

Larimer County Citizen Survey 2015

Analysis & Report



Jill R. Mosteller, Ph.D.
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Executive Summary

The Larimer County 2015 Citizen Survey was conducted and analyzed March through May 2015. The purpose of the survey was to 1) continue to benchmark citizens' attitudes and opinions of County services, 2) identify any areas of concern, and, 3) assist the County Commissioners and managers in their budgeting processes.

The general findings from the survey are:

- Larimer County citizens remain steadily positive about the County – this was determined by the 67% response rate to the survey and the overall positive performance ratings given.
- *Performance of County services remains positive* since 2002, when these benchmarks began.
- There is relative stability in the data, based on an overall consistent levels of importance and performance across services.
- Eighty-six percent of citizens consider the services the County provides to be important or highly important. The most important services include providing landfills, recycling, and waste management services, wildfire protection and rescue, emergency management, restaurant inspections and prosecuting criminal cases.
- As reported in previous years, services rated lowest in importance, (while performed well), are 4H, and The Ranch. Providing workforce services to businesses seeking employees scored relatively low in importance, however, providing employment and training services for those looking for work was considered important or highly important by over 80% of respondents.
- A majority of respondents (86% or higher), who evaluated County services, rated them as 'adequate' or 'better than adequate'. The top performing primary services are registering voters and conducting elections, providing landfills, recycling, and waste management, collecting property taxes, and maintaining official records.
- A significant percentage of respondents (37% overall) did not have the basis for evaluating performance, with the highest percentages of 'don't know' responses reflecting niche services.
- Communicating the services the County provides and providing means for citizens to easily find or receive information that is of interest to them are areas for improvement.
- Citizens continue to utilize electronic sources, with the Larimer County website being their most useful source for County information, followed by friends, neighbors, and co-workers. For future communication, respondents expressed strongest interest in an e-newsletter.
- Attitudes toward the County government and perceptions of Larimer County as a place to work and live can be considered moderate to good.
- Looking forward, citizens think that maintaining and repairing roads, promoting jobs, managing growth and traffic while being mindful of environmental impacts are important areas. Maintaining open spaces and park lands are also important.

The Survey

Purpose of the Survey

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

- Determine the importance of 35 and performance of 34 individual services offered by the County.
- Determine general concerns of County citizens.
- Analyze changing trends in how citizens obtain information.
- Provide an observation point for comparison with previous benchmarks.
- Look forward to understand what citizens desire the County to focus on in the future.

Methodology

The survey was derived from previous surveys in order to maintain the benchmarking standards. The only substantial changes from previous years were, 1) three additional questions about county services were provided (from 32 to 35 services) 2) a modification to the communication services question, identifying those used, and if used, if it was useful and 3) interest in using communication services that could be offered by the county to inform citizens of services in the future. See Appendix for the online survey.

Once the survey was designed, a telephone research firm was procured to recruit respondents. See Appendices for the telephone script used by the callers. At the end of each calling day the results of the recruitment were sent to the researcher. All respondents were assured of anonymity and confidentiality, and that their names/addresses would not be used for any further contact.

The telephone research firm randomly called Larimer County citizens based on two lists generated to reflect the geographic distribution of residents within the county. One list was a list of land line phone numbers, the second list contained cell phone numbers. The caller asked the respondent if they would agree to complete the online survey. If the respondent agreed, their e-mail address was taken. The email address provided was then confirmed by the caller for accuracy. An email was then sent to the respondent with a link to complete the survey. A list of email addresses collected every three to four days was then sent to the researcher. The researcher then sent follow-up reminders and thank-you messages to those who agreed to participate and those who had completed the survey. Two reminder emails were sent to only those respondents who had not submitted the completed survey.

Residents took the survey via an online survey platform provided by Qualtrics. Once completed, citizens submitted the data, which went to a secure server. From there the researcher accessed the data for tabulation, coding, and analysis.

Regarding response, 600 citizens agreed to participate, with 400 starting the survey and 324 submitting completed surveys, yielding a 67% response and 54% completion rate, respectively. While the overall response rate is high, compared to online surveys in general, the survey length and knowledge of the services performed may have contributed to the 13% attrition rate (Dillman 2007). For the first services listed 382 citizens provided feedback (evaluating importance) compared to 340 responses for services listed last (evaluating performance). The data presented is based upon citizens who completed the survey.

Description of Sample

When the survey data was returned the cell phone sample data was pooled with the landline sample data. The sampling focused on a 50/50 mix between landline and cell phone respondents respectively. This sampling approach reflected a shift from the 70/30 mix employed in 2013. This change was implemented to accomplish two objectives. First, to reach a higher percentage of residents under the age of 65 and to include residents who may have recently moved into the County. By increasing the mobile phone mix, this improves the representativeness of the sample given that a growing number of people are choosing to use a mobile phone as their primary (and only) phone. Given the proportions and sample size of citizens, the standard margin for error for responses is 0.027 based upon a 95% confidence interval¹. Stated differently, if the entire population of Larimer County participated, sample results reported here would likely capture 95% of what the entire population would report with a variance of +/-2.7%.

- 50% male, 50% female
- Average home size of 2.7 people (including respondent)
- Average tenure in County is 22+ years (sample range is from less than one to 66 years)
- 74% of the sample lives in incorporated Larimer County based upon the zip code provided with 54% reporting living inside their city limits*.
- 65% report household incomes of less than \$100,000/year
- 75% of respondents reported being between 18-64 years of age.
- 93% report being Caucasian.

Based upon the most recent government census records for citizens who reside in Larimer County, 50% of adults are female, with approximately 79% of citizens live within Incorporated Larimer County. The median household income is \$58,626 per year. 82% of adults are between 18-64 years of age.

Thus while the sample of respondents closely reflect the county population, the sample is slightly more representative (+5%) of unincorporated residents, and adults 65 years of age or older (+7%). Respondents also tended to be more educated (70% BS+ vs 43%) and earn higher incomes than the general county population. Tables that follow illustrate geographic and demographic respondent characteristics.

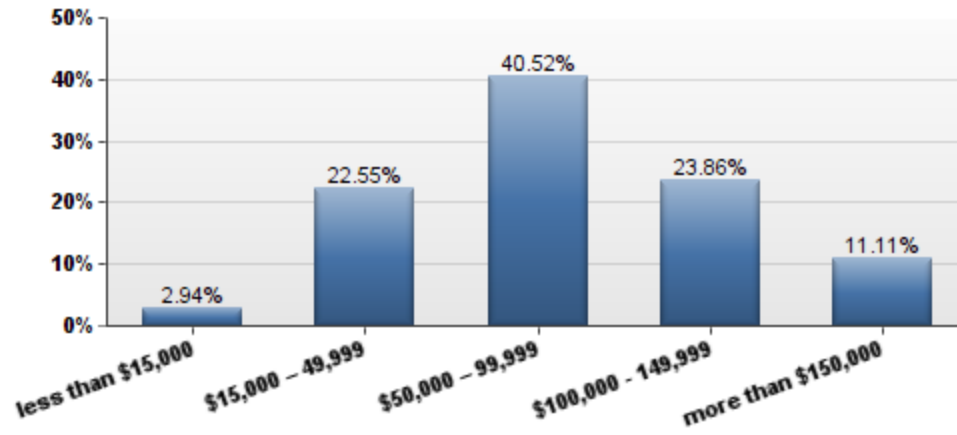
Dillman, Don A. (2007), *Mail and Internet Surveys; The Tailored Design Method*, 2nd edition, John Wiley & Sons, Inc.

