



# **City of Laramie Survey, 2008**

## **Final Report to the City of Laramie**

WYSAC Technical Report No. SRC-901

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# City of Laramie Survey, 2008

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# City of Laramie Survey, 2008

## 1. Executive Summary

In late 2008 the City of Laramie enlisted the Wyoming Survey & Analysis Center (WYSAC) to conduct the second iteration of the City of Laramie Survey. This mail survey was first conducted in 2006, and the Survey Research Center (SRC) of WYSAC fielded the current iteration of the survey during the final months of 2008, with data collection concluding in early January 2009. 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 view changes between 2006 and 2008 regarding citizen satisfaction and levels of agreement for a number of items of interest to the City. The total number of completed surveys received for the 2008 iteration of the survey was 816, yielding a margin of error of about plus or minus 3.5 percentage points at a 95% confidence level. Findings of note are below.

- Of 23 City of Laramie services rated for quality by Laramie citizens, 21 received overall ratings of average or above average in 2008. This a general improvement over 2006, when 19 of 23 items were so rated. For both survey years, thirteen of these items had overall ratings of *good* or *excellent*.
- In 2008, the two City-provided services that citizens felt were below average are *street maintenance and repair* and *code enforcement (weeds, junk, etc.)*, both of which were also below average in 2006. This is a general improvement over 2006, when four City services were rated below average.
- Ratings of *good* or *excellent* for personnel from the City departments with which citizens most recently had some interaction, based on the performance criteria shown, were as follows:

### Knowledge

- Fire (92%)
- Police (77%)
- Public Works (69%)
- Administration (69%)
- Parks & Rec. (63%)
- Community Dev. (41%)

### Responsiveness

- Fire (92%)
- Police (74%)
- Administration (70%)
- Parks & Rec. (69%)
- Public Works (62%)
- Community Dev. (38%)

### Courtesy

- Fire (92%)
- Police (79%)
- Administration (78%)
- Public Works (73%)
- Parks & Rec. (70%)
- Community Dev. (65%)

### Overall impression

- Fire (92%)
- Police (73%)
- Administration (68%)
- Parks & Rec. (67%)
- Public Works (62%)
- Community Dev. (47%)

- As in 2006, though in lower percentages for each item, Laramie citizens identified the following three items as the most serious problems (in descending order): *parking availability around the UW campus*, *alcohol-related offenses*, and *illegal drug use*. In a change from 2006, three items have equal weight in 2008 as the next most serious problem, and include: *speeding and traffic violations*, *loud vehicles*, and *nuisances (rundown buildings, weeds, junk vehicles)*.
- As in 2006, virtually all Laramie residents in 2008 stated that they feel safe in their neighborhoods, in City parks, and downtown, during the daytime; and in their own neighborhoods after dark. Most also feel safe in the other two situations described: downtown and in City parks after dark. There is no appreciable decline in perceptions of safety for any of these contexts, though there is substantial improvement over 2006 for all of the *after dark* items.
- There was slightly less agreement in 2008 than in 2006 that the City *welcomes citizen involvement and encourages citizen participation*. Also, compared to 2006, substantially fewer City residents in 2008 agree that they have a good understanding of how their taxes are spent on City services, operations, and capital projects.
- A substantially lower percentage of residents in 2008 *disagreed* that the fee they pay for City water service is reasonable than did in 2006. The percentages of those who *agreed* with that statement remained fairly steady over both years.

- The levels of agreement and disagreement that the fee for sewage collection and treatment is reasonable remained essentially unchanged from 2006 to 2008, with a substantial majority perceiving it as reasonable (i.e., stating neutrality or agreement) in both years. However, a slightly lower percentage of residents agreed in 2008 than in 2006 that the fee for garbage collection and disposal services is reasonable, though clear majorities in both years did agree with this.
- In 2008, as in 2006, the three most-used sources for information about City government activities were *newspaper articles/advertisements*, *talking with friends and neighbors*, and *radio*. Unlike 2006, however, a higher percentage of residents in 2008 chose *newspaper legal notices* over *TV Channel 11* or *television* in general, both of which outranked legal notices in 2006.
- Of two options offered for the Clark Street viaduct (based on the explicit assumption that the City assumes ownership of the viaduct), the one chosen over the other by a margin of approximately 3:2 was *the Clark Street viaduct [should] be reconstructed by the City and opened only for LOCAL vehicular traffic*. Many residents stated that they did not know or were unsure which option to choose, and comments on the viaduct issue figures prominently in open-ended responses (see report Appendix B.3).
- Regarding the City retaining the viaduct at City expense, a clear majority of residents stated that this is *not a priority* or is a *low priority* for the City of Laramie.
- A majority of residents agreed that establishing a public bus system is a high priority. The percentage of those who indicated that they would *never* use such a bus system was identical to the percentage of those who would use such a system *one day a week or more* (both 40%). Among those who would use a public bus system, a majority would use it with substantial frequency, at more often than two days per week.
- When asked to identify priorities for fund allocation, assuming funds were available, Laramie citizens identified the following as their top five high-priority spending choices: *maintaining infrastructure*, *preservation of water resources*, *street maintenance*, *fire protection and emergency medical services*, and *police protection*.
- The questionnaire invited residents to provide a written, open-ended response to the question, *Are there any major improvements, projects, issues, or initiatives that you would like to see the City of Laramie focus on?* These responses—as well as other volunteered, written responses—are contained in Appendix B. It is imperative that these comments be thoroughly examined and considered by City officials. The comments are very relevant to this project’s mission of capturing resident opinions and input, and allow elaboration on issues and topics covered by the survey. Additionally, these written responses often address issues and topics that are important to residents, but that the survey does not address. Topics that are addressed with some frequency include:
  - *Infrastructure*
  - *Clark Street viaduct*
  - *Animal control*
  - *Ordinance/ code enforcement*
  - *Vehicles*
  - *Water*
  - *Taxes*
  - *University*
  - *Downtown*
  - *Business*
  - *Traffic*
  - *Public transportation*

## 2. Introduction

### 2.1. Background

In late 2008 the City of Laramie enlisted the Wyoming Survey & Analysis Center (WYSAC) of the University of Wyoming to conduct the second iteration of the City of Laramie Survey. This mail survey was first conducted in 2006. The Survey Research Center (SRC) of WYSAC fielded the current, 2008, iteration of this survey during the final months of 2008, and completed data collection in early January 2009. This survey is intended to assess levels of City of Laramie citizen satisfaction with several services provided by the City, as well as to collect citizen perceptions, preferences and attitudes about various issues relevant to the City of Laramie. The iterative nature of this survey makes it possible to view changes between 2006 and 2008 regarding citizen satisfaction and levels of agreement or disagreement for a number of items of interest to the City.

### 2.2. Organization of this Report

Section 1 (*Executive Summary*) contains an executive summary of the *City of Laramie Survey, 2008*. 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*) of this report contains demographic information for survey respondents.

Section 5 (*Discussion of Survey Results*) displays the complete results from the survey with discussion of the findings.

Section 6 (*Cross-tabulations*) provides tables for and commentary on cross-tabulations for relevant variables. Several background variables are cross-tabulated with other relevant variables from the questionnaire; 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 *City of Laramie Survey, 2008*. 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 survey valid percentages 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.

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

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

## 3. Methods

### 3.1. Survey Design and Administration

#### 3.1.1. Questionnaire Development

The questionnaire used in this second, 2008, iteration of the City of Laramie Survey was based on the questionnaire developed and used in 2006. The ability to track change over time was of the essence. A few changes and additions were made to reflect issues that have since emerged as being of particular interest to the City. By design, the survey was intended to gauge levels of satisfaction with, and preferences regarding, City of Laramie services, as well as to gather opinions about other issues of importance to the citizens of Laramie. Accepted and approved by City of Laramie representatives in October 2008, the survey instrument was programmed into an Optical Mark Recognition (OMR) scannable format using Teleform software.

#### 3.1.2. Sampling Frame and Design

The sampling frame for the survey was all households within the City of Laramie based on the following zip codes: 82070, 82071, 82072, and 82073. A random probability sample of 1,700 addresses from these zip codes was purchased from 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.

#### 3.1.3. Survey Administration

The SRC began the survey mailing sequence on October 27, 2008, when a pre-survey notice postcard was mailed to every household in the sample. This was followed a few days later by a mailing containing the survey questionnaire accompanied by a City of Laramie cover letter authored by the City Manager. Approximately two weeks later, on November 14, 2008, a reminder postcard was sent to households in the sample that had not yet responded, which encouraged them to complete and return the questionnaire. Finally, 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 surveys were returned to WYSAC, they were scanned using WYSAC's high volume scanner, thus 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 1,700 addresses for households bearing City of Laramie zip codes. Of these, 109 were "returned to sender," leaving a total sample of 1,591 valid addresses. Survey data collection closed on January 5, 2009, by which date 816 completed questionnaires were returned, for a final response rate of 51%. A random sample of 816 yields a margin of error of about plus or minus 3.5 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 questionnaires were scanned, the resulting database was compiled and cleaned, variables were recoded as necessary and appropriate, and frequencies were run on all database variables. All results were compiled and are presented in user-friendly tables and accompanied, in most cases, by graphic illustrations. 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%.

Cross-tabulations by survey year were performed on all survey items that remained unchanged across survey iterations, in order to test for statistical significance of the differences observed. In all cases in which statistically significant differences were established (at the level of  $p < 0.05$ ), these are indicated by notation in the respective tables in Appendix A.

For 2008 data, cross-tabulations by background variables of interest were performed where applicable. Both the linear trend test and the overall Pearson chi-square test were used (as appropriate) to assess the statistical significance of differences observed. In every case where statistically significant differences were found (at the  $p < 0.01$  level) the results were compiled in the cumulative tables that appear in Section 6 of this report.

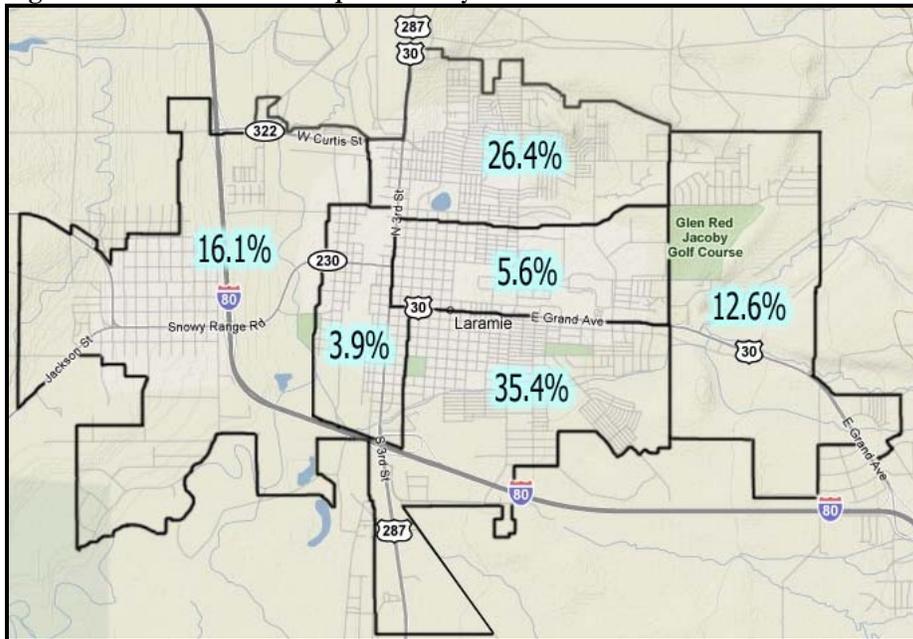
## 4. Demographics

Presented in this section is an overview of the results for the demographic items included in the 2008 survey. Demographic questions asked of residents provide checks of the validity of the sample obtained in the City of Laramie community survey.

- In 2008, 88% of those responding to the survey stated that they live within the city limits of Laramie, compared to 98% in 2006. This is a result of some City 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 2008, 89% of those responding to the survey were homeowners, statistically identical to the 88% claiming homeownership in 2006. Renters represented 11% of the survey sample in 2006 and 9% in 2008.
- Employment status was asked as a *mark all that apply* question, hence some overlap between categories (e.g., a person may be both a student *and* employed part-time; many other combinations possible). Most of the respondents to the survey were *full time employed*, at 57%, similar to the 59% in 2006 who claimed to be employed full-time. *Retirees* follow, and account for 32% of 2008 respondents; then come the *part-time employed* at 10%. Students make up only 3% of survey respondents (not dissimilar to 2006, when 2% of survey respondents were students).

- Respondents were also 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* (35%) and *North* (26%), the areas of greatest housing density, delivering the highest percentages of respondents. The *Downtown/West side* area had the lowest percentage, at around 4% (Figure 4.1).

**Figure 4.1. Distribution of respondents by area.**



- Around 65% of respondents in 2008 stated that they have been City residents for more than 20 years (up five percentage points since 2006). Just over 14% stated that they have lived in Laramie for 11 to 20 years. Respondents who have lived in Laramie for 10 or fewer years represent 21% of our sample.
- Around half (52%) of Laramie citizens who responded to the survey were 45 to 64 years old, an increase of five percentage points from 2006 (47%). The next-highest represented age category was 65-74 years at 17%.
- Around 26% of respondents hold at least a bachelor's degree. Nearly 35% hold a graduate or professional degree, the highest percentage for this demographic. Identically to 2006, around 18% stated that they have some college but no degree, and 12% claim a high school diploma or equivalent. Those holding an Associate's or vocational/technical school degree increased three percentage points from 2006 (5%) to 2008 (8%).

## 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*
- 5.2. *Interaction with City Employees*
- 5.3. *Perceptions of City Problems and Personal Safety*
- 5.4. *Citizen Opinions of City Government and City Service Fees*
- 5.5. *Information Sources used by City of Laramie Residents for City Government Activities*
- 5.6. *Current Issues facing City Government*
- 5.7. *City of Laramie Residents' Priorities for City Funds Allocation*

### 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 23 separate services listed. Figures 5.1.1 through 5.1.23 below display the results for this survey series. These figures generalize the survey results, in that the response choices *Excellent* and *Good* are collapsed into *Positive*; likewise, the choices *Not so good*, and *Poor* are collapsed into *Negative*. The figures presented are 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 remained high in 2008. Specifically, fire fighting is rated as positive by 86% of residents, making it the most highly rated of all city services. Fire prevention is positively rated by nearly three-quarters of residents. Negligible percentages of residents rate these services negatively (Figures 5.1.1 and 5.1.2).

Figure 5.1.1. Fire fighting.

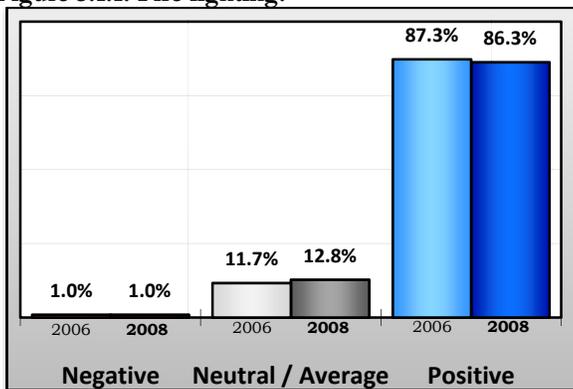
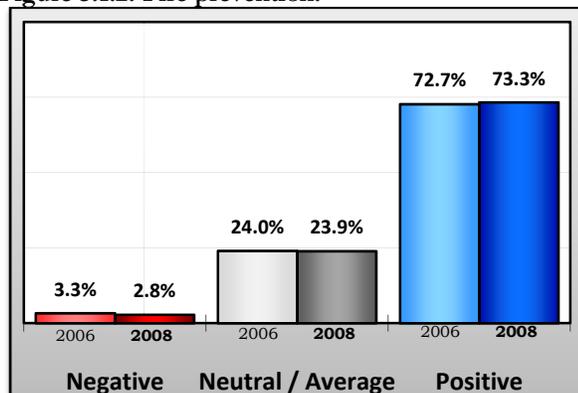


Figure 5.1.2. Fire prevention.



Ambulance service as provided by Laramie is rated very positively, by over 84%, while only 1% rate it negatively (Figure 5.1.3). Ambulance service is the second-highest rated city service, behind fire fighting. Disaster preparedness is rated positively by 43% of Laramie citizens, an increase of seven percentage points from 2006 (36%). Despite this increase, 18% of survey respondents negatively rate the City’s disaster preparedness, though this is down slightly from 2006 (20%) (Figure 5.1.4).

Figure 5.1.3. Ambulance services.

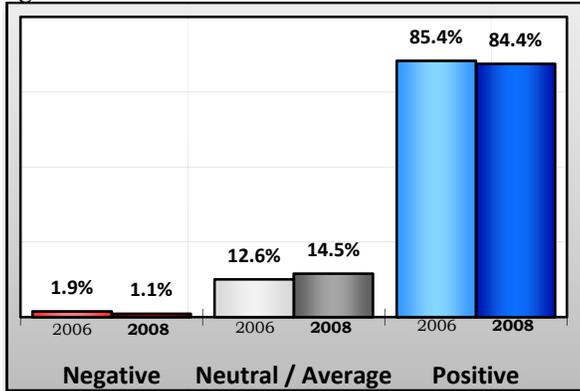
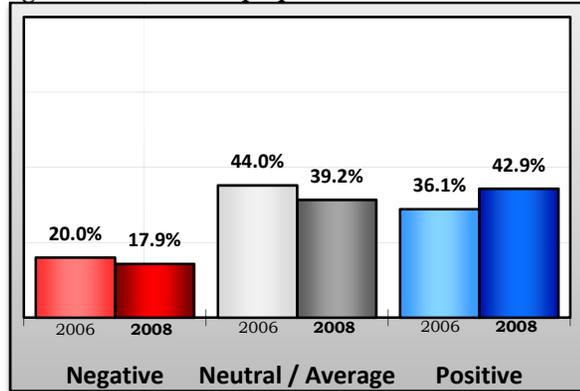


Figure 5.1.4. Disaster preparedness.



Equal numbers of Laramie citizens rate the City’s enforcement of traffic laws as positive or average—37% in both cases. A quarter of city residents negatively rate the enforcement of traffic laws by the City. While there is a significant decrease in that perception since 2006 (by over 5 percentage points), a negative rating of 25% is nonetheless substantial (Figure 5.1.5). Crime prevention by the City receives a positive rating from 40% of Laramie citizens, up from 36% in 2006, while 49% rate this service as average. Only around 12% of Laramie citizens negatively rate the quality of crime prevention, an improvement from 18% in 2006 (Figure 5.1.6).

Figure 5.1.5. Enforcement of traffic laws.

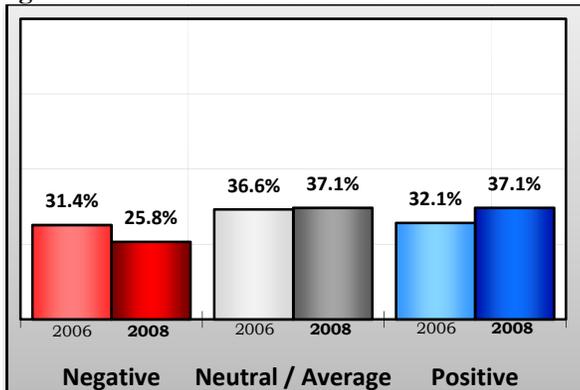
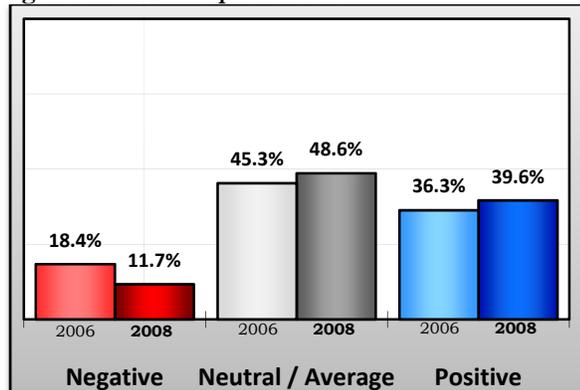


Figure 5.1.6. Crime prevention.



Clear majorities of Laramie citizens positively rate both garbage collection and landfill services, though the positive ratings for both of these services decreased slightly from the last survey iteration. For each of these services, negative ratings remain below 10% (Figures 5.1.7 and 5.1.8).

Figure 5.1.7. Garbage collection.

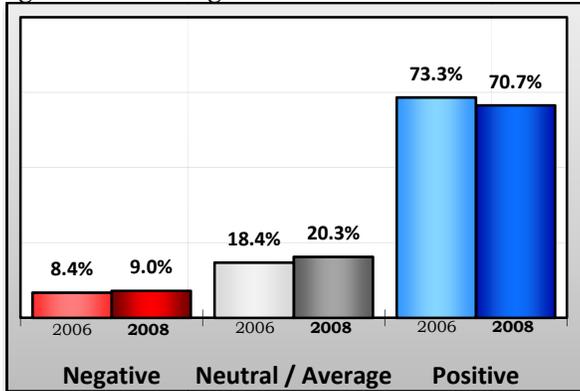
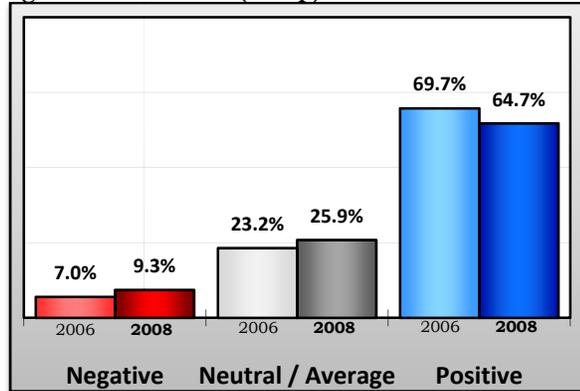


Figure 5.1.8. Landfill (dump) services.



A majority (60%) of Laramie citizens negatively rate street maintenance and repair, an increase of 5 percentage points from 2006. It is notable that the positive rating for this service by Laramie citizens was quite low in 2006 (14%), and remains so this year (12%), making it the most negatively rated city service (Figure 5.1.9). The quality of street cleaning by the City of Laramie receives the same percentage of average ratings in 2008 as it did in 2006 (45%), though positive ratings increase from 28% in 2006 to 32% in 2008. Negative ratings for this service decrease from 28% in 2006 to 23% in 2008 (Figure 5.1.10).

Figure 5.1.9. Street maintenance and repair.

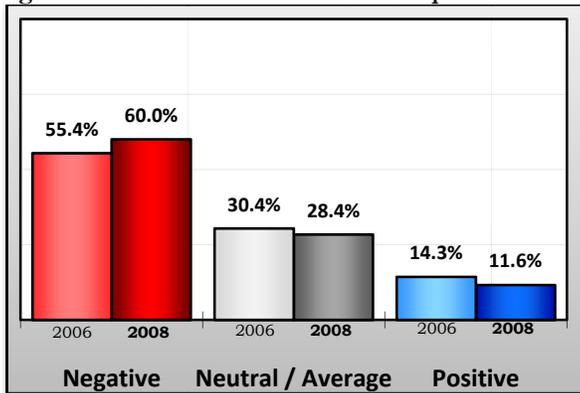
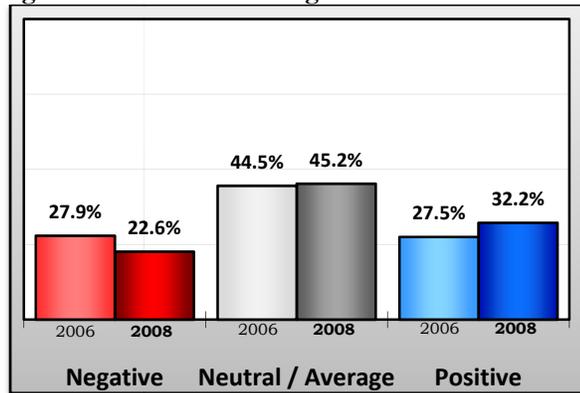


Figure 5.1.10. Street cleaning.



Positive ratings for snow removal on major Laramie streets<sup>1</sup> show a seven percentage point drop from 2006 (39%) to 2008 (33%), while 37% percent of citizens give this service an average rating. The negative rating for snow removal jumped five percentage points from 2006 (26%) to 2008 (31%) (Figure 5.1.11). Substantially more citizens in 2008 rate the service of storm drainage negatively (45%) than positively (20%) (Figure 5.1.12).

Figure 5.1.11. Snow removal (major streets only).

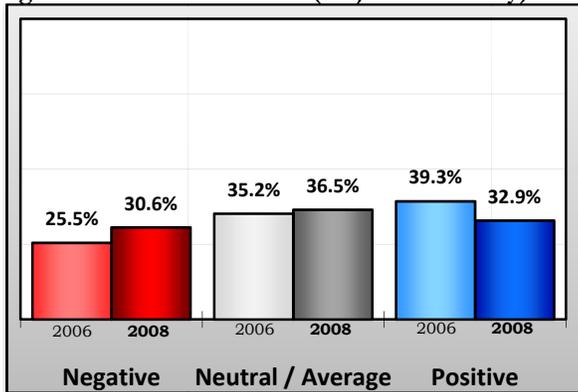
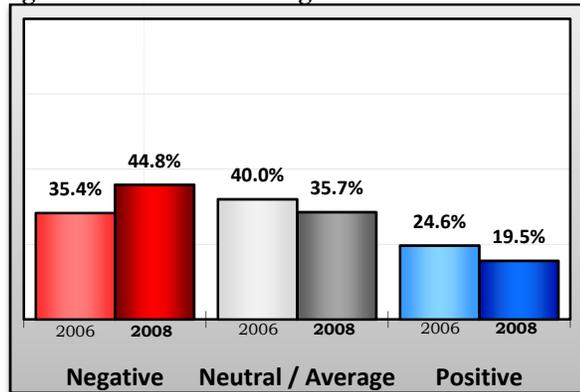


Figure 5.1.12. Storm drainage.



Around 45% of Laramie citizens feel that City sewer services are average, while 36% rate this service positively (down from 39% in 2006). The negative rating is 19% in 2008, up slightly from 17% in 2006 (Figure 5.1.13). Positive ratings for Laramie water quality are quite high, at 72%, and 22% of respondents give water quality an average rating. There is no significant change since 2006 for this item (Figure 5.1.14).

Figure 5.1.13. Sewer services.

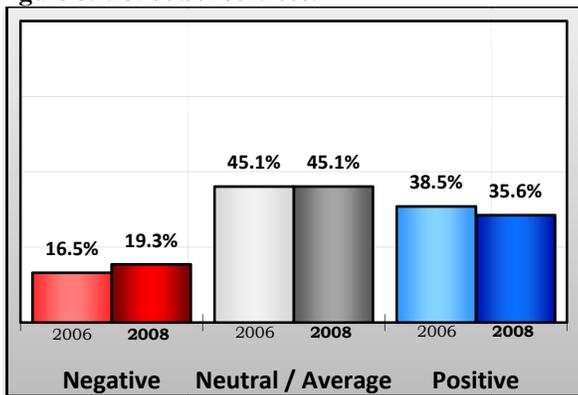
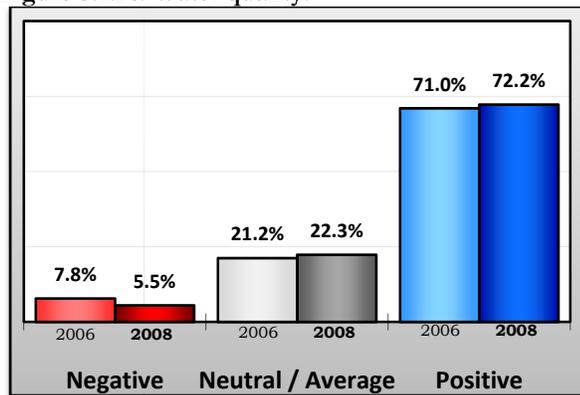


Figure 5.1.14. Water quality.



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

Ratings of the reliability of water flow remain nearly unchanged from 2006 to 2008. A clear majority (71%) in 2008 rates this service positively, while around 21% rate it as average (Figure 5.1.15). All ratings of appearance and maintenance of Laramie parks remain quite similar from 2006 to 2008; the very high positive rating (83%) for this item makes it the third most positively rated service that the City provides (Figure 5.1.16).

Figure 5.1.15. Reliability of water flow.

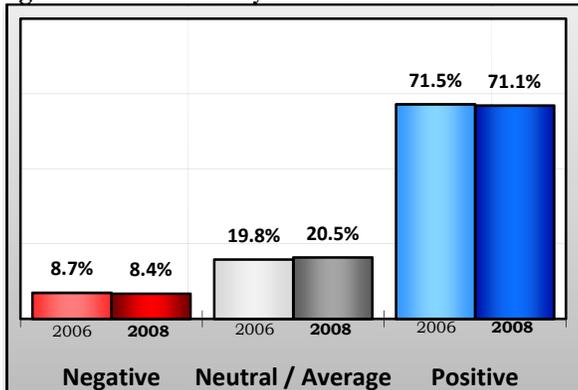
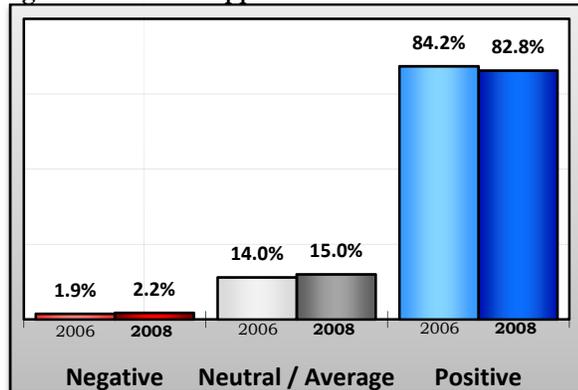


Figure 5.1.16. Park appearance and maintenance.



Ratings in 2008 for the quality of City recreation programs are practically identical to 2006. This service is rated positively by a clear majority (73%) of Laramie citizens. Around 22% of city residents give this service an average rating, and only 5% rate it negatively (Figure 5.1.17). Positive ratings for land use, planning and zoning as provided by the City are up slightly in 2008 (18%) from 2006 (16%), though still quite low. While negative ratings for this item are quite high in both years, there is a four percentage-point improvement in 2008 (45%) over 2006 (49%)(Figure 5.1.18).

Figure 5.1.17. Recreation programs.

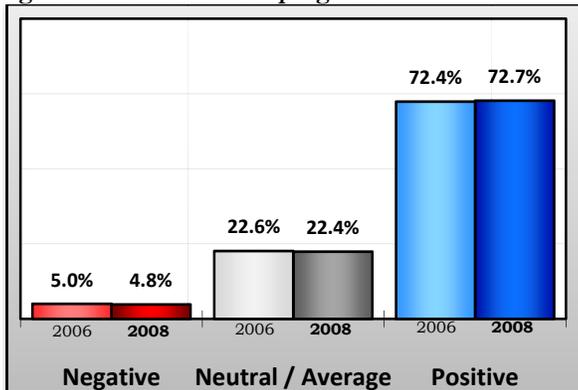
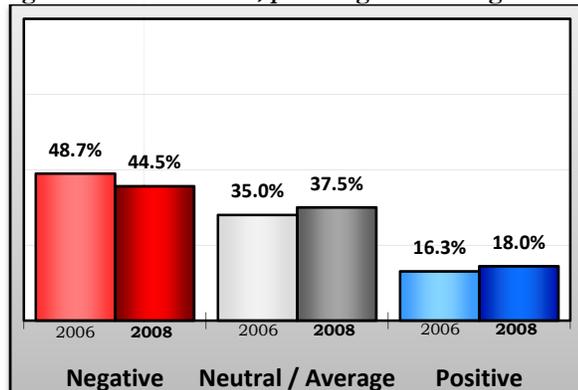


Figure 5.1.18. Land use, planning and zoning.



Similarly to 2006 (57%), a majority of residents in 2008 (56%) negatively rate the quality of code enforcement<sup>2</sup>, while 32% give this an average rating (Figure 5.1.19). The quality of animal control by the City of Laramie is positively rated by 41% of Laramie citizens (a drop of 3 percentage points from 2006) and 40% rate this service as average. The quality of animal control is rated negatively by 19% of citizens (Figure 5.1.20). Animal control issues also figure with some frequency in the open-ended and volunteered responses (Appendix B).

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

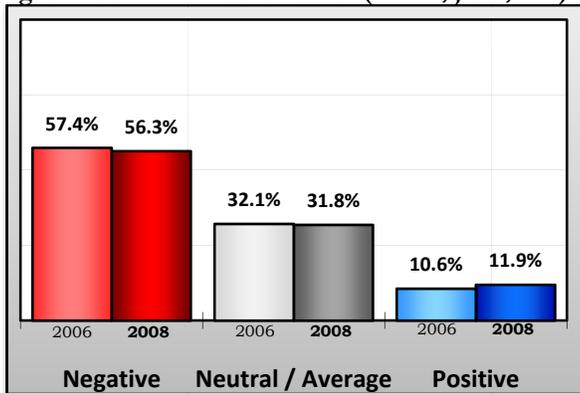
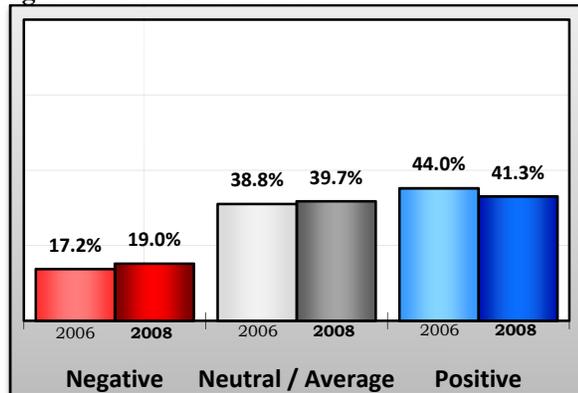


Figure 5.1.20. Animal control.



Residents were asked to rate the quality of two items related to access for the disabled in Laramie. The first of these items, the quality of disabled access to *city facilities, parks, etc.*, shows a small decrease in positive ratings, from 53% in 2006 to 50% in 2008. About 42% of Laramie citizens state that such access is average. The second item, regarding disabled access to *public streets, sidewalks, etc.*, is rated positively by 44% and as average by 40% of Laramie citizens; percentages that are nearly unchanged from 2006. Though negative ratings are low for both items addressing disabled access in Laramie, the negative rating for disabled access to *streets, sidewalks, etc.* (16%) remains nearly twice the percentage than that for the negative rating of access to *city facilities, parks, etc.* (9%) (Figures 5.1.21 and 5.1.22).

Figure 5.1.21. Disabled access (city facilities, parks, etc.).

