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UNIVERSITY OF WYOMING

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City of Laramie Survey, 2015

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City of Laramie Survey, 2015

1. Executive Summary

In the fall of 2014 the City of Laramie enlisted the Wyoming Survey & Analysis Center (WYSAC) to conduct the fourth iteration of the City of Laramie Community Survey. A total of 553 surveys were completed (337 via web, 216 via mail) with a random sample of Laramie residents in early 2015. Random samples of this size yield a margin of error of approximately ± 4.1 percentage points at a 95% confidence level. 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. Key findings of note are below.

Start and End Dates
January 15 th , 2015 – April 29 th , 2015
Sample Type and Size
2,000 Laramie households Random sample of USPS delivery sequence file 180 bad addresses, 5 respondents ineligible 1,815 valid mailing addresses
Completed Surveys
Total – 553 Web – 337 Mail – 216
Response Rate
553 completions (30%)
Margin of error
± 4.1 percentage points at a 95% confidence level.

- Of the 25 services rated for quality by Laramie citizens, 13 were rated *excellent* or *good* by a least half of all respondents. As was the case in previous iterations, *fire fighting* (89%), *ambulance service* (86%), *fire prevention* (82%), *park appearance/maintenance* (81%), and *reliability of water flow* (78%) are again the top five rated services.
 - Statistically significant increases in *positive* ratings are observed from 2012 for: *fire prevention* (72.3% to 81.9%), *ambulance service* (79.8% to 85.8%), *reliability of water flow* (73.3% to 78.1%), *mosquito control* (45.7% to 54.1%), *animal control* (43.3% to 51.1%), and *street maintenance and repair* (10.4% to 14.3%).

- Of the same 25 services, 9 were rated as *not so good* or *poor* by at least 25% of Laramie citizens. As was the case in 2012, *street maintenance and repair* (58%), *code enforcement* (45%), *land use and planning* (36%), and *storm drainage* (35%) are in the top five lowest rated services. Added in 2015, *development review/planning* is rated as *not so good* or *poor* by 38% of Laramie residents.
 - Landfill services is the only service to receive a statistically significant increase in *negative* rating from 2012, with 26.4% of Laramie residents saying *not so good* or *poor*, an over ten percentage point increase from 15.9%
- When asked which city department they had most recently interacted with within the past 12 months, 31% said *police*, followed by *parks & recreation* (24%), *public works* (22%), *administration* (13%), *community development* (7%), and *fire* (3%).
- Considering the issues perceived as *major problems* for the city of Laramie, when comparing those that were presented in 2012 as well as 2015 no significant changes are observed.
 - The top three issues rated as a *major problem* by Laramie Citizens are *underage alcohol offenses* (42%), *driving under the influence* (36%), and *bicyclists (not) following traffic laws* (33%).
 - A number of declining linear trends from 2006 to present are observed when looking at issues perceived as *major problems*. **A decrease in the percentage of citizens who view an issue as a *major problem* should be interpreted as a positive change in the perception of the issue as a problem in the community.** These items show a significant decrease in *major problem* ratings since 2006:
 - Illegal drug use (21% in 2015, 21% in 2012, 36% in 2008, 38% in 2006)
 - Loud vehicles (20% in 2015, 22% in 2012, 29% in 2008, 35% in 2006)
 - Nuisances (16% in 2015, 19% in 2012, 29% in 2008, 29% in 2006)
 - Speeding (15% in 2015, 18% in 2012, 30% in 2008, 36% in 2006)
 - Unsupervised youth (7% in 2015, 8% in 2012, 11% in 2008, 12% in 2006)
 - Public disturbances 6% in 2015, 7% in 2012, 9% in 2008, 12% in 2006)
- Laramie residents were asked to rate how safe they feel in a number of locations in Laramie in different times of day. There are no significant changes from 2012, with a majority of Laramie citizens saying they feel *very safe* or *somewhat safe* in all presented scenarios.
 - All (99%) of citizens say they feel *very safe* or *somewhat safe* in their own neighborhood during the day, the highest safety rating. Two-thirds (64%) of citizens say the same for the Laramie greenbelts after dark, the lowest safety rating.
 - There is a positive linear trend in the safety rating since 2006 for *downtown after dark* (87% in 2015, 81% in 2006), and *in Laramie parks after dark* (87% in 2015, 65% in 2006).
- Laramie residents were asked how strongly they agree or disagree with a number of statements related to the City of Laramie:
 - "The fee I pay the City for garbage collection and disposal is reasonably priced for the service I receive" has the highest level of agreement; 47% *strongly agree* or *somewhat agree*. Still there is a statistically significant negative trend since 2006, when 65% agreed with this statement.
 - "The City of Laramie government welcomes citizen involvement and encourages citizen participation" saw a statistically significant decrease in agreement from 2012 (from 49% to 42%).

- "I have a good understanding of how my taxes are spent on City services, operations and capital projects" has 43% agreement.
- "The fee I pay for City water is reasonably priced for the service I receive" has 37% agreement.
- "The fee I pay the City for sewage collection and treatment is reasonably priced for the service I receive" has 45% agreement, a statistically significant decrease in agreement since 2006, when 65% agreed with this statement.
- New to the 2015 iteration, citizens were asked if they favor or oppose municipal government regulation of plastic bag use at retail stores. Responses were fairly balanced for those who had an opinion; with 41% responding they would be *in favor of regulation*, and 38% responding they would *oppose regulation*. The remaining 21% of citizens said they were *neutral*. While this initiative does not appear to currently have the support of the majority, those who are *in favor of regulation* are marginally more than those who *oppose regulation*.
- In an effort to identify which sources of information citizens use the most as sources of information about the activities of the City government, survey respondents were asked to mark all sources that they currently use as a source, and those they would like to see as a primary source.
 - Over two-thirds (69%) of citizens report that they use *talking with friends & family* as a source of information about the activities of City government, followed by *newspaper articles* (66%), and *radio* (57%).
 - The three least used sources appear to be *city newsletter and news flashes (email)* (8%), *TV government access channel* (10%), and *attending public meetings* (14%).
 - The top five sources that Laramie citizens would like to see as their primary source of information about the activities of City government are *newspaper articles* (19%), *City of Laramie website* (19%), *Internet* (16%), *Radio* (14%), and *city newsletter and news flashed (email)* (13%).
 - The *recreation center program guide*, *newspaper legal notices*, *radio*, *City of Laramie website*, and *attending public meetings* are rated as the most reliable sources (in that order).
- Finally, survey respondents were asked their opinion about how the City should prioritize the allocation of available funds (*high priority*, *moderate priority*, *low priority*, *not a priority*, *no opinion/not sure*).
 - Two-thirds (67%) of Laramie citizens place *high priority on* maintaining infrastructure (sewer and water distribution system, storm drains), the highest rated item. This result is not statistically different from 2012, when 63% of Laramie citizens placed *high priority* on this item.
 - Preservation of water resources (Casper Aquifer, Monolith Ranch, Water Rights) is the next highest rated item with 64% giving it a *high priority*, a statistically significant increase from 55% in 2012.
 - *Street and alley maintenance*, *ambulance service*, *fire protection* are given *high priority* for the allocation of available funds by a majority of citizens (52%, 51%, and 50%, respectively), with no significant changes in the proportions from 2012.
 - The following four items have registered a statistically significant increase in the proportion of citizens who give them *high priority*:
 - Protecting Laramie's environment (management of greenways, open space, and waterways) (43%, up from 32%)
 - Energy efficiency of City owned properties (24%, up from 19%)
 - Beautification (entryways, downtown, public areas) (23%, up from 17%)
 - Enhancing recreation facilities, programs offered, parks and open spaces (21%, up from 16%).

2. Background

In fall 2014 the City of Laramie enlisted the Wyoming Survey & Analysis Center (WYSAC) to conduct the fourth iteration of the City of Laramie Community Survey. This survey was first conducted in 2006, and again in 2008 and 2012. The purpose of this 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. The iterative nature of this survey makes it possible to follow changes over time for a number of issues. Most of the items included in the survey have remained unchanged in all four iterations.

3. Methods

3.1. Survey Design and Administration

3.1.1. Questionnaire Development

The questionnaire used in the latest iteration of the City of Laramie Survey is based on the questionnaires developed and used in 2006, 2008 and 2012. By design, the survey is intended to gauge levels of satisfaction with City of Laramie services, as well as to gather opinions about other issues of importance to the citizens of Laramie, like perceptions of safety, considerations of issues that might be major problems, preferences for the allocation of resources. The ability to track change over time was of the essence, so only critical changes or additions were made. The biggest change made in 2015 is modification of the set of questions regarding sources of information regarding municipal activities, the addition of a question regarding municipal regulation of the use of plastic bags in retail stores, and the deletion of the set of questions regarding the public bus system. After the questionnaire received final approval by City of Laramie officials, the survey instrument was formatted into an Optical Mark Recognition (OMR) scannable document using Teleform software and also programmed for online survey administration.

3.1.3. Sample Design

The sampling frame for the survey included all households within the City of Laramie based on the following zip codes: 82070, 82072, and 82073. A probability sample of 2,000 mailable addresses from these zip codes was purchased from the Marketing Systems Group (Genesys), one of the leading national vendors specializing in the generation of scientific samples. There was no random selection of respondents within households; any adult household member who agreed to participate could complete the survey.

3.1.4. Survey Administration

WYSAC began the survey mailing sequence on January 15, 2015, when a notice letter authored by the City Manager was mailed to every household in the sample. This letter contained a link and login code allowing respondents to complete the survey online. About a week later the paper questionnaire accompanied by a cover letter authored by WYSAC was sent to all who had not responded with completed surveys online. The cover letter was inviting potential respondents to either complete the paper survey and mail it back in the postage paid envelope that was included in the mailing, or respond online. Approximately two weeks later, a reminder letter was sent to all households in the sample who had not yet responded with completed surveys. Finally, about two weeks later a replacement questionnaire, accompanied by a reminder letter authored by WYSAC, was sent to those households from which a completed survey had not yet been received.

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

3.2. Response Rates and Margins of Error

As mentioned above, the initial sample consisted of 2,000 addresses for households bearing City of Laramie zip codes. Of these, 180 were identified as bad addresses (undeliverable mail) in the course of the four mailings, and 5 were deemed ineligible leaving a total sample of 1,815 valid addresses. Survey data collection closed on April 29, 2015, by which date 553 completed questionnaires were obtained, for a final response rate of 30%. Of all completed surveys 216 (39%) were received online and 337 (61%) in using the paper copy.. Random samples of 553 yield margins of error of about plus or minus 4.13 percentage points with 95% confidence. At these levels and within this margin of error, it is appropriate to state that the results presented in this report accurately reflect the opinions and preferences of all Laramie households and thus can be generalized to the population of Laramie residents.

3.3. Data Compilation and Analysis

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

The differences observed by survey year were tested for statistical significance using collapsed response choice categories (i.e., *strongly agree* and *agree* were collapsed into *agree*). The overall Pearson chi-square test was run as appropriate. In all cases in which statistically significant differences were established (at the levels of $p < 0.05$ and $p < 0.01$), there is a notation in the respective tables in *Appendix A*.

In addition, for the 2015 data, items of relevance were broken down by key background variables and the findings, if statistically significant (at the $p < 0.01$ level), are presented in *Section 6* of this report. The overall Pearson chi-square test was used for this analysis. Here again collapsed response choice categories were used.

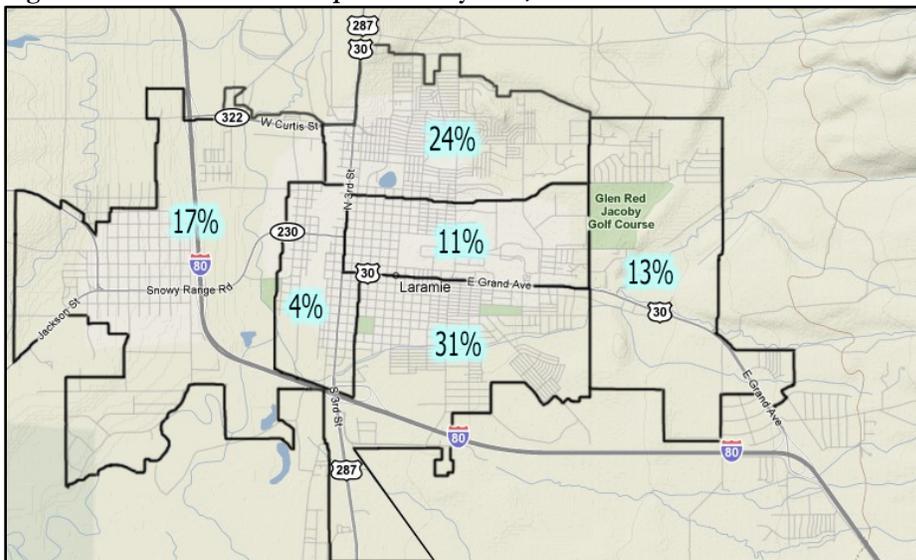
4. Demographics

Presented in this section is an overview of the results for the demographic items included in the 2015 survey. Demographic questions asked of Laramie residents provide checks of the representativeness of the sample obtained. In 2012 a web option was added to the survey to allow respondents the option to complete the survey electronically instead of via USPS. As a result of this additional mode, more younger residents have completed the survey in recent iterations than in previous iterations.

- In 2015, 88% of those responding to the survey indicate that they live within the city limits of Laramie, compared to 90% in 2012, 88% in 2008, and 98% in 2006. This is a result of some Laramie zip codes also applying to addresses in Albany County, outside of city limits. The inclusion of those who live outside of the City limits is of value, as these individuals make use of and have opinions about City of Laramie services.

- In 2015, 72% of respondents indicate that they own their home. This is a slight increase from 2012 when 66% of those responding to the survey were homeowners. Renters represented 28% of the sample in 2015, compared to 32% in 2012.
- Employment status was asked as a *Mark all that apply* item, hence some overlap between categories (e.g., a person may be both a student *and* employed part-time; many other combinations possible). Most (53%) of respondents were *full time employed*, similar to 56% in 2012. *Retirees* account for 28% of 2015 respondents (up from 21% in 2012) and *part-time employed* for 12% (12% in 2012). The number of student respondents decreased from 18% in 2012 to 14% in 2015 (compared to 2.6% in 2008 when no web option was available).
- Respondents were asked to indicate, using areas delineated by City officials during questionnaire development in 2006, in which general area of Laramie they live (see Appendix D, *Laramie Areas Map*). As expected, the distribution of survey respondents by area generally corresponds to population densities for the various areas, with *South* (31%) and *North* (24%), the areas of greatest housing density, delivering the highest percentages of respondents. The *Downtown/West side* area had the lowest percentage at about 4% (Figure 4.1).

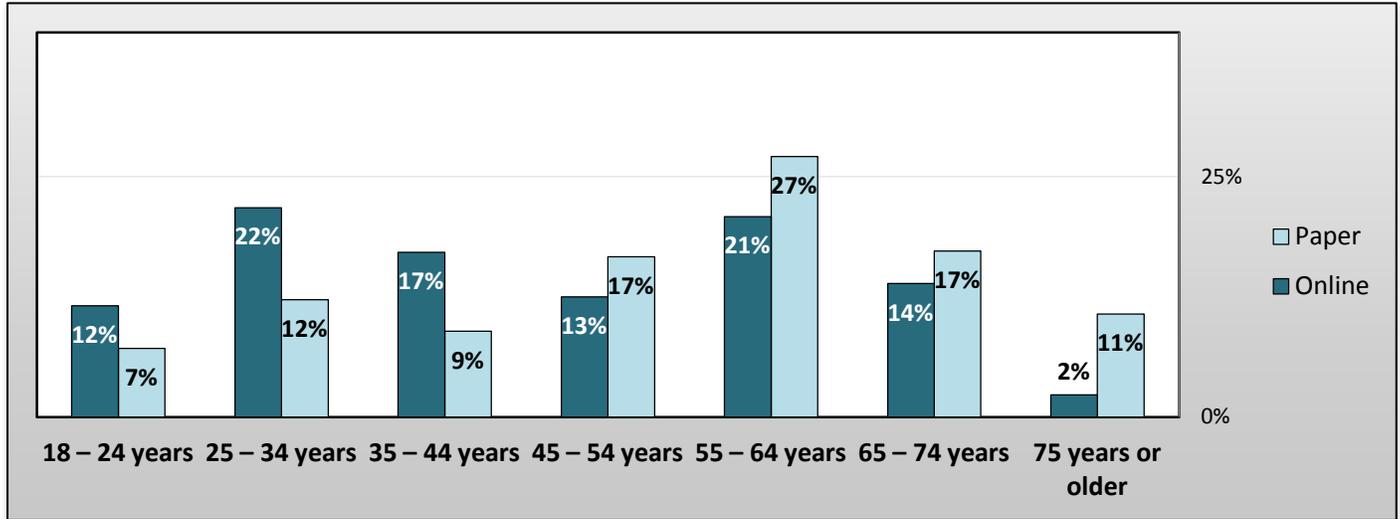
Figure 4.1. Distribution of respondents by area, 2015.



- About 16% of Laramie citizens who responded to the survey were 25 to 34 years old (down from 21% in 2012 and up from 5% in 2008), while another 25% were 55 to 64 years old (up from 21% in 2012).
- Just under half (49.1%) of respondents have lived in Laramie more than 20 years, up from 43% in 2012. Over one-third (35.4%) of respondents have lived in Laramie 10 years or less.
- The educational attainment of survey respondents is similar to previous iterations, with over a third (34.4%) having attained a graduate degree or higher, 27.4% having attained a bachelor's degree or higher, and 11.2% having attained an associate's degree or vocational/technical degree.

- In 2012 a web option was successfully introduced to achieve a more representative age distribution of the survey sample. As was the case in 2012, in 2015 the online version of the survey was chosen significantly more by younger people, while the paper version significantly more by people 45 or older. (Figure 4.2).

Figure 4.2. Age of Respondents by Mode, 2015.



Those who rent their home (presumable younger people), are more likely to use the online version of the survey (Figure 4.3). Retirees (presumably older people) are more likely to use the paper version of the survey (Figure 4.4.)

Figure 4.3. Housing Status by Mode, 2015.

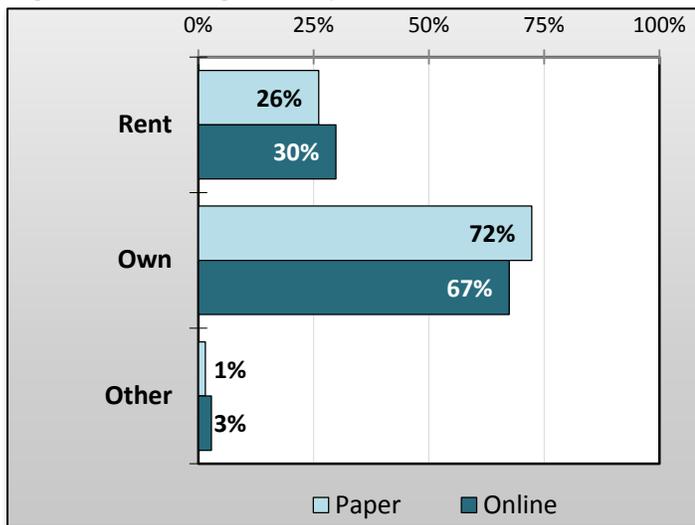
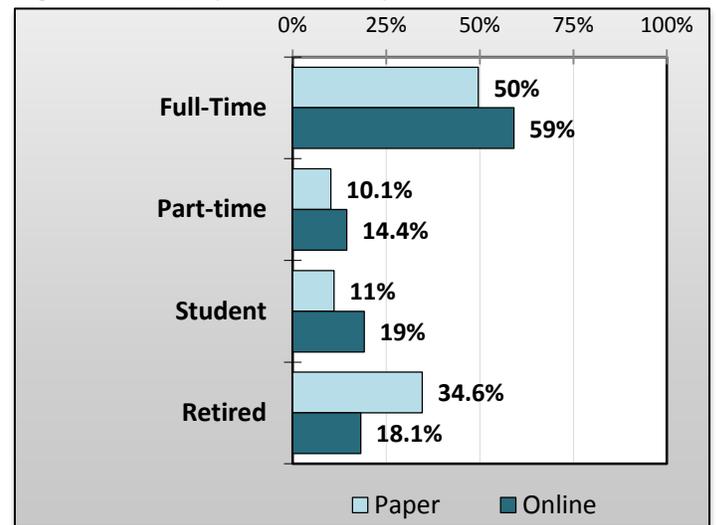


Figure 4.4. Employment Status by Mode, 2015.



5. Discussion of Survey Results

5.1. Quality of City Services

The first series of survey items asks residents to rate the quality of a number of services provided by the City of Laramie using a five-point scale, with answer choices of *Excellent*, *Good*, *About average*, *Not so good*, and *Poor*. There were 25 separate services listed, with one new item added in 2015 (“development review/planning”). Figures 5.1.1 through 5.1.25 below display the results for this survey series. These figures simplify the survey results, in that the response choices of *Excellent* and *Good* are collapsed into *Positive* and the choices of *Not so good* and *Poor* are collapsed into *Negative*. The figures presented are conservative representations of citizens’ approval of City services, in that *Neutral/Average*, essentially indicates perceptions of adequate levels of service (i.e., neither *good* nor *not so good*).

As was the case in previous survey iterations, Laramie citizens' ratings of the quality of both *fire fighting* and *fire prevention* are quite high. In 2015, *fire fighting* is rated positively by 89% of residents, making it the most highly rated of all city services. *Fire prevention* is positively rated by 82% of Laramie residents, a statistically significant increase from 72% in 2012. Predictably, a very low percentages of residents rate these services negatively (Figures 5.1.1 and 5.1.2).

Figure 5.1.1. Fire fighting.

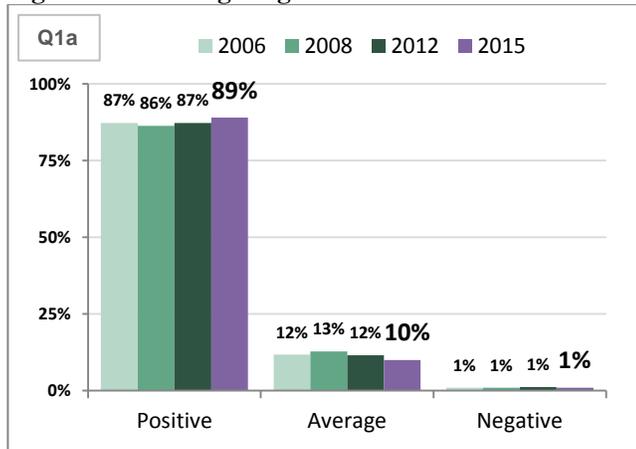
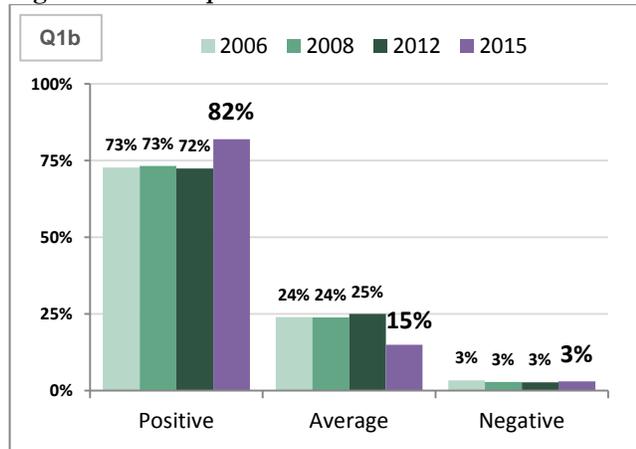


Figure 5.1.2. Fire prevention.



In 2015 *Ambulance service* as provided by the City of Laramie is rated positively by 86% of respondents representing a statistically significant increase from 2012 (80%) (Figure 5.1.3). As was the case in 2012, *Ambulance service* is the second-highest rated City service. New to 2015 is *Development review/planning*, which received a positive rating from only 25% of citizens. (Figure 5.1.4).

Figure 5.1.3. Ambulance service.

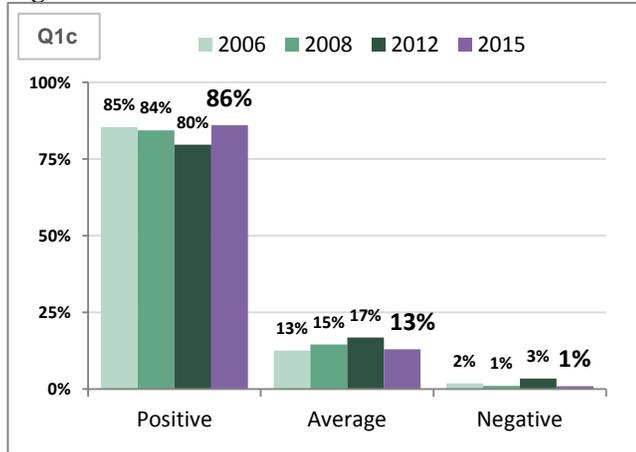
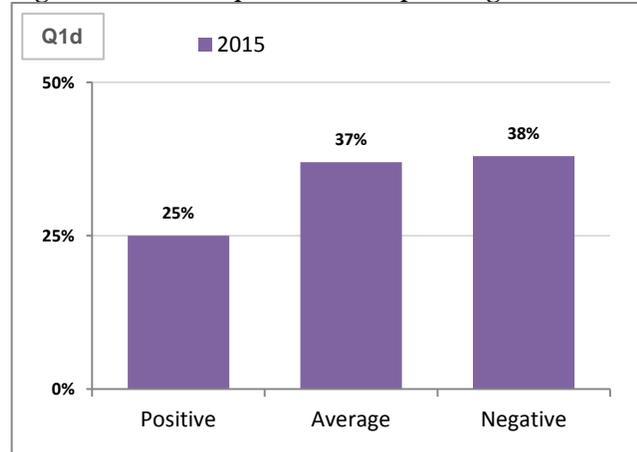


Figure 5.1.4. Development review/planning.



