

City of Cheyenne 2005 Citizen Survey

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FOR
THE CITY PLANNING SERVICES**

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EXECUTIVE SUMMARY

Introduction

This is the tenth *Citizen Survey* to be conducted by the City of Cheyenne. The central goals of these surveys have been to determine residents' perceptions about the overall quality of life in Cheyenne, reveal levels of satisfaction and importance about existing city services and ascertain what current and future issues are of significance to citizens.

The surveys have helped focus attention on the quality and importance of service delivery. They also aid the City Council, city government and the public in establishing priorities for government spending, staffing and planning. Survey information also provides an initial framework for tracking community opinions about the core responsibilities of Cheyenne city government, helping to insure maximum service quality over time.

The community surveys have created reliable baseline data of resident opinion that can be monitored in future years as Cheyenne changes, grows and faces difficult and inevitable tradeoffs between the costs of services and the quality of services.

Copies of this report have been provided to the Laramie County Library, the Laramie County Community College Library, and the Wyoming Center for Business & Economic Analysis (WCBEA), the City Clerk's office and are also available at City Planning Services.

If you have any questions or comments, please contact City Planning Services, at 637-6281.

Methodology

This year's *Citizen Survey* was mailed to a random sample of 800 Cheyenne residents in February 2005. Three waves were mailed in order to increase the survey response rate. This year's random sample was drawn from a commercial listing service which used citywide postal delivery routes. Using a commercial listing service list provides greater representation than other potential lists.

For the first time, survey return envelopes were coded. This coding eliminated the need to mail each survey to all 800 addresses three times. Only 451 surveys were mailed in the second wave and 338 were mailed in the third wave. Also confidentiality and anonymity were strictly enforced. While survey return envelopes were mailed back to the city, they were not opened by city staff. Only staff at the WCBEA opened and compiled the returned surveys. It should also be mentioned that only the return envelopes were coded, not the survey instruments. Therefore, no attempt was ever made to match a returned survey to its mailing address.

A total of 484 surveys were returned in 2005 as compared to 532 in 2004. The unadjusted response rate was 60.5 percent ($484/800 = 60.5\%$). In the 2004 *Citizen Survey*, the unadjusted response rate was 67.6 percent, by comparison.

The effective response rate, which excludes undeliverable surveys from the sample, was 65.6 percent in 2005 as compared 69.6 percent in 2004. In 2003 the comparable rate was 70.7 percent. There were 62 surveys returned as undeliverable, thus the effective sample size was reduced to 738 and the effective response rate becomes $484/738$ or 65.6 percent.

The survey results are statistically reliable with the margin of error at plus or minus 4.5 percent. In 2004, the margin of error was 4.3 percent.

Residents gave ratings on a five level scale in response to most questions. The percent of residents selecting each option was reported and in some cases the ratings were converted to a 100 point scale for ease of comparison. The conversion simply took the average (mean) of the ratings and converted it to a 0 to 100 scale where 0 was the lowest rating (very bad) and 100 was the highest rating (very good). Average intermediate ratings could vary anywhere in between 0 and 100 with 25 making a rating of bad, 50 neither good nor bad, and 75 or above as good to excellent.

New for 2005

In this year's survey, some moderate format changes were made with the hope that the survey instrument would be easier to read. Citizens were also asked some new questions this year. Some of the new topics posed concerned water conservation, a new indoor recreation center and volunteerism. Also some questions from last year's survey were dropped. Generally, changes to the instrument tend to be minimized in order to permit historical comparisons over time.

Citizens were once again given the opportunity to offer their comments at the end of the survey instrument. These comments are bound as a separate appendix to this report. The reader should be aware that no statistical validity can be attached to these comments.

Highlights of Findings

Cheyenne Quality of Life

- Eighty-two percent of Cheyenne residents rated the local quality of life as good or very good in this year's survey. See figure 2. In 2004, the comparable rating was 84 percent and in 2003 it was 81 percent. There has been little change in the answers to this question over the past 8 years.
- Higher wages, water and economic growth were the top 3 most important issues in this year's *Citizen Survey*. In 2004, the top issues were economic growth, water (the drought), and planned growth. In 2004, five of the top ten issues concerned citizens' desire for improvement in their economic well being. In the just completed survey, citizens were again concerned about improving their standard of living but they mentioned three factors that were not helping their economic well being – taxes, lack of higher wages and costly utilities. See figure 13. In last year's survey, there was concern for rising utility costs also.