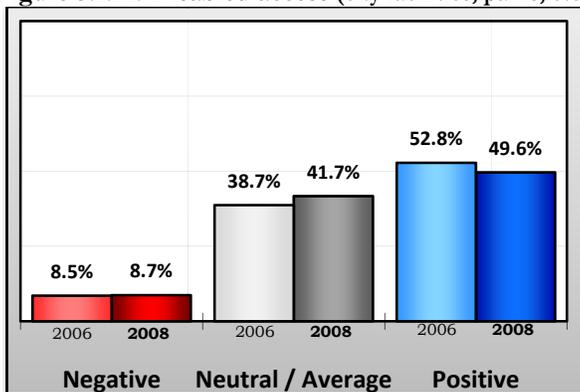
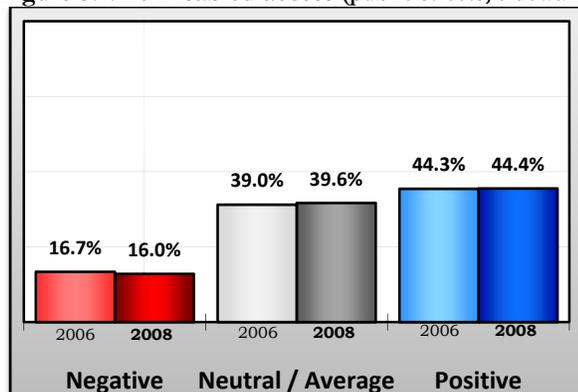


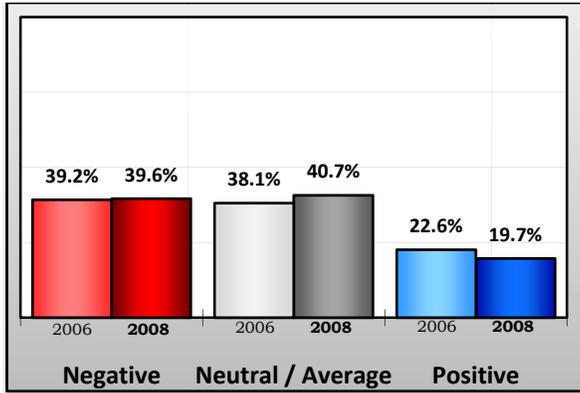
Figure 5.1.22. Disabled access (public streets, sidewalks, etc.).



<sup>2</sup> Defined in the survey as *weeds, abandoned buildings, junk, etc.*

Nearly equal percentages of citizens rate the quality of City of Laramie building permit services as average (41%) or negative (40%). Positive ratings for this item decreased slightly to 20% in 2008 from 23% in 2006 (Figure 5.1.23).

Figure 5.1.23. Building permit services.



5.1.1. Summary of results for Quality of City Services

The following two figures display the 2008 results for all 23 City of Laramie services that were rated by Laramie citizens as discussed in the first part of this section. The first figure (5.1.1.1) presents the percentages of residents rating each item as *excellent* or *good* (i.e., *Positive*), arranged in descending order of the service with the highest positive ratings 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*), with the lowest-scoring items presented first.

As can be seen in Figure 5.1.1.1 below, the five highest rated City services in 2008 are: *fire fighting* (86%), *ambulance service* (84%), *park appearance/maintenance* (83%), *fire prevention* (73%), and *recreation programs* (73%). Of the 23 items, 9 received a majority of *excellent* or *good* responses from Laramie citizens.

Figure 5.1.1.1. City services ranked by responses of *excellent* or *good*.

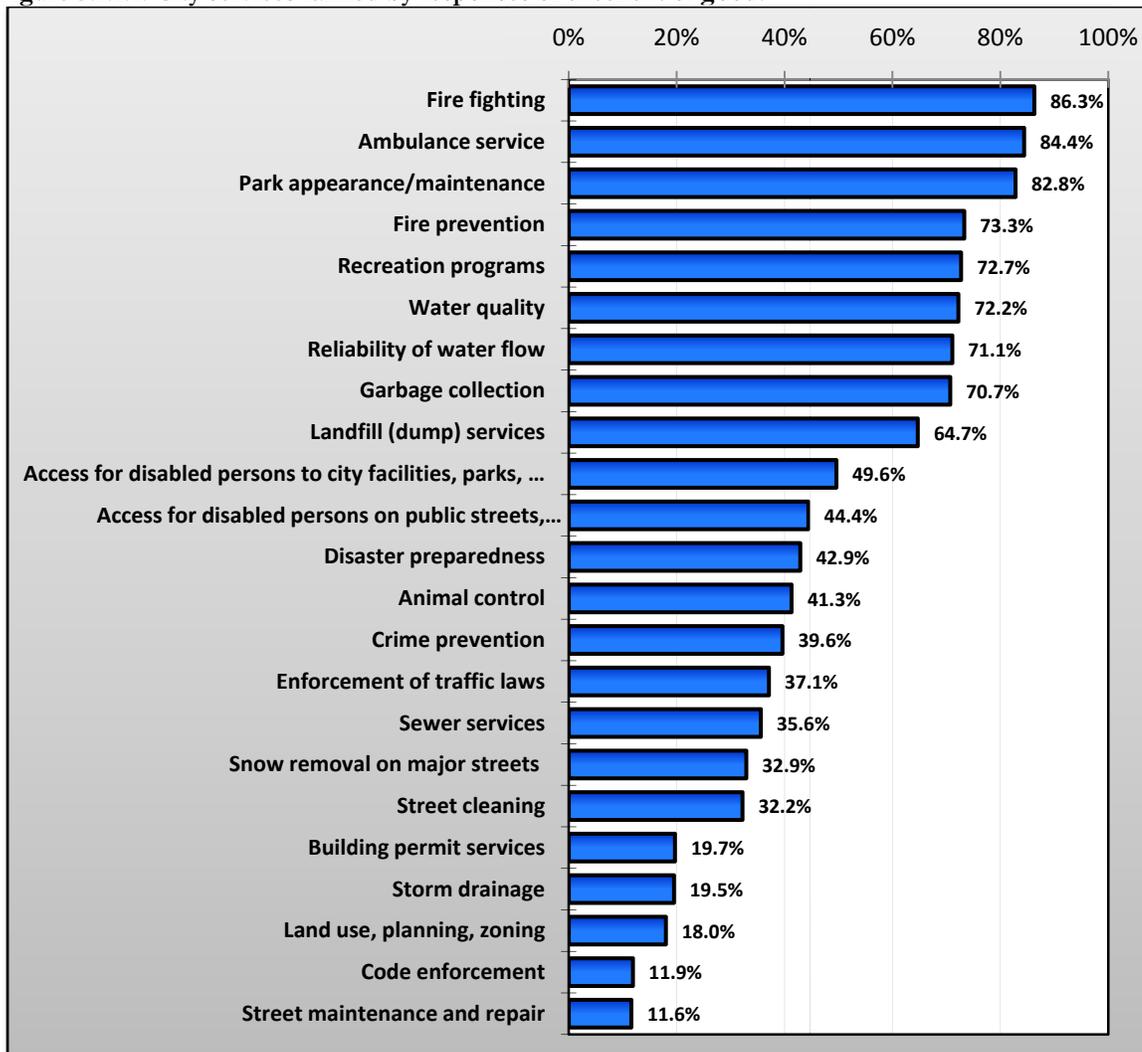
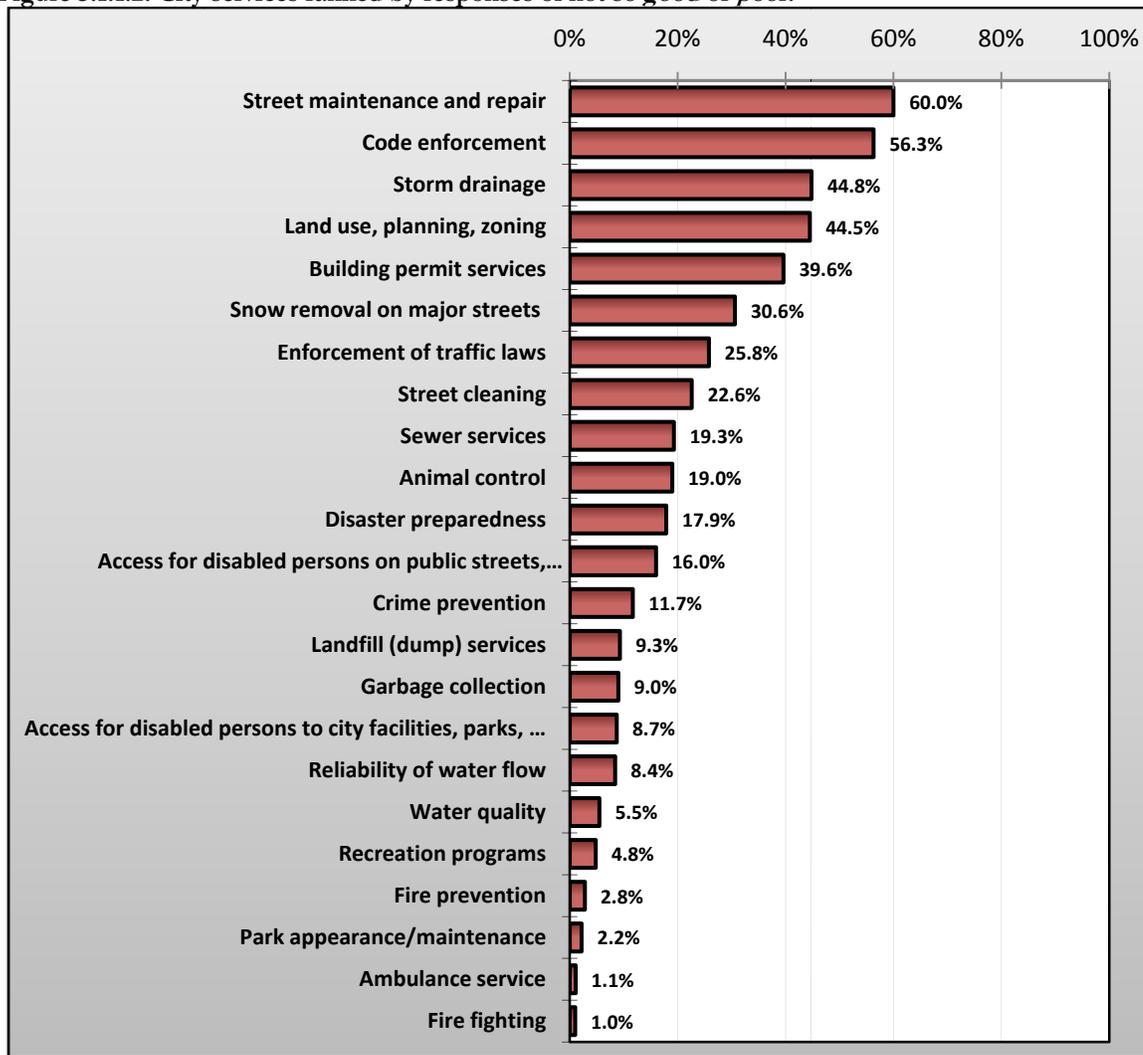


Figure 5.1.1.2 below lists each item in much the same way as above, but percentages represent ratings of *not so good* or *poor* (i.e., *Negative*). Services are arranged in descending order by the service receiving a *not so good* or *poor* rating by the highest percentage of respondents. The five services with the highest percentage of respondents rating them as *not so good* or *poor* are: *street maintenance and repair* (60%); *code enforcement* (56%); *storm drainage* (45%); *land use, planning, zoning* (45%); and *building permit services* (40%). Only 7 of the 23 services receive a *not so good* or *poor* rating from at least 25% of respondents, while 10 services receive such ratings from under 10% of the citizens (Figure 5.1.1.2).

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

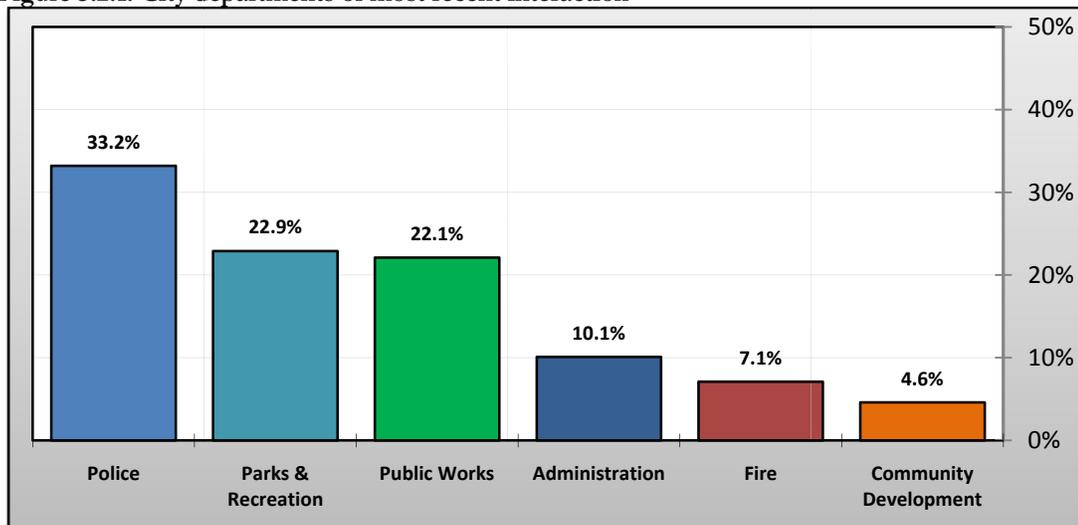


## 5.2. Interaction with City Employees

A short series of survey items asked residents to evaluate personnel, using performance-based criteria, from the City of Laramie department with which they had their most recent interaction within the past 12 months. Around 46% of all survey residents had some City department interaction within this period (45% in 2006). Based on this most recent interaction, residents evaluated department personnel regarding their knowledge, responsiveness, and courtesy, and provided an overall impression of this most recent interaction. 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.

Residents were asked with which City department they most recently interacted within the past 12 months. As seen below, the department with which most citizens had their most recent interaction within the past 12 months was *Police* (33%), followed by *Parks & Recreation* (23%) and *Public Works* (22%). Far fewer citizens had any interaction with *Administration*, *Fire*, and *Community Development* (Figure 5.2.1).

Figure 5.2.1. City departments of most recent interaction



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*). These results are calculated through a cross-tabulation of each performance criterion by each city department named. Laramie citizens rate personnel from the *Fire Department* as the most knowledgeable (92%), followed by those from the *Police Department* (77%), *Public Works* and *Administration* (both at 69%) (Figure 5.2.2).

Figure 5.2.2. City departments rated on *knowledge*

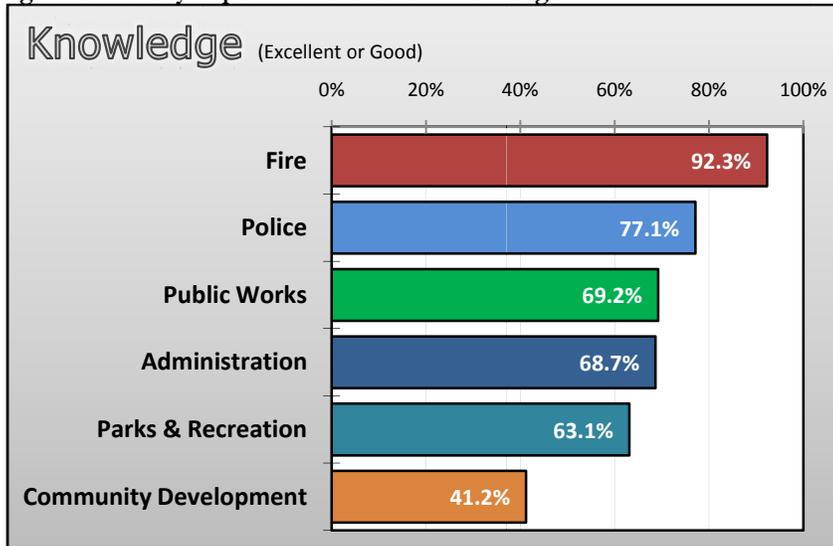
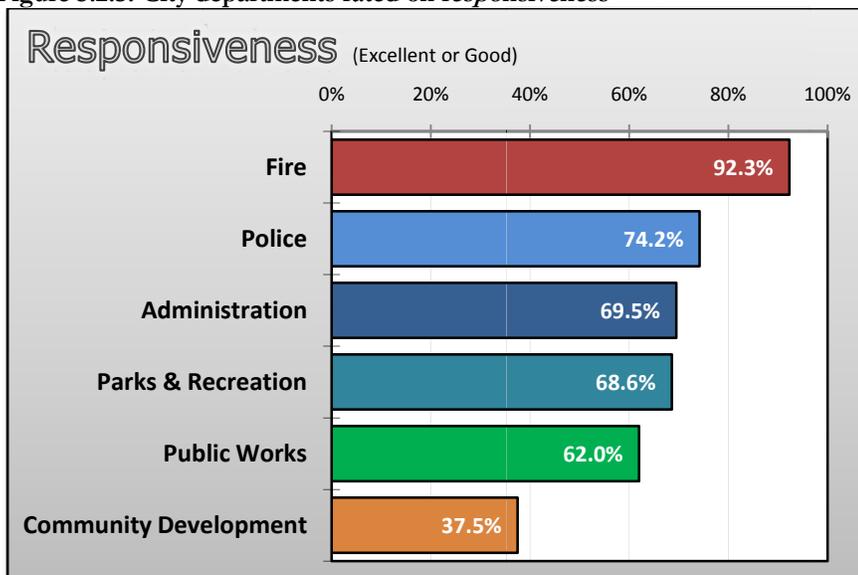


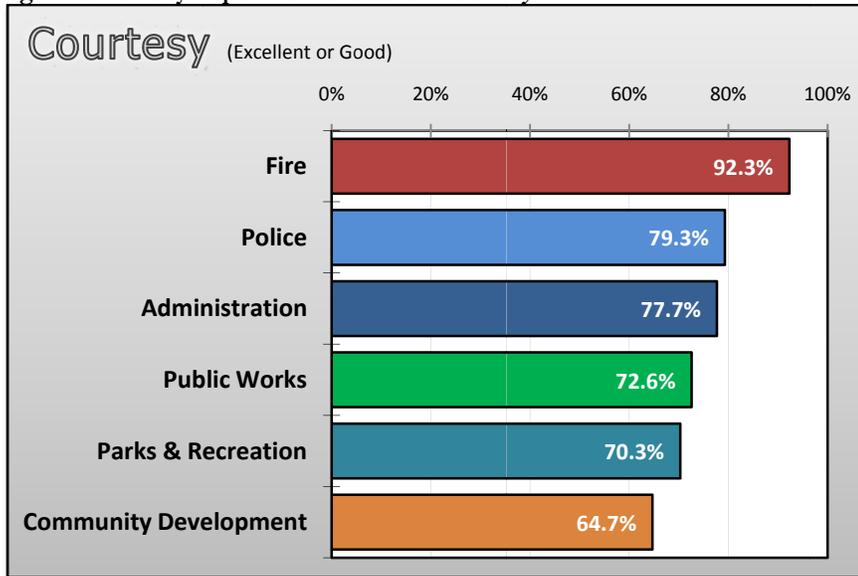
Figure 5.2.3 presents residents' ratings of personnel for each City department on the criterion of *responsiveness*. Around 92% of citizens rate *Fire Department* personnel as *excellent* or *good* on responsiveness, and majorities positively rate personnel from the *Police Department* (74%), *Administration* (70%), *Parks and Recreation* (69%), and *Public Works* (62%).

Figure 5.2.3. City departments rated on *responsiveness*



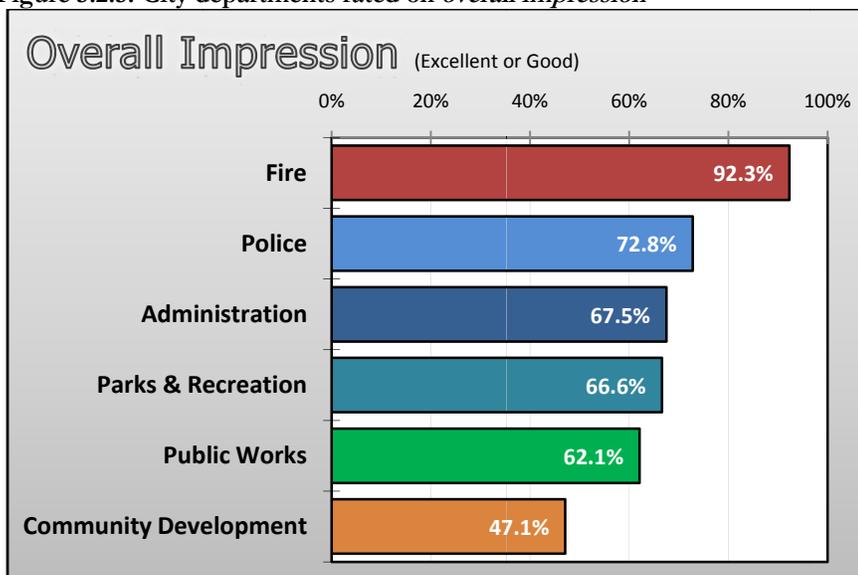
Personnel from the *Fire Department* receive *excellent* or *good* ratings for courtesy from an overwhelming majority (92%) of Laramie citizens. Majorities also positively rate personnel from the *Police Department* (79%), *Administration* (78%), *Public Works* (73%), *Parks & Recreation Department* (70%), and *Community Development* (65%) (Figure 5.2.4).

Figure 5.2.4. City departments rated on *courtesy*



As with the three other performance criteria, personnel from the *Fire Department* receive the highest ratings for *overall impression*, with 92% of residents rating personnel from this department as *excellent* or *good*. Around 73% of citizens state that their overall impression with *Police Department* personnel is *excellent* or *good*, followed by those from *Administration* (68%), *Parks and Recreation* (67%), *Public Works* (62%), and *Community Development* (47%) (Figure 5.2.5).

Figure 5.2.5. City departments rated on *overall impression*



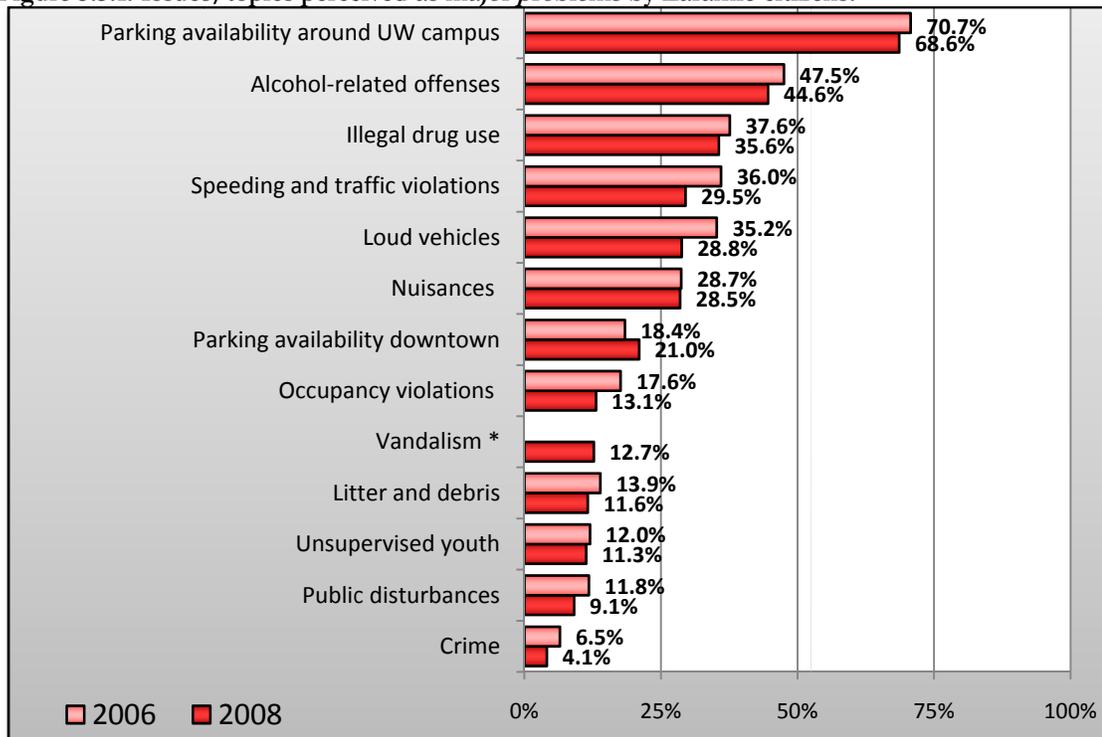
### 5.3. Perceptions of City Problems and Personal Safety

#### 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 the list of issues and topics that Laramie citizens feel are major problems for the City of Laramie for both survey years 2006 and 2008 (Figure 5.3.1). The full percentage distributions of responses for all items are contained in Appendix A (*Frequency Distributions*; question 4.)

For each survey iteration, the only issue that a majority (69% in 2008; 71% in 2006) of Laramie citizens feels is a major problem for the city is *parking around the UW campus*. While this is no surprise, it is noteworthy that perception about this item has improved slightly from 2006 to 2008. Also showing some improvement is the percentage of residents who feel that *alcohol-related offenses* are a major problem: this is down to 45% in 2008 from 48% in 2006. The next item perceived by citizens as a major problem is *illegal drug use*, which is identified as a major problem by 36% of citizens in 2008 (down slightly from 38% in 2006). The items *speeding and traffic violations* (30%) and *loud vehicles* (29%) are the next two items perceived to be major problems; both of these items, however, show a six percentage point improvement from 2006. For both survey years, low percentages of residents believe *crime* to be a major problem in the City of Laramie (well under 10% for both years). The item *vandalism (graffiti, broken windows, etc.)* was significantly reworded (formerly just *graffiti*) for this survey iteration and is not comparable to 2006.

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



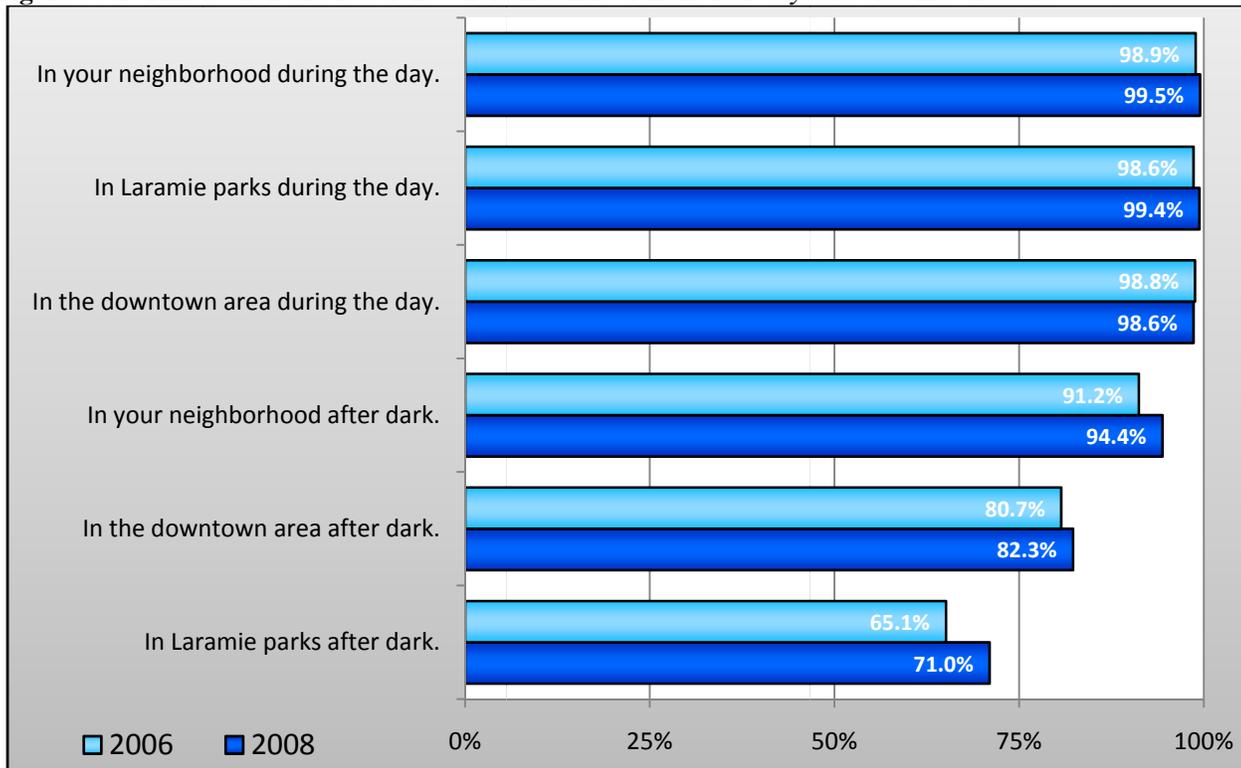
\*Not comparable to 2006.

*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 (below) displays the results from 2006 and 2008 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 (Figure 5.3.2), practically speaking, *all* residents feel safe in their neighborhoods, Laramie parks, and downtown during the daytime. Only three situations present appreciable percentages of Laramie citizens feeling *somewhat unsafe* or *not safe at all*: downtown after dark (18%) and in Laramie parks after dark (29%); high majorities of residents feel safe even in these particular situations.

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

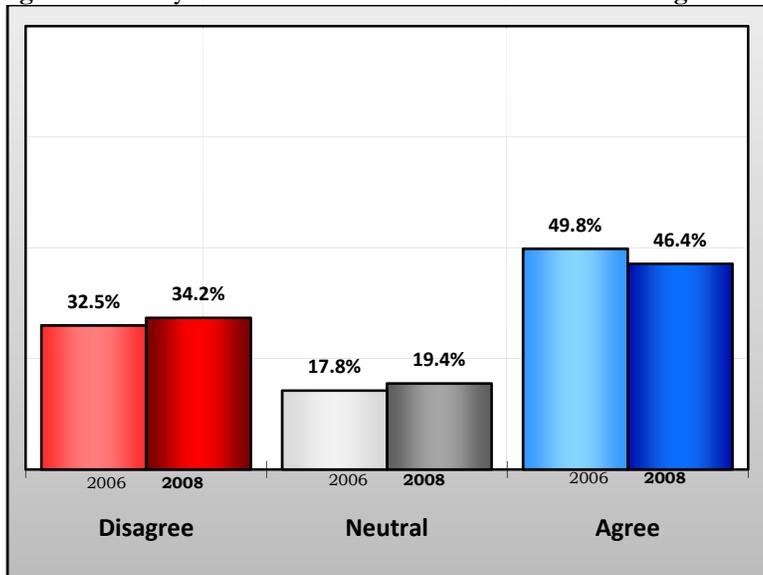


### 5.4. Citizen Opinions of City Government and City Service Fees

Residents 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 are *Strongly agree*, *Somenbat agree*, *Neither agree nor disagree*, *Somenbat disagree*, and *Strongly disagree*. For the purposes of this discussion, *Strongly agree* and *Somenbat agree* are collapsed into *Agree*; likewise, *Somenbat disagree* and *Strongly disagree* are collapsed into *Disagree*. The response choice of *Neither agree nor disagree* is displayed as *Neutral*.

Around 46% of Laramie citizens agree with the statement, *The City of Laramie government welcomes citizen involvement and encourages citizen participation*. This is a four percentage point drop from 2006 (50%) (Figure 5.4.1).

Figure 5.4.1. City welcomes citizen involvement and encourages citizen participation.



Around 39% of Laramie citizens agree, and 48% disagree, that they have a good understanding of how their taxes are spent on City services, operations, and capital projects. There was more agreement than disagreement with this in 2006; that situation has reversed in 2008, however, and more citizens now disagree than agree (Figure 5.4.2). Regarding whether or not the fee for City water service is reasonable, nearly 45% of Laramie citizens agree (up slightly from 2006). In 2008, around 38% of citizens disagree with this statement, an improvement of six percentage points over 2006 (Figure 5.4.3).

Figure 5.4.2. Understand how taxes spent on City services, operations, and capital projects.

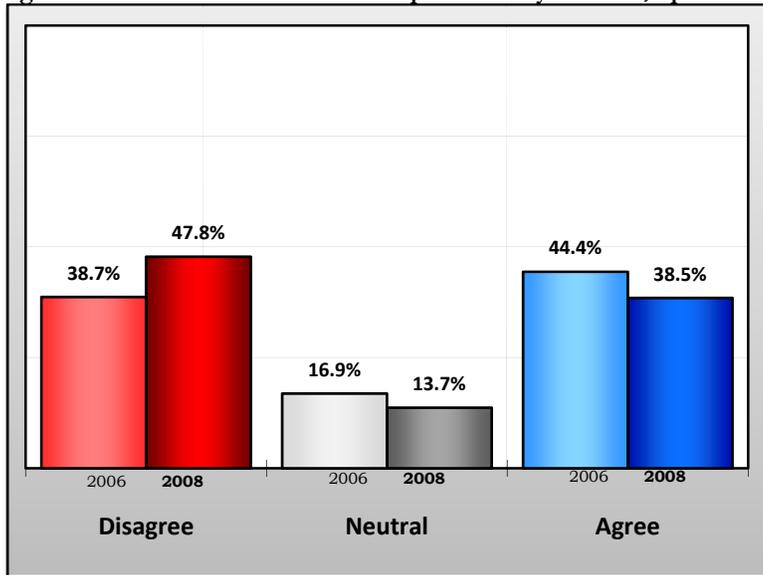
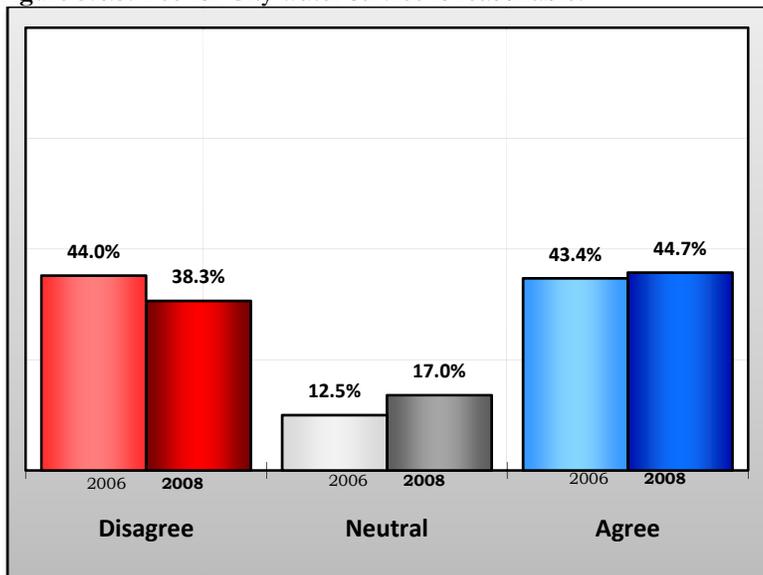


Figure 5.4.3. Fee for City water service is reasonable.