Enforcement of traffic laws saw a slight decrease in positive ratings to 44% (45% in 2012, 37% in 2008, 32% in 2006), while the rating of *average* increased from 33% in 2012 to 39% in 2015 (Figure 5.1.5). *Crime prevention* received a positive rating from 51% of Laramie citizens, up from 49% in 2012. Only around 11% of Laramie citizens negatively rate the quality of *crime prevention* (Figure 5.1.6).

Figure 5.1.5. Enforcement of traffic laws.

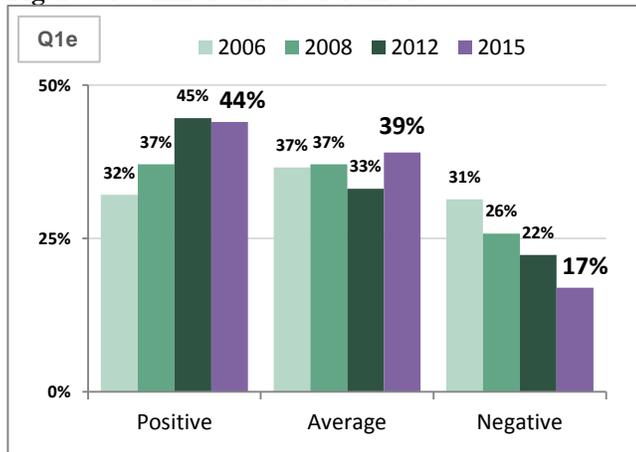
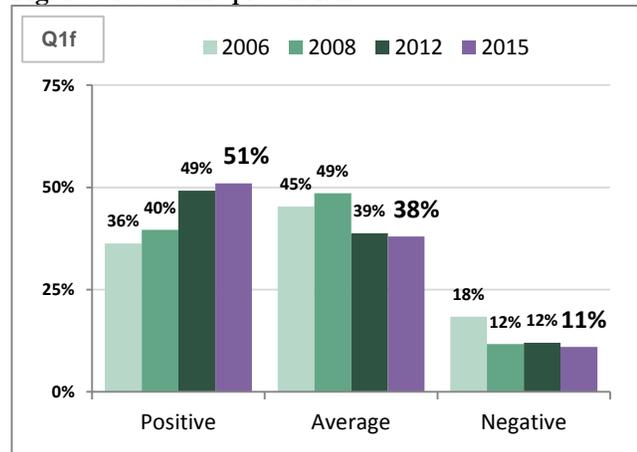


Figure 5.1.6. Crime prevention.



Garbage collection saw a slight increase in positive ratings and decrease in negative ratings to recover from a low point in 2012. Landfill services continues to see a statistically significant decline in positive ratings from Laramie citizens, down to 42% positive in 2015 from 70% in 2006. Over a quarter of Laramie citizens now rate the quality of landfill services negatively (Figures 5.1.7 and 5.1.8).

Figure 5.1.7. Garbage collection.

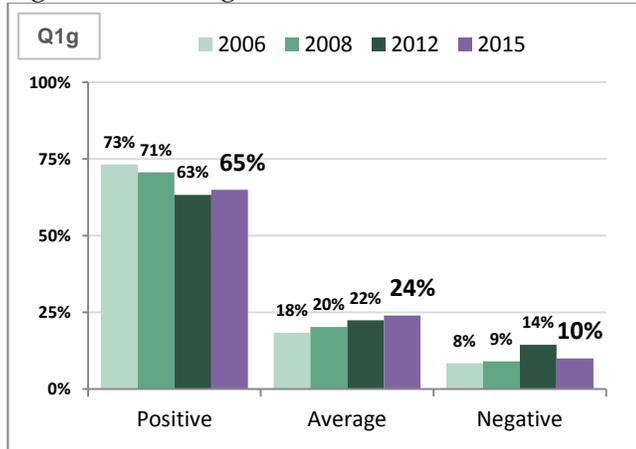
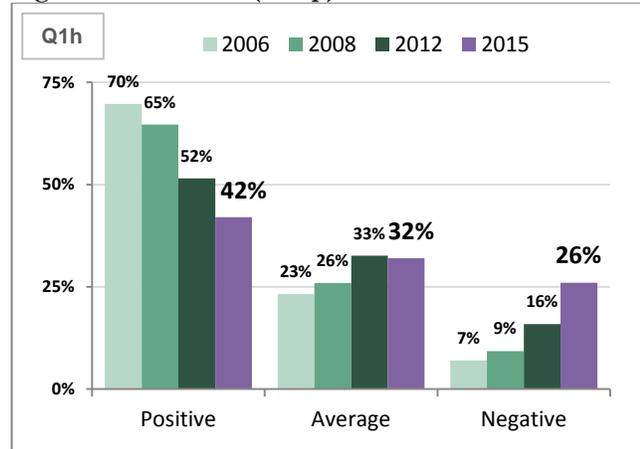


Figure 5.1.8. Landfill (dump) services.



In 2015 a majority (58%) of Laramie citizens negatively rated street maintenance and repair, though there is a 7 percentage point decrease in negative rating from 2012 (65%). This item has continually been the lowest rated service by Laramie citizens (Figure 5.1.9). The percentage of respondents who gave negative ratings of street cleaning decreased from 35% in 2012 to 31% in 2015; and those who gave it a positive rating increased from 27% in 2012 to 31% in 2015. The positive and negative ratings appear to be evenly split on this item. (Figure 5.1.10).

Figure 5.1.9. Street maintenance and repair.

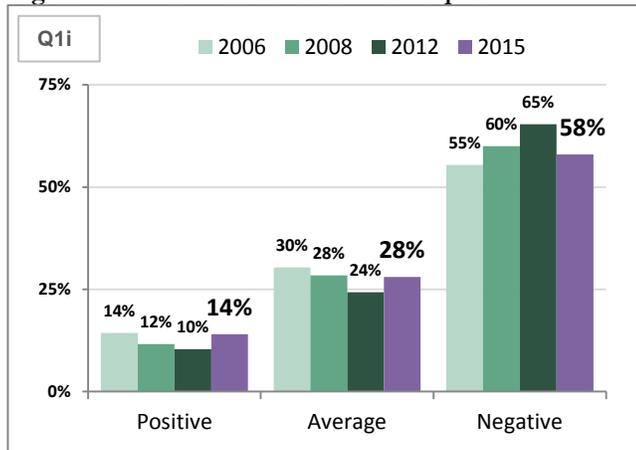
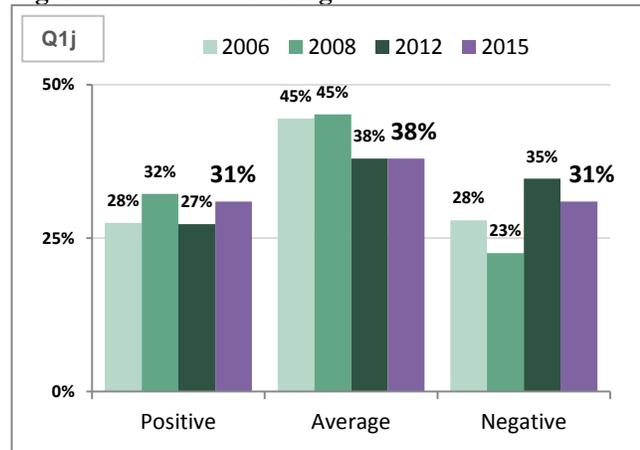


Figure 5.1.10. Street cleaning.



The quality of snow removal on major Laramie streets¹ is at the highest level since measurement began, with 41% of Laramie citizens giving it a *positive* rating. (Figure 5.1.11). Similarly, the positive ratings of *storm water drainage* increased to their highest level in 2015; to 31%, from 26% in 2012. Still negative ratings seem to dominate; one-third (35%) of residents give *storm water drainage* a negative rating for quality (Figure 5.1.12).

Figure 5.1.11. Snow removal (major streets only).

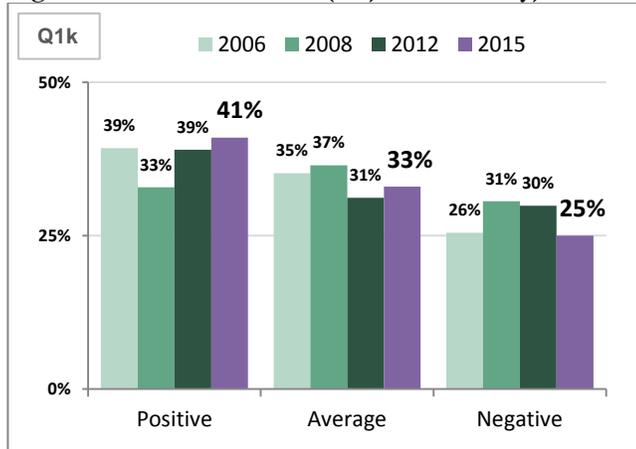
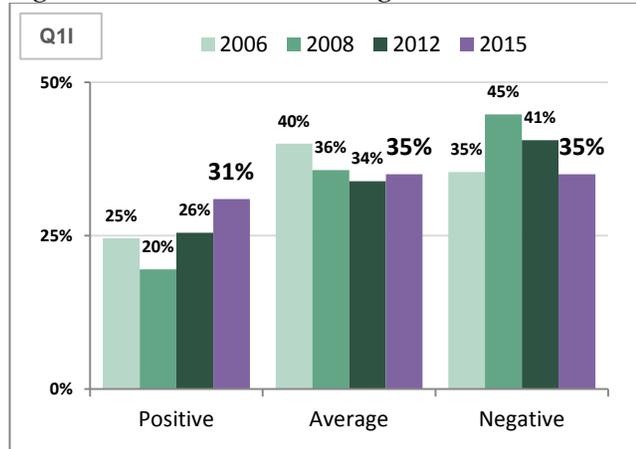


Figure 5.1.12. Storm water drainage.²



In 2015, 44% of Laramie citizens rated City *sewer services* positively (up from 41% in 2012). A negative rating was given by 13%, down from 17% in 2012 (although observed differences are not statistically significant) (Figure 5.1.13). Ratings of Laramie *water quality* continue to be high, with 68% rating it positively (69% in 2012, 72% in 2008, 71% in 2006) (Figure 5.1.14).

Figure 5.1.13. Sewer services.

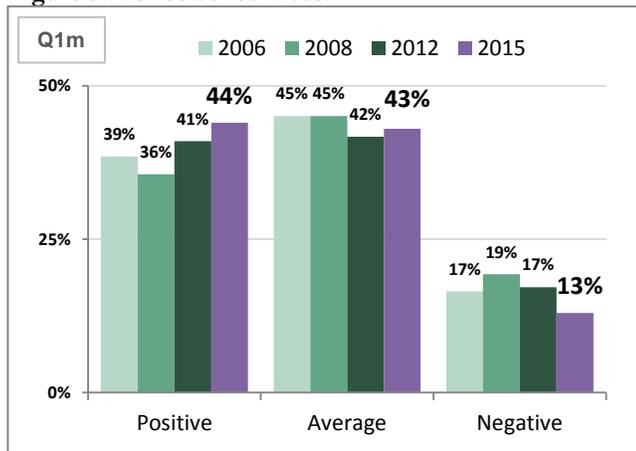
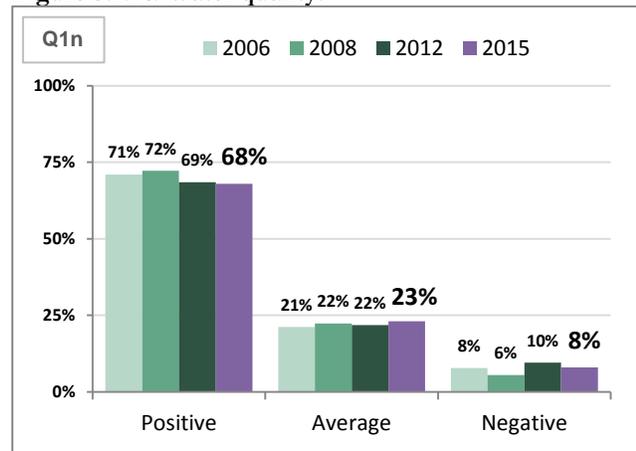


Figure 5.1.14. Water quality.



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

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

Ratings of the *reliability of water flow* saw a statistically significant increase from 2012, with 78% rating this service positively (up from 71%-73% in previous iterations) (Figure 5.1.15). Ratings of *appearance and maintenance of Laramie parks* remains very positive (81%), and very stable across iterations (Figure 5.1.16).

Figure 5.1.15. Reliability of water flow.

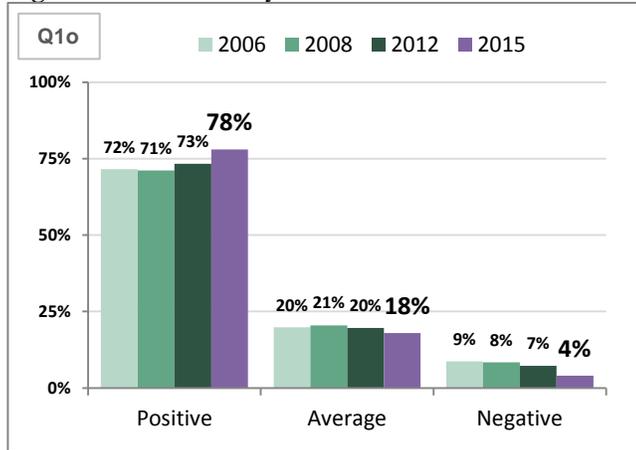
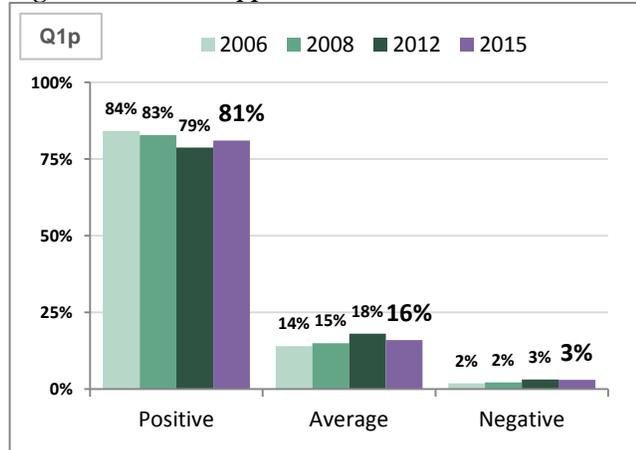


Figure 5.1.16. Park appearance and maintenance.



Positive ratings in 2015 for the quality of City *recreation programs* remained stable, with a slight but not statistically significant increase from 2012 (to 10% from 8%) (Figure 5.1.17). Positive ratings for *land use, planning and zoning* decreased slightly, although not significantly, from 29% in 2012 to 25% in 2015 (Figure 5.1.18).

Figure 5.1.17. Recreation programs.

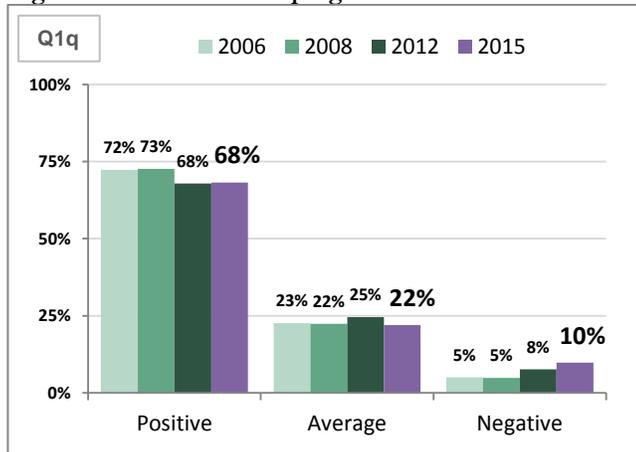
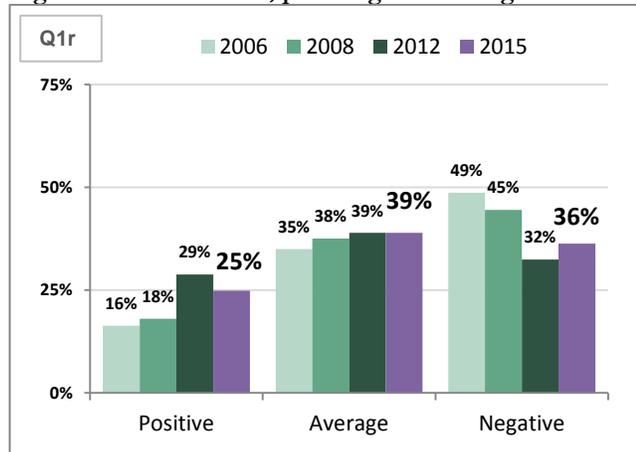


Figure 5.1.18. Land use, planning and zoning.



Positive ratings for *code enforcement* increased slightly to 21% in 2015 from 20% in 2012 and 12% in 2008. (Figure 5.1.19). The rating of *animal control* experienced a statistically significant increase in positive quality rating, from 43% in 2012 to 51% in 2015 (Figure 5.1.20).

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

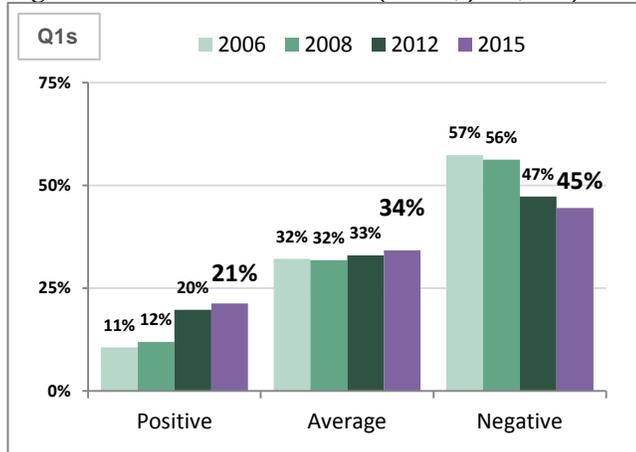
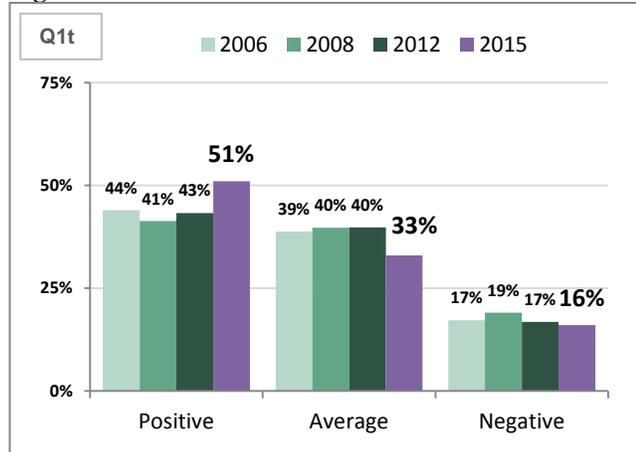
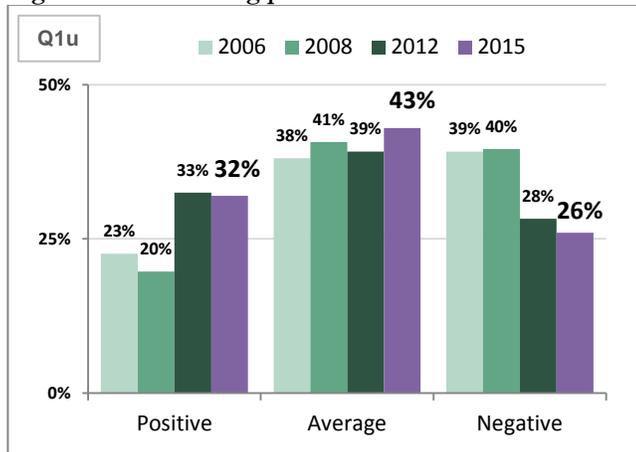


Figure 5.1.20. Animal control.



The number of Laramie residents who rated *building permit services* positively remained unchanged from 2012, with 32% rating it positively. The negative ratings for that service have substantially decreased from 40% in 2008, to 28% in 2012 to 26% in 2015. (Figure 5.1.21).

Figure 5.1.21. Building permit services.



Laramie residents were asked to rate the quality of two items related to access for the disabled. *Disabled access* relating to city facilities, parks, etc., saw a slight but not statistically significant decrease in positive ratings, from 58% in 2012 to 54% in 2015. Similarly, positive ratings of *Disabled access* relating to public streets saw a 4 percentage point drop from 2012 to 44% (Figures 5.1.22 and 5.1.23).

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

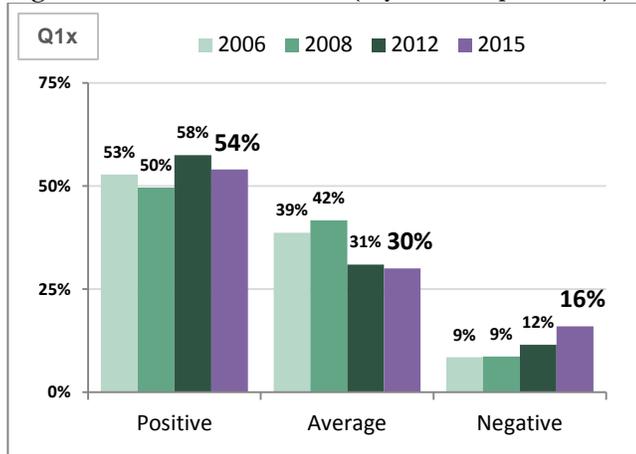
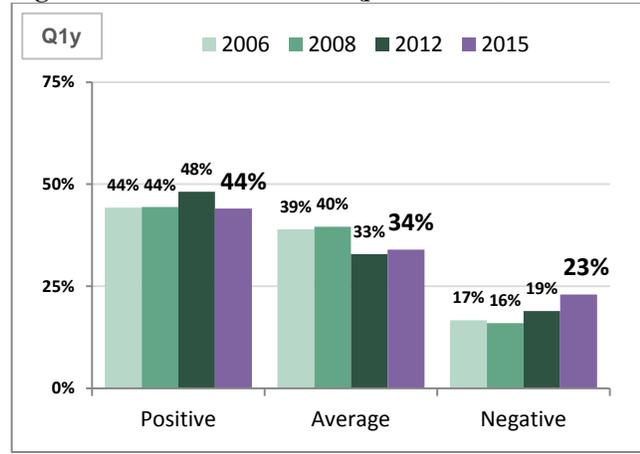


Figure 5.1.23. Disabled access (public streets, sidewalks, etc.).



Slightly fewer Laramie residents rated the quality of *curbside recycling* positively in 2015 than was the case in 2012, down from 59% to 53%. Interestingly at the same time *negative* ratings remained stable at about 20%, while ratings for *average* increased by 6 percentage points. This may represent Laramie citizens having a longer time to evaluate the service, while the newness of the service wears off (Figure 5.1.22). Just over half (54%) of all respondents rated positively the quality of *mosquito control*, which is a statistically significant increase in the positive ratings from 2012 (46%) (Figure 5.1.25).

Figure 5.1.24. Curbside Recycling.

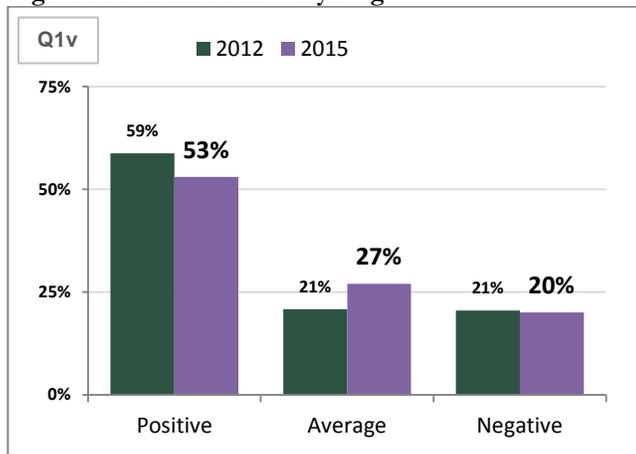
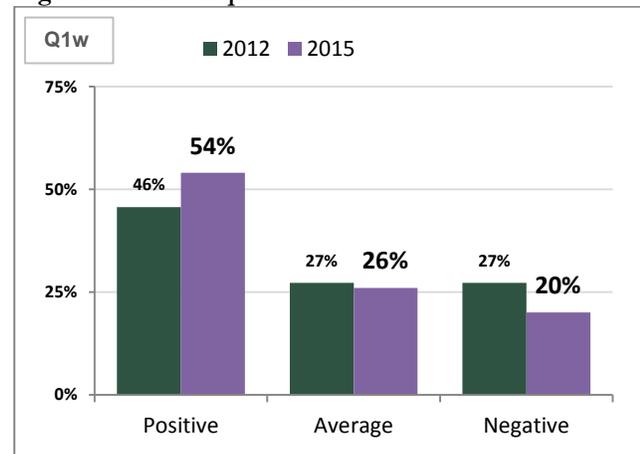


Figure 5.1.25. Mosquito Control



5.1.1. Summary of Results for Quality of City Services

The following two figures display the 2015 results for all 25 City of Laramie services that were rated by Laramie citizens. The first figure (5.1.1.1) presents the percentages of residents who rated each item as *excellent* or *good* (i.e., *Positive*), arranged in descending order starting with the service with the highest positive ratings down to the service with the lowest positive rating. The second figure (5.1.1.2) presents the percentages of residents who rated the items as *not so good* or *poor* (i.e., *Negative*), starting with the item with the most negative ratings.