Quality of City Service Delivery

- The overall quality of city services was rated good or very good by 69.1 percent of the survey respondents in 2005 (Question 9). Since 2001, there has been a decline in citizens ranking concerning the overall quality of city services. By year the combined rankings at the good or very good level were 85 percent in 2001, 79 percent in 2003, 74 percent in 2004 and 69.1 percent in 2005. The survey was not conducted in 2002. This year's drop from 74 percent to 69.1 was statistically significant at the 1 percent level.
- The top rated city services were the Botanic Gardens, fire protection, city parks, the Greenway and the Civic Center. In 2004 the rankings were the Botanic Gardens, city parks, and fire protection. Fire protection fell from its number one ranking for the second consecutive year. See figure 6.

Importance of Services to Cheyenne

- Every service again received an average importance rating well above the scale midpoint of 50 suggesting that residents strongly support continuation of all the services. Thirty-four of 36 services were rated at 75 or higher, putting those services in the highest category.
- As expected vital city services were rated at 90 or above. These consisted of fire protection, police, ambulance and water and sewer services. In 2004, water and sewer services did not receive a score of 90 or above. Also in 2005, the condition of major streets received a score of 90.4 which places the item within the vital services range.
- Of lesser importance were services related to leisure time activities such as golf courses and art in public places. Over the past five surveys, the Greenway has never received a score above 75 and yet in 2005, its score was 76.8 suggesting that citizens now view it as a very important service. The Botanic Gardens also received a rating above 75 (77.1) for the first time, but has only been included in the 3 most recent surveys. See figures 9-11 for further details.

Current Topics in Cheyenne

- Economic growth and more jobs have tended to dominate the Top 10 list of major issues for Cheyenne citizens in past surveys. This year economic growth dropped to 3rd place, but higher wages replaced it as the number one issue for citizens. One hundred and eight citizens listed higher wages as their biggest concern. Water concerns were the number two issue in this year's survey with 52 responses which was followed by economic growth with 48 responses. Streets, street repair and traffic control occupied three of the Top 10 issues, 4th, 7th and 8th respectively. Please see Figure 13 for all the details.
- New to this list in 2005 were taxes. After skipping a few years, annexation and traffic control again appeared on this year's Top 10 list of major issues.
- Unlike 2004, residents downgraded the need for improvement in water and sewer services in the 2005 survey (8th on the list) and moved improving snow removal capabilities to the number one need on the list of needed improvements. Close behind snow removal was wind generation of electricity. Improving existing parks held third place this year versus fourth place last year. See Figure 16 for more details.
- When asked about how their standard of living changed between 2004 and 2005, 30.3 percent of survey respondents reported it had increased, a historic high. In 1998, by comparison, only 17.6 percent of residents reported an increase in their standard of living while 43.2 percent said it had declined. In 2005, 34 percent reported a decline in their standard of living. Figure 21 in this report provides further details.
- Prohibiting smoking in restaurants was favored by 68.5 percent of survey respondents in the 2005 survey as compared to 61.5 percent in 2004. Citizens, when asked if they favored prohibiting smoking in all public places, narrowed the margin of support – 60.2 percent in support versus 39.8 percent in opposition.
- Support for a new indoor recreation center was favored by 63.7 percent of respondents. Of those who favored the center, 80 percent said they were willing to pay for it.

Overall Quality in Cheyenne

Two questions focused on residents' overall view of Cheyenne. One asked their opinion about Cheyenne's quality of life in general, the other about their overall opinion of services provided by city government.

Cheyenne Quality of Life

Eighty-two percent of respondents gave the quality of life in Cheyenne a good or very good rating as compared to an 84 percent rating in the 2004 survey. In 2003, the comparable ranking was 81 percent. Two percent of survey respondents rated the quality of life as poor this year, unchanged from 2004, and down from 5 percent who felt it was either bad or very bad in 2003.

Overall Quality of Life
(Percent of responses)

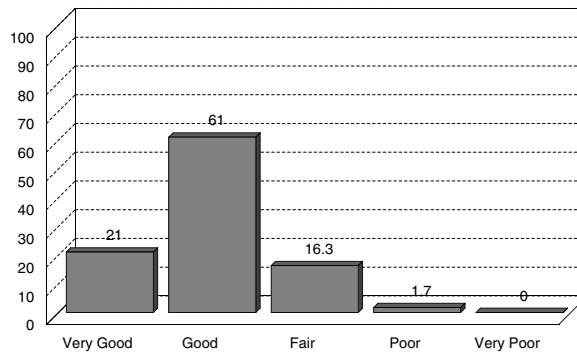


FIGURE 1

Quality of Life
(Response summary 2005)

	2003	2004	2005
Very Good	26%	25%	21%
Good	55%	59%	61%
Fair	14%	14%	16%
Poor	4%	2%	2%
Very Poor	1%	0%	0%

FIGURE 2

Quality of City Services

Asked how they would rate the overall quality of city government services (Question 9), 69.1 percent of respondents rated city services good or very good as compared to 74 percent in 2004. This was a statistically significant change at a 1 percent confidence level and was a drop from last year. In 2003, the good or very good percentage was 79 percent. While there has been little change in the “very good” rating over the past three years, the “good” rating has declined from 67 percent in 2003 to 58 percent in 2005 while the “fair” rating has risen from 18 percent in 2003 to 27 percent this year.

