012 Frequency	2012 Valid Percent
Excellent	126	24.3%
Good	179	34.5%
About average	108	20.8%
Not so good	60	11.6%
Poor	46	8.9%
Total Valid	519	100.0%
Don't know / Not sure	110	
(No answer)	4	
Total Missing	114	
Total	633	



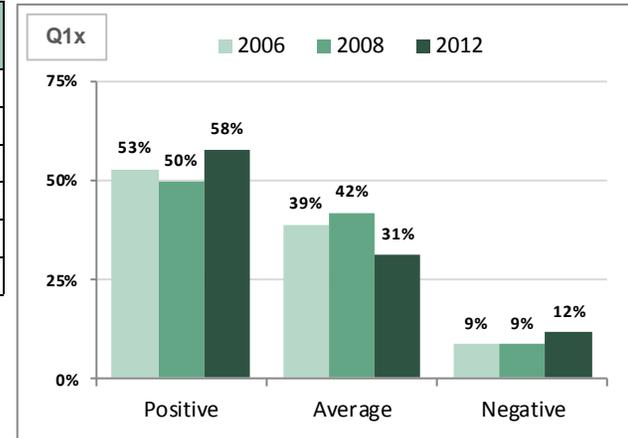
1w. Mosquito control. (Item introduced in 2012 survey.)

	2012 Frequency	2012 Valid Percent
Excellent	66	11.4%
Good	198	34.3%
About average	157	27.2%
Not so good	85	14.7%
Poor	72	12.5%
Total Valid	578	100.0%
Don't know / Not sure	48	
(No answer)	7	
Total Missing	55	
Total	633	



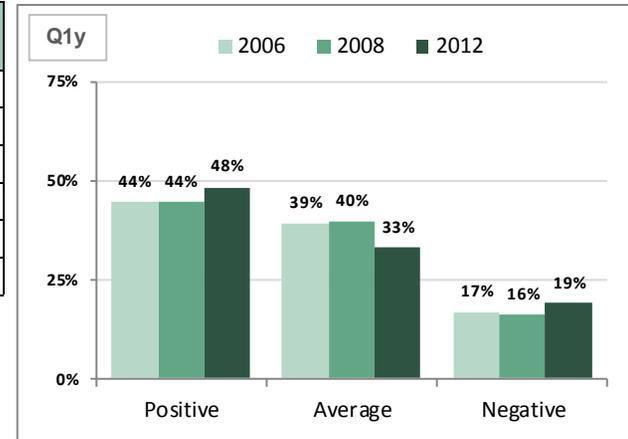
1x. Access for disabled persons to city facilities, parks, etc.

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	59	14.2%	9.8%	10.2%
Good	180	43.3%	39.8%	42.6%
About average	129	31.0%	41.7%	38.7%
Not so good	32	7.7%	5.2%	5.7%
Poor	16	3.8%	3.5%	2.8%
Total Valid	416	100.0%	100.0%	100.0%
Don't know / Not sure	214			
(No answer)	3			
Total Missing	217			
Total	633			



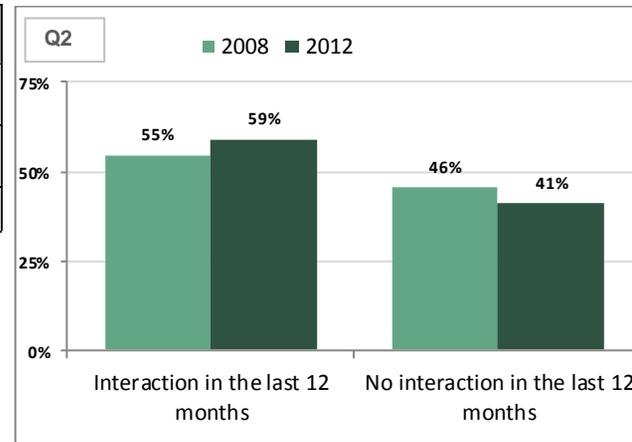
1y. Access for disabled persons on public streets, sidewalks, crosswalks, etc.

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	50	11.3%	7.7%	8.9%
Good	164	36.9%	36.7%	35.4%
About average	146	32.9%	39.6%	39.0%
Not so good	51	11.5%	10.0%	11.3%
Poor	33	7.4%	6.0%	5.4%
Total Valid	444	100.0%	100.0%	100.0%
Don't know / Not sure	188			
(No answer)	1			
Total Missing	189			
Total	633			

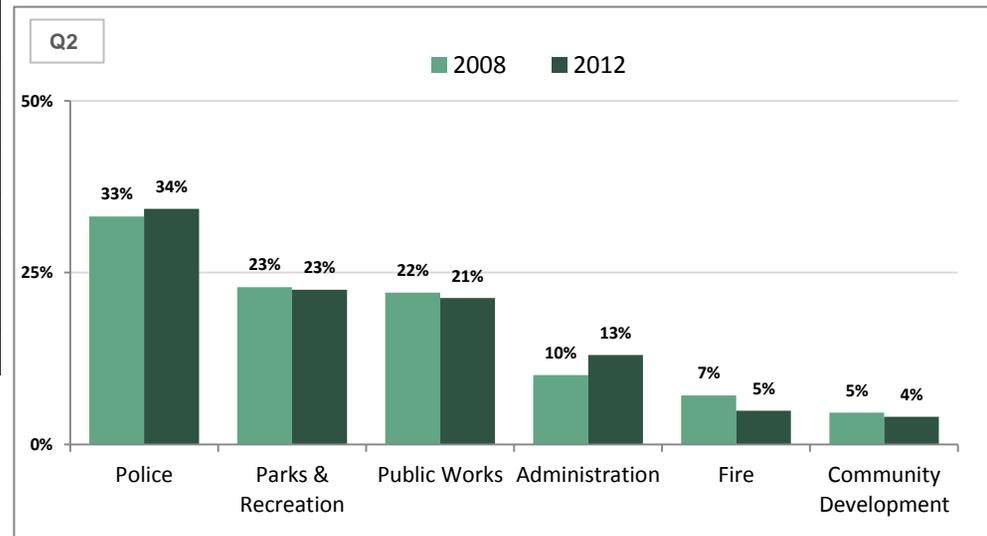


2. If you have interacted with a City of Laramie department in the past 12 months, please identify the department of your MOST RECENT interaction:

	2012 Frequency	2012 Valid Percent	2008 Valid Percent
Interaction in last 12 months	347	59.0%	54.5%
No interaction in last 12 months → (Skip to question 3)	241	41.0%	45.5%
Total Valid	588	100.0%	100.0%
(No answer)	45		
Total Missing	45		
Total	633		



	2012 Frequency	2012 Valid Percent	2008 Valid Percent
Police	119	34.3%	33.2%
Public Works	74	21.3%	22.1%
Parks & Recreation	78	22.5%	22.9%
Fire	17	4.9%	7.1%
Community Development	14	4.0%	4.6%
Administration	45	13.0%	10.1%
Total Valid	347	100.0%	100.0%
No interaction	241		
(No answer)	45		
Total Missing	286		
Total	633		



2a. For that most recent interaction with a City department, please rate the personnel that you interacted with on the following:

2a1 – 2a4. Police: Knowledge, Responsiveness, Courtesy, Overall Impression

Police Department	Knowledge		Responsiveness		Courtesy		Overall Impression	
	2012 Valid Percent	2008 Valid Percent						
Excellent	28.9%	39.8%	31.6%	44.2%	38.7%	51.2%	29.4%	43.0%
Good	42.1%	37.3%	38.5%	30.0%	32.8%	28.1%	36.1%	29.8%
About average	17.5%	11.0%	16.2%	10.0%	15.1%	9.1%	18.5%	11.6%
Not so good	7.0%	5.9%	8.5%	5.8%	5.9%	4.1%	5.9%	7.4%
Poor	4.4%	5.9%	5.1%	10.0%	7.6%	7.4%	10.1%	8.3%
Total Valid (Count)	(114) 100.0%	(118) 100.0%	(117) 100.0%	(120) 100.0%	(119) 100.0%	(121) 100.0%	(119) 100.0%	(121) 100.0%
Don't know / Not sure	5	2	2	0	0	0	0	0
(No answer)	0	2	0	2	0	1	0	1
System Missing	514	694	514	694	514	694	514	694
Total Missing	519	698	516	696	514	695	514	695
Total	633	816	633	816	633	816	633	816

2a1 – 2a4. Fire: Knowledge, Responsiveness, Courtesy, Overall Impression

Fire Department	Knowledge		Responsiveness		Courtesy		Overall Impression	
	2012 Valid Percent	2008 Valid Percent						
Excellent	52.9%	61.5%	64.7%	76.9%	76.5%	80.8%	58.8%	73.1%
Good	47.1%	30.8%	23.5%	15.4%	23.5%	11.5%	35.3%	19.2%
About average	.0%	7.7%	5.9%	7.7%	.0%	3.8%	5.9%	3.8%
Not so good	.0%	.0%	5.9%	.0%	.0%	3.8%	.0%	.0%
Poor	.0%	.0%	.0%	.0%	.0%	.0%	.0%	3.8%
Total Valid (Count)	(17) 100.0%	(26) 100.0%						
Don't know / Not sure	0	0	0	0	0	0	0	0
(No answer)	0	0	0	0	0	0	0	0
System Missing	616	790	616	790	616	790	616	790
Total Missing	616	790	616	790	616	790	616	790
Total	633	816	633	816	633	816	633	816

2a1 – 2a4. Public Works: Knowledge, Responsiveness, Courtesy, Overall Impression

Public Works	Knowledge		Responsiveness		Courtesy		Overall Impression	
	2012 Valid Percent	2008 Valid Percent						
Excellent	18.1%	21.8%	23.3%	25.3%	27.4%	28.8%	20.3%	24.1%
Good	38.9%	47.4%	37.0%	36.7%	39.7%	43.8%	36.5%	38.0%
About average	29.2%	15.4%	23.3%	20.3%	17.8%	16.3%	21.6%	20.3%
Not so good	8.3%	14.1%	11.0%	10.1%	12.3%	8.8%	17.6%	11.4%
Poor	5.6%	1.3%	5.5%	7.6%	2.7%	2.5%	4.1%	6.3%
Total Valid (Count)	(72) 100.0%	(78) 100.0%	(73) 100.0%	(79) 100.0%	(73) 100.0%	(80) 100.0%	(74) 100.0%	(79) 100.0%
Don't know / Not sure	2	3	1	1	1	0	0	0
(No answer)	0	0	0	1	0	1	0	2
System Missing	559	735	559	735	559	735	559	735
Total Missing	561	738	560	737	560	736	559	737
Total	633	816	633	816	633	816	633	816

2a1 – 2a4. Community Development: Knowledge, Responsiveness, Courtesy, Overall Impression

Community Development	Knowledge		Responsiveness		Courtesy		Overall Impression	
	2012 Valid Percent	2008 Valid Percent						
Excellent	28.6%	29.4%	35.7%	12.5%	42.9%	29.4%	35.7%	11.8%
Good	35.7%	11.8%	21.4%	25.0%	28.6%	35.3%	35.7%	35.3%
About average	35.7%	29.4%	28.6%	6.3%	21.4%	11.8%	14.3%	17.6%
Not so good	.0%	11.8%	7.1%	37.5%	7.1%	11.8%	7.1%	17.6%
Poor	.0%	17.6%	7.1%	18.8%	.0%	11.8%	7.1%	17.6%
Total Valid (Count)	(14) 100.0%	(17) 100.0%	(14) 100.0%	(16) 100.0%	(14) 100.0%	(17) 100.0%	(14) 100.0%	(17) 100.0%
Don't know / Not sure	0	0	0	1	0	0	0	0
(No answer)	0	0	0	0	0	0	0	0
System Missing	619	799	619	799	619	799	619	799
Total Missing	619	799	619	800	619	799	619	799
Total	633	816	633	816	633	816	633	816

2a1 – 2a4. Parks & Recreation: Knowledge, Responsiveness, Courtesy, Overall Impression

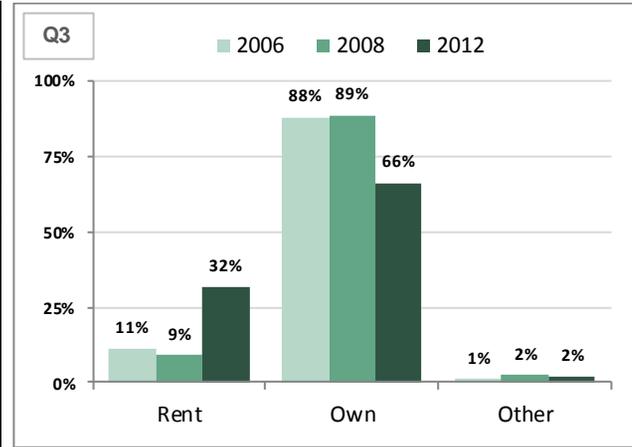
Parks & Recreation	Knowledge		Responsiveness		Courtesy		Overall Impression	
	2012 Valid Percent	2008 Valid Percent						
Excellent	34.6%	28.6%	38.5%	33.7%	44.9%	41.7%	39.7%	34.5%
Good	42.3%	34.5%	38.5%	34.9%	34.6%	28.6%	34.6%	32.1%
About average	16.7%	26.2%	17.9%	15.7%	19.2%	17.9%	17.9%	16.7%
Not so good	5.1%	9.5%	2.6%	8.4%	1.3%	6.0%	5.1%	9.5%
Poor	1.3%	1.2%	2.6%	7.2%	.0%	6.0%	2.6%	7.1%
Total Valid (Count)	(78) 100.0%	(84) 100.0%	(78) 100.0%	(83) 100.0%	(78) 100.0%	(84) 100.0%	(78) 100.0%	(84) 100.0%
Don't know / Not sure	0	0	0	0	0	0	0	0
(No answer)	0	0	0	1	0	0	0	0
System Missing	555	732	555	731	555	732	555	732
Total Missing	555	732	555	732	555	732	555	732
Total	633	816	633	816	633	816	633	816

2a1 – 2a4. Administration: Knowledge, Responsiveness, Courtesy, Overall Impression

Administration	Knowledge		Responsiveness		Courtesy		Overall Impression	
	2012 Valid Percent	2008 Valid Percent						
Excellent	28.9%	25.7%	33.3%	27.8%	37.8%	33.3%	31.1%	21.6%
Good	42.2%	42.9%	33.3%	41.7%	31.1%	44.4%	33.3%	45.9%
About average	22.2%	8.6%	15.6%	13.9%	11.1%	5.6%	15.6%	8.1%
Not so good	2.2%	14.3%	8.9%	2.8%	13.3%	11.1%	13.3%	10.8%
Poor	4.4%	8.6%	8.9%	13.9%	6.7%	5.6%	6.7%	13.5%
Total Valid (Count)	(45) 100.0%	(35) 100.0%	(45) 100.0%	(36) 100.0%	(45) 100.0%	(36) 100.0%	(45) 100.0%	(37) 100.0%
Don't know / Not sure	0	1	0	0	0	0	0	0
(No answer)	0	1	0	1	0	1	0	0
System Missing	588	777	588	778	588	778	588	779
Total Missing	588	779	588	779	588	779	588	779
Total	633	816	633	816	633	816	633	816

3. Do you own or rent your Laramie residence? ◆

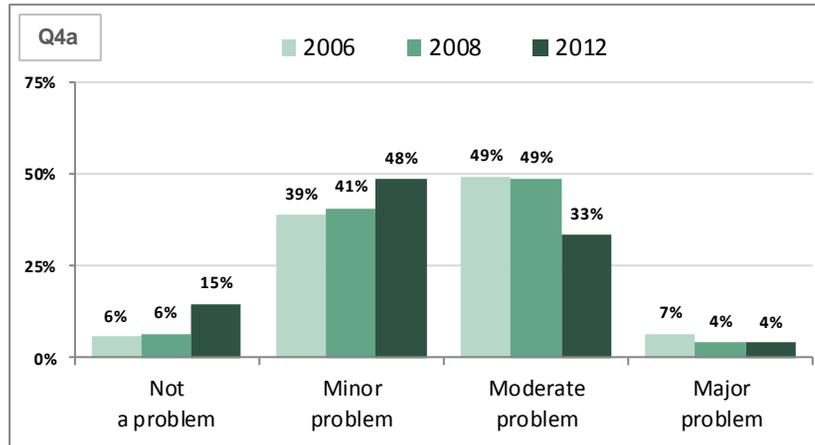
	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Rent	174	31.8%	9.1%	11.3%
Own	363	66.2%	88.5%	87.7%
Other	11	2.0%	2.4%	1.0%
Total Valid	548	100.0%	100.0%	100.0%
(No answer)	85			
Total Missing	85			
Total	633			



4. How do you feel about the following issues as they relate to the City of Laramie?

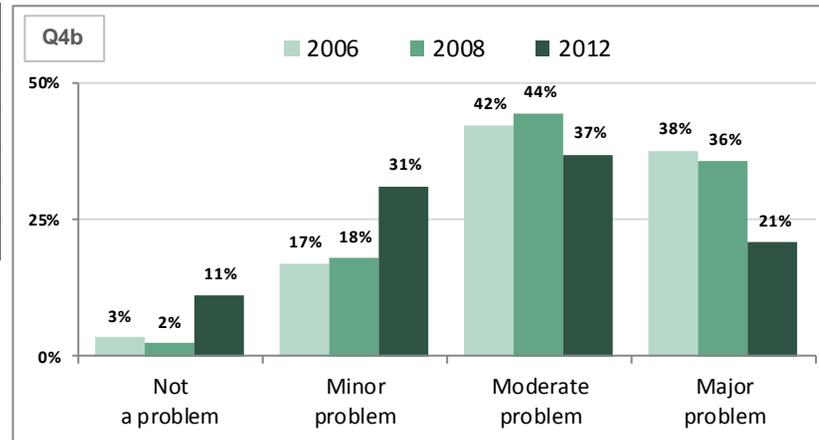
4a. Crime. ◆

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Not a problem	85	14.5%	6.4%	5.5%
Minor problem	284	48.4%	40.7%	38.7%
Moderate problem	195	33.2%	48.7%	49.2%
Major problem	23	3.9%	4.1%	6.5%
Total Valid	587	100.0%	100.0%	100.0%
Don't know / Not sure	44			
(No answer)	2			
Total Missing	46			
Total	633			



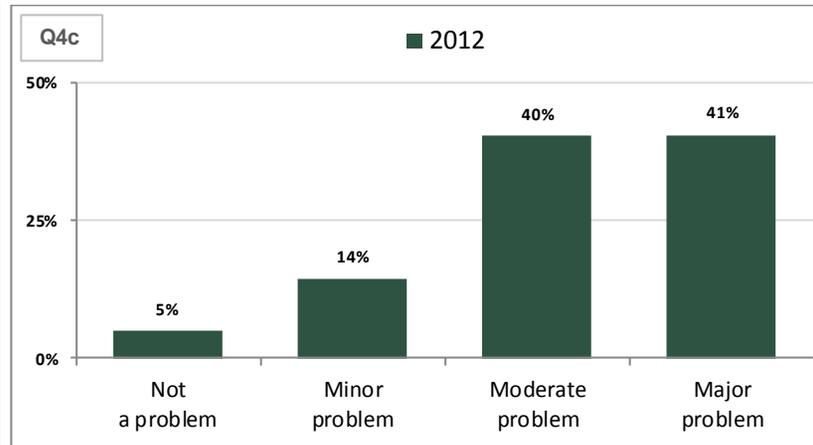
4b. Illegal drug use. ↗

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Not a problem	59	11.2%	2.2%	3.3%
Minor problem	164	31.1%	17.8%	17.0%
Moderate problem	195	36.9%	44.4%	42.1%
Major problem	110	20.8%	35.6%	37.6%
Total Valid	528	100.0%	100.0%	100.0%
Don't know / Not sure	101			
(No answer)	4			
Total Missing	105			
Total	633			



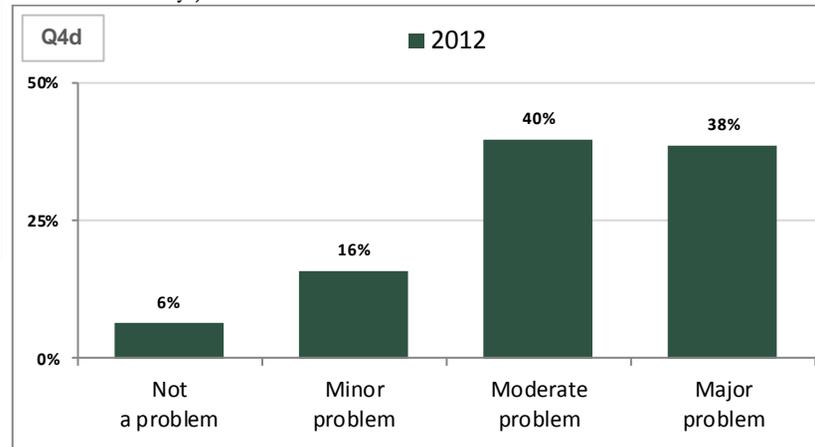
4c. Driving under the influence. (Item introduced in 2012 survey.)