As can be seen in Figure 5.1.1.1 below, the five highest rated City services in 2015 are: *fire fighting* (89%), *ambulance service* (86%), *fire prevention* (82%), *park appearance/maintenance* (81%), and *reliability of water flow* (78%). Of the 25 items, 13 received a majority of *excellent* or *good* ratings from Laramie citizens.

Statistically significant increases in net-positive rating were observed from 2012 for: *fire prevention* (72.3% to 81.9%), *ambulance service* (79.8% to 85.8%), *reliability of water flow* (73.3% to 78.1%), *mosquito control* (45.7% to 54.1%), *animal control* (43.3% to 51.1%), and *street maintenance and repair* (10.4% to 14.3%).

(See detailed percentage distributions for each item presented in Appendix A).

Figure 5.1.1.1. City services rated by responses as *excellent* or *good*, 2015.

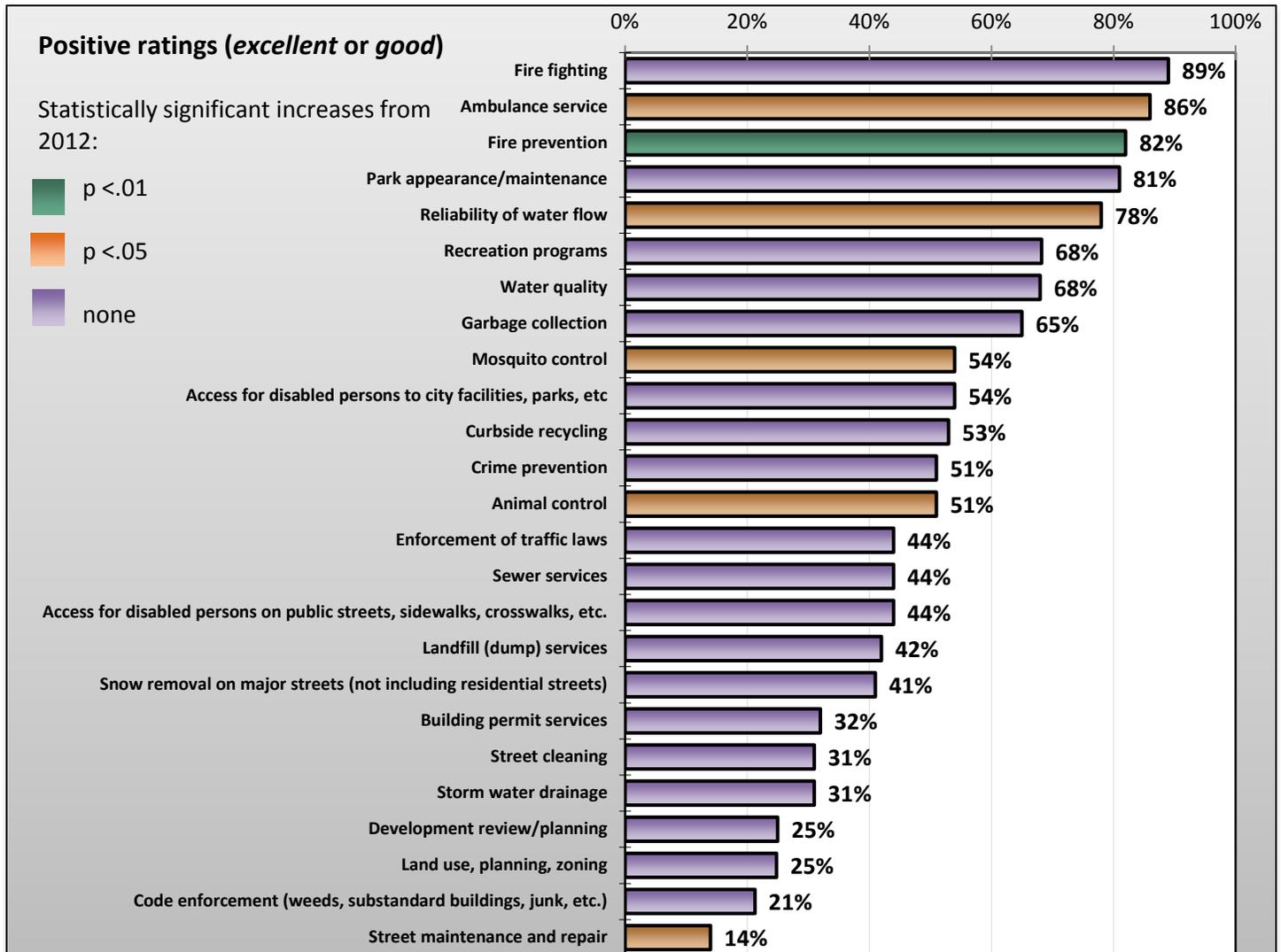
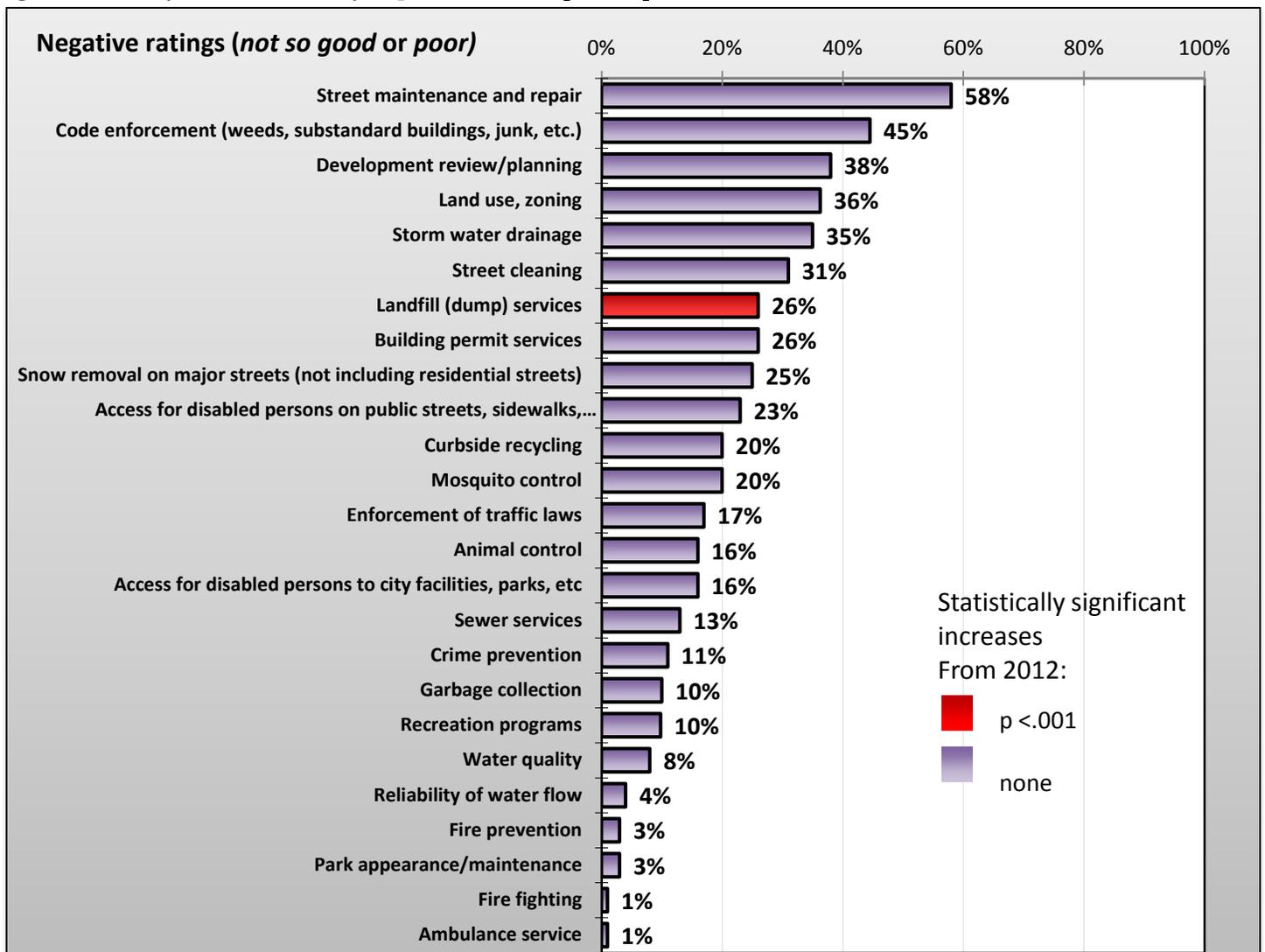


Figure 5.1.1.2 below presents the percentage of respondents who gave negative ratings to each item, rating the service as *not so good* or *poor* (i.e., *Negative*). Services are arranged in descending order by the service receiving a *not so good* or *poor* rating by the highest percentage of respondents. The five services with the highest percentage of respondents rating them as *not so good* or *poor* are: *street maintenance and repair* (58%); *code enforcement* (45%); *development review/planning* (38%); *land use, planning, and zoning* (36%); and *storm water drainage* (41%). Of all 25 services, nine received a *not so good* or *poor* rating from at least 25% of respondents, while eight services received such ratings from 10% or less of the Laramie citizens.

Landfill services was the only service to receive statistically significant increase in negative rating from 2012, with 26% of Laramie residents saying *not so good* or *poor*, an increase of ten percentage points from 16% in 2012.

(See detailed results presented in Appendix A).

Figure 5.1.1.2. City services ranked by responses as *not so good* or *poor*, 2015.

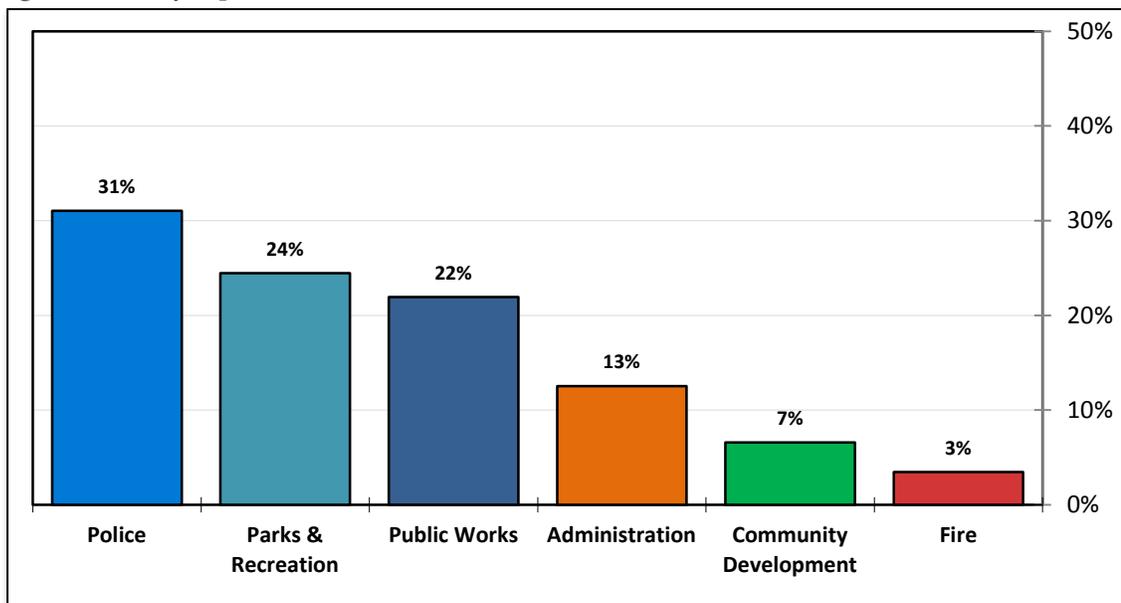


5.2. Interaction with City Employees

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

Residents were asked with which City department they most recently interacted within the past 12 months. As seen in Figure 5.2.1 below, the department with which most citizens had their most recent interaction within the past 12 months was the *Police* (31%), followed by *Parks & Recreation* (24%) and *Public Works* (22%). Far fewer citizens had any interaction with *Administration*, *Community Development*, and *Fire*. This distribution is nearly identical to 2008 and 2012. Just over 58% of Laramie residents had an interaction with at least one of the departments in the last 12 months. (Refer to Appendix A for full results.)

Figure 5.2.1. City departments of most recent interaction, 2015.



Based on their most recent interaction, residents evaluated department personnel regarding their knowledge, responsiveness, and courtesy, and provided an overall impression. Care should be taking when interpreting the following graphs, as only respondents whose most recent interaction was with that particular department were asked to rate that interaction. For departments with a very low contact rate (e.g. *Fire* has only 11 respondents evaluating them below) the results are not reliable or generalizable to the greater Laramie population. Moving forward, we recommend redesigning this question set to maybe ask all citizens to rate all the departments.

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.)

Figure 5.2.2. Positive ratings of city departments (*Excellent* or *Good*), 2015.

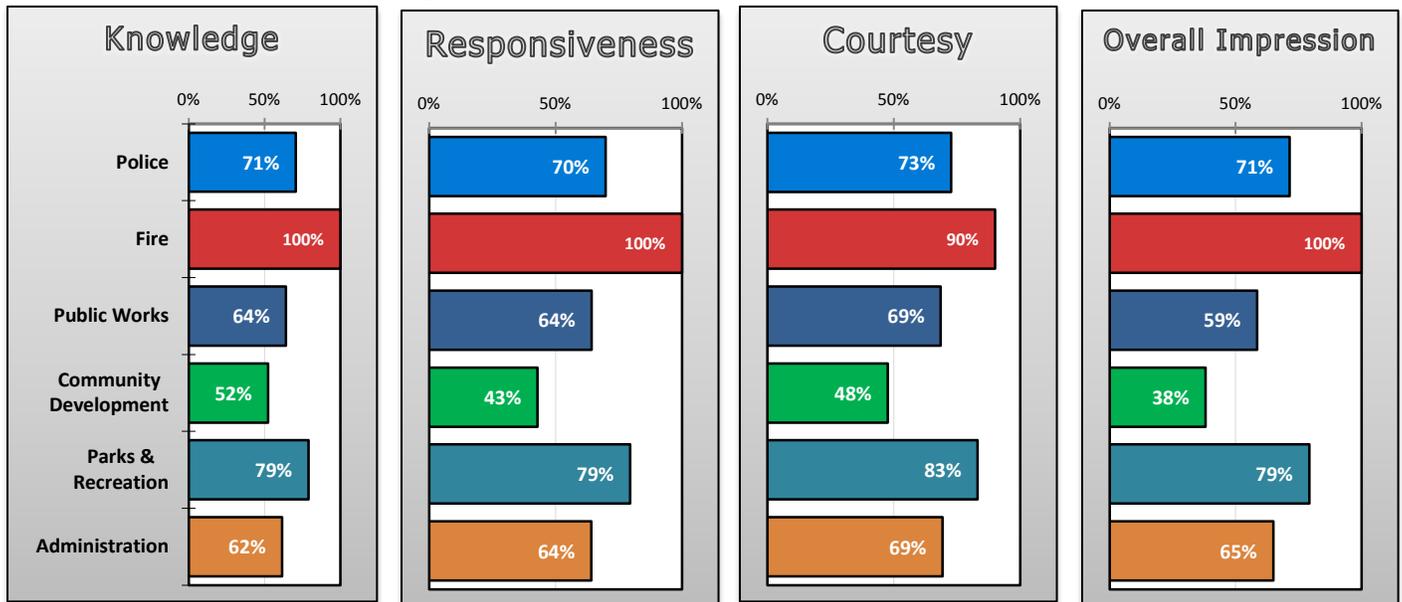


Figure 5.2.3. Positive ratings of the Police Department (*Excellent* or *Good*), by year.

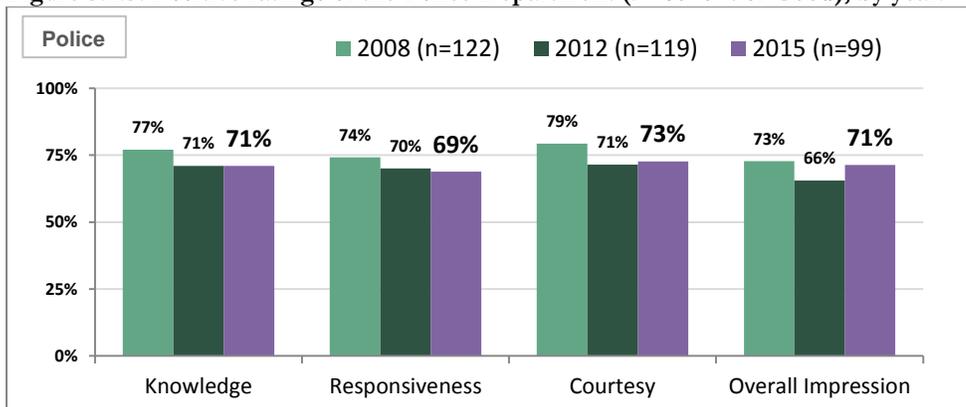


Figure 5.2.4. Positive Ratings of the Fire Department (*Excellent or Good*), by year.

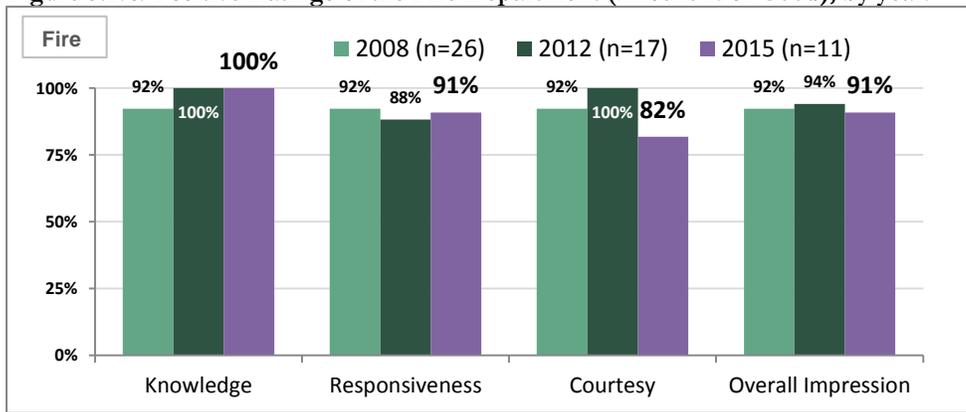


Figure 5.2.5. Positive Ratings of Public Works (*Excellent or Good*), by year.

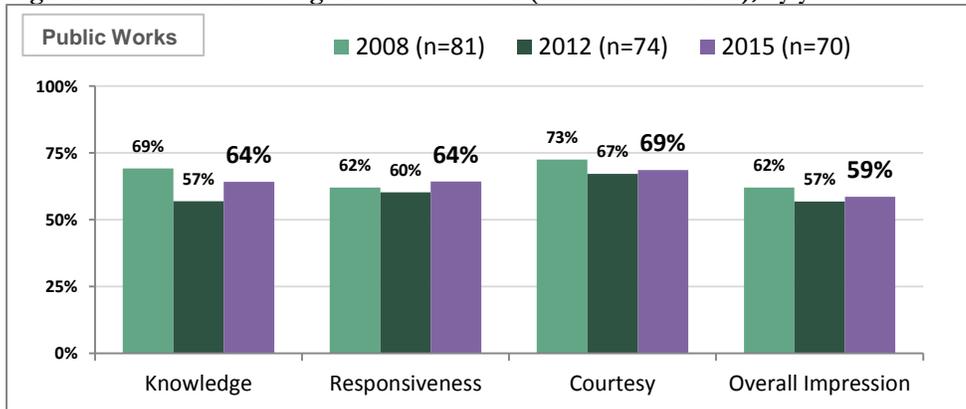


Figure 5.2.6. Positive Ratings of Community Development (*Excellent or Good*), by year.

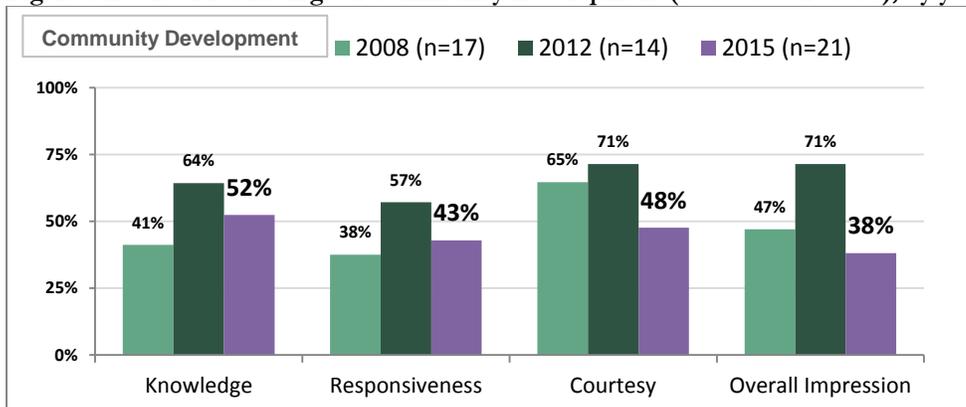


Figure 5.2.7. Positive Ratings of Parks and Recreation (*Excellent or Good*), by year.

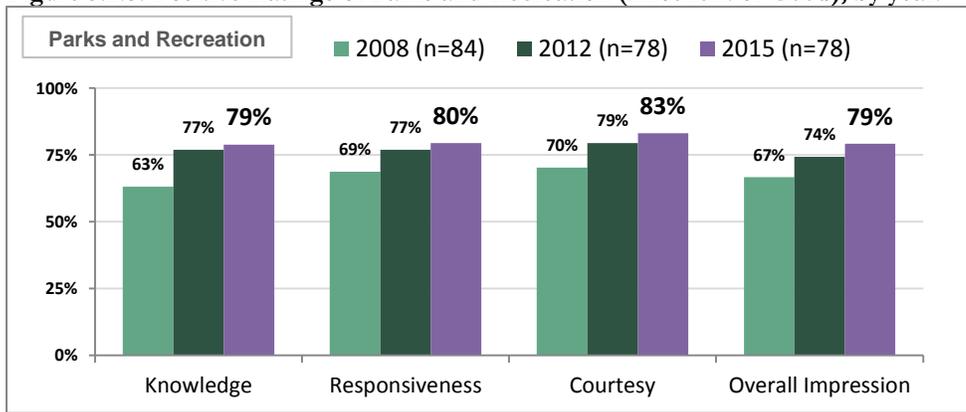
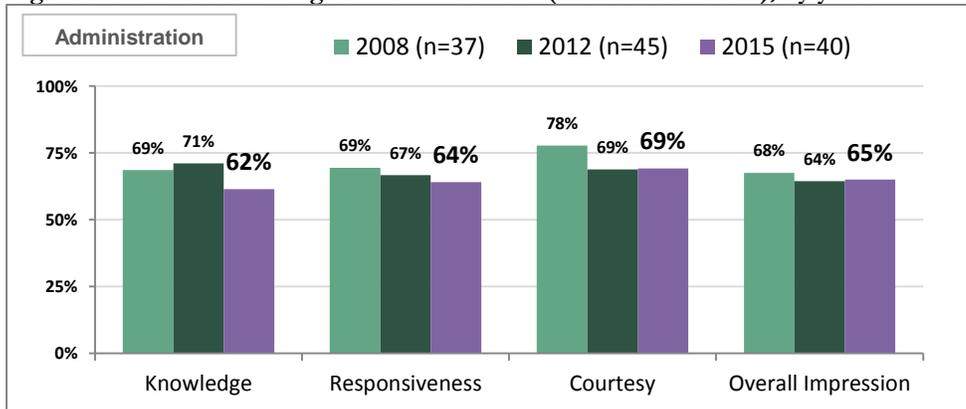


Figure 5.2.8. Positive Ratings of Administration (*Excellent or Good*), by year.