Zip code representation:

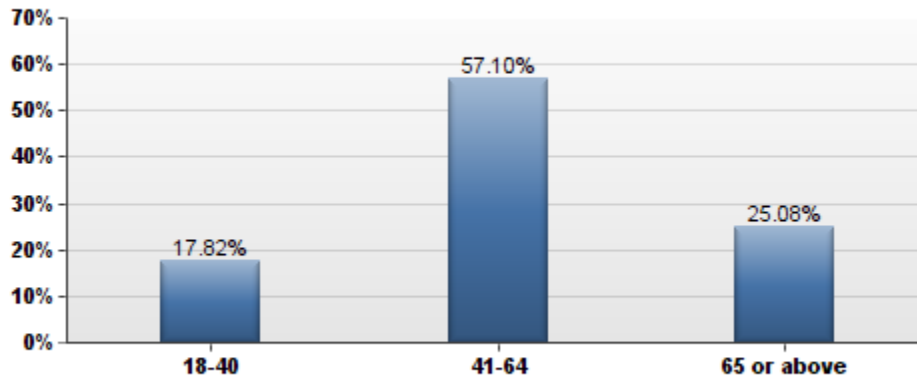
Unincorporated			
Bellevue	80512	22	7%
Red Feather Lakes	80545	6	2%
Glen Haven	80532	0	0%
La Porte	80535	25	8%
Livermore	80536	31	10%
Total		84	26%
Incorporated			
Estes Park	80517	19	6%
Loveland	80537	35	11%
	80538	41	13%
	80513	11	3%
	80515	3	1%
Loveland total		90	28%
Fort Collins (FoCo)	80521	14	4%
	80523	1	0%
	80524	30	9%
SFoCo/Timnath (T)	80525	36	11%
Fort Collins	80526	25	8%
SFoCo/Timnath	80528	15	5%
Timnath	80547	1	0%
Wellington	80549	9	3%
FoCo/T/Wellington		131	40%
Total		324	100%

$$^1 e = zJp\bar{q}/n$$

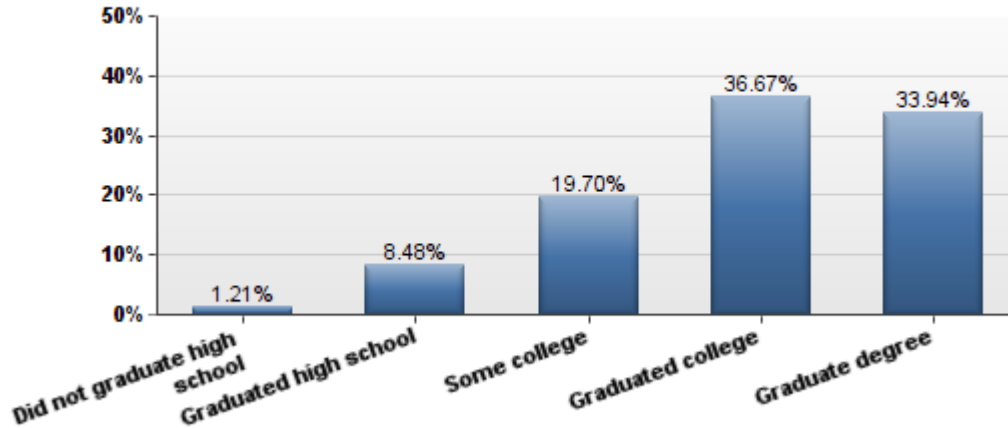
Regarding income:



Regarding age:



Regarding education:



This sample aligns with general population characteristics for Larimer County based upon the most recent information provided by county, state, and federal census sources. Fifty-percent of citizens are female, 77% live in incorporated areas, and over 80% of adults are between 18-64 years of age.