	2012 Frequency	2012 Valid Percent
Not a problem	28	4.9%
Minor problem	82	14.4%
Moderate problem	229	40.2%
Major problem	231	40.5%
Total Valid	570	100.0%
Don't know / Not sure	59	
(No answer)	4	
Total Missing	63	
Total	633	



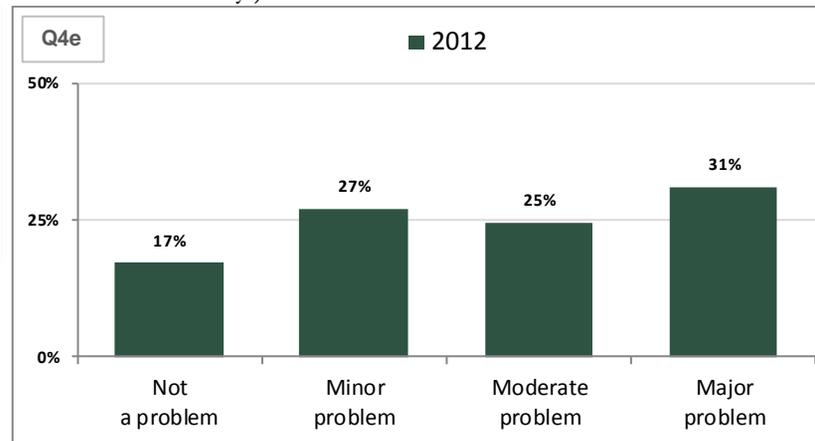
4d. Underage alcohol offenses. (Item introduced in 2012 survey.)

	2012 Frequency	2012 Valid Percent
Not a problem	34	6.2%
Minor problem	87	15.8%
Moderate problem	217	39.5%
Major problem	211	38.4%
Total Valid	549	100.0%
Don't know / Not sure	73	
(No answer)	11	
Total Missing	84	
Total	633	



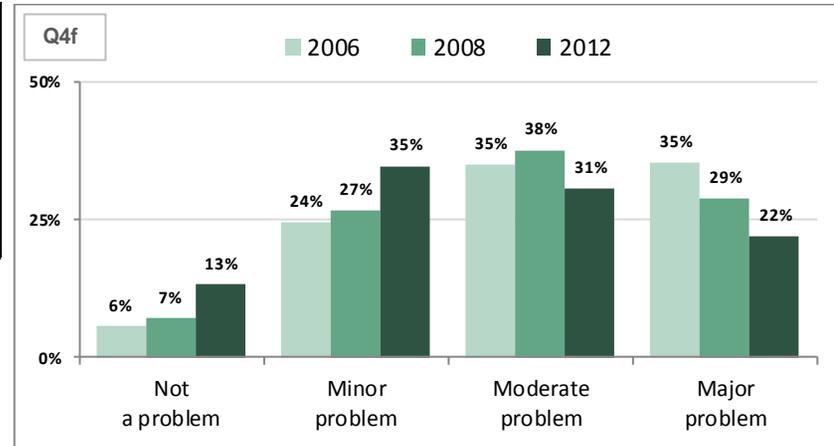
4e. Bicyclists following traffic laws. (Item introduced in 2012 survey.)

	2012 Frequency	2012 Valid Percent
Not a problem	104	17.2%
Minor problem	164	27.1%
Moderate problem	149	24.6%
Major problem	188	31.1%
Total Valid	605	100.0%
Don't know / Not sure	23	
(No answer)	5	
Total Missing	28	
Total	633	



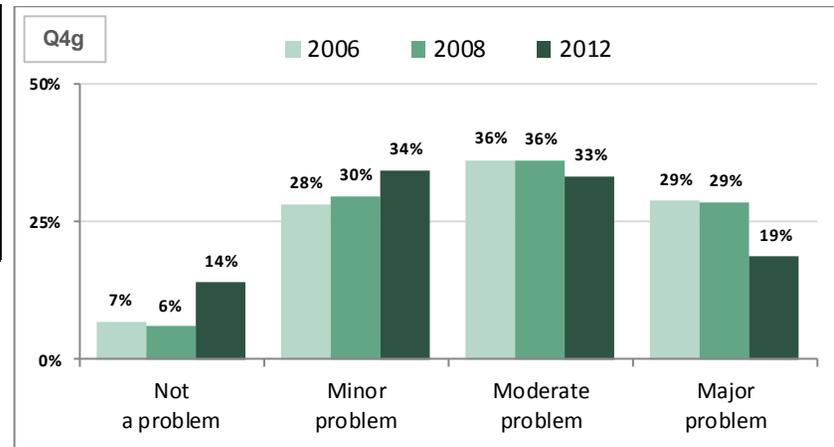
4f. Loud vehicles. ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Not a problem	80	13.1%	7.0%	5.5%
Minor problem	211	34.6%	26.6%	24.4%
Moderate problem	186	30.5%	37.6%	34.9%
Major problem	133	21.8%	28.8%	35.2%
Total Valid	610	100.0%	100.0%	100.0%
Don't know / Not sure	19			
(No answer)	4			
Total Missing	23			
Total	633			



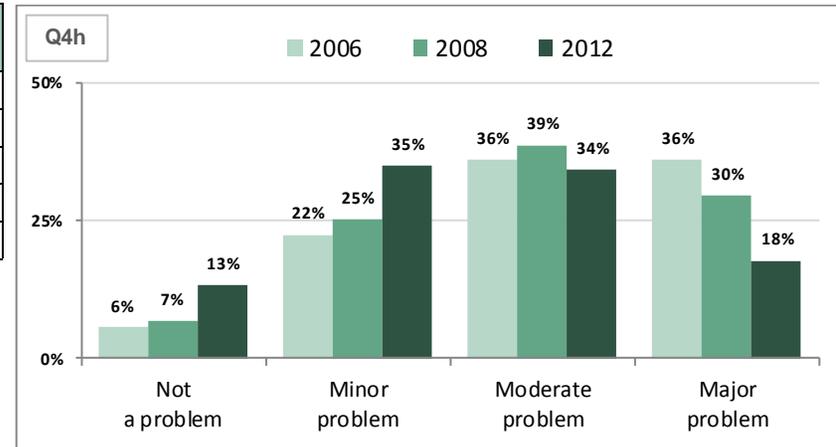
4g. Nuisances (rundown buildings, weeds, junk vehicles). ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Not a problem	84	13.9%	5.9%	6.9%
Minor problem	207	34.3%	29.6%	28.2%
Moderate problem	200	33.2%	36.1%	36.2%
Major problem	112	18.6%	28.5%	28.7%
Total Valid	603	100.0%	100.0%	100.0%
Don't know / Not sure	27			
(No answer)	3			
Total Missing	30			
Total	633			



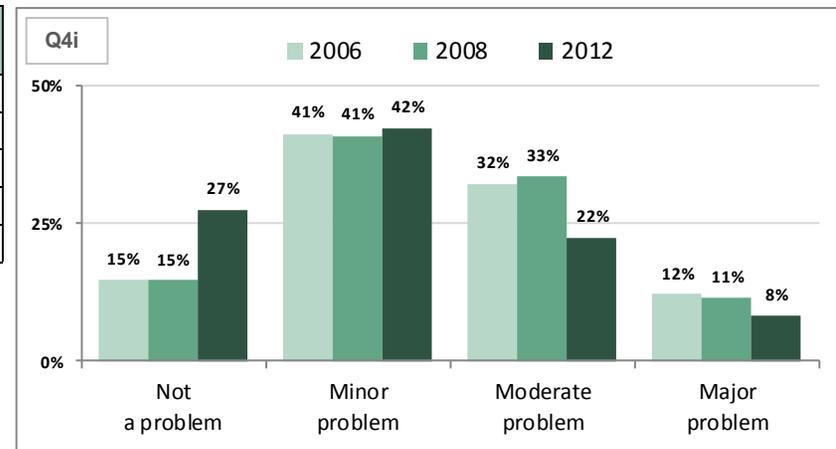
4h. Speeding and traffic violations. ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Not a problem	79	13.2%	6.7%	5.5%
Minor problem	209	34.9%	25.1%	22.4%
Moderate problem	205	34.2%	38.6%	36.0%
Major problem	106	17.7%	29.5%	36.0%
Total Valid	599	100.0%	100.0%	100.0%
Don't know / Not sure	34			
(No answer)	0			
Total Missing	34			
Total	633			



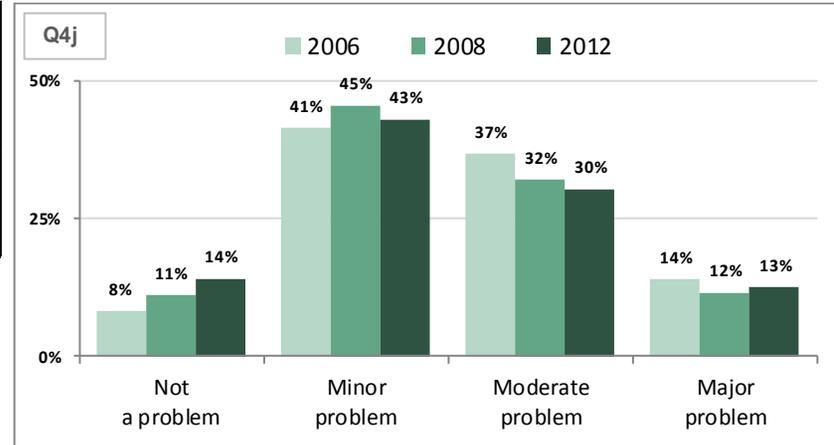
4i. Unsupervised youth. ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Not a problem	140	27.3%	14.5%	14.7%
Minor problem	216	42.2%	40.8%	41.2%
Moderate problem	114	22.3%	33.4%	32.1%
Major problem	42	8.2%	11.3%	12.0%
Total Valid	512	100.0%	100.0%	100.0%
Don't know / Not sure	117			
(No answer)	4			
Total Missing	121			
Total	633			



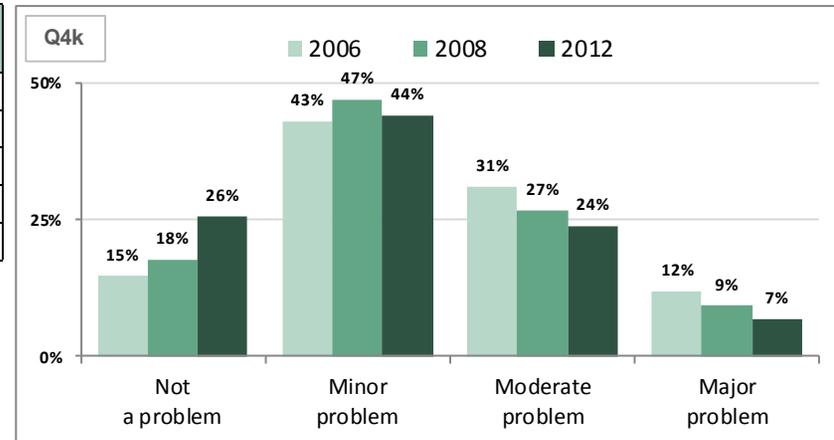
4j. Litter and debris.

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Not a problem	86	14.1%	11.1%	8.2%
Minor problem	262	43.0%	45.4%	41.3%
Moderate problem	185	30.4%	32.0%	36.6%
Major problem	76	12.5%	11.6%	13.9%
Total Valid	609	100.0%	100.0%	100.0%
Don't know / Not sure	20			
(No answer)	4			
Total Missing	24			
Total	633			



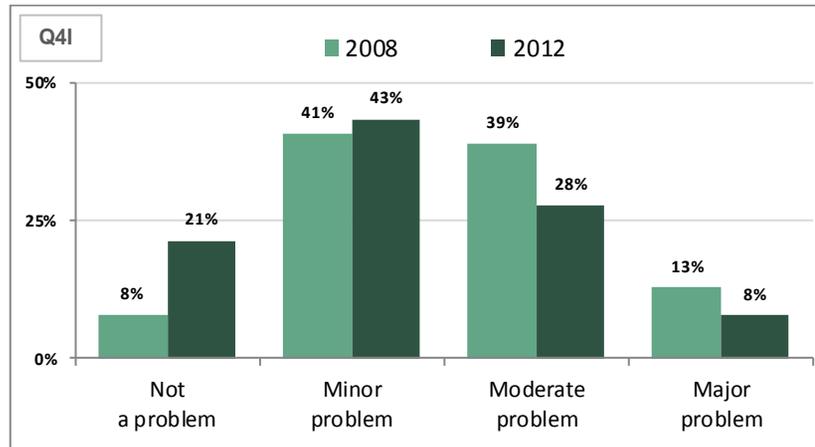
4k. Public disturbances (loud music, parties, etc.).♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Not a problem	145	25.5%	17.6%	14.6%
Minor problem	250	44.0%	46.8%	42.8%
Moderate problem	135	23.8%	26.5%	30.8%
Major problem	38	6.7%	9.1%	11.8%
Total Valid	568	100.0%	100.0%	100.0%
Don't know / Not sure	65			
(No answer)	0			
Total Missing	65			
Total	633			



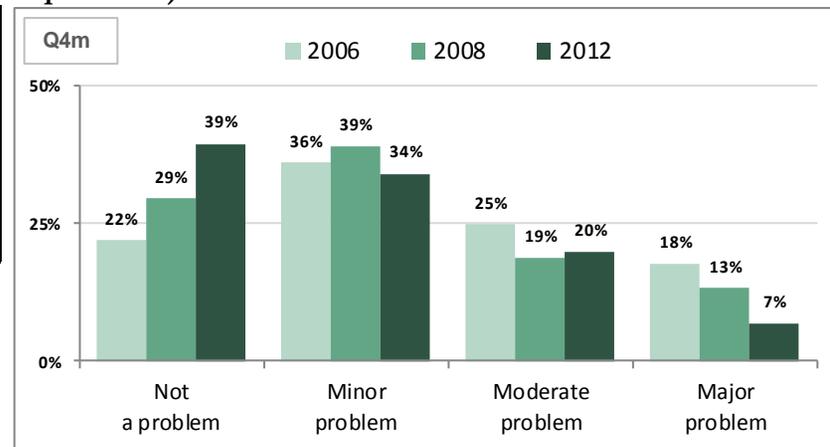
4l. Vandalism (graffiti, broken windows, etc.).◆

	2012 Frequency	2012 Valid Percent	2008 Valid Percent
Not a problem	122	21.3%	7.8%
Minor problem	248	43.3%	40.6%
Moderate problem	159	27.7%	38.8%
Major problem	44	7.7%	12.7%
Total Valid	573	100.0%	100.0%
Don't know / Not sure	57		
(No answer)	3		
Total Missing	60		
Total	633		



4m. Occupancy violations (e.g., too many people living in a single home or apartment).◆

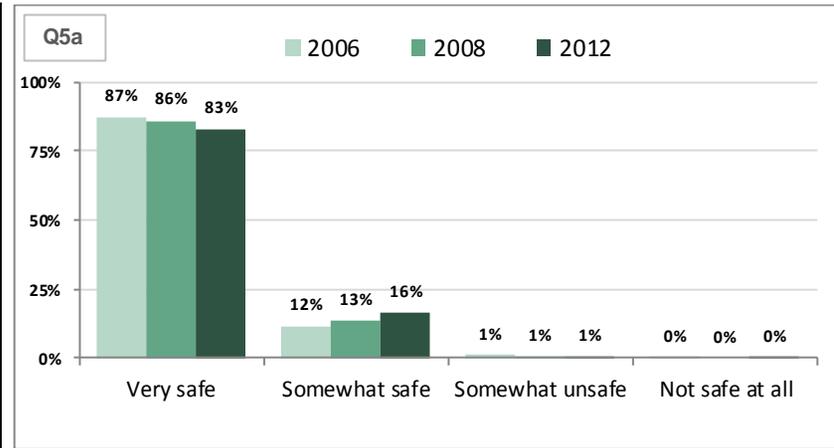
	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Not a problem	169	39.4%	29.4%	21.8%
Minor problem	146	34.0%	38.9%	35.9%
Moderate problem	85	19.8%	18.7%	24.7%
Major problem	29	6.8%	13.1%	17.6%
Total Valid	429	100.0%	100.0%	100.0%
Don't know / Not sure	203			
(No answer)	1			
Total Missing	204			
Total	633			



5. How safe do you feel...

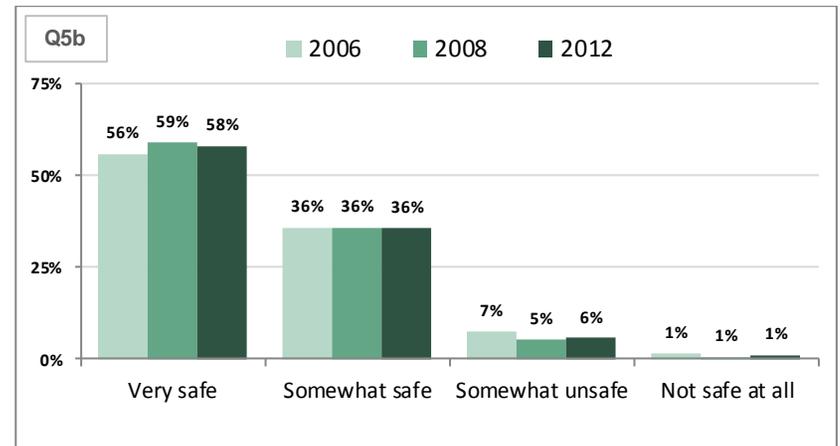
5a. In your neighborhood during the day.

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Very safe	517	83.0%	86.1%	87.3%
Somewhat safe	102	16.4%	13.4%	11.6%
Somewhat unsafe	3	0.5%	0.5%	0.9%
Not safe at all	1	0.2%	0.0%	0.3%
Total Valid	623	100.0%	100.0%	100.0%
Don't know / Not sure	9			
(No answer)	1			
Total Missing	10			
Total	633			



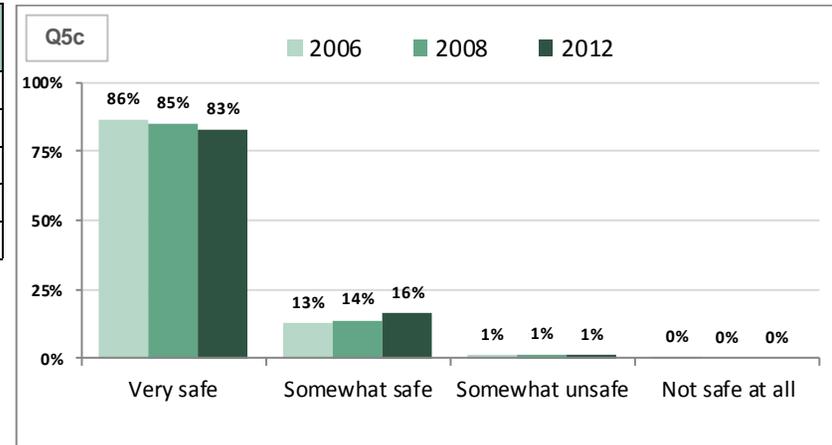
5b. In your neighborhood after dark.

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Very safe	359	57.9%	58.7%	55.6%
Somewhat safe	220	35.5%	35.7%	35.6%
Somewhat unsafe	34	5.5%	5.1%	7.4%
Not safe at all	7	1.1%	0.5%	1.4%
Total Valid	620	100.0%	100.0%	100.0%
Don't know / Not sure	11			
(No answer)	2			
Total Missing	13			
Total	633			



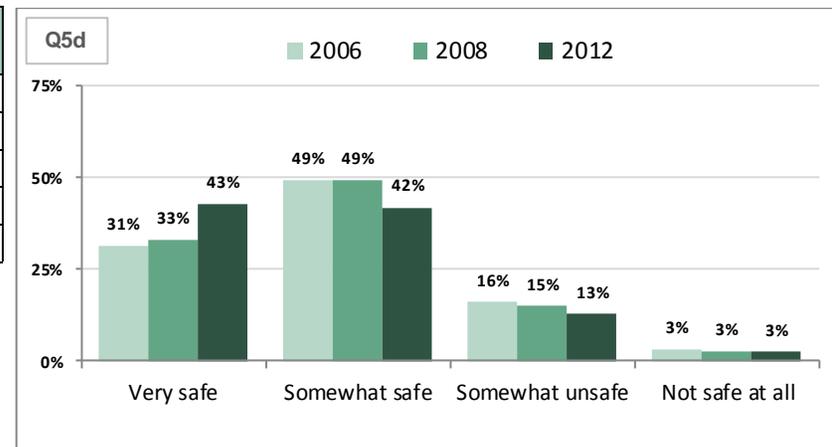
5c. In the downtown area during the day.

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Very safe	510	82.8%	84.8%	86.3%
Somewhat safe	100	16.2%	13.8%	12.5%
Somewhat unsafe	6	1.0%	1.4%	1.0%
Not safe at all	0	0.0%	0.0%	0.2%
Total Valid	616	100.0%	100.0%	100.0%
Don't know / Not sure	15			
(No answer)	2			
Total Missing	17			
Total	633			



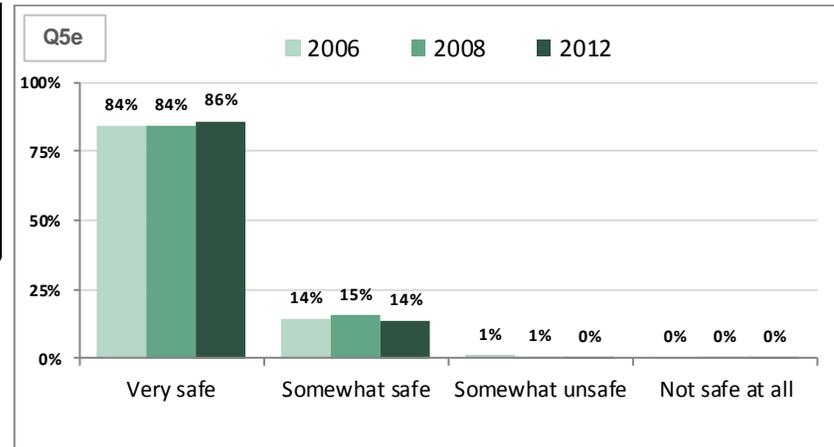
5d. In the downtown area after dark.