5.3. Perceptions of City Problems and Personal Safety

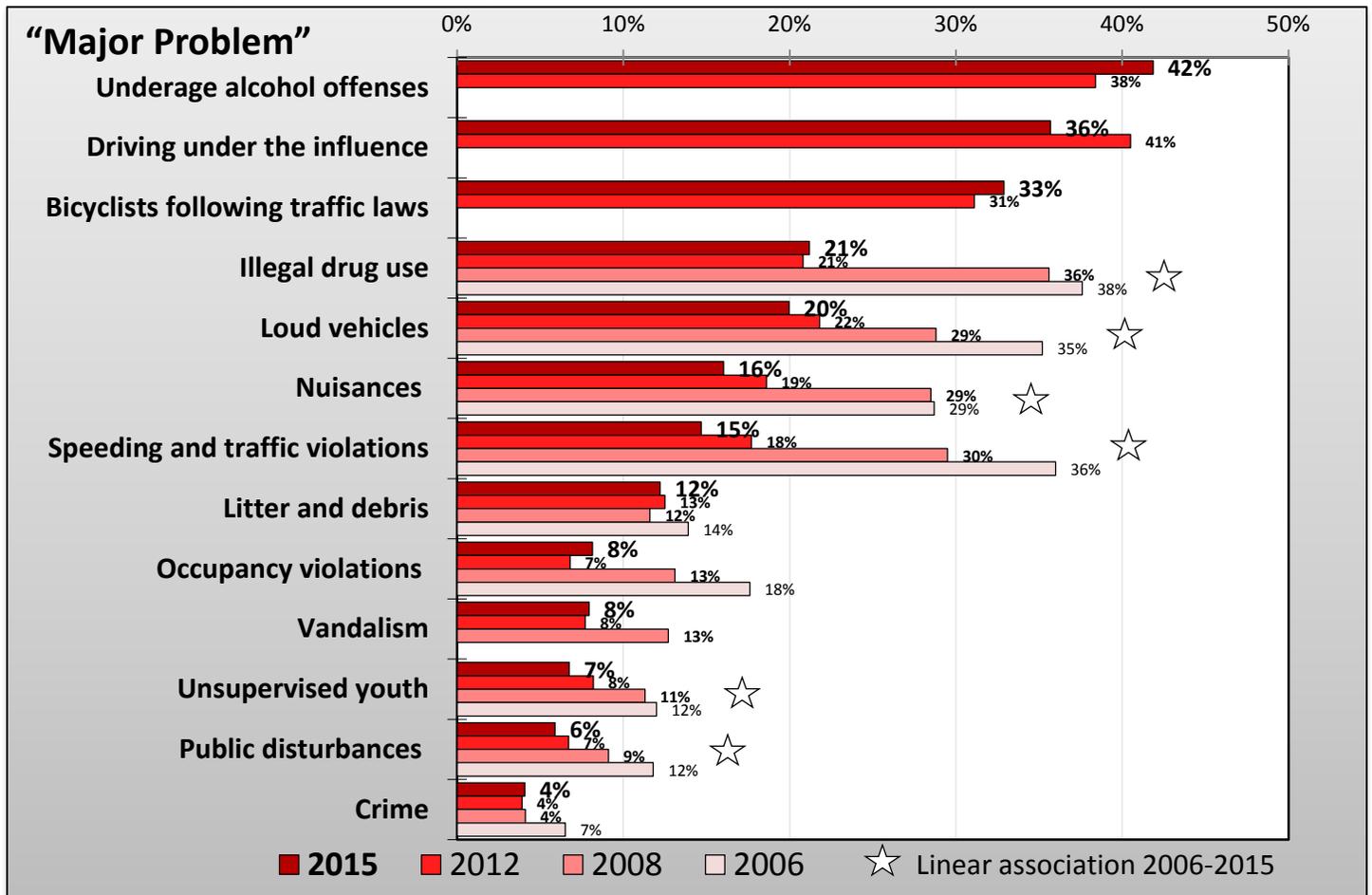
City problems

Residents were presented with a list of items and asked whether or not each item is or is not a problem for the City of Laramie. Specifically, citizens evaluated whether each presented item, as it relates to the City of Laramie, is *Not a problem*, a *Minor problem*, a *Moderate problem*, or a *Major problem*. Below, in descending order, is presented the list of issues and topics that Laramie citizens feel are major problems for the City of Laramie for all survey years (2015, 2012, 2008, 2006) (Figure 5.3.1). The full percentage distributions of responses for all items are contained in Appendix A (*Frequency Distributions*; question 4).

The top three issues perceived as a *major problem* by Laramie citizens are *underage alcohol offenses* (42%), *driving under the influence* (36%), and *bicyclists (not) following traffic laws* (33%). There are a number of negative linear trends in the perception of the issues from 2006 to 2015. **A negative trend in the percentage of citizens who view an issue as a major problem should be interpreted as a positive change in the perception of the issue as a problem in the community.** These items are perceived as a significant problem by significantly fewer citizens now than in 2006.:

- Illegal drug use (21% in 2015, 21% in 2012, 36% in 2008, 38% in 2006)
- Loud vehicles (20% in 2015, 22% in 2012, 29% in 2008, 35% in 2006)
- Nuisances (16% in 2015, 19% in 2012, 29% in 2008, 29% in 2006)
- Speeding (15% in 2015, 18% in 2012, 30% in 2008, 36% in 2006)
- Unsupervised youth (7% in 2015, 8% in 2012, 11% in 2008, 12% in 2006)
- Public disturbances 6% in 2015, 7% in 2012, 9% in 2008, 12% in 2006)

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

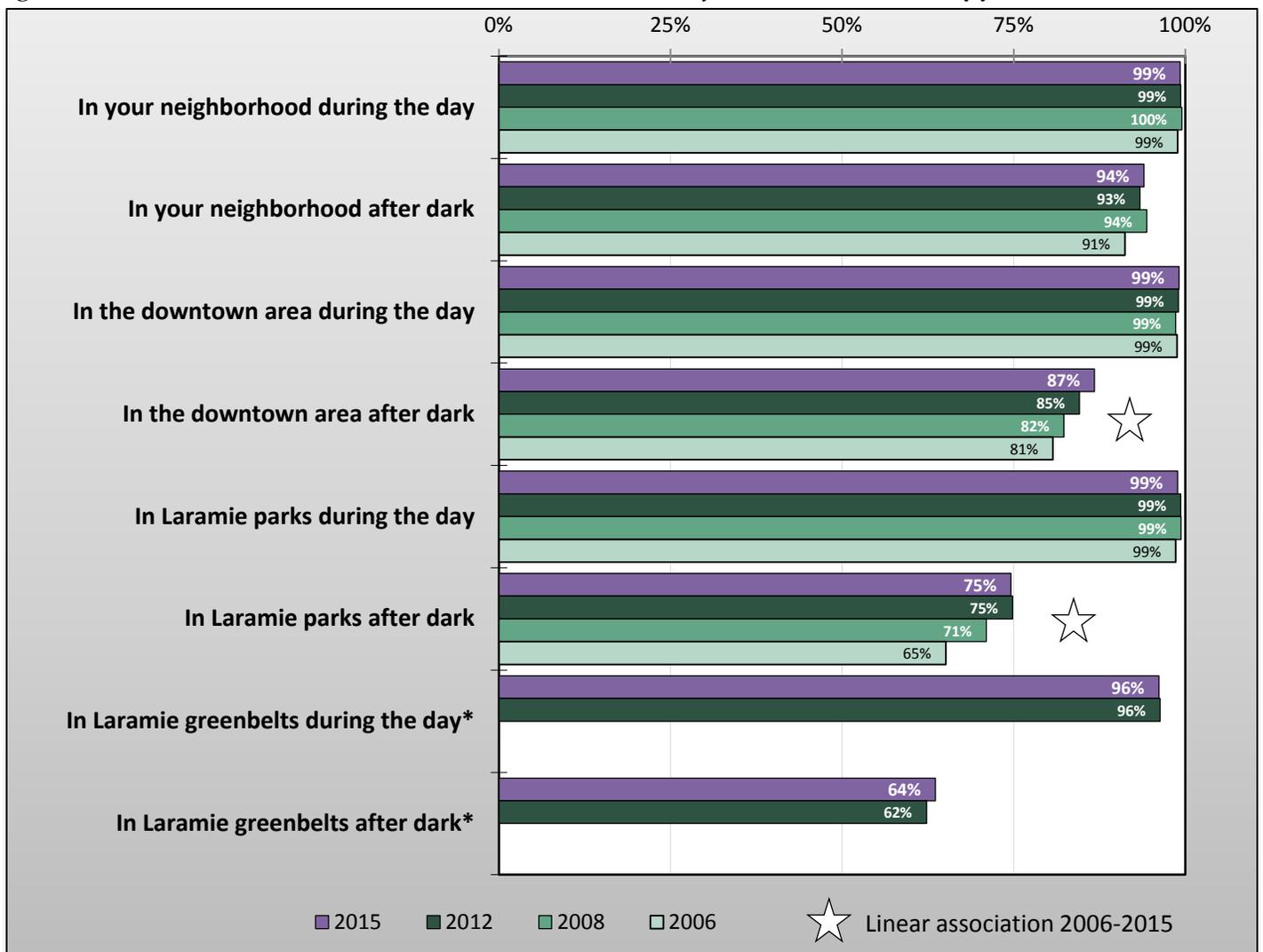


Personal safety

Laramie citizens were asked to indicate their perceptions of personal safety in the City of Laramie. They were asked to indicate whether they personally feel *Very safe*, *Somewhat safe*, *Somewhat unsafe*, or *Not safe at all* for various locations and times. Figure 5.3.2 displays the results from 2006, 2008, 2012 and 2015 for locations and times in which Laramie citizens feel *Very safe* or *Somewhat safe*. The full percentage distributions of responses for each of these items are contained in Appendix A (*Frequency Distributions*; question 5).

As seen below, practically speaking, *all* residents feel safe in their neighborhoods, Laramie parks, and downtown during the daytime, and 96% feel safe in Laramie greenbelts during the day. For all locations, fewer residents indicate feeling *very safe* or *somewhat safe* during the night, the largest difference being 34 percentage points less for Laramie greenbelts (96% in the day compared to 64% after dark) and Laramie parks (99% in the day compared to 75% after dark). There is a positive linear trend in the perception of safety since 2006 for downtown after dark (87% in 2015, 81% in 2006), and in Laramie parks after dark (87% in 2015, 65% in 2006).

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



* Laramie greenbelt items added in 2012.

5.4. Citizen Opinions of City Government and City Service Fees

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

"The fee I pay the City for garbage collection and disposal is reasonably priced for the service I receive" received the highest level of agreement with 47% who *strongly agree* or *somewhat agree*. There is a statistically significant trend in the decrease in agreement since 2006 when it was at the level of 65%.

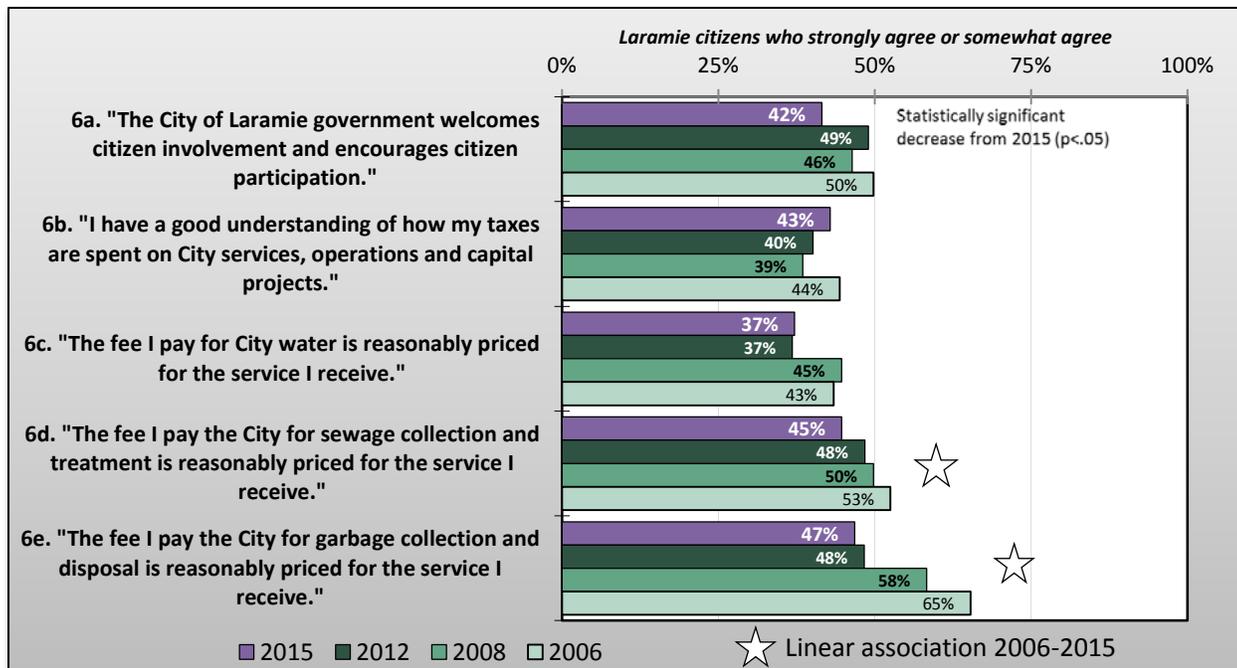
"The City of Laramie government welcomes citizen involvement and encourages citizen participation" saw a statistically significant decrease in agreement from 2012 (49% decreased to 42%).

"I have a good understanding of how my taxes are spent on City services, operations and capital projects" registered 43% agreement.

"The fee I pay for City water is reasonably priced for the service I receive" Only 37% of Laramie citizens seem to be in agreement with this statement.

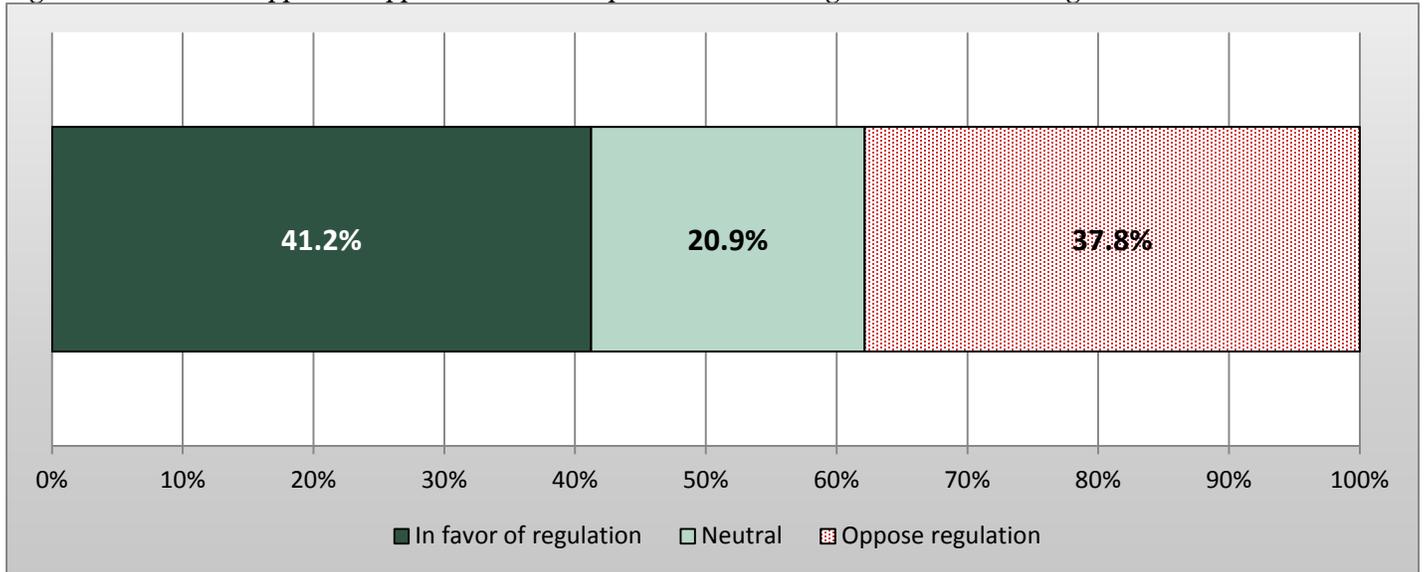
"The fee I pay the City for sewage collection and treatment is reasonably priced for the service I receive" registered 45% agreement. There is a statistically significant trend in the decrease in agreement since 2006 when it was at the level of 53%.

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



In 2015, a new question was included to see if Laramie citizens would support or oppose the municipal government’s regulation of plastic bag use at retail stores. When asked “In an effort to reduce littering, would you be in favor or would you oppose municipal government regulation of plastic bags use at retail stores,” a slight majority of citizens say they are *in favor of regulation* (41.2%). Over a fifth of citizens are *neutral* (20.9%), while 37.8% say that they *oppose regulation*. (Figure 5.4.2)

Figure 5.4.2. Citizen Support or Opposition to Municipal Government Regulation of Plastic Bag Use.



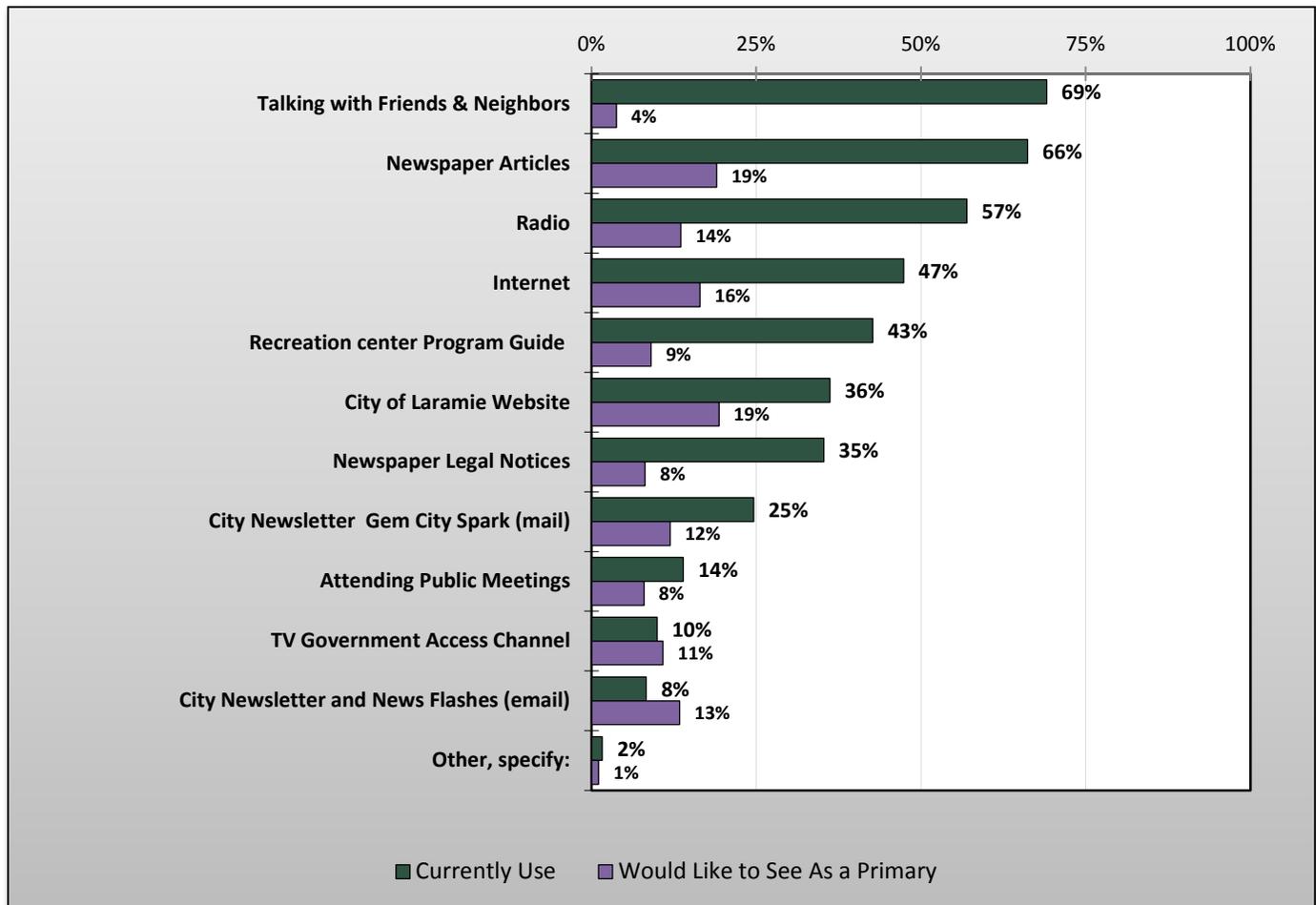
While this initiative does not appear to currently have the support of the majority, those who are *in favor of regulation* are marginally more than those who *oppose regulation* ‘

5.5. Information Sources Used by City of Laramie Residents for City Government Activities and Their Perceived Reliability

In an effort to identify which sources of information citizens use the most as sources of information about the activities of the City government, survey respondents were asked to mark all sources that they currently use as a source, and which they would like to see as a primary source.

Over two-thirds (69%) of citizens report that they use *talking with friends & family* as a source of information about the activities of City government, followed by *newspaper articles* (66%), and *radio* (57%). The three least used sources were *city newsletter and news flashes (email)* (8%), *TV government access channel* (10%), and *attending public meetings* (14%). The top five sources that Laramie citizens would like to see as their primary source of information about the activities of City government are *newspaper articles* (19%), *City of Laramie website* (19%), *Internet* (16%), *Radio* (14%), and *city newsletter and news flashed (email)* (13%). (Figure 5.4.3)

Figure 5.4.3. Information Sources about City Government Activities.



For the same set of sources, respondents were asked to rate their reliability on a scale of 1 to 5, with 1 meaning *not at all reliable* and 5 meaning *very reliable* as sources of information about City government activities. Mean scores of these responses allow us to compare the perceived reliability of each source, and would enable us to easily examine changes in perceived reliability of each source moving forward.

The *recreation center program guide*, *newspaper legal notices*, *radio*, *City of Laramie website*, and *attending public meetings* were rated as the most reliable sources (mean scores of 3.83, 3.81, 3.81, 3.78, and 3.72, respectively. Interestingly, the source used most often for information about City government activities, *Talking with friends and Neighbors*, (used by 69% of Laramie citizens), was also one of the lowest rated for reliability (mean score of 3.29), along with *City Newsletter and News Flashes (email)* (3.29), and *Internet* (3.46). (Figure 5.4.4)

Figure 5.4.4. Reliability of Sources of Information about City Government Activities.



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

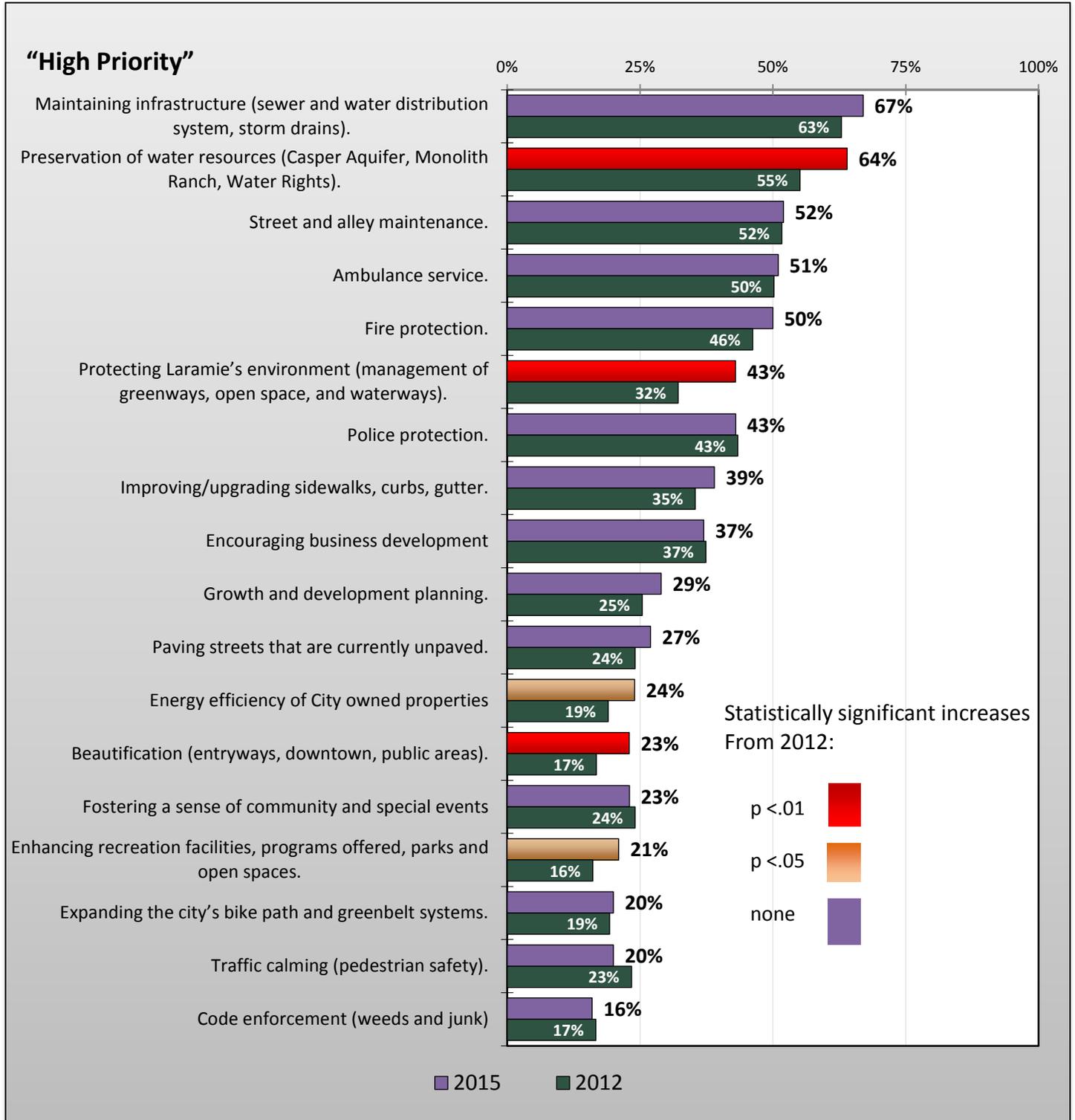
The last section of the survey questionnaire deals with priorities for funds allocation. In Figure 5.7.1 below, items are arranged in descending order based on the percentage of residents in 2015 who consider the item to be a *high priority* for allocation of funds.