Overall City Services (Percent of responses)

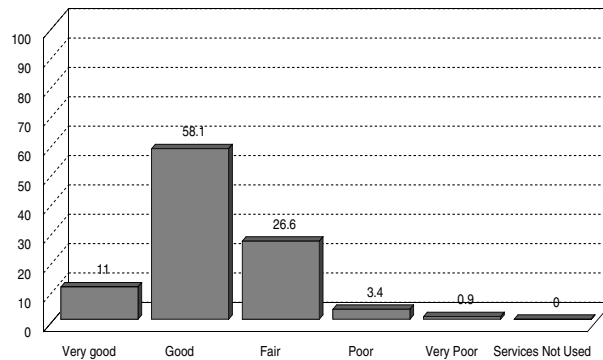


FIGURE 3

Quality of City Services (Response summary 2005)

	2003	2004	2005
Very Good	12%	11%	11%
Good	67%	63%	58%
Fair	18%	23%	27%
Poor	2%	3%	3%
Very Poor	1%	0%	1%

FIGURE 4

City Service Delivery

Satisfaction Rating of City Services

The table on the next page provides a summary of the ratings given by residents to the quality of 38 Cheyenne city government associated services. There were a number of changes to this list in 2005. Business recruitment/assistance was added to the list. The condition of city streets was separated into two categories – major streets and residential streets. Plus the condition of city sidewalks was added as another category. The old category of city forestry was broken into two separate items – park tree maintenance and planting of trees in new parks.

The table shows the percent of responses in each rating level along with the average (mean) rating on a scale of 0 to 100. All services were rated well above 50. The five top rated services were the Botanic Gardens, fire protection, city parks, the Greenway and the Civic Center. In 2004 the ranking order was Botanic Gardens, city parks, fire protection, trash collection and the Greenway.

The five lowest rated services were business recruitment/assistance, development & zoning, condition of residential streets, city planning and building inspection/permits. In 2004, the lowest ranked services were downtown parking, condition of city streets, development/zoning, nuisance enforcement, city planning and building inspection/permits. The latter two were tied for fifth place.

Figure 6 provides a graphic display of the average ratings of the 38 services. Figure 7 provides a historical comparison of average ratings for the years 2000 through 2005. There are no statistics for 2002 because no survey was conducted that year. The ratings for most services over time vary within a narrow range. There were two exceptions this year. Beautification efforts decreased by 9 percent in 2005 while animal control fell from a mean rating of 70.2 in 2004 to 66.2 in 2005, a decline of 6 percent.

Historical comparisons among all 38 services were not possible due to definitional changes in service categories. Figure 8 does provide long-term comparisons for six city services. Trash removal, fire protection and police service ratings have all declined over the long-term.

Satisfaction Rating of City Services

(Percent of responses)