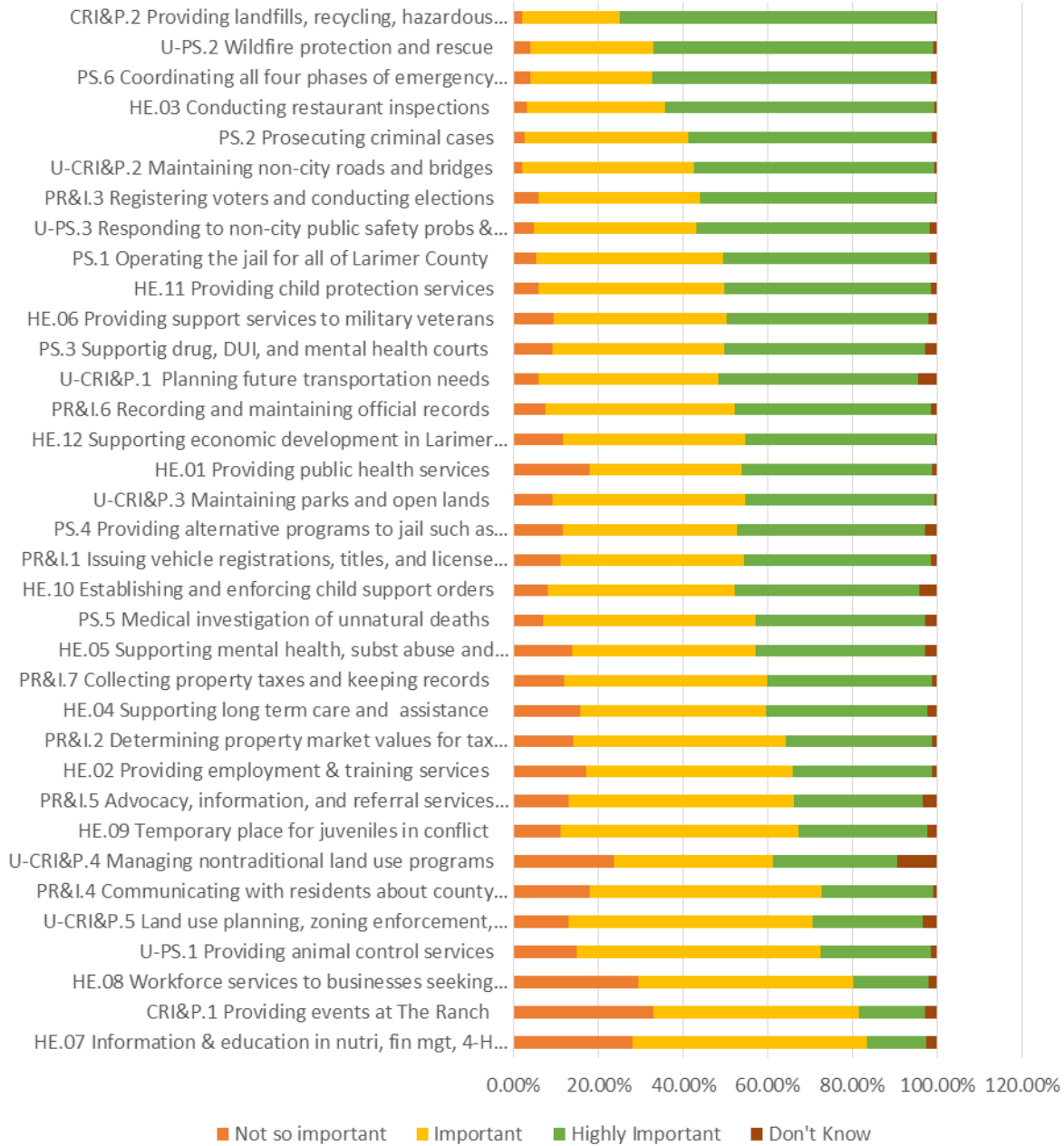
The Importance of County Services

Respondents were given a list of 35 services provided by the County and asked to rate each service based on how important it was perceived to be. These importance ratings were compiled and the results are reported below. They are listed based in order from most important to least important.

The bar color indicates importance and the length of the bar indicates the percentage of citizens who indicated each service's level of importance. Long green bars suggest a higher percentage of citizens believe the service is highly important compared to short green bars for other services. The length of a yellow bar suggests the percentage of citizens who believe the service is important. Maroon/dark red bars indicate that citizens 'don't know' or have no opinion concerning the service. Long orange bars suggest that more citizens believe the service is not so important compared to short orange bars. If a service is listed starting with a 'U', this indicates a service provided in unincorporated Larimer County.

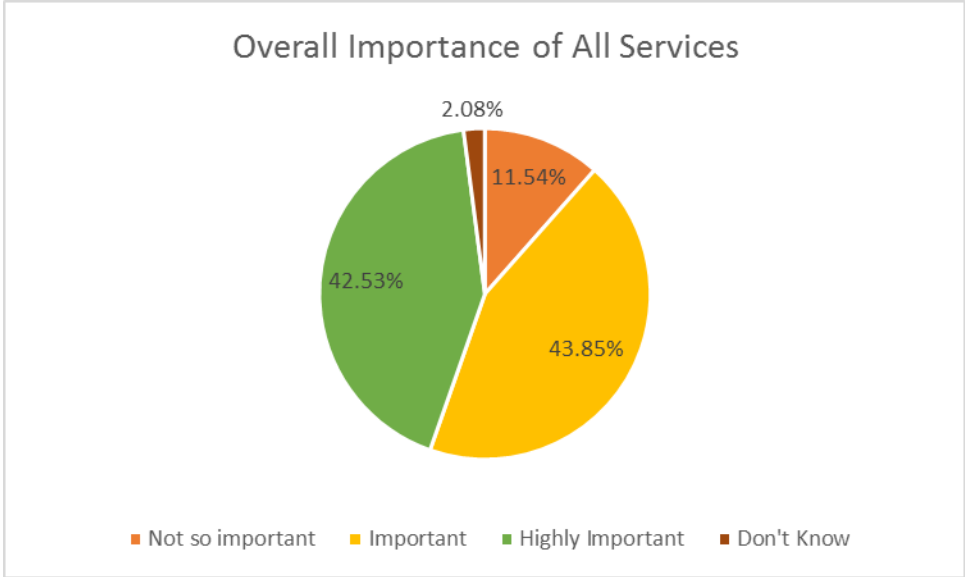
The acronym preceding each service description aligns to the category of service. HE=Human and Economic Services, PS=Public Safety, PR&I = Public Records and Information Services, CRI&P=Community Resources, Infrastructure, and Planning Services.

Importance of County Services



Providing landfills, providing protection and rescue from wildfires, coordinating all four phases of emergency responses, conducting restaurant inspections, prosecuting criminal cases, and maintaining non-city roads and bridges are considered highly important to a majority of respondents. As the data illustrates, the least important services are providing a wide variety of workforce services to businesses seeking employees, providing events at The Ranch, and information and education regarding nutrition, financial management, 4-H and agricultural practices.

When averaging the importance categories for all services, those provided in and outside the city limits, over 86% of responding citizens consider the services provided to be important or highly important.



The Performance of County Services

Citizens were asked to rate whether the 34 county services were performed “inadequately,” “adequately,” or “better than required.” Results are presented graphically below. The color scheme is identical to the importance graphs described previously.



One immediate difference to note compared to the importance graphs presented previously, is the percentage of citizens who responded 'Don't Know', as indicated by the maroon/dark red bars. This suggests that many citizens may not have the experience or basis for providing an evaluation of the service performed. Services that focus on supporting citizens in particular circumstances (e.g. child support service, juveniles in conflict, military veterans) characterize services with a high percentage of 'Don't Know' responses.

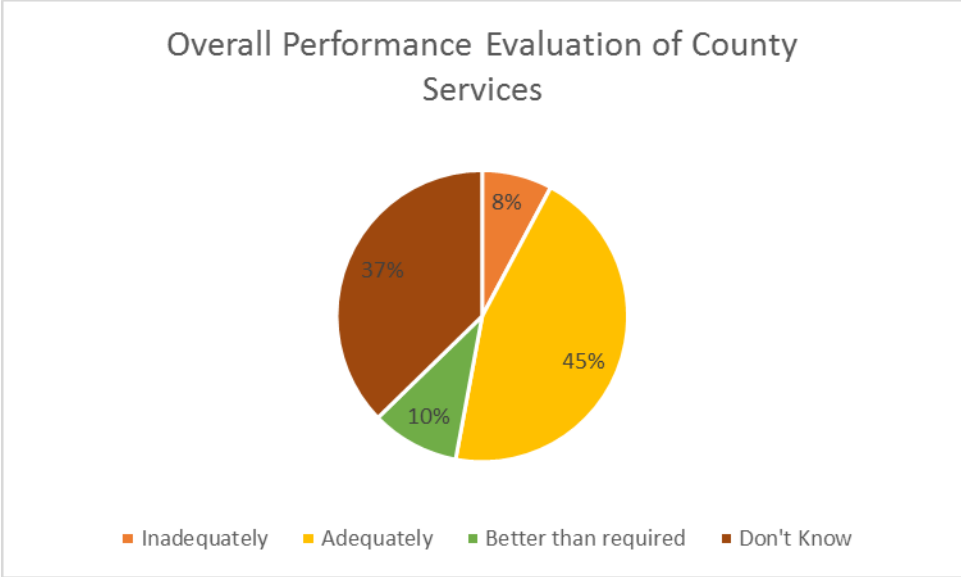
As the yellow bars indicate, a majority of services are evaluated as being adequately performed by a majority of citizens who did believe they had the basis for an evaluation.