Fully half (50%) of residents in 2008 agree that the fee they pay for City sewage collection and treatment is reasonably priced for the service received. This is down three percentage points from 2006 (Figure 5.4.4). When asked their agreement or disagreement that the fee for garbage collection and disposal is reasonably priced, 58% agree. Agreement for this item is down seven percentage points from 2006, while disagreement is up to 26% in 2008 from 22% in 2006 (Figure 5.4.5).

Figure 5.4.4. Fee for sewage collection and treatment is reasonable.

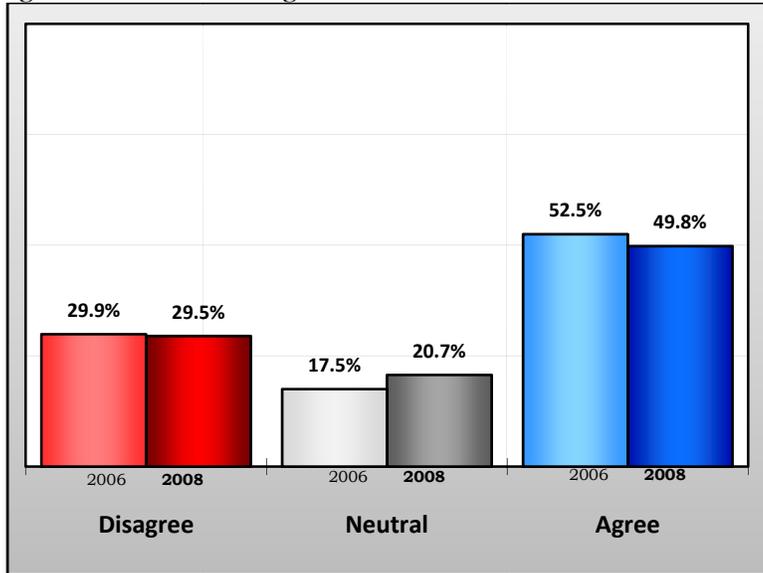
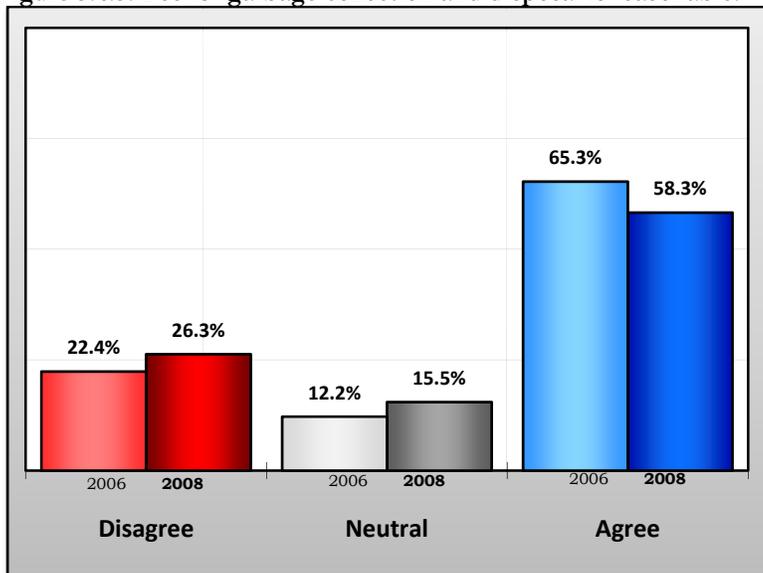


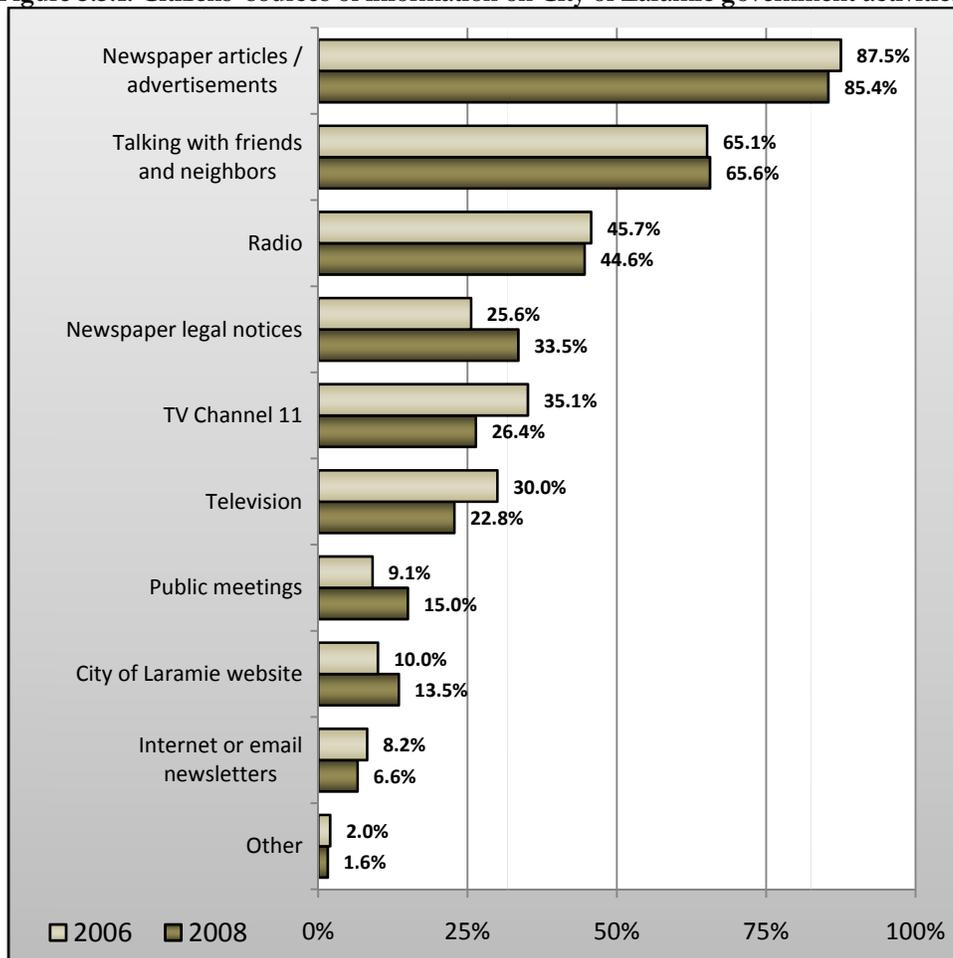
Figure 5.4.5. Fee for garbage collection and disposal is reasonable.



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

One survey item asked residents to identify how they gather information about City government activities. The figure below (Figure 5.5.1) presents the 2006 and 2008 results for sources used, and residents were allowed to select more than one choice. As displayed, the top three information sources remain identical across both survey years: *newspaper articles/advertisements* (85% in 2008; 88% in 2006), *talking with friends and neighbors* (66% in 2008; 65% in 2006), and *radio* (45% in 2008; 46% in 2006). In 2008, notably higher percentages of citizens indicate *attending public meetings*, *City of Laramie website*, and reading *newspaper legal notices* as sources of information than did in 2006.

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



## 5.6. Current Issues facing City Government

### Clark Street viaduct

The survey asked residents what they thought should be done with the Clark Street viaduct if the city assumes ownership of the viaduct. The results provide valuable feedback on this issue, with a majority (60%) of Laramie citizens stating that the viaduct should be reconstructed by the City and opened only for local vehicular traffic. Around 40% of residents agree that the viaduct should be open only for non-vehicular traffic (Figure 5.6.1). While this question did not ask or provide space for comments, numerous respondents provided additional feedback (see Appendices A and B). Another item, also on the subject of the Clark Street viaduct, asked citizens how much of a priority it would be to retain the viaduct if at City expense. For this item, over 60% of residents indicate that it is *not a priority* or is a *low priority* (Figure 5.6.2).

Figure 5.6.1. Preference for Clark street viaduct options.

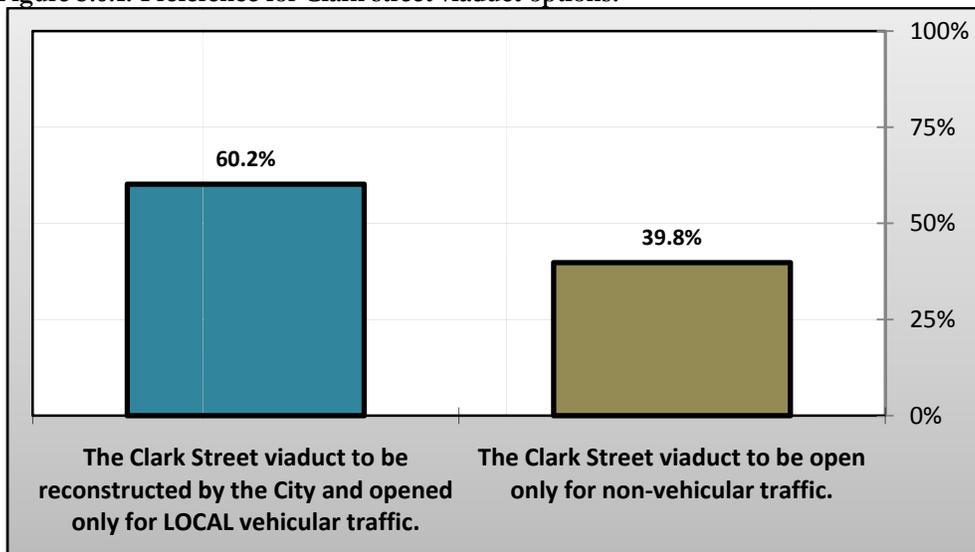
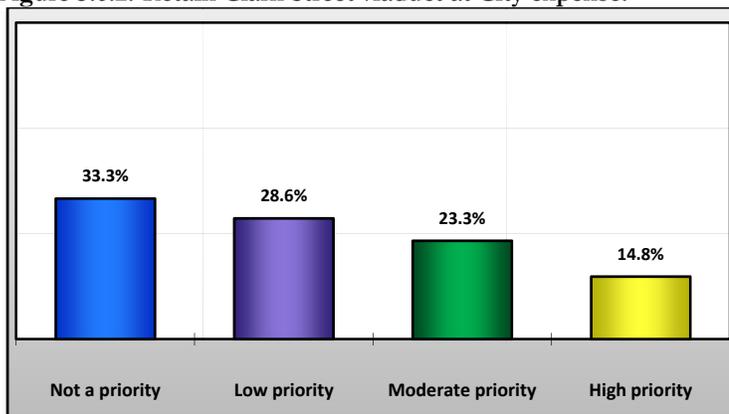


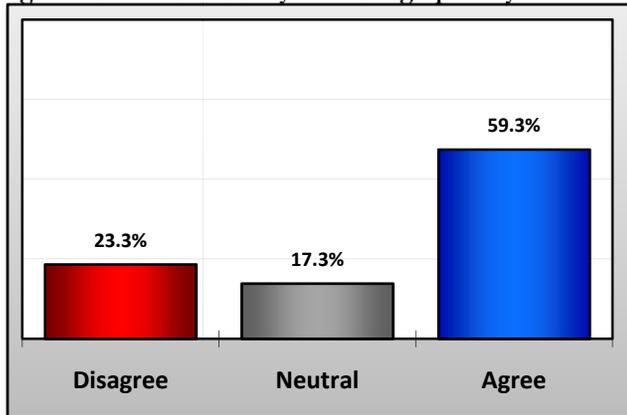
Figure 5.6.2. Retain Clark Street viaduct at City expense.



*Bus system*

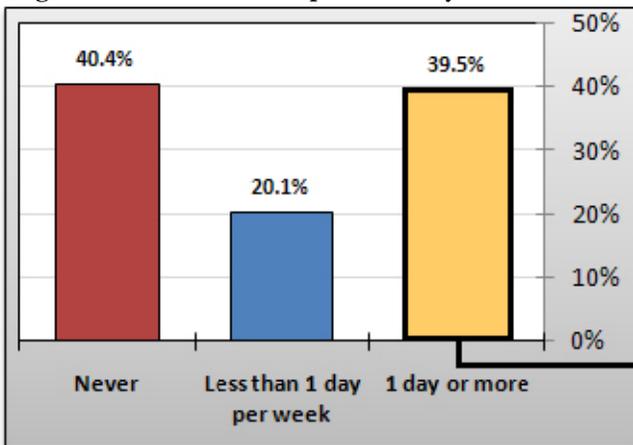
The 2008 survey asked Laramie citizens whether they agree or disagree that *establishing a public bus system in Laramie is a high priority*. A majority of respondents (59%) *strongly or somewhat agree* that a public bus system is a high priority, while 17% are neutral on the issue. Around 23% *strongly or somewhat disagree* that a public bus system is a high priority (Figure 5.6.3).

**Figure 5.6.3. Public bus system is high priority**

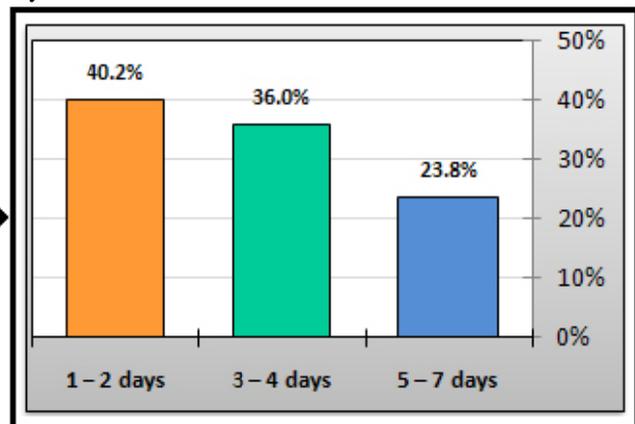


Residents were also asked to estimate the average number of days per week they might use public bus service rather than their personal vehicle. Around 60% of citizens stated they would use a public bus system rather than their personal vehicle more or less often (Figure 5.6.4). Of those who would use such a service one day a week or more, around 40% would use it one or two days per week, and 60% would use it more often than that (Figure 5.6.5).

**Figure 5.6.4. Probable use public bus system**



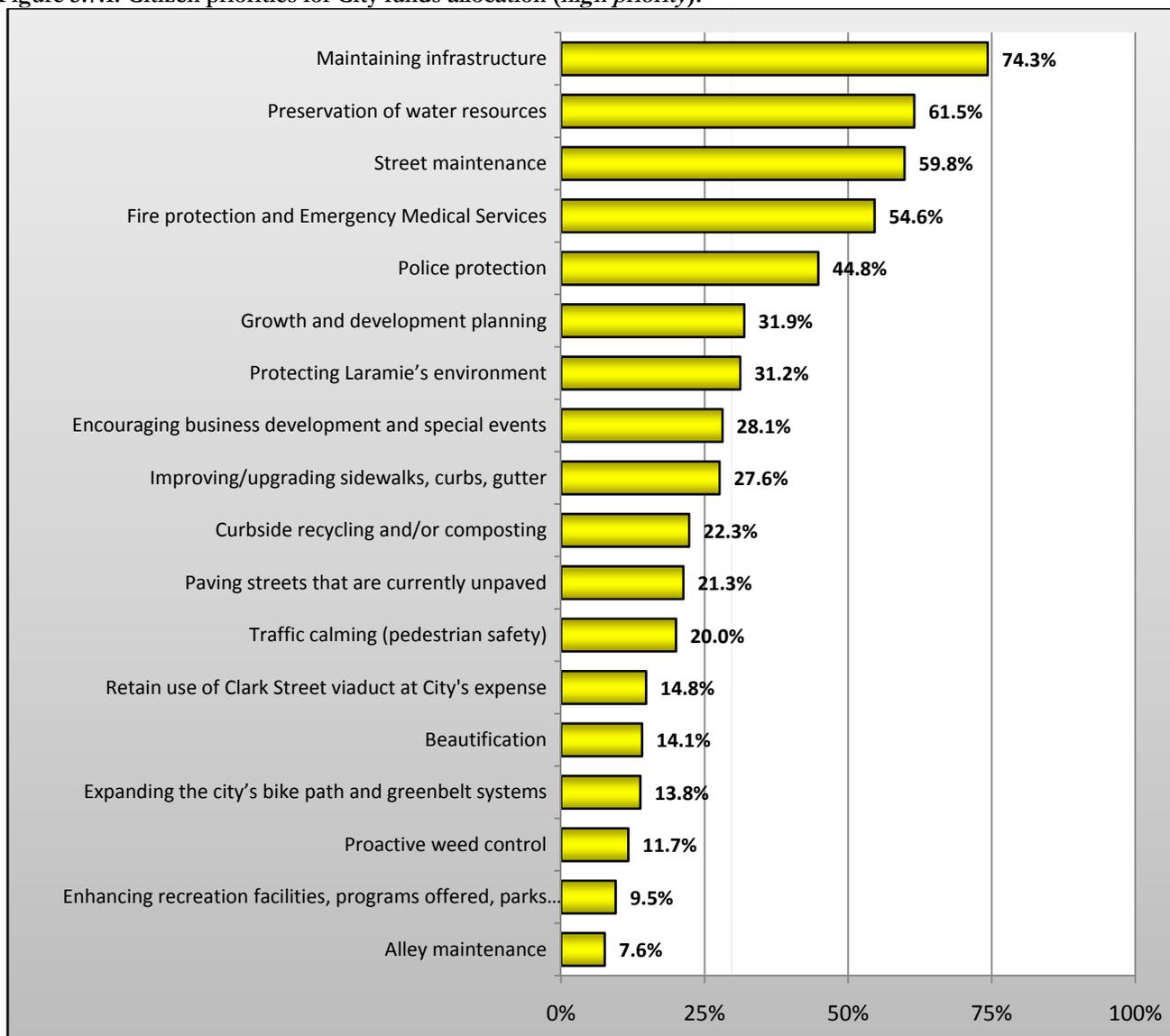
**Figure 5.6.5. Average days per week of probable use public bus system**



## 5.7. City of Laramie Residents' Priorities for City Funds Allocation

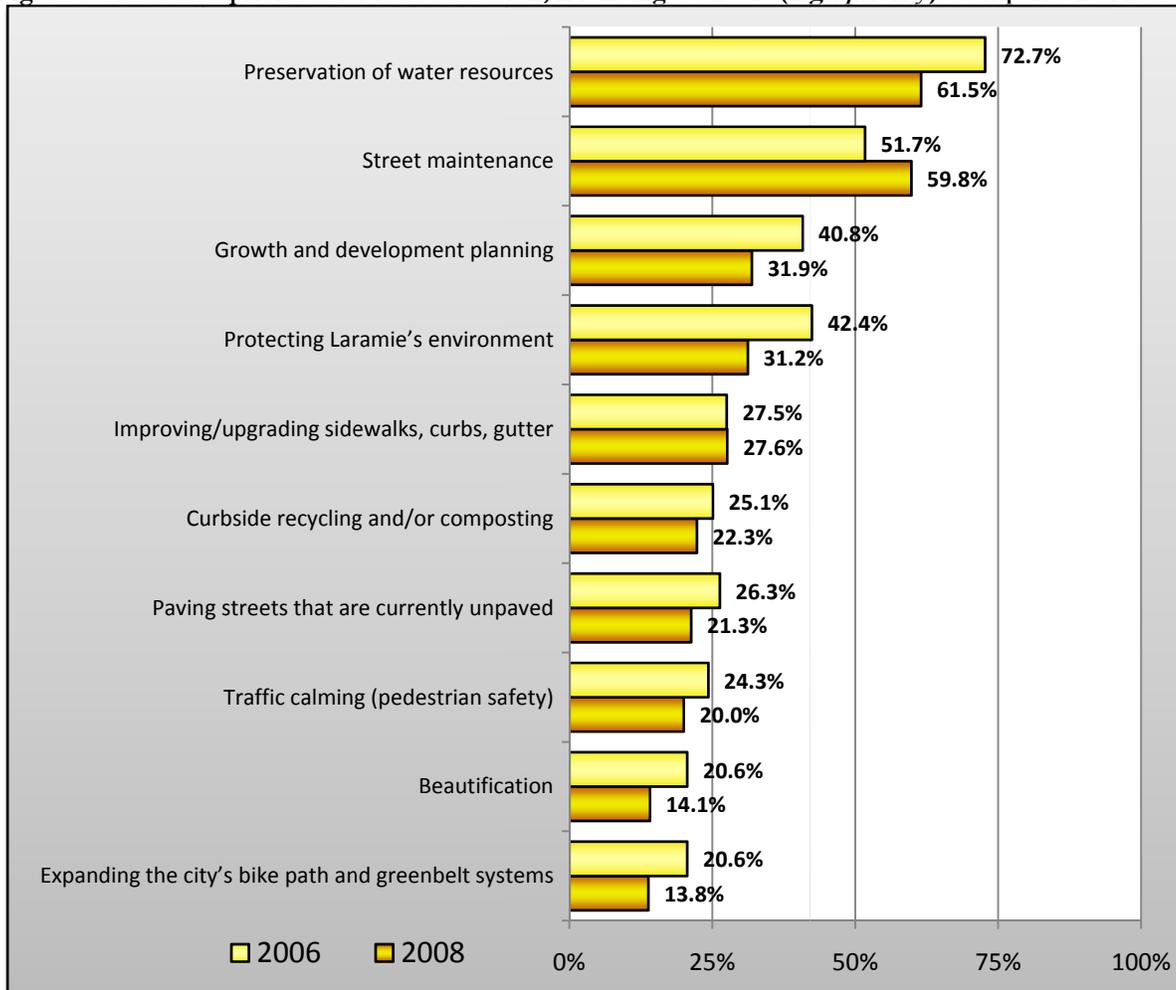
The last section of the community survey questionnaire dealt with priorities for funds allocation. In an effort to get at the ideal funding priorities for the City as envisioned by Laramie citizens, this was presented as a hypothetical question: *if the City had funds available, how would you prioritize* [list of items]? In Figure 5.7.1 below, items (issues) are arranged in descending order based on the percentage of residents in 2008 who consider the item to be a *high priority*. By far, 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 nearly three quarters (74%) of Laramie citizens. *Preserving water resources* (qualified as *Casper Aquifer, Monolith Ranch, Water Rights*) ranks as the second highest priority (62%), followed closely by *street maintenance* (60%). Another item identified as a high priority for City funds allocation by a majority of residents is *fire protection and emergency medical services* (55%). All other items are identified as a high priority by less than a majority of citizens (Figure 5.7.1).

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



Of the 18 items identified in the current (2008) survey for which feedback was sought regarding funding priorities, 10 were also presented in the 2006 survey and allow for direct comparisons. Displayed below (Figure 5.7.2) are results for these items for both survey years, ranked in descending order based on 2008 results. In 2006, *preservation of water resources* was ranked as a high priority by 73% of Laramie citizens; it is ranked as such by fewer residents in 2008 (62%). The item *street maintenance* was identified as a high priority by 52% of residents in 2006; it is ranked as such by more residents in 2008 (60%); this is the only item that was viewed as high priority by more Laramie residents in 2008 than in 2006. The perceptions of *growth and development planning* and *protecting Laramie's environment* as high priorities decrease appreciably (by nine and eleven percentage points, respectively) from 2006 to 2008. Around 28% of Laramie citizens indicate that *improving/upgrading sidewalks, curbs, and gutters* is a high priority in both years.

Figure 5.7.2. Citizen priorities for fund allocation, if funding available (*high priority*). Comparison of 2006 to 2008.



## 6. Cross-tabulations

Several variables of interest were cross-tabulated with relevant background variables. Only the breakdowns that exhibited statistically significant differences ( $p < 0.01$ ) and that were also deemed meaningful or useful 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 (15%) than their proportion in the entire sample (3%). 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 are somewhat 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 that have relevance are summarized in Table 6.1.1.

As can be seen, homeowners (18%) are significantly less likely than renters (33%) to rate storm drainage as *excellent* or *good*. More renters (78%) than homeowners (58%) consider the establishment of a public bus system in Laramie to be a high priority. Regarding priorities for funds allocation (if funds were available), there are three areas where homeowners and renters significantly differ. *Maintaining infrastructure (sewer and water distribution system, storm drains)* is identified as a high priority by more homeowners (77%) than renters (45%). However, retaining use of the Clark Street viaduct at the city's expense is viewed as a high priority by more renters (29%) than homeowners (14%). These differences may be reflective of less permanent residency among renters, and therefore somewhat less interest, involvement, or investment in the city budget and long-term City plans. Interestingly, more renters (25%) than homeowners (13%) consider beautification a high priority (Table 6.1.1).

Table 6.1.1. Cross-tabulations by *Housing status*. (Q1 – Q12)

	Housing Status	
	Own	Rent
<b>Q1. How would you rate the QUALITY of each of the following services provided by the City of Laramie? (<i>excellent</i> or <i>good</i>)</b>		
Storm drainage	17.7%	33.3%
<b>Q8. Regarding a public bus system... (<i>strongly agree</i> or <i>somewhat agree</i>)</b>		
How much do you agree or disagree that establishing a public bus system in Laramie is a high priority?	58.4%	78.0%
<b>Q12. If the City of Laramie had funds available, how would you prioritize each of the following? (<i>high priority</i>)</b>		
Maintaining infrastructure (sewer and water distribution system, storm drains)	77.1%	45.0%
Retain use of Clark Street viaduct at City expense	13.7%	29.2%
Beautification (entryways, downtown, public areas)	12.7%	25.0%

## 6.2. Cross-tabulations by Residence Location

Cross-tabulations were also performed for residence location. 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 various residence locations defined during questionnaire development (see Appendix D) are largely the same for this analysis, though the areas defined in the questionnaire as *Downtown/West Side* and *UW Campus area* are combined into *Central*.

Not surprisingly, fewer *West* residents (16%) than other area residents rate the city service of street cleaning *excellent* or *good*. Additionally, under 20% of *West* residents consider snow removal on major streets as *excellent* or *good*, whereas such ratings are never below 33% in all other areas. *North* (5%) and *West* (8%) area residents provide lower positive ratings for street maintenance and repair than do residents from the other areas of the city. Significantly fewer residents from the *South* and *Central* areas, rate street cleaning as *excellent* or *good* in higher percentages than do those from other areas.

Regarding items that would be of high priority, provided funds are available, two differ significantly by area. Not surprisingly, significantly more residents in the *West* (26%) and *Central* (19%) areas consider retaining use of the Clark Street viaduct at the city's expense to be a high priority than do residents from other city areas. Also not surprising is that paving of streets that are currently unpaved is considered a *high priority* the most by residents from the *West* area.

Table 6.2.1. Cross-tabulations by *Residence location*. (Q1 – Q12)

	Residence Location				
	West	North	East	South	Central
<b>Q1. How would you rate the QUALITY of each of the following services provided by the City of Laramie? (<i>excellent or good</i>)</b>					
Street maintenance and repair	8.3%	4.9%	11.4%	17.3%	15.6%
Street cleaning	16.3%	30.1%	31.0%	42.1%	33.3%
Snow removal on major streets (not including residential)	19.1%	32.6%	39.1%	39.3%	32.8%
Recreation programs	62.8%	68.3%	82.9%	80.3%	59.3%
<b>Q12. If the City of Laramie had funds available, how would you prioritize each of the following? (<i>high priority</i>)</b>					
Retain use of Clark Street viaduct at City expense	26.0%	11.0%	10.4%	11.5%	18.6%
Paving streets that are currently unpaved	45.7%	15.8%	13.8%	18.6%	16.7%

### 6.3. Cross-tabulations by Employment Status

Cross-tabulations were also performed on the demographic variable of employment status. For the purposes of this analysis, respondents who marked *full-time employed* only, and those who marked *full-time employed* plus any other response choice, are considered *full-time employed*. Those who marked *part-time employed* and anything other than *full-time employed* are designated *part-time employed*. Respondents who marked *retired* and *student* are designated as *retired*, and those who marked *student* but nothing else are designated *students*. Respondents who indicated they are *not employed at this time*, without marking any other category, are considered *not employed*. However, for this final group, no statistically significant cross-tabulations were returned. Otherwise, the results of the cross-tabulations of relevance that displayed statistically significant differences at the level of  $p < 0.01$  are presented in the tables below.

The *full-time employed* are less likely (69%) than all other employment categories taken together (80%) to rate *recreation programs* as *excellent* or *good*. Also, fewer *full-time employed* citizens (62%) agree that *the City of Laramie government welcomes citizen involvement and encourages citizen participation* than do those from other employment categories (71%). Residents who are *full-time employed* are less likely (19%) than *others* (28%) to use *television*, but are more likely (17%) to use the *City of Laramie website* than *others* (9%) for information about city government activities. Across the board, significantly lower percentages of *full-time employed* citizens than *others* think that *police protection*, *fire protection and emergency medical services*, and *traffic calming (pedestrian safety)* are a high priority for City of Laramie funds, if such funds were available (Table 6.3.1).

Table 6.3.1. *Full-time employed* vs. all other employment categories (Q1 – Q12)

	Employment Status	
	Full-time	Other
<b>Q1. How would you rate the QUALITY of each of the following services provided by the City of Laramie? (excellent or good)</b>		
Recreation programs	68.5%	79.5%
<b>Q6. To what extent do you agree or disagree with the following statements? (strongly or somewhat agree)</b>		
"The City of Laramie government welcomes citizen involvement and encourages citizen participation."	62.0%	71.3%
<b>Q9. Where do you get information about the activities of city government?</b>		
Television	19.0%	27.6%
City of Laramie website	16.8%	9.1%
<b>Q12. If the City of Laramie had funds available, how would you prioritize each of the following? (high priority)</b>		
Police protection	37.1%	56.0%
Fire protection and Emergency Medical Services	47.8%	64.7%
Traffic calming (pedestrian safety)	16.4%	25.2%

Students are considerably less likely (40%) than those in other employment categories (86%) to use *newspaper articles/advertisements* for information about city government activities (Table 6.3.2).

Table 6.3.2. *Students vs. all other employment categories (Q1 – Q12)*

	Employment Status	
	Student	Other
<b>Q9. Where do you get information about the activities of city government?</b>		
Newspaper articles/advertisements	40.0%	85.7%

*Retired* citizens are more likely than others to rate the following City services as *excellent* or *good*: *recreation programs, access for disabled persons to city facilities, parks, etc., and access for disabled persons on public streets, sidewalks, crosswalks, etc.* More *retired* citizens (45%) than *others* (32%) feel that *illegal drug use* is a major problem in Laramie, and fewer *retired* citizens (14%) than *others* (24%) consider *parking availability downtown* to be a major problem.

A greater percentage (30%) of *retired* citizens than *others* (20%) use *television* as an information source for city government activities, though a lower percentage (7%) of *retirees* use the *City of Laramie website* for that purpose than do those from *other* employment groups (16%).

There are numerous significant differences between *retired* citizens and *others* when it comes to identifying high-priority funding issues. Issues identified as *high priority* by more *retired* citizens than by *others* include *police protection, fire protection and emergency medical services, and proactive weed control*. Those issues identified as a *high priority* by lower percentages of *retired* citizens than by *others* include *expanding the City’s bike paths and greenbelt systems and curbside recycling and/or composting* (Table 6.3.3).

Table 6.3.3. *Retired vs. all other employment categories (Q1 – Q12)*

	Employment Status	
	Retired	Other
<b>Q1. How would you rate the QUALITY of each of the following services provided by the City of Laramie? (excellent or good)</b>		
Recreation programs	80.6%	70.1%
Access for disabled persons to city facilities, parks, etc.	58.2%	46.1%
Access for disabled persons on public streets, sidewalks, crosswalks, etc.	51.9%	41.3%
<b>Q4. How do you feel about the following issues as they relate to the City of Laramie? (major problem)</b>		
Illegal drug use	45.0%	32.4%
Parking availability downtown	14.1%	23.8%
<b>Q9. Where do you get information about the activities of city government?</b>		
Television	29.8%	19.6%
City of Laramie website	7.1%	16.3%
<b>Q12. If the City of Laramie had funds available, how would you prioritize each of the following? (high priority)</b>		
Expanding the City’s bike paths and greenbelt systems	7.4%	16.5%
Curbside recycling and/or composting	13.9%	25.5%
Police protection	59.7%	39.0%
Fire protection and Emergency Medical Services	66.5%	50.2%
Proactive weed control	16.3%	9.7%

## 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 for the following items: *enforcement of traffic laws, crime prevention, storm drainage, and land use, planning, and zoning*. The opposite is true for *water quality*; as length of residence increases, the *good* and *excellent* ratings increase. As length of residence increases, there is a general corresponding increase in the percentages of those who consider *alcohol related offences* and *parking availability around the UW campus* to be major problems. When length of residence was cross-tabulated with sources for information about City of Laramie government activities, the most notable finding was that *newspaper articles/advertisements* are used most often by citizens in all length of residence categories, with nearly 90% of residents of over 20 years using this source, and percentages in other categories never falling below 67%. Also, the use of this information source generally increases as length of residence increases. For three other information sources—*newspaper legal notices, TV Channel 11, and public meetings*—there is a general increase in use as length of residence increases (Table 6.4.1).

Table 6.4.1. Cross-tabulations by *Length of Laramie residence. (Q1 – Q9)*

	Length of residence in Laramie (years)				
	< 2	2–5	6–10	11–20	> 20
<b>Q1. How would you rate the QUALITY of each of the following services provided by the City of Laramie? (excellent or good)</b>					
Enforcement of traffic laws	66.7%	47.2%	55.1%	27.0%	34.3%
Crime prevention	70.6%	43.6%	58.2%	33.0%	36.4%
Storm drainage	38.9%	22.0%	31.3%	18.6%	16.7%
Water quality	57.1%	58.2%	63.8%	68.5%	76.4%
Land use, planning, zoning	56.3%	23.1%	15.9%	11.5%	18.0%
<b>Q4. How do you feel about the following issues as they relate to the City of Laramie? (major problem)</b>					
Alcohol-related offenses	14.3%	22.4%	35.1%	53.8%	47.6%
Parking availability around UW campus	36.8%	58.9%	65.4%	66.3%	72.1%
<b>Q9. Where do you get information about the activities of city government?</b>					
Newspaper articles/advertisements	73.9%	66.7%	79.8%	85.1%	89.3%
Newspaper legal notices	13.0%	28.3%	19.0%	31.6%	38.0%
TV Channel 11	8.7%	15.0%	19.0%	20.2%	31.1%
Public Meetings	.0%	6.7%	4.8%	18.4%	17.5%

## 6.5. Cross-tabulations by Age

Finally, differences in responses to relevant survey items across age groups were tested for statistically significant differences ( $p < 0.01$ ). Those that exhibit some discernible trend are displayed below.