Services	Very satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Services Not Used	Mean Rating
Adult/youth recreation	3.3%	34.1%	25.4%	16.4%	3.7%	17.1%	64.0
Ambulance service	9.8%	43.4%	15.0%	2.3%	1.4%	28.1%	76.1
Animal control	5.0%	33.7%	25.6%	11.0%	3.9%	20.8%	66.2
Art in public places	8.9%	48.4%	25.0%	6.4%	1.7%	9.6%	72.5
Beautification efforts	5.0%	42.2%	30.4%	11.0%	3.1%	8.3%	67.6
Botanic Gardens	29.9%	43.5%	13.7%	1.0%	0.2%	11.7%	83.1
Building Inspection/Permits	1.4%	20.4%	34.3%	10.8%	5.0%	28.1%	60.7
Business recruitment/assist.	1.0%	19.1%	37.0%	15.6%	7.7%	19.6%	57.6
City bus service	3.7%	22.3%	25.4%	4.6%	1.0%	43.0%	68.1
City cemeteries	4.2%	37.0%	28.1%	2.9%	1.2%	26.6%	70.9
City Council	4.2%	28.7%	30.3%	9.8%	6.4%	20.6%	63.6
City County Health Dept.	8.1%	40.5%	22.9%	2.5%	0.4%	25.6%	74.4
City golf courses	2.7%	29.3%	27.8%	4.6%	2.1%	33.5%	67.8
City parks	17.7%	56.6%	13.5%	3.1%	0.6%	8.5%	79.1
City Planning	2.7%	25.1%	37.0%	15.8%	6.9%	12.5%	60.2
Civic Center	15.0%	49.7%	18.5%	2.3%	1.0%	13.5%	77.4
Condition of city major streets	5.6%	46.0%	21.6%	19.1%	5.2%	2.5%	65.7
Condition of residential streets	3.5%	33.7%	24.3%	27.5%	7.9%	3.1%	59.5
Condition of city sidewalks	3.7%	43.9%	25.6%	20.2%	3.7%	2.9%	64.9
Cultural opportunities	4.0%	40.5%	29.9%	10.6%	3.1%	11.9%	67.1
Development & zoning	0.8%	19.3%	39.9%	15.8%	6.7%	17.5%	58.0
Fire protection	15.2%	49.1%	12.9%	1.2%	0.6%	21.0%	79.4
Greenway	20.8%	47.4%	14.9%	3.1%	1.5%	12.3%	78.9
Laramie County Library	12.5%	47.0%	19.5%	5.2%	1.9%	13.9%	74.6
Mayor's Office	8.9%	32.9%	26.0%	6.0%	4.8%	21.4%	68.9
Nuisance enforcement	2.1%	24.1%	32.2%	12.5%	5.0%	24.1%	61.5
Park tree maintenance	13.9%	57.0%	19.7%	1.3%	0.2%	7.9%	78.1
Police services	11.0%	52.8%	17.7%	5.8%	4.8%	7.9%	72.9
Planting of trees in new parks	12.5%	45.5%	26.8%	4.6%	0.6%	10.0%	74.3
Recycling/composting	9.6%	51.3%	19.5%	9.4%	3.3%	6.9%	71.7
Snow removal	6.2%	46.0%	21.8%	15.8%	6.2%	4.0%	66.3
Storm water drainage	2.7%	48.4%	28.9%	12.9%	2.9%	4.2%	67.3
Street lighting	9.4%	57.2%	17.4%	11.2%	1.9%	2.9%	72.5
Street sweeping	6.9%	49.9%	30.1%	7.3%	2.5%	3.3%	70.6
Timing of traffic signals	5.8%	46.3%	22.9%	15.2%	7.3%	2.5%	65.8
Transportation/street planning	2.1%	27.2%	37.8%	13.1%	4.8%	15.0%	62.0
Trash removal	19.5%	55.7%	12.1%	6.3%	3.1%	3.3%	77.0
Water & sanitary sewer	6.9%	61.8%	19.7%	5.6%	3.1%	2.9%	73.1

FIGURE 5

Quality of City Services (Mean Rating)