Services listed at the top (those with longer green bars than others) reflect those services that the highest percentage of citizens (ranging from 24 to 21 percent) believe are performed 'better than required'. These services include providing protection and rescue from wildfires, providing landfills, registering voters, and maintaining parks and open spaces.

Services with long orange bars may warrant attention. Communicating with citizens about the services the County offers was considered inadequate by over 20% of respondents. It should be noted that in the process of one completing this survey, awareness of the services the county provides could've been raised, thus highlighting the awareness gap and attributing it to inadequate communication.

Overall, when combining all countywide services, a majority of respondents rated them as being adequate or better than required (55%) and 8% being performed inadequately. Thirty-seven percent reported 'don't know', suggesting that they did not have a basis for providing an evaluation. As one citizen commented:

"I am unaware of the many services that Larimer County provides to its residents. Unless someone is actively seeking help, they may not be aware that help is available to them."



Inadequate Services

In order to focus on services that may warrant attention, services were ordered based upon performance inadequacy (services with the highest percentage of inadequate performance responses). Communicating with residents about county services is ranked first with over 28% of respondents rating it as inadequate. The next four services are significantly less than this first service; the others having inadequate percentages ranging from 15 to 16 percent (vs 28%). These include coordinating and planning current and future transportation needs of the county, supporting mental health, substance abuse, and detoxification services, and supporting economic development by encouraging innovation, smart business growth, and more and better jobs.

Rank Order of Inadequately Provided Services



The Importance and Performance of County Services

Next, the combination of importance and performance of county services are examined. Importance scores represent the average using a three point scale (1-not so important, 2-important, 3-highly important), determined by the number of respondents who scored the service in each category. Performance is reported in two ways. The first measure is the mean score across the three point scale (1-inadequately, 2-adequately, 3-better than adequate). The second measure is based upon the combined percentages of respondents who evaluated the service as either 'adequate' or 'better than adequate'. The importance and performance ratings for each service are presented in the table below.

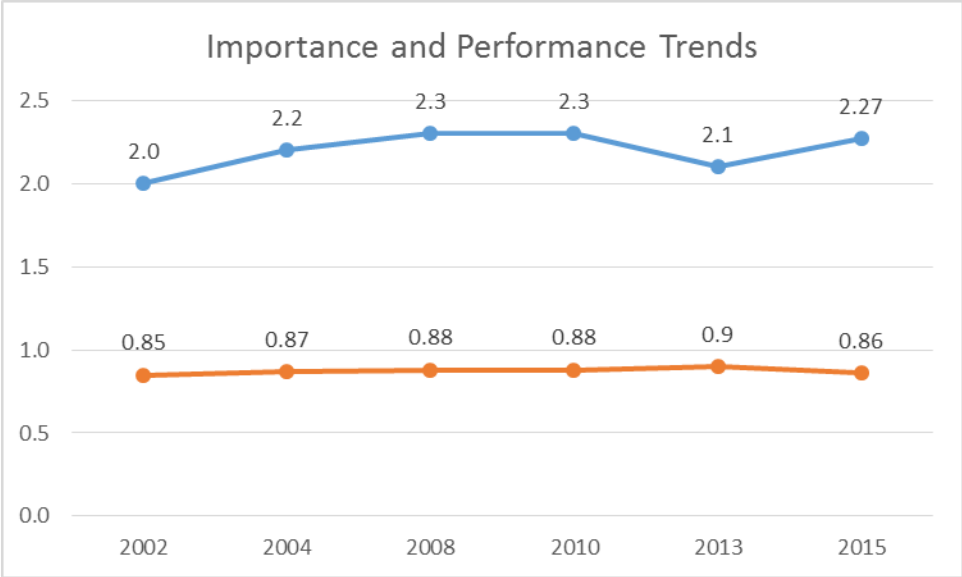
Services highlighted in green represent services that are highly important to citizens and that are evaluated to be performed well. The criteria for inclusion are that approximately 45% or more of respondents rate the service as highly important, with mean importance scores at or above 2.3 AND the performance evaluations are 90% and above. Services considered highly important and performed well are providing landfills and recycling services, conducting restaurant inspections, maintaining parks and open lands, registering voters and conducting elections, recording and maintaining official records, prosecuting criminal cases, and coordinating all four phases of emergency management.

Services highlighted in blue are evaluated by citizens as being performed well yet are not considered as important as other services. Over 20% and up to 33% of respondents rated these services as 'not so important'. Over 80% or more rated the service as being performed 'adequately' or 'better than required'. These services include maintaining, operating, and providing events at the Ranch (Larimer County Fairgrounds), providing information and educational services on financial management, agriculture and 4-H, providing workforce services to businesses, and managing nontraditional land use programs.

Services highlighted in orange are the lowest in performance evaluations (below 70%), yet are considered to be important (mean importance score of 2.0 or higher). Communicating with residents about county services, supporting mental health, substance abuse, and detoxification services, along with establishing and enforcing child support orders fall into this category.

Importance and Performance	1=Not so impt	1=not adeq	% Adequate
Comparisons	2=Important	2=adequate	+ better than
	3= Highly impt	3=better than	adequate
Question	Importance	Performance	Performance
CRI&P.1 Providing events at The Ranch	1.77	2.19	97%
CRI&P.2 Providing landfills, recycling, hazardous waste svcs	2.72	2.18	94%
HE.1 Providing public health services	2.24	2.07	90%
HE.10 Establishing and enforcing child support orders	2.27	1.82	68%
HE.11 Providing child protection services	2.40	1.89	78%
HE.12 Supporting economic development in Larimer County	2.33	1.87	73%
HE.2 Providing employment & training services	2.13	1.94	82%
HE.3 Conducting restaurant inspections	2.59	2.10	95%
HE.4 Supporting long term care and assistance	2.17	1.89	75%
HE.5 Supporting mental health, subst abuse and detox svcs	2.21	1.75	64%
HE.6 Providing support services to military veterans	2.34	1.79	70%
HE.7 Information & education in nutri, fin mgt, 4-H and AG	1.81	1.92	81%
HE.8 Workforce services to businesses seeking employees	1.84	1.93	83%
HE.9 Temporary place for juveniles in conflict	2.14	1.90	75%
PR&I.1 Issuing vehicle registrations, titles, and license plates	2.30	2.02	86%
PR&I.2 Determining property market values for tax purposes	2.18	2.00	91%
PR&I.3 Registering voters and conducting elections	2.49	2.19	96%
PR&I.4 Communicating with residents about county services	2.06	1.71	63%
PR&I.5 Advocacy, information, and referral services for seniors	2.11	1.98	82%
PR&I.6 Recording and maintaining official records	2.36	2.11	99%
PR&I.7 Collecting property taxes and keeping records	2.25	2.12	99%
PS.1 Operating the jail for all of Larimer County	2.40	2.16	96%
PS.2 Prosecuting criminal cases	2.53	2.03	94%
PS.3 Supportig drug, DUI, and mental health courts	2.33	*Data not available	
PS.4 Providing alternative programs to jail such as work releas	2.27	1.99	81%
PS.5 Medical investigation of unnatural deaths	2.28	2.08	96%
PS.6 Coordinating all four phases of emergency management	2.59	2.19	94%
U-CRI&P.1 Planning future transportation needs	2.32	1.84	73%
U-CRI&P.2 Maintaining non-city roads and bridges	2.54	1.93	84%
U-CRI&P.3 Maintaining parks and open lands	2.34	2.21	98%
U-CRI&P.4 Managing nontraditional land use programs	1.86	2.07	89%
U-CRI&P.5 Land use planning, zoning enforcement, and bldg ir	2.06	2.04	91%
U-PS.1 Providing animal control services	2.08	2.02	89%
U-PS.2 Protection and rescue from wildfires and forest fires	2.60	2.23	95%
U-PS.3 Responding to non-city public safety problems and enf	2.47	2.03	89%
Overall Average	2.27	2.01	86%
<i>Services that are important and performed well</i>			
<i>Services that are important with room for improvement</i>			
<i>Services that are not as important but performed well</i>			