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Very safe	247	42.8%	33.0%	31.4%
Somewhat safe	241	41.8%	49.3%	49.3%
Somewhat unsafe	74	12.8%	15.0%	16.0%
Not safe at all	15	2.6%	2.7%	3.2%
Total Valid	577	100.0%	100.0%	100.0%
Don't know / Not sure	52			
(No answer)	4			
Total Missing	56			
Total	633			



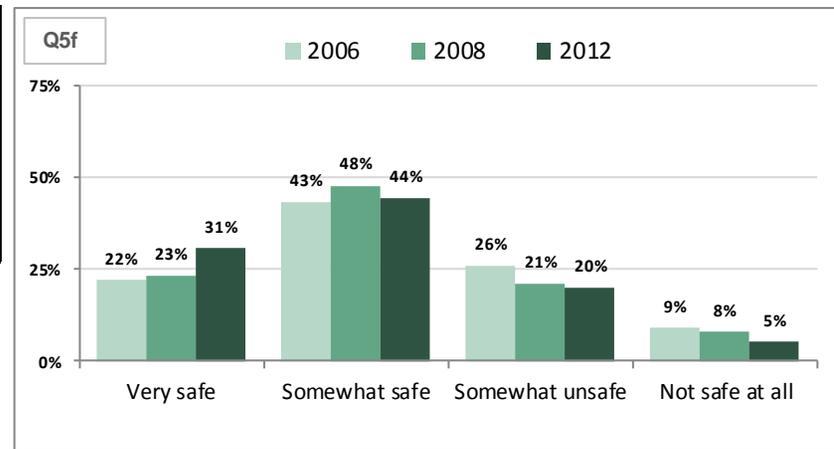
5e. In Laramie parks during the day.

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Very safe	527	85.8%	84.1%	84.2%
Somewhat safe	83	13.5%	15.3%	14.4%
Somewhat unsafe	2	0.3%	0.5%	1.1%
Not safe at all	2	0.3%	0.1%	0.3%
Total Valid	614	100.0%	100.0%	100.0%
Don't know / Not sure	17			
(No answer)	2			
Total Missing	19			
Total	633			



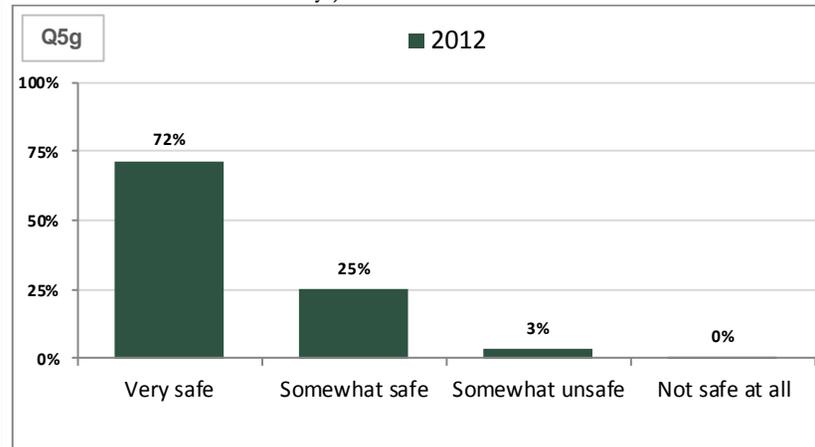
5f. In Laramie parks after dark. ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Very safe	157	30.6%	23.3%	21.9%
Somewhat safe	227	44.2%	47.7%	43.2%
Somewhat unsafe	102	19.9%	21.1%	26.0%
Not safe at all	27	5.3%	7.9%	8.9%
Total Valid	513	100.0%	100.0%	100.0%
Don't know / Not sure	117			
(No answer)	3			
Total Missing	120			
Total	633			



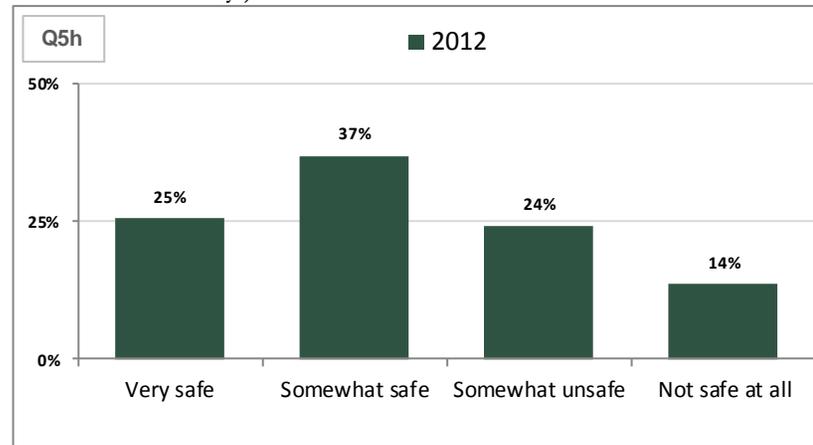
5g. In Laramie greenbelts during the day. (Item introduced in 2012 survey.)

	2012 Frequency	2012 Valid Percent
Very safe	352	71.5%
Somewhat safe	122	24.8%
Somewhat unsafe	16	3.3%
Not safe at all	2	0.4%
Total Valid	492	100.0%
Don't know / Not sure	134	
(No answer)	7	
Total Missing	141	
Total	633	



5h. In Laramie greenbelts after dark. (Item introduced in 2012 survey.)

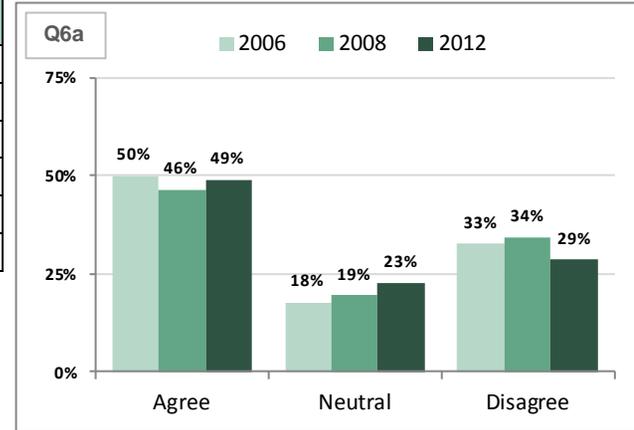
	2012 Frequency	2012 Valid Percent
Very safe	103	25.4%
Somewhat safe	150	36.9%
Somewhat unsafe	98	24.1%
Not safe at all	55	13.5%
Total Valid	406	100.0%
Don't know / Not sure	224	
(No answer)	3	
Total Missing	227	
Total	633	



6. To what extent do you agree or disagree with the following statements?

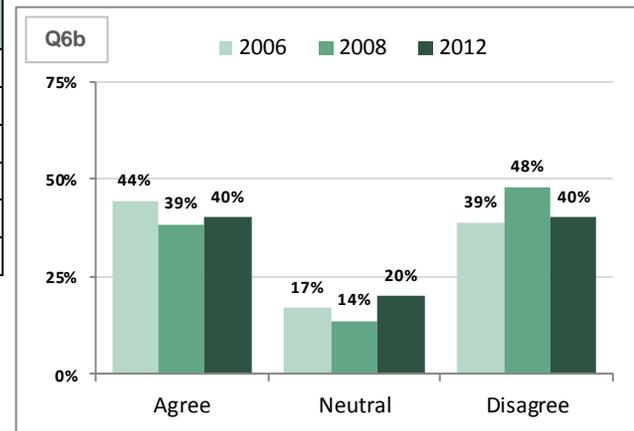
6a. "The City of Laramie government welcomes citizen involvement and encourages citizen participation."

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Strongly agree	66	12.8%	11.8%	14.1%
Somewhat agree	187	36.2%	34.6%	35.7%
Neither agree nor disagree	117	22.6%	19.4%	17.8%
Somewhat disagree	83	16.1%	21.9%	19.7%
Strongly disagree	64	12.4%	12.3%	12.8%
Total Valid	517	100.0%	100.0%	100.0%
Not applicable	22			
Don't know / Not sure	90			
(No answer)	4			
Total Missing	116			
Total	633			



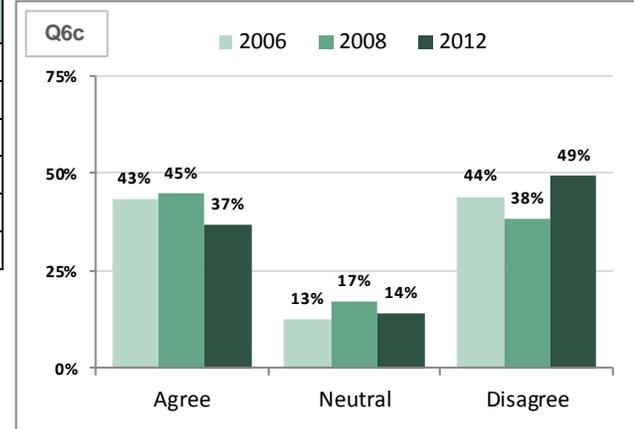
6b. "I have a good understanding of how my taxes are spent on City services, operations and capital projects."

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Strongly agree	51	9.6%	5.9%	8.3%
Somewhat agree	163	30.5%	32.6%	36.1%
Neither agree nor disagree	106	19.9%	13.7%	16.9%
Somewhat disagree	132	24.7%	25.4%	23.6%
Strongly disagree	82	15.4%	22.4%	15.1%
Total Valid	534	100.0%	100.0%	100.0%
Not applicable	28			
Don't know / Not sure	68			
(No answer)	3			
Total Missing	99			
Total	633			



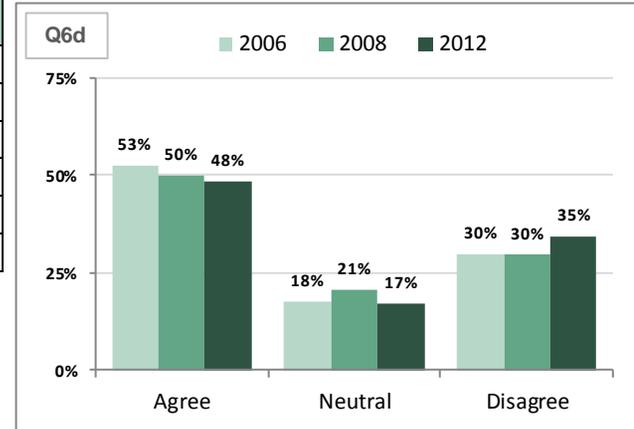
6c. "The fee I pay for City water is reasonably priced for the service I receive."

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Strongly agree	55	11.3%	14.1%	14.5%
Somewhat agree	124	25.5%	30.6%	28.9%
Neither agree nor disagree	68	14.0%	17.0%	12.5%
Somewhat disagree	102	20.9%	22.8%	22.9%
Strongly disagree	138	28.3%	15.5%	21.1%
Total Valid	487	100.0%	100.0%	100.0%
Not applicable	100			
Don't know / Not sure	45			
(No answer)	1			
Total Missing	146			
Total	633			



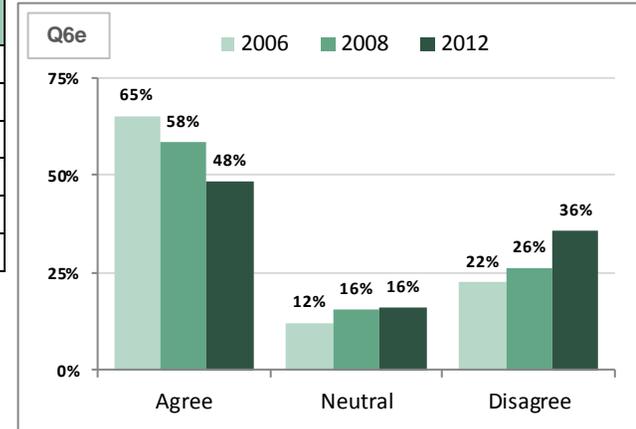
6d. "The fee I pay the City for sewage collection and treatment is reasonably priced for the service I receive."

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Strongly agree	72	15.4%	14.1%	18.4%
Somewhat agree	154	33.0%	35.7%	34.1%
Neither agree nor disagree	80	17.1%	20.7%	17.5%
Somewhat disagree	76	16.3%	17.9%	17.2%
Strongly disagree	85	18.2%	11.6%	12.7%
Total Valid	467	100.0%	100.0%	100.0%
Not applicable	114			
Don't know / Not sure	50			
(No answer)	2			
Total Missing	166			
Total	633			



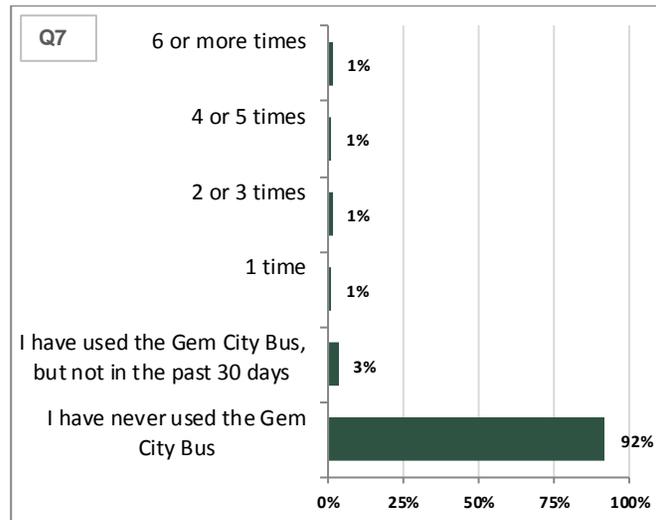
6e. "The fee I pay the City for garbage collection and disposal is reasonably priced for the service I receive." ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Strongly agree	77	16.0%	20.4%	27.3%
Somewhat agree	155	32.3%	37.9%	38.0%
Neither agree nor disagree	77	16.0%	15.5%	12.2%
Somewhat disagree	81	16.9%	16.2%	12.0%
Strongly disagree	90	18.8%	10.1%	10.4%
Total Valid	480	100.0%	100.0%	100.0%
Not applicable	115			
Don't know / Not sure	37			
(No answer)	1			
Total Missing	153			
Total	633			



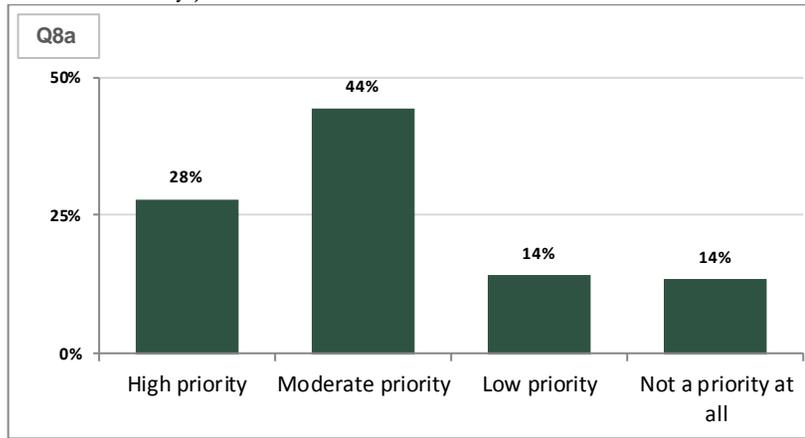
7. Currently operating in Laramie is the Gem City Bus, which is a pilot program with support and funding from multiple entities. This bus route operates seven days a week and serves Grand Avenue. In the past 30 days, how many times did you use the Gem City Bus? (Item introduced in 2012 survey.)

	2012 Frequency	2012 Valid Percent
I have never used the Gem City Bus	574	91.7%
I have used the Gem City Bus, but not in the past 30 days	21	3.4%
1 time	7	1.1%
2 or 3 times	8	1.3%
4 or 5 times	7	1.1%
6 or more times	9	1.4%
Total Valid	626	100.0%
Don't know / Not sure	7	
(No answer)	0	
Total Missing	7	
Total	633	



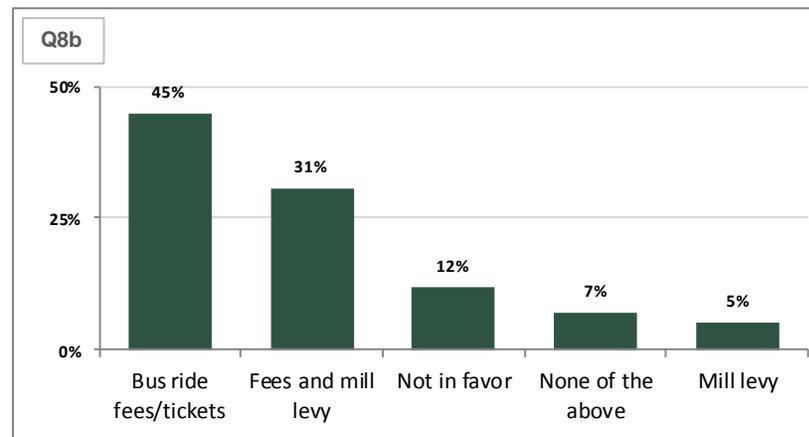
8a. The Albany County Transportation Authority is contemplating establishing a permanent and reliable public bus system that would be more comprehensive (expand beyond Grand Avenue route). In your opinion, how much of a priority is establishing such a public bus transportation system in Laramie? (Item introduced in 2012 survey.)

	2012 Frequency	2012 Valid Percent
High priority	161	28.0%
Moderate priority	256	44.4%
Low priority	81	14.1%
Not a priority at all	78	13.5%
Total Valid	576	100.0%
Don't know / Not sure	54	
(No answer)	3	
Total Missing	57	
Total	633	



8b. For a comprehensive and reliable public bus transportation system to be established in Laramie, there will have to be adequate funding in place. Which ONE of the following options are you most in favor of for funding a public transportation system in Laramie? (Item introduced in 2012 survey.)

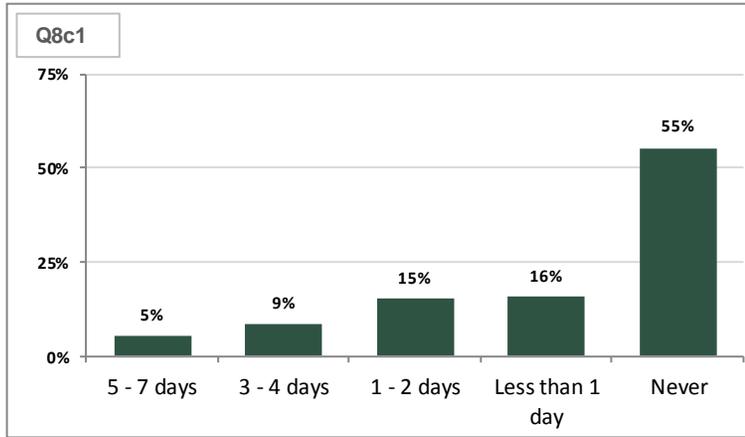
	2012 Frequency	2012 Valid Percent
Bus ride fees/tickets	280	44.8%
Mill levy (e.g., increase in property or other taxing)	33	5.3%
A combination of fees and mill levy	192	30.7%
None of the above	45	7.2%
Not applicable. Not in favor of public bus transportation in Laramie	75	12.0%
Total Valid	625	100.0%
Don't know / Not sure	0	
(No answer)	8	
Total Missing	8	
Total	633	



8c. If a comprehensive and reliable public bus transportation system were in place and fees charged for using it are not an issue, on average how many days per week would you use a public bus system rather than your personal vehicles (such as a car or bicycle)...
 (Item introduced in 2012 survey.)

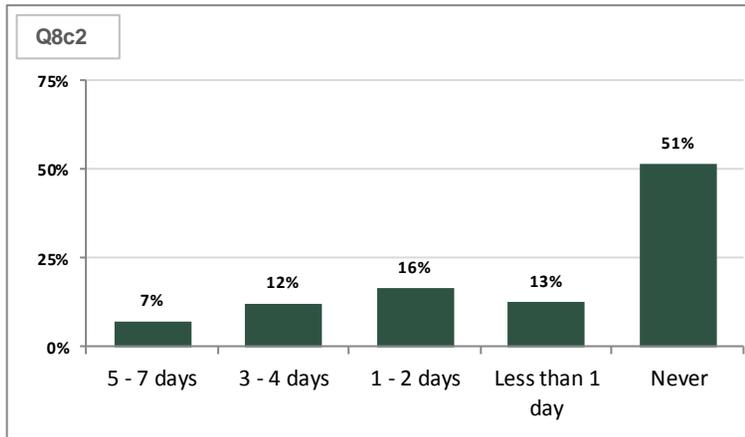
8c1. During June through August?

	2012 Frequency	2012 Valid Percent
5 - 7 days	25	5.3%
3 - 4 days	40	8.5%
1 - 2 days	71	15.1%
Less than 1 day	73	15.6%
Never	260	55.4%
Total Valid	469	100.0%
Don't know / Not sure	158	
(No answer)	6	
Total Missing	164	
Total	633	



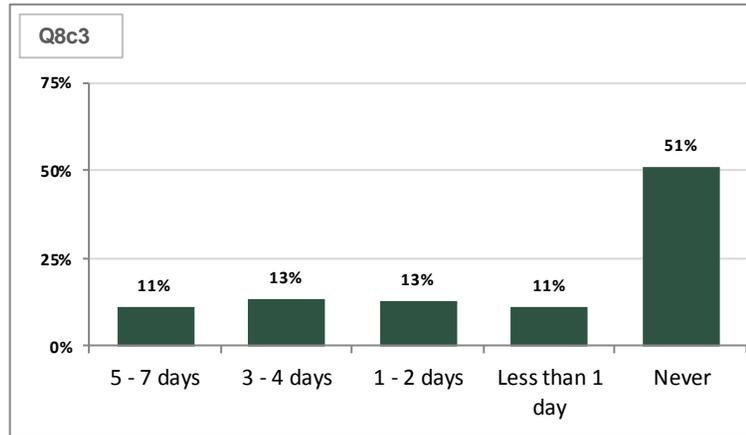
8c2. During September through November?