Generally, as *age* increases, the ratings of *good* or *excellent* also increase for *ambulance service* and *water quality*. For issues identified as major problems for Laramie, the responses to two items differ significantly by resident age. As age increases, *illegal drug use* is seen by higher percentages of respondents as a major problem. The reverse is true for *parking availability downtown*: as age increases, the percentages decrease for those residents who identify this as a major problem. Also, as age increases, there is a general increase in the number of citizens who agree that they have a good understanding of how their *taxes are spent on City services, operations and capital projects*. Only 13% of those aged 18 to 24 *strongly agree* or *somewhat agree* with that statement, while 65% of residents over 75 years of age feel the same way (Table 6.5.1).

Table 6.5.1. Cross-tabulations by Age. (Q1 – Q6)

	Age (years)						
	18 – 24	25 – 34	35 – 44	45 – 54	55 – 64	65 – 74	75 or older
<b>Q1. How would you rate the QUALITY of each of the following services provided by the City of Laramie? (<i>excellent or good</i>)</b>							
Ambulance service	100.0%	66.7%	77.9%	82.1%	84.8%	90.6%	91.3%
Water quality	33.3%	71.8%	64.3%	63.7%	76.9%	75.8%	85.4%
<b>Q4. How do you feel about the following issues as they relate to the City of Laramie? (<i>major problem</i>)</b>							
Illegal drug use	27.3%	18.2%	20.7%	26.0%	41.7%	52.0%	46.5%
Parking availability downtown	33.3%	40.0%	20.0%	25.3%	20.4%	17.1%	9.2%
<b>Q6. To what extent do you agree or disagree with the following statements? (<i>strongly or somewhat agree</i>)</b>							
"I have a good understanding of how my taxes are spent on City services, operations and capital projects."	12.5%	48.7%	40.4%	56.5%	51.2%	53.0%	65.3%

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* as age increases. The opposite is true for the use of the *City of Laramie website*: as age increases, prevalence of use generally declines. Five items of relevance regarding priorities for City spending exhibit statistically significant differences in responses given by respondents of the various age groups. As age increases, so do the percentages of Laramie residents who think the following items are a *high priority*: *maintaining infrastructure*, *police protection*, and *fire protection and Emergency Medical Service*. The items that are considered to be a *high priority* by significantly fewer respondents as age increases (i.e., as age increases, percentages decline) include *expanding the city's bike path and greenbelt systems* and *curbside recycling and/or composting* (Table 6.5.2).

Table 6.5.2. Cross-tabulations by Age. (Q9 – Q12)

	Age (years)						
	18 – 24	25 – 34	35 – 44	45 – 54	55 – 64	65 – 74	75 or older
<b>Q9. Where do you get information about the activities of city government?</b>							
City of Laramie website	8.3%	20.0%	30.0%	14.6%	11.7%	9.0%	3.1%
TV Channel 11	.0%	20.0%	13.0%	24.9%	30.3%	34.3%	25.8%
<b>Q12. If the City of Laramie had funds available, how would you prioritize each of the following? (high priority)</b>							
Maintaining infrastructure (sewer and water distribution system, storm drains)	41.7%	63.2%	70.8%	69.8%	81.6%	76.2%	76.7%
Expanding the city's bike path and greenbelt systems	33.3%	7.9%	26.3%	14.7%	13.5%	8.8%	7.1%
Curbside recycling and/or composting	58.3%	34.2%	33.7%	19.1%	23.6%	12.8%	13.6%
Police protection	36.4%	25.6%	26.7%	41.4%	46.5%	53.9%	62.2%
Fire protection and Emergency Medical Services	45.5%	51.3%	38.6%	51.4%	57.3%	60.3%	65.5%

## Appendix A. Frequency Distributions

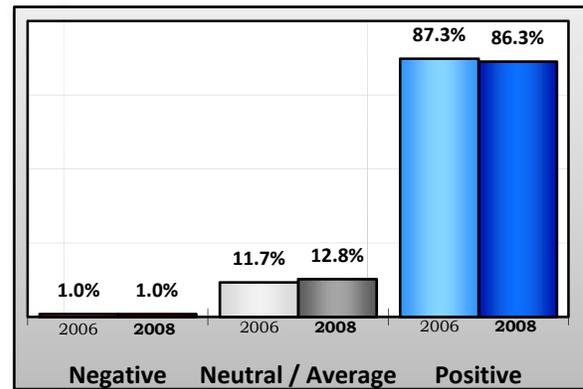
The following tables contain the raw frequency counts and percentage distributions of responses to all questions on the City of Laramie Survey, 2008. Bolded text denotes the exact question text from the questionnaire; non-bold italicized text represents questionnaire instructions and notes. Percentage 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 2008. 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; they 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. In cases where responses differ at a statistically significant level ( $p < 0.05$ ) there is a graphic notation (♦) in the upper left corner of the appropriate table.

Respondents to the 2008 survey= 816

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

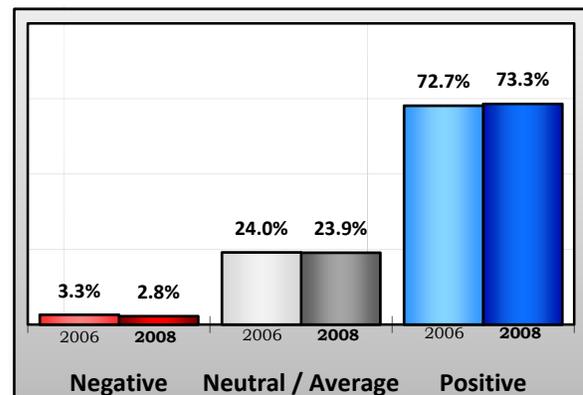
#### 1a. Fire fighting.

	<b>2008 Frequency</b>	<b>2008 Valid Percent</b>	2006 Valid Percent
Excellent	284	<b>43.4%</b>	42.8%
Good	281	<b>42.9%</b>	44.5%
About average	84	<b>12.8%</b>	11.7%
Not so good	5	<b>.8%</b>	.9%
Poor	1	<b>.2%</b>	.1%
<b>Total Valid</b>	<b>655</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	152		
(No answer)	9		
Total Missing	161		
Total	816		



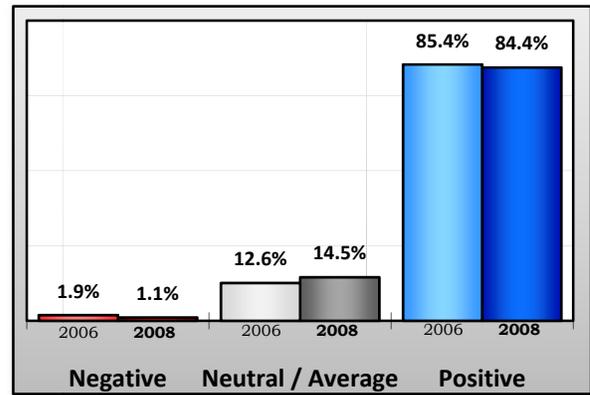
#### 1b. Fire prevention.

	<b>2008 Frequency</b>	<b>2008 Valid Percent</b>	2006 Valid Percent
Excellent	159	<b>26.6%</b>	25.9%
Good	279	<b>46.7%</b>	46.8%
About average	143	<b>23.9%</b>	24.0%
Not so good	14	<b>2.3%</b>	2.4%
Poor	3	<b>.5%</b>	.9%
<b>Total Valid</b>	<b>598</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	196		
(No answer)	22		
Total Missing	218		
Total	816		



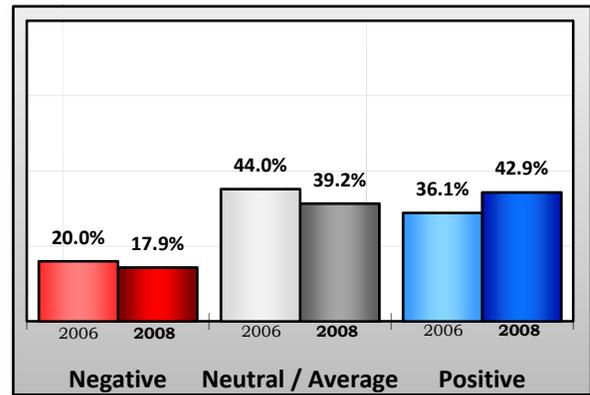
1c. Ambulance service.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Excellent	242	37.8%	41.4%
Good	298	46.6%	44.0%
About average	93	14.5%	12.6%
Not so good	4	.6%	1.3%
Poor	3	.5%	.6%
<b>Total Valid</b>	<b>640</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	160		
(No answer)	16		
Total Missing	176		
Total	816		



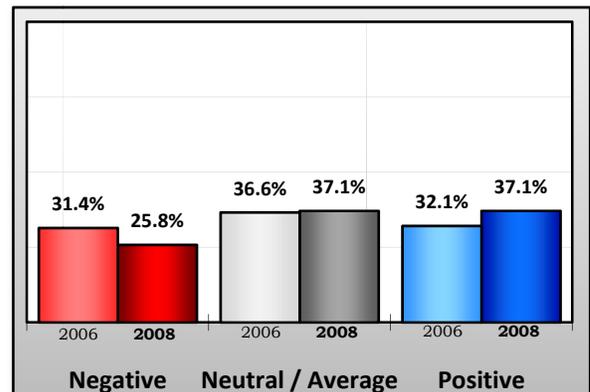
1d. Disaster preparedness.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Excellent	51	10.3%	7.7%
Good	162	32.6%	28.4%
About average	195	39.2%	44.0%
Not so good	64	12.9%	12.9%
Poor	25	5.0%	7.1%
<b>Total Valid</b>	<b>497</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	288		
(No answer)	31		
Total Missing	319		
Total	816		



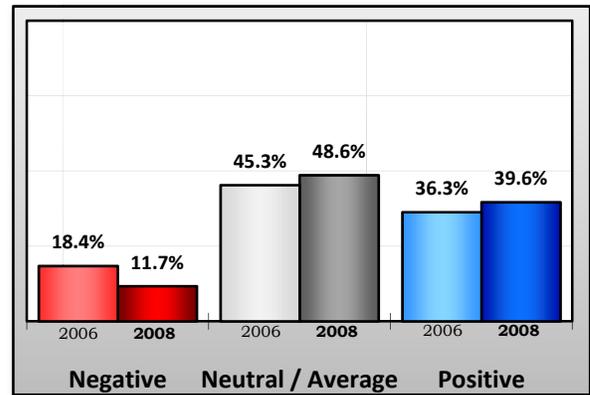
1e. Enforcement of traffic laws.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Excellent	70	9.1%	5.5%
Good	215	28.0%	26.6%
About average	285	37.1%	36.6%
Not so good	123	16.0%	15.5%
Poor	75	9.8%	15.9%
<b>Total Valid</b>	<b>768</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	35		
(No answer)	13		
Total Missing	48		
Total	816		



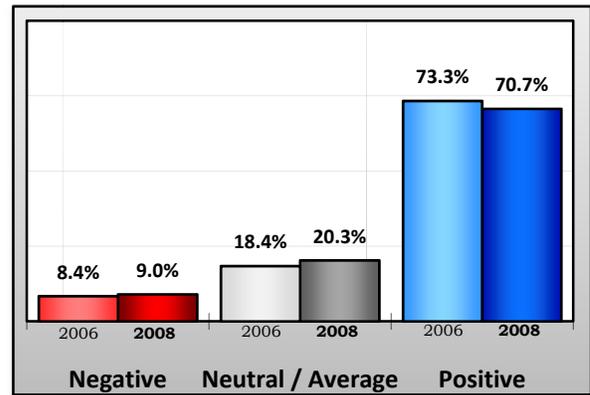
1f. Crime prevention.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Excellent	42	6.2%	5.3%
Good	225	33.4%	31.0%
About average	327	48.6%	45.3%
Not so good	54	8.0%	13.5%
Poor	25	3.7%	4.9%
<b>Total Valid</b>	<b>673</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	121		
(No answer)	22		
Total Missing	143		
Total	816		



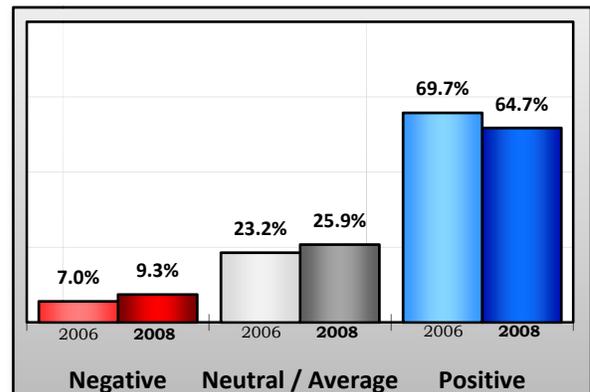
1g. Garbage collection.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Excellent	215	28.4%	33.6%
Good	320	42.3%	39.7%
About average	154	20.3%	18.4%
Not so good	49	6.5%	5.1%
Poor	19	2.5%	3.3%
<b>Total Valid</b>	<b>757</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	40		
(No answer)	19		
Total Missing	59		
Total	816		



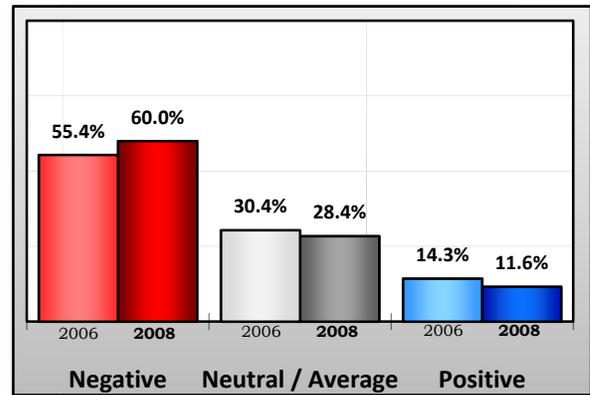
1h. Landfill (dump) services.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Excellent	134	18.8%	21.0%
Good	328	45.9%	48.7%
About average	185	25.9%	23.2%
Not so good	41	5.7%	4.8%
Poor	26	3.6%	2.2%
<b>Total Valid</b>	<b>714</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	86		
(No answer)	16		
Total Missing	102		
Total	816		



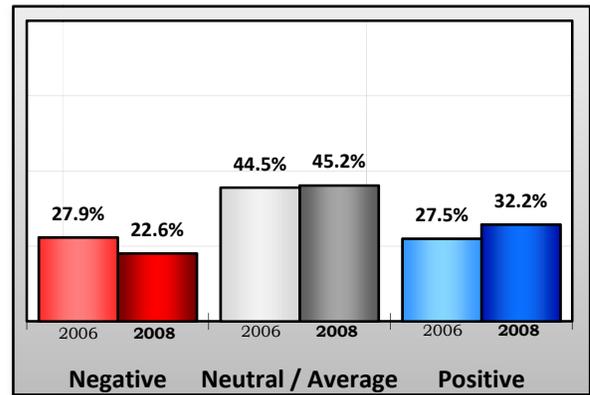
**1i. Street maintenance and repair.**

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Excellent	15	1.9%	2.4%
Good	77	9.7%	11.9%
About average	225	28.4%	30.4%
Not so good	254	32.0%	31.0%
Poor	222	28.0%	24.4%
<b>Total Valid</b>	<b>793</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	8		
(No answer)	15		
Total Missing	23		
Total	816		



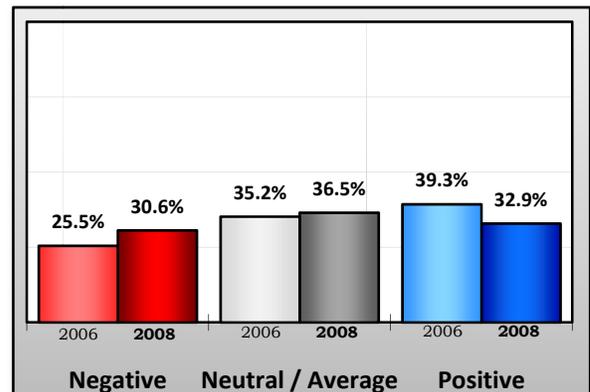
**1j. Street cleaning.**

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Excellent	48	6.2%	4.8%
Good	200	26.0%	22.7%
About average	348	45.2%	44.5%
Not so good	113	14.7%	16.0%
Poor	61	7.9%	11.9%
<b>Total Valid</b>	<b>770</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	24		
(No answer)	22		
Total Missing	46		
Total	816		



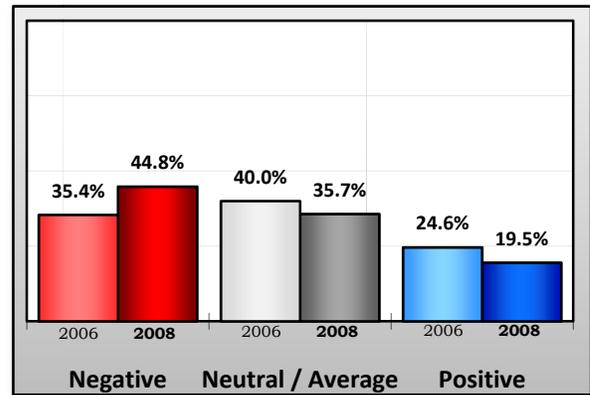
**1k. Snow removal on major streets (not including residential streets).**

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Excellent	51	6.4%	6.6%
Good	210	26.5%	32.7%
About average	289	36.5%	35.2%
Not so good	144	18.2%	15.0%
Poor	98	12.4%	10.5%
<b>Total Valid</b>	<b>792</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	13		
(No answer)	11		
Total Missing	24		
Total	816		



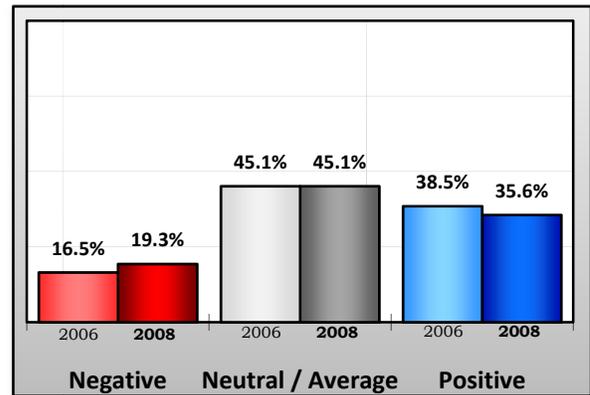
1l. Storm drainage.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Excellent	20	2.7%	2.9%
Good	127	16.8%	21.7%
About average	269	35.7%	40.0%
Not so good	217	28.8%	22.7%
Poor	121	16.0%	12.7%
<b>Total Valid</b>	<b>754</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	51		
(No answer)	11		
Total Missing	62		
Total	816		



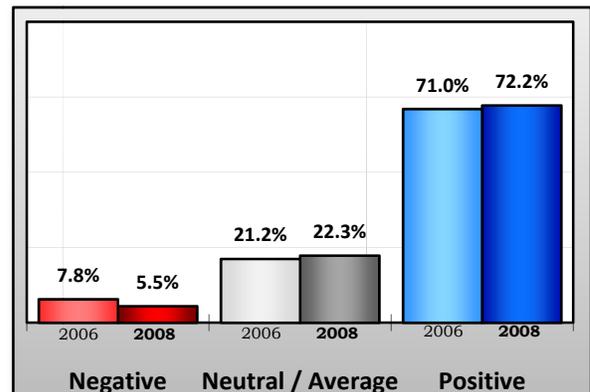
1m. Sewer services.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Excellent	42	6.0%	5.8%
Good	207	29.6%	32.7%
About average	316	45.1%	45.1%
Not so good	95	13.6%	11.3%
Poor	40	5.7%	5.2%
<b>Total Valid</b>	<b>700</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	101		
(No answer)	15		
Total Missing	116		
Total	816		



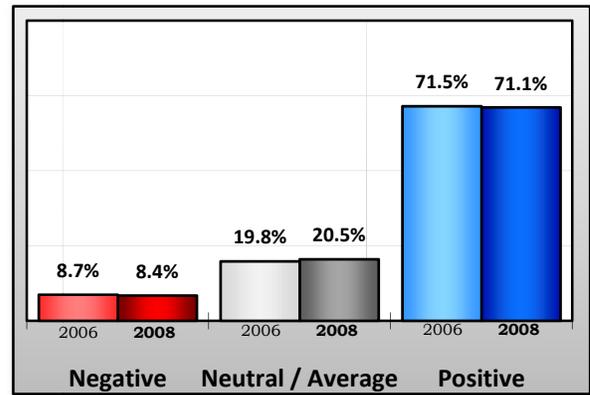
1n. Water quality.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Excellent	224	28.8%	26.4%
Good	337	43.4%	44.6%
About average	173	22.3%	21.2%
Not so good	33	4.2%	5.0%
Poor	10	1.3%	2.8%
<b>Total Valid</b>	<b>777</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	25		
(No answer)	14		
Total Missing	39		
Total	816		



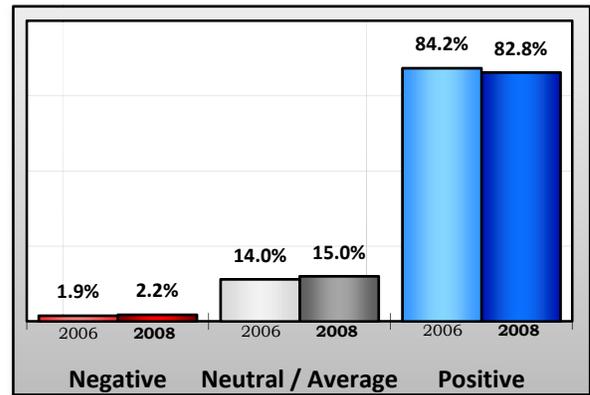
1o. Reliability of water flow.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Excellent	199	26.3%	24.0%
Good	339	44.8%	47.5%
About average	155	20.5%	19.8%
Not so good	47	6.2%	6.1%
Poor	17	2.2%	2.6%
<b>Total Valid</b>	<b>757</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	40		
(No answer)	19		
Total Missing	59		
Total	816		



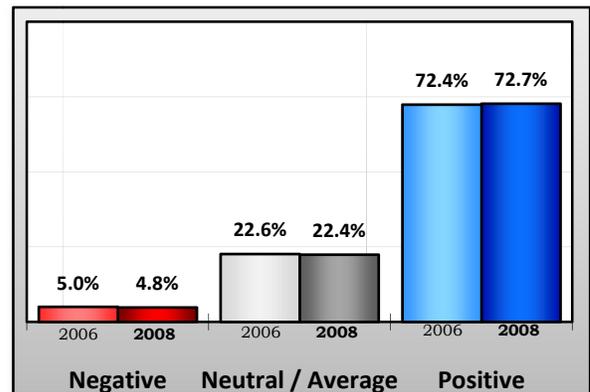
1p. Park appearance/maintenance.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Excellent	283	35.8%	37.4%
Good	372	47.0%	46.8%
About average	119	15.0%	14.0%
Not so good	14	1.8%	1.4%
Poor	3	.4%	.5%
<b>Total Valid</b>	<b>791</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	10		
(No answer)	15		
Total Missing	25		
Total	816		



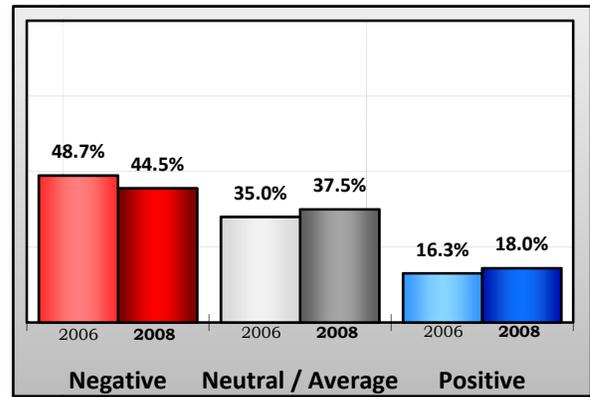
1q. Recreation programs.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Excellent	183	26.0%	25.9%
Good	329	46.7%	46.5%
About average	158	22.4%	22.6%
Not so good	26	3.7%	3.4%
Poor	8	1.1%	1.6%
<b>Total Valid</b>	<b>704</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	89		
(No answer)	23		
Total Missing	112		
Total	816		



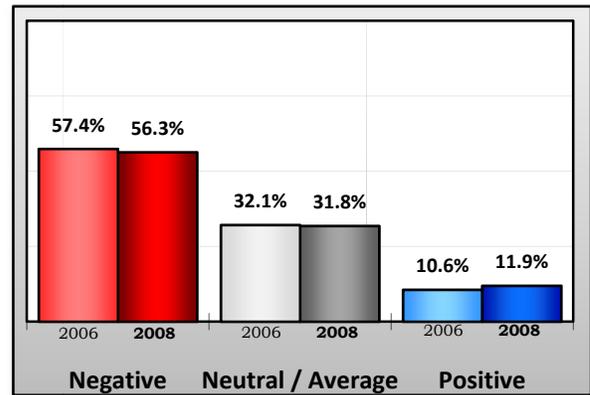
**1r. Land use, planning, zoning.**

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Excellent	12	1.8%	1.4%
Good	107	16.2%	14.9%
About average	247	37.5%	35.0%
Not so good	168	25.5%	26.6%
Poor	125	19.0%	22.1%
<b>Total Valid</b>	<b>659</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	131		
(No answer)	26		
Total Missing	157		
Total	816		



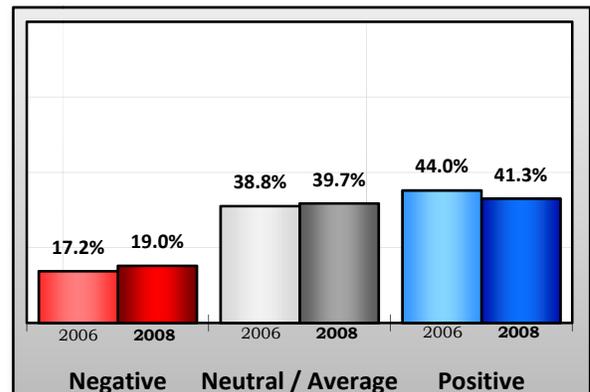
**1s. Code enforcement (weeds, substandard buildings, junk, etc.).**

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Excellent	14	1.9%	1.6%
Good	74	10.0%	9.0%
About average	235	31.8%	32.1%
Not so good	213	28.9%	27.7%
Poor	202	27.4%	29.7%
<b>Total Valid</b>	<b>738</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	62		
(No answer)	16		
Total Missing	78		
Total	816		



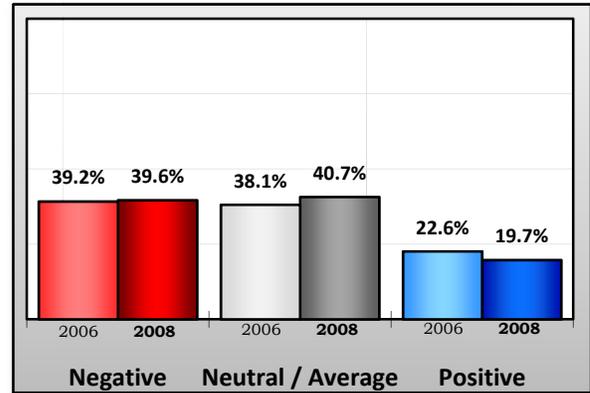
**1t. Animal control.**

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Excellent	67	9.2%	8.0%
Good	233	32.1%	36.0%
About average	288	39.7%	38.8%
Not so good	75	10.3%	9.7%
Poor	63	8.7%	7.5%
<b>Total Valid</b>	<b>726</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	62		
(No answer)	28		
Total Missing	90		
Total	816		



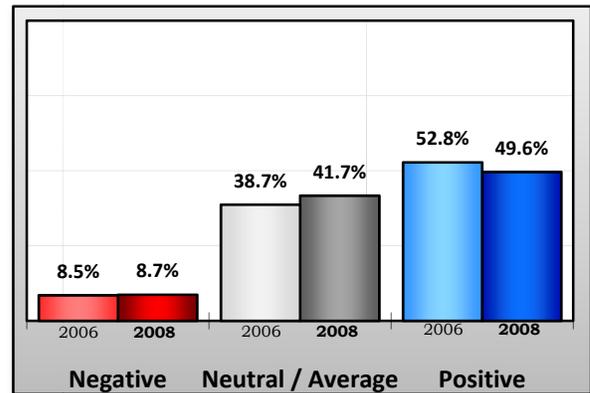
**1u. Building permit services.**

	<b>2008 Frequency</b>	<b>2008 Valid Percent</b>	2006 Valid Percent
Excellent	18	<b>4.0%</b>	3.3%
Good	70	<b>15.7%</b>	19.3%
About average	181	<b>40.7%</b>	38.1%
Not so good	92	<b>20.7%</b>	20.4%
Poor	84	<b>18.9%</b>	18.8%
<b>Total Valid</b>	<b>445</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	341		
(No answer)	30		
Total Missing	371		
Total	816		



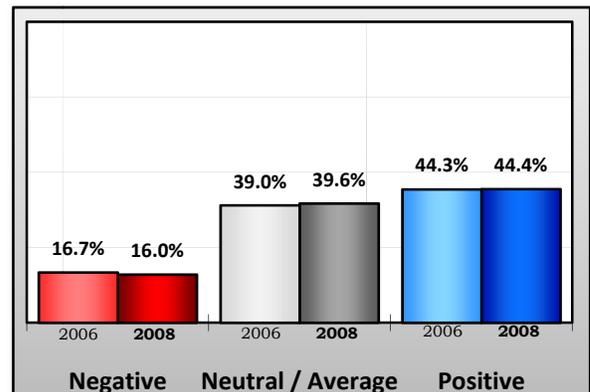
**1v. Access for disabled persons to city facilities, parks, etc.**

	<b>2008 Frequency</b>	<b>2008 Valid Percent</b>	2006 Valid Percent
Excellent	64	<b>9.8%</b>	10.2%
Good	260	<b>39.8%</b>	42.6%
About average	272	<b>41.7%</b>	38.7%
Not so good	34	<b>5.2%</b>	5.7%
Poor	23	<b>3.5%</b>	2.8%
<b>Total Valid</b>	<b>653</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	149		
(No answer)	14		
Total Missing	163		
Total	816		



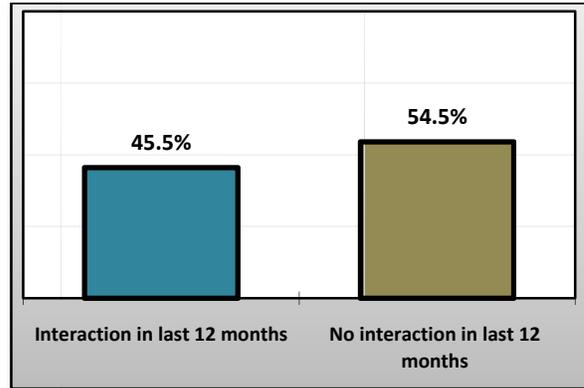
**1w. Access for disabled persons on public streets, sidewalks, crosswalks, etc.**

	<b>2008 Frequency</b>	<b>2008 Valid Percent</b>	2006 Valid Percent
Excellent	53	<b>7.7%</b>	8.9%
Good	253	<b>36.7%</b>	35.4%
About average	273	<b>39.6%</b>	39.0%
Not so good	69	<b>10.0%</b>	11.3%
Poor	41	<b>6.0%</b>	5.4%
<b>Total Valid</b>	<b>689</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	114		
(No answer)	13		
Total Missing	127		
Total	816		

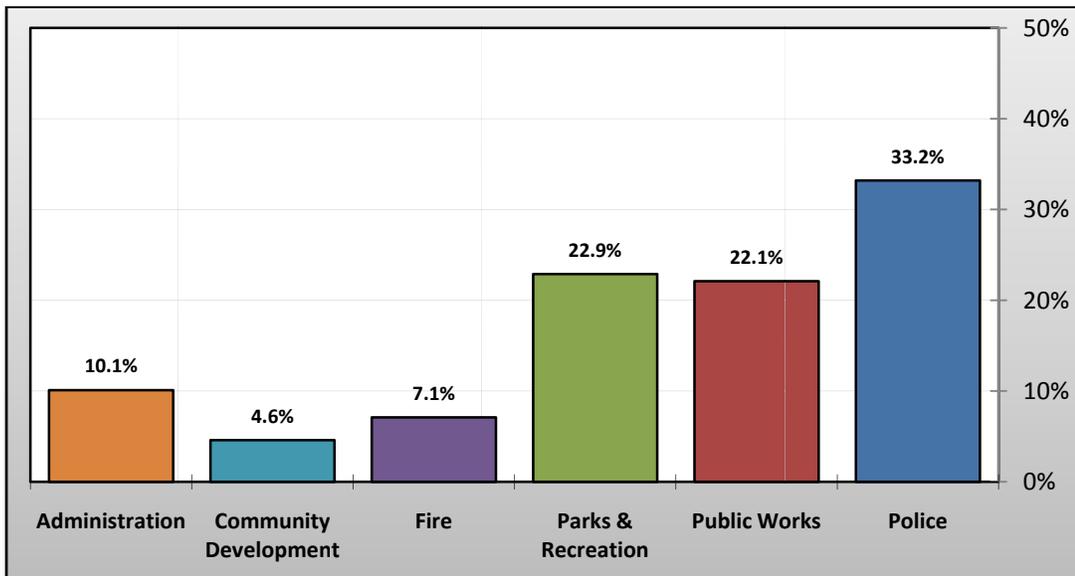


2. If you have interacted with a City of Laramie department in the past 12 months, please identify the department of your MOST RECENT interaction:

	Frequency	Valid Percent
Interaction in last 12 months	367	54.5%
No interaction in last 12 months → (Skip to question 3.)	306	45.5%
<b>Total Valid</b>	<b>673</b>	<b>100.0%</b>
(No answer)	143	
Total	816	



	Frequency	Valid Percent
Police	122	33.2%
Public Works	81	22.1%
Parks & Recreation	84	22.9%
Fire	26	7.1%
Community Development	17	4.6%
Administration	37	10.1%
<b>Total Valid</b>	<b>367</b>	<b>100.0%</b>
System Missing	143	
Total Missing	449	
Total	816	



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
Excellent	39.8%	44.2%	51.2%	43.0%
Good	37.3%	30.0%	28.1%	29.8%
About average	11.0%	10.0%	9.1%	11.6%
Not so good	5.9%	5.8%	4.1%	7.4%
Poor	5.9%	10.0%	7.4%	8.3%
<b>Total Valid (Count)</b>	<b>(118) 100.0%</b>	<b>(120) 100.0%</b>	<b>(121) 100.0%</b>	<b>(121) 100.0%</b>
Don't know / Not sure	2	0	0	0
(No answer)	2	2	1	1
System Missing	694	694	694	694
Total Missing	698	696	695	695
Total	816	816	816	816