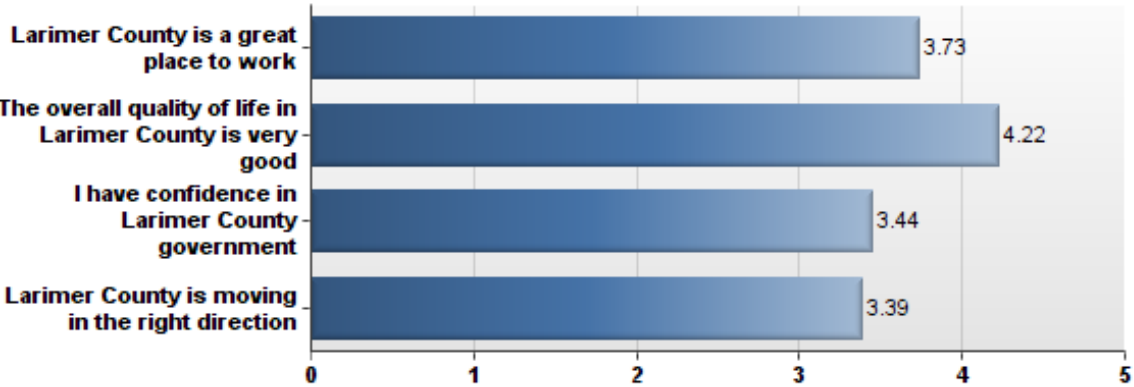
The overall average for importance (2.27 – blue line) and percentage of respondents who rated the performance of services as ‘adequate’ or ‘better than adequate’ (86% - orange line) reflect a slight overall gain in importance and a slight decrease in performance compared to 2013. The overall results are in line with previous trends over the past thirteen years.

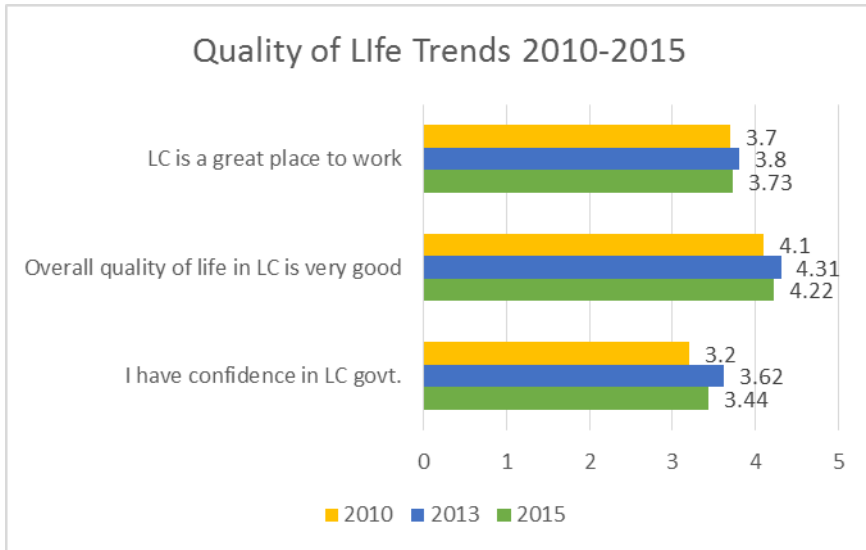


Quality of Life in Larimer County

Citizens were asked questions concerning their impressions of, 1) the direction in which Larimer County is headed, 2) the County as a place to work, 3) the overall quality of life in the County, and, 4) the confidence citizens have in County government. These questions were based on a five point Likert scale, with a score of three indicating a neutral response.

As the mean (average) scores below indicate, perceptions of the quality of life in the County might be described as slightly positive (3.39) to moderately positive (4.22). The frequency of responses among the different response categories, as presented in the table that follows the bar chart, shows that a majority of citizens are neutral or positive in their perceptions of the quality of life in Larimer County. Over 90% of citizen agree or strongly agree that the quality of life in Larimer County is very good. Compared to 2013 results, these scores reflect a *slight* mean decrease of .07, .09, .18, and 0.22 respectively and are *not* statistically different. Thus, perceptions of quality of life in Larimer County remain relatively stable compared to 2013 results. Comparing scores for the first three questions that were asked over three survey cycles (2010, 2013, and 2015), scores are relatively stable, with 2015 results showing a slight improvement compared to 2010.





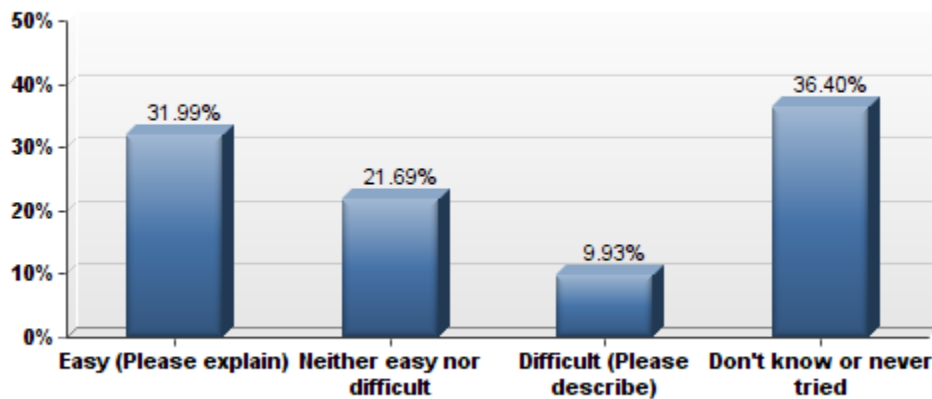
#	Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Mean
1	Larimer County is a great place to work	1.52%	2.74%	33.84%	44.82%	17.07%	3.73
2	The overall quality of life in Larimer County is very good	1.52%	1.22%	7.01%	53.96%	36.28%	4.22
3	I have confidence in Larimer County government	3.66%	9.45%	38.41%	35.98%	12.50%	3.44
4	Larimer County is moving in the right direction	3.67%	10.09%	39.76%	37.00%	9.48%	3.39

Table Figure: 2015 Attitudes about Larimer County (1=strongly disagree; 5=strongly agree)

Information Acquisition in Larimer County

Next, the ease of information acquisition is examined. How easy it is for County residents to access information about the County, and what tools do they use to access the information? For those who have searched for county information, a majority found it easy or neutral. Thirty-six percent had not tried or didn't know about information sources.