The item identified by most citizens as a *high priority* for City funding is *maintaining infrastructure* (qualified as the *sewer and water distribution system, storm drains*); this is identified as a *high priority* by 67% of Laramie citizens. This is not statistically different from the 63% who ranked it that way in 2012. *Preserving water resources* (qualified as *Casper Aquifer, Monolith Ranch, Water Rights*) ranks second as *high priority* item (identified as *high priority* by 64%), a statistically significant increase from the 55% in 2012. *Street and alley maintenance, ambulance service, fire protection* are given *high priority* for the allocation of available funds come next in the ranking (identified as *high priority* by 52%, 51%, and 50%, respectively), with no significant changes in the proportions from 2012.

The following four items saw a statistically significant increase in the proportion of citizens who identify them as a *high priority* for the allocation of available funds:

- Protecting Laramie's environment (management of greenways, open space, and waterways) (43%, up from 32%)
- Energy efficiency of City owned properties (24%, up from 19%)
- Beautification (entryways, downtown, public areas) (23%, up from 17%)
- Enhancing recreation facilities, programs offered, parks and open spaces (21%, up from 16%).

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



6. Breakdowns by Select Background Variables

Several variables of interest were cross-tabulated with selected background variables - *housing status, residence location, length of residence in Laramie, and age* – to identify statistically significant differences. Those that were found to be statistically significant ($p < 0.01$) are presented below, grouped by the respective background variable .

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 than their proportion in the entire sample. As a result, some of the following observations may be repetitive. Also important to note is that simple *association* between pairs of variables do not establish or necessarily imply *causation*.

6.1. Cross-tabulations by Housing Status

		3. Do you rent or own your Laramie residence?	
		Rent	Own
Development review/planning	Positive	41.1%	21.2%
	About Average	37.0%	38.6%
	Negative	21.9%	40.2%
Enforcement of traffic laws	Positive	58.8%	39.5%
	About Average	26.3%	42.8%
	Negative	14.9%	17.7%
Street cleaning	Positive	44.6%	28.6%
	About Average	27.7%	40.9%
	Negative	27.7%	30.5%
Water quality	Positive	58.0%	73.8%
	About Average	26.7%	20.6%
	Negative	15.3%	5.6%
Code enforcement (weeds, abandoned buildings, and junk)	Positive	34.0%	18.6%
	About Average	36.2%	32.4%
	Negative	29.8%	49.0%
Animal control	Positive	64.3%	48.1%
	About Average	20.4%	36.9%
	Negative	15.3%	14.9%
Building permit services	Positive	52.0%	26.9%
	About Average	28.0%	44.3%
	Negative	20.0%	28.9%
Curbside Fixed	Positive	51.0%	54.0%
	About Average	15.3%	30.3%
	Negative	33.7%	15.7%

		3. Do you rent or own your Laramie residence?	
		Rent	Own
Q6. "The City of Laramie government welcomes citizen involvement and encourages citizen participation."	Strongly agree / Somewhat agree	43.3%	41.7%
	Neither agree nor disagree	34.0%	20.1%
	Somewhat disagree / Strongly disagree	22.7%	38.2%
Q6. "I have a good understanding of how my taxes are spent on City services, operations and capital projects."	Strongly agree / Somewhat agree	27.7%	47.6%
	Neither agree nor disagree	19.8%	13.4%
	Somewhat disagree / Strongly disagree	52.5%	39.1%
Maintaining infrastructure (sewer and water distribution system, storm drains)	High priority	52.4%	71.6%
	Moderate / Low / Not a priority	47.6%	28.4%

6.2. Cross-tabulations by Residence Location

		11. In which area of the City of Laramie do you live?					
		West (1 on map)	North (2 on map)	East (3 on map)	South (4 on map)	Downtown/West Side (5 on map)	UW campus area (6 on map)
Bicyclists following traffic laws	Not a problem / minor / moderate problem	55.7%	61.6%	63.6%	71.9%	72.2%	91.1%
	Major Problem	44.3%	38.4%	36.4%	28.1%	27.8%	8.9%
Speeding and traffic violations	Not a problem / minor / moderate problem	77.2%	88.1%	94.6%	85.4%	78.9%	97.9%
	Major Problem	22.8%	11.9%	5.4%	14.6%	21.1%	2.1%
Expanding the city's bike path and greenbelt systems	High priority	3.9%	17.5%	27.1%	30.6%	15.8%	25.5%
	Moderate / Low / Not a priority	96.1%	82.5%	72.9%	69.4%	84.2%	74.5%
Enhancing recreation facilities, programs offered, parks and open spaces	High priority	7.9%	19.1%	27.6%	26.8%	11.1%	34.0%
	Moderate / Low / Not a priority	92.1%	80.9%	72.4%	73.2%	88.9%	66.0%
Beautification (entryways, downtown, public areas)	High priority	18.2%	16.7%	33.3%	32.6%	5.9%	18.8%
	Moderate / Low / Not a priority	81.8%	83.3%	66.7%	67.4%	94.1%	81.3%
Paving streets that are currently unpaved	High priority	43.4%	28.9%	10.3%	24.3%	31.6%	18.8%
	Moderate / Low / Not a priority	56.6%	71.1%	89.7%	75.7%	68.4%	81.3%

6.4. Cross-tabulations by Length of Residence

		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
Development review/planning	Positive	54.5%	47.6%	20.8%	32.8%	16.6%
	About Average	22.7%	28.6%	37.5%	38.8%	39.8%
	Negative	22.7%	23.8%	41.7%	28.4%	43.6%
Enforcement of traffic laws	Positive	67.5%	52.2%	54.2%	39.5%	38.2%
	About Average	27.5%	40.6%	33.9%	38.2%	42.1%
	Negative	5.0%	7.2%	11.9%	22.4%	19.7%
Recreation programs	Positive	71.8%	85.5%	70.9%	76.3%	59.8%
	About Average	17.9%	9.7%	20.0%	13.2%	29.5%
	Negative	10.3%	4.8%	9.1%	10.5%	10.7%
Land use, zoning	Positive	44.0%	48.2%	27.8%	21.2%	17.1%
	About Average	36.0%	26.8%	40.7%	50.0%	38.9%
	Negative	20.0%	25.0%	31.5%	28.8%	44.0%
Code enforcement (weeds, abandoned buildings, and junk)	Positive	35.5%	33.9%	26.8%	26.9%	13.4%
	About Average	45.2%	32.2%	35.7%	30.8%	34.3%
	Negative	19.4%	33.9%	37.5%	42.3%	52.3%
Animal control	Positive	59.4%	67.3%	64.2%	57.0%	41.4%
	About Average	31.3%	25.5%	22.6%	21.5%	41.8%
	Negative	9.4%	7.3%	13.2%	21.5%	16.8%
Building permit services	Positive	52.9%	54.8%	47.1%	37.2%	21.6%
	About Average	29.4%	38.7%	38.2%	46.5%	44.9%
	Negative	17.6%	6.5%	14.7%	16.3%	33.5%
Bicyclists following traffic laws	Not a problem / minor / moderate problem	89.1%	76.0%	73.8%	73.2%	57.8%
	Major Problem	10.9%	24.0%	26.2%	26.8%	42.2%
Speeding and traffic violations	Not a problem / minor / moderate problem	100.0%	93.2%	84.7%	85.0%	81.0%
	Major Problem		6.8%	15.3%	15.0%	19.0%

		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
How safe do you feel...-In Laramie greenbelts after dark	Very safe / Somewhat safe	61.1%	79.2%	82.0%	68.3%	53.4%
	Somewhat unsafe / Not safe at all	38.9%	20.8%	18.0%	31.7%	46.6%
"The City of Laramie government welcomes citizen involvement and encourages citizen participation."	Strongly agree / Somewhat agree	54.5%	46.0%	45.6%	40.6%	37.7%
	Neither agree nor disagree	36.4%	33.3%	31.6%	21.7%	16.5%
	Somewhat disagree / Strongly disagree	9.1%	20.6%	22.8%	37.7%	45.8%
"The fee I pay for City water is reasonably priced for the service I receive."	Strongly agree / Somewhat agree	56.5%	54.5%	41.7%	38.4%	29.6%
	Neither agree nor disagree	8.7%	16.4%	16.7%	11.0%	11.7%
	Somewhat disagree / Strongly disagree	34.8%	29.1%	41.7%	50.7%	58.7%
Maintaining infrastructure (sewer and water distribution system, storm drains)	High priority	50.0%	57.7%	63.8%	64.7%	73.6%
	Moderate / Low / Not a priority	50.0%	42.3%	36.2%	35.3%	26.4%
Energy efficiency of City owned properties	High priority	36.0%	36.1%	19.0%	15.2%	21.7%
	Moderate / Low / Not a priority	64.0%	63.9%	81.0%	84.8%	78.3%
Police protection	High priority	38.5%	32.4%	25.4%	39.5%	51.3%
	Moderate / Low / Not a priority	61.5%	67.6%	74.6%	60.5%	48.7%
Fire protection	High priority	42.3%	43.8%	30.5%	43.2%	59.2%
	Moderate / Low / Not a priority	57.7%	56.2%	69.5%	56.8%	40.8%
Ambulance service	High priority	48.0%	45.8%	39.0%	41.8%	59.2%
	Moderate / Low / Not a priority	52.0%	54.2%	61.0%	58.2%	40.8%

6.5. Cross-tabulations by Age

		15. What is your age?						
		18 – 24 years	25 – 34 years	35 – 44 years	45 – 54 years	55 – 64 years	65 – 74 years	75 years or older
Development review/planning	Positive	63.0%	29.3%	25.0%	20.3%	18.2%	19.2%	32.1%
	About Average	25.9%	36.2%	35.4%	35.6%	40.4%	34.2%	53.6%
	Negative	11.1%	34.5%	39.6%	44.1%	41.4%	46.6%	14.3%
Enforcement of traffic laws	Positive	52.5%	51.9%	54.1%	44.0%	30.6%	37.8%	61.5%
	About Average	47.5%	38.0%	27.9%	34.7%	44.4%	43.9%	33.3%
	Negative		10.1%	18.0%	21.3%	25.0%	18.3%	5.1%
Street maintenance and repair	Positive	14.6%	10.5%	10.4%	13.3%	15.7%	13.6%	28.2%
	About Average	35.4%	23.3%	19.4%	25.3%	28.4%	26.1%	48.7%
	Negative	50.0%	66.3%	70.1%	61.4%	56.0%	60.2%	23.1%
Storm water drainage	Positive	57.1%	28.2%	35.0%	26.6%	27.4%	22.0%	37.1%
	About Average	38.1%	34.6%	26.7%	40.5%	32.3%	37.8%	31.4%
	Negative	4.8%	37.2%	38.3%	32.9%	40.3%	40.2%	31.4%
Land use, zoning	Positive	50.0%	33.3%	26.9%	16.4%	16.3%	24.7%	24.1%
	About Average	42.3%	43.5%	42.3%	41.8%	33.7%	33.8%	44.8%
	Negative	7.7%	23.2%	30.8%	41.8%	50.0%	41.6%	31.0%
Code enforcement (weeds, abandoned buildings, and junk)	Positive	48.5%	31.0%	21.1%	18.9%	12.2%	14.8%	24.2%
	About Average	36.4%	31.0%	33.3%	35.1%	34.8%	34.6%	36.4%
	Negative	15.2%	38.0%	45.6%	45.9%	53.0%	50.6%	39.4%
Animal control	Positive	75.8%	61.1%	51.9%	51.3%	38.8%	43.4%	65.6%
	About Average	18.2%	26.4%	27.8%	26.3%	39.7%	48.2%	28.1%
	Negative	6.1%	12.5%	20.4%	22.4%	21.6%	8.4%	6.3%

		15. What is your age?						
		18 – 24 years	25 – 34 years	35 – 44 years	45 – 54 years	55 – 64 years	65 – 74 years	75 years or older
Illegal drug use	Not a problem / minor / moderate problem	85.7%	96.3%	83.3%	76.6%	76.1%	65.8%	57.7%
	Major Problem	14.3%	3.8%	16.7%	23.4%	23.9%	34.2%	42.3%
Driving Under the Influence	Not a problem / minor / moderate problem	57.9%	70.7%	77.4%	70.9%	63.0%	52.4%	48.5%
	Major Problem	42.1%	29.3%	22.6%	29.1%	37.0%	47.6%	51.5%
Bicyclists following traffic laws	Not a problem / minor / moderate problem	88.6%	76.1%	71.9%	66.2%	57.8%	57.6%	66.7%
	Major Problem	11.4%	23.9%	28.1%	33.8%	42.2%	42.4%	33.3%
Speeding and traffic violations	Not a problem / minor / moderate problem	97.9%	95.3%	91.8%	84.2%	80.5%	71.1%	85.3%
	Major Problem	2.1%	4.7%	8.2%	15.8%	19.5%	28.9%	14.7%

		15. What is your age?						
		18 – 24 years	25 – 34 years	35 – 44 years	45 – 54 years	55 – 64 years	65 – 74 years	75 years or older
In the downtown area after dark	Very safe / Somewhat safe	85.4%	87.2%	93.8%	88.5%	82.8%	93.5%	66.7%
	Somewhat unsafe / Not safe at all	14.6%	12.8%	6.2%	11.5%	17.2%	6.5%	33.3%
"The City of Laramie government welcomes citizen involvement and encourages citizen participation."	Strongly agree / Somewhat agree	56.1%	40.3%	42.9%	32.4%	38.7%	34.7%	73.3%
	Neither agree nor disagree	29.3%	33.3%	26.8%	23.0%	18.9%	16.0%	10.0%
	Somewhat disagree / Strongly disagree	14.6%	26.4%	30.4%	44.6%	42.3%	49.3%	16.7%
"I have a good understanding of how my taxes are spent on City services, operations and capital projects."	Strongly agree / Somewhat agree	29.3%	28.4%	46.7%	49.3%	43.3%	44.6%	64.7%
	Neither agree nor disagree	14.6%	12.2%	11.7%	12.0%	15.8%	20.3%	17.6%
	Somewhat disagree / Strongly disagree	56.1%	59.5%	41.7%	38.7%	40.8%	35.1%	17.6%
"The fee I pay the City for garbage collection and disposal is reasonably priced for the service I receive."	Strongly agree / Somewhat agree	57.7%	42.9%	50.0%	41.8%	36.4%	52.9%	70.6%
	Neither agree nor disagree	19.2%	8.9%	12.1%	14.9%	24.5%	8.8%	5.9%
	Somewhat disagree / Strongly disagree	23.1%	48.2%	37.9%	43.3%	39.1%	38.2%	23.5%

		Q15 15. What is your age?						
		18 – 24 years	25 – 34 years	35 – 44 years	45 – 54 years	55 – 64 years	65 – 74 years	75 years or older
Maintaining infrastructure (sewer and water distribution system, storm drains)	High priority	42.6%	55.4%	68.3%	68.8%	72.3%	77.1%	75.7%
	Moderate / Low / Not a priority	57.4%	44.6%	31.7%	31.3%	27.7%	22.9%	24.3%
Preservation of water resources (Casper Aquifer, Monolith Ranch, Water Rights)	High priority	51.1%	56.8%	61.3%	53.1%	73.4%	71.4%	77.1%
	Moderate / Low / Not a priority	48.9%	43.2%	38.7%	46.9%	26.6%	28.6%	22.9%
Enhancing recreation facilities, programs offered, parks and open spaces	High priority	30.4%	36.0%	28.1%	11.4%	13.1%	18.1%	16.7%
	Moderate / Low / Not a priority	69.6%	64.0%	71.9%	88.6%	86.9%	81.9%	83.3%
Traffic calming (pedestrian safety)	High priority	10.6%	11.8%	22.6%	16.7%	18.8%	32.9%	30.6%
	Moderate / Low / Not a priority	89.4%	88.2%	77.4%	83.3%	81.3%	67.1%	69.4%
Police protection	High priority	21.7%	22.6%	36.5%	47.5%	45.8%	58.3%	65.0%
	Moderate / Low / Not a priority	78.3%	77.4%	63.5%	52.5%	54.2%	41.7%	35.0%
Fire protection	High priority	29.8%	31.7%	38.1%	47.5%	56.8%	65.5%	75.0%
	Moderate / Low / Not a priority	70.2%	68.3%	61.9%	52.5%	43.2%	34.5%	25.0%
Ambulance service	High priority	34.8%	33.8%	31.7%	53.8%	57.3%	68.7%	75.0%
	Moderate / Low / Not a priority	65.2%	66.3%	68.3%	46.2%	42.7%	31.3%	25.0%

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, 2015. 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 with the 2012, 2008 and the 2006 survey iterations for all comparable items. Raw frequency counts are presented only for 2015. Although in many cases the number of residents who were not able to give a substantive answer, but rather marked the *Don't know/Not sure* response choice, is quite large, these responses are excluded from the *Valid Percent* calculations. These respondents are, however, present for reference purposes in the raw frequency counts. All items were tested for statistical significance of the differences in responses given over time, using collapsed categories (i.e., strongly agree and somewhat agree into agree), where appropriate. In cases where responses differ at a statistically significant level there is a notation following the question text ($\dagger=p < 0.05$; $\ddagger=p < 0.01$; linear association $\diamond=p < 0.01$)

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

1a. Fire fighting.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	188	50.1%	38.4%	43.4%	42.8%
Good	146	38.9%	48.9%	42.9%	44.5%
About average	37	9.9%	11.5%	12.8%	11.7%
Not so good	2	0.5%	0.5%	0.8%	0.9%
Poor	2	0.5%	0.7%	0.2%	0.1%
Total Valid	375	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	172				
(No answer)	6				
Total Missing	178				
Total	553				

1b. Fire prevention. \ddagger

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	119	33.7%	26.9%	26.6%	25.9%
Good	170	48.2%	45.5%	46.7%	46.8%
About average	53	15.0%	25.0%	23.9%	24.0%
Not so good	5	1.4%	1.6%	2.3%	2.4%
Poor	6	1.7%	1.1%	0.5%	0.9%
Total Valid	353	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	194				
(No answer)	6				
Total Missing	200				
Total	553				

1c. Ambulance service. †

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	166	46.4%	39.0%	37.8%	41.4%
Good	141	39.4%	40.7%	46.6%	44.0%
About average	47	13.1%	16.8%	14.5%	12.6%
Not so good	3	0.8%	2.4%	0.6%	1.3%
Poor	1	0.3%	1.0%	0.5%	0.6%
Total Valid	358	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	183				
(No answer)	12				
Total Missing	195				
Total	553				

1d. Development review/planning (Item introduced in 2015 survey.)

	2015 Frequency	2015 Valid Percent
Excellent	24	6.1%
Good	75	19.1%
About average	146	37.2%
Not so good	77	19.6%
Poor	70	17.9%
Total Valid	392	100.0%
Don't know / Not sure	154	
(No answer)	7	
Total Missing	161	
Total	553	

1e. Enforcement of traffic laws.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	57	11.4%	13.2%	9.1%	5.5%
Good	165	32.9%	31.4%	28.0%	26.6%
About average	196	39.1%	33.1%	37.1%	36.6%
Not so good	50	10.0%	13.5%	16.0%	15.5%
Poor	33	6.6%	8.8%	9.8%	15.9%
Total Valid	501	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	42				
(No answer)	10				
Total Missing	52				
Total	553				

1f. Crime prevention.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	47	10.0%	10.4%	6.2%	5.3%
Good	192	40.9%	38.8%	33.4%	31.0%
About average	178	37.9%	38.8%	48.6%	45.3%
Not so good	33	7.0%	8.6%	8.0%	13.5%
Poor	20	4.3%	3.4%	3.7%	4.9%
Total Valid	470	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	76				
(No answer)	7				
Total Missing	83				
Total	553				

1g. Garbage collection.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	120	23.4%	25.3%	28.4%	33.6%
Good	215	42.0%	38.0%	42.3%	39.7%
About average	124	24.2%	22.4%	20.3%	18.4%
Not so good	32	6.3%	8.6%	6.5%	5.1%
Poor	21	4.1%	5.8%	2.5%	3.3%
Total Valid	512	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	37				
(No answer)	4				
Total Missing	41				
Total	553				

1h. Landfill (dump) services. ‡

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	45	10.2%	13.9%	18.8%	21.0%
Good	140	31.8%	37.6%	45.9%	48.7%
About average	139	31.6%	32.6%	25.9%	23.2%
Not so good	64	14.5%	9.1%	5.7%	4.8%
Poor	52	11.8%	6.8%	3.6%	2.2%
Total Valid	440	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	108				
(No answer)	5				
Total Missing	113				
Total	553				

1i. Street maintenance and repair. †

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	15	2.7%	1.8%	1.9%	2.4%
Good	63	11.5%	8.6%	9.7%	11.9%
About average	151	27.7%	24.3%	28.4%	30.4%
Not so good	155	28.4%	31.7%	32.0%	31.0%
Poor	162	29.7%	33.7%	28.0%	24.4%
Total Valid	546	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	4				
(No answer)	3				
Total Missing	7				
Total	553				

1j. Street cleaning.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	41	7.7%	4.5%	6.2%	4.8%
Good	127	23.8%	22.8%	26.0%	22.7%
About average	202	37.8%	38.0%	45.2%	44.5%
Not so good	95	17.8%	20.4%	14.7%	16.0%
Poor	69	12.9%	14.3%	7.9%	11.9%
Total Valid	534	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	15				
(No answer)	4				
Total Missing	19				
Total	553				

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	36	6.7%	7.6%	6.4%	6.6%
Good	187	34.6%	31.4%	26.5%	32.7%
About average	180	33.3%	31.2%	36.5%	35.2%
Not so good	73	13.5%	15.9%	18.2%	15.0%
Poor	64	11.9%	14.0%	12.4%	10.5%
Total Valid	540	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	7				
(No answer)	6				
Total Missing	13				
Total	553				

1l. Storm water drainage.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	27	5.4%	4.6%	2.7%	2.9%
Good	127	25.3%	20.9%	16.8%	21.7%
About average	173	34.5%	33.9%	35.7%	40.0%
Not so good	109	21.8%	26.2%	28.8%	22.7%
Poor	65	13.0%	14.4%	16.0%	12.7%
Total Valid	501	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	45				
(No answer)	7				
Total Missing	52				
Total	553				

1m. Sewer services.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	39	8.7%	9.3%	6.0%	5.8%
Good	159	35.7%	31.7%	29.6%	32.7%
About average	190	42.6%	41.7%	45.1%	45.1%
Not so good	36	8.1%	10.9%	13.6%	11.3%
Poor	22	4.9%	6.3%	5.7%	5.2%
Total Valid	446	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	97				
(No answer)	10				
Total Missing	107				
Total	553				

1n. Water quality.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	133	25.0%	26.4%	28.8%	26.4%
Good	230	43.2%	42.1%	43.4%	44.6%
About average	124	23.3%	21.8%	22.3%	21.2%
Not so good	27	5.1%	6.4%	4.2%	5.0%
Poor	18	3.4%	3.1%	1.3%	2.8%
Total Valid	532	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	17				
(No answer)	4				
Total Missing	21				
Total	553				

1o. Reliability of water flow. †

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	154	29.4%	29.4%	26.3%	24.0%
Good	255	48.7%	43.9%	44.8%	47.5%
About average	94	17.9%	19.6%	20.5%	19.8%
Not so good	13	2.5%	4.8%	6.2%	6.1%
Poor	8	1.5%	2.4%	2.2%	2.6%
Total Valid	524	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	24				
(No answer)	5				
Total Missing	29				
Total	553				

1p. Park appearance/maintenance.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	180	33.3%	31.4%	35.8%	37.4%
Good	256	47.4%	47.4%	47.0%	46.8%
About average	88	16.3%	18.1%	15.0%	14.0%
Not so good	7	1.3%	2.4%	1.8%	1.4%
Poor	9	1.7%	0.7%	0.4%	0.5%
Total Valid	540	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	9				
(No answer)	4				
Total Missing	13				
Total	553				

1q. Recreation programs.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	108	23.0%	24.3%	26.0%	25.9%
Good	212	45.2%	43.6%	46.7%	46.5%
About average	103	22.0%	24.5%	22.4%	22.6%
Not so good	22	4.7%	5.9%	3.7%	3.4%
Poor	24	5.1%	1.7%	1.1%	1.6%
Total Valid	469	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	78				
(No answer)	6				
Total Missing	84				
Total	553				

1r. Land use, zoning. (Wording changed from previous surveys: *Land use, planning, zoning.*)