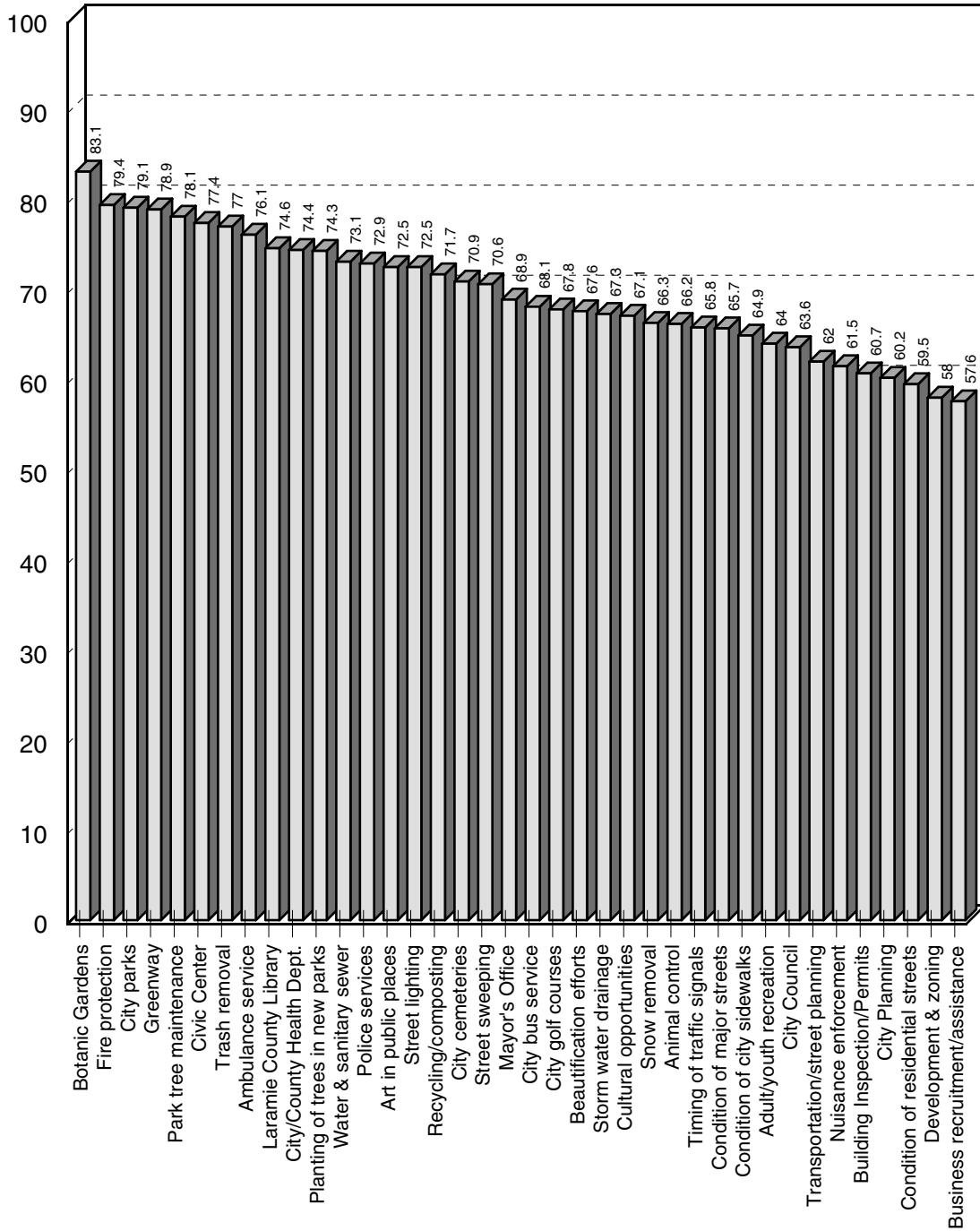


FIGURE 6

Comparison of Mean Ratings for Satisfaction of City Services

Services	2000	2001	2003	2004	2005
Botanic Gardens	N/A	N/A	81.5	83.5	83.1
Fire protection	80.6	80.4	81.8	80.0	79.4
City parks	78.7	78.0	78.0	80.3	79.1
Greenway	73.0	75.3	74.1	79.2	78.9
Park tree maintenance	N/A	N/A	N/A	N/A	78.1
Civic Center	N/A	N/A	77.1	76.7	77.4
Trash removal	80.6	78.5	80.4	79.4	77.0
Ambulance service	77.6	73.9	77.0	75.3	76.1
Laramie County Library	79.6	72.8	75.3	75.1	74.6
City County Health Department	N/A	N/A	74.1	73.2	74.4
Planting of trees in new parks	N/A	N/A	N/A	N/A	74.3
Water & sanitary sewer	73.8	76.9	80.1	71.3	73.1
Police services	76.0	74.2	73.8	75.4	72.9
Art in public places	N/A	N/A	70.1	71.6	72.5
Street lighting	72.0	69.7	71.7	70.8	72.5
Recycling/composting	69.9	71.3	70.9	72.8	71.7
City cemeteries	N/A	N/A	74.3	73.7	70.9
Street sweeping	69.1	70.1	69.6	71.6	70.6
Mayor's Office	N/A	69.9	71.5	70.5	68.9
City bus service	64.1	62.5	71.0	68.4	68.1
City golf courses	69.3	66.9	71.7	70.2	67.8
Beautification efforts	71.7	75.3	72.3	74.1	67.6
Storm water drainage	63.8	64.9	67.4	67.1	67.3
Cultural opportunities	N/A	N/A	65.2	66.4	67.1
Snow removal	65.9	69.3	66.0	64.4	66.3
Animal control	69.4	70.9	68.2	70.2	66.2
Timing of traffic signals	58.9	62.0	64.5	63.7	65.8
Condition of major streets	N/A	N/A	N/A	N/A	65.7
Condition of city sidewalks	N/A	N/A	N/A	N/A	64.9
Adult/youth recreation	67.1	65.1	65.0	65.3	64.0
City Council	N/A	67.4	63.1	65.5	63.6
Transportation/street planning	65.3	58.6	63.7	63.5	62.0
Nuisance enforcement	N/A	N/A	N/A	60.6	61.5
Building Inspection/Permits	N/A	N/A	N/A	63.2	60.7
City Planning	N/A	63.1	62.6	63.2	60.2
Condition of residential streets	N/A	N/A	N/A	N/A	59.5
Development & zoning	N/A	N/A	N/A	59.4	58.0
Business recruitment/assistance	N/A	N/A	N/A	N/A	57.6