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

Fire Department	Knowledge	Responsiveness	Courtesy	Overall Impression
Excellent	61.5%	76.9%	80.8%	73.1%
Good	30.8%	15.4%	11.5%	19.2%
About average	7.7%	7.7%	3.8%	3.8%
Not so good	.0%	.0%	3.8%	.0%
Poor	.0%	.0%	.0%	3.8%
<b>Total Valid (Count)</b>	<b>(26) 100.0%</b>	<b>(26) 100.0%</b>	<b>(26) 100.0%</b>	<b>(26) 100.0%</b>
Don't know / Not sure	0	0	0	0
(No answer)	0	0	0	0
System Missing	790	790	790	790
Total Missing	790	790	790	790
Total	816	816	816	816

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

<b>Public Works</b>	<b>Knowledge</b>	<b>Responsiveness</b>	<b>Courtesy</b>	<b>Overall Impression</b>
Excellent	21.8%	25.3%	28.8%	24.1%
Good	47.4%	36.7%	43.8%	38.0%
About average	15.4%	20.3%	16.3%	20.3%
Not so good	14.1%	10.1%	8.8%	11.4%
Poor	1.3%	7.6%	2.5%	6.3%
<b>Total Valid (Count)</b>	<b>(78) 100.0%</b>	<b>(79) 100.0%</b>	<b>(80) 100.0%</b>	<b>(79) 100.0%</b>
Don't know / Not sure	3	1	0	0
(No answer)	0	1	1	2
System Missing	735	735	735	735
Total Missing	738	737	736	737
Total	816	816	816	816

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

<b>Community Development</b>	<b>Knowledge</b>	<b>Responsiveness</b>	<b>Courtesy</b>	<b>Overall Impression</b>
Excellent	29.4%	12.5%	29.4%	11.8%
Good	11.8%	25.0%	35.3%	35.3%
About average	29.4%	6.3%	11.8%	17.6%
Not so good	11.8%	37.5%	11.8%	17.6%
Poor	17.6%	18.8%	11.8%	17.6%
<b>Total Valid (Count)</b>	<b>(17) 100.0%</b>	<b>(16) 100.0%</b>	<b>(17) 100.0%</b>	<b>(17) 100.0%</b>
Don't know / Not sure	0	1	0	0
(No answer)	0	0	0	0
System Missing	799	799	799	799
Total Missing	799	800	799	799
Total	816	816	816	816

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

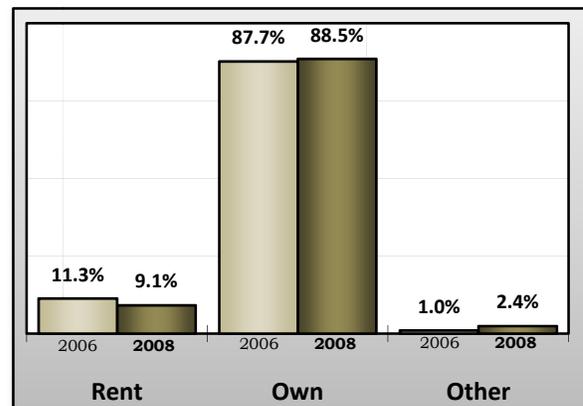
<b>Parks &amp; Recreation</b>	<b>Knowledge</b>	<b>Responsiveness</b>	<b>Courtesy</b>	<b>Overall Impression</b>
Excellent	28.6%	33.7%	41.7%	34.5%
Good	34.5%	34.9%	28.6%	32.1%
About average	26.2%	15.7%	17.9%	16.7%
Not so good	9.5%	8.4%	6.0%	9.5%
Poor	1.2%	7.2%	6.0%	7.1%
<b>Total Valid (Count)</b>	<b>(84) 100.0%</b>	<b>(83) 100.0%</b>	<b>(84) 100.0%</b>	<b>(84) 100.0%</b>
Don't know / Not sure	0	0	0	0
(No answer)	0	1	0	0
System Missing	732	731	732	732
Total Missing	732	732	732	732
Total	816	816	816	816

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

<b>Administration</b>	<b>Knowledge</b>	<b>Responsiveness</b>	<b>Courtesy</b>	<b>Overall Impression</b>
Excellent	25.7%	27.8%	33.3%	21.6%
Good	42.9%	41.7%	44.4%	45.9%
About average	8.6%	13.9%	5.6%	8.1%
Not so good	14.3%	2.8%	11.1%	10.8%
Poor	8.6%	13.9%	5.6%	13.5%
<b>Total Valid (Count)</b>	<b>(35) 100.0%</b>	<b>(36) 100.0%</b>	<b>(36) 100.0%</b>	<b>(37) 100.0%</b>
Don't know / Not sure	1	0	0	0
(No answer)	1	1	1	0
System Missing	777	778	778	779
Total Missing	779	779	779	779
Total	816	816	816	816

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

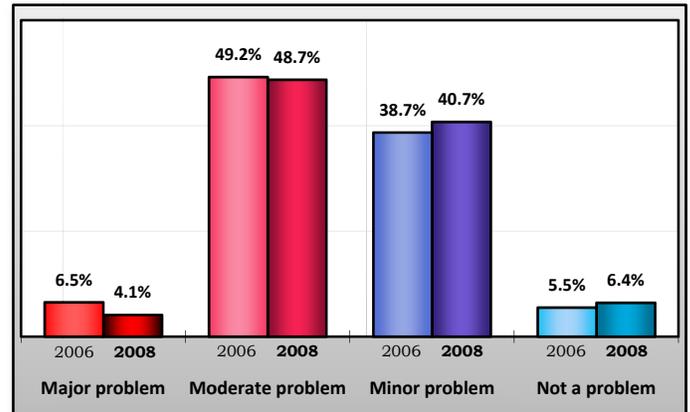
	<b>2008 Frequency</b>	<b>2008 Valid Percent</b>	<b>2006 Valid Percent</b>
Rent	64	9.1%	11.3%
Own	624	88.5%	87.7%
Other	17	2.4%	1.0%
<b>Total Valid</b>	<b>705</b>	<b>100.0%</b>	<b>100.0%</b>
(No answer)	111		
Total Missing	111		
Total	816		



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

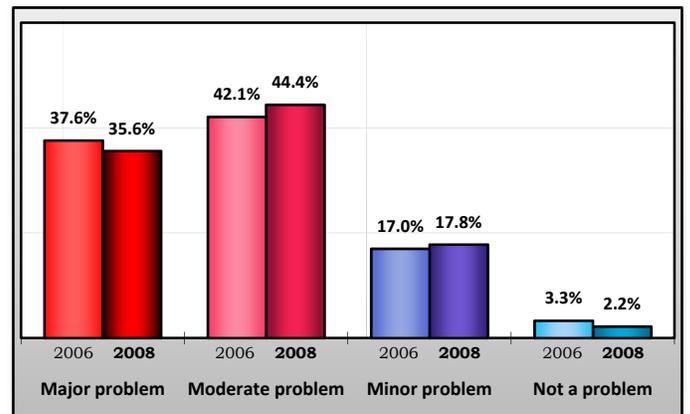
4a. Crime.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Not a problem	48	6.4%	5.5%
Minor problem	305	40.7%	38.7%
Moderate problem	365	48.7%	49.2%
Major problem	31	4.1%	6.5%
<b>Total Valid</b>	<b>749</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	51		
(No answer)	16		
Total Missing	67		
Total	816		



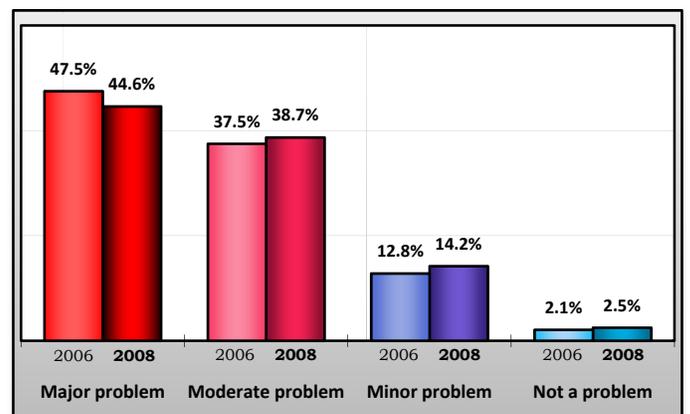
4b. Illegal drug use.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Not a problem	15	2.2%	3.3%
Minor problem	122	17.8%	17.0%
Moderate problem	304	44.4%	42.1%
Major problem	244	35.6%	37.6%
<b>Total Valid</b>	<b>685</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	107		
(No answer)	24		
Total Missing	131		
Total	816		



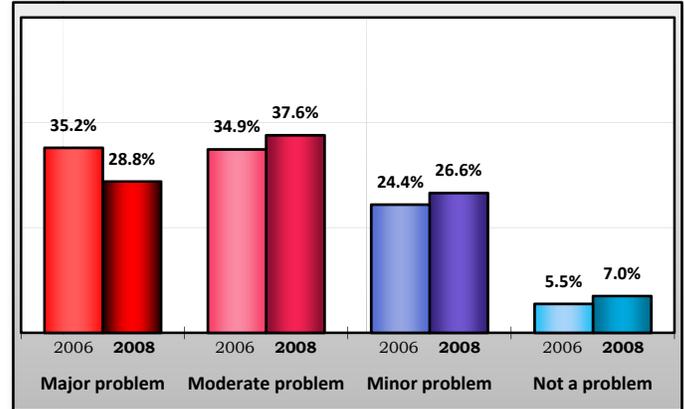
4c. Alcohol-related offenses.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Not a problem	18	2.5%	2.1%
Minor problem	101	14.2%	12.8%
Moderate problem	275	38.7%	37.5%
Major problem	317	44.6%	47.5%
<b>Total Valid</b>	<b>711</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	64		
(No answer)	41		
Total Missing	105		
Total	816		



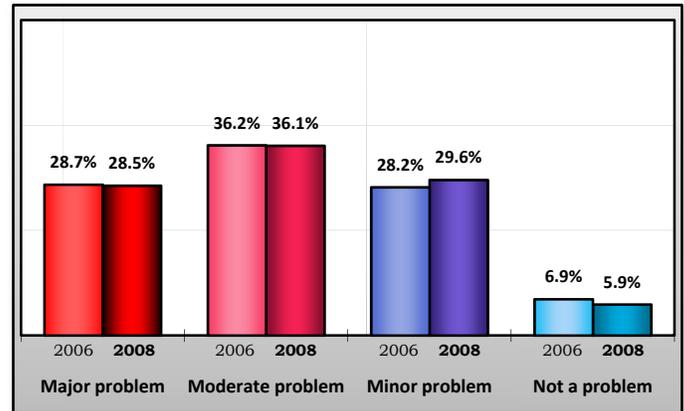
4d. Loud vehicles.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Not a problem	53	7.0%	5.5%
Minor problem	201	26.6%	24.4%
Moderate problem	284	37.6%	34.9%
Major problem	218	28.8%	35.2%
<b>Total Valid</b>	<b>756</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	29		
(No answer)	31		
Total Missing	60		
Total	816		



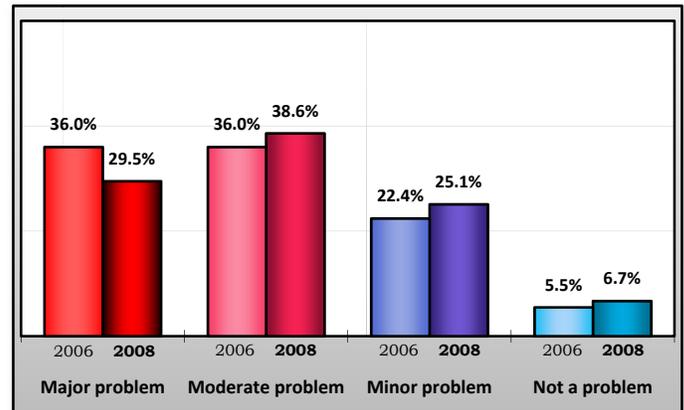
4e. Nuisances (rundown buildings, weeds, junk vehicles).

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Not a problem	45	5.9%	6.9%
Minor problem	227	29.6%	28.2%
Moderate problem	277	36.1%	36.2%
Major problem	219	28.5%	28.7%
<b>Total Valid</b>	<b>768</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	29		
(No answer)	19		
Total Missing	48		
Total	816		



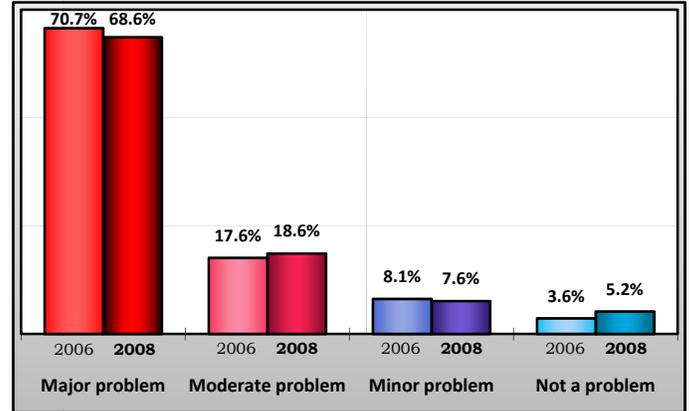
4f. Speeding and traffic violations.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Not a problem	51	6.7%	5.5%
Minor problem	190	25.1%	22.4%
Moderate problem	292	38.6%	36.0%
Major problem	223	29.5%	36.0%
<b>Total Valid</b>	<b>756</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	34		
(No answer)	26		
Total Missing	60		
Total	816		



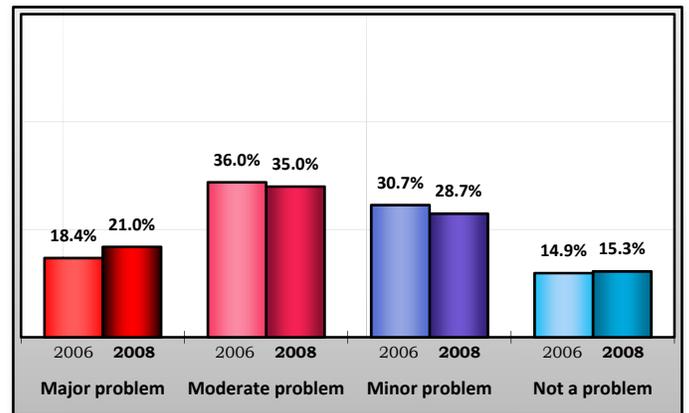
4g. Parking availability around UW campus.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Not a problem	38	5.2%	3.6%
Minor problem	56	7.6%	8.1%
Moderate problem	137	18.6%	17.6%
Major problem	504	68.6%	70.7%
<b>Total Valid</b>	<b>735</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	62		
(No answer)	19		
Total Missing	81		
Total	816		



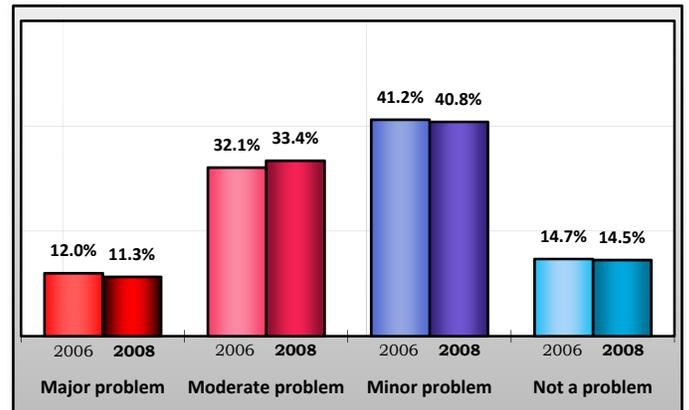
4h. Parking availability downtown.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Not a problem	119	15.3%	14.9%
Minor problem	224	28.7%	30.7%
Moderate problem	273	35.0%	36.0%
Major problem	164	21.0%	18.4%
<b>Total Valid</b>	<b>780</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	18		
(No answer)	18		
Total Missing	36		
Total	816		



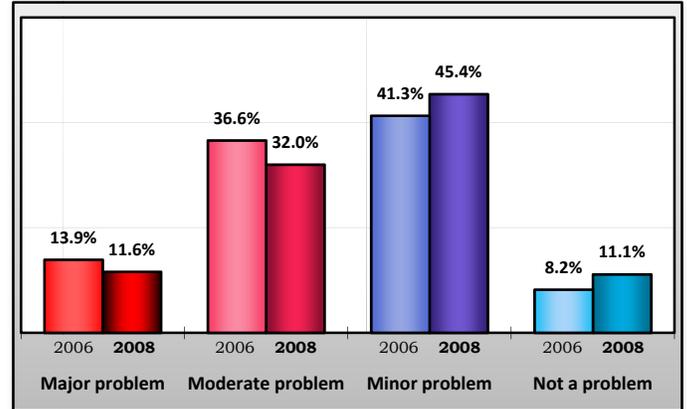
4i. Unsupervised youth.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Not a problem	91	14.5%	14.7%
Minor problem	256	40.8%	41.2%
Moderate problem	210	33.4%	32.1%
Major problem	71	11.3%	12.0%
<b>Total Valid</b>	<b>628</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	168		
(No answer)	20		
Total Missing	188		
Total	816		



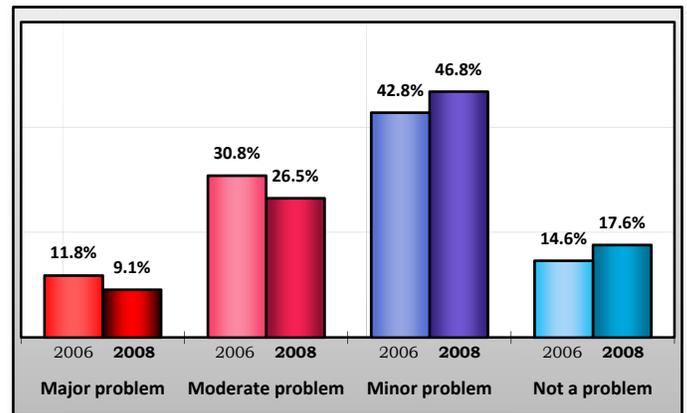
4j. Litter and debris.

◆	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Not a problem	85	11.1%	8.2%
Minor problem	349	45.4%	41.3%
Moderate problem	246	32.0%	36.6%
Major problem	89	11.6%	13.9%
<b>Total Valid</b>	<b>769</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	30		
(No answer)	17		
Total Missing	47		
Total	816		



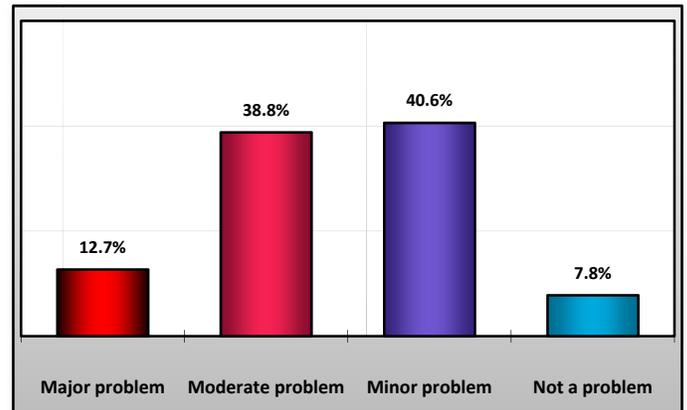
4k. Public disturbances (loud music, parties, etc.).

◆	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Not a problem	128	17.6%	14.6%
Minor problem	340	46.8%	42.8%
Moderate problem	193	26.5%	30.8%
Major problem	66	9.1%	11.8%
<b>Total Valid</b>	<b>727</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	70		
(No answer)	19		
Total Missing	89		
Total	816		



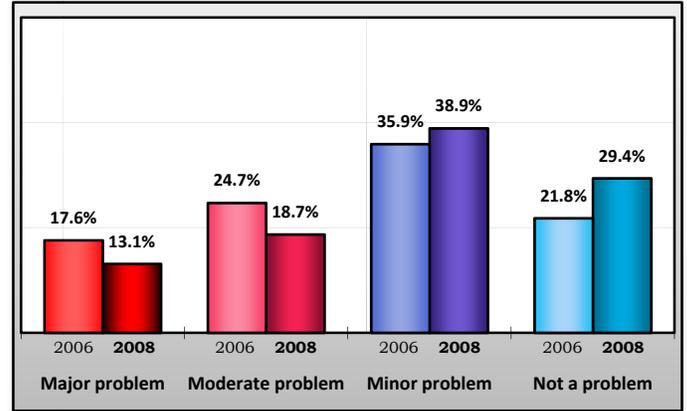
4l. Vandalism (graffiti, broken windows, etc.)

	Frequency	2008 Valid Percent
Not a problem	59	7.8%
Minor problem	306	40.6%
Moderate problem	292	38.8%
Major problem	96	12.7%
<b>Total Valid</b>	<b>753</b>	<b>100.0%</b>
Don't know / Not sure	46	
(No answer)	17	
Total Missing	63	
Total	816	



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

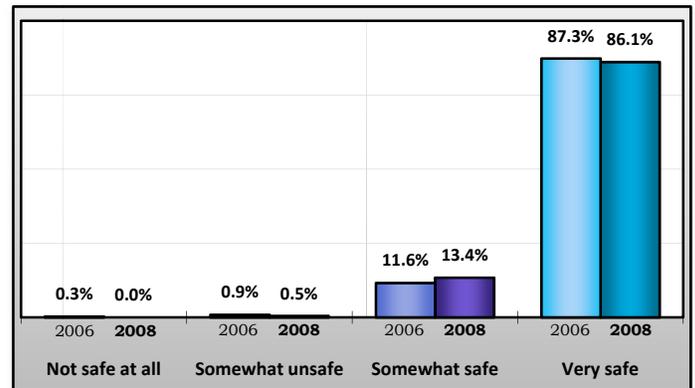
◆	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Not a problem	148	29.4%	21.8%
Minor problem	196	38.9%	35.9%
Moderate problem	94	18.7%	24.7%
Major problem	66	13.1%	17.6%
<b>Total Valid</b>	<b>504</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	299		
(No answer)	13		
Total Missing	312		
Total	816		



5. How safe do you feel...

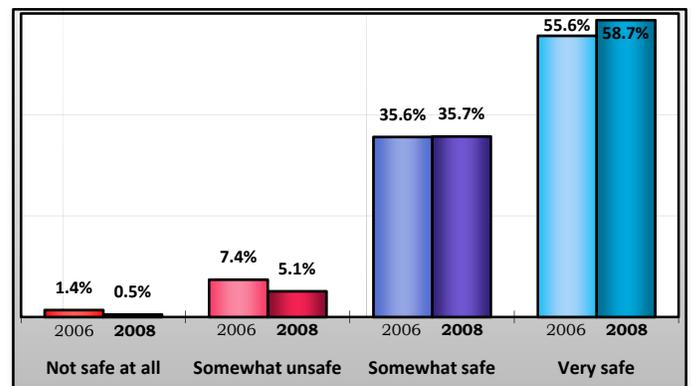
5a. In your neighborhood during the day.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Very safe	687	86.1%	87.3%
Somewhat safe	107	13.4%	11.6%
Somewhat unsafe	4	.5%	.9%
Not safe at all	0	.0%	.3%
<b>Total Valid</b>	<b>798</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	9		
(No answer)	9		
Total Missing	18		
Total	816		



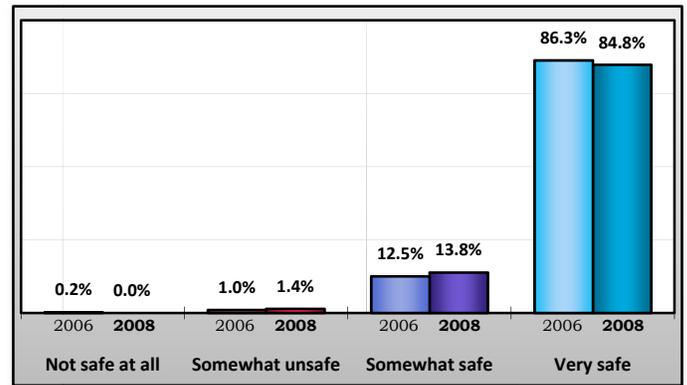
5b. In your neighborhood after dark.

◆	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Very safe	465	58.7%	55.6%
Somewhat safe	283	35.7%	35.6%
Somewhat unsafe	40	5.1%	7.4%
Not safe at all	4	.5%	1.4%
<b>Total Valid</b>	<b>792</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	10		
(No answer)	14		
Total Missing	24		
Total	816		



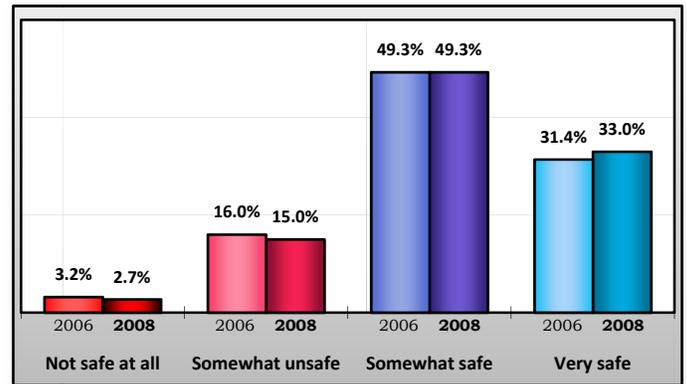
5c. In the downtown area during the day.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Very safe	663	84.8%	86.3%
Somewhat safe	108	13.8%	12.5%
Somewhat unsafe	11	1.4%	1.0%
Not safe at all	0	.0%	.2%
<b>Total Valid</b>	<b>782</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	14		
(No answer)	20		
Total Missing	34		
Total	816		



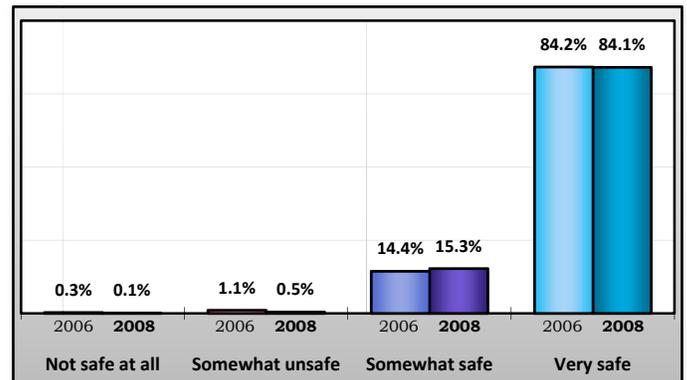
5d. In the downtown area after dark.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Very safe	242	33.0%	31.4%
Somewhat safe	362	49.3%	49.3%
Somewhat unsafe	110	15.0%	16.0%
Not safe at all	20	2.7%	3.2%
<b>Total Valid</b>	<b>734</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	68		
(No answer)	14		
Total Missing	82		
Total	816		



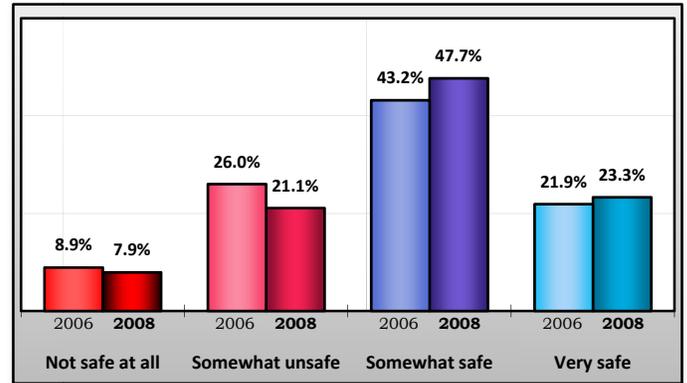
5e. In Laramie parks during the day.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Very safe	656	84.1%	84.2%
Somewhat safe	119	15.3%	14.4%
Somewhat unsafe	4	.5%	1.1%
Not safe at all	1	.1%	.3%
<b>Total Valid</b>	<b>780</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	23		
(No answer)	13		
Total Missing	36		
Total	816		



5f. In Laramie parks after dark.

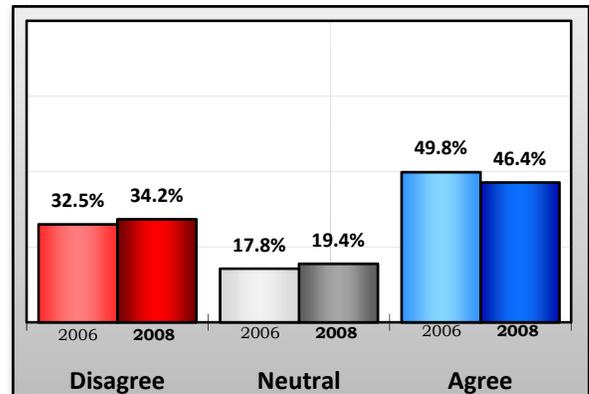
	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Very safe	150	23.3%	21.9%
Somewhat safe	307	47.7%	43.2%
Somewhat unsafe	136	21.1%	26.0%
Not safe at all	51	7.9%	8.9%
<b>Total Valid</b>	<b>644</b>	<b>100.0%</b>	<b>100.0%</b>
Don't know / Not sure	157		
(No answer)	15		
Total Missing	172		
Total	816		



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

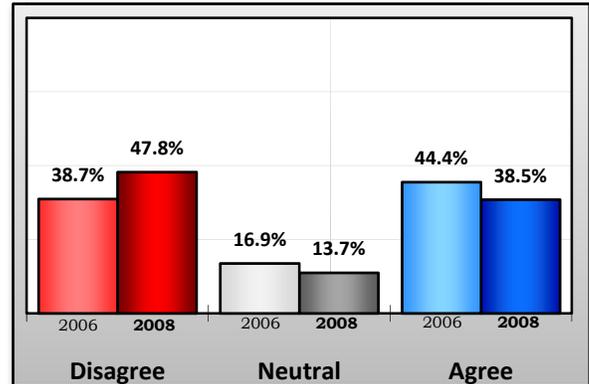
6a. "The City of Laramie government welcomes citizen involvement and encourages citizen participation."

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Strongly agree	84	11.8%	14.1%
Somewhat agree	247	34.6%	35.7%
Neither agree nor disagree	138	19.4%	17.8%
Somewhat disagree	156	21.9%	19.7%
Strongly disagree	88	12.3%	12.8%
<b>Total Valid</b>	<b>713</b>	<b>100.0%</b>	<b>100.0%</b>
Not applicable	10		
Don't know / Not sure	77		
(No answer)	16		
Total Missing	103		
Total	816		



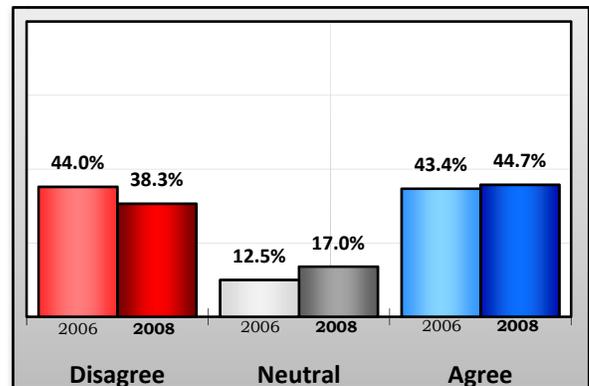
**6b. "I have a good understanding of how my taxes are spent on City services, operations and capital projects."**

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Strongly agree	43	5.9%	8.3%
Somewhat agree	236	32.6%	36.1%
Neither agree nor disagree	99	13.7%	16.9%
Somewhat disagree	184	25.4%	23.6%
Strongly disagree	162	22.4%	15.1%
<b>Total Valid</b>	<b>724</b>	<b>100.0%</b>	<b>100.0%</b>
Not applicable	18		
Don't know / Not sure	62		
(No answer)	12		
Total Missing	92		
Total	816		



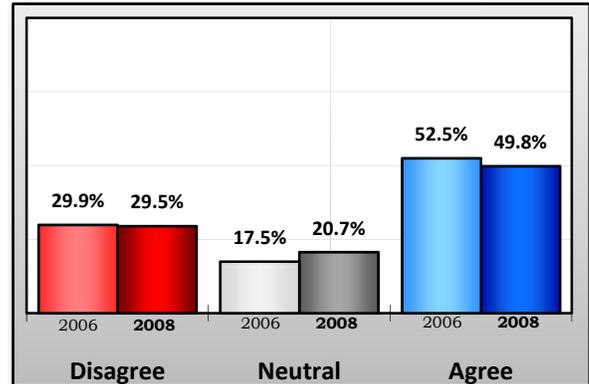
**6c. "The fee I pay for City water is reasonably priced for the service I receive."**

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Strongly agree	97	14.1%	14.5%
Somewhat agree	211	30.6%	28.9%
Neither agree nor disagree	117	17.0%	12.5%
Somewhat disagree	157	22.8%	22.9%
Strongly disagree	107	15.5%	21.1%
<b>Total Valid</b>	<b>689</b>	<b>100.0%</b>	<b>100.0%</b>
Not applicable	84		
Don't know / Not sure	28		
(No answer)	15		
Total Missing	127		
Total	816		



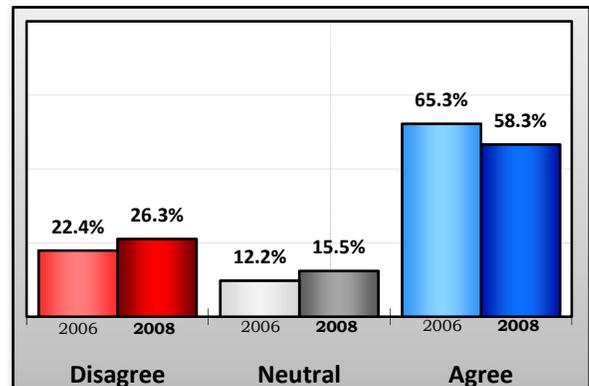
6d. "The fee I pay the City for sewage collection and treatment is reasonably priced for the service I receive."