Those who found it difficult commented on a lack of clarity between city and county provided services, being unaware of where to get information (particularly if they did not subscribe to a newspaper), and that the website could be more user-friendly.



As one citizen commented:

“Communicating with residents about county programs is always difficult. The problem is always about access for specific assistance and working through the maze of County offices to find out where one should go or whom to call. The County website could have such a location service by offering a “drill down” type of questionnaire whereby a resident could click on Motor Vehicles, then on Registration, then on Location, then on Estes Park, for instance. This way they could find where to go or who to see about a problem and seek a resolution easily.”

In terms of information sources that are used and are useful to citizens, the Larimer County website is the most used, followed by friends, neighbors, and co-workers. Newspapers (print and online) along with utility bill inserts followed in use. The least used source was internet streaming of county meetings. The complete results are presented in the first table, showing the percentage of citizens who use the sources listed.

The second table shows, of those who used a source, those who found the source to be useful. The Larimer County website and friends, neighbors, and co-workers are considered to be the most useful, followed by radio.

In addition to assessing *existing* source of information used, new ways of sharing information were also examined. Of the sources presented, an e-newsletter shows the most promise with over 77% of

citizens expressing some or strong interest, followed by an online dialogue tool that allows citizens to communicate with the county.

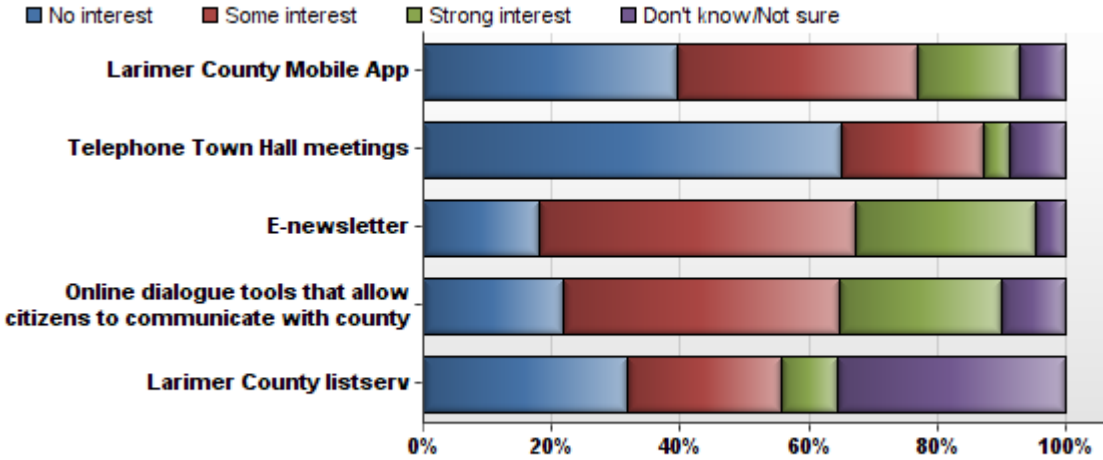
Larimer County sources of information used:

Question	Yes
Larimer County Website	76%
Friends, neighbors, co-workers	66%
Newspapers print	59%
Utility Bill Inserts	49%
Newspapers online	46%
Radio	38%
Public meetings	38%
Social media such as Facebook, Twitter and You Tube	24%
Cable TV - county meetings & programs	18%
Larimer County email subscription services	16%
Non-Cable TV	12%
Internet Streaming of County meetings	10%

Of sources used, those that are useful:

Question	Useful
Larimer County Website	90.24%
Friends, neighbors, co-workers	86.27%
Radio	76.42%
Public meetings	75.91%
Newspapers print	75.76%
Newspapers online	74.84%
Larimer County email subscription services	72.37%
Utility Bill Inserts	72.12%
Social media such as Facebook, Twitter and You Tube	65.69%
Internet Streaming of County meetings	57.38%
Cable TV - county meetings & programs	51.16%
Non-Cable TV	39.06%

Interest in new ways of receiving Larimer County information



Question	No interest	Some interest	Strong interest	Don't know/Not sure
E-newsletter	18.15%	49.23%	28.00%	4.62%
Online dialogue tools that allow citizens to communicate with county	21.78%	42.94%	25.46%	9.82%
Larimer County Mobile App	39.57%	37.42%	15.95%	7.06%
Larimer County listserv	31.69%	24.00%	8.92%	35.38%
Telephone Town Hall meetings	65.02%	22.29%	4.02%	8.67%

Results suggest that redesigning the Larimer County website to improve usability and ease of navigation, with the ability, in the future, for citizens to subscribe to news and information about specific services of interest, may help to improve communication efforts between the County and its citizens.

Other suggestions citizens offered included mailing out newsletters, sending out text alerts, using social media like Twitter and Nextdoor.com to inform residents of County information.

Future Considerations

Citizens were asked to list “the top three to five things Larimer County should focus on in the future.” This allowed citizens to consider all the services provided by the County and the direction in which the County should move.

There were a wide range of answers but many focused in certain areas. The areas are listed based upon the frequency of comments in each area; the most frequent being listed first.

- Managing and maintaining roads and highways.
- Promoting jobs and employment opportunities
- Maintaining and managing parks and open spaces
- Managing growth within the county
- Managing traffic and public transportation
- Managing environmental quality issues (water, fracking)
- Adequate law enforcement
- Flood and fire prevention
- Provision of social services for seniors, veterans, and children
- Wildlife and animal control

Summary

Things remain relatively good. Compared with 2013 survey results, citizens remain satisfied with many of the services the County provides. One key area for improvement is enhancing the flow of communication about services the County offers and informing citizens how they can easily access those that are relevant and needed at the time.

Relatively stable performance trend line. Comparing the performance of Larimer County Services over the past 13 years indicates that the performance of such services are remaining relatively stable. Overall importance of services increased slightly from 2013, while overall evaluation of performance decreased slightly. Key fundamental services (e.g. records, voting, landfills) received some of the highest positive evaluations and were considered particularly important.