FIGURE 7

Historical Comparison Rating of City Services

Rating of Services	1996	1997	1998	1999	2000	2001	2003	2004	2005
Trash removal	82.0	80.0	82.0	82.0	80.6	78.5	80.4	79.4	77.0
Fire protection	84.0	82.0	82.0	84.0	80.6	80.4	81.8	80.0	79.4
Police service	78.0	78.0	76.0	78.0	76.0	74.2	73.8	75.4	72.9
Parks and recreation	78.0	76.0	76.0	78.0	74.0	78.0	N/A	N/A	N/A
Water & sanitary sewer	80.0	74.0	74.0	76.0	73.8	76.9	80.1	71.3	73.1
City bus service	N/A	N/A	N/A	N/A	64.1	62.5	71.0	68.4	68.1

FIGURE 8

Importance Rating of City Services

The table on the following page provides ratings given by citizens of the *importance* of 36 Cheyenne city government associated services. Last year there were 34 services included in the survey. The table shows the percent of responses in each rating level along with the average (mean) rating on a scale of 0 to 100. All the services were rated above 50 and are listed from the highest to lowest rating in figure 11.

It should be noted that the public library is an independent public entity from the city and that the City/County Health Department is a jointly funded agency by the city and county.

Fire protection (94.4%), police services (93.8%) and ambulance services (93.7%) were rated as the 3 most important services provided by the city. This ranking is unchanged from the 2004 survey. Water/sanitary sewer and condition of major streets rounded out the top five services of importance.

Figure 11 presents a historical perspective of how citizens typically rate services by importance. The lowest service of importance was, once again, golf courses with a mean of 67.7 percent. The next lowest serves were art in public places (74.3%) and the Greenway (76.8%). Last year the Botanic Gardens was rated as the third least important service, but this year it moved to fourth place.

Examination of Figure 11 further showed that art in public places experienced a large increase in its importance ranking from the 2004 survey, up 8.4 percentage points. Fluctuations in the means of the remaining 35 services were much smaller by comparison.

Importance Ratings of City Services (Percent of Responses)

Services	Very important	Important	Neither	Unimportant	Very unimportant	Mean Rating
Adult/youth recreation	33.2%	49.9%	14.3%	2.2%	0.4%	82.6
Ambulance service	70.7%	27.4%	1.7%	0.2%	0.0%	93.7
Animal control	28.6%	58.0%	12.6%	0.4%	0.4%	82.7
Art in public places	19.4%	44.1%	27.6%	6.7%	2.2%	74.3
Beautification efforts	29.5%	53.4%	15.3%	1.1%	0.7%	82.0
Botanic Gardens	18.4%	53.2%	24.7%	3.0%	0.7%	77.1
Building Inspection/ Permits	25.5%	56.3%	16.0%	1.3%	0.9%	80.8
Business recruitment/ assistance	41.8%	44.8%	10.8%	1.7%	0.9%	85.0
City bus service	21.8%	52.0%	22.3%	2.4%	1.5%	78.0
City cemeteries	16.0%	60.2%	22.1%	1.5%	0.2%	78.0
City County Health Dept.	50.2%	40.9%	8.5%	0.4%	0.0%	88.1
City golf courses	10.8%	39.7%	33.7%	9.2%	6.6%	67.7
City parks	32.0%	55.9%	11.3%	0.8%	0.0%	83.8
City Planning	43.8%	48.1%	7.0%	0.7%	0.4%	86.8
Civic Center	29.0%	47.4%	20.0%	2.7%	0.9%	80.2
Condition of city sidewalks	40.4%	53.7%	5.7%	0.2%	0.0%	86.8
Condition of major streets	54.6%	43.2%	2.0%	0.0%	0.2%	90.4
Condition of residential streets	45.2%	51.8%	2.6%	0.2%	0.2%	88.3
County Library	42.1%	44.3%	11.9%	1.3%	0.4%	85.2
Cultural opportunities	22.8%	48.7%	25.0%	2.8%	0.7%	78.0
Development & zoning	33.7%	52.6%	11.9%	1.1%	0.7%	83.5
Fire protection	74.3%	23.8%	1.7%	0.2%	0.0%	94.4
Greenway	23.4%	47.4%	21.9%	4.5%	2.8%	76.8
Nuisance enforcement	30.6%	54.0%	13.6%	1.1%	0.7%	82.6
Park tree maintenance	19.0%	60.0%	19.7%	0.9%	0.4%	79.3
Planting of trees in new parks	25.2%	51.9%	20.4%	2.1%	0.4%	79.8
Police services	72.4%	25.1%	1.9%	0.4%	0.2%	93.8
Recycling/composting	30.9%	52.9%	14.5%	1.7%	0.0%	82.6
Snow removal	44.6%	50.9%	4.3%	0.2%	0.0%	88.0
Storm water drainage	45.9%	44.8%	8.4%	0.7%	0.2%	87.1
Street lighting	49.7%	46.6%	3.7%	0.0%	0.0%	89.2
Street sweeping	18.1%	64.9%	15.3%	1.5%	0.2%	79.8
Timing of traffic signals	32.0%	51.3%	15.2%	1.3%	0.2%	82.7
Transport/street planning	35.3%	54.6%	8.7%	0.7%	0.7%	84.6
Trash removal	45.8%	52.3%	1.9%	0.0%	0.0%	88.8
Water & sanitary sewer	60.5%	36.9%	2.4%	0.2%	0.0%	91.5