	2012 Frequency	2012 Valid Percent
5 - 7 days	34	7.2%
3 - 4 days	58	12.4%
1 - 2 days	77	16.4%
Less than 1 day	59	12.6%
Never	241	51.4%
Total Valid	469	100.0%
Don't know / Not sure	158	
(No answer)	6	
Total Missing	164	
Total	633	



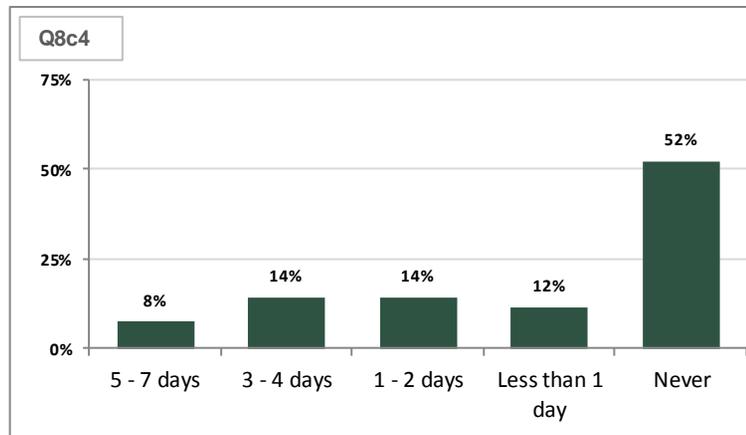
8c3. During December through February?

	2012 Frequency	2012 Valid Percent
5 - 7 days	53	11.3%
3 - 4 days	63	13.4%
1 - 2 days	61	13.0%
Less than 1 day	53	11.3%
Never	239	51.0%
Total Valid	469	100.0%
Don't know / Not sure	158	
(No answer)	6	
Total Missing	164	
Total	633	



8c4. During March through May?

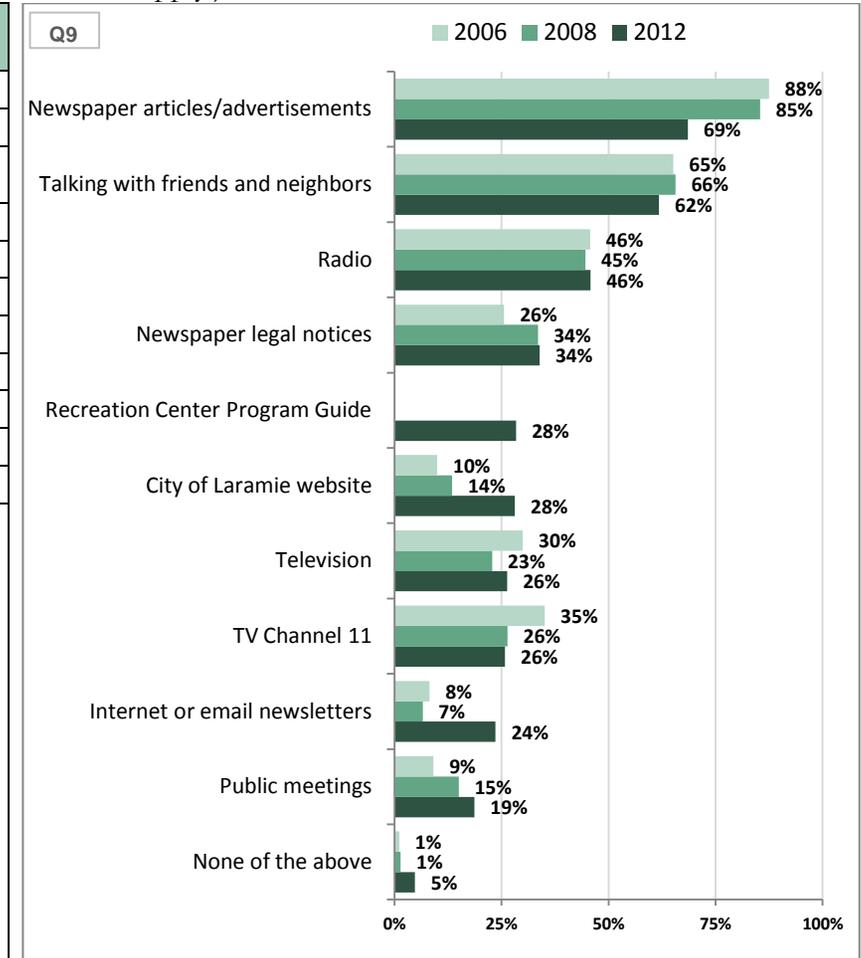
	2012 Frequency	2012 Valid Percent
5 - 7 days	35	7.6%
3 - 4 days	66	14.3%
1 - 2 days	66	14.3%
Less than 1 day	54	11.7%
Never	241	52.2%
Total Valid	462	100.0%
Don't know / Not sure	165	
(No answer)	6	
Total Missing	171	
Total	633	



9. Where do you get information about the activities of city government? (Mark all that apply.)

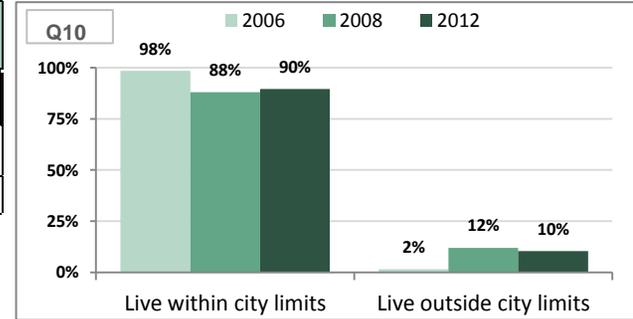
	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Radio	289	45.8%	44.6%	45.7%
Television ♦	166	26.3%	22.8%	30.0%
Newspaper articles/advertisements ♦	432	68.5%	85.4%	87.5%
Newspaper legal notices ♦	214	33.9%	33.5%	25.6%
City of Laramie website ♦	177	28.1%	13.5%	10.0%
Internet or email newsletters ♦	149	23.6%	6.6%	8.2%
Talking with friends and neighbors	390	61.8%	65.6%	65.1%
Public meetings ♦	118	18.7%	15.0%	9.1%
TV Channel 11 ♦	163	25.8%	26.4%	35.1%
Recreation Center Program Guide	179	28.4%	N/A	N/A
None of the above ♦	30	4.8%	1.4%	1.1%
Total Valid	631			
(No answer)	2			
Total Missing	2			
Total	633			

(Recreation Center Program Guide added as response choice in 2012 survey.)



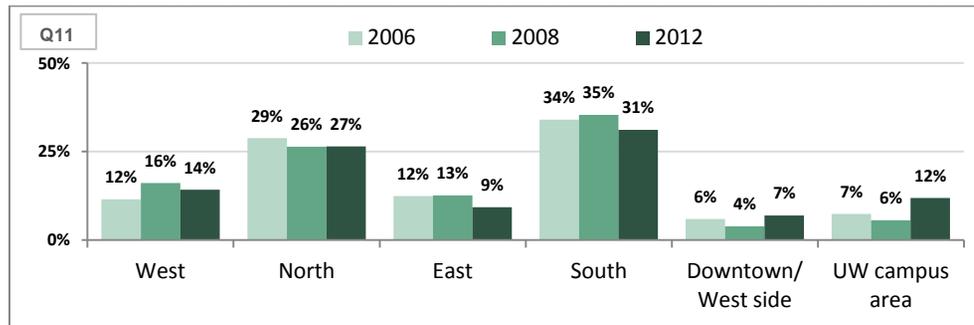
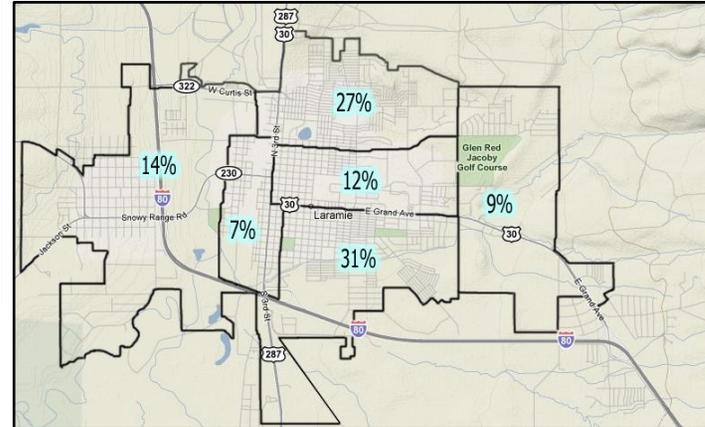
10. Do you live within the city limits of Laramie? ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Yes	543	89.6%	88.0%	98.4%
No → (Skip to question 12.)	63	10.4%	12.0%	1.6%
Total Valid	606	100.0%	100.0%	100.0%
(No answer)	27			
Total Missing	27			
Total	633			



11. In which area of the City of Laramie do you live? ♦

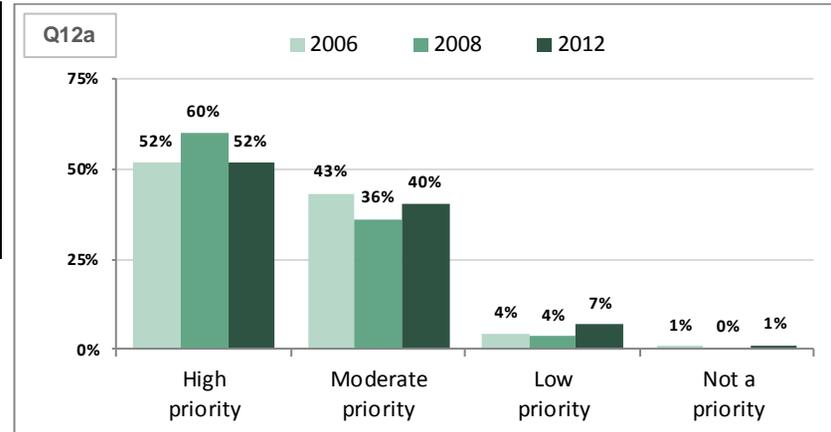
	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
West	80	14.2%	16.1%	11.5%
North	149	26.5%	26.4%	28.8%
East	52	9.3%	12.6%	12.4%
South	175	31.1%	35.4%	34.0%
Downtown/West Side	39	6.9%	3.9%	5.9%
UW campus area	67	11.9%	5.6%	7.4%
Total Valid	562	100.0%	100.0%	100.0%
(No answer)	71			
System Missing	0			
Total Missing	71			
Total	633			



12. If the City of Laramie had funds available, how would you prioritize each of the following?

12a. Street and alley maintenance.* ♦

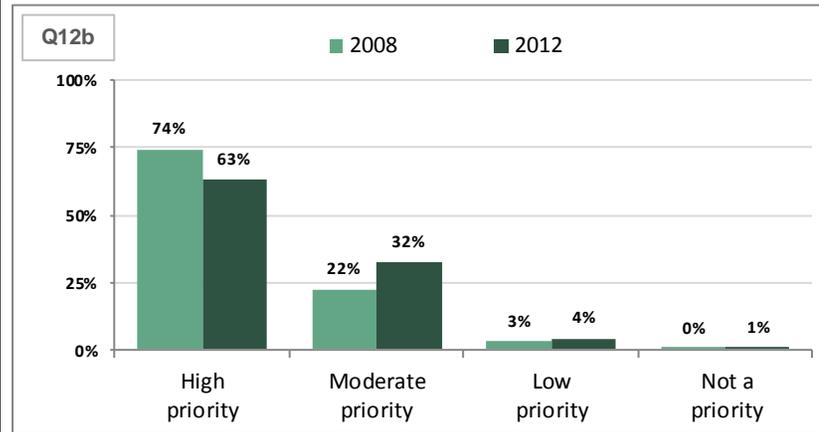
	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
High priority	313	51.7%	59.8%	51.7%
Moderate priority	244	40.3%	36.2%	43.3%
Low priority	41	6.8%	3.6%	4.3%
Not a priority	7	1.2%	0.4%	0.7%
Total Valid	605	100.0%	100.0%	100.0%
No opinion / Not sure	22			
(No answer)	6			
Total Missing	28			
Total	633			



* Item reworded from *street maintenance* in 2008 to *street and alley maintenance* for 2012.

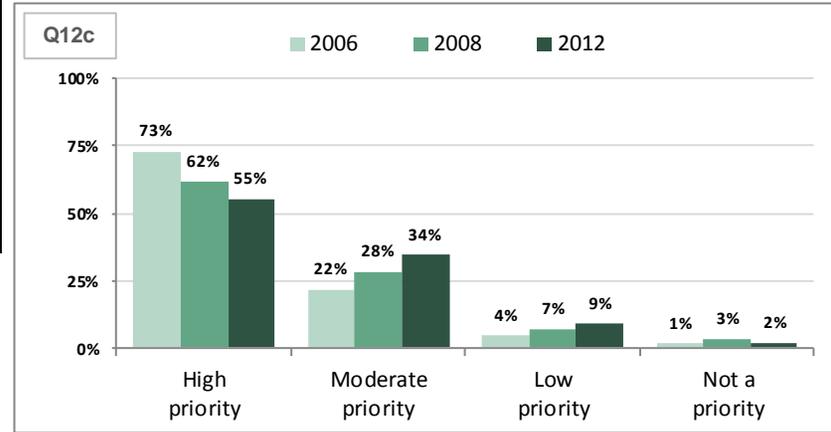
12b. Maintaining infrastructure (sewer and water distribution system, storm drains). ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent
High priority	378	62.9%	74.3%
Moderate priority	194	32.3%	22.3%
Low priority	25	4.2%	3.0%
Not a priority	4	0.7%	0.4%
Total Valid	601	100.0%	100.0%
No opinion / Not sure	26		
(No answer)	6		
Total Missing	32		
Total	633		



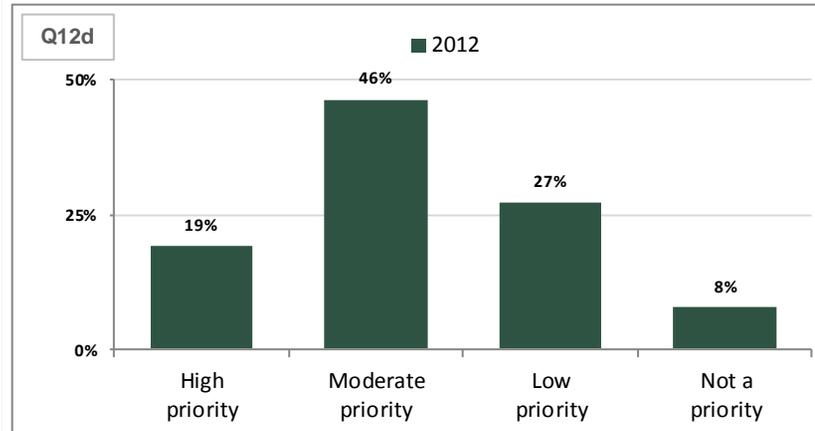
12c. Preservation of water resources (Casper Aquifer, Monolith Ranch, Water Rights). ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
High priority	332	55.1%	61.5%	72.7%
Moderate priority	207	34.3%	28.3%	21.5%
Low priority	53	8.8%	7.0%	4.4%
Not a priority	11	1.8%	3.1%	1.4%
Total Valid	603	100.0%	100.0%	100.0%
No opinion / Not sure	20			
(No answer)	10			
Total Missing	30			
Total	633			



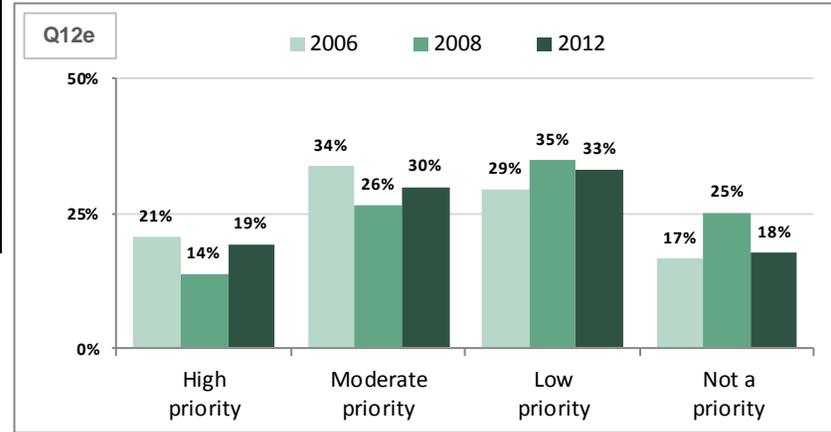
12d. Energy efficiency of City owned properties (Item introduced in 2012 survey.)

	2012 Frequency	2012 Valid Percent
High priority	111	19.0%
Moderate priority	270	46.2%
Low priority	158	27.1%
Not a priority	45	7.7%
Total Valid	584	100.0%
No opinion / Not sure	39	
(No answer)	10	
Total Missing	49	
Total	633	



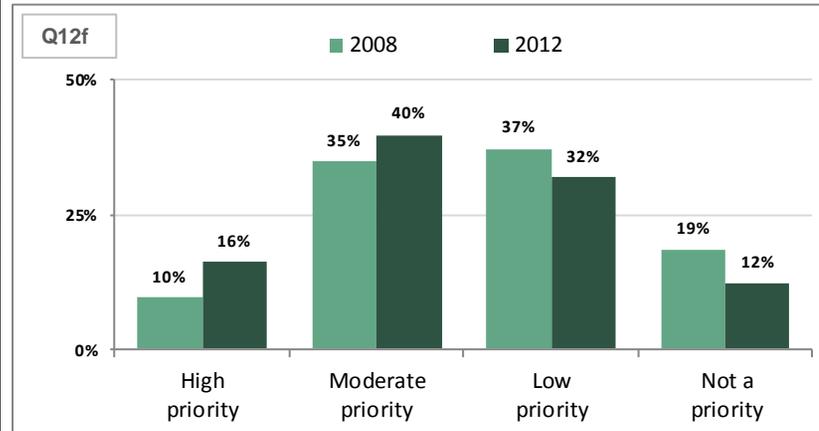
12e. Expanding the city’s bike path and greenbelt systems. ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
High priority	115	19.3%	13.8%	20.6%
Moderate priority	178	29.9%	26.4%	33.6%
Low priority	197	33.1%	34.7%	29.3%
Not a priority	105	17.6%	25.1%	16.5%
Total Valid	595	100.0%	100.0%	100.0%
No opinion / Not sure	26			
(No answer)	12			
Total Missing	38			
Total	633			



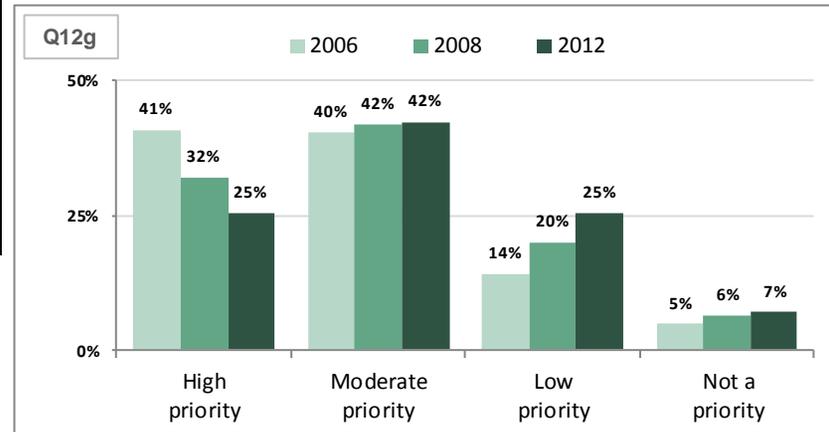
12f. Enhancing recreation facilities, programs offered, parks and open spaces. ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent
High priority	96	16.1%	9.5%
Moderate priority	237	39.8%	34.8%
Low priority	189	31.8%	37.2%
Not a priority	73	12.3%	18.6%
Total Valid	595	100.0%	100.0%
No opinion / Not sure	30		
(No answer)	8		
Total Missing	38		
Total	633		



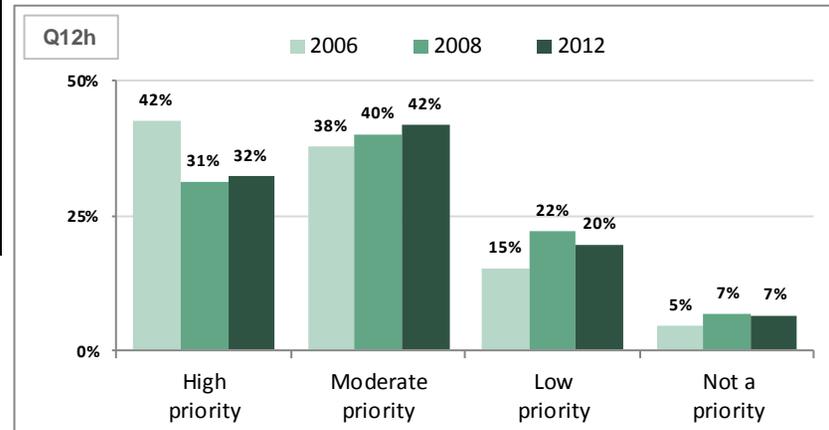
12g. Growth and development planning. ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
High priority	148	25.4%	31.9%	40.8%
Moderate priority	246	42.2%	41.7%	40.2%
Low priority	148	25.4%	20.0%	14.2%
Not a priority	41	7.0%	6.4%	4.8%
Total Valid	583	100.0%	100.0%	100.0%
No opinion / Not sure	39			
(No answer)	11			
Total Missing	50			
Total	633			