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	16	3.8%	5.3%	1.8%	1.4%
Good	88	21.0%	23.5%	16.2%	14.9%
About average	163	38.9%	38.9%	37.5%	35.0%
Not so good	89	21.2%	18.5%	25.5%	26.6%
Poor	63	15.0%	13.9%	19.0%	22.1%
Total Valid	419	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	124				
(No answer)	10				
Total Missing	134				
Total	553				

1s. Code enforcement (weeds, substandard buildings, and junk). (Wording changed from previous surveys: *Code enforcement (weeds, substandard buildings, junk, etc.)*)

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	16	3.4%	4.1%	1.9%	1.6%
Good	83	17.8%	15.6%	10.0%	9.0%
About average	159	34.2%	33.0%	31.8%	32.1%
Not so good	108	23.2%	28.1%	28.9%	27.7%
Poor	99	21.3%	19.2%	27.4%	29.7%
Total Valid	465	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	81				
(No answer)	7				
Total Missing	88				
Total	553				

1t. Animal control. †

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	56	12.0%	10.3%	9.2%	8.0%
Good	182	39.1%	33.0%	32.1%	36.0%
About average	155	33.3%	39.8%	39.7%	38.8%
Not so good	38	8.2%	9.9%	10.3%	9.7%
Poor	35	7.5%	6.9%	8.7%	7.5%
Total Valid	466	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	82				
(No answer)	5				
Total Missing	87				
Total	553				

1u. Building permit services.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	20	6.8%	9.6%	4.0%	3.3%
Good	74	25.2%	22.9%	15.7%	19.3%
About average	125	42.5%	39.2%	40.7%	38.1%
Not so good	36	12.2%	16.4%	20.7%	20.4%
Poor	39	13.3%	11.9%	18.9%	18.8%
Total Valid	294	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	251				
(No answer)	8				
Total Missing	259				
Total	553				

1v. Curbside recycling.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent
Excellent	82	19.1%	24.3%
Good	147	34.3%	34.5%
About average	114	26.6%	20.8%
Not so good	46	10.7%	11.6%
Poor	40	9.3%	8.9%
Total Valid	429	100.0%	100.0%
Don't know / Not sure	119		
(No answer)	5		
Total Missing	124		
Total	553		

1w. Mosquito control. †

	2015 Frequency	2015 Valid Percent	2012 Valid Percent
Excellent	87	17.7%	11.4%
Good	179	36.4%	34.3%
About average	126	25.6%	27.2%
Not so good	45	9.1%	14.7%
Poor	55	11.2%	12.5%
Total Valid	492	100.0%	100.0%
Don't know / Not sure	56		
(No answer)	5		
Total Missing	61		
Total	553		

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	60	13.4%	14.2%	9.8%	10.2%
Good	181	40.5%	43.3%	39.8%	42.6%
About average	136	30.4%	31.0%	41.7%	38.7%
Not so good	31	6.9%	7.7%	5.2%	5.7%
Poor	39	8.7%	3.8%	3.5%	2.8%
Total Valid	447	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	96				
(No answer)	10				
Total Missing	106				
Total	553				

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Excellent	47	11.1%	11.3%	7.7%	8.9%
Good	137	32.5%	36.9%	36.7%	35.4%
About average	142	33.6%	32.9%	39.6%	39.0%
Not so good	56	13.3%	11.5%	10.0%	11.3%
Poor	40	9.5%	7.4%	6.0%	5.4%
Total Valid	422	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	128				
(No answer)	2				
Total Missing	131				
Total	553				

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:

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent
Interaction in last 12 months	319	58.3%	59.0%	54.5%
No interaction in last 12 months → (Skip to question 3)	228	41.7%	41.0%	45.5%
Total Valid	547	100.0%	100.0%	100.0%
(No answer)	6			
Total	553			

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent
Police	99	31.0%	34.3%	33.2%
Public Works	70	21.9%	21.3%	22.1%
Parks & Recreation	78	24.5%	22.5%	22.9%
Fire	11	3.5%	4.9%	7.1%
Community Development	21	6.6%	4.0%	4.6%
Administration	40	12.5%	13.0%	10.1%
Total Valid	319	100.0%	100.0%	100.0%
No interaction				
(No answer)				
Total Missing				
Total				

3. Do you own or rent your Laramie residence?

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Rent	133	27.8%	31.8%	9.1%	11.3%
Own	336	70.1%	66.2%	88.5%	87.7%
Other	10	2.1%	2.0%	2.4%	1.0%
Total Valid	479	100.0%	100.0%	100.0%	100.0%
(No answer)	74				
Total	553				

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

4a. Crime.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Not a problem	74	14.3%	14.5%	6.4%	5.5%
Minor problem	231	44.8%	48.4%	40.7%	38.7%
Moderate problem	190	36.8%	33.2%	48.7%	49.2%
Major problem	21	4.1%	3.9%	4.1%	6.5%
Total Valid	516	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	31				
(No answer)	6				
Total Missing	37				
Total	553				

4b. Illegal drug use. ◇

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Not a problem	49	10.4%	11.2%	2.2%	3.3%
Minor problem	141	29.9%	31.1%	17.8%	17.0%
Moderate problem	182	38.6%	36.9%	44.4%	42.1%
Major problem	100	21.2%	20.8%	35.6%	37.6%
Total Valid	472	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	73				
(No answer)	8				
Total Missing	81				
Total	553				

4c. Driving under the influence. ◇

	2015 Frequency	2015 Valid Percent	2012 Valid Percent
Not a problem	19	3.8%	4.9%
Minor problem	93	18.8%	14.4%
Moderate problem	207	41.7%	40.2%
Major problem	177	35.7%	40.5%
Total Valid	496	100.0%	100.0%
Don't know / Not sure	45		
(No answer)	12		
Total Missing	57		
Total	553		

4d. Underage alcohol offenses.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent
Not a problem	22	4.7%	6.2%
Minor problem	91	19.2%	15.8%
Moderate problem	162	34.2%	39.5%
Major problem	198	41.9%	38.4%
Total Valid	473	100.0%	100.0%
Don't know / Not sure	68		
(No answer)	12		
Total Missing	80		
Total	553		

4e. Bicyclists following traffic laws.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent
Not a problem	86	16.4%	17.2%
Minor problem	142	27.2%	27.1%
Moderate problem	123	23.5%	24.6%
Major problem	172	32.9%	31.1%
Total Valid	523	100.0%	100.0%
Don't know / Not sure	24		
(No answer)	6		
Total Missing	30		
Total	553		

4f. Loud vehicles. ◇

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Not a problem	77	14.6%	13.1%	7.0%	5.5%
Minor problem	191	36.3%	34.6%	26.6%	24.4%
Moderate problem	153	29.1%	30.5%	37.6%	34.9%
Major problem	105	20.0%	21.8%	28.8%	35.2%
Total Valid	526	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	17				
(No answer)	10				
Total Missing	27				
Total	553				

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Not a problem	68	13.1%	13.9%	5.9%	6.9%
Minor problem	197	38.0%	34.3%	29.6%	28.2%
Moderate problem	170	32.8%	33.2%	36.1%	36.2%
Major problem	83	16.0%	18.6%	28.5%	28.7%
Total Valid	518	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	23				
(No answer)	12				
Total Missing	35				
Total	553				

4h. Speeding and traffic violations. ◇

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Not a problem	87	17.0%	13.2%	6.7%	5.5%
Minor problem	206	40.3%	34.9%	25.1%	22.4%
Moderate problem	143	28.0%	34.2%	38.6%	36.0%
Major problem	75	14.7%	17.7%	29.5%	36.0%
Total Valid	511	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	36				
(No answer)	6				
Total Missing	42				
Total	553				

4i. Unsupervised youth. ◇

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Not a problem	134	30.1%	27.3%	14.5%	14.7%
Minor problem	206	46.3%	42.2%	40.8%	41.2%
Moderate problem	75	16.9%	22.3%	33.4%	32.1%
Major problem	30	6.7%	8.2%	11.3%	12.0%
Total Valid	445	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	103				
(No answer)	5				
Total Missing	108				
Total	553				

4j. Litter and debris.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Not a problem	71	13.3%	14.1%	11.1%	8.2%
Minor problem	248	46.6%	43.0%	45.4%	41.3%
Moderate problem	148	27.8%	30.4%	32.0%	36.6%
Major problem	65	12.2%	12.5%	11.6%	13.9%
Total Valid	532	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	16				
(No answer)	5				
Total Missing	21				
Total	553				

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Not a problem	123	25.0%	25.5%	17.6%	14.6%
Minor problem	226	45.9%	44.0%	46.8%	42.8%
Moderate problem	114	23.2%	23.8%	26.5%	30.8%
Major problem	29	5.9%	6.7%	9.1%	11.8%
Total Valid	492	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	54				
(No answer)	7				
Total Missing	61				
Total	553				

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent
Not a problem	93	18.5%	21.3%	7.8%
Minor problem	233	46.2%	43.3%	40.6%
Moderate problem	138	27.4%	27.7%	38.8%
Major problem	40	7.9%	7.7%	12.7%
Total Valid	504	100.0%	100.0%	100.0%
Don't know / Not sure	41			
(No answer)	8			
Total Missing	49			
Total	553			

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Not a problem	136	38.2%	39.4%	29.4%	21.8%
Minor problem	135	37.9%	34.0%	38.9%	35.9%
Moderate problem	56	15.7%	19.8%	18.7%	24.7%
Major problem	29	8.1%	6.8%	13.1%	17.6%
Total Valid	356	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	190				
(No answer)	7				
Total Missing	197				
Total	553				

5. How safe do you feel...

5a. In your neighborhood during the day.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Very safe	478	87.2%	83.0%	86.1%	87.3%
Somewhat safe	66	12.0%	16.4%	13.4%	11.6%
Somewhat unsafe	3	0.5%	0.5%	0.5%	0.9%
Not safe at all	1	0.2%	0.2%	0.0%	0.3%
Total Valid	548	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	1				
(No answer)	4				
Total Missing	5				
Total	553				

5b. In your neighborhood after dark.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Very safe	355	64.9%	57.9%	58.7%	55.6%
Somewhat safe	159	29.1%	35.5%	35.7%	35.6%
Somewhat unsafe	27	4.9%	5.5%	5.1%	7.4%
Not safe at all	6	1.1%	1.1%	0.5%	1.4%
Total Valid	547	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	1				
(No answer)	5				
Total Missing	6				
Total	533				

5c. In the downtown area during the day.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Very safe	461	85.4%	82.8%	84.8%	86.3%
Somewhat safe	74	13.7%	16.2%	13.8%	12.5%
Somewhat unsafe	4	0.7%	1.0%	1.4%	1.0%
Not safe at all	1	0.2%	0.0%	0.0%	0.2%
Total Valid	540	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	9				
(No answer)	4				
Total Missing	13				
Total	553				

5d. In the downtown area after dark. ◇

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Very safe	194	38.3%	42.8%	33.0%	31.4%
Somewhat safe	246	48.5%	41.8%	49.3%	49.3%
Somewhat unsafe	53	10.5%	12.8%	15.0%	16.0%
Not safe at all	14	2.8%	2.6%	2.7%	3.2%
Total Valid	507	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	42				
(No answer)	4				
Total Missing	46				
Total	553				

5e. In Laramie parks during the day.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Very safe	452	85.0%	85.8%	84.1%	84.2%
Somewhat safe	74	13.9%	13.5%	15.3%	14.4%
Somewhat unsafe	4	0.8%	0.3%	0.5%	1.1%
Not safe at all	2	0.4%	0.3%	0.1%	0.3%
Total Valid	532	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	15				
(No answer)	6				
Total Missing	21				
Total	553				

5f. In Laramie parks after dark. ◇

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Very safe	131	28.4%	30.6%	23.3%	21.9%
Somewhat safe	213	46.2%	44.2%	47.7%	43.2%
Somewhat unsafe	93	20.2%	19.9%	21.1%	26.0%
Not safe at all	24	5.2%	5.3%	7.9%	8.9%
Total Valid	461	100.0%	100.0%	100.0%	100.0%
Don't know / Not sure	86				
(No answer)	6				
Total Missing	92				
Total	553				

5g. In Laramie greenbelts during the day.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent
Very safe	342	72.9%	71.5%
Somewhat safe	109	23.2%	24.8%
Somewhat unsafe	12	2.6%	3.3%
Not safe at all	6	1.3%	0.4%
Total Valid	469	100.0%	100.0%
Don't know / Not sure	79		
(No answer)	5		
Total Missing	84		
Total	553		

5h. In Laramie greenbelts after dark.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent
Very safe	91	23.3%	25.4%
Somewhat safe	157	40.3%	36.9%
Somewhat unsafe	92	23.6%	24.1%
Not safe at all	50	12.8%	13.5%
Total Valid	290	100.0%	100.0%
Don't know / Not sure	158		
(No answer)	5		
Total Missing	163		
Total	553		

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."

†

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Strongly agree	61	13.3%	12.8%	11.8%	14.1%
Somewhat agree	130	28.3%	36.2%	34.6%	35.7%
Neither agree nor disagree	105	22.8%	22.6%	19.4%	17.8%
Somewhat disagree	96	20.9%	16.1%	21.9%	19.7%
Strongly disagree	68	14.8%	12.4%	12.3%	12.8%
Total Valid	460	100.0%	100.0%	100.0%	100.0%
Not applicable	77				
Don't know / Not sure	8				
(No answer)	8				
Total Missing	93				
Total	553				

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Strongly agree	46	9.6%	9.6%	5.9%	8.3%
Somewhat agree	159	33.3%	30.5%	32.6%	36.1%
Neither agree nor disagree	71	14.9%	19.9%	13.7%	16.9%
Somewhat disagree	106	22.2%	24.7%	25.4%	23.6%
Strongly disagree	96	20.1%	15.4%	22.4%	15.1%
Total Valid	478	100.0%	100.0%	100.0%	100.0%
Not applicable	50				
Don't know / Not sure	19				
(No answer)	6				
Total Missing	75				
Total	553				

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Strongly agree	55	12.9%	11.3%	14.1%	14.5%
Somewhat agree	103	24.2%	25.5%	30.6%	28.9%
Neither agree nor disagree	53	12.5%	14.0%	17.0%	12.5%
Somewhat disagree	95	22.4%	20.9%	22.8%	22.9%
Strongly disagree	119	28.0%	28.3%	15.5%	21.1%
Total Valid	425	100.0%	100.0%	100.0%	100.0%
Not applicable	36				
Don't know / Not sure	88				
(No answer)	4				
Total Missing	128				
Total	553				

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Strongly agree	60	14.5%	15.4%	14.1%	18.4%
Somewhat agree	125	30.2%	33.0%	35.7%	34.1%
Neither agree nor disagree	75	18.1%	17.1%	20.7%	17.5%
Somewhat disagree	75	18.1%	16.3%	17.9%	17.2%
Strongly disagree	79	19.1%	18.2%	11.6%	12.7%
Total Valid	414	100.0%	100.0%	100.0%	100.0%
Not applicable	41				
Don't know / Not sure	94				
(No answer)	4				
Total Missing	139				
Total	553				

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Strongly agree	69	16.5%	16.0%	20.4%	27.3%
Somewhat agree	127	30.3%	32.3%	37.9%	38.0%
Neither agree nor disagree	62	14.8%	16.0%	15.5%	12.2%
Somewhat disagree	75	17.9%	16.9%	16.2%	12.0%
Strongly disagree	86	20.5%	18.8%	10.1%	10.4%
Total Valid	419	100.0%	100.0%	100.0%	100.0%
Not applicable	33				
Don't know / Not sure	95				
(No answer)	6				
Total Missing	134				
Total	553				

7. In an effort to reduce littering, would you be in favor or would you oppose municipal government regulation of plastic bags use at retail stores? (Item introduced in 2015 survey.)

	2015 Frequency	2015 Valid Percent
In favor of regulation	195	41.2%
Neutral	99	20.9%
Oppose regulation	179	37.8%
Total Valid	473	100.0%
Don't know / Not sure	34	
(No answer)	46	
Total Missing	80	
Total	553	

8. To the right is a list of possible sources of information about the activities of City government. Please mark all that you currently use as a source of information. Additionally, please mark all that you would like to see as a primary source of information about City government activities.

	I currently use this source		I would like to see this as a primary source	
	2015 Frequency	2015 Valid Percent	2015 Frequency	2015 Valid Percent
Radio	315	57.0%	75	13.6%
Newspaper Articles	366	66.2%	105	19.0%
Newspaper Legal Notices	195	35.3%	45	8.1%
City of Laramie Website	200	36.2%	107	19.3%
Internet	262	47.4%	91	16.5%
Talking with Friends and Neighbors	382	69.1%	21	3.8%
Attending Public Meetings	77	13.9%	44	8.0%
TV Government Access Channel	55	9.9%	60	10.8%
Recreation Center Program Guide	236	42.7%	50	9.0%
City Newsletter – Gem City Spark (mail)	136	24.6%	66	11.9%
City Newsletter and News Flashes (email)	46	8.3%	74	13.4%
Other, specify:	9	1.6%	6	1.1%
Total Valid	553		553	

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Yes	489	88.4%	89.6%	88.0%	98.4%
No → (Skip to question 12.)	64	11.6%	10.4%	12.0%	1.6%
Total Valid	553	100.0%	100.0%	100.0%	100.0%

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
West	81	16.9%	14.2%	16.1%	11.5%
North	117	24.4%	26.5%	26.4%	28.8%
East	61	12.7%	9.3%	12.6%	12.4%
South	149	31.1%	31.1%	35.4%	34.0%
Downtown/West Side	20	4.2%	6.9%	3.9%	5.9%
UW campus area	51	10.6%	11.9%	5.6%	7.4%
Total Valid	479	100.0%	100.0%	100.0%	100.0%
(No answer)	11				
System Missing	63				
Total Missing	74				
Total	553				

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

12a. Street and alley maintenance.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
High priority	279	52.4%	51.7%	59.8%	51.7%
Moderate priority	218	41.0%	40.3%	36.2%	43.3%
Low priority	33	6.2%	6.8%	3.6%	4.3%
Not a priority	2	0.4%	1.2%	0.4%	0.7%
Total Valid	532	100.0%	100.0%	100.0%	100.0%
No opinion / Not sure	5				
(No answer)	16				
Total Missing	21				
Total	553				

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent
High priority	350	66.8%	62.9%	74.3%
Moderate priority	156	29.8%	32.3%	22.3%
Low priority	13	2.5%	4.2%	3.0%
Not a priority	5	1.0%	0.7%	0.4%
Total Valid	524	100.0%	100.0%	100.0%
No opinion / Not sure	16			
(No answer)	13			
Total Missing	29			
Total	553			

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
High priority	332	64.2%	55.1%	61.5%	72.7%
Moderate priority	149	28.8%	34.3%	28.3%	21.5%
Low priority	28	5.4%	8.8%	7.0%	4.4%
Not a priority	8	1.5%	1.8%	3.1%	1.4%
Total Valid	517	100.0%	100.0%	100.0%	100.0%
No opinion / Not sure	23				
(No answer)	13				
Total Missing	36				
Total	553				

12d. Energy efficiency of City owned properties. †

	2015 Frequency	2015 Valid Percent	2012 Valid Percent
High priority	122	23.9%	19.0%
Moderate priority	227	44.5%	46.2%
Low priority	128	25.1%	27.1%
Not a priority	33	6.5%	7.7%
Total Valid	510	100.0%	100.0%
No opinion / Not sure	28		
(No answer)	15		
Total Missing	43		
Total	553		

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
High priority	108	20.3%	19.3%	13.8%	20.6%
Moderate priority	161	30.3%	29.9%	26.4%	33.6%
Low priority	169	31.8%	33.1%	34.7%	29.3%
Not a priority	93	17.5%	17.6%	25.1%	16.5%
Total Valid	531	100.0%	100.0%	100.0%	100.0%
No opinion / Not sure	11				
(No answer)	11				
Total Missing	22				
Total	553				

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent
High priority	110	21.0%	16.1%	9.5%
Moderate priority	196	37.3%	39.8%	34.8%
Low priority	161	30.7%	31.8%	37.2%
Not a priority	58	11.0%	12.3%	18.6%
Total Valid	525	100.0%	100.0%	100.0%
No opinion / Not sure	13			
(No answer)	15			
Total Missing	28			
Total	553			

12g. Growth and development planning.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
High priority	150	29.4%	25.4%	31.9%	40.8%
Moderate priority	211	41.3%	42.2%	41.7%	40.2%
Low priority	101	19.8%	25.4%	20.0%	14.2%
Not a priority	49	9.6%	7.0%	6.4%	4.8%
Total Valid	511	100.0%	100.0%	100.0%	100.0%
No opinion / Not sure	26				
(No answer)	16				
Total Missing	42				
Total	553				

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
High priority	228	42.8%	32.2%	31.2%	42.4%
Moderate priority	196	36.8%	41.7%	40.1%	37.7%
Low priority	76	14.3%	19.7%	22.0%	15.3%
Not a priority	33	6.2%	6.5%	6.7%	4.6%
Total Valid	533	100.0%	100.0%	100.0%	100.0%
No opinion / Not sure	10				
(No answer)	10				
Total Missing	20				
Total	553				

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
High priority	124	23.4%	16.8%	14.1%	20.6%
Moderate priority	202	38.2%	40.7%	34.3%	39.9%
Low priority	145	27.4%	29.2%	34.8%	26.4%
Not a priority	58	11.0%	13.3%	16.8%	13.1%
Total Valid	529	100.0%	100.0%	100.0%	100.0%
No opinion / Not sure	9				
(No answer)	15				
Total Missing	24				
Total	553				

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
High priority	207	38.8%	35.4%	27.6%	27.5%
Moderate priority	209	39.1%	44.3%	44.8%	45.1%
Low priority	103	19.3%	17.4%	23.1%	22.8%
Not a priority	15	2.8%	3.0%	4.5%	4.5%
Total Valid	534	100.0%	100.0%	100.0%	100.0%
No opinion / Not sure	7				
(No answer)	12				
Total Missing	19				
Total	553				

12k. Traffic calming (pedestrian safety).

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
High priority	105	20.1%	23.4%	20.0%	24.3%
Moderate priority	185	35.4%	33.7%	34.3%	40.4%
Low priority	167	32.0%	32.8%	34.6%	26.6%
Not a priority	65	12.5%	10.2%	11.1%	8.7%
Total Valid	522	100.0%	100.0%	100.0%	100.0%
No opinion / Not sure	14				
(No answer)	17				
Total Missing	31				
Total	553				

12l. Paving streets that are currently unpaved.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
High priority	144	27.3%	24.1%	21.3%	26.3%
Moderate priority	161	30.5%	30.3%	34.6%	35.6%
Low priority	154	29.2%	32.8%	31.3%	25.5%
Not a priority	69	13.1%	12.9%	12.8%	12.6%
Total Valid	528	100.0%	100.0%	100.0%	100.0%
No opinion / Not sure	12				
(No answer)	13				
Total Missing	25				
Total	553				

12m. Police protection.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent
High priority	226	42.7%	43.4%	44.8%
Moderate priority	191	36.1%	36.4%	39.2%
Low priority	75	14.2%	13.8%	13.1%
Not a priority	37	7.0%	6.3%	2.8%
Total Valid	529	100.0%	100.0%	100.0%
No opinion / Not sure	13			
(No answer)	11			
Total Missing	24			
Total	553			

12n. Fire protection.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent
High priority	263	49.7%	46.2%
Moderate priority	179	33.8%	37.6%
Low priority	73	13.8%	13.2%
Not a priority	14	2.6%	3.0%
Total Valid	529	100.0%	100.0%
No opinion / Not sure	14		
(No answer)	10		
Total Missing	24		
Total	553		

12o. Ambulance service.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent
High priority	268	51.3%	50.2%
Moderate priority	173	33.1%	35.4%
Low priority	70	13.4%	11.5%
Not a priority	11	2.1%	3.0%
Total Valid	522	100.0%	100.0%
No opinion / Not sure	20		
(No answer)	11		
Total Missing	31		
Total	553		

12p. Code enforcement (weeds, abandoned buildings and junk). (Wording changed from previous surveys: *Code enforcement* (weeds and junk).)

	2015 Frequency	2015 Valid Percent	2012 Valid Percent
High priority	85	16.3%	16.7%
Moderate priority	187	35.8%	35.3%
Low priority	185	35.4%	34.7%
Not a priority	66	12.6%	13.3%
Total Valid	523	100.0%	100.0%
No opinion / Not sure	18		
(No answer)	12		
Total Missing	30		
Total	553		

12q. Encouraging business development.