Services for future focus; road maintenance and repairs, jobs, managing growth, environmental and open spaces management. Maintaining and repairing roads throughout the county was the most commented upon area for focus in the future by county residents. These are seen as critical to citizens' daily life and livelihood. Related topics include a focus on jobs, managing growth and the traffic that come with it, while also being mindful of environmental issues. Water issues and concerns about fracking were mentioned. Citizens appreciate the parks and open spaces.

Effectively communicating and reporting on the services that Larimer County performs in ways that easily reach or are accessed by citizens is another service that is highlighted in the report results. As one citizen commented:

'I think the only thing I rated as inadequate was communication with residents about services. As I took the survey, I realized that I had no idea the County provided some of the services in this survey. For many, because I don't use the service, I'm not in a position to say how well the County is doing with it. However, as a taxpayer in the county, I'd really like to know if my dollars are being well spent. Perhaps an annual "county report card" or something to that effect that shows the IMPACT of county programs on citizens, environment, etc. would be something the county could provide and share in local media, social media, and even through the mail to ensure that everyone gets it. I know something like that would be really expensive (collecting, analyzing, reporting the data), and that this would need to be weighed against other services the county provides, but it might be something that helps to unify us all and generate additional revenue, as citizens better understand how their dollars are going to work. At the end of the day, we absolutely love living in Larimer County. Thanks for all you do to make this a wonderful place to live.'

APPENDICES

TABLE A: Importance of County Services

	Question	Not so important	Important	Highly Important	Don't Know
1	CRI&P.1 Providing events at The Ranch	32.93%	48.48%	15.85%	2.74%
2	CRI&P.2 Providing landfills, recycling, hazardous waste svcs	2.13%	22.87%	74.70%	0.30%
3	HE.01 Providing public health services	18.04%	35.78%	44.95%	1.22%
4	HE.02 Providing employment & training services	17.18%	48.77%	32.82%	1.23%
5	HE.03 Conducting restaurant inspections	3.06%	32.72%	63.61%	0.61%
6	HE.04 Supporting long term care and assistance	15.60%	44.04%	37.92%	2.45%
7	HE.05 Supporting mental health, subst abuse and detox svcs	13.76%	43.43%	40.06%	2.75%
8	HE.06 Providing support services to military veterans	9.48%	40.67%	47.71%	2.14%
9	HE.07 Information & education in nutri, fin mgt, 4-H and AG	28.13%	55.35%	14.07%	2.45%
10	HE.08 Workforce services to businesses seeking employees	29.36%	50.76%	17.74%	2.14%
11	HE.09 Temporary place for juveniles in conflict	11.01%	56.27%	30.28%	2.45%
12	HE.10 Establishing and enforcing child support orders	7.93%	44.21%	43.60%	4.27%
13	HE.11 Providing child protection services	5.85%	44.00%	48.62%	1.54%
14	HE.12 Supporting economic development in Larimer County	11.59%	42.99%	45.12%	0.30%
15	PR&I.1 Issuing vehicle registrations, titles, and license plates	10.98%	43.29%	44.21%	1.52%
16	PR&I.2 Determining property market values for tax purposes	14.02%	50.30%	34.45%	1.22%
17	PR&I.3 Registering voters and conducting elections	5.79%	38.11%	55.79%	0.30%
18	PR&I.4 Communicating with residents about county services	17.99%	54.88%	26.22%	0.91%
19	PR&I.5 Advocacy, information, and referral services for seniors	13.04%	53.11%	30.43%	3.42%
20	PR&I.6 Recording and maintaining official records	7.45%	44.72%	46.27%	1.55%
21	PR&I.7 Collecting property taxes and keeping records	11.80%	48.14%	38.82%	1.24%
22	PS.1 Operating the jail for all of Larimer County	5.18%	44.21%	48.78%	1.83%
23	PS.2 Prosecuting criminal cases	2.44%	38.72%	57.62%	1.22%
24	PS.3 Supportig drug, DUI, and mental health courts	9.15%	40.55%	47.56%	2.74%
25	PS.4 Providing alternative programs to jail such as work release	11.66%	41.10%	44.48%	2.76%
26	PS.5 Medical investigation of unnatural deaths	7.06%	50.00%	40.18%	2.76%
27	PS.6 Coordinating all four phases of emergency management	3.96%	28.66%	65.85%	1.52%
28	U-CRI&P.1 Planning future transportation needs	5.85%	42.46%	47.08%	4.62%
29	U-CRI&P.2 Maintaining non-city roads and bridges	2.15%	40.31%	56.92%	0.62%
30	U-CRI&P.3 Maintaining parks and open lands	9.23%	45.54%	44.62%	0.62%
31	U-CRI&P.4 Managing nontraditional land use programs	23.69%	37.54%	29.23%	9.54%
32	U-CRI&P.5 Land use planning, zoning enforcement, and bldg ins	12.92%	57.54%	26.15%	3.38%
33	U-PS.1 Providing animal control services	14.81%	57.72%	25.93%	1.54%
34	U-PS.2 Wildfire protection and rescue	4.01%	29.01%	66.05%	0.93%
35	U-PS.3 Responding to non-city public safety probs & enforcing l	4.66%	38.51%	54.97%	1.86%