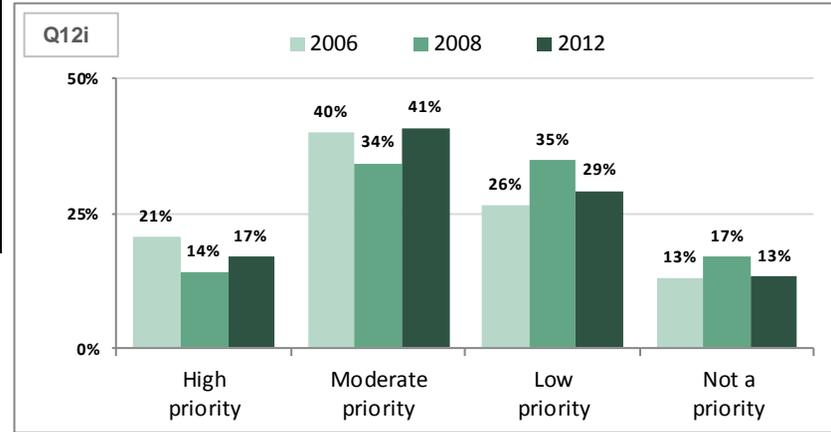
12h. Protecting Laramie's environment (management of greenways, open space, and waterways). ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
High priority	193	32.2%	31.2%	42.4%
Moderate priority	250	41.7%	40.1%	37.7%
Low priority	118	19.7%	22.0%	15.3%
Not a priority	39	6.5%	6.7%	4.6%
Total Valid	600	100.0%	100.0%	100.0%
No opinion / Not sure	21			
(No answer)	12			
Total Missing	33			
Total	633			



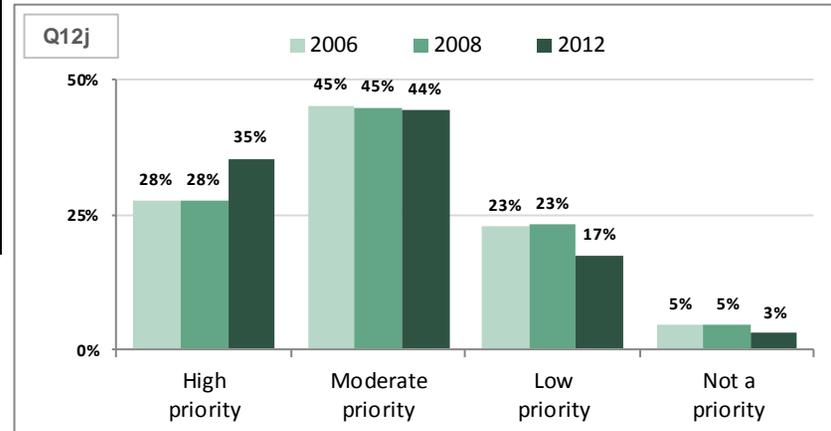
12i. Beautification (entryways, downtown, public areas). ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
High priority	102	16.8%	14.1%	20.6%
Moderate priority	247	40.7%	34.3%	39.9%
Low priority	177	29.2%	34.8%	26.4%
Not a priority	81	13.3%	16.8%	13.1%
Total Valid	607	100.0%	100.0%	100.0%
No opinion / Not sure	15			
(No answer)	11			
Total Missing	26			
Total	633			



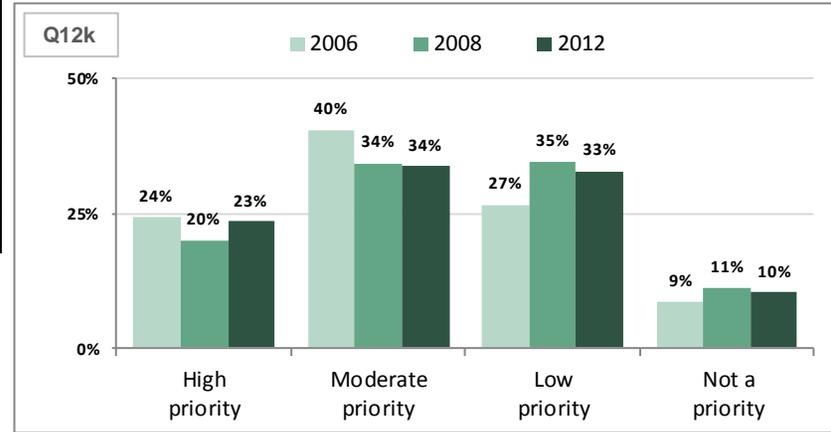
12j. Improving/upgrading sidewalks, curbs, gutter. ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
High priority	216	35.4%	27.6%	27.5%
Moderate priority	270	44.3%	44.8%	45.1%
Low priority	106	17.4%	23.1%	22.8%
Not a priority	18	3.0%	4.5%	4.5%
Total Valid	610	100.0%	100.0%	100.0%
No opinion / Not sure	11			
(No answer)	12			
Total Missing	23			
Total	633			



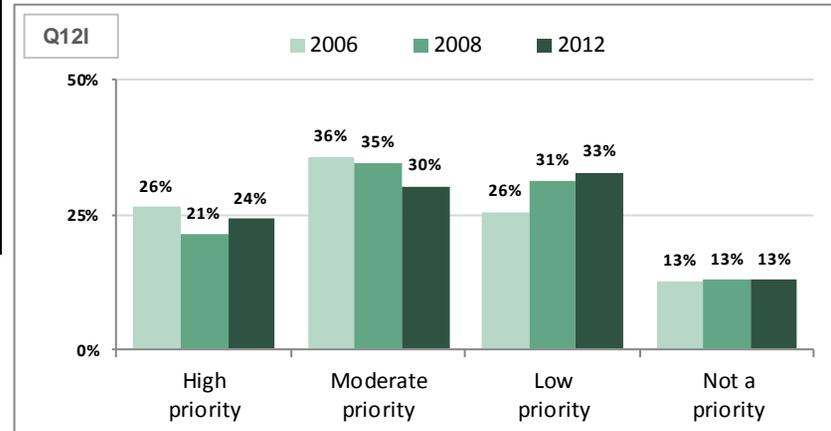
12k. Traffic calming (pedestrian safety).

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
High priority	138	23.4%	20.0%	24.3%
Moderate priority	199	33.7%	34.3%	40.4%
Low priority	194	32.8%	34.6%	26.6%
Not a priority	60	10.2%	11.1%	8.7%
Total Valid	591	100.0%	100.0%	100.0%
No opinion / Not sure	31			
(No answer)	11			
Total Missing	42			
Total	633			



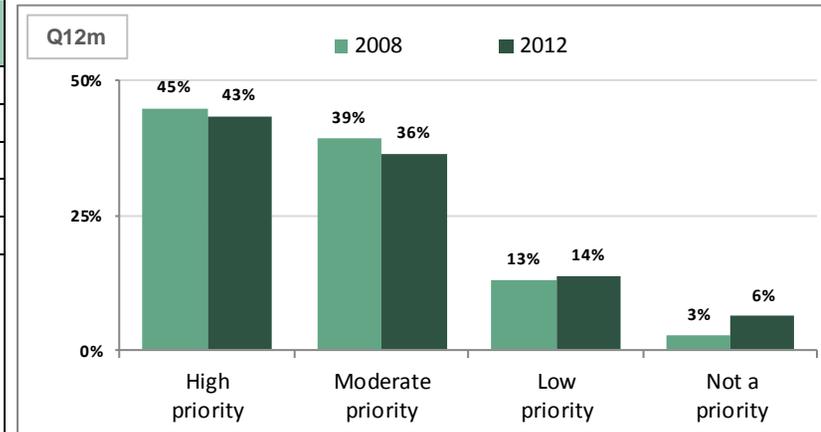
12l. Paving streets that are currently unpaved.

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
High priority	144	24.1%	21.3%	26.3%
Moderate priority	181	30.3%	34.6%	35.6%
Low priority	196	32.8%	31.3%	25.5%
Not a priority	77	12.9%	12.8%	12.6%
Total Valid	598	100.0%	100.0%	100.0%
No opinion / Not sure	25			
(No answer)	10			
Total Missing	35			
Total	633			



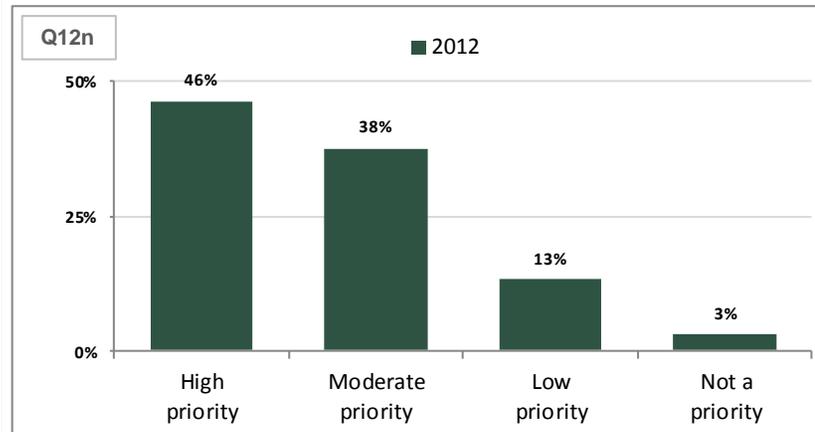
12m. Police protection.

	2012 Frequency	2012 Valid Percent	2008 Valid Percent
High priority	261	43.4%	44.8%
Moderate priority	219	36.4%	39.2%
Low priority	83	13.8%	13.1%
Not a priority	38	6.3%	2.8%
Total Valid	601	100.0%	100.0%
No opinion / Not sure	26		
(No answer)	6		
Total Missing	32		
Total	633		



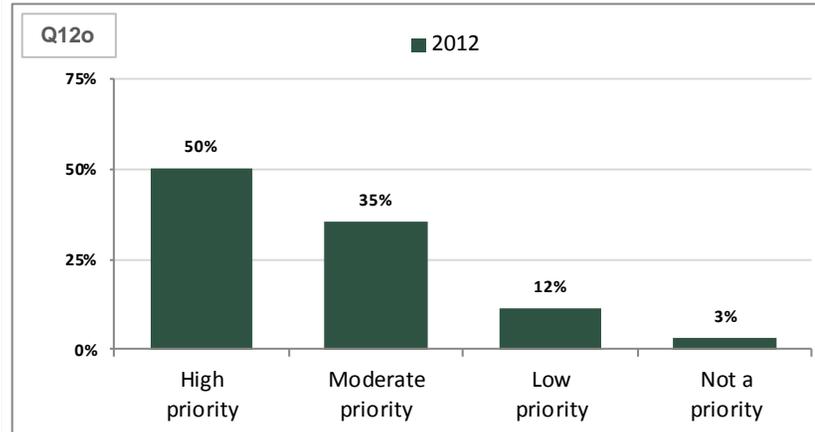
12n. Fire protection. (Item introduced in 2012 survey.)

	2012 Frequency	2012 Valid Percent
High priority	279	46.2%
Moderate priority	227	37.6%
Low priority	80	13.2%
Not a priority	18	3.0%
Total Valid	604	100.0%
No opinion / Not sure	24	
(No answer)	5	
Total Missing	29	
Total	633	



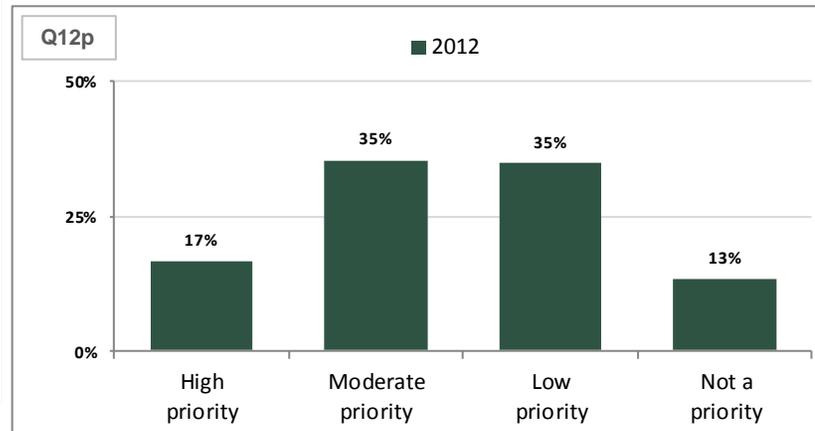
12o. Ambulance service (Item introduced in 2012 survey.)

	2012 Frequency	2012 Valid Percent
High priority	302	50.2%
Moderate priority	213	35.4%
Low priority	69	11.5%
Not a priority	18	3.0%
Total Valid	602	100.0%
No opinion / Not sure	25	
(No answer)	6	
Total Missing	31	
Total	633	



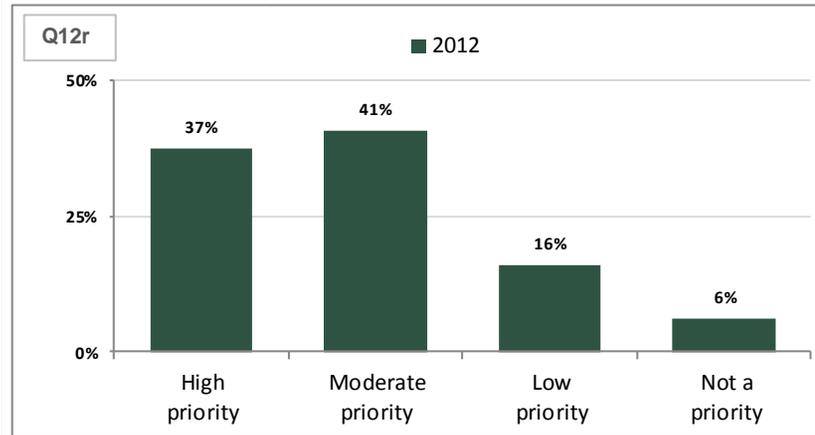
12p. Code enforcement (weeds and junk) (Item introduced in 2012 survey.)

	2012 Frequency	2012 Valid Percent
High priority	101	16.7%
Moderate priority	213	35.3%
Low priority	209	34.7%
Not a priority	80	13.3%
Total Valid	603	100.0%
No opinion / Not sure	23	
(No answer)	7	
Total Missing	30	
Total	633	



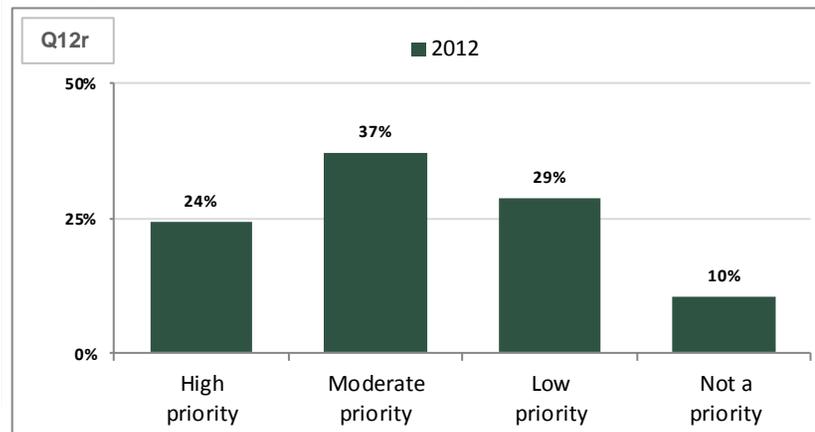
12q. Encouraging business development (Item introduced in 2012 survey.)

	2012 Frequency	2012 Valid Percent
High priority	225	37.4%
Moderate priority	244	40.6%
Low priority	96	16.0%
Not a priority	36	6.0%
Total Valid	601	100.0%
No opinion / Not sure	25	
(No answer)	7	
Total Missing	32	
Total	633	



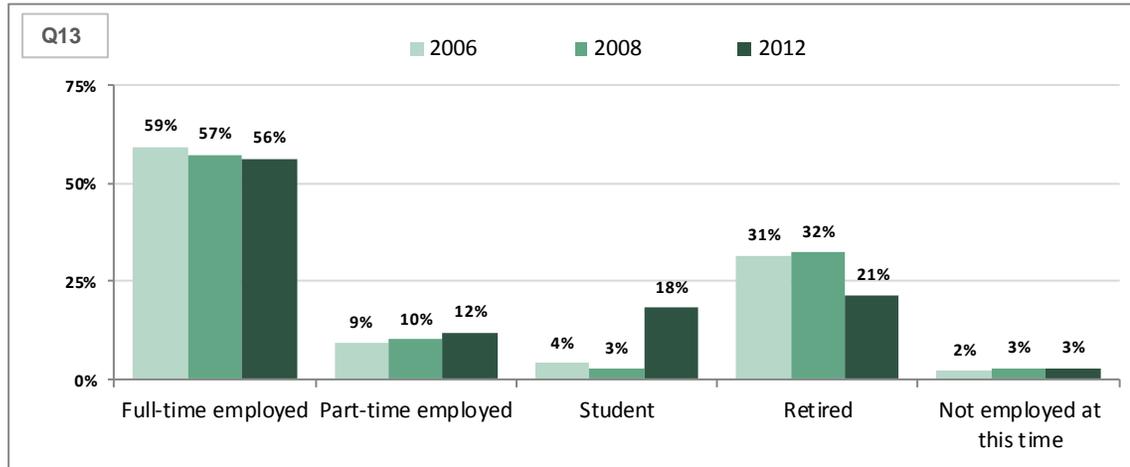
12r. Fostering a sense of community and special events (Item introduced in 2012 survey.)

	2012 Frequency	2012 Valid Percent
High priority	143	24.1%
Moderate priority	220	37.0%
Low priority	169	28.5%
Not a priority	62	10.4%
Total Valid	594	100.0%
No opinion / Not sure	30	
(No answer)	9	
Total Missing	39	
Total	633	



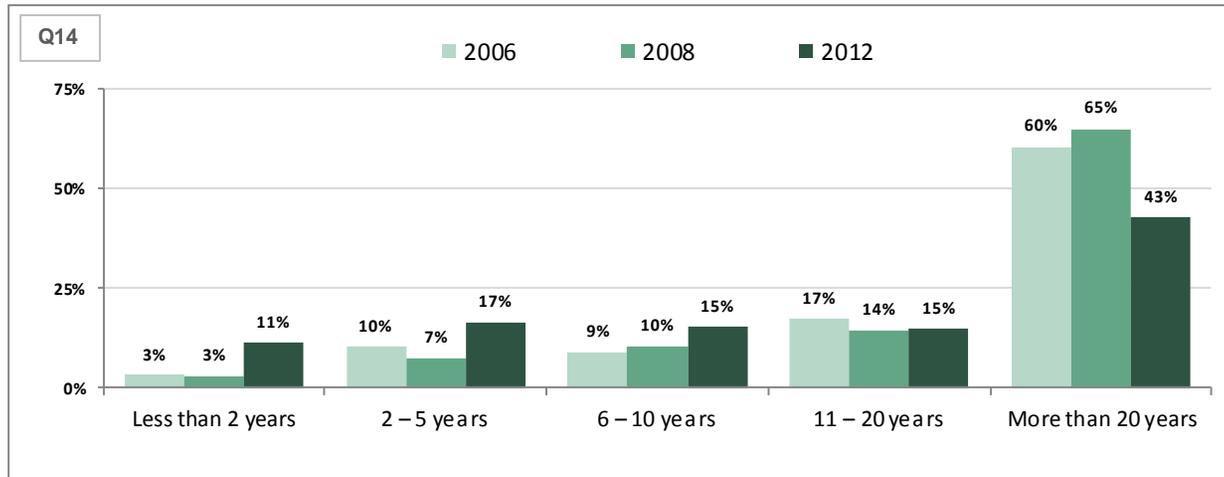
13. What is your employment status? (Mark all that apply.)