	2015 Frequency	2015 Valid Percent	2012 Valid Percent
High priority	191	36.7%	37.4%
Moderate priority	189	36.3%	40.6%
Low priority	96	18.4%	16.0%
Not a priority	45	8.6%	6.0%
Total Valid	521	100.0%	100.0%
No opinion / Not sure	18		
(No answer)	14		
Total Missing	32		
Total	553		

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent
High priority	119	23.0%	24.1%
Moderate priority	203	39.2%	37.0%
Low priority	137	26.4%	28.5%
Not a priority	59	11.4%	10.4%
Total Valid	518	100.0%	100.0%
No opinion / Not sure	21		
(No answer)	14		
Total Missing	35		
Total	553		

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Full-time employed	293	53.3%	56.3%	57.4%	59.3%
Part-time employed	65	11.8%	11.9%	10.1%	9.3%
Student	78	14.2%	18.1%	2.6%	4.0%
Retired	155	28.2%	21.3%	32.4%	31.4%
Not employed at this time	24	4.4%	2.9%	2.8%	2.1%
Total Valid	550				
System Missing	3				
Total	553				

14. How long have you lived in Laramie?

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
Less than 2 years	54	9.9%	11.1%	2.9%	3.1%
2 – 5 years	76	13.9%	16.5%	7.4%	10.3%
6 – 10 years	64	11.7%	15.1%	10.4%	9.0%
11 – 20 years	85	15.5%	14.7%	14.4%	17.2%
More than 20 years	269	49.1%	42.6%	64.9%	60.4%
Total Valid	548	100.0%	100.0%	100.0%	100.0%
(No answer)	5				
Total	553				

15. What is your age?

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
18 – 24 years	49	8.9%	12.3%	1.5%	2.5%
25 – 34 years	88	15.9%	20.8%	5.1%	8.4%
35 – 44 years	67	12.1%	9.9%	12.6%	14.0%
45 – 54 years	83	15.0%	16.6%	23.0%	23.1%
55 – 64 years	136	24.6%	21.4%	28.9%	24.2%
65 – 74 years	88	15.9%	10.7%	16.8%	14.9%
75 years or older	41	7.4%	8.2%	12.1%	13.0%
Total Valid	552	100.0%	100.0%	100.0%	100.0%
(No answer)	1				
Total	553				

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

	2015 Frequency	2015 Valid Percent	2012 Valid Percent	2008 Valid Percent	2006 Valid Percent
12 th Grade or less, no diploma	9	1.6%	2.2%	1.9%	2.5%
High school diploma or equivalent	36	6.6%	9.3%	12.0%	11.9%
Some college, no degree	103	18.8%	18.4%	17.9%	18.3%
Associate's degree or vocational/technical degree	61	11.2%	11.0%	8.0%	5.1%
Bachelor's degree	150	27.4%	28.6%	25.6%	25.4%
Graduate degree or professional degree	188	34.4%	30.4%	34.6%	36.9%
Total Valid	547	100.0%	100.0%	100.0%	100.0%
(No answer)	6				
Total	533				

17. Are there any major improvements, projects, issues, or initiatives that you would like to see the municipal government focus on? (Wording changed from previous surveys: *Are there any major improvements, project, issues, or initiatives that you would like to see the City of Laramie focus on?*)

- See Appendix B.2 for complete text listings.

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

Appendix B.1. Additional Volunteered Comments.

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

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

Question 1c. Ambulance service.

- They've helped me two times.

Question 1g/h. Garbage collection / Landfill (dump) services.

- It's too expensive.

Question 1i. Street maintenance and repair.

- Snow removal stinks.

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

- Why not including residential streets? (2)

Question 1o. Reliability of water flow.

- Pressure is down.

Question 1p. Park appearance / maintenance.

- There are too many chemicals.

Question 1r. Land use, zoning.

- Enforcement is an issue.
- It is disorganized and overzealous.

Question 1v. Curbside recycling.

- Include glass! (5)
- It's not cost effective and it's expensive.
- You blew it.

Question 1w. Mosquito control.

- Too much spraying is not necessary or effective. Natural means like amphibians, birds, and bats would be more effective.
- We should not spray.

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

- It's an issue among a small group of kids.

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

- We were robbed!

Question 7. In an effort to reduce littering, would you be in favor or would you oppose municipal government regulation of plastic bags use at retail stores?

- I'm in favor, but not necessarily because of the litter issue. Promote use of reusable bags.
- The wind is 90% of the problem.

Question 8. Mark all of the following that you currently use as a source of information.

- It's hard to get info, even if you get the paper and I do not.
- This is not a good question.

Question 8d/e. City of Laramie Website / Internet.

- Isn't this the same?

Question 8h. TV Government Access Channel.

- What channel? It changed thanks to Charter.

Question 8 Other Response.

- Boomerang.
- Call department with questions.
- City Staff.
- Emergency texts.
- Facebook. (2)
- Family.
- Heads up personal delivery of important notices.
- Laramie Like on FB.
- Laramie Live.
- Looking.
- TV coverage of City Council on Direct TV and Dish etc.

Question 9. Rate the reliability of the following sources of information about City government activities.

- I do not get the paper, TV, internet, or newsletters. I would like to get emails from city once a month.

Question 9a. Radio.

- WPR.

Question 9d/e. City of Laramie Website / Internet.

- Hard to find information at times.

Question 9 Other Response.

- Boomerang.
- City Staff.
- Facebook. (2)
- Family.
- Laramie Live.
- Looking.

Question 12. Rate the current reliability of each of the following sources of information about City government activities.

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

- Only for youth – we spend too much on recreation for adults. Adults have options for recreation, but kids are limited.

Question 12g. Growth and development planning.

- Focus on youth.

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

- Need in West Laramie.

Question 12k. Traffic calming (pedestrian safety).

- 15th Street is a problem.

Question 12q. Encouraging business development.

- Make sure it's a good fit, no big box stores.
- This is not the city council's job.

Appendix B.2. Responses to Question 17

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

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

- A little less focus on barking dogs and tall weeds a little more on city infrastructure and abandoned properties at city entries.
- A stoplight at 22nd and Reynolds. Toughest traffic in town and lots of young pedestrians, it's very dangerous.
- Affordable housing that landlord can't buy and rent out.
- Allowing big box stores to be in Laramie would help keep people in Laramie for their shopping needs. Get the streets in West Laramie paved and act as though they exist as part of the City instead of a separate area.
- Animal protection is an issue.
- Aquifer Protection, Business and Light Industry Development, and improved residential streets.
- As I am coming home I see snow being removed from the side of the street as if they are hurrying before it all melts. My street and others in Indian Hills have never even been plowed since I have been here. Residential sidewalks are falling apart and other things seem to be more of a priority. Over the summer the city spent some bucks putting a new drainage system out here, yet the streets are still full of ice and water. This seems like a waste.
- Attempt to use unoccupied buildings more rather than tearing down and rebuilding. Bring back paper recycling, who is benefiting from Ark having to shut down? City should have done something to help them out so they could have kept recycling.
- Attracting businesses that will help raise the standard of living, and the tax use of Laramie and Albany County. Encouraging housing growth with housing blocks and green space or parks as part of project. Having a good evacuation plan in case of a hazard or spill on the railroad or interstate.
- Be careful on survey spending!
- Be more pro-active on community growth and building. Very difficult for new businesses to come to Laramie, as the City is unreasonable with their demands on businesses that wish to build, re-locate, or expand. There are no rules and the City continues to change the rules, not follow code, and dictate unreasonable terms and conditions to those wanting to build or expand.
- Beautification of roads when entering Laramie and their surroundings.
- Beautification and business development, particularly in downtown area. Improvement of roads, gutters, and sidewalks. More efficient processes to help new businesses start and grow in Laramie.
- Better lighting on dark streets to help with the safety and feeling of security when out past dark. Cracking down on bike laws. If they're going to drive in the street, enforce the traffic laws for them. It's getting really unsafe.
- Better parking plan for the City and UW!
- Better planning, implementation, and follow through on youth programs at the Rec Center. All current programs need better management and leadership.
- Better sense of community. Stop overbuilding, new giant rental buildings are horribly ugly and not good for the community.
- Better snow removal on residential streets, and sidewalk maintenance. Also, better lighting and street lamps.

- Between Harney and Reynold on 15th St., routing a police officer – never seen a child in vicinity, yet there's never a PO near JR High.
- Bicycle/skate park needs to be addressed, otherwise city is doing a good job of everything that applies.
- Bike path on Willett St.
- Bike paths and bike lanes.
- Bridges and overpasses rebuilt, and outdoor/indoor tennis courts.
- Bring in new business.
- Bring in new businesses and listen to the public when concerns are voiced.
- Build a pedestrian bridge from Imperial Heights across Grand so kids in that neighborhood can bike to school, especially for the new high school.
- Build another grocery store!
- Business development.
- Business growth, street repair, and lighting ordinance.
- Cat control!
- Cease corporate welfare, i.e. construction of business parks, especially those that haven't been spoken for. Pave the majority of streets within city limits, even those outside of West Laramie.
- Cirrus Sky. Encourage business development.
- City Council – public comment period should be at beginning of meeting so citizens are not required to wait to make their comments. City Council should respect the autonomy of the Civil Service Commission and accept their decisions. Audio recording of Rec Center Patrons is very offensive and unnecessary. Glass recycling is needed in Laramie.
- City does money matters behind closed doors.
- City traffic – please give tickets for running stop lights and speeding.
- Clean the place up.
- Clean up area around Walmart, trash specifically.
- Cleaning up our city, and trash clean up! Businesses taking more effort to clean up around their buildings.
- Clear the corners downtown of snow for access to handicap ramps into sidewalks.
- Clearing the snow on Baker St. around the Slade Elementary School.
- Continue upgrading infrastructure (replacing old sewers and city water pipes), finish Grand Ave. from 15th to downtown.
- Control development. Developers are given too much freedom to do as they wish without considering what is best for Laramie. We strongly object to the fact that tax funds from Laramie citizens are used to pay for development infrastructures. We also object to the city's subsidizing development costs, or giving tax breaks for the business park north of the city, or that there is any development at all. This serves the business community but degrades the environment for residents.
- Court fines, fees, and costs should not be used as a substitute for tax revenue.
- Crack down on loud vehicles. Continue to invest in the downtown and entry way improvements.
- Crime is a problem.
- Curb and gutter sidewalk improvements. Anything that attracts growth and makes our town a more attractive place for people and bigger companies to want to move here.
- Curb, gutter, and streets need attention in some part of town like N. 3rd, 9th, and Camby.

- Curbs, gutters, and roads are in bad shape, it would be great if some of those could be addressed with respect to drainage as well as appearance. Be more responsive to requests for information and please try to stop running people around. It is hard to get a quick question answered. Our water, sewer, and waste costs are going up but wages are not. Frankly, collection times are also erratic at times. I'd suggest that this town needs to be more active in seeking more diverse industries to help defray some of those costs.
- Curbs, gutters, and sidewalks need attention.
- Cut high prices of city utilities. Stop overbuilding of rental units.
- Definitely the pave the streets in West Laramie.
- Destroy abandoned buildings.
- Developing a realistic building code instead of the Texas model that was adopted without taking Laramie itself into consideration. City needs to listen to the people – Business Park was voted down, city went ahead anyway.
- Do not make recreation plans that infringe on private property. It is not helpful.
- Doing quality fixes and improvements to the city (i.e. streets) instead of temporary solutions that don't even last a year. Spend money wisely. Is it true the city spent thousands on a study to find out why people don't shop in Laramie and travel to other cities to shop? The answers are pretty obvious. Hold city council and officials accountable for the development and improvement of the city. Be progressive and open minded about business growth and expansion. Work harder to make information publicly known. Surveys and voting on issues are a good start.
- Don't change the Turner Tract plan to allow the car dealership near the new high school!
- More restaurants that aren't fast food.
- Educate the public about the recycling program! Offer an incentive program or fee schedule for those that recycle. You had put the Ark recycling out of business, figure out a way to make people more willing to sort their trash and recycle. My in-laws have recycled with the Ark for over 30 years and now they are no longer recycling because that service isn't offered in their neighborhood. They would continue if there was a drop off area. And what about large amounts of cardboard? We now have to pay to take it to the dump on top of our regular city utilities. What about glass? I look around at my neighbors and maybe half utilized their recycling canisters.
- Employees doing the jobs they are paid for, or elected to and not spending their time and tax dollars coming up with new, unnecessary ways to aggravate the citizens!
- Encourage redevelopment on S. 3rd. Discourage further development on E. Grand. Create enterprise zone in historic downtown.
- Encouragement of small business development.
- Encouraging more business coming to Laramie.
- Enforce the law requiring that snow and ice be cleared from sidewalks, especially for rental units.
- Enforcement of all city codes.
- Enhanced distracted driving laws and enforcement! I would like to see an ordinance for NO cellphone use of any kind while driving through a school zone and include streets bordering UW. Please, please consider this. A free, indoor playground or free days for the rec center during the winter months for those with small children.
- Ever since the Ark bins are gone around town where do people in apartment complexes recycle?!!
- Expand the Laramie skate park!!!

- Expanding the green belt and bus service.
- Expanding the skate park and other (free for youth) services.
- Extend and finish greenway/bike path. Do not encourage more development. Limit light pollution.
- Fence the 7 Acres trailer park – especially the interstate side! Beautification – especially west of 3rd St. around north and south entrances to Laramie!
- Finding businesses to fill vacancy of building nor used luck in good shape – TNT motorsports old music box.
- Fix the sidewalks and drop the street sweepers, which is a waste of money and resources.
- Fix the streets.
- Fixing the roads. Especially the major roads that don't have to do with the damn college. Also helping more with the elementary schools and keeping the kids safe!
- Fixing the sidewalks and repairing the streets.
- Focus on entry ways into Laramie less on downtown. A re-look at water and garbage prices would also be great. It is horrible that they are so expensive.
- Focus only on pure public goods – only act when private markets fail.
- Free recycling outside city limits. Recycle centers, not landfill (have to pay). I miss Ark.
- Garbage pickup – allow households to choose how much they would like picked up by choosing and paying for size of can. It is ridiculous that a single person household that recycles and composts pays as much as a 6-person household that throws away trash indiscriminately. Award, not punish, people who try and reduce their landfill contribution.
- General road improvements.
- Get rid of the smell from Labonte Lake. I would like to see that park more often if it weren't for the smell.
- Getting streets paved in West Laramie. They have been in the city for a long time and nothing has been done about paved streets, and curbs and gutters.
- Glass recycling and furthering of natural gas lines to neighborhoods. But mostly glass recycling; restaurants and bars waste so much!
- Glass recycling, no plastic bags.
- Glass recycling. (5)
- Greenbelt expansion and construction supervision.
- Greenbelt expansion, Park Expansions and upgrades, continued maintenance and updating of sewage, water and streets. Bring in Target. Put in place and/or enforce occupancy and vehicle ratios for home rentals in residential areas throughout town, i.e. 5 students and 6 cars aren't allowed in one home or residential areas where they take over curbside parking for their neighbors and aren't invested in the general appearance of their house or landscaping.
- Growth and develop that keeps the community close and utilizes open space. Additionally, aquifer protection and creation of public open space above it that is policed to keep motor vehicles off it. Also, if an open space could be created to connect the city with Happy Jack, I think many would appreciate it. Thanks for taking the time to conduct this survey.
- High priority: the bus service, unsafe bike riders, talking on phones even in parking lots! Recycling for all! I appreciate handicap parking spaces! Protection for the county area just outside of the city limits – we must be included! Downtown street surface bad for disabled people. Tried internet but failed – glad you mailed this.

- How about not giving away all open spaces to crap developments? Hold developers responsible for supplying open space, landscaping, etc. The new development around me in the past 10 years is a joke – an instant slum created south of Spring Creek.
- I am very happy with the curbside recycling. Please continue, and I wish there was a glass recycling facility.
- I believe that bringing in more up to date restaurants (Hooters, Buffalo Wild Wings) and businesses would be better. An actual mall with current up to date stores. These things cost money to build but this is a college town. It brings jobs in for the age group, it would bring in more interest and revenue because students as well as families would be willing to stay here instead of leaving in the summer. Just a thought.
- I don't even live in the City of Laramie by your map. Animal Control (Barking and Feces remove.) Street improvement, I have a sippy hole that gets bigger every year. Don't send this again.
- I don't know if there is a way to beautify areas like trailer parks, but this town looks run down. I know there isn't a lot of money in this town due to the lack of natural resources that other counties enjoy, but it would be nice to at least see all of the streets paved. Many people seem to think that the town should not grow but I disagree and would like to see a lot of business development, be it professional services, technology resources, or manufacturing type development.
- I feel that you are doing a very good job of providing a nice, well run city, especially considering the current funding you receive.
- I know way too many people who hate the Laramie Police. They are the last people they would call in an emergency. The police department needs a different mission. They need to be more accepted as members of the community and less autocratic and militaristic, maybe more enforcement focused on safety and teaching and less on no tolerance.
- I own a house in Laramie that is currently a rental – their recycling is great! I would like to see a way county residents could opt into the recycling program and have a drop off – willing to pay, of course.
- I think less should be spent on street sweeping and more on snow removal. The street sweeper goes by my workplace frequently, even though there are many cars parked, and they can't get to the side of the street. It just seems like a waste of money and something to keep an employee busy. On the other hand, I rarely see a snowplow go by, even in a big snowstorm. This seems wrong to me. I also think we should look into acquiring open space for walking and biking on the east side of town. There was a bill a few years ago to connect the city to the National Forest to the east. It didn't pass, but we should keep trying. That would be a great asset for the city for not just residents, but it would be a world class biking area to attract people to Laramie.
- I think more work should be made on encouraging the current businesses in Laramie and their improvements. If a company wants to fix up their facade they shouldn't be required to do all kinds of other improvements that they can't afford. Maybe tax incentives or rebates for any improvements would help property owners make attainable improvements.
- I think repairing some of the sidewalks should be a focus, as well as some code enforcement/beautification.
- I think sidewalk improvement would be great, but overall I am very satisfied with Laramie.
- I think some of the roads need to be repaved, and the city should add more street lights. Paving the alleyways for people that use them would make the alleys look nicer too.
- I think that they are doing good as is. I wouldn't encourage more spending if it can be avoided.
- I truly believe we as a city need to emphasize bike trails and bikeway development throughout the city. Also, protection of the Casper Aquifer from continued development should be a priority.

- I would like a greater emphasis placed on community policing and fewer speed traps. The Laramie Police Department appears overzealous in its efforts to enforce traffic violations. If anything, this town is overly policed. There are already four law enforcement agencies in Laramie (UWPD, WHP, ACSO, and LPD). I think there are too many officers. Hiring more would be a waste of money. In short, more quality and less quantity.
- I would like the municipal government to focus on a bigger recycling emphasis as well as a more connected bike pathway system throughout Laramie.
- I would like to see a great deal of change toward the city's approach to bicycling. I regularly ride for recreation and as a commuter and have noticed a trend toward this form of mobility. First, please enforce stop sign and sidewalk riding violations. Please, make a statement. The number of safety issues I have seen be overlooked by permissive law enforcement is only making things worse. Specifically, there is an "us versus them" mentality that is slowly starting to boil. This is where people take it upon themselves to enforce their own form of justice using intimidation and violent posturing in general. This mentality is not necessary and can be reduced if cyclists are recognized for their wrongdoings with the same absolute guidelines as drivers. Second, the cycling infrastructure in Laramie has seen great improvements in both new additions and upkeep. Thank you. I beg that the greenbelt be extended in ways that connect to the current western infrastructure. I know that this takes time and money, but I am a firm believer that recreational opportunities such as open, protected corridors are worth every penny and labor hour. Third, I would like to thank those who are responsible for allowing cyclists on the Garfield St. Bridge. It is an artery for commuting by bicycle that is incredibly helpful. Keep up the great work and please consider cyclists like myself and dozens of friends who welcome more into the fold.
- I would like to see a public outdoor hockey rink at Undine Park (weather permitting obviously) in addition to the indoor rink.
- I would like to see less development! No more apartments!!!! No more houses and subdivisions. More Greenspace, more bike paths, stop hassling the people with trailers on the streets!
- I would like to see money spent on infrastructure instead of parks and rec.
- I would like to see more community and special event activities. Also, more courteous police officers.
- I would like to see more recycling in apartments and the downtown businesses.
- I would like to see the city maintain the zoning which they have already agreed to, and not alter it because of special interests. For example trying to rezone LaBonte Park, and the building of apartments in the habitat area off of Beech St. seem ridiculous given that their uses had already been declared. Additionally, it would be nice to see a city development plan that spans 25+ years. It feels like the city currently has no vision of what Laramie should develop into, and consequently I feel that there is very much a "whatever goes" mentality to the overall development of the city. It would be nice for a strategic plan to be developed, with community input, that can then serve as a roadmap for city planning and business development over the next 25+ years so that the citizens of Laramie have an understanding of the type of community they are going to be a part of.
- I would love to see the city invest more time and resources into working on and improving the following: Glass recycling program and communal compost centers; extending bike lanes and greenbelt around the city and into the Laramie Range; having a some kind of building code that would require new buildings (especially those currently being built on Grand and major roadway) to plant to trees (and take care of them) as part of a beautification plan; I'd love to see the areas in the public parks, especially those surrounding playgrounds and areas where children play, to be pesticide free; as member of the Rec Center I'd love to see the front desk run more efficiently. I find the staff very pleasant and nice but uninformed about procedures and paperwork and

I find it difficult to believe that I have to fill out the same paperwork again and again for the same services. A small thing but I find it unacceptable that I have to wait on line to scan my membership card (when the front desk is crowded and there is someone ahead of me who needs to pay for something.) This could simply be remedied by simply having two scanners operating at one time; I'd love to see Laramie develop some kind of free indoor space for children and the public. While I personally make use of the Rec Center as member I feel like the during the winter months there is no space to take children that is free to the community and I feel like I'd love this taken into consideration when thinking about future city plans. It's something I could envision being located downtown or someplace like the library (if the building was ever renovated or enlarged.); I'd love to see the city encourage the implementation of a Public Art Plan (as I know there is one in the works.) I'd be interested to see community based art projects. I'd also like to see a beautification program for 3rd Street and entry points from 80. I love what's happening downtown and I'd love to see more events and activities offered to the community downtown. Thanks!

- I would really like to see more effort placed on beautifying the entry way into Laramie from the south on 287 and more effort by new businesses to utilize existing buildings. Funds should also be directed to improving the buildings and spaces downtown.
- I've always wondered, being a Laramie native for 58 years and familiar with the street department for 40, what is the quota of crew and equipment and number of streets of the 40 years past to now? Can this be published for the ignorant plus how the funds are divided?
- I've constantly struggled with our street getting skipped for trash and recycling collection. The recycling collecting is very limited, some improvement with the loss of Ark would be great!
- If shopping in Laramie is important, then why are we purchasing city and county vehicles in Casper? Also think about how many more restaurants might open if liquor license were available.
- If the city is going to require beautification projects that requires water usage, then the city also needs to find a way to reduce water rates or offer a reduced rate as a reward for beautification.
- Imperial Heights trash and litter clean-up and Century Link fiber optic.
- Improve development process.
- Improve the appearance of the 287 south entrance to town.
- Improve the functioning of the landfill. Working people need the landfill to operate well, and to be convenient and cost effective. People should be able to have at least one free visit with proof of their water bill (like Casper). Not only are there no free visits but the fees keep going up at the gate. The gate is poorly positioned for the patron; one has to get out in the blowing wind and dirt when entering and leaving. One must wait for a break in the line to get a refund on the deposit since the going and coming is on the same side. Dumping of trash is extremely frustrating having to get out and get the stuff into separate bins. If you could dump it on the ground and the landfill staff get it into the containers it would help tremendously. It's understood that landfill upgrades have to be made but the city could make it easier on the patrons. The upgrades and details should be written in printed materials – likely most landfill users get information from the city website. Beautifying entrances, city clean up days, improving city amenities like the greenbelt and parks are important to improving the quality of life here and attracting and keeping new businesses and residents.
- Improved water quality. Improved environmental protection and energy efficiency. Improving West Laramie (especially around school – pave the streets!).
- Improvement in the recycling services (i.e. greater variety of goods able to be recycled and weekly residential pick-up services). Increase in the patrolling of four-way and two-way stops for both motorists and cyclists.

Cyclist education seminar for elementary-age students (with refresher courses available for older individuals). Less of a focus on the protection of downtown businesses and more of a focus on the protection on average citizens through increased traffic stops.

- Improving and paving unpaved streets in East Laramie as well as West Laramie.
- Improving bike paths on major streets.
- Improving city streets.
- Improving the dog park by argon softball field (one near 22nd and Harney intersection), currently it is tiny and lacking. It could do with increase in size, a separate area for small, injured, unfriendly or unsociable dogs, an airlock entry to prevent dogs from escaping when someone enters, wind break, and water station for the dogs (both dog parks need this).
- Infrastructure!
- Infrastructure, public safety, schools and parks come first (along with resources for the elderly and the public library) but if resources and opportunity were in place then the entrance to town off of I80 onto 3rd St. could use some beautification. It still looks pretty ratty (mainly dilapidated looking buildings which are probably outside the city's control), though the plantings that have been made in the last 10 years look nice and help some.
- It would be nice to have some form of public transport system. No need to have large buses, but minivans shuttling between major locations will be beneficial.
- Junkers on the streets, camp trailers on the streets, junky yards, people who don't provide upkeep of their property.
- Keep doing the basics well.
- Landfill has a poor design and it will cost too much in future.
- Last year allergies were terrible for me and everyone I knew. Weed and pollination control would be greatly appreciated. I would also appreciate recycling bins being available again. I recycle A LOT and I really enjoy the way it makes me feel to do the right thing.
- Less government, fewer regulations, conservative city council.
- Letting new business into Laramie which helps the "job" market. I am sick of the "good-old-boy club." Also raising the price of water and sewer does not encourage people to maintain their property!!!
- Long term financial stability balanced with delivery of services to residents.
- Loud vehicles are a problem. Expand smoking ordinance to say no smoking inside apartment buildings where more than one tenant live, like a 4-plex.
- LOWER THE PRICE OF WATER!!! At the rates you are charging, I call it the browning of Laramie. I pride myself on keeping up my lawn, but I cannot continue to pay such HIGH rates. The last couple of years I have removed some of my lawn and I'm planning on taking out more this summer!! Such a shame. Laramie is a beautiful town and yet you see more and more brown lawns because people cannot afford this outrageous cost of water!! I do not understand why our city has put us on a tiered system and following the way Cheyenne does it!!
- Maintain infrastructure.
- Maintain open space, green belts, do not help developers. Growth increases cries, social needs, and taxes.
- Maintain the roads and educate the police on fourth amendment rights.
- Maintaining Saferide, community events during non-summer months, and continuation of the mural project.