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Strongly agree	95	14.1%	18.4%
Somewhat agree	240	35.7%	34.1%
Neither agree nor disagree	139	20.7%	17.5%
Somewhat disagree	120	17.9%	17.2%
Strongly disagree	78	11.6%	12.7%
<b>Total Valid</b>	<b>672</b>	<b>100.0%</b>	<b>100.0%</b>
Not applicable	95		
Don't know / Not sure	33		
(No answer)	16		
Total Missing	144		
Total	816		



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

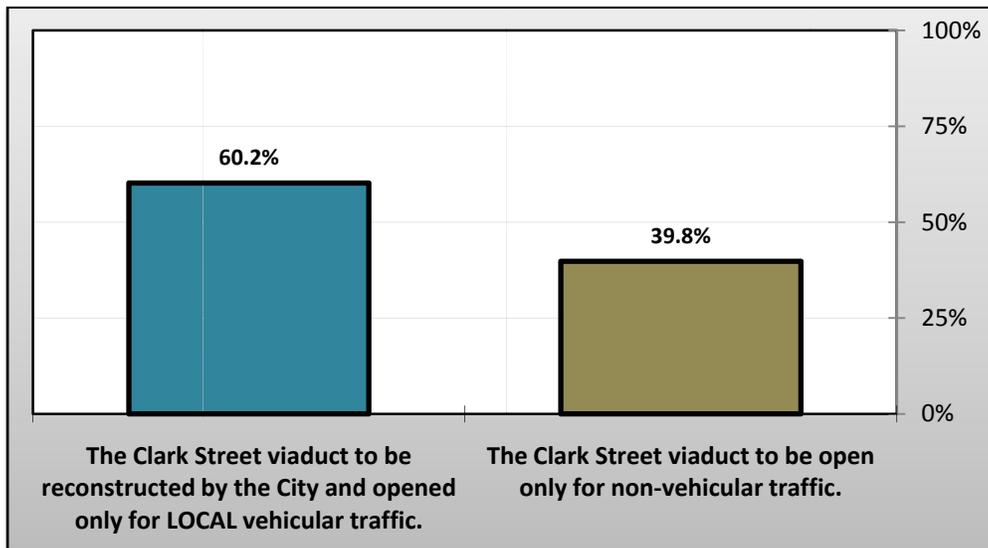
	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Strongly agree	140	20.4%	27.3%
Somewhat agree	260	37.9%	38.0%
Neither agree nor disagree	106	15.5%	12.2%
Somewhat disagree	111	16.2%	12.0%
Strongly disagree	69	10.1%	10.4%
<b>Total Valid</b>	<b>686</b>	<b>100.0%</b>	<b>100.0%</b>
Not applicable	88		
Don't know / Not sure	26		
(No answer)	16		
Total Missing	130		
Total	816		



The 2007 Clark Street viaduct study concluded that the Clark Street viaduct has reached the end of its usable life. When the Wyoming Department of Transportation constructs a viaduct at Harney Street, the ownership and maintenance of the Clark Street viaduct may be transferred to the City of Laramie.

**7. If the City assumes ownership, which of the following options do you prefer?**

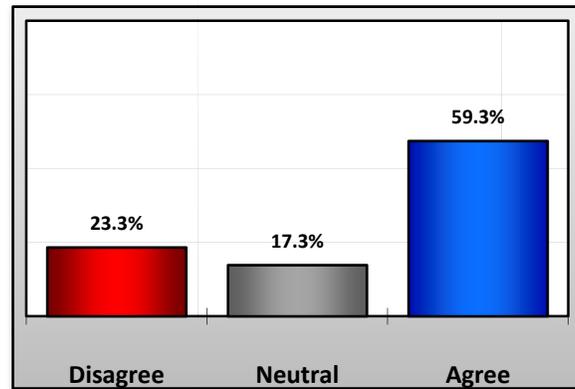
	Frequency	Valid Percent
The Clark Street viaduct to be reconstructed by the City and opened only for LOCAL vehicular traffic.	320	60.2%
The Clark Street viaduct to be open only for non-vehicular traffic (e.g., pedestrians, bicycles)	212	39.8%
<b>Total Valid</b>	<b>532</b>	<b>100.0%</b>
Don't know / Not sure	225	
(No answer)	59	
Total Missing	284	
Total	816	



8. Regarding a public bus system..

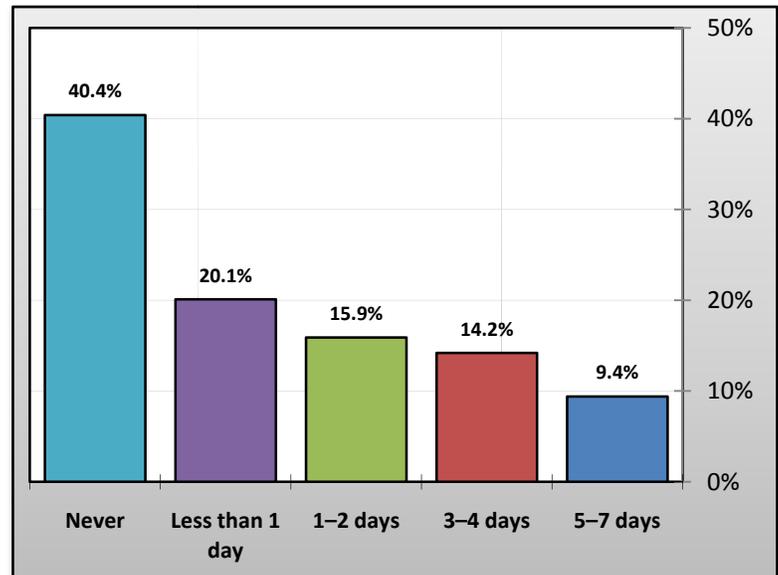
8a. How much do you agree or disagree that establishing a public bus system in Laramie is a high priority?

	Frequency	Valid Percent
Strongly agree	197	25.7%
Somewhat agree	258	33.6%
Neither agree nor disagree	133	17.3%
Somewhat disagree	96	12.5%
Strongly disagree	83	10.8%
<b>Total Valid</b>	<b>767</b>	<b>100.0%</b>
Don't know / Not sure	39	
(No answer)	10	
Total Missing	49	
Total	816	



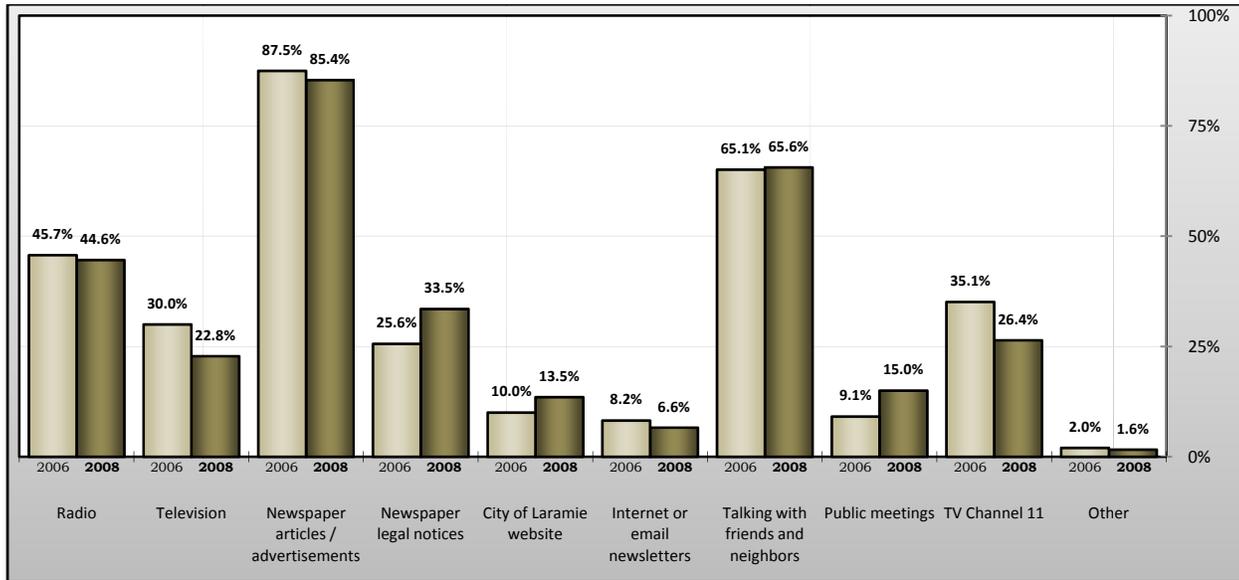
8b. On average, how many days per week would you use a public bus system rather than your personal vehicle?

	Frequency	Valid Percent
5 – 7 days	62	9.4%
3 – 4 days	94	14.2%
1 – 2 days	105	15.9%
Less than 1 day	133	20.1%
Never	267	40.4%
<b>Total Valid</b>	<b>661</b>	<b>100.0%</b>
Don't know / Not sure	143	
(No answer)	12	
Total Missing	155	
Total	816	



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

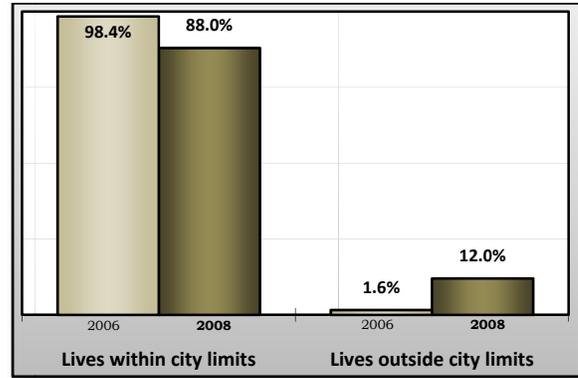
	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Radio	360	44.6%	45.7%
Television ♦	184	22.8%	30.0%
Newspaper articles/advertisements	690	85.4%	87.5%
Newspaper legal notices ♦	271	33.5%	25.6%
City of Laramie website ♦	109	13.5%	10.0%
Internet or email newsletters	53	6.6%	8.2%
Talking with friends and neighbors	530	65.6%	65.1%
Public meetings ♦	121	15.0%	9.1%
TV Channel 11 ♦	213	26.4%	35.1%
Other (Please specify.)	13	1.6%	2.0%
<b>Total Valid</b>	<b>808</b>		
(No answer)	8		
Total Missing	8		
Total	816		



➤ See Appendix B.1 for complete text listings of *Other* sources specified.

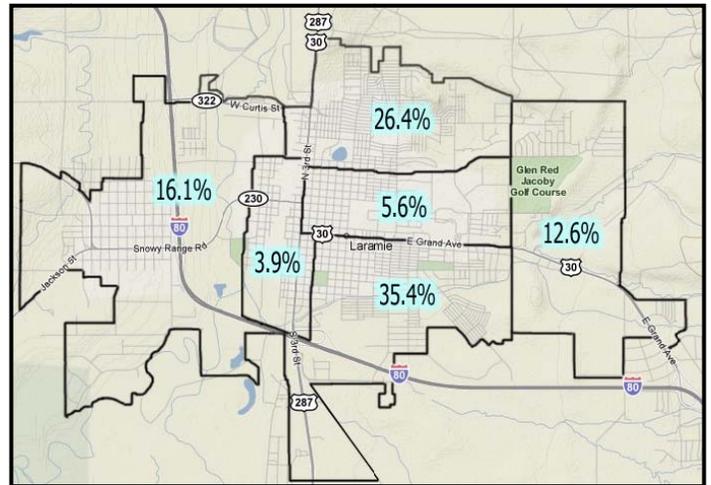
10. Do you live within the city limits of Laramie?

◆	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Yes	710	88.0%	98.4%
No → (Skip to question 12.)	97	12.0%	1.6%
<b>Total Valid</b>	<b>807</b>	<b>100.0%</b>	<b>100.0%</b>
(No answer)	9		
Total Missing	9		
Total	816		



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

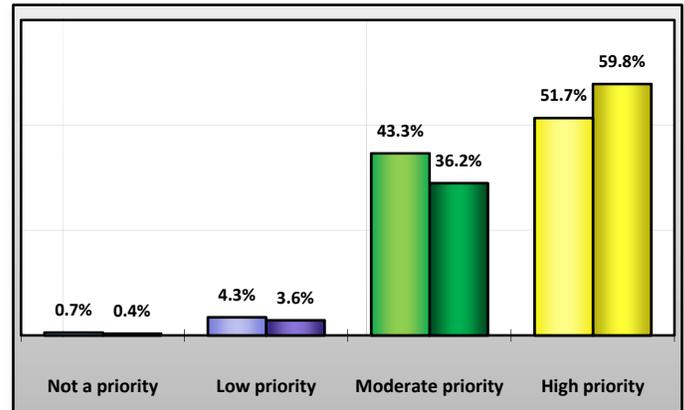
◆	2008 Frequency	2008 Valid Percent	2006 Valid Percent
West	112	16.1%	11.5%
North	184	26.4%	28.8%
East	88	12.6%	12.4%
South	247	35.4%	34.0%
Downtown/West Side	27	3.9%	5.9%
UW campus area	39	5.6%	7.4%
<b>Total Valid</b>	<b>697</b>	<b>100.0%</b>	<b>100.0%</b>
(No answer)	13		
System Missing	106		
Total Missing	119		
Total	816		



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

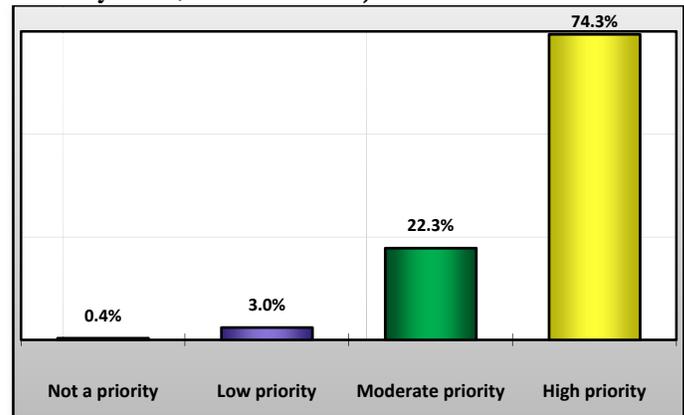
12a. Street maintenance.

◆	2008 Frequency	2008 Valid Percent	2006 Valid Percent
High priority	459	<b>59.8%</b>	51.7%
Moderate priority	278	<b>36.2%</b>	43.3%
Low priority	28	<b>3.6%</b>	4.3%
Not a priority	3	<b>.4%</b>	.7%
<b>Total Valid</b>	<b>768</b>	<b>100.0%</b>	<b>100.0%</b>
No opinion / Not sure	9		
(No answer)	39		
Total Missing	48		
Total	816		



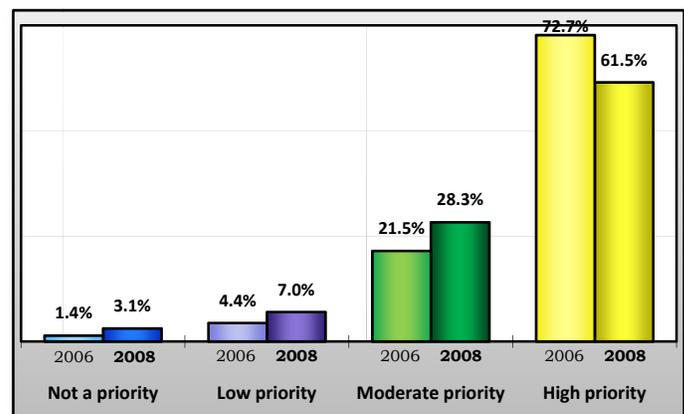
12b. Maintaining infrastructure (sewer and water distribution system, storm drains).

	Frequency	Valid Percent
High priority	567	<b>74.3%</b>
Moderate priority	170	<b>22.3%</b>
Low priority	23	<b>3.0%</b>
Not a priority	3	<b>.4%</b>
<b>Total Valid</b>	<b>763</b>	<b>100.0%</b>
No opinion / Not sure	17	
(No answer)	36	
Total Missing	53	
Total	816	



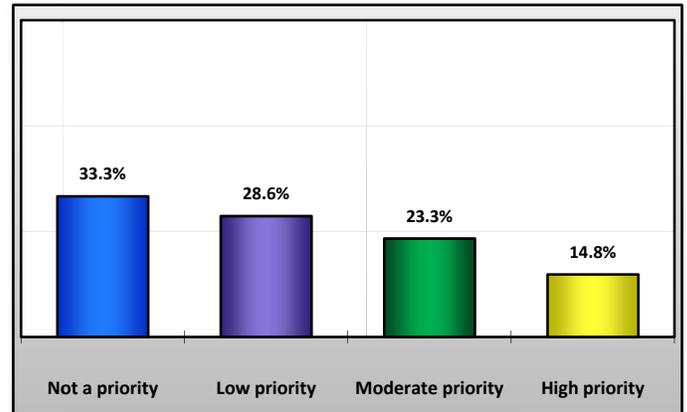
12c. Preservation of water resources (Casper Aquifer, Monolith Ranch, Water Rights).

◆	2008 Frequency	2008 Valid Percent	2006 Valid Percent
High priority	456	<b>61.5%</b>	72.7%
Moderate priority	210	<b>28.3%</b>	21.5%
Low priority	52	<b>7.0%</b>	4.4%
Not a priority	23	<b>3.1%</b>	1.4%
<b>Total Valid</b>	<b>741</b>	<b>100.0%</b>	<b>100.0%</b>
No opinion / Not sure	24		
(No answer)	51		
Total Missing	75		
Total	816		



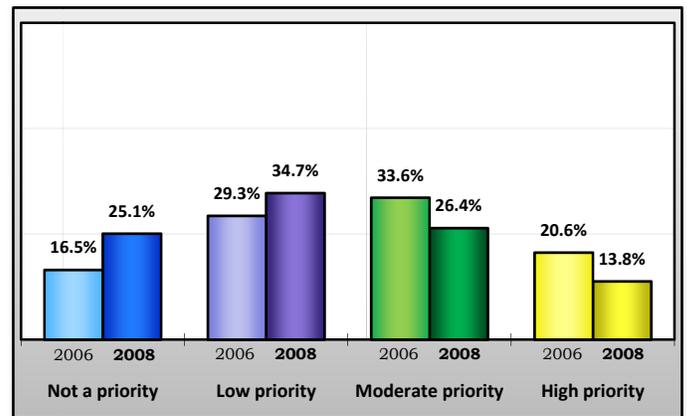
12d. Retain use of Clark Street viaduct at City's expense.

	Frequency	Valid Percent
High priority	105	14.8%
Moderate priority	166	23.3%
Low priority	203	28.6%
Not a priority	237	33.3%
<b>Total Valid</b>	<b>711</b>	<b>100.0%</b>
No opinion / Not sure	64	
(No answer)	41	
Total Missing	105	
Total	816	



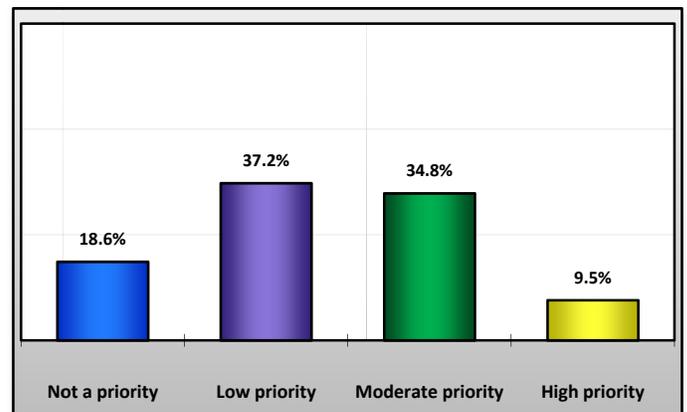
12e. Expanding the city's bike path and greenbelt systems.

◆	2008 Frequency	2008 Valid Percent	2006 Valid Percent
High priority	106	13.8%	20.6%
Moderate priority	202	26.4%	33.6%
Low priority	266	34.7%	29.3%
Not a priority	192	25.1%	16.5%
<b>Total Valid</b>	<b>766</b>	<b>100.0%</b>	<b>100.0%</b>
No opinion / Not sure	19		
(No answer)	31		
Total Missing	50		
Total	816		



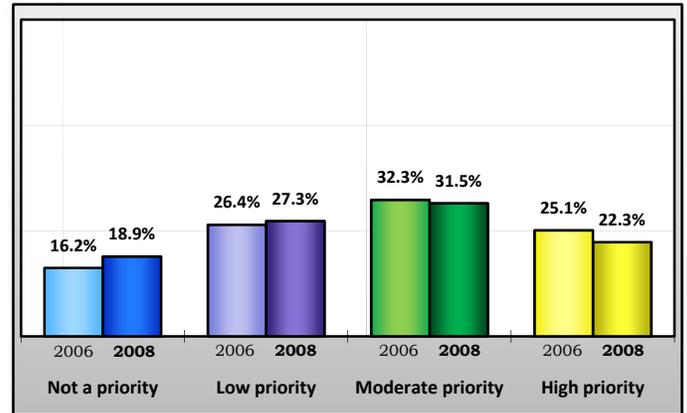
12f. Enhancing recreation facilities, programs offered, parks and open spaces.

	Frequency	Valid Percent
High priority	72	9.5%
Moderate priority	264	34.8%
Low priority	282	37.2%
Not a priority	141	18.6%
<b>Total Valid</b>	<b>759</b>	<b>100.0%</b>
No opinion / Not sure	21	
(No answer)	36	
Total Missing	57	
Total	816	



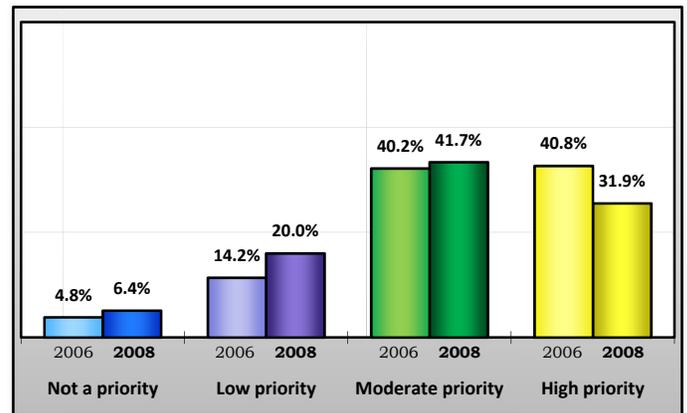
12g. Curbside recycling and/or composting.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
High priority	171	22.3%	25.1%
Moderate priority	242	31.5%	32.3%
Low priority	210	27.3%	26.4%
Not a priority	145	18.9%	16.2%
<b>Total Valid</b>	<b>768</b>	<b>100.0%</b>	<b>100.0%</b>
No opinion / Not sure	25		
(No answer)	23		
Total Missing	48		
Total	816		



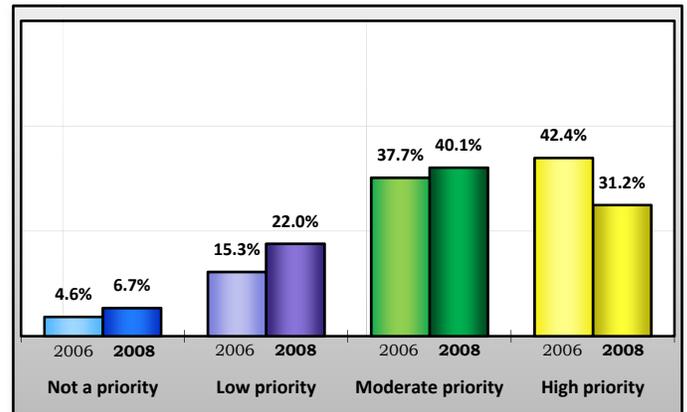
12h. Growth and development planning.

◆	2008 Frequency	2008 Valid Percent	2006 Valid Percent
High priority	239	31.9%	40.8%
Moderate priority	313	41.7%	40.2%
Low priority	150	20.0%	14.2%
Not a priority	48	6.4%	4.8%
<b>Total Valid</b>	<b>750</b>	<b>100.0%</b>	<b>100.0%</b>
No opinion / Not sure	34		
(No answer)	32		
Total Missing	66		
Total	816		



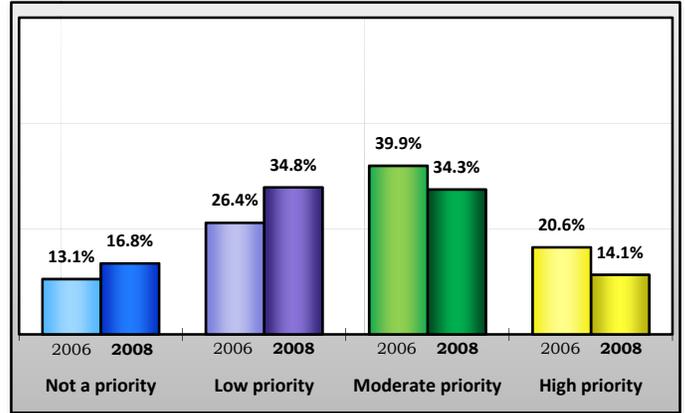
12i. Protecting Laramie's environment (management of greenways, open space, and waterways).

◆	2008 Frequency	2008 Valid Percent	2006 Valid Percent
High priority	242	31.2%	42.4%
Moderate priority	311	40.1%	37.7%
Low priority	171	22.0%	15.3%
Not a priority	52	6.7%	4.6%
<b>Total Valid</b>	<b>776</b>	<b>100.0%</b>	<b>100.0%</b>
No opinion / Not sure	13		
(No answer)	27		
Total Missing	40		
Total	816		



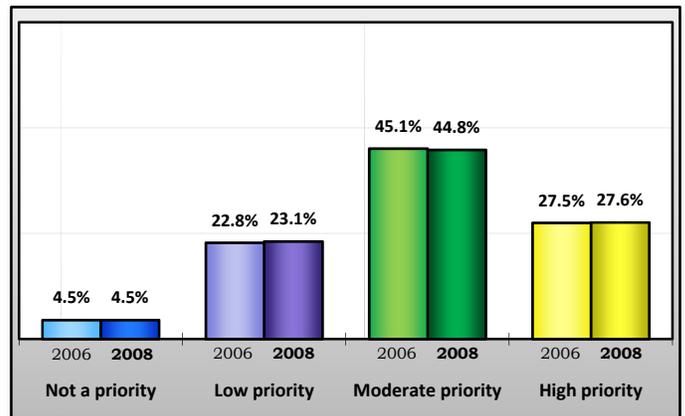
12j. Beautification (entryways, downtown, public areas).

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
High priority	109	14.1%	20.6%
Moderate priority	266	34.3%	39.9%
Low priority	270	34.8%	26.4%
Not a priority	130	16.8%	13.1%
<b>Total Valid</b>	<b>775</b>	<b>100.0%</b>	<b>100.0%</b>
No opinion / Not sure	15		
(No answer)	26		
Total Missing	41		
Total	816		



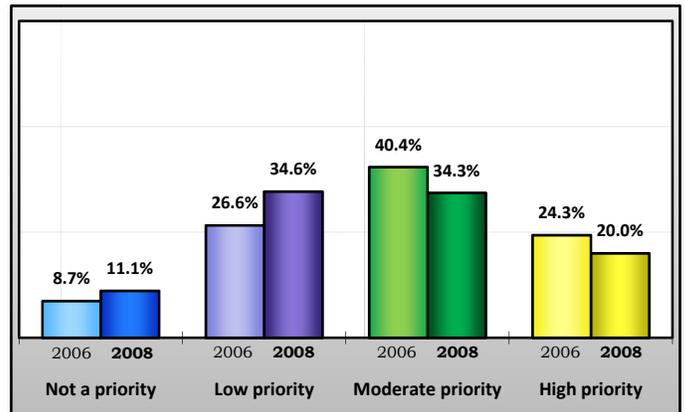
12k. Improving/upgrading sidewalks, curbs, gutter.

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
High priority	213	27.6%	27.5%
Moderate priority	346	44.8%	45.1%
Low priority	178	23.1%	22.8%
Not a priority	35	4.5%	4.5%
<b>Total Valid</b>	<b>772</b>	<b>100.0%</b>	<b>100.0%</b>
No opinion / Not sure	17		
(No answer)	27		
Total Missing	44		
Total	816		



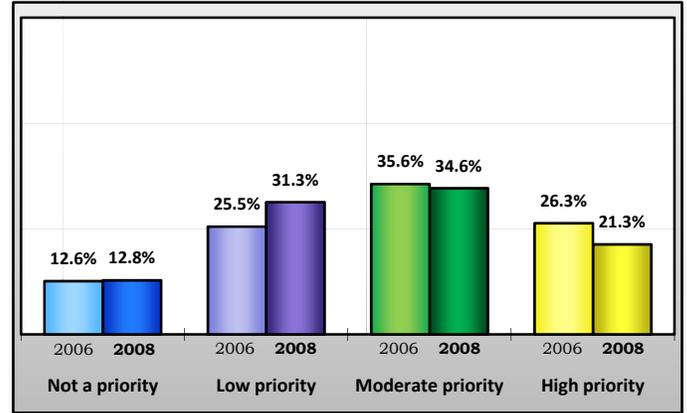
12l. Traffic calming (pedestrian safety).

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
High priority	153	20.0%	24.3%
Moderate priority	262	34.3%	40.4%
Low priority	264	34.6%	26.6%
Not a priority	85	11.1%	8.7%
<b>Total Valid</b>	<b>764</b>	<b>100.0%</b>	<b>100.0%</b>
No opinion / Not sure	24		
(No answer)	28		
Total Missing	52		
Total	816		



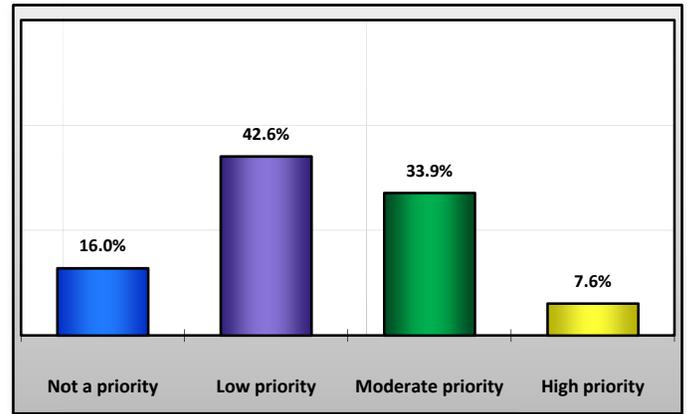
**12m. Paving streets that are currently unpaved.**

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
High priority	163	21.3%	26.3%
Moderate priority	264	34.6%	35.6%
Low priority	239	31.3%	25.5%
Not a priority	98	12.8%	12.6%
<b>Total Valid</b>	<b>764</b>	<b>100.0%</b>	<b>100.0%</b>
No opinion / Not sure	28		
(No answer)	24		
Total Missing	52		
Total	816		



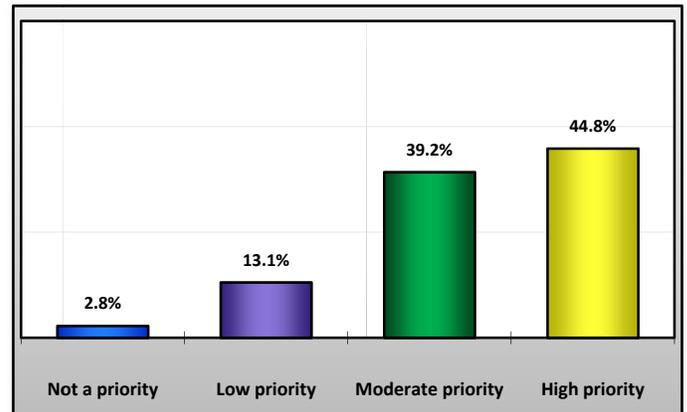
**12n. Alley maintenance.**

	Frequency	Valid Percent
High priority	57	7.6%
Moderate priority	255	33.9%
Low priority	320	42.6%
Not a priority	120	16.0%
<b>Total Valid</b>	<b>752</b>	<b>100.0%</b>
No opinion / Not sure	38	
(No answer)	26	
Total Missing	64	
Total	816	



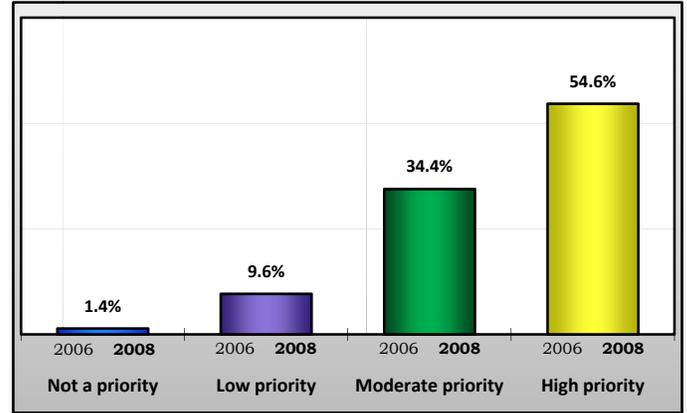
**12o. Police protection.**

	Frequency	Valid Percent
High priority	352	44.8%
Moderate priority	308	39.2%
Low priority	103	13.1%
Not a priority	22	2.8%
<b>Total Valid</b>	<b>785</b>	<b>100.0%</b>
No opinion / Not sure	10	
(No answer)	21	
Total Missing	31	
Total	816	



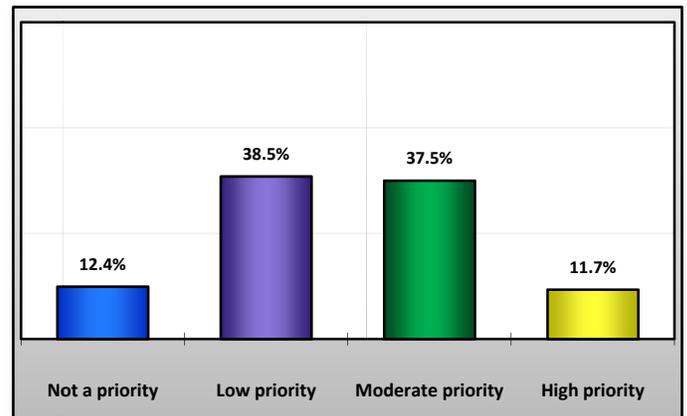
12p. Fire protection and Emergency Medical Services.

	Frequency	Valid Percent
High priority	426	54.6%
Moderate priority	268	34.4%
Low priority	75	9.6%
Not a priority	11	1.4%
<b>Total Valid</b>	<b>780</b>	<b>100.0%</b>
No opinion / Not sure	11	
(No answer)	25	
Total Missing	36	
Total	816	



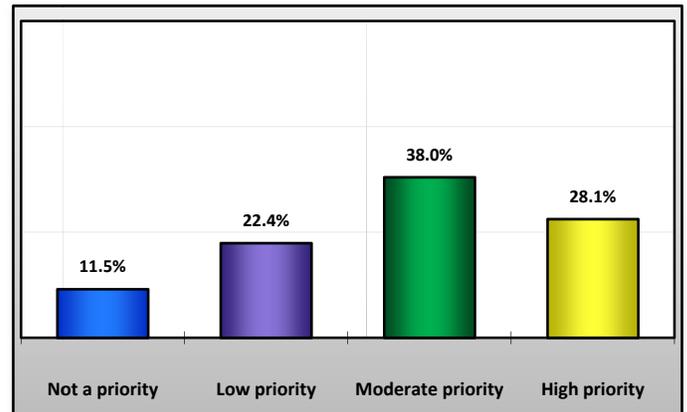
12q. Proactive weed control.