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Full-time employed	355	56.3%	57.4%	59.3%
Part-time employed	75	11.9%	10.1%	9.3%
Student ♦	114	18.1%	2.6%	4.0%
Retired ♦	134	21.3%	32.4%	31.4%
Not employed at this time	18	2.9%	2.8%	2.1%
Total Valid	630			
(No answer)	3			
Total Missing	3			
Total	633			



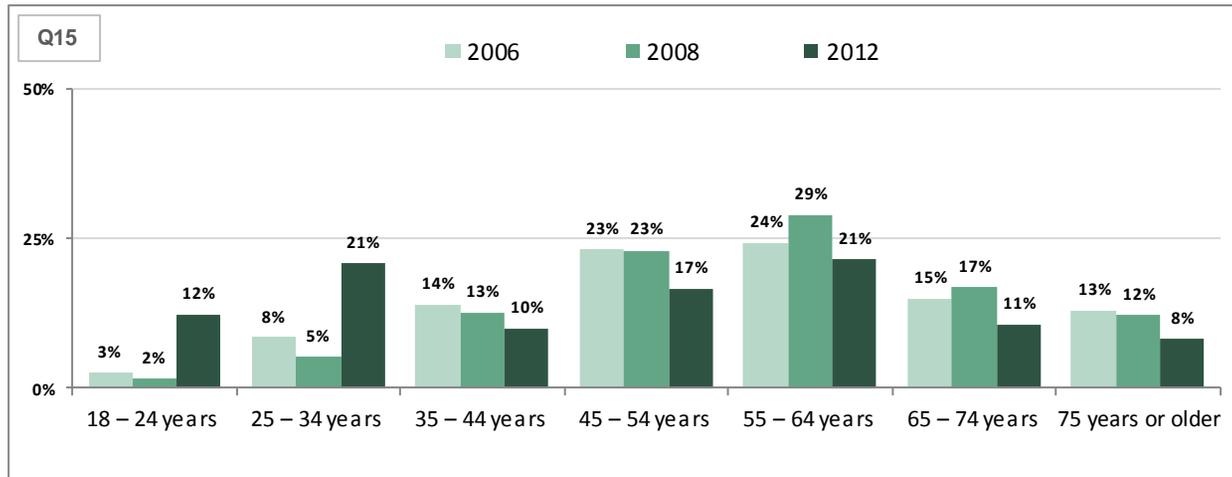
14. How long have you lived in Laramie?◆

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Less than 2 years	70	11.1%	2.9%	3.1%
2 – 5 years	104	16.5%	7.4%	10.3%
6 – 10 years	95	15.1%	10.4%	9.0%
11 – 20 years	93	14.7%	14.4%	17.2%
More than 20 years	269	42.6%	64.9%	60.4%
Total Valid	631	100.0%	100.0%	100.0%
(No answer)	2			
Total Missing	2			
Total	633			



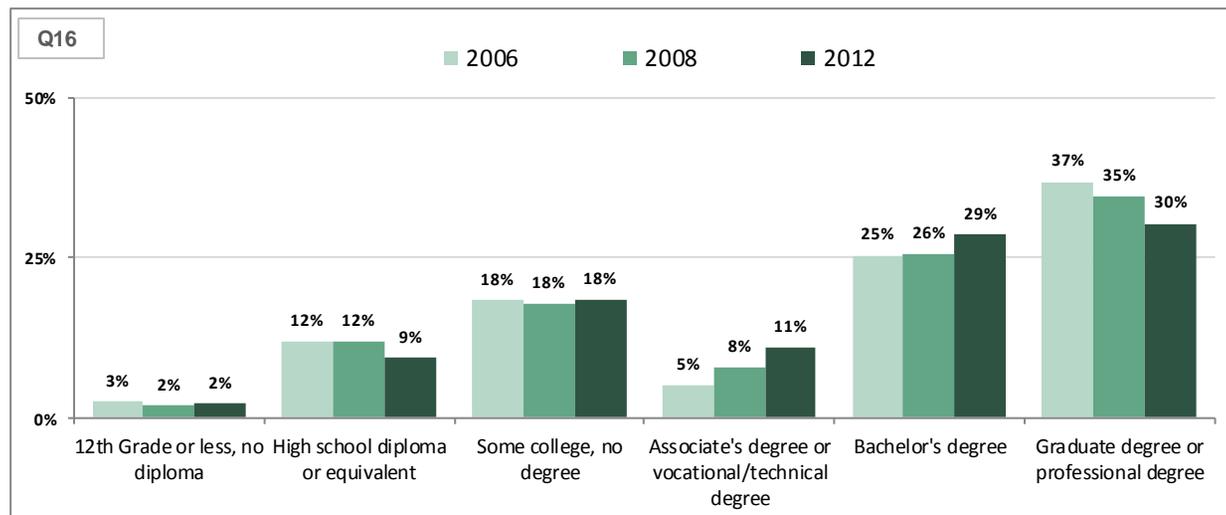
15. In what category is your age? ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
18 – 24 years	77	12.3%	1.5%	2.5%
25 – 34 years	130	20.8%	5.1%	8.4%
35 – 44 years	62	9.9%	12.6%	14.0%
45 – 54 years	104	16.6%	23.0%	23.1%
55 – 64 years	134	21.4%	28.9%	24.2%
65 – 74 years	67	10.7%	16.8%	14.9%
75 years or older	51	8.2%	12.1%	13.0%
Total Valid	625	100.0%	100.0%	100.0%
(No answer)	8			
Total Missing	8			
Total	633			



16. What is the highest degree or level of education you have attained? ♦

	2012 Frequency	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
12 th Grade or less, no diploma	14	2.2%	1.9%	2.5%
High school diploma or equivalent	58	9.3%	12.0%	11.9%
Some college, no degree	115	18.4%	17.9%	18.3%
Associate's degree or vocational/technical degree	69	11.0%	8.0%	5.1%
Bachelor's degree	179	28.6%	25.6%	25.4%
Graduate degree or professional degree	190	30.4%	34.6%	36.9%
Total Valid	625	100.0%	100.0%	100.0%
(No answer)	8			
Total Missing	8			
Total	633			



17. Are there any major improvements, projects, issues, or initiatives that you would like to see the City of Laramie focus on?

➤ See Appendix B.2 for complete text listings.

Appendix B. Volunteered Comments and Responses to the Open-Ended Question

Appendix B.1. Additional Volunteered Comments.

Volunteered comments hand-written by respondents in the margins of paper completions are listed by question. Only very minimal editing for typographical errors, grammar, and content has been applied.

Question 1. How would you rate the QUALITY of each of the following services provided by the City of Laramie?

Question 1e. Enforcement of traffic laws.

- Bicycles – poor.

Question 1h. Landfill (dump) services.

- Charging for this is stupid, I pay taxes.
- You have to pay now.

Question 1j. Street cleaning.

- Very little is done.

Question 1k. Snow removal on major streets.

- Include residential streets!

Question 1l. Street maintenance and repair.

- Terrible.

Question 1t. Animal Control.

- Too high kill rate.

Question 1v. Curbside recycling.

- Can't do it myself.
- Other people keep filling mine.

Question 1w. Mosquito control.

- Overdone.

Q3. Do you rent or own your Laramie residence?

- This is a horrible town for renters! Expensive & rundown!

Question 4. How do you feel about the following issues as they relate to the City of Laramie?

Question 4e. Loud vehicles.

- Tone down tech boys.

Question 4g. Speeding and traffic violations.

- Where are the cops when you see speeders?

Question 6. To what extent do you agree or disagree with the following statements?

Question 6c. “The fee pay for City water is reasonably priced for the service I receive.”

- Water bill has too many add-ons.

Question 7. Currently operating in Laramie is the Gem City Bus, which is a pilot program with support and funding from multiple entities. This bus route operates seven days a week and serves Grand Avenue. In the past 30 days, how many times did you use the Gem City Bus?

- I drive Gem City bus.
- It is wonderful—wish it went on Reynolds.

Question 8a. The Albany County Transportation Authority is contemplating establishing a permanent and reliable public bus system that would be more comprehensive (expand beyond Grand Avenue route). In your opinion, how much of a priority is establishing such a public bus transportation system in Laramie?

- Depends on the route system.
- We had PATS.

Question 8b. For a comprehensive and reliable public bus transportation system to be established in Laramie, there will have to be adequate funding in place. Which ONE of the following options are you most in favor of for funding a public transportation system in Laramie?

- If people ride they pay for it, not everyone else.
- Pay only if you use the service.

Question 11. In which area of the City of Laramie do you live?

- I live outside the city.

Question 12. If the City of Laramie had funds available, how would you prioritize each of the following?

Question 12a. Street and alley maintenance.

- I use my alley.
- Sidewalk.

Question 12k. Traffic calming.

- Bikers!

Question 12i. Beautification.

- Not necessary.

Question 12p. Code enforcement (weeds and junk).

- Use the police.

Question 12r. Fostering a sense of community and special events.

- Non-profit role.

Appendix B.2. Responses to Question 17

Comments to the open-ended question at the conclusion of the survey are listed here. Only very minimal editing for typographical errors, grammar, and content has been applied.

Question 17. Are there any major improvements, projects, issues, or initiatives that you would like to see the City of Laramie focus on?

- 1) Beautification of entry ways and the downtown, especially Third Street. 2) Smart business growth by private entrepreneurs (who pay property taxes). Business development should not be led by the University of Wyoming. 3) Greater support for our cultural assets that draw tourist dollars into our community, especially would like the City of Laramie to offer greater support to the Laramie Plains Museum.
Thanks!
- 1. Fix potholes, especially the crater on Fremont St around the corner from the Post Office.
- 1. Homeowner pride (even if a rental property) - too many run-down homes with no apparent care for yards, sidewalks, roofs, paint, etc. 2. Sort recycling (i.e. tie paper products together before pick-up so not blowing all around town) 3. Any programs or children especially infants, toddlers and preschoolers who are not yet in the school system
- 1. Protect the environment 2. Maintain, improve, expand infrastructure.
- 1. Reduce size of city government; reduce number of employees at the top. 2. Get rid of new zoning and development code. 3. Become pro-business; the city is now anti-business.
- 1. Snow removal is awful, a complete JOKE! 2. The crews working on 15th Street/reconstruction may as well be monkeys. 3. The light for Harney/15th Street was installed by idiots, change it.
- 1. The reintroduction of a better allocation of books in the county/city public library. 2. A centralized public (i.e. city) food allocation bureau for feeding underfed children in this town. Thank you.
- 1. Water pressure is an issue? 2. Some people have too much junk in their yards. 3. Street repairs are very much needed. 4. City Council has a hell of a time with getting good business in town (because they want to tax them to death).
- 45th Street extended to Grand Avenue.
- 80% of the roads are in bad shape. There needs to be new roads not badly repaired roads. Fresh pavement!
- A city park in Imperial Heights and a city archery range.
- A need for snow removal in residential areas. Be more efficient in warning people on taking care of weeds & junk! If they do not take care of weeds & junk there should be a fine. City should be consistent on this matter.
- A park near Grand View Heights
Schools located near East Laramie
- A small town like Laramie should have a volunteer fire department. We waste too much money on union fire fighters and “plush” buildings like the West Laramie Fire Station.
- Activities for teens. Also, if a teen gets into trouble with the law, instead of outrageous fines (usually paid by parents), a work program for them to off fines themselves.
- Add glass to curbside recycling.
- Add glass to the curbside recycling program.
- ALL Grand Ave.; Clark St. bridge; junk vehicles.
- Animal control, too many unleashed dogs wandering about. Also, barking dogs.

- Appearance has a tremendous impact on people's perception and behavior. If a place looks bad, people will care less about it. The city should focus on beautifying the city, and enforcing code for weeds, junk, extra vehicles, etc. on properties. Incentives should be provided to businesses to improve their properties. The city should also undertake a major project to take care of our trees. They are very valuable, but seem to get no care at all.
- Aquifer protection and greenbelt expansion.
- Aquifer protection, neighborhood preservation, zoning.
- Assist, in any way possible, with supporting funding / mill levy required to support public library to bring it into the 21st century. It's a "negative" for recruitment to Laramie until facilities/staffing have been improved.
- Attempting to allow walking/biking on land not being developed (Real estate owned, but unused) or purchasing some of this land for recreational uses.
- Beautification of entryways into town. More retail stores for clothing like a men's store (not western).
- Beautification of entryways to Laramie! Only Grande Ave. is presentable. Curtis Exit is horrible! I would love more lake paths and would love to see bus transportation expanded.
- Beautification should be number one, also growth should be a top priority, this town needs a Target and a Lowes. Also something needs to be done about the pot holes & sidewalks.
- Being older (+80) and a non-driver—need affordable rides. Hate to have to spend \$4 to see Dr. (\$2 going and \$2 back). Don't want to have to pay to volunteer.
- Being responsible to the citizens! Tell the truth! Upgrade the Police Department to be a 1st class department, not the slugs they are now.
- Better "customer service" for businesses looking to expand, grow or develop at their current locations specifically from planning office. Look at real impact of development to find ways to get things done instead of emphasizing ways to deny potential growth.
- Better appropriation of funds from taxpayers.
- Better awareness and funding for public transportation, business growth, better drinking water.
- Better lighting in La Bonte Park. Especially the path near the old ice skate building. Make streets lower than the sidewalk, ice flood.
- Better mosquito control before hatching—I feel every 3-4 days of spraying/fogging is not enough. Every other day in parts of the city that is near water or on the edge. Along 45th street is so bad!!
- Better snow removal & de-icing.
- Better upkeep on filling potholes and road damage.
- Bicycle routes. The streets are pretty wide; there should not be a problem to create bicycle routes. Sometimes I feel like drivers do not seem to know how to behave when a bicycle is on the road. They completely lack the understanding for people on bicycles. "Cars maniacs".
Also, traffic rules enforcement. Such as turning into proper lane, yellow light driving, and especially indicators. I have seen few times even police officers don't use indicators. This should be definitely improved upon.
- Bring back the curbside recycling. Also, please tell the Laramie police that they should not be running the prosecutor's office.
- Bring in more businesses specifically in the technology field. Infrastructure should be a priority!
- Bringing in more business.
- Bus route with scheduled stops.

- Business development.
- Casper Aquifer land acquisition—Important for our water but also as a marketing tool to bring in tourists to bike & hike on public land. More snow playing & less street sweeping.
- City Bus that covers more areas—Reynolds St. especially. Entertainment, more things to do in Laramie is keep the kids here often graduate more jobs more businesses. University of Wyoming students are not the only people that live in Laramie; more things to do in our parks.
- City entrances—please continue to beautify; more downtown events; city codes that make businesses more attractive and require landscaping; open space acquisition; and most importantly, bike trails and paths in town.
- City of Laramie infrastructure.
- City streets, curbs, and gutters.
- Clark St. viaduct & resurface Grand from 20th to 3rd St.
- Clark Street bridge needs improved. Most streets need a lot of work.
- Clark Street Overpass.
- Clean up 287, very junky and littered coming into Laramie!
- Cleanup and beautify the approaches to Laramie - from the south and west in particular. Also, building on the Laramie Ridge is counterproductive.
- Code enforcement of junk; water cost; cleanup/beautify entryway to Laramie; get information out more on the on-going projects, issues of city.
- Complete overhaul of the police department.
- Completing construction projects that are started within a more reasonable timeframe. Our street and yard/sprinkler system have been torn up since mid-June 2011.
- Consider 9th Street as a corridor for bus line expansion. We really need to protect the Casper Aquifer - I realize there are a lot of landowners who don't want their rights restricted, but our right to have non-polluted water (and not have to pay millions to treat what used to be clean!) should trump development.
- Continue keeping water sources safe. Quit just overlaying streets in tree area and making major ditches by the curbs! Continue sewer upgrades. Enforce bike rules.
- Covered in the questions!
- Create more pedestrian paths. Comprehensive paths throughout the city and around the city. Off-street paths for safety. More trails and open space. A trail that connects Laramie to the east all the way to Pole Mountain. Aquifer protection. We must protect our water supply for the sake of the entire community and for future generations. Ridgeline and view shed protection. Regulated development protects view sheds, open space, and space for future parks and trails.
- Curbside recycling.
- Cut all wages by 10%, reduce city manager staff by 15%, focus on basic services and stop creating larger fiefdoms (e.g. curbside recycling).
- Decent new businesses; we lose businesses, i.e. Ashley Furniture, then we only seem to get “alcohol” establishments. Alcoholism is a major problem in Wyoming. We don’t need more alcohol!
- Decide and build the Clark St. bridge!
- Do not appreciate continual hikes in our city utilities, have seen a 33% increase in water prices in last two years without an increase in employment, makes it difficult to have more come out of pocket, when no more is going in!

- Dog park and animal shelter improvements.
- Dog park.
- Drop forced recycling. Focus on infrastructure. Make it easier for businesses to start in Laramie and quit worrying about environmental impact.
- During the summer the downtown (2nd St. especially) is cleaned on Mondays, but in the winter it is not plowed. Businesses are to pile snow on sidewalk; it gets to be a mess for customers to get out of their cars. Snow removal should be done every Monday.
- Either re-building Clark Street Bridge, don't know how much of the bridge the city has to do with, get going on Harvey St bridge if applicable.
- Eliminate the planning board. They are nuts. Be accountable to citizens instead of trying to intimidate.
- Enacting ordinances that are not enforced.
- Encourage business development through less bureaucracy and more of an effort of how you can help businesses succeed. The City of Laramie is not business friendly.
- Encouraging downtown business/development.
- Encouraging/allowing businesses not related to UW, state and energy.
- Enforce code that requires homeowners to remove snow from their sidewalks in a timely fashion. The fees collected from such fines would certainly improve the city's operating budget and improve the safety for our residents.
- Enforce laws that cover the amount of students that live in single family dwellings. Amount of cars, etc. that one home in an R-1 area can have parked on the street.
- -Enforce parking around campus
 - Figure out something with the Clark St bridge. I hate seeing the rebar, it makes me feel unsafe.
 - Continue the great focus downtown. I really enjoy spending time there and I find myself using local businesses more frequently. Especially during the summer Farmer's Market.
 Thank you!
- Enforce parking around campus
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 - Continue the great focus downtown. I really enjoy spending time there and I find myself using local businesses more frequently. Especially during the summer Farmer's Market.
 Thank you!
- Enforcement of traffic laws for bicyclists; most flagrantly disobey the laws. Also, and of most importance, maintaining the city's infrastructure. We let the water infrastructure go so long that it reached critical proportions. Street maintenance should be another high priority.
- Enforcing the nuisance code that was supposedly enacted several years ago!
- Enforcing traffic laws by lowering speed limits in residential areas.
 - Pedestrian safety issues. And enforcing garbage and junk codes around apartment houses. Limiting the number of units into which a house can be converted. And eliminate non-residential parking on residential streets within a 5 block radius of campus.
- Entice clean, high-tech industry to provide high-paying jobs. Diversify training for police.
- Establish a pay-per-load system for garbage pickup to encourage more recycling and fairly charge for those who produce the most garbage. An ordinance to eliminate plastic bags at stores to help reduce wind-blown trash and encourage use of cloth shopping bags.

- Expansion of the bike path/greenbelt system
- Finish/develop park in Imperial Heights.
- Fix all the pot holes, or repave Grand Ave. from Wal-Mart to 3rd St.
- Fix the main streets of pot hold damage!! Nobody cares about “beautification” we care about transportation.
- Fix the pot holes that seem to plague Grand Ave.
- Fix the streets (i.e. Harney, 3rd in particular).
- Fix the streets and sidewalks first, this town is downright shameful.
Snow removal is also a priority, we have snow tow away zones everywhere, yet this is never enforced.
- Fix the streets, re-open the homeless shelter.
- Fixing city streets and sidewalks – lots of potholes and damaged sidewalks.
- Fixing intersections where there is a large dip which is rough on automobiles and plowing Garfield, 4th St., and Iverson better since those are used a good amount on a daily basis by the citizens
- Focus more on major street repairs, water & sewer line repairs or replacement; encourage more businesses to come to Laramie like more variety of eating establishments—Olive Garden, Red Lobster, steak house would be nice!
- Focus on waterlines and sewer system.
- Fix pot holes, plow snow before even more drives on it.
- Gem City bus line.
- Get as many things back into the hands of private business that the city officials may now have their hands in. Example, recycling.
- Get better control of traffic violators (speeding, loud cars), noise control (loud parties, loud cars, etc.), and better control of UW and WyoTech students who seem to be the worst offenders of any laws.
- Get rid of [name removed]’s junk yard across from Pilot Truck Stop on Curtis, what an eye sore when we try to bring new business to Laramie; and right on the river.
- Get some major shopping stores besides Wal-Mart, so we don't have to shop out of town!
- Get UW personnel off the City Board. Why is UW sending this survey out instead of the city? Why did the city of Laramie sell out to UW?
- Get water rates lower, they are too high. Dump fees are excessive.
- Get water rates lower, they are too high. Dump fees are excessive.
- Getting new bridge built ASAP.
- Grand Ave. from 3rd to 22nd is horrible! Always has been. More police enforcement of traffic, young drivers are very dangerous, speeding and texting. The streets here are terrible, it seems streets only by UW are worked on; that’s not right. Need more restaurants throughout town, not just on Grand.
- Grand Ave; 18 St. through 3rd St.
- Greenbelt Expansion and paving streets in West Laramie are high priorities for us. Encouraging business/restaurant development should be a high priority also. In general the city of Laramie is a great place to live and is managed well.
- Greenbelt expansion.
- Harney viaduct, west side business on west side.
- Have the city council be more open to outside businesses and restaurants coming to town instead of serving their own self-interest in the “Downtown” area.