FIGURE 9

Importance of City Services (Mean Rating)

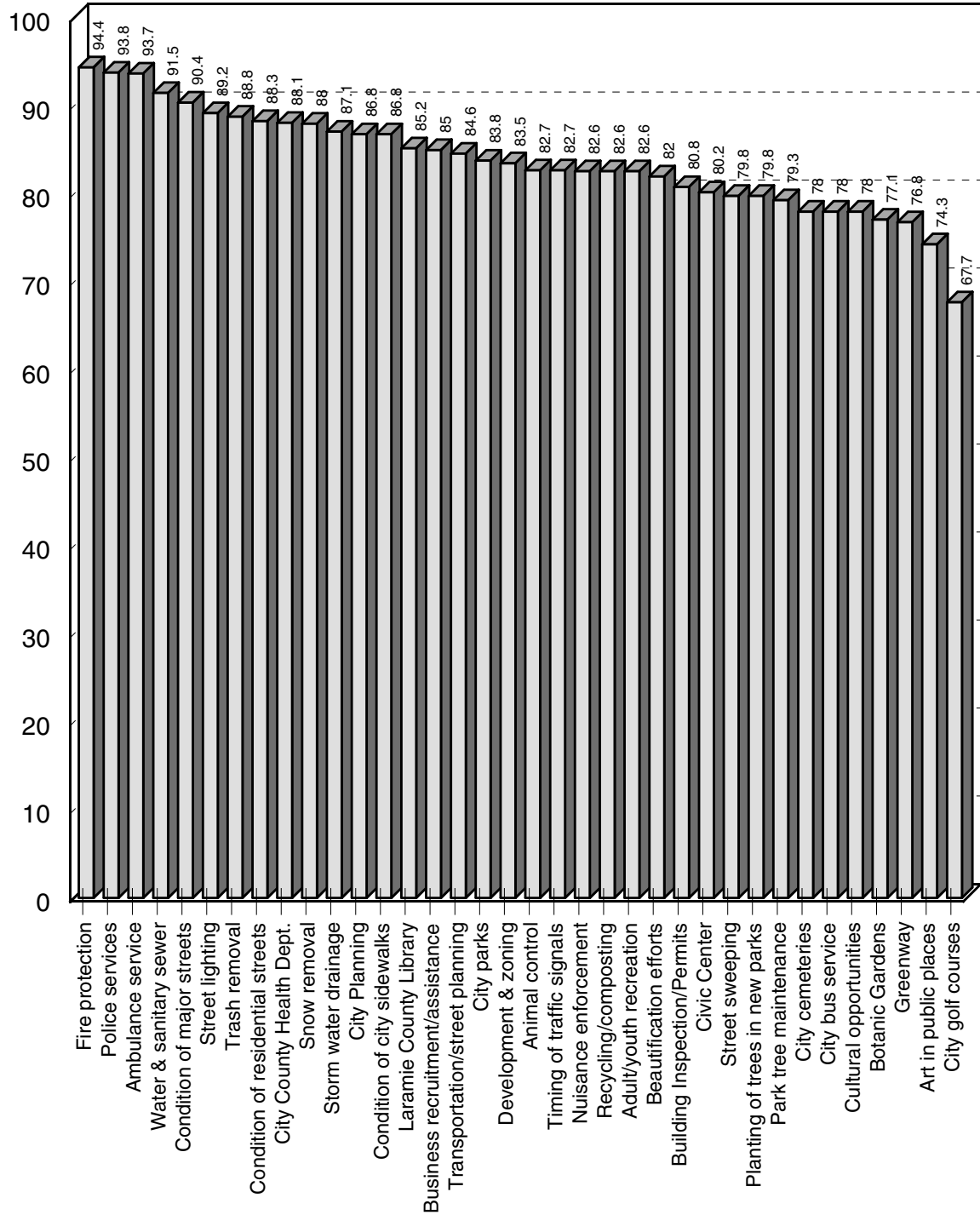


FIGURE 10

Comparison of Mean Ratings for Importance of Services

	2000	2001	2003	2004	2005
Fire protection	93.7	95.1	95.3	93.9	94.4
Police services	94.3	94.9	94.1	92.5	93.8
Ambulance service	93.1	93.5	93.1	90.5	93.7
Water & sanitary sewer	88.8	87.6	94.8	89.2	91.5
Condition of major streets	N/A	88.7	87.7	89.7	90.4
Street lighting	86.2	85.4	88.8	87.2	89.2
Trash collection/removal	86.8	85.9	92.8	87.0	88.8
Condition of residential streets	N/A	N/A	N/A	N/A	88.3
City County Health Dept.	N/A	N/A	86.0	85.8	88.1
Snow removal	88.1	87.7	87.7	86.5	88.0
Storm water drainage	87.5	88.7	89.3	87.9	87.1
City Planning	N/A	87.8	85.4	85.2	86.8
Condition of city sidewalks	N/A	N/A	N/A	N/A	86.8
Laramie County Library	83.0	85.7	83.9	82.8	85.2
Business recruitment/assistance	N/A	N/A	N/A	N/A	85.0
Transportation/street planning	87.1	87.2	88.1	81.8	84.6
City parks	82.9	85.7	83.0	85.3	83.8
Development & zoning	N/A	N/A	N/A	81.4	83.5
Timing of traffic signals	85.8	82.6	83.6	82.5	82.7
Animal control	83.3	82.0	82.7	82.0	82.7
Nuisance enforcement	N/A	N/A	N/A	80.6	82.6
Recycling/composting	77.6	82.2	80.1	81.0	82.6
Adult/youth recreation	80.7	87.1	80.7	81.5	82.6
Beautification efforts	77.8	80.2	75.0	81.0	82.0
Building Inspection/Permits	N/A	N/A	N/A	78.1	80.8
Civic Center	76.7	79.8	76.1	76.6	80.2
Street sweeping	77.5	78.3	78.6	78.6	79.8
Planting of trees in new parks	N/A	N/A	N/A	N/A	79.8
Park tree maintenance	N/A	N/A	N/A	N/A	79.3
City cemeteries	N/A	N/A	N/A	N/A	78.0
City bus service	74.0	79.6	77.1	75.9	78.0
Cultural opportunities	N/A	N/A	75.5	76.1	78.0
Botanic Gardens	N/A	N/A	72.7	72.4	77.1
Greenway	71.0	74.2	68.6	73.3	76.8
Art in public places	N/A	N/A	66.7	65.9	74.3
City golf courses	66.3	65.6	61.0	63.7	67.7