	Frequency	Valid Percent
High priority	90	11.7%
Moderate priority	288	37.5%
Low priority	296	38.5%
Not a priority	95	12.4%
<b>Total Valid</b>	<b>769</b>	<b>100.0%</b>
No opinion / Not sure	19	
(No answer)	28	
Total Missing	47	
Total	816	



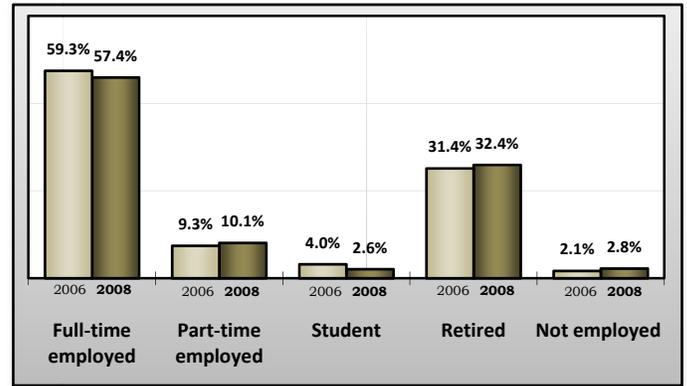
12r. Encouraging business development and special events.

	Frequency	Valid Percent
High priority	215	28.1%
Moderate priority	291	38.0%
Low priority	171	22.4%
Not a priority	88	11.5%
<b>Total Valid</b>	<b>765</b>	<b>100.0%</b>
No opinion / Not sure	25	
(No answer)	26	
Total Missing	51	
Total	816	



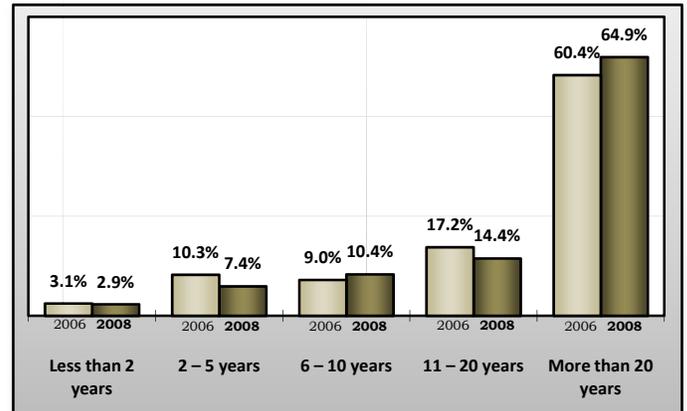
13. What is your employment status? (Mark all that apply.)

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Full-time employed	464	57.4%	59.3%
Part-time employed	82	10.1%	9.3%
Student	21	2.6%	4.0%
Retired	262	32.4%	31.4%
Not employed at this time	23	2.8%	2.1%
<b>Total Valid</b>	<b>808</b>		
(No answer)	8		
Total Missing	8		
Total	816		



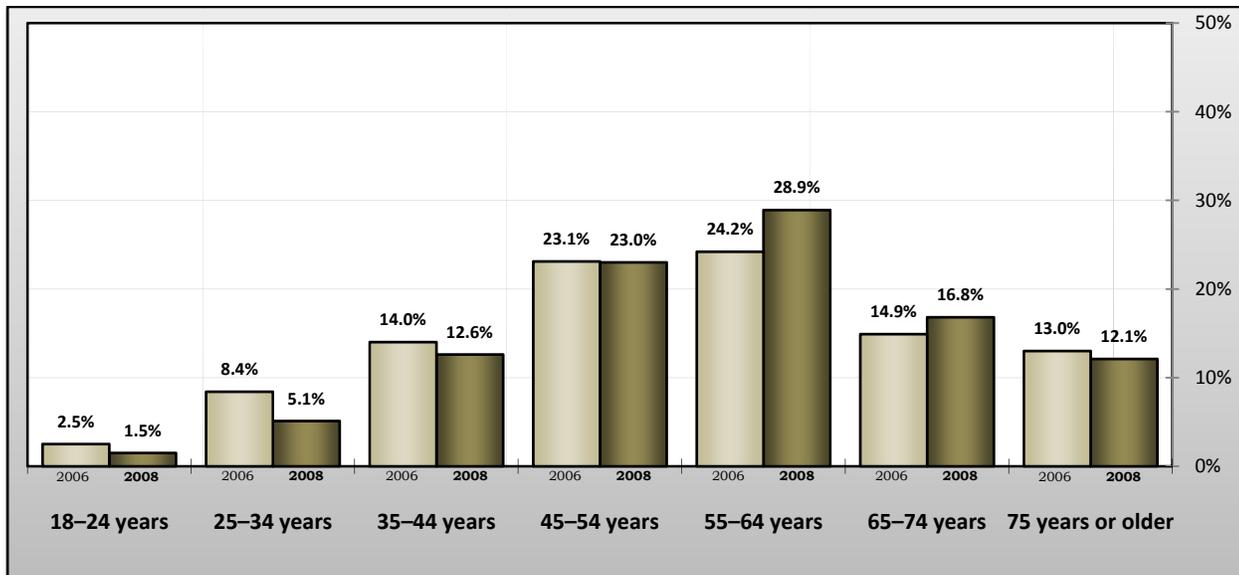
14. How long have you lived in Laramie?

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
Less than 2 years	23	2.9%	3.1%
2 – 5 years	60	7.4%	10.3%
6 – 10 years	84	10.4%	9.0%
11 – 20 years	116	14.4%	17.2%
More than 20 years	523	64.9%	60.4%
<b>Total Valid</b>	<b>806</b>	<b>100.0%</b>	<b>100.0%</b>
(No answer)	10		
Total Missing	10		
Total	816		



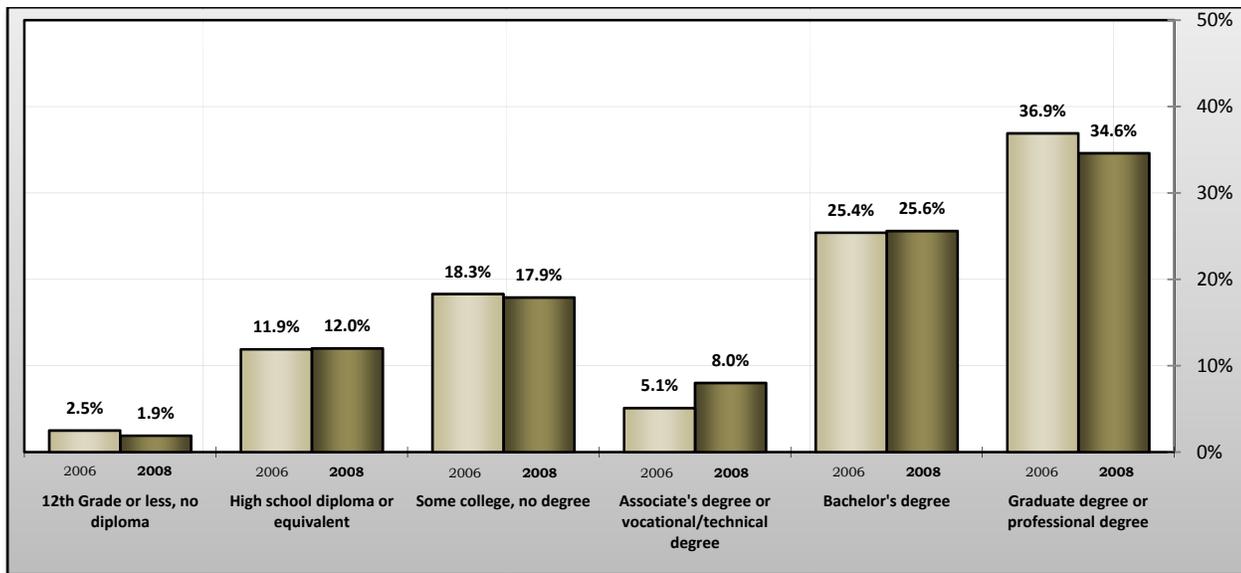
15. In what category is your age?

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
18 – 24 years	12	1.5%	2.5%
25 – 34 years	41	5.1%	8.4%
35 – 44 years	101	12.6%	14.0%
45 – 54 years	185	23.0%	23.1%
55 – 64 years	232	28.9%	24.2%
65 – 74 years	135	16.8%	14.9%
75 years or older	97	12.1%	13.0%
<b>Total Valid</b>	<b>803</b>	<b>100.0%</b>	<b>100.0%</b>
(No answer)	13		
Total Missing	13		
Total	816		



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

	2008 Frequency	2008 Valid Percent	2006 Valid Percent
12 <sup>th</sup> Grade or less, no diploma	15	<b>1.9%</b>	2.5%
High school diploma or equivalent	96	<b>12.0%</b>	11.9%
Some college, no degree	143	<b>17.9%</b>	18.3%
Associate's degree or vocational/technical degree	64	<b>8.0%</b>	5.1%
Bachelor's degree	204	<b>25.6%</b>	25.4%
Graduate degree or professional degree	276	<b>34.6%</b>	36.9%
<b>Total Valid</b>	<b>798</b>	<b>100.0%</b>	<b>100.0%</b>
(No answer)	18		
Total Missing	18		
Total	816		



**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. Responses to Open-ended Questions and Volunteered Comments**

### **Appendix B.1. Open-ended responses to Question 9.**

**Question 9: Where do you get information about the activities of city government? (Other specified.)**

- City offices.
- I do business with the city.
- I work for the city.
- League of Women Voters.
- Letters to the editor and council meetings.
- Mailed brochures or newsletter tags hung in the door.
- Public records.
- Senior Lyceum.
- University of Wyoming RSO's that work with community organizations.

## Appendix B.2. Open-ended responses to Question 17.

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

- [Bring in] department stores (such as, Sears, Kohls, and Penney's), so I don't have to order on the internet or go out of town.
- [Construct a] 30<sup>th</sup> Street connection to I-80.
- A publically-owned wind-power utility. We have plenty of wind and plenty of land; so why not use it? Clean and cheap power for all! We could be a model for small towns across the plains. Please raise my taxes to pay for it!
- Accountability of property by homeowners!
- Actually implement the Comprehensive Plan, [and] complete the greenbelt.
- Address the reckless driving and alcohol abuse issues that affect all of Laramie because of University of Wyoming and WyoTech students.
- Alley maintenance is very weak.
- Allow county residents to have a vote and say in city issues since county residents have no options but use all city facilities.
- Allow more outside business into Laramie to help the economy. Pave the streets in West Laramie.
- Animal control and enforcement. Tired of dealing with unleashed, barking, crap-depositing dogs. The city continues to turn its back on enforcing leash laws and animal violations of noise ordinances. Protect the aquifer, please!
- Animal control has a very rude and unkind staff!
- Appearance and cleanliness.
- Attract clean, long term businesses to Laramie.
- Attract high quality retail stores like clothing, gifts, electronics, and furniture stores.
- Automated trash system.
- Beautification and more retail.
- Beautification of entrances. Plant trees on main streets. Clean up all and enforce weedy yards and junky places.
- Better enforcement of leash laws, higher availability of animal control officers, and ensure unobstructed sidewalks.
- Better land use planning and guided development. Infill versus expan[sion] into county. Avoid encouraging any development, regardless of the impact or cost.
- Better street lighting.
- Bicycle and pedestrian safety via more pedestrian friendly lights, intersections, and enforcement. This will aid the environment and people with disabilities.
- Bicycle lanes need to be painted.
- Bicycling and curbside compost pick up. Appliance and furniture disposal.
- Bike paths that connect more neighborhoods to town, especially bike paths that are separate from roads with vehicular traffic.
- Bring closure to the Fox Theater problem and consider ways by which the city could avoid similar problems in the future.
- Bring more business to town. Improve entertainment opportunities.
- Build the new Harney viaduct. Stop wasting money on studies. Major colleges need parking garages; check out Colorado State University.
- Building the Harney Street bridge and some maintenance on roads.
- Business park development. Continue working with University of Wyoming for student parking. Stay with future plan for Laramie growth.
- Business recruitment.

- Campers, motor homes, and fifth wheel homes stored on city streets for weeks and months: are these in violation of city ordinances? Weeds and junk in alleys not controlled. Building and construction in backyards without permit. Construction in backyard that started in 2007 and still not finished. Alleys are full of potholes. City is requested to fix and repair, [but] after months no response from City crew. Street potholes not repaired. Streets are good condition, then a water or sewer line is cut across and the repair is of poor quality and consequently ends up being a very rough area (such as, 9<sup>th</sup> Street about one block North of Harney, and also [around] 17<sup>th</sup> and Reynolds.) A pothole about 13<sup>th</sup> or 14<sup>th</sup> and East Curtis Street since summer 2008. Sidewalks and curbs and gutters in some areas are in very poor condition.
- Can Laramie go more green? Bus system, electric cars, bike lanes, efficient city offices, and recycling. I see Davis, California, as a good model for us. Similar size, industries, and employers.
- Casper Aquifer protection and upgrading water distribution systems. Our pipes are a mess.
- Certain streets, such as wide-open East Harney, could have more relaxed speed limits. Thirty miles-per-hour [limits] on such streets seem like speed traps for everyone and not for safety.
- Change Sunday landfill hours back to afternoon. Have posted street cleaning schedule so residential cars can be moved for more effective cleaning.
- Change your minds about the location of the Clark Street viaduct. Leave it where it is. Demolish it and start over, right where it is.
- Cheaper Recreation Center passes and more mosquito control.
- City Council to get busy on major problems like the old Fox Theater, traffic congestion, and our infrastructure. City needs to regain control of hospital and University of Wyoming as far as parking issues.
- City needs to clean city property.
- City needs automated trash collection. My neighborhood streets, sidewalks, sewer, and water lines are all in serious need of replacement. We also need new and larger storm sewer capacity. Continue to revitalize downtown and offer tax incentives to business to rent and renovate second floor apartments.
- City needs to remember it represents the citizens of Laramie and should not act like an arm of the university. Also, the way the city has dealt with City Managers' contracts is deplorable and unnecessarily costly.
- City should use local expertise instead of hiring outside consultants. The University of Wyoming has a lot of experts.
- City streets and infrastructure.
- City streets, Reynolds especially! City sewer repair and street repair fixed in a timely fashion.
- Clark Street overpass should accommodate cars, light trucks, bicycles, and pedestrians. Another route (possibly Harney Street) should also cross the tracks. Crack down on loud mufflers, spinning wheels, and speeding in town.
- Clark Street viaduct should be open to emergency vehicles only. I believe the city needs to focus on budget cuts on unnecessary items. The street sweeper should be used on streets that are clear of cars. Most cities post no parking signs when they want to sweep. That way the streets can be swept properly and efficiently. I would like to see the city of Laramie adopt that procedure. It would be more cost effective to sweep the streets in that manner.
- Clark Street viaduct should have been replaced when state and federal funding was available. Now we have another Fox Theater due to lack of planning by the City.
- Clark Street viaduct. [2]
- Clean entry ways into Laramie especially from South 287.
- Clean leaves from storm drains regularly.
- Clean up junk that is visible on Route 287 on south entry to city.
- Clean up of entrance into Laramie; beautification and cleanup, especially on 287 South.
- Clean up of the trashy places at all entrances to Laramie. They make us look like a slum town.
- Clean up Wal-Mart.
- Cleaning the streets, "fixing" Laramie up, and building nicer-looking buildings.
- Cleaning up the area between the Pilot truck stop and the Laramie River. It is an eyesore and trashy.
- Cleaning up, removing, or rehabilitating abandoned facilities (scrap and run down) along 287, downtown area, I-80, and Curtis intersection. Pave streets in West Laramie. Also, the West Laramie fire station.
- Close the Recreation Center. You can't afford the expense of operating and maintaining it while the water and sewer systems continually break down.
- Code enforcement and nuisance enforcement.

- Communication. It is very difficult to get answers that last more than a week. Urgency in particular.
- Complete neglect of certain alleys throughout the city. Pretty hard to take when so much is spent on trees, etc.
- Composting green waste at the landfill. Connecting greenbelt pathways around city.
- Consider plowing deep snow on housing areas to the center of the street as opposed to the sides so parked cars can be gotten out without much scooping.
- Continue on aquifer protection.
- Continued intensive collaboration with county rezoning, beautification, ugly sprawl, preservation of open space, environmental protection, and a bike trail to Centennial separate from Highway 130.
- Convert certain streets into bike paths. Reduce traffic and car use by any means. Stop the sprawl.
- Could the city work with the University of Wyoming and WyoTech to discourage new students from being so noisy?
- Council's poor attitude to individual rights and freedom.
- Create City electric utility and invest in windmills immediately outside of town to establish us as a wind power city.
- Curb cuts. Perform street repairs before August 5<sup>th</sup> so they're done when majority of students return.
- Curb noise and speed as well as emissions from some high-tech vehicles.
- Curb side recycling, effort by city to reduce CO2 into atmosphere, and encourage living in the city rather than taking wildlife habitat surrounding the city.
- Curbside recycling and more bike paths. Help the library with funding. Continue the improvements to recreational facilities and parks. Strong fire department and police department funding.
- Curbside recycling and paving streets in West Laramie.
- Curbside recycling and street maintenance.
- Curbside recycling would be an excellent incentive for people to recycle rather than dispose of recyclables in the garbage.
- Curbside recycling.
- Cutting all frivolous expenses and cutting the city budget. The third fire station is absolutely unnecessary. There were only 39 fires all of last year. The benefits gained versus the cost of new station are unjustifiable. The viaduct should be on Grand Avenue. Any other location is inferior.
- Destruction and clean up of the Fox Theater property is the highest priority. To let a health hazard stand is criminal. Enforcement of timeline on unmoved vehicles on city streets.
- Do not allow RV's and motor homes in driveways or yards. The same for boats, trailers, and old cars. There are places that store these.
- Do not retain or assume any responsibility for the Clark Street viaduct! We cannot afford to rebuild or maintain the bridge safely.
- Do something about the viaduct! I live near it and I watch concrete fall off it every day. Alcohol and drugs are a problem in this town.
- Dog park. The fenced area in Optimist Park is a disgrace. Stop the frequent and repetitious (Fox Theater) studies.
- Don't change the garbage collection.
- Don't compare Laramie with Cheyenne or Fort Collins. Don't spend money we don't have. Live within a budget.
- Don't need twice per week residential garbage pickup. No city I have lived in has ever had a twice a week residential pickup. One is plenty. Expand recycling to include green glass, paper, cardboard (cereal boxes, etc.), tetra packs, and Styrofoam.
- Don't spend beyond our needs.
- Downtown developments, public art, recycling, and wind and solar [power].
- Downtown pedestrians' area! Improve sidewalks. Better recycling, including green glass, etc.
- Downtown plaza project and enforcing residential weed control.
- Drainage in West Laramie and parking of students. I believe this to be a health and cleanliness issue for the whole city along with the West Laramie fire station.
- Drainage in West Laramie. New fire station. Paving streets; the dust is not good for health and is dirty.
- Economic developments. Extend the greenbelt along Spring Creek to the Recreation Center. [Raze] the Fox Theater and maintain the Clark Street viaduct for non-vehicular traffic. Code enforcement and permit department needs to remember that the local businesses pay the taxes that pay their salaries.

- Elimination of the ward systems for election of City Council members.
- Encourage the newspaper to assign more reporter coverage of city operation and decision making.
- Enforce barking dog ordinances. Presently, the burden of proof is on complainant even though the police witness the barking dog. They give complainant a log sheet to fill out as a placebo and no action is ever taken against barking dogs.
- Enforce higher standards on planning and architectural control of downtown, commercial districts, city gateways, residential subdivisions, etc.
- Enforce laws, rules, and regulations for nuisances like Sundown property, junk, and junk vehicles.
- Enforce leash laws, especially in city parks. Also, enforce city park walkways where it says "no bicycles allowed." Enforce laws for vehicle speed, and [there are] no noise control devices in use.
- Enforce removal of eyesores on private property such as the pile of lumber beside US 287, unusable cars, household debris, and junk, which reflects badly on the City of Laramie as a whole.
- Enforcement of dogs in yards away from sidewalks so while walking they can't get to you by reaching over the fence and barking in your ear. Especially the large breeds of dogs!
- Enforcement of existing codes. The codes are enforced only if a citizen complains. Why add new codes if they will only be enforced by a complaint? Most people do not want to file a complaint about a neighbor but wishes the codes were enforced.
- Enforcement of noise ordinances with all of the excessive, modified exhaust and vehicle noise!
- Enforcement of traffic laws. Traffic cameras would pay for themselves if installed for speeding, running of red lights and stop signs. Enforcement of all city ordinances and laws; it is ridiculous to have laws if they are enforced on a complaint-only basis. Mandatory curbside recycling; Laramie needs to set an example for the rest of Wyoming on being green.
- Enforcing building codes. [Name removed] is allowed to break building codes. No enforcements.
- Enforcing no motorized law on special land east of 30<sup>th</sup> Street. Purchase of access land on private property east of 30<sup>th</sup> to access Happy Jack via bicycle, hiking, and horseback (i.e., non-motorized). Ability to recycle green glass.
- Establish an eastside dog park and off-leash dog park.
- Everything is good or better here except for the resolution of the Clark Street bridge problem.
- Excellent management.
- Except for one council member, the present council has no idea what it is doing. For example, management of Monolith Ranch. What a farce, they are so sad! Too much of a buddy system, and must we all become LDS?
- Expand greenbelt now, not in tiny half mile spurts.
- Expand greenbelt; fewer traffic signals and more roundabouts. Improve water mains to reduce breakage. Better collaboration between organizations.
- Expanding the businesses. More shopping and more kid-activity places. There isn't much for a family with kids to do.
- Expanding the city's bike path around the city as shown in the plans. The greenbelt should be an extremely high priority. Maintaining infrastructure and street maintenance should be a very high priority. If the sales tax fails, money should be allocated for this purpose. Protecting Laramie's environment should be a high priority.
- Expanding the city's bike paths.
- Expansion of bike lanes within the city.
- Expansion of city's bike paths and greenbelt. Acquire right-of-way easement access from Indian Hills across Warren livestock land to national forest. A twelve foot wide trail will do.
- Extend Bill Nye Avenue east from 19<sup>th</sup> to Whitman Street.
- Extending the life of the landfill with recycling and composting. Tax enhancement financing to help enhance downtown.
- Family center programs to enrich family cohesiveness.
- Fewer police. Our children are harassed. Focus on infrastructure and amenities. Seriously look at the data on how many police, sheriffs, etc., other communities have [that are] our size; it's ridiculous.
- Fewer police. We don't need them all over us all the time. Street maintenance. Some of the residential streets are very bad. Fewer police.
- Finding a way to get some tax base from [the] university to help with services.

- Finish building in one area before starting in another one. Enforce codes for landscaping, empty lots, snow removal, and (long-term) campers on streets.
- Fire protection and streets are not just my priorities. They should be everyone's priorities.
- Fire station #3! Infrastructure; not the purchase of Clark Street viaduct.
- Fire station #3.
- Firehouse in West Laramie and common sense on water issues.
- Fix all that's broken before expanding into new areas and tying into broken and unfixed items such as water, sewer, and drainage.
- Fix the curbs. It's very dangerous at night with uneven curbs and if there isn't room for bikes on the streets.
- Fix the infrastructure! Stop spending our tax dollars on non-profits, beautification, planning (consultants) and get back to the basics! Streets, infrastructure, police (adequate funding), fire (more than adequate funding), and parks! Handle this first then look at the other things that are too high a priority at this time.
- Fix the streets, pave West Laramie, and fix the Clark Street bridge.
- Fix the streets.
- Fix the streets. Water in the downtown area, upgrade, etc.
- Fix the uneven manhole covers on most streets.
- Fixing Laramie's streets. It does no good to beautify our downtown area when our streets leading there are an embarrassment to drive on and for visitors to drive on as well.
- Fixing some holes in streets where needed.
- Fixing the pot holes all over town.
- Focus on quality of life here, rather than growth. Enhancement of small, local businesses rather than chains and Wal-Marts.
- Focus on replacing water and sewer systems.
- Follow up on weeds and trash in yards.
- Fox Theater abatement. Tear down Clark Street bridge when new one is built.
- Fox Theater and streets.
- Fox Theater removal. To discontinue the use of all vibration compactors on streets and other vital areas within the city.
- Free parking and protection for residents around the university. Beautification of city, and especially entryways into Laramie. South entrance from 287 is ugly and a junk pile.
- Friendly, cooperative, caring, synergistic, maintenance of prairie and mountain views. Community-friendly building and development design.
- Funding of Lincoln Community Center improvements for yard and building.
- Garbage collection based upon volume, not flat rate.
- Garbage collection is ridiculous! Staff are disrespectful, messy, and unprofessional in completion of their jobs.
- Get back to what a city should do. Provide city services and not all of the other things you are involved in.
- Get bike paths that have been promised for so long. Better restaurants needed. Winter ice buildup is terrible, and street is too crowded. Problems with kids in the park after dark: they vandalize and are out of control.
- Get the animal control officers to enforce leash laws and dog feces clean up. Monitor WyoTech traffic for excessive noise and violations. These idiots are killing our neighborhood. Thank you.
- Get the University of Wyoming and WyoTech students under control. They are a public nuisance.
- Get the viaduct built and stop wasteful spending on maintenance, like paving only to tear it up soon or have a poor job done. Fix water leaks several times.
- Getting Harney viaduct constructed, West Laramie paved, and water and sewer pipes maintained or replaced. Streets maintained better.
- Giving perks to the residents not just the University of Wyoming student body.
- Go back to basic infrastructure. Stop spending money on downtown beautification projects, freeze wages and hiring of city employees, and prepare for bad economic years to come in the future. No more consultants! Less City Council interference with city employees and let them do their jobs!

- Go to elected mayor instead of city mayor. Reduce garbage collection to once a week. Reduce percents (five suggested). Analyze the need for at least three positions, assistant to manager or ordinance management and the day to day activities. It is very difficult to discuss, but the city collects large sums of tax from citizens and allocates it to welfare agencies. The question is; should it be legal? All agencies have methods of collecting funds. Also, all citizens should have the privilege of allocating their welfare where they wish. Certainly, welfare should be a personal gift not a city tax on its citizens.
- Grading alleys. Mine is terrible.
- Graffiti abatement. Control downtown vandalism when bars close.
- Grand Avenue is an embarrassment to Laramie. It should be a high priority to redo the street.
- Greenbelt bike path development on east side of town. Safe way to travel Grand from east of town.
- Greenbelt, encouraging business growth, and follow through on development project completion (much development seems to never be finished or abandoned with cost-cutting).
- Greenbelt, opening aquifer area for recreation, and open space not for home development.
- Growth and development. Trash containers.
- Harney Street viaduct is overdue. Infrastructure needs immediate and ongoing attention with strict replacement schedule. Storm drainage is mostly nonexistent in Laramie. West Laramie is the window through which many visitors see Laramie, thus improving West Laramie will improve our image.
- Harney westbound should be two lanes. Rebuild Clark eastbound with two lanes as far as the viaduct goes. More turning lanes and arrows on traffic lights to keep traffic flowing. Teach WyoTech-ers how to drive.
- Having Cedar Street in the 1664 in the city limits [*sic*], not on private property since we have Mitchell Street which is a city street. So, we could have some kind of help from police; instead we can't do anything because it's private property. We all pay taxes like the people in town.
- Having stores in downtown that sell clothing and home furnishings, like department stores. Like Laramie had in the 1950's through the 1980's.
- Having the old Fox Theater demolished with outside funds and money from former owners. Reduce the pigeon populations and crow populations in the city for public health reasons. You need an option to not maintain or rebuild Clark Street viaduct after Harney structure is built.
- Help maintain Albany County Library.
- Help with parking around the university.
- Hold business owners responsible for the degradation of the downtown area.
- Holes in the streets! Reynolds needs resurfaced.
- Holes in the streets, Clark Street viaduct, and drinking water.
- How much did this survey cost? We spend too much time and money thinking about what should be done without getting things done!
- I am very concerned about the attitude of the Fire Chief and the use of fire fighters and fire fighter union in getting the 7 cent tax on the ballot to fire fighter union ranks. It should not be a priority obligation.
- I appreciate the beautification of the entry into Laramie. The approval of all the apartments being built needs scaling back until the need is there. Also, the apartments along I-80 (Gateway) look like Monopoly row buildings. Why have they not had to landscape to at least soften the appearance?
- I believe our city officials do a great job of managing our resources. Our services are well managed, responsible, and a real plus. The Recreation Center is wonderful.
- I believe that the city's top priority should be on infrastructure as related to sewer and water projects.
- I believe that we have too many street cleaning machines and not enough snow removal equipment. The sweepers do no good!
- I do not think the 7 cent tax was explained well or publicized well. We need it, but I feel the city government fails in this attempt. I still don't understand the aquifer problem. Maybe we need some dog and pony shows throughout the wards of Laramie. And then there are the University of Wyoming students; many voted really uninformed about Laramie.
- I don't believe additional sales taxes should be voted in just to pay for poor management of existing funds! Haven't we been asked to pay and keep paying for such projects?
- I feel that the City of Laramie should allow more growth in the city to bring in a larger tax base. I also feel that maintaining the Clark Street bridge is a waste of money.

- I have called several times about the house on the corner of Gray's Gable and [redacted]. The trees are overgrown and block the sidewalk and the view around the corner. It is dangerous and against the law.
- I made the suggestion last year to please get some unmarked police vehicles out there to catch those speeding, driving through stop signs, and red stop lights. It is getting much worse than last year.
- I own my mobile home, but rent the lot. I am located within city limits, but not on your map. We do not have city water, sewage, or trash collection. I do not think my landlord should be allowed to close this trailer park while making hundreds of thousands of dollars a month from the two other parks he owns.
- I rarely miss watching meetings and I never, never hear any mention or concerns for Laramie's senior community segment.
- I really want to see curbside recycling and composting, and I think that it is very important to expand the greenbelt throughout Laramie to promote healthier living and to get people to ride their bikes instead of driving cars, especially with gas prices. I think more college students would ride their bikes instead of driving, which would cut down on the parking at the university.
- I think curbside recycling would be great for the city and planet earth. I also think we should focus on the nuts and bolts of the city versus band shells at 1<sup>st</sup> and Grand.
- I think Laramie should make a huge effort to repair or replace aging water and sewer lines. I don't think any money should be used to maintain the Clark Street viaduct. It should be torn down once the Harney Street bridge is finished. Also, while some studies are needed, the City Council seems to do too many when it's looking at tough decisions that cost a lot of money.
- I think standards and inspection of rental property is very important. We have too many people living in substandard housing.
- I think the city has an excellent garbage collection system. I hope the city keeps it that way, rather than changing it to something more costly and less efficient (i.e., privatizing it).
- I thought the area south of Wal-Mart was going to be low- to middle-income housing. But, \$250,000 is not an affordable house even for a middle-class income.
- I would like Clark Street available for West Laramie. I would use the bus if stops were available nearby and the schedule worked.
- I would like the city to stop beating the "growth is better" drum and begin focusing on the security needs of fire and police protection, infrastructure maintenance and upgrades, sensible water and aquifer protection, and growth planning that honors Laramie's and Wyoming's heritage.
- I would like to have a crosswalk at 14<sup>th</sup> and Harney. Many people going to and from the university cross there. We need traffic-calming measures on the streets around the university, or at least enforcement of speed limits.
- I would like to see expansion of the bike paths and lanes. The paths to the Recreation Center should be a priority, as it was located away from most residential areas and children cannot get there on their own.
- I would like to see junk, especially cars and trucks, removed from sight. Remove the Fox Theater immediately. City Council should get in gear and do something and move quickly. Yard septic does not work.
- I would like to see more snow and ice removal on the side streets in residential areas during the winter months.
- I would like to see our community aggressively solicit manufacturers to build in Laramie. We have a huge service industry but little else. Thank you.
- I would like to see the police department moved back into the downtown, or close, so that they are not so isolated.
- I would like to see this city cleaned up. There is too much trash in the streets and open spaces.
- I would like to see West Laramie streets paved. I would also like curbside recycling and composting.
- I would really like to see curbside recycling implemented!
- I've lived in Laramie for 55 years and would like 1<sup>st</sup> Street paved from Park on down.
- Improve Grand Avenue; there is no parking. Widen Iverson Street and 9<sup>th</sup> around the university. Then angle parking on streets.
- Improve the library. Even though it is a county library, Laramie is the county. The library needs help. It needs to be remodeled or have a new building.
- Improving the city's bike paths, especially near the university.
- In my area we never hear or see the mosquito control, yet we pay like everyone else. If we are getting those services, please make it effective because, no, it isn't.

- Increase enforcement to control underage drinking. Growth and development planning relative to attractiveness of city. Complete green/bike belt around city.
- Increased recycling opportunities like a recycling facility. More bins around Laramie and more recycling options, plastic bottles, etc. Look into curbside option.
- Infrastructure (such as water and sewer mains).
- Infrastructure and services. Leave the county alone (outside city limits). Take care of your own problems; there are many.
- Infrastructure and water and sewage pipes.
- Infrastructure is the most important, in my opinion right now.
- Infrastructure priority with use of existing funding before frills and studies.
- Infrastructure should be top [priority]. Keeping our water supply safe, bringing in more environmental options, and cleaning up the messy areas before we do more bike paths.
- Infrastructure! If Laramie is to grow, this must happen!
- Infrastructure! The city should reprioritize to take care of infrastructure first, but at current funding levels. I want to see this become priority number one before they ask us for more money.
- Infrastructure, diligent care of Casper Aquifer, West Laramie fire station, and residential streets.
- Infrastructure, to the exclusion of "nice to do's," like the Recreation Center. Every infrastructure project does not require the planning services of a consultant.
- Infrastructure, west side fire, water, and planning. Recycling. Police seem overstaffed, and put resources elsewhere.
- Infrastructure. [2]
- Infrastructure. Maintain streets and sewers. I love living in Laramie. I use PATS bus and campus bus. They are great.
- Infrastructure; replace water and sewer lines, and improve water pressure to Corthell Hill area for safety reasons.
- Install street lights at 22<sup>nd</sup> and Reynolds (junior high) and 30<sup>th</sup> and Reynolds. Four way stop at 4<sup>th</sup> and University and 5<sup>th</sup> and Freemont (Post Office).
- Interact with and listen to all citizens regarding their problems and concerns. Quit playing the good-old-boys game.
- Invite business and development. Expand tax base. Do not make it so hard for business to come to Laramie.
- Involvement of youth in all aspects; on City Council and boards. Consider their perspectives since they are the future. Hold City Council meetings at the public school periodically.
- It appears the city government has West Laramie on a low-priority track. The unpaved streets become mud wallows after a snowfall and rain. Other times there is a dust problem. Drainage of streets is poor to nonexistent.
- It is really frustrating that the viaduct, which should have been fixed a few years ago, remains as it is, and the old Fox remains, the sewer links and water lines have not been repaired or replaced. I think these problems are a matter of money, yes, but also lack of imagination, planning, or effort.
- Keep the Clark Street viaduct open for cars.
- Lack of leadership and trust are problems. Lots of respect for the job done was lost when they gave themselves raises while saying they didn't have enough money for fire fighters for a new station.
- Landfill act acquisition. A serious look at Hattie as storage sites in times of surplus. Replacement of water and sewer and storm lines in a serious manner. Take a serious look at environment districts to finance some improvements. They have some advantages.
- Laramie is getting too big for the water that is available. The city also wastes money sending out recreation booklets. That money could be put to better use.
- Laramie's known for easy drug access.
- Leave Sherman Hills alone. Spend money on city sewers.
- Less focus on tree preservation. The city must not become involved in homeowner's decision to renovate trees. Less focus on changing our garbage collection system. We have excellent service. The argument we deserve less is weak. Mosquito control has been overlooked in this survey. Control is a very high priority. The current program is mostly adequate, more might be desirable. I lived in Laramie prior to mosquito control which usually led to one or two miserable months. A lack of mosquito control directly affects tourists' repeat visits.
- Less interference with citizen and business freedom. The city is too restrictive on development and conduct of people (like smoking in bars and clubs). Let us live and work.