- Have the City Council make decisions rather than postponing or tabling decisions over a long period of time.
- I am unfamiliar with what is on the table. However, parking and traffic enforcement needs to be a LOT better.
- I believe that the Code Enforcement PROCEDURE is weak; there are eyesores all around town - a few I have been trying to mitigate for quite a while with little success because of involved, convoluted, easily-sidestepped procedures. Also, people should not be initiating complaints; personnel - police, trash collectors, city employees in trucks, etc. - should call in or report nuisances, violations.
I do not want to be taxed in any way for a bus system; I pay for the privilege of using a car through gasoline taxes and my tags - and I walk and bike all over. If people want a bus instead of a car, or cannot have a car for whatever reason, it is reasonable to ask them to pay a fare since they are not paying for anything now. It would be a double tax if you create a mil levy of any amount - and I have three properties upon which it would be imposed. No, No, No.
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- I believe the city should focus on the parks and recs sports programs, while I am very happy that the city has them, many are poorly managed and the fee to game ratio is getting too high. Additionally street repair and maintenance always seems to be lagging, while the council keeps raising water rates at a deplorable rate. Finally the city should reconsider the ban on concealed carry within the city, there is no reason to punish and put law abiding citizens at risk. Criminals don't follow the law, thus his law punishes the lawful more than the lawless.
- I believe we need to keep Laramie cleaner and more beautiful. Enforce businesses and homeowners to follow rules regarding trash. Require businesses such as Wal-Mart to meet some standards of aesthetics like they do in other communities. If money is to be spent planting trees, enforce the upkeep and watering. Planting trees and then not regularly watering is a waste of money.
- I feel like the sidewalk and streets should be a focus in the City of Laramie.
- I feel like you have done a great job improving Laramie in the past few years (snow removal, curbside recycling). I think that changing the curbs to make sidewalks more wheelchair accessible would be a priority.
- I feel that preventative maintenance on infrastructure, such as pipes, would be most economical in the long run. Though it is not a visible use of funds, I feel that stopping events like main brakes before they happen would save the city money and lead to more money in the future for visible promotional projects like beautification.
- I really can't say because I live out in the county and only come to town for groceries. And then I take the interstate around the areas you are concerned with.
- I recently spoke to some firefighters during a routine inspection and asked about station 3. I was very confused when I found out that the Ambulance service is not "districted" as in an ambulance will drive by a fire station that has firefighters and an ambulance to show up to an emergency call.

- I think that the pavement of Grand Ave from 15th street to 3rd is shameful. It should be repaved like the eastern side with material that does not expand and crack as much with the harsh weather. Also, I don't think that it was efficient last summer to "fix" the bridge to west Laramie at Clark St. when it is just going to be torn down, could the funds that went to paving Harney (which was just fine in the first place) not have just built the new bridge? I think quality is more important than just randomly throwing money around to make certain parts of town seem nicer. I am tired of having to get my car fixed because of pot holes and gutters that expand a foot further than they should.
- I think the city is doing a pretty good job!
- I truly feel the money we are charged are overpriced!! Our water is disgusting—streets are full of potholes, street lighting is horrendous! When you drive into Laramie it's mortifying! My kids have moved away because of lack of improvements and no growth.
- I would like a more comprehensive recycling and compost program.
- I would like the light at 9th and Grand to last longer for those walking to and from UW.
- I would like them to quit focusing on stupidity and start using some common sense. For example, the major focusing on a three quarter mile and tearing up neighborhoods instead.
- I would like to see a dog park at LaPrele park, including Huck Fin Pond or a water area for dogs to swim and mingle.
- I would like to see Laramie become more bicycle-friendly through development of paths, bike lanes, and education events. The town is so flat that it's a perfect place for bicycles.
- I would like to see MAJOR infrastructure improvements including drainage, storm sewers, water lines, sidewalks, and continued street resurfacing. I would like the recycling to include glass, batteries and CFLs. I would like the planning on the Harney St. viaduct to be completed and a route chosen, so those of us who might be affected can actually make some decisions regarding our property. I would like there to be an emphasis on increasing economic diversity. If the city is going to enforce the weed ordinances within the city limits, I would like to see them go after the UP and their property on the west side. I hope the new bus system works out. I would like to see more beautification projects because I really like much of what has been done so far.
- I would like to see more bike paths around so bikes could be safely used as transportation.
- I would like to see more chain-restaurants brought into Laramie, such as Italian food, a steakhouse, etc. I definitely think it's important to improve the look of Laramie from every entrance into town.
- I would like to see more focus on the following: 1. Code enforcement with respect to weed control and junk. This is mostly a problem within the tree area where some homes appear to have been completely neglected. 2. Citing motorists for excessively loud vehicles. It really is a nuisance especially on Grand Avenue and 3rd Street.
- I would like to see more patrols on streets—speed control observation for the pedestrians. Dogs on leashes, more productive things for kids to do, parents being liable for kids getting in trouble.
- I would like to see one side of the streets used as bike paths rather than competing with traffic. The side for bikes could be tarmac rather than cement.
- I would like to see somewhere for dogs to be able to run off leash now that you passed regressive dog leash laws. Second, I would like to see the city lobby for acquiring the land over the aquifer that has been proposed for a state park, i.e. warren livestock land. Third, Laramie is an ugly city and I would like to see businesses and private residences be required to clean up their trashy act. Thank you.

- I would like to see street maintenance, as well as a focus on walk-in fishing areas on the Laramie river, improving accessibility, garbage clean-up by the river, etc. Thanks!
- I would like to see the City of Laramie focus on the reduction of services. City Tax money should only be spent on the essential services. No tax money should be spent on ANY non-profit organizations in Laramie! The goal of City of Laramie Government should be to reduce total expenditures each year by 5% from the prior year and adhere to this plan for the next 5 years. The city should sell any and all land that it owns so that land could provide some tax base for the city. The City should not buy any property- the "Old Pigeon House" should be the last real estate error the City of Laramie makes.
- I would like to see the City of Laramie focus on up keep on the roads...repair the never ending problem of pot holes and drainage it is horrible in this town!! Also when you do repair a street make sure it is done right...since they have done our area it has been horrible!!! We were better off the way it was then what it is now...and as far as I am concerned the West side of town and downtown 1st and 2nd street is nasty looking...the west side needs sidewalks and roads!
- I would like to see the city pave the street on North 5th street next to LaBonte Park!!! We need that done before we need public bus system!!!
- I would like to see the focus on road repair and bike paths. It is unsafe to bike around Laramie and it should be fixed. There are tons of benefits to biking and the city should support those efforts. The roads are horrible as well as there are a lot of pot holes. Those issues mean the most to me.
- I would like to see the roads get brought up to a higher standard. The Clark Street bridge also looks like it is about to fall down. I also think that city-wide snow removal is necessary.
- I would really like to see Laramie focus on its residential roads. The streets of Laramie are very bumpy and many could use repaving, as well as work on curbs and gutters. I think that focus needs to extend to the winter also. I don't understand why the city doesn't plow the majority of its streets. I live beside a grade school and I'll see a plow truck go by spreading gravel, but no plow on the front? That doesn't make sense to me. If you're going to pay to have the truck out spreading gravel, pay to have it plowing.
- I'd like to see more trash clean-up done around major shopping centers, like Wal-Mart, Kmart: it's truly discouraging coming southeast into Laramie and see all that trash and white plastic bags blowing along the fence lines. I'd also like to see more effort made to stop folks INCLUDING THE CITY POLICE from using their cell phones while driving.
- I'd like to see the city getting more involved in the renters' market. There are great deals of rentals in our community that are not fit to live in. There are landlords that go too far. I feel like a property owners in Laramie are exploiting Wyoming's youth. There needs to be standards to protect our young men and women. I'm thankful I have a nice home and landlord, but I hear the horror stories around town. You shouldn't be able to rent out a dwelling that has no way to heat itself or running water. I would go as far to say that I would like to see property owners obtain a certificate of occupancy from the city before they could rent out a dwelling.

Switching gears, I want to discuss an issue that happened to me last year. The water line a block from house burst and the city had to repair it. At about 7pm a public worker knocked on my door to tell me that his crew had worked 12 hours and was going home for the night. I still had no running water. I work in IT, if a server goes down, I don't get to throw up my hands and say, "I've been here 12 hours, and I'm going home." Why should public works get that right? It is very poor customer service.

- If the state comes up with the money, buy the Warren livestock land east of town. Don't make it a bloody park. Other than dog walkers and runners, people won't use it. Don't waste money. Just call it an aquifer protection zone and use the money for sewer and storm drain maintenance.
- If you knew how much I have survey evaluation and such I would not get these things. I do not want to identify my number.
- Improve recycling and trash service, bring in downtown business, after school programs for kids.
- Improved maintenance of major streets-potholes and pavement breaking up in many places. Lengthen the time of yellow lights at intersections. The short time interval from yellow to red is so short that it creates an unsafe situation where drivers are lamming on their brakes to avoid being caught in the intersection on the red.
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- Improved snow removal on major residential streets as well as on main commercial city streets.
- Improved street lighting at night. I have been lost at in Laramie, a distressing experience.
- Improvement of the water and sewer and improvement of the roads and cleaning up the entrance to the city along 3rd street. It looks pretty bad.
- In so far as the city has any say in the matter, I'd like to see the proposed land purchase east of Laramie brought to fruition for the purpose of land conservation and recreation development. As well, the city needs to seriously address the issue of again water infrastructure.
- Indoor recreation for winter time.
- Indoor tennis facility. Greenway from Laramie into the Happy Jack area. Better bike paths- maybe even an east west bike only street
- Infrastructure of water, sewer, roads, and bridges should be at the top of the list.
- Infrastructure, not services.
- Infrastructure. No more crap like piggy-backing the rec center on an infrastructure vote to get it passed after it failed twice on its own!
- Infrastructure; upgrade utilities delivery. Patch or re-pave the streets. Spend some funds developing a bike path/greenway/park down Spring Creek. Get Hospice some land that is closer to the hospital on which to build. Help West Laramie get the street all paved. I like the idea of buses for people that have jobs with regular hours; I do shift work so probably would not be able to take advantage of a bus system.
- Installing a drive-up deposit box for city utilities for the handicapped and residents on weather days. Now you have to get out of your car and fight No Parking spaces and snow and ice in the curb and street.
- Issue the damn liquor licenses already. The whole process had the made the city council look foolish and hostile toward businesses. If the population of the Laramie can support two more liquor licenses according to the state, they should be issued promptly. So much time has been wasted because the council has to continually ask the city attorney what the heck is going on during those meetings. Please ask the vice-mayor to educate himself on how to run the meeting for other times the mayor is not there. Poo Karl gets confused pretty easily by the protocol and only drags things out instead of keeping everyone in order. Now whichever two lucky businesses get a license will be forced to try and succeed without the benefit of the much of the

college community in town. I'm sure it will be easier for them to put make ends meet when a fourth of the Gem City is gone for the summer.

- It's great that the City is focused on aquifer protection. I work closely with a lot of City departments on community projects and am generally very pleased. As a single person I somewhat resent my water and trash bill continuing to go up when I don't use much water at all and only need to push my trash bin out about once a month.
- Keeping an eye on the kids and watching gang development closely 307s and 313 [illegible].
- Keeping sewer line flowing, also storm sewers.
- Landfill rates for residential trips (non-commercial) are inappropriate. The access fee penalizes the resident from making convenience trips to the landfill. Instead, the resident now finds ways to bag all trash/garbage so the city will pick it up and take it to the landfill. City residents ought to be able to access the landfill with typical residential trash for a fee of no more than two to three dollars.
- Landfill use is extremely expensive which inhibits folks from wanting to clean up our town!
- Laramie citizens need to make an improvement in whom they vote for as a commissioner...those fellows are HORRID!
- Leash law enforced and picking up after dogs. Watch Optimist more closely in summer.
- Let a bigger variety of businesses start up. When Laramie becomes isolated in the event of highway shutdown, many resources are cut off. Let larger restaurant chains such as Fuddrucker's, 5 guys, etc. move in. Quit being such a yuppie town and let equal opportunity expand.
- Let people in West Laramie have some say.
- Let the city have different restaurants come into town. We need like a Golden Corral (buffet) and a Target store and any other different restaurants and stores.
- Library funding/support—with the economy as it is, more people are relying on the services provided. Take more control of the ACTA instead of letting the university ramrod their decisions through.
- Lighting in parks until 10 pm because they are so dark no one can have activities there in the evenings.
- Maintain City streets and have homeowners cut back on trees and bushes that obstruct vision on cross streets.
- Maintain what the city has first, and then build new, roads and sewer especially.
- Make Laramie more attractive to businesses such as Target, Chic-fil-a, etc.
- Making sure there are well maintained sidewalks all throughout the city limits.
- Making the Rec. Center affordable to the community.
- Man-made street bump (Harney), stop sign running, curb, gutter, sidewalk problem, tailgating traffic.
- Many city employees do not seem to have been trained in their duties and responsibilities. There is an elitist attitude held by many city employees and a tendency for employees to interpret regulations, policies, and procedures in a way that conforms to their personal value systems.
- Monitor traffic more closely on Grand Ave.
- More consumer option..., for men, more "green" option. I would like to see more energy efficient and "green" choices. Also, police protection should focus more on bigger crimes like domestic violence rather than petty crimes.
- More crosswalks on Iverson and 9th around the University Bus Service to West Laramie.
- More emphasis on manufacturing; family wage jobs. Get rid of cars/trailers parked on streets for extended periods of time. Protect businesses, not the aquifer. Too much emphasis paid on the aquifer. Do not sell it to the State of Wyoming. Government officials are in favor of the sale; I am not. Just one more piece of

land handed to the government. Street repair is ridiculous. Quality of work is poor. I cringe at tax payer dollars continually being spent on sub quality work.

- More kid friendly establishments, besides bowling.
- More outlets for the teenagers to have fun and possibly find enjoyment without drinking or the use of drugs.
- More programs for youth through rec. perhaps. Limitations in gymnastics, dance etc. “Unless of course you have the money.” I’m a struggling single mother of two; I wish my children had some opportunities as others. Work and go to school.
- More stop signs & crosswalks in the residential areas. Traffic lights at the Safeway entrance!
- More trees, bushes, flowers planted; junk cleanup, like junk cars; boom-boxes ticketed.
- More water line replacement.
- Mostly the sewer systems those are a special concern and have been for some time.
- My neighbor has a bad weed problem and nothing is being done about it as he is very negligent in his maintenance of his property.
- Need feedback on recycling. We have almost no information about whether we are putting the correct material in recycling and whether it is done properly. I get upset when the city waters its lawns on a rainy day. I would like watering to start later in the evening, so that we can walk and exercise without hindrance. I think it should start after 10 PM. I have seen picnics sprayed and people hurrying to remove their materials. I would like to see special bicycle lanes cleared of snow to encourage people to use bicycles all year around.
- Neglect of properties by absentee landlords who rent to students.
- Network of bike paths. Fenced in dog parks/areas on east side of tracks, preferably north & south.
- New library.
- No comment at this time.
- Not at the moment.
- Not my chair not my problem.
- Nothing huge but in the alley next to Coal Creek downtown there is a major pothole that fills with water and gets to be about a foot deep.
- Nothing special. I have been happy here for 60 years!
- On Iverson St. across 8th St. the shoulder of the street is not paved. It creates a problem. The uncapped shoulder accumulates water, stagnant, stinking in summer. It is very bad sanity.
- Our historic downtown appears dirty. Streets need cleaned, trash cans are scarce are often full. Small business support to generate tax revenue. Police need to focus on more serious crimes rather than just being traffic cops. I've had two major thefts in y business with very little attention giving them.
- Our water rates are extremely high compared to other cities in Wyoming & the region.
- Parking is a huge issue in my neighborhood. I would like to see the street between my home and the anthropology building become city parking. I am unable to park at my house because of this.
- Parking lots downtown are in need of re-paving and new lines painted. More bike paths.
- Parking, parking, parking. I would like to see less focus on the downtown and more on the rest of the city.
- Pave streets in West Laramie. Even paving without curb and gutter would be a vast improvement.
- PAVE THE ROADS ADJACENT TO LINFORD ELEMENTARY!!! It is an absolute crime that these streets are in such dangerous shape. Crosswalks for children are a joke, sidewalks disappear after every rain, parking for busses requires kids to walk through major mud puddles. FIX THEM! TOP PRIORITY!

- Pavement for West Laramie, especially by the park and school. Mud is a huge problem for the school kids. The junkyard on North 4th is terrible.
- Paving the major streets and residential streets of West Laramie as is and has been done in the rest of Laramie.
- Paving West Laramie. Listen to the public, really listening, stop nit-picking.
- Paving Wyoming Ave. It's a shame for the children going to school. They breathe in all that dust and lord knows what else.
- Paying for studies to improve the city and not using the information.
- Pedestrian crosswalk across 3rd, near Safeway.
- Police appear to comb streets after a certain time at night. Not everyone is driving home from a bar; sometimes night schedules for work create a situation where one is driving home at night. Law enforcement shouldn't be too quick to assume everyone is diving under the influence, it feels that way sometimes driving home from a night shift at work.
- Police making more routine sweeps through different neighborhoods. Being seen more often in other areas.
- Police should be a protection for the residents, not just issue traffic tickets.
- Pot holes and road work on grand. Better snow removal around schools and civic center (near Garfield street).
- Pot holes!
- Potholes and street maintenance.
- Potholes in roads, very bad around my residence.
- Projects to keep youth out of trouble and focused on right, wrong, education, and equality.
- Proper street maintenance. Currently, Laramie is unable to keep up with the wear and tear on city streets, particularly potholes on main and residential streets.
- Protect Laramie's water, air quality, and open spaces!
- Protecting Laramie's environment is very important in my opinion; outdoor enthusiasts love to come here! We should keep up that good reputation as an outdoor community.
- Protection of aquifer, extension of greenbelt, continuation of the fine appearance and use of our parks, traffic control - get rid of cell phone and text use by drivers.
- Protection of aquifers.
- Provide me with money to fix my sidewalk. I live right by Undine Park, and my sidewalk is a wreck (was that way prior to me moving in). I can hardly shovel it because it is so uneven. I know there is the sidewalk pavement joint concrete program, but it could be 10 years before the City will fix it. I believe it is a high priority area, provide me with the money; I'll get it fixed, problem solved. I don't want somebody falling and getting hurt and trying to sue me. There are others in my neighborhood that has sidewalks in similar shape (5th and Park area).
- Providing specific information on the front end of projects and policies rather than on the back end. Expanding the green belt around town.
- Public bus transportation system beyond grand covering places like dollar tree & staples and residential areas north including campus habitat and south.
- Public transportation system that is effective and not wasteful.
- Put portapotties in the parks. Whoever removed them should be exiled.

- Put some fish in the lake of City Park and open to citizen for fishing.
- Put stop signs in West Laramie please! And more parking downtown. Please fix & pave roads! I just paid \$900 to fix my car due to rough dirt roads & pot holes!
- Quality of the streets and providing productive activities for college students to cut down on drug/alcohol use.
- Real bike lanes, partnership with the University of Wyoming to expand/improve SafeRide and other DUI mitigation strategies, decriminalize marijuana, public bike sharing program.
- Redoing the downtown infrastructure, also helping us on a flood prevention concrete wall preserving our living facility!
- Reopen Lewis Street; deal with potholes on Grand more efficiently.
- Repair all roads. After sewer repair, fix road surface immediately instead of waiting six months. Enforce vehicle and pollution regulation on tech school students.
- Repair streets at 3rd, 15th, Curtis, Grand, and Snowy Range. Dance and gymnastics at the Recreation Center. Funding to the Public Library.
- Repair the roads.
- Repairing water and sewer infrastructure; Roller Skating Rink.
- Repaving and fixing the manhole covers on Grand Ave. It becomes a hazard when people swerve to miss the manhole covers. It messes up our alignment and is damaging to tires.
- Repaving of street between Alsop and Hancock on 21st Street. It's like a roller coaster! They redid it at least twice several years ago and it's still not right.
- Restricting light pollution; no development on mesa north of town; better connection of bike paths around city; protection of Casper Aquifer from development.
- Road maintenance (both road/alley and snow removal), increased business opportunities i.e. more businesses encouraged to be in town. If bars are the main thing students have in terms of businesses to go to for entertainment, then drinking will be the main thing students do. Some parks need to be cleaned.
- Roads are not too good and street light is often insufficient in the dark time.
- Roads: Fix the pot holes; please all roads like Harney Street= VERY NICE! Stop lights: Need optimizing.
- Services for elderly. I'd like my parents to move here and happy to see the bus service, but there are few services for elderly who need care/services. Too many laws to enforce.
- Severely reduce scope of landfill "improvements". Create blue light district in downtown. Buses are a poor second choice to a trolley system.
- Sewer and water distribution system and then streets! Also, UW and Tech student crime and noise.
- Sewer and water/water protection issues. Too many city officers, (please down size and same with ARC and Laramie Rec Center). We need to save money in these areas during the lean years.
- Sidewalks and neighborhood lighting. Running red lights.
- Sidewalks, and street paving.
- Sidewalks-often trip over uneven sidewalks. Might allocate street cleaning toward something else. Knowing which week recycling occurs.
- Slow down the development, truly protect the water, and follow some kind of unified development code--the ever changing individual decisions and preferences given by the city manager's office staff are absolutely ridiculous. The same decisions and information are never given or followed more than once--the inconsistency is a huge problem.