TABLE B: Performance of County Services

	Question	Inadequate	Adequate	Better than required	Don't Know
1	CRI&P.1 Providing events at The Ranch – Larimer County Fairgro	2.13%	54.57%	16.16%	27.13%
2	CRI&P.2 Providing landfills , recycling programs, etc	5.20%	66.06%	21.41%	7.34%
3	HE.01 Providing public health services	5.20%	40.37%	8.87%	45.57%
4	HE.02 Providing employment & training services	8.26%	32.11%	5.50%	54.13%
5	HE.03 Conducting restaurant inspections	3.96%	60.37%	11.28%	24.39%
6	HE.04 LTcare and providing medical and financial assistance	10.43%	25.77%	5.83%	57.98%
7	HE.05 Mental health, substance abuse and detoxification service	15.60%	22.63%	4.89%	56.88%
8	HE.06 Providing support services to military veterans	10.37%	21.04%	3.05%	65.55%
9	HE.07 Information & education in nutrition, fin mgt 4H & ag	8.84%	32.93%	5.18%	53.05%
10	HE.08 Workforce services to businesses seeking employees	7.01%	28.96%	4.27%	59.76%
11	HE.09 Place for juveniles in conflict with law enforcement	7.62%	18.29%	4.57%	69.51%
12	HE.10 Establishing and enforcing child support orders	10.67%	17.38%	4.88%	67.07%
13	HE.11 Providing foster care, adoption, and other child prot svcs	7.93%	24.09%	3.96%	64.02%
14	HE.12 Economic development in Larimer County	15.24%	33.23%	7.93%	43.60%
15	PR&I.1 Issuing vehicle registrations, titles, and license plates	13.72%	67.99%	16.16%	2.13%
16	PR&I.2 Determining property market values for tax purposes	7.62%	67.38%	7.93%	17.07%
17	PR&I.3 Registering voters and conducting elections	3.35%	67.68%	21.34%	7.62%
18	PR&I.4 Communicating with residents about county services	28.35%	41.16%	6.40%	24.09%
19	PR&I.5 Advocacy, information, and ref services for senior citizen	7.01%	26.22%	6.40%	60.37%
20	PR&I.6 Recording and maintaining official records	0.92%	70.64%	10.09%	18.35%
21	PR&I.7 Collecting property taxes and keeping records	0.92%	74.31%	11.01%	13.76%
22	PS.1 Operating the jail for all of Larimer County	2.74%	51.83%	13.72%	31.71%
23	PS.2 Prosecuting criminal cases	3.36%	48.32%	4.89%	43.43%
24	PS.4 Providing alternatives to jail such as work release program	8.26%	28.13%	7.65%	55.96%
25	PS.5 Medical investigation of deaths not from natural causes	1.83%	33.64%	5.20%	59.33%
26	PS.6 Emergency management	3.98%	50.76%	17.43%	27.83%
27	U-CRI&P.1 Current and future transportation needs	16.15%	37.89%	6.21%	39.75%
28	U-CRI&P.2 Maintaining non-city roads and bridges	13.98%	67.39%	7.45%	11.18%
29	U-CRI&P.3 Maintaining parks and open lands	2.17%	64.91%	21.12%	11.80%
30	U-CRI&P.4 Managing nontraditional land use programs	5.59%	37.27%	9.01%	48.14%
31	U-CRI&P.5 Land use planning, zoning enforcement, and building	5.61%	51.40%	8.10%	34.89%
32	U-PS.1 Providing animal control services	8.41%	57.94%	10.28%	23.36%
33	U-PS.2 Protection and rescue from wildfires and forest fires	4.36%	57.32%	23.99%	14.33%
34	U-PS.3 Non-city public safety problems and enforcing laws	8.39%	54.66%	10.87%	26.09%

TABLE C: Residents who live inside versus outside city limits

(Statistically significant different scores in importance and services are reported)

Independent T-Tests	Mean Scores		Mean Scores p
	Lives inside city limits - 54%	Lives outside city limits - 46%	
Groups Compared			
Service Importance			
CRI&P.1 Maintaining, operating, and providing events at The Ranch – Larimer County Fairgrounds and Budweiser Events Center	1.92	1.72	0.009
CRI&P.2 Providing landfills (not trash collection), recycling, hazardous waste, and other solid waste management services	2.67	2.79	0.025
U-CRI&P.2 Maintaining non-city roads and bridges	2.39	2.79	0.000
U-PS.3 Responding to non-city public safety problems and enforcing laws	2.29	2.66	0.000
U-PS.2 Providing protection and rescue from wildfires and forest fires	2.53	2.69	0.021
Service Performance			
HE.2 Providing employment & training services to those looking for work	0.79	1.01	0.049
PS.6 Coordinating all four phases of emergency management: preparedness, mitigation, response, and recovery.	1.34	1.86	0.000
U-CRI&P.2 Maintaining non-city roads and bridges	1.61	1.83	0.006
U-PS.3 Responding to non-city public safety problems and enforcing laws	1.28	1.77	0.000
U-CRI&P.5 Providing land use planning, zoning enforcement, and building inspections	1.1	1.59	0.000
U-PS.2 Providing protection and rescue from wildfires and forest fires	1.81	2.02	0.043

Importance – four point scale (0-don't know, 1-not so important, 2-important, 3-highly important)

Performance – four point scale (0-don't know, 1-not adequately, 2-adequately, 3- better than required)

TABLE D: Residents who reside in incorporated vs unincorporated areas

(Statistically significant different scores in importance and services are reported)

Independent T-Tests	Mean Scores	Mean Scores	p
Groups Compared	<i>Incorp -74%</i>	<i>Unincorp -26%</i>	
<u>Service Importance</u>			
HE.2 Providing employment & training services for those looking for work	2.2	2.03	0.052
PR&I.2 Determining property market values for tax purposes and providing an appeals process	2.13	2.32	0.039
U-CRI&P.2 Maintaining non-city roads and bridges	2.48	2.70	0.001
U-PS.3 Responding to non-city public safety problems and enforcing laws	2.41	2.63	0.015
U-PS.2 Providing protection and rescue from wildfires and forest fires	2.55	2.75	0.005
U-CRI&P.4 Managing nontraditional land use programs, such as clustering homes, to encourage the preservation of open spaces	1.93	1.68	0.041
U-CRI&P.1 Coordinating and planning the current and future transportation needs of the county	2.39	2.12	0.009
<u>Service Performance</u>			
PS.6 Coordinating all four phases of emergency management: preparedness, mitigation, response, and recovery.	1.46	1.95	0.000
HE.7 Providing information and education in nutrition, fin mgt, 4-H, and agricultural practices	0.82	1.15	0.013
U-CRI&P.2 Maintaining non-city roads and bridges	1.66	1.86	0.013
U-PS.3 Responding to non-city public safety problems and enforcing laws	1.43	1.73	0.012
U-CRI&P.5 Providing land use planning, zoning enforcement, and building inspections	1.17	1.79	0.000

Importance – four point scale (0- don't know, 1-not so important, 2-important, 3-highly important)

Performance – four point scale (0-don't know, 1-not adequately, 2-adequately, 3- better than required)

TABLE E: Women vs Men

(Statistically significant different scores in importance and services are reported)

Independent T-Tests	Mean Scores	Mean Scores	p
Groups compared	Women-50%	Men-50%	
Service Importance			
CRIPS.2 Providing landfills...	2.78	2.67	0.045
HE.1 Public health services...	2.42	2.14	0.001
HE.2 Employment and training svcs	2.29	2.05	0.002
HE.4 LT care, med, & fin assistance	2.37	2.10	0.001
HE.5 Mental health, subst abuse....	2.44	2.12	0.000
HE.6 Support for military vets	2.43	2.25	0.025
HE.9 Place for juveniles in conflict	2.28	2.03	0.001
U-PS.2 Protection from wildfires...	2.70	2.49	0.002
U-PS.1 Animal control services	2.18	1.99	0.015
Service Performance			
HE.6 Support for military vets	0.51	0.73	0.031
HE.10 Est and enf child support	0.5	0.71	0.046
PR&I.2 Property values and appeals	1.57	1.77	0.038
PS.2 Prosecuting criminal cases	0.84	1.47	0.000
U-CRI&P.4 Nontraditional land use	0.94	1.27	0.026
U-CRI&P.1 Planning future transp	0.94	1.27	0.003

Importance – four point scale (0- don't know, 1-not so important, 2-important, 3-highly important)

Performance – four point scale (0-don't know, 1-not adequately, 2-adequately, 3- better than required)

Note – lower performance scores (particularly those below one), suggest that a large percentage of respondents did not have the basis for a performance evaluation. This is particularly the case for differences in performance evaluations between women and men.