- Less spending and better management of our families.
- Let new industry come in! Like businesses. Bring in major businesses (like, Olive Garden, Red Lobster). Do whatever to make downtown merchants friendly. More concerts in arena. Follow Casper's lead. Get a state basketball tournament here. Solve the campus parking problem! Attract women's clothing shops like the Kasis and Connect shops that used to be [here].
- Life safety should be our first concern. We need a third fire station and increased staffing for better fire and EMS coverage in the future.
- Limit repetitive issue consulting studies. Street and sewer repair and infrastructure. Hire quality professional administration personnel with appropriate pay scale, to accomplish the same. Reduce the number of wards to, hopefully, limit petty cross-town issues.
- Long term plan for use of Monolith Ranch, improving bike paths, and repairing infrastructure.
- Lowering water bill.
- Maintaining historic downtown. No vibrant business care. Maintaining existing infrastructure ahead of adding new amenities that must also be maintained at taxpayers' expense, and prevent sprawl/maintain open space.
- Maintaining infrastructure. [2]
- Maintaining infrastructure. The city bought the old Fox Theater and stuck the tax payers with the cost of removing it. Do not do the same thing with the Clark Street viaduct. Focus on the basics.
- Maintaining the streets and the power in West Laramie.
- Major concentration on bringing in clean air industry and business. Equitable pay scale and support of police, sheriff, and health services (EMS and public health). Also, infrastructure improvements.
- Major downtown renovation (similar to Ft. Collins), better parking, and attract more stores for shopping and good restaurants.
- Make better use of our taxes. Proactive city manager. Continue the off-campus bus service.
- Make it look more like Bozeman, Montana or Ft. Collins, Colorado.
- Make landlords keep up property and make owners keep up property (no three feet tall weeds and trash). Clean up Laramie! Hardees! More recycling and composting should be strongly encouraged if not mandated. Fix connections between sidewalk and street so wheelchairs really could travel. Most places the transition is too difficult due to buildup of pavement.
- Make people clean up their junk. Especially at 13<sup>th</sup> and [redacted].
- Make property owners clean up junk and weeds (including the city). Stricter enforcement of moving traffic violations.
- Make sure that our justice system, from police arrests to court cases, are not approved by a good-old-boy network that provides favors and or protection for elite members of Laramie.
- Make sure the [illegible] and realtors take care of their properties. The big huge trees that are turning black need to be cut down. North 4<sup>th</sup> needs to be cleaned up. Parts of Laramie need to be cleaned up. It looks like trash.
- Make sure we see the results of this survey!
- Make things so they are easier for the handicapped.
- More accountability from the City Council. City Council should follow through on decisions.
- More bike parking downtown. Need to think beyond cars and become more walk, bike, and skate proactive. Need a charge placed on thin film plastic bags to encourage reusable cloth.
- More emphasis on infrastructure and a lot less on recreation. Eliminate the pigeons at the Fox Theater and the stink coming from Coal Creek Coffee shop.
- More emphasis on smart planning. Enhancement and expansion of greenbelt including attempts to get access to open space east of town (Cactus Canyon, etc.). Aquifer protection.
- More restrictive zoning outside city limits. Worried about 5 to 40 acre lots and impact on weeds, water quality, wildlife, and air quality (from blowing dust). Expand the greenbelt.
- More stop sign enforcement and more speed limit enforcement.
- Mosquito control.
- Music blaring from cars and trucks.
- My problem with the recreation department was a botched birthday party at the Recreation Center. Enhanced competence here would be good. Focus on city-wide sustainability.
- Negotiated trail access on WLS [illegible] property east of town (Pilot Hill area).

- New bridge before Clark Street viaduct collapses.
- New business, such as women's clothing stores or, better yet, a family clothing store.
- New garbage collection system (e.g., dumpsters).
- Noise control, like for loud sound systems in cars and trucks that are out of control.
- Noise ordinance developed or enforced. Speed limits enforced on certain main streets at certain times of day (Grand and Curtis 11am-1pm and 3pm-5pm). The same with Snowy Range. Upgrade minimum housing standards for rentals.
- Notification when my street will be cleaned.
- Opening and staffing West Laramie fire station number three. Bulldoze the Clark Street viaduct.
- Other cities in Wyoming won't allow Jake brakes. No Jake brakes to slow trucks on South 3<sup>rd</sup>. Concrete forms for entryways that connect the two levels smoothly, like the entrance to Perkins.
- Our infrastructure should be at the top of the list. I also think that perceptions are important, and 3<sup>rd</sup> Street needs huge improvements. Make business owners clean up and beautify.
- Outlaw cell phone use while driving.
- Paint the center stripe on the major streets.
- Parking around the University of Wyoming. Stop closing main streets like 15<sup>th</sup> by the cemetery, since there really isn't a route acceptable for detours. A lot better lighting for city parks. Washington Park is very dark and sometimes the only time people have to use the walking paths is in the evening. Clean out drains more often on street corners.
- Parking at University of Wyoming, street parking in neighborhoods, and the snow removal in front of schools and side streets.
- Parks and recreation department is very heavy with "managers. " I hate the "folder" at LaBonte Park. Lastly, why do so many trees have to be planted and consequently maintained with water, water systems, and personnel? I think gang activity in Laramie is on the rise and I'm very concerned about it.
- Parks and recreation director position needs to be reevaluated. Hire someone new.
- Pave roads.
- Pave streets in West Laramie. Make people clean up their yards and junk cars.
- Pave West Laramie streets. City government (building permit office) needs to be helpful, not adversarial.
- Pave West Laramie. Repave Reynolds. Force clean-up or closer [sic] of junk at the corner of Curtis and [redacted]. Repave the north end of McCue. Pave Greenbelt parking lot at Optimist Park. Remove old concrete structures at the north end of Cedar Street. Convert the fenced area corner of Cedar and Curtis to either a 9- or 18-hole golf course.
- Pave, curb, and gutter west area of Laramie. Fire station and encourage more business for same area.
- Paved streets and sidewalks in West Laramie.
- Paving streets in West Laramie! We own nice homes and pay good taxes as well as Laramie proper. We deserve decent streets.
- Paving streets in West Laramie, and curb, gutter, and sidewalks, please. We pay taxes too. Dust is hazardous to your health. Pave our streets in West Laramie!
- Paving streets in West Laramie.
- Paving streets in West Laramie. Run City Council meetings in a civil and professional manner.
- Paving streets, at least some, so students do not walk in mud, etc., to school.
- Paving the streets and street maintenance.
- Paving West Laramie and completing the fire station. The 7% sales tax is a good thing. The reason people don't shop in Laramie is the lack of stores. Bring in more choices.
- People do not use their turn signals enough. Nothing is more important than safety. I would be ecstatic to have a bus system, even if it was just a route up and down Grand Avenue, so you could catch it at your closet stop on Grand and go out to Wal-Mart. I do not own a car.
- Planning. Make it constant. One day there is no area for new development, the next day the council changes their mind and lets the city rezone for houses on Reynolds next to Indian Paintbrush. Bad idea!
- Playground equipment in at least two parks (west side and east side) to accommodate children with disabilities. At least some swings, what else is out there? Let's help them enjoy our parks!

- Please pave the roads around Linford School. What those children have to walk through is a disgrace to the city and shows a lack of concern for the safety of our children! I do not live in West Laramie.
- Police patrol would be nice on Cedar Street. Many kids around and lots of speeders. Also, they are very loud. Seems they need to see how fast they can go from the bridge to the end. Police want license numbers but they are going too fast for us to read them.
- Police to be seen more in neighborhoods and more in the evenings.
- Preservation of water resources, maintaining infrastructure, police and fire protection, street maintenance, and development planning.
- Prohibit the use of single family dwellings as apartment buildings. Stop illegal dirt bike and four-wheeler traffic. Stop licensing of illegal vehicles. Please enforce noise ordinances. Enforce vehicle licensing requirements.
- Promptly determine the precise location where the west side of Harney Street will go as a collector street.
- Property tax is outrageous for those who have a nice house but little money. It should be based on what the house can be sold for, not what the city thinks it's worth. We have a big illegal immigration and drug problem. The rich don't realize the poor can't afford the kind of changes they want. Have a postal box where the average person can vent and make suggestions.
- Protecting the aquifer. Better street development.
- Protection of water aquifer quality. City composting of organic waste should be mandatory. Maintenance of water and sewer lines and streets.
- Public art works.
- Public restrooms downtown.
- Public transportation because the car culture can't last much longer.
- Public transportation, recycling, and affordable and quality daycare, especially for special needs children, adults, and the elderly.
- Public transportation. High speed rail systems between Laramie and Cheyenne.
- Quit hiring consultants. It's costing too much money.
- Quit wasting money! Don't plant high water consuming plants. Fix the streets! Lower pay of supervisors; they aren't worth it! Lower pay of council; they are not acting on what they should. The mayor is inept.
- Rather than spending loads of money on superfluous and wasteful beautification projects (e.g., lights on pedestrian bridge, flower gardens, faux antique street lights, painted curbs)...the city might be able to save money by just sending [Councilperson] a check every year.
- Realigning the city's spending priorit[ies] to avoid any further taxes.
- Rebuild Grand Avenue. All of it! It's a disgrace and it's a major artery.
- Recycle program.
- Recycling! We are ten years behind the times in that regard.
- Recycling; rebuilding Clark Street viaduct for all-traffic use; safe houses for kids and women; and patching our streets with much more care than currently happens.
- Redo the Clark Street viaduct issue promptly. Continue to beautify the city and entryways to town.
- Reduce taxes!
- Reduce upper management and increase productive workers.
- Regarding the aquifer, there needs to be less focus on [the] Sherman Hills septic issue and more focus on protection from chemical spills and terrorists' contamination. The city is, as usual, focused on a non-issue. More attention to crime convictions. Stop pleading everyone out.
- Removal of Fox Theater and Clark Street viaduct. Bicycle safety (Laramie police have never issued a citation to a bicyclist), accessible parking within half a mile of the University of Wyoming, and use of recycled waste water on the golf course and other high volume water use areas.
- Removal of snow from side streets.
- Remove two hour parking in the downtown area. Remove the Clark Street viaduct completely. Make the university provide parking for their students and staff.
- Repair and improve infrastructure. Beautification efforts are only skin deep.
- Repair sidewalks for wheelchair usage and enforce trimming foliage away from sidewalks.
- Repave some city streets.

- Replace old water and sewer lines.
- Replace old water and sewer lines. Repair streets and remember pot holes can be fixed in the winter. WYDOT can fix them on the highway.
- Replace water and sewer lines as soon as possible.
- Require better landscaping and maintenance of plantings on current and future shopping areas such as Wal-Mart, Safeway, and the Plaza.
- Retaining the use of Clark Street viaduct.
- Safety. Snow and ice removal. Enforce drunk driving [laws].
- Secure areas on east edge of the city to protect the aquifer and develop a mountain park for non-motorized recreational activity.
- Sewer and water. Nothing else matters.
- Sewer systems are the number one priority.
- Sidewalk repair and youth activities.
- Skip Plaza, fix Fox Theater, and no pay for City Council meetings. How can you ask for more sales tax and extra money given the above!
- Slowing down the driving of high school students and WyoTech students.
- Smoother roads and traffic management on one way streets. Noise and speed issues on Grand Avenue during rush hour. Emission controls. Hot rod bikes and big diesel trucks that smoke up all of Grand Avenue with black smoke from huge stacks.
- Snow removal on major streets and fill in some streets intersections (e.g., the large divots).
- Snow removal.
- Something besides downtown. The streets are terrible.
- Sounds farfetched, but light rail from the airport to the hospital could be a good idea. Feasibility study using WYDOT tech grant might work. I recycle and compost; I don't bag my trash. I don't want to pay for pick up.
- Speeding and traffic violations. As a University of Wyoming bus driver I see ten to twenty red light and stop sign "runners" everyday!
- Spend tax dollars wisely. Why require bagged garbage? Plastic bags don't rot. A major increase in sewer and sanitation was recently enacted to support water and sewer line replacement, now city says we need an additional 1 cent tax?
- Spending taxpayer money wisely instead of [expletive meaning superfluous] projects like downtown developments. Ridiculously priced surveys and consultants with the Fox Theater, tree planting, etc.
- Staff and fire station in West Laramie. Improve Ivinson Memorial Hospital. Better care for citizens of Laramie. Push for development and growth. Allow for more job opportunities here.
- State funding for lack of taxable property. Especially the University of Wyoming.
- Stick to basic infrastructure issues.
- City needs to clean city property.
- Stop double-taxing parks by charging user fees to groups like LSA. Reduce management and administration costs, especially with Parks and Recreation. Get sewage in south Laramie as was once promised.
- Stop hiring outside studies and consultants. Use local professionals at less expense.
- Stop letting people buy a house for their college student and then pretending there aren't really five or six other kids living there full-time.
- Stop the growth, lower spending, and lower taxes.
- Stop wasting time and money (e.g., sending a notice that you will send an application). Cut out as much unnecessary as possible. Ask if it is really necessary.
- Storm drainage. Keeping storm drains open and clean. Too often the street machines push leaves and trash into the drains or over the grates! Clean curbsides around the University of Wyoming when students aren't parked there. Enforce snow shoveling rules.
- Streamline the permit parking process so a person doesn't have to spend \$850 for an attorney for a building permit that staff never looked at.
- Street and sidewalk maintenance. Street sweeping seems almost nonexistent now. Granted, WyoTech students bring money to the city, but they are allowed to break traffic laws such as speeding and stop signs.

- Street lighting and signage! It is nearly impossible for a newcomer to Laramie to find his or her way around! You have a lovely convention center to attract visitors to the city. But, good luck to the hapless visitor who tries to find his or her way around the city, especially after dark! Every street needs to be clearly marked (named) on at least two (diagonal) corners, or with overhead signs plus lighting to make those signs readable after dark. This should be a priority.
- Street lights and paving for West Laramie.
- Street maintenance, Reynolds east of 15<sup>th</sup> Street, and 9<sup>th</sup> Street north of Grand are a joke. I'm surprised no one has sued the city for neck and back injuries.
- Street repair and maintenance (e.g., on Reynolds).
- Street repair. Do it right the first time.
- Street, recycling, and water.
- Street, water, and sewer repair is the first and foremost along with police, fire, and code enforcement which is why city government exists. Infrastructure!
- Streets and sidewalks repair. Quit spending money on studies for the Fox Theater and Clark Street viaduct and do something about them. Quit wasting money.
- Streets are a mess (potholes, etc.). Storm drainage is a mess. Enforcement of lot and yard weeds and junk litter (junk cars) is necessary!
- Streets paved in West Laramie, please.
- Streets paved in West Laramie.
- Streets.
- Synchronize traffic lights to a much greater degree. For example, five stops (red lights) at Sheridan, Grand, Ivinson, fraternity row and Willet in less than half a mile is time consuming and congests traffic. It's a waste of fuel to stop three to five times on a regular basis.
- Take advantage of local talent (i.e., in Wyoming) for improvements. How can an out-of-towner or stranger to Wyoming know our unique situations regarding our water, trees, or how "we" want things? Local talent is good!
- Take old vehicles off the streets!
- Talk to the local high school about cleaning up the mess around Deti stadium. It's a real mess.
- Tear down Clark Street viaduct. Improve administration of city Recreation Center and Parks and Recreation Department.
- Tear down the Clark Street bridge and stop wasting taxpayers' dollars. Stop penalizing Laramie residents around the Casper Aquifer while developing city interests in the same area. For example, the Turner tract.
- Temporary streets.
- Thank the police for being near and around our schools before and after school hours.
- Thanks for inviting me to participate in your survey.
- The City Council is not working well. West Laramie needs improvements with streets, sewer, sidewalks, and schools.
- The City Council itself needs some serious work. Serious work on communicating with each other, let alone several members who rarely show up, and communicating with Laramie.
- The City Council needs to do the job they were elected to do. If we have to spend hundreds of thousands of dollars for outside consulting firms, to hire people to solve our problems, why have a Council?
- The City Council needs to start planning for the future. All they do is waste money on studies and get nothing done. They're very wasteful with tax dollars. Not accountable.
- The City Council needs to think about infrastructure instead of the beautification of downtown parks. City Council [expletive meaning performs poorly] and so does the management.
- The city is in real financial trouble at this time. The water and sewer system is very old and needs replacement. The council should quit procrastinating about the old Empress (Fox) Theater and tear it down now. Quit treating West Laramie like it isn't there and build a fire station.
- The city may invest in after-school programs for K-12 students. Perhaps math and science tutoring by paid Laramie residents. Being a liberal is not bad as it is [sic]. Absolutely do not spend any time on fixing the environment with the global warming fantasy.
- The city should demand the University of Wyoming builds adequate parking on and near campus. The campus parking problem is not going to go away.

- The city should take a more conservative approach and eliminate wasteful spending.
- The Clark Street viaduct should be torn down and not used at all.
- The Fox Theater problem. At some point in time the city will have to take some positive action. All the studies and consultants seem to agree that this problem won't go away.
- The Harney Street viaduct should have been done a long time ago. Tax increases every time was said to be for infrastructure and it seems like nothing has been done. Where has all the money gone too?
- The little league fields/grounds are in dire need of upgrades and improvements. This is long overdue and given the success of Laramie's baseball programs it is also justified.
- The people that live outside of the city limits, but are included in the area that the city controls for "future development," have to get city permission to build but are not allowed to vote for City Council.
- The Police Department needs better training for crimes like break-ins and vandalism. Better resources for the police to solve crimes, especially for small businesses.
- The promotion of the downtown is certainly worth our investment. Attractive downtowns enhance the overall character and interest in small- and medium-sized towns.
- The Recreation Center needs to be expanded.
- The streets are terrible. Curbs and gutters need a lot of work. The police are a joke. All they think about is DUP's, not the loud cars and pickups around town.
- The student shuttle on Spring Creek has completely solved the parking problems on my street. Please keep working with the university regarding parking. A minor problem is that trash collectors should completely close garbage lids.
- The water bill is too expensive! Water usage by the University of Wyoming is 'way too wasteful. It needs to have a price tag!
- Third Street and Fourth Street should be one-way. Infrastructure (e.g., sewers and water treatment).
- Third Street and Grand Avenue are an embarrassment in [their] current condition. WYDOT is ready to rebuild but the city won't fund infrastructure replacement on those streets so that WYDOT can reconstruct.
- This city is so poorly run that nothing is important other than the way they waste my tax dollars. It's disgusting. Outside worthless studies costing one million dollars and worthless compliance control people.
- This survey is extremely slanted to elicit a predetermined, desired response to support an already existing and unequal City of Laramie position. It appears you are tracking individual survey reuse [*sic*].
- Timely turn around for development review.
- To get started on the Clark Street viaduct before something really serious happens. Also, the garbage collectors should quit breaking our trashcans and throwing trash everywhere in the alley.
- To go all out to encourage businesses of all sizes to start up or relocate to the Laramie area.
- To make a decision on the new viaduct's location. Find a way to fund the Recreation Center without it being a white elephant to taxpayers.
- Too much on outside studies and no decisions on Clark Street viaduct or the Fox Theater. Our City Council needs to take responsibility to act and enforce.
- Traffic control and speeding.
- Traffic control and stop sign runners. Weed control and sidewalks, curbs and gutters.
- Traffic enforcement, red light running, stop-sign violations, and passing [on the] right in school zones. I realize the Laramie Police Department is usually understaffed. So, it's hard to get manpower for traffic control.
- Traffic flow in downtown area; the parking plan is dangerous. Business procurement that doesn't center around the university. Cost of living; housing and groceries should not be this high!
- Traffic flow in town. West Laramie has had traffic increase significantly since 1998, and is getting worse during morning, nights, and holidays.
- Treating college and WyoTech students the same as they treat everyone else when they play loud music and have loud pipes that blow your ears out.
- University of Wyoming needs to build a parking structure on central campus for faculty, staff, and visitors. Trash pickup in the [illegible] to be done Tuesdays when there is a Monday holiday (Thursday holidays, too). Need to be charged less for those months when that happens. It happens at least five times a year.
- University of Wyoming parking.

- University of Wyoming students six-story parking building. Six story parking building in downtown area. Reprogram downtown street lights, they're jacked up!
- Urban sprawl and quality of life issues.
- Use, rather than waste, water at Monolith Ranch. Build a reservoir. Charge minimal access fees towards funding curbside recycling. Fewer surveys; how much is this costing? More activists!
- Viaduct at Harney. West Laramie fire station. West Laramie clean-up.
- Water and sewer infrastructure and street and alley maintenance.
- Water and sewer line replacement and subsequently street, sidewalk, curb, and gutter repair and replacement.
- Water and sewer. Traffic enforcement and code enforcement. Clark Street viaduct will be a white elephant if pedestrians only have access to east side. Recent update to CAPP is a joke and waste of money.
- Water distribution infrastructure. We have excellent groundwater, but by the time it comes out of my [faucet] (or anyone else's), it's poor quality.
- Water distribution systems upgrade. Enforce weed and trash violations, and quit dilly-dallying with the long standing Fox Theater. It's a health and safety threat; and reduce pigeon populations before they create similar situations in other buildings.
- Water drains should be cleaned so they can be used in summer and winter. Money spent on roads in town and sewer infrastructure.
- Water lines, sanitary sewer, road maintenance, and public parking in downtown area. Left turn on street parking on Grand Avenue and 3<sup>rd</sup> Street [sic].
- Water pipeline replacement, sanitary sewer system capacity expansion, and enforcement of bicycle traffic laws.
- Water pressure.
- Water quality. There needs to be an analysis of waste pharmaceuticals in the city's water. In other words, what drugs are passing from citizens' urine and feces into the water supply?
- Water resources.
- Water retention with recreation opportunities.
- Water system maintenance and replacement. There are too many water supply pipeline breaks. We had three in a month with dirt in our water supply afterwards.
- Water, sewer, and roads.
- Water. If we ruin it, it will be gone!
- Waterline infrastructure needs to be number one.
- Waterlines upgraded.
- We live on McCue Street and we would like to see something done with the business that moved into [removed]. It is the first thing you see coming down this street and it looks horrible. [Removed] should be made to clean it up!
- We need a decent place to buy clothes and shop.
- We need a Home Depot or a Lowes, an Olive Garden, and industrial growth to attract employment opportunities. The city chases away this type of growth. We need an urgent care medical service with good doctors.
- We need a street light at the end of Hackney and Morgan. It is really dark at night and I don't feel safe.
- We need at least one street light in our neighborhood. It's so dark.
- We need much more real animal control in the parks.
- West Laramie fire protection. Also, upgrade of infrastructure. The age of pipes in the city is a disaster waiting to happen.
- West Laramie fire station.
- West Laramie streets and drainage. Repair infrastructure. Stop wasting funds on hiring consultants for everything.
- When a road is to be repaved, inspect water and sewer lines or make necessary repairs before paving of reset manholes, so [that] pavers can make a smooth transition up and around them. Not after and mismatched.
- While I understand and support underage drinking laws and DUI's, there seems to be many [other] traffic violations that go unnoticed.
- Why are bicycle riders given a pass on traffic violations? Why are trees, signs, etc., allowed to block one's sight at intersections? Bike riders with no lights fail to signal and fail to stop at stop signs.
- Why are there cars driving around with year-old temporary licenses? Why isn't that enforced?

- Why do we fix the streets and repave right before students come back? And why do we not put an officer on 3<sup>rd</sup> Street for every break at WyoTech when they speed down the street behind the Northridge Center? Low voltage licensing should be required by low voltage contractors, just like the State of Wyoming.
- Wind-blown trash [from the] city dump is blowing onto adjacent properties. Infrastructure: city, water, and sewer. Open space preservation and a link to national forests for multi-use east of Laramie.
- Would like more police patrol on Harney between 9<sup>th</sup> Street and 15<sup>th</sup> Street because there is a lot of very fast traffic. There will be a major accident at 11<sup>th</sup> Street and Harney because of heavy cross-traffic.
- Would like to see a mall for shopping. I would like to see more associations for teenagers (like, Chuck E Cheese) and the roller skate rink improved.
- Youth, especially law enforcement, adequate health care, and housing.

## Appendix B.3. Volunteered responses.

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

- Cut taxes and budget and stop looking for more ways to spend!

**Question 1. [Fire fighting]**

- West Laramie needs a station.

**Question 1. [Enforcement of traffic laws]**

- Stop-sign runners.
- Too many tickets.
- You are to serve and protect.

**Question 1. [Crime prevention]**

- Too many unsolved crimes.

**Question 1. [Garbage collection.]**

- Too expensive.

**Question 1. [Street maintenance and repair.]**

- In West Laramie.
- Sidewalks, too.

**Question 1. [Street cleaning.]**

- Except in winter.
- Too expensive. It should be eliminated.

**Question 1. [Snow removal on major streets (not including residential streets).]**

- Grand Avenue!
- Snow removal has always been poor.
- Snow removal in comparison to other Wyoming towns is awful.

**Question 1. [Storm drainage.]**

- In West Laramie.

**Question 1. [Park appearance/maintenance.]**

- Way too much emphasis on parks and recreation.

**Question 1. [Recreation programs.]**

- Not enough programs targeting youth and adolescents.
- The Recreation Center is too expensive.

**Question 1. [Land use, planning, zoning.]**

- No parking around the university.

**Question 1. [Code enforcement (weeds, substandard buildings, junk, etc.).]**

- [Expletive for urine] poor.
- Unimportant.
- West Laramie.

**Question 1. [Building permit services.]**

- Never there or it takes too long.
- Takes too long.

**Question 1. [Access for disabled persons to city facilities, parks, etc.]**

- Unimportant.

**Question 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:**

- Animal control. [2]
- Code enforcement.
- Recreation Center.
- Shared concrete program for replacement of sidewalks (residential).

**Question 3. Do you own or rent your Laramie residence?**

- Laramie Senior Housing.

**Question 4. [Crime.]**

- Crimes don't hit the paper. Joe the Plumber doesn't know about them.

**Question 4. [Illegal drug use.]**

- Awful with high school youth.

**Question 4. [Nuisances (rundown buildings, weeds, junk vehicles).]**

- Huge!
- Weeds!
- West Laramie.

**Question 4. [Speeding and traffic violations.]**

- Noise.
- Speed is the only thing that is looked [at]. A lot of people in this city don't use turn signals or use them when they are already turning. Also, they use the wrong lane when turning with more than one lane.

**Question 4. [Parking availability around UW campus.]**

- Huge problem.
- Should be the University of Wyoming's problem. They're taking away parking.

**Question 4. [Litter and debris.]**

- Around dump.

**Question 4. [Public disturbances (loud music, parties, etc.)]**

- Barking dogs.

**Question 4. [Occupancy violations (e.g., too many people living in a single home or apartment).]**

- 'Way bad!

**Question 5. How safe do you feel... [In the downtown area during the day.]**

- I don't go downtown.
- Very safe.

**Question 5. How safe do you feel... [In Laramie parks during the day.]**

- I don't use parks. There are too many cars.
- Loose dogs.

**Question 5. How safe do you feel... [In Laramie parks after dark.]**

- Loose dogs.
- Prevention measures.

**Question 7. If the City assumes ownership [of the Clark Street viaduct], which of the following options do you prefer?**

- Both.
- Bulldoze the viaduct.
- Close it. Don't spend the money.
- Cost?
- Destroy it.
- Do not assume the street.
- Don't assume ownership.
- *Eliminate the viaduct* should be an option. You only list options of keeping the viaduct.
- Emergency!
- For pedestrians. Bad question. Not enough options.
- It has reached the end of its usable life.
- It is very unsafe and should be demolished.
- It should be available to all people, tourists, locals, and students, so set up a walkway.
- No city ownership. Tear the Clark Street viaduct down!
- No Clark Street viaduct at all. It goes nowhere.
- No need to own or maintain.
- Remove it. [2]
- Should be torn down. [2]
- Tear down and rebuild for local traffic.
- Tear it down. [11]
- Tear it down. If WYDOT will not fix, why should the city?
- The City should not assume ownership! Look at the exposure to the Fox Theater.
- The Clark Street viaduct should be destroyed before a fatality occurs!
- The Clark Street viaduct to be torn down. Can't we decide this once and for all?

**Question 7 (cont.). If the City assumes ownership [of the Clark Street viaduct], which of the following options do you prefer?**

- The least expensive option is best.
- We need to keep this bridge for vehicles.
- What kinds of options are these? Are you freaking kidding me! Tear the damn thing down!
- What's the purpose of a viaduct if you're not going to allow vehicles? We don't need a viaduct for bicycles.
- Why? Tear it down!

**Question 8. Regarding a public bus system..**

- Depends on routes, if it goes near my home. I work three to four days a week.
- Depends, it's like University of Wyoming. They first create a parking problem then their solution is a bus system. Very poor planning!
- Existing bus services not well known. City assistance needed.
- If it had a decent (more than one pick up per hour) schedule, otherwise not at all.
- Not a city problem. This is a University of Wyoming problem.

**Question 8a. How much do you agree or disagree that establishing a public bus system in Laramie is a high priority?**

- As long as it was constant. Times every four or two hours would be adequate.
- University of Wyoming and Epsom Center have [one] now.

**Question 8b. On average, how many days per week would you use a public bus system rather than your personal vehicle?**

- Bike to work.
- Depends on the route.
- I know many who need it.
- My son could use it and I could.
- Possibly more, depending on time frames to get across town.
- We bike.

**Question 9. Where do you get information about the activities of city government?**

- Ergo, not much because the city does not work at getting coverage.

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

- High priority is fixing the water and sewer infrastructure in the city of Laramie.
- We needed the 7 cent tax.

**Question 12. [Maintaining infrastructure (sewer and water distribution system, storm drains).]**

- Inside city only.

**Question 12. [Preservation of water resources (Casper Aquifer, Monolith Ranch, Water Rights).]**

- Monolith Ranch.
- What are the options?

**Question 12. [Retain use of Clark Street viaduct at City's expense.]**

- I think you should tear it down before it falls down.

**Question 12. [Curbside recycling and/or composting.]**

- Need more. Total overhaul of environment protection.

**Question 12. [Growth and development planning.]**

- Depends on the direction taken on.
- If done right.
- With a different planner.

**Question 12. [Beautification (entryways, downtown, public areas).]**

- West Laramie.

**Question 12. [Improving/upgrading sidewalks, curbs, gutter.]**

- West Laramie.

**Question 12. [Traffic calming (pedestrian safety).]**

- With smooth approaches.

**Question 12. [Police protection.]**

- Already very good.

**Question 13. What is your employment status?**

- Self-employed. [2]
- Temporary work.

# Appendix C. Survey Instrument

## 2008 CITY OF LARAMIE CITIZEN SURVEY

Thank you for participating in this important survey! Use 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 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"/>					
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
- Public Works
- Parks & Recreation
- Fire
- Community Development
- Administration
- No interaction → Skip to question 3.

**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"/>				
Alcohol-related offenses	<input type="radio"/>				
Loud vehicles	<input type="radio"/>				
Nuisances (rundown buildings, weeds, junk vehicles)	<input type="radio"/>				
Speeding and traffic violations	<input type="radio"/>				
Parking availability around UW campus	<input type="radio"/>				
Parking availability downtown	<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"/>				

**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"/>

The 2007 Clark Street viaduct study concluded that the Clark Street viaduct has reached the end of its usable life. When the Wyoming Department of Transportation constructs a viaduct at Harney Street, the ownership and maintenance of the Clark Street viaduct may be transferred to the City of Laramie.

**7. If the City assumes ownership, which of the following options do you prefer?**

- The Clark Street viaduct to be reconstructed by the City and opened only for LOCAL vehicular traffic
- The Clark Street viaduct to be open only for non-vehicular traffic (e.g., pedestrians, bicycles)
- Don't know / Not sure

**8. Regarding a public bus system. . .**

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know / Not sure
How much do you agree or disagree that establishing a public bus system in Laramie is a high priority?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	5-7 days	3-4 days	1-2 days	Less than 1 day	Never	Don't know / Not sure
On average, how many days per <u>week</u> would you use a public bus system rather than your personal vehicle?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**9. Where do you get information about the activities of city government?**

(Mark all that apply.)

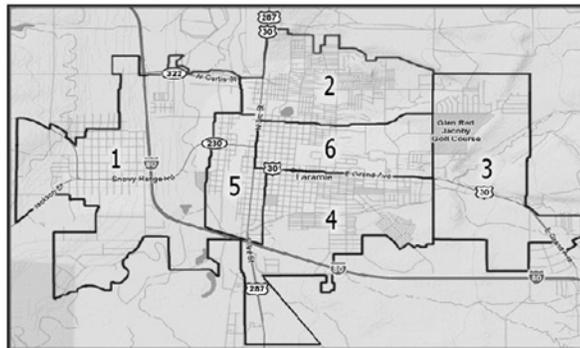
- Radio
- Television
- Newspaper articles/advertisements
- Newspaper legal notices
- City of Laramie website
- Internet or email newsletters
- TV Channel 11
- Public meetings
- Talking with friends and neighbors
- All of the above
- None of the above
- Other, please specify: \_\_\_\_\_

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

	High priority	Moderate priority	Low priority	Not a priority	No opinion / Not sure
Street maintenance	<input type="radio"/>				
Maintaining infrastructure (sewer and water distribution system, storm drains)	<input type="radio"/>				
Preservation of water resources (Casper Aquifer, Monolith Ranch, Water Rights)	<input type="radio"/>				
Retain use of Clark Street viaduct at City expense	<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"/>				
Curbside recycling and/or composting	<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"/>				
Alley maintenance	<input type="radio"/>				
Police protection	<input type="radio"/>				
Fire protection and Emergency Medical Services	<input type="radio"/>				
Proactive weed control	<input type="radio"/>				
Encouraging business development 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       55 – 64 years
- 25 – 34 years       65 – 74 years
- 35 – 44 years       75 years or older
- 45 – 54 years

**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?**

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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.