- Snow removal and public transportation.
- Snow removal and road upkeep.
- Snow removal is a serious safety issue here. I understand that most snow fall is melted within a few days, but there is always a snow storm or two each year that leaves snow on the roads for weeks. In these cases only the major roads are cleared, but all side roads and some higher traffic roads are left alone to the point that the snow is compacted into an ice sheet. During these periods my car will slide into oncoming traffic when attempting to stop at a stop sign (starting speed is 5 mph!). This is very dangerous. I am from MN. Their policy is to have snow emergencies. During a snow emergency opposite sides of all roads are designated for snow removal where each citizen is responsible for moving/not parking their car on that side of the road that day (the day after the snow storm). The other side of the road will then be designated for snow removal the next day. In order for this to work the city will have to get the word out with fliers (and other media sources) and unfortunately towing non-compliant vehicles. After a few snow emergencies you will see a drastic decrease in towing incidences. As I stated earlier, only snow storms where we get six inches or more and sustained sub-melting weather for days afterwards will a snow emergency need to be implemented. Normally I would just walk to work on these days (since I feel driving is dangerous), but very few people remove snow from their sidewalks. Most sidewalks are ice sheets as well. Thank you for listening to this suggestion and I would greatly appreciate any attention you can give to this serious problem.
- Snow removal on all streets, improvement of bicycle accessibility/bike lanes and routes, discontinue spraying for mosquitoes (we do not have many mosquitoes here compared to truly humid communities in the US), continued curbside recycling.
- Snow removal on small streets and residential area.
- Snow removal side streets, downtown parking areas make sidewalks full of bicycles and skateboards. Enforce noise ordinances downtown, especially cars and trucks, drag racing down 3rd St.
- Speed reduction in residential areas (i.e. better enforcement of existing laws). Speed up replacement of old water line which are just patched two or three times in the same block with residential flooding each time.
- Spend more time focused on attracting business to locate here rather than whose dog is on a leash.
- Spend more time focused on attracting business to locate here rather than whose dog is on a leash.
- Spread some mulch from LaBonte at the Greenbelt dog park. Don't build the viaduct straight through the Westside neighborhood, build it around.
- Stick to the basics—infrastructure, serve and protect, spend money that benefits the majority of resident, not the minority. Make development pay its way!
- Stop procrastinating on the liquor license issue and issue licenses to businesses that will most benefit local community; CrowBar and Grill plans to source as many ingredients as possible from local farmers, ranchers, and other businesses (Big Hollow Food Co-op). This is better than many other applicants whose businesses will not support the local community in this way.
- Stop putting houses in what is left of our open spaces, putting a further burden on our infrastructure.
- Stop repairing water and sewer system, also repair streets, curb, and gutter.
- Stop signs for all remaining uncontrolled city intersections.
- Stop spending so much damn money that we do not have.
- Stop the loud noise from cars/pickups and stop the speeding on the highway in West Laramie [illegible] highway early in the morning and weekends.

- Stoplight/crosswalk at corner of Bradley and 3rd Street. Development of trails/open space east of town or aquifer protection area.
- Storm drain improvement projects—maybe involve ACSD students to support the initiative. You do a terrific job with parks & recreation.
- Street conditions—maintenance.
- Street improvements.
- Street maintenance & code enforcement.
- Street maintenance and sidewalk condition improvement.
- Street maintenance, crime, private property rules enforced, sewer and water lines.
- Street maintenance, water sewage rates, snow removal, code enforcement of homes on 1st St, and building code enforcement of rental property.
- Street maintenance.
- Street pavements.
- Street paving.
- Street repair and paving streets that are currently unpaved.
- Street repair and upkeep seems to be falling behind the mark. Building the Harney Street viaduct and rebuilding a Clark St. viaduct should be important.
- Street repairs, storm water drainage, underage drinking.
- Street repairs.
- Streets & waterlines.
- Streets are embarrassing when I bring friends to town. Water and sewer rates are outrageous; I have a friend in Vegas that pays almost ½ of our bill. I would like to stay in Laramie the rest of my life but I don't think I can afford it.
- Streets are terrible. Parking around town is terrible. Water tastes terrible. Too many police officers compared to amount of crime. Parking tickets when there's no parking? Come on! Way highly priced for a parking ticket.
- Streets, alleys, curbs and sidewalks.
- Streets, sidewalks, and storm drains including the curb and gutters are horrible. We want to be able to skate on our pond (LaBonte) or have another ice rink put in (possibly outdoor). The current ice rink's prices are outrageous.
- Take care of the mess at the dump - blowing garbage.
- Take care of the streets. They are in poor condition.
- Tennis courts at the Rec Center.
- Thank you for tackling the long-ignored water infrastructure and thanks for developing the bus line—projects like this will greatly benefit Laramie long term.
- Thanks for curbside recycling!
- The city council is a joke including [name removed], they promote no growth or expansion of the city.
- The City of Laramie needs to focus on the Snowy Range Road Bridge -- it is in bad disrepair and seems like it ought to be tore down and rebuilt -- it is scary to drive across -- especially in winter -- too steep. Concrete crumbles off the rebar daily as well and it is really dirty. Secondly, Laramie ought to focus on road repair in town - for example Ivinson street has had yearly, major potholes and ruts -- it is hard to drive/bike on and is

unsightly. Lastly, a priority for Laramie ought to be code notice - there are many, many homes on the Westside (near Bud's Bar and so on) that are not up to code and have severe weed violations -- some even have stagnant water that breeds mosquitos. Thank you for all the City of Laramie does, however. I realize our tax base is small and you can only do so much.

- The city service cost/charges are much too high.
- The hospital craziness. I drive the Wheatland after my last experience. Poor experience across the board.
- The ineptness of police detectives, the fact that those who commit perjury are not charged with a crime, and the lack of charges against those who slander others to the police.
- The large dips in the road are terrible for smaller cars, and destroyed my front bumper. Also, snow is allowed to build up and turn to ice on the roads and sidewalks which make it very dangerous for everyone. The sidewalks are also in a horrible state and need to be repaved.
- The majority of vehicles on S. Colorado Avenue seem to be loud pick-ups with no regard for the speed limit.
- The potholes in Grand, 15th, 9th, and Sheridan. Also, sidewalks on Grand are uprooted from trees, they are not safe to walk or ride on any time of day.
- The protection of all current drinking waters supplies is imperative, without good water there is no town. Controlling development, zoning, etc. is a part of this.
- The purchase of the Casper aquifer recharge area is an historic opportunity. There are many reasons that are commonly cited, all of which are compelling, but perhaps the most important is that the space will become revered just like Central Park in New York, Golden Gate Park in San Francisco, The Mall in Washington D.C. and other wonderful public spaces in cities. It will be one more feature that makes Laramie special. It will attract exceptional entrepreneurs, educators, artists, athletes, doctors, etc. who will help Laramie thrive. Imagine showing prospective employees this grand park and watching their eyes bug out. We only have one shot at this. Let's do it!
- The residential areas of Laramie are disgusting. Landlords do VERY little to keep their properties in decent shape, renters do even less. Housing is falling apart.
EVERY road in Laramie is a problem, and needs resurfaced. When resurfacing is done, it does not last more than 1 year.
- The roads are terrible; they need a lot of work. There are potholes and frost heaves everywhere. Intersections need a lot of attention too. Mainly painting corner curbs yellow and ticketing people that park too close to the corner. These cars prevent a driver from having a clear line of sight to safely pull into an adjacent street.
- The roads could be better. When filling a pot hole I don't like how it turns into a speed bump/extruding lump instead of a flat road.
- The streets are the main problem.
- The tap water tastes very chemical—like and sometimes makes my girlfriend and I sick. Otherwise an amazing town.
- The water and trash bill is way too high, a city of Golden, CO resident pays \$65.00 every quarter for all three (recycling included). Our streets are not maintained properly. Pot holes are not filled timely. Water mains break quite often too and then we have crappy patches after.
- There is too much road construction going on at the same time in the summers.
- To be strongly pro-business.
- Top heavy administration not worth their salaries—concentrate on infrastructure.
- Traffic lights—some are too long of a wait and some barely get one car across before it turns red.

- Traffic/speeding enforcement, permit parking enforcement
- Unauthorized storage of vehicles on 45th street using the University of Wyoming property south of crow to drive and let dogs run. I would like to see that turned into a park.
- Upgrade water distribution system.
- Upgrading the infrastructure
- Using the buses is a problem getting to work at 0645 or home at 11:30 (depending on my shift).
Expanding the bike paths and green belt would be delightful. There are lots of walkers & bikers in this town and I think they would be heavily used.
The recycling program is great.
There is about a 2 week period or more when mosquitoes are a real problem.
- Water protection; update sewer lines; street maintenance; attracting businesses for growth and better employment opportunities; maintaining an excellent library.
- Water, environment, traffic control (WyoTech area), street maintenance, codes example: signs posted on traffic poles, power poles, and never removed!
- We have been putting the “over pass” situation off HOW MANY YEARS? How much has the project cost gone up over that time due to rising costs of everything!!! I think we are all tired of city council dragging their feet all the time. Like “Nike” says—just do it!!!
- We need to encourage new businesses to come to Laramie so we can stop losing our youth.
- When someone goes into the city for anything to do with property get them all on the same page with one answer; not a different answer for each person. Who is the boss?
- Why are we the only city in Wyoming that does not plow the side streets? Park by old Wal-Mart. To protect aquifer! To walk in!
- Widen Grand Ave. (cut down trees). Lower fees at rec. center. Clean out gutter more often and sewer drains wouldn't get clogged.
- Widen Grand Avenue; extend 30th south to Sheridan and/or SP.CR.DR.
- Windbreak at rec. center.
- Work on dog parks. Protect aquifer; get some open space right of way access to forest land. Expand bike paths and trails.
- Yes! Due to the high number of students in this town, many of which use bicycles or their feet to get around town, I'd focus on making this town safer for pedestrians and bicyclists! There is one project that I believe needs urgent attention: Many student shop at Safeway, as it is the only store that one can walk or bike to easily. Unfortunately, there is no crosswalk anywhere close to 3rd and E Bradley, which results in a lot of jaywalkers! I'd suggest to put up a traffic light at 3rd and Bradley in order to make this town a friendlier place for cyclists and pedestrians.
- Yes! Laramie really needs to clean up, residents, businesses everywhere, our town looks dumpy!!! I have lived here many, many years and things seem to go downhill. Clean-up!!!
- Yes, improving Grand Avenue, making it safer to drive on the corner of Grand & 3rd, also Grand & 15th. A suggestion, (make Grand Ave a one-way street, and Garfield St. a one-way street).
- Yes, in the tree area owners don't take care of trees and insurance companies won't cover if damage is done to a neighbor's property.
- Yes, SAVING MONEY instead of hemorrhaging it!
Just let Laramie be Laramie and quit trying to turn it into Fort Collins. A major improvement would be to

hire only LOCAL companies to do local work. Another major improvement would be to quit spending \$X for consultation when the projects themselves are only worth \$X.

Simply put - quit trying to find things to spend money on, or things to change all the time - the people of Laramie will let you know when we want things changed. It's not the City's duty to create problems and then find solutions for them, nor is it the City's job to create solutions for problems which don't exist - yet I feel strongly this is what the City does (routinely). Quit telling people what they can do with their own property, and quit making laws that are applied unevenly across the county. (Junk ordinance for instance).

I would love to see the City of Laramie get rid of the City Manager and make the move to an ELECTED mayor.

- Yes. Instead of cops concentrating on making money on the school zone on Snowy Ridge road, how about they patrol Grand Avenue and downtown for speeders, erratic drivers, and drivers running red lights. I live within the school zone (which is nowhere near the school), and often times see individuals pulled over. I never have, myself, but 85% of the time there is a cop sitting there waiting to pull someone over. I never see kids crossing the streets in that stretch, rarely see a bus, and I wonder why we're wasting money on having cops sitting there morning and afternoon--especially when there are so many other issues such as those mentioned above. Also, I don't feel comfortable with a cop just sitting outside of my house at random times during the day; using my vehicle as hiding spot.

Outside of the driving issue, I have heard that the university does not pay city utilities. If this is true, it is absolutely ridiculous. The school should be paying their fair share of water usage, garbage collection, and sewage usage.

Lastly, I would like to see the Parks and Recs Fitness Center get a rock climbing wall. There are a few folks that would like to rock climb during the winter, but Ft. Collins appears to be the best location for those of us who would like utilize a rock wall. I know the university has a wall, but there are limited options for non-students/facility members of Laramie for use. Thank you for your time. What kind of follow-up will I see to address my concerns?

- Zoning, Casper aquifer.

Appendix C. Survey Instrument

2012 CITY OF LARAMIE CITIZEN SURVEY

Thank you for taking the time to complete this survey. Your participation in this survey is voluntary. Refusal to participate will have no effect on any benefits to which you are otherwise entitled. Fill in bubbles completely using either pencil or pen (blue or black ink), but please do NOT use a felt-tip marker.

Mark Answers Like This
 NOT Like This

1. How would you rate the QUALITY of each of the following services provided by the City of Laramie?

	Excellent	Good	About average	Not so good	Poor	Don't know / Not sure
Fire fighting	<input type="radio"/>					
Fire prevention	<input type="radio"/>					
Ambulance service	<input type="radio"/>					
Disaster preparedness	<input type="radio"/>					
Enforcement of traffic laws	<input type="radio"/>					
Crime prevention	<input type="radio"/>					
Garbage collection	<input type="radio"/>					
Landfill (dump) services	<input type="radio"/>					
Street maintenance and repair	<input type="radio"/>					
Street cleaning	<input type="radio"/>					
Snow removal on major streets (not including residential streets)	<input type="radio"/>					
Storm water drainage	<input type="radio"/>					
Sewer services	<input type="radio"/>					
Water quality	<input type="radio"/>					
Reliability of water flow	<input type="radio"/>					
Park appearance/maintenance	<input type="radio"/>					
Recreation programs	<input type="radio"/>					
Land use, planning, zoning	<input type="radio"/>					
Code enforcement (weeds, substandard buildings, junk, etc.)	<input type="radio"/>					
Animal control	<input type="radio"/>					
Building permit services	<input type="radio"/>					
Curbside recycling	<input type="radio"/>					
Mosquito control	<input type="radio"/>					
Access for disabled persons to city facilities, parks, etc.	<input type="radio"/>					
Access for disabled persons on public streets, sidewalks, crosswalks, etc.	<input type="radio"/>					

2. If you have interacted with a City of Laramie department in the past 12 months, please identify the department of your MOST RECENT interaction:

- Police
- Fire
- No interaction → Skip to question 3.
- Public Works
- Community Development
- Parks & Recreation
- Administration

2a. For that most recent interaction with a City department, please rate the personnel that you interacted with on the following:

	Excellent	Good	About average	Not so good	Poor	Don't know / Not sure
Knowledge	<input type="radio"/>					
Responsiveness	<input type="radio"/>					
Courtesy	<input type="radio"/>					
Overall impression	<input type="radio"/>					



3. Do you rent or own your Laramie residence?

- Rent
 Own (Owned by self or family member)
 Other

4. How do you feel about the following issues as they relate to the City of Laramie?

	Not a problem	Minor problem	Moderate problem	Major problem	Don't know / Not sure
Crime	<input type="radio"/>				
Illegal drug use	<input type="radio"/>				
Driving Under the Influence	<input type="radio"/>				
Underage alcohol offenses	<input type="radio"/>				
Bicyclists following traffic laws	<input type="radio"/>				
Loud vehicles	<input type="radio"/>				
Nuisances (rundown buildings, weeds, junk vehicles)	<input type="radio"/>				
Speeding and traffic violations	<input type="radio"/>				
Unsupervised youth	<input type="radio"/>				
Litter and debris	<input type="radio"/>				
Public disturbances (loud music, parties, etc.)	<input type="radio"/>				
Vandalism (graffiti, broken windows, etc.)	<input type="radio"/>				
Occupancy violations (e.g., too many people living in a single home or apartment)	<input type="radio"/>				

5. How safe do you feel...

	Very safe	Somewhat safe	Somewhat unsafe	Not safe at all	Don't know / Not sure
In your neighborhood during the day	<input type="radio"/>				
In your neighborhood after dark	<input type="radio"/>				
In the downtown area during the day	<input type="radio"/>				
In the downtown area after dark	<input type="radio"/>				
In Laramie parks during the day	<input type="radio"/>				
In Laramie parks after dark	<input type="radio"/>				
In Laramie greenbelts during the day	<input type="radio"/>				
In Laramie greenbelts after dark	<input type="radio"/>				

6. To what extent do you agree or disagree with the following statements?

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know / Not sure	Not applicable
"The City of Laramie government welcomes citizen involvement and encourages citizen participation."	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"I have a good understanding of how my taxes are spent on City services, operations and capital projects."	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"The fee I pay for City <u>water</u> is reasonably priced for the service I receive."	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"The fee I pay the City for <u>sewage collection and treatment</u> is reasonably priced for the service I receive."	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"The fee I pay the City for <u>garbage collection and disposal</u> is reasonably priced for the service I receive."	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Currently operating in Laramie is the Gem City Bus, which is a pilot program with support and funding from multiple entities. This bus route operates seven days a week and serves Grand Avenue. In the past 30 days, how many times did you use the Gem City Bus?

- I have never used the Gem City Bus
- I have used the Gem City Bus, but not in the past 30 days
- 1 time
- 2 or 3 times
- 4 or 5 times
- 6 or more times

8a. The Albany County Transportation Authority is contemplating establishing a permanent and reliable public bus system that would be more comprehensive (expand beyond Grand Avenue route). In your opinion, how much of a priority is establishing such a public bus transportation system in Laramie?

- High priority
- Moderate priority
- Low priority
- Not a priority at all
- Don't Know / Not Sure

8b. For a comprehensive and reliable public bus transportation system to be established in Laramie, there will have to be adequate funding in place. Which ONE of the following options are you most in favor of for funding a public transportation system in Laramie?

- Bus ride fees/tickets
- Mill levy (e.g., increase in property or other taxing)
- A combination of fees and mill levy
- None of the above
- Not applicable. Not in favor of public bus transportation in Laramie.

8c. If a comprehensive and reliable public bus transportation system were in place and fees charged for using it are not an issue, on average how many days per week would you use a public bus system rather than your personal vehicles (such as a car or bicycle)...

	5 - 7 days	3 - 4 days	1 - 2 days	Less than 1 day	Never	Don't know / Not sure
during June through August?	<input type="radio"/>					
during September through November?	<input type="radio"/>					
during December through February?	<input type="radio"/>					
during March through May?	<input type="radio"/>					

9. Where do you get information about the activities of city government? (Mark all that apply.)

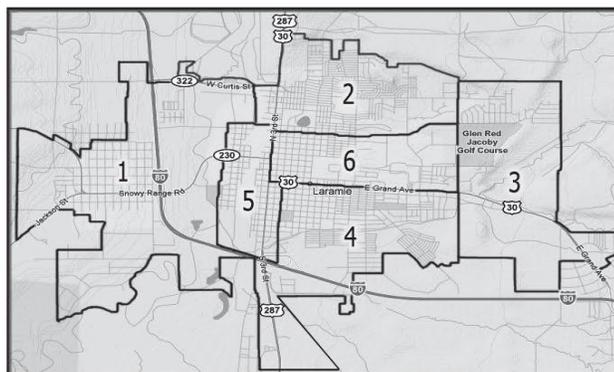
- Radio
- Television
- Newspaper articles/advertisements
- Newspaper legal notices
- City of Laramie website
- Internet or email newsletters
- TV Channel 11
- Public meetings
- Talking with friends and neighbors
- Recreation Center Program Guide
- All of the above
- None of the above

10. Do you live within the city limits of Laramie?

- Yes
- No → Skip to question 12.

11. In which area of the City of Laramie do you live?

- West (1 on map)
(West of I-80, Lee's Mobile Park, McCue St., Cottonwood Estates, Easterling Addition)
- North (2 on map)
(Harney Street North between 1st and 30th Streets)
- East (3 on map)
(East of 30th St., Alta Vista, Indian Hills, Imperial Heights)
- South (4 on map)
(South of Grand Ave. from 6th - 30th)
- Downtown/West Side (5 on map)
(West of the railroad tracks from Harney St. south to I-80, 1st - 3rd from Clark to Grand, 1st - 6th from Grand to I-80)
- UW campus area (6 on map)
(Harney Street south to Grand Ave. from 3rd Street to 30th St.)



12. Next, we are interested in your opinion about how the City should prioritize the allocation of available funds. Please tell us what priority should be placed on each of the following items with regard to funds allocation.

	High priority	Moderate priority	Low priority	Not a priority	No opinion / Not sure
Street and alley maintenance	<input type="radio"/>				
Maintaining infrastructure (sewer and water distribution system, storm drains)	<input type="radio"/>				
Preservation of water resources (Casper Aquifer, Mondith Ranch, Water Rights)	<input type="radio"/>				
Energy efficiency of City owned properties	<input type="radio"/>				
Expanding the city's bike path and greenbelt systems	<input type="radio"/>				
Enhancing recreation facilities, programs offered, parks and open spaces	<input type="radio"/>				
Growth and development planning	<input type="radio"/>				
Protecting Laramie's environment (management of greenways, open space, and waterways)	<input type="radio"/>				
Beautification (entryways, downtown, public areas)	<input type="radio"/>				
Improving/upgrading sidewalks, curbs, gutter	<input type="radio"/>				
Traffic calming (pedestrian safety)	<input type="radio"/>				
Paving streets that are currently unpaved	<input type="radio"/>				
Police protection	<input type="radio"/>				
Fire protection	<input type="radio"/>				
Ambulance service	<input type="radio"/>				
Code enforcement (weeds and junk)	<input type="radio"/>				
Encouraging business development	<input type="radio"/>				
Fostering a sense of community and special events	<input type="radio"/>				

13. What is your employment status?
(Mark all that apply.)

- Full time employed
- Part time employed
- Student
- Retired
- Not employed at this time

14. How long have you lived in Laramie?

- Less than 2 years
- 2 – 5 years
- 6 – 10 years
- 11 – 20 years
- More than 20 years

15. What is your age?

- 18 – 24 years
- 25 – 34 years
- 35 – 44 years
- 45 – 54 years
- 55 – 64 years
- 65 – 74 years
- 75 years or older

16. What is the highest degree or level of education you have attained?

- 12th Grade or less, no diploma
- High school diploma or equivalent
- Some college, no degree
- Associate's degree or vocational/technical degree
- Bachelor's degree
- Graduate degree or professional degree

17. Are there any major improvements, projects, issues, or initiatives that you would like to see the City of Laramie focus on?

Thank you for participating in our survey!



Appendix D. Laramie Areas Map

Areas for this map were defined by City officials, and the map was created by the Wyoming Survey & Analysis Center. The same map was used in the 2008 City of Laramie survey.