- Major roads need to be fixed. Cracked up and un-striped streets are embarrassing. I don't know of anywhere that doesn't paint center lines on their roads. Laramie needs more turn lanes at major intersections. The Police Department needs to start ticketing people that drive in bike lanes and pass on the right in bike lanes at intersections. These unpredictable movements make Reynolds St. and other streets very dangerous. I don't know of any other town where that is allowed. Businesses and the University need to park cars on their own land. City Streets aren't there for auto repair shops, Laramie GM, and Visual Arts to park cars on. Animal Control needs to ticket owners of dogs that bite other people or dogs or damage people's property. The animal shelter also needs to be a no kill shelter. The City Council needs to stop letting developers skirt the rules so they can make more money on their developments. I am tired of one developer having to do one thing and the other not having to do it. Look at the Gravel Ford Lot on Grand compared to Adventure Dodge. Developers need to learn to play fairly and get fined if they don't listen. If I speed, I get a ticket. If they take short cuts they just make more money. The City needs to broadcast the cable TV station online 24-7. More staffing needs to be put in place to help clean-up Laramie. There are too many junk properties and zoning violations. Laramie needs bike lanes that don't disappear on major streets like 30th Street and 22nd Street. Where are people supposed to bike when the bicycle lane ends? We need a network of off-street paths like Cheyenne, Casper, and Fort Collins. The City and the University need to improve the Gem City Grand and keep it going. Right now it takes too long to go anywhere because it zig-zags around.
- Make Garfield St. a bike path with only 20mph cars for people who live there and have to park at home.
- Make it a priority to centralize police and municipal courts. Also new facilities for solid waste utilities, street department parks department.
- Make rental owners keep their properties maintained and if the police are called more than two times for out-of-control parties the owners should get fined. Plus our streets are terrible.
- Members of the City Council should represent their constituency not their own interests!
- More affordable abundant housing. More dog parks. Less mosquito spraying.
- More effective code enforcement (e.g., owners not keeping up their property, including owners who are renting and not policing their renters). This can quickly deteriorate desirability of living next door and even lower property values.
- More enforcement of weed removal ordinances on lots by the owners. Longer yellow no parking zones at intersections. It is difficult to see oncoming traffic at stop signs. No allowing on-street parking of vehicles by businesses. Landscaping business on Garfield St. Forcing UW college employees and students to park in campus parking areas rather than day-long parking in neighborhoods adjacent to UW campus. Visiting friends in these areas is impossible as there is no place to park!
- More handicap parking downtown! Beautification, more trees, bike lanes separate from traffic – see European planning. Clean up or make owners clean up all views from roads leading in and out of Laramie, what a shame, junk cars all over!
- More retail stores.
- More stuff to do for fun!!!
- More work on improving sewer and water systems on older alleys and streets.
- Move quickly on development issues when developers ask to purchase land (decisions in no more than five business days) instead of sitting on requests for many months. City government does not appear interested in development.
- Need better access for people with disabilities throughout the community.

- Need more businesses to help grow, there are no jobs, why? Poor wages, and stop raising taxes all the time. Police need to stop running through lights with their lights and sounds on, then turn them off after they've gone through. When police are called, they should respond ASAP, not 30-45 minutes later.
- New management in the city departments.
- Open space over Casper Aquifer and up Laramie Range to connect to Forest Land. The swimming pool now has policy that requires parents within arm-length regardless of life jackets or swim skills, this should be accounted for.
- Outdated water, sewer, and other infrastructure. Drainage of streets and roads. The road maintenance grader could just cut a ditch and open the end on Monroe St. (west) and prevent water from ponding on the street. It would improve the length of service on the street and also allow some residents to avoid ponds in front of their houses. Mosquito Control is very important – please prioritize it.
- Overall, I am impressed. I would personally put a lot of focus on three things, 1) business attraction and development (although I would only attract promising sustainable and community companies), 2) rental laws (e.g. one parking space per unit, a level of aesthetic, and spray for bugs, etc.), and 3) traffic laws (e.g. more “no left turn” laws, like on 4th St. and more traffic lights and better flow). Thank you! And less J walkers on Grand (college students). Oh, and having right turn lanes onto 30th from Harnett, Reynolds and 30th St. needs no “no left turn signs”.
- Parking and other obstacles are in the way of seeing around them at stop signs and stop lights.
- Party registration program.
- Pass ordinance to ban single-use plastic bags; bike lanes and paths that connect the city and are separate from cars; preserving open space for citizens to walk, walk dogs, and maintain quality of life; increase Laramie's ability to grow food by providing greenhouse and garden space in all parks and neighborhoods; increase recycling.
- Passing strong zoning codes will grow towards beautification and entryways issues. Partnering with community can generate sponsors and community funding for recreation and beauty. Focus on infrastructure! Roads, sewer, utilities, curbs and gutters, and enforce codes.
- Pave the streets around Linford School!!!! This issue has dragged on for entirely too long. While the streets and sidewalks were installed for Indian Paintbrush at the time it was built, Linford was and continues to be severely neglected and the argument that "the landowners don't want any assessment" is ridiculous; we pay taxes every year and have NOTHING to show for them.
- Pave West Laramie Streets. It is very hard on vehicles.
- Pave West Laramie. Storm water drainage due to improper drainage plan in respect to development planning or lack thereof. Build a retention pond! Curb, gutter, and storm drains!!! Pave Wyoming and Johnson!!!!
- Pave, curb and gutter, and maintain all streets within the city, including West Laramie. West Laramie residents enjoying city water, sewer, garbage pickup and other amenities, it should be required to pay for paved streets, curbs and gutter around their residences. Do not allow further residential development anywhere in the city without basic infrastructure in place that doesn't compromise existing water and sewer lines of present neighborhoods.
- Paving all of the streets in West Laramie, not just the ones one block off of Snowy Range road! We are paying the same taxes on our homes as those homes with paved streets.
- Paving all of West Laramie.
- Paving of 2nd Street where there is new water and sewer line between Lyons and Hancock.

- Paving streets and adding curb and gutters in West Laramie. And also better lighting on the street.
- Places to recycle in town.
- Please bring back glass recycling.
- Please find a way to accept glass as a curbside recycling item. Glass is about one third of our total household waste, and it doesn't need to be going to the landfill. Also, please tend to pothole repair more promptly and effectively. Cold mix patching doesn't count.
- Please start plowing snow off of Highways and streets (along with sanding and/or salting) – our children are going back and forth to school on those streets and highways. Please also repair potholes and cracks.
- Policemen text and drive. Trash business is a monopoly. City charges all year for mosquito control and then one guy on a four wheeler drives by twice per summer and sprays toxic chemicals in the evening when our windows are open, thus fogging the insides of our houses. There is no parking and apparently no plans to fix that downtown or around the college. I feel like they ignore needed fixes and spend on silly expensive projects like adding deady islands in the middle of Grand Ave., most cities are taking those out. But we're putting more in, Grand needed widened, not narrowed and made to be more restrictive on where one might be able to turn. Feel like the entire city caters to the University rather than business and citizens. Sorry to complain but have had many bad experiences with the city government in Laramie.
- Pot holes – keep them patched. Copy the Brits they have a full time “pothole patrol” truck that continually patrol streets – find and patch them. Nag WYDOT to keep Clark St. viaduct patched – it's dangerous. Storm drain grates – especially in tree area, many grates are blocked with crud – this causes water damage which results in potholes. What happened to the city truck that used to clear drain grates? Never see it any more.
- Privatizing as much of city services as possible.
- Prompt snow and ice removal is highest priority. Main streets need to be plowed the day of snowfall; secondary streets can wait until the next day. Road conditions are abysmal throughout the town.
- Protect and enhance the land east of the hospital for non-motorized vehicle public access.
- Protect our open space. Protect our water sources. Rehab infrastructure.
- Protecting environment (water especially) and expanding public land and green ways. Please cut down / cut out wasteful watering in summer. We need more recycling opportunities for county residents please bring back glass recycling, Civic Center, Griffin Theatre gems – why not close the street between Civic Center and library and make a nice one-block mini park?
- Protection of the prairie behind Indian Hills and Seta Vista.
- Providing safe transportation from bars and other alcohol-serving businesses to Laramie homes, and punishing drunk drivers severely. Focusing on improving traffic flow and ease of transportation as priorities over beautification. Timed traffic lights; especially downtown and along 3rd St.
- Public restrooms downtown, communication for the planned new viaduct/old viaduct area.
- Public Transportation.
- Put a crosswalk signal at 30th and Willett.
- Put in more street lights. The area is much too dark.
- Put some stop signs up at 13th and Palmer Dr. and on 11th and Palmer Dr. This is a high traffic area with many children living in the area. Palmer Dr. from 15th to 9th needs to be completely repaved and the sidewalks replaced. The utility bills are too high.
- Quit kissing the University's ass!!
- Quit spending taxpayer funds on frivolous things!

- Recycle glass – you blew it when you changed recycling and undercut Ark, you lost a lot of credibility for fostering community spirit.
- Recycling bins for the trailer parks.
- Recycling bins like the Ark had.
- Recycling for ALL!
- Recycling for everyone!
- Recycling for non-city residents. There should be dumpsters located around town so that those living outside the city limits can recycle as well.
- Recycling glass and access to the dump.
- Reducing the number of City Police as a budget savings measure (manpower, cars, gas etc.). The FBI website shows that Laramie has about 25% more police than needed for a city our size. Use the savings elsewhere.
- Renewal of the infrastructure, especially water and sewer lines; resurfacing of roads.
- Repairing, improving, and upgrading sidewalks, curbs, and gutters, especially in the areas suffering from sinkhole development.
- Replace the City Council with trustworthy honest individuals who listen to the public body. Our City Council is known city wide as being on their own self-serving agenda and with no concern for the public opinion.
- Replacement of water and sewer mains.
- Replacing the curb and sidewalks in the area between S. 15th and S. 19th streets in the area where the GYPSUM soil base is prevalent. Homeowners are faced with doing this on their own when they sell the property. Obviously the building codes did not require the builder to bring in road base back in the 1960's. Arnold St. and Symons St. should be upgraded like Bill Nye was a couple of years ago.
- Require adequate lighting on night riding bicycle.
- Restoration of curbs around parks (Washington). Encourage new businesses.
- Retaining services that benefit low income residents – the public bus service, for example, or a homeless shelter for all types of people, or expanded help to people who don't have enough food.
- Rewarding police officers for engaging positively and respectfully with the community.
- Road improvements and expanding the greenbelt and other trails and bike paths.
- Road maintenance, snow removal, curb and sidewalk upkeep.
- Road repair, police oversight committee, general citizen involvement in all city affairs.
- Roads, and business expansion.
- Roads are easily the most important thing this city needs to deal with. Just about every street needs a good repaving, and that median on Grand needs to be taken down and have a turn lane put in there. Other than that we have a beautiful downtown, beautiful parks, and a good layout. We really just need roads to be drivable and sidewalks to be walkable.
- Roads, curbs, and gutters are in terrible shape. Why not plow snow on residential roads?
- Roads, dirt roads. Thought part of water bill was for road maintenance. See a lot of city trucks out this way, but roads are terrible.
- Roads.
- Senior housing.
- Shoot whoever decided Grand Ave. needed those concrete islands between 21st and 15th streets.
- Shopping and business areas.

- Sidewalk and gutter replacement.
- Sidewalk desperately needed from Imperial Heights to Walmart along Grand Ave.
- Slick sidewalks for us disabled people are very troublesome!
- Snow and ice removal does not seem to happen at all, other than the occasional swipe down Grand Ave. or 3rd. Water and utility prices are some of the highest in the state and continue to rise for no apparent reason. Communication could be improved city wide. Duration of construction projects can get a little ridiculous, and it seems like they often lead to problems for the residents of the area above and beyond the inconvenience of having to work around a construction zone (backed up pipes, flood damage, etc.). When these things occur, it is hit or miss whether the city will take any responsibility for them or help the residents fix the problem, either financially or otherwise. It is also borderline criminal for the city to come in and fix the sidewalks and gutters of properties without consulting the property owner and then hit them with bills for thousands of dollars due immediately. We would like to see these things improve.
- Snow and ice removal, get businesses in town that are needed, keep taxes and prices down.
- Snow removal, street sanding, and de-icing.
- Some private yards need to be cleaned up. Especially on main streets – it’s an eye sore. Offer monetary or peer neighbor pressure. I want to shout out “clean up your place!”
- South Laramie Sewer System.
- Speeding on Grand Avenue; stop sign violations; red light violations.
- State of Wyoming being on Mountain daylight time the year round!!
- Stop forcing people to pay for things you want and we have no say in, like your recycling project.
- Stop letting the UW run Laramie and think about the full-time residents.
- Stop trying to steal people’s land for bike and green belt.
- Stoplight at 30th and Willett (which is being planned).
- Street gutters, curbs are in bad shape in area 6.
- Street lights at cross walks.
- Street pothole maintenance, paved streets for West Laramie.
- Strongly discourage ticketing car as abandoned when not, and not showing any compassion.
- Take down Christmas lights before February.
- Taking care of the people who currently work for the City of Laramie. Employees get pushed to the side in order to take care of silly things around the city.
- Teaching people how to ride bikes. Ride with traffic and obey traffic laws and adults should not be riding on the sidewalks. Take the salt out of the sand. Salt is not needed, it’s bad for the roads, it’s bad for your car and bike, it’s bad for the Laramie River where it ends up, and it’s bad for your house when it is tracked in. When 9th Street was redone we had to put in new curb and gutter which was fine but the wide fanned out drive way is not good, our old narrow one was much better easier to shovel and had more room to put the snow.
- Thank you for your hard work!
- The berm or levee along Spring Creek between 30th St. and Regency RR must be raised to avoid flooding of Regency Retirement Residence. Trees and shrubs are needed to block light from cars and noise from the pool area and all of the young college kids who become very loud. Thanks.
- The Casper Aquifer – no more building near it! No more housing – there are hundreds of vacancies every day in the Boomerang. We are hideously overbuilt, and by people who don’t even participate in our community except to build over aquifer and collect rents. Really bad representation of longtime citizens.

- The city council not turning away big box stores and actually encouraging growth to keep money in Laramie and out of Cheyenne and Colorado!
- The City needs to make it easier for businesses to come to Laramie in order to grow our economic stability. The City and Zoning makes it extremely difficult for businesses to start and thrive in this town. The main employer in town should not solely be the University.
- The city should not be in the business of creating issues that were not brought to the city as a concern. The amendment of the smoking ordinance was completely overboard. If the people want something they will ask for it and it should go to a vote of the people, not the council. I am for a free government for the people by the people, not the dictatorship that it is becoming!!!!!!
- The county roads just outside the Laramie city limits are horrible!! I would love to see them, if not paved, at least maintained.
- The curb in front of my house needs attention for better water drainage.
- The curbs and street repair. Laramie is the worst in this area in the half dozen cities I have lived in.
- The development of a City Parks, Recreation and Trails Master Plan is a very positive development and I encourage its completion.
- The drainage issue around Linford School.
- The initiative to leave us alone so we might live our lives and grow our businesses without the city's forced intrusion into our lives! End the ceaseless surveys!!
- The police are too aggressive.
- The police taking a more active role in controlling traffic violations. When performing street maintenance and improvement, talk to the residents in a better fashion. Be more safety minded on street maintenance and improvement projects. Hire City Management with more experience.
- The roads – fixing pot holes, bumps, uneven streets and maintaining road and lane paint. If the Laramie Regional Airport is city owned or maintained it needs updated, the roof leaks into the lobby when it rains or when snow melts. There is not a lot of space for people traveling. It's old and outdated, the bathrooms are terrible and the TSA checkpoint is tiny and doesn't fit all of the traveling public. It is very crowded in there while waiting to board an airplane. Having an airport with reliable flights is something Cheyenne doesn't have so flying out of Laramie is a staple of this community and the Terminal could use some attention and serious updating.
- The streets are the biggest problem for me. Not everyone likes dirt roads. And please plow snow off the roads and salt them, not dirt.
- There are ways to efficiently street sweep, having parked cars on the other side. Other cities manage well and on a schedule.
- There have been many disturbing situations that have occurred in the last few years. The city council recorded rude interactions with the public, the former Mayor's nonexistent business acquiring a liquor license when viable businesses were overlooked. The city council and city manager have shown absolutely no accountability for any of these situations. I expect our city government to be productive, principled, and responsible and overall I am not satisfied with what I have seen. The critical necessities of a town of Laramie's size are being more than met (e.g. fire, police, and ambulance), therefore we need to look at making Laramie a more attractive place for individuals to live. Much of the town looks trashy and there is either a lack of ordinances or a lack of motivation in enforcing them. The enforcement of ordinances seems to fall to citizens, only when reported do any ordinances get enforced. This creates much contention between people in the community.

There should be a paid employee who drives around town and cites ordinance violations instead of the current system of reporting on your neighbors. In this town, the position would pay for itself.

- This would not be high on your list of city improvements, but could you possibly provide a phone number that I could call to get current temperature readings and daily forecasts? I have moved here from Santa Fe, NM and miss my weather report from the airport. Laramie seems to have nothing available that comes from a local source and I've tried to follow every lead I've been given. Don't suggest the internet or weather channel – no internet and national weather give mostly NY and Boston reports!
- Traffic enforcement on Grand Ave. is non-existent.
- Traffic lights and roundabouts with light synchronization.
- Traffic violations, street repair, greenbelt, and bike lanes.
- Transportation citywide for handicapped.
- Turn the economic development back to the economic development board, the city council does not have the expertise to be dabbling in this!
- Utility costs are too high. Can't drink the water.
- Water issues (rights and so on) will continue to grow worse. I am pleased to see things like tree fund programs and fertilizer availability. I also think programs such as the soup kitchen and Feeding Laramie Valley are important.
- We have tried to contact the city several times. In front of our house, every winter and spring there is either an ice skating rink or lake. When I was pregnant I slipped and fell several times. We live in a town house so there are only two parking spots, one in the drive way and one in the "lake". It is unavoidable and happens every single year. The concern at which the city does not seem to have is quite appalling and aggravating.
- Welcoming new business and not depending on the UW to support us.
- West Laramie road and drainage improvements. Downtown parking and accessibility, general cleanup. I would support the plastic bag ban. Also an enhanced recycling program.
- West Laramie streets, drainage, curb, and gutters.
- What's wrong with Laramie staying a small town? Do we really need all the assistant planners? Save our money!
- When the city plows the road, don't leave it in the bike lane.
- Whenever possible, I would like to see the City Police Department and local justice system as a helpful presence rather than engendering an attitude of combative superiority. On the whole, I so appreciate my experience of our local servants in uniform, but an experience within local justice system left me utterly disillusioned and appalled with the treatment of myself and others. It changed how I feel about my hometown.
- Why all the snow removal signs downtown when the snow is never removed to the curb but you are ticketed for parking there at the wrong time. The city should at least remove the signs. The asphalt in area 4 is about four inches higher than the curb and the street has a high crown. I'm sure it is not up to the "City Code." Walmart does a great business and their huge parking lot is always plowed!!
- Why can't snow removal be done on a consistent basis in the downtown area, like clearing to the curb. When the weather is bad you practically kill yourself attempting to get to the sidewalk. Down by Prairie Rose Café the fall leaves are mixed with layers of ice and snow that melt somewhat and refreeze. It's also terrible down by the clip Joint and Glass Place.

- Work with partner organizations on the beautification of entryways and improvement of the Third Street corridor.
- Would love to see an access corridor created for people to hike, bike, run, or ride horses from city limits up to the happy jack recreation area. This would hugely improve Laramie's appeal and the quality of life for our outdoorsy residents.

Appendix C. Survey Instrument

2015 CITY OF LARAMIE CITIZEN SURVEY

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

Mark Answers Like This

NOT Like This

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

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

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

- Police
- 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"/>				
Driving Under the Influence	<input type="radio"/>				
Underage alcohol offenses	<input type="radio"/>				
Bicyclists following traffic laws	<input type="radio"/>				
Loud vehicles	<input type="radio"/>				
Nuisances (rundown buildings, weeds, junk vehicles)	<input type="radio"/>				
Speeding and traffic violations	<input type="radio"/>				
Unsupervised youth	<input type="radio"/>				
Litter and debris	<input type="radio"/>				
Public disturbances (loud music, parties, etc.)	<input type="radio"/>				
Vandalism (graffiti, broken windows, etc.)	<input type="radio"/>				
Occupancy violations (e.g., too many people living in a single home or apartment)	<input type="radio"/>				

5. How safe do you feel...

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

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

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

7. In an effort to reduce littering, would you be in favor or would you oppose municipal government regulation of plastic bags use at retail stores?

- In favor of regulation
 Neutral
 Oppose regulation
 Don't Know / Not Sure

8. To the right is a list of possible sources of information about the activities of City government. Please mark all that you currently use as a source of information. Additionally, please mark all that you would like to see as a primary source of information about City government activities.

	I currently use this source	I would like to see this as a primary source
Radio	<input type="checkbox"/>	<input type="checkbox"/>
Newspaper Articles	<input type="checkbox"/>	<input type="checkbox"/>
Newspaper Legal Notices	<input type="checkbox"/>	<input type="checkbox"/>
City of Laramie Website	<input type="checkbox"/>	<input type="checkbox"/>
Internet	<input type="checkbox"/>	<input type="checkbox"/>
Talking with Friends and Neighbors	<input type="checkbox"/>	<input type="checkbox"/>
Attending Public Meetings	<input type="checkbox"/>	<input type="checkbox"/>
TV Government Access Channel	<input type="checkbox"/>	<input type="checkbox"/>
Recreation Center Program Guide	<input type="checkbox"/>	<input type="checkbox"/>
City Newsletter - Gem City Spark (mail)	<input type="checkbox"/>	<input type="checkbox"/>
City Newsletter and News Flashes (email)	<input type="checkbox"/>	<input type="checkbox"/>
Other, specify: _____	<input type="checkbox"/>	<input type="checkbox"/>

9. On a scale of 1-5, with 1 being *Not at all reliable* and 5 being *Very reliable*, please rate the current reliability of each of the following sources of information about City government activities.

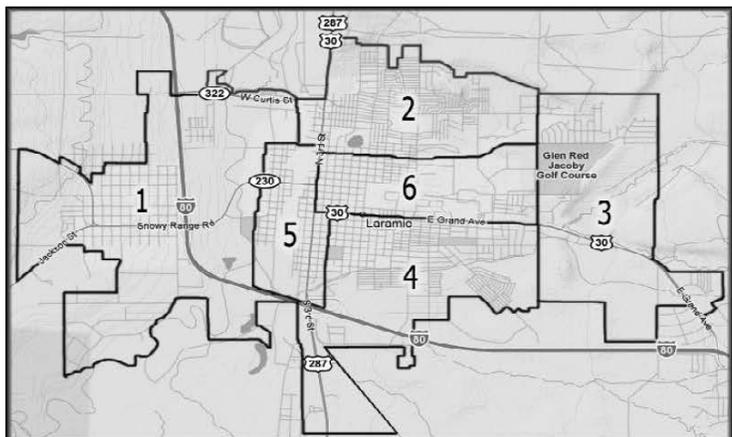
	Not at all reliable				Very reliable 5	Don't know / Not sure
	1	2	3	4		
Radio	<input type="radio"/>					
Newspaper Articles	<input type="radio"/>					
Newspaper Legal Notices	<input type="radio"/>					
City of Laramie Website	<input type="radio"/>					
Internet	<input type="radio"/>					
Talking with Friends and Neighbors	<input type="radio"/>					
Attending Public Meetings	<input type="radio"/>					
TV Government Access Channel	<input type="radio"/>					
Recreation Center Program Guide	<input type="radio"/>					
City Newsletter - Gem City Spark (mail)	<input type="radio"/>					
City Newsletter and News Flashes (email)	<input type="radio"/>					
Other, specify: _____	<input type="radio"/>					

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)
(Hamey 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 Hamey St. south to I-80, 1st - 3rd from Clark to Grand, 1st - 6th from Grand to I-80)
- UW campus area (6 on map)
(Hamey Street south to Grand Ave. from 3rd Street to 30th St.)



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

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

13. What is your employment status?

(Mark all that apply.)

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

14. How long have you lived in Laramie?

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

15. What is your age?

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

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

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

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



Thank you for participating in our survey!

Appendix D. Laramie Areas Map

Areas for this map were defined by City officials, and the map was created by the Wyoming Survey & Analysis Center. The same map was used in the 2008 and 2012 City of Laramie survey.