FIGURE 11

Satisfaction/Importance Relationship

The diagram below displays each of 36 services in one of five cells:

- High ratings for both satisfaction and importance
- High ratings for satisfaction and low ratings for importance
- Low ratings for satisfaction and high ratings for importance
- Low ratings in both quality and importance
- Those that fall into the middle ground of both satisfaction and importance ratings.

The 36 services were placed in these categories by cross indexing the mean rating for satisfaction and importance. The ratings for both satisfaction and importance were divided into three ranking groups – high, middle and low. The services in the categories were then cross indexed. The results are shown below.

Most services fell in the middle ground as would be expected. Those services deemed high importance (vital city services for the most part) would be expected to fall in the high satisfaction and high importance cell and they did – fire, ambulance and trash collection. However, in this year's survey police service dropped out of the high satisfaction/high importance category. It was, instead, ranked in the middle. City parks also dropped from this cell in the 2005 survey. Police services were not ranked in the high satisfaction/high importance cell in this year's survey for the first time.

This year citizens focused their concerns on four services – condition of major streets, residential streets, city sidewalks and city planning. These four services were of high importance, but citizens were not satisfied with the quality of services. In 2004 there were three items in this cell (Low Satisfaction/High Importance) – city planning, condition of city streets and snow removal. See Figure 12 for greater detail.

Satisfactory/Importance Relationship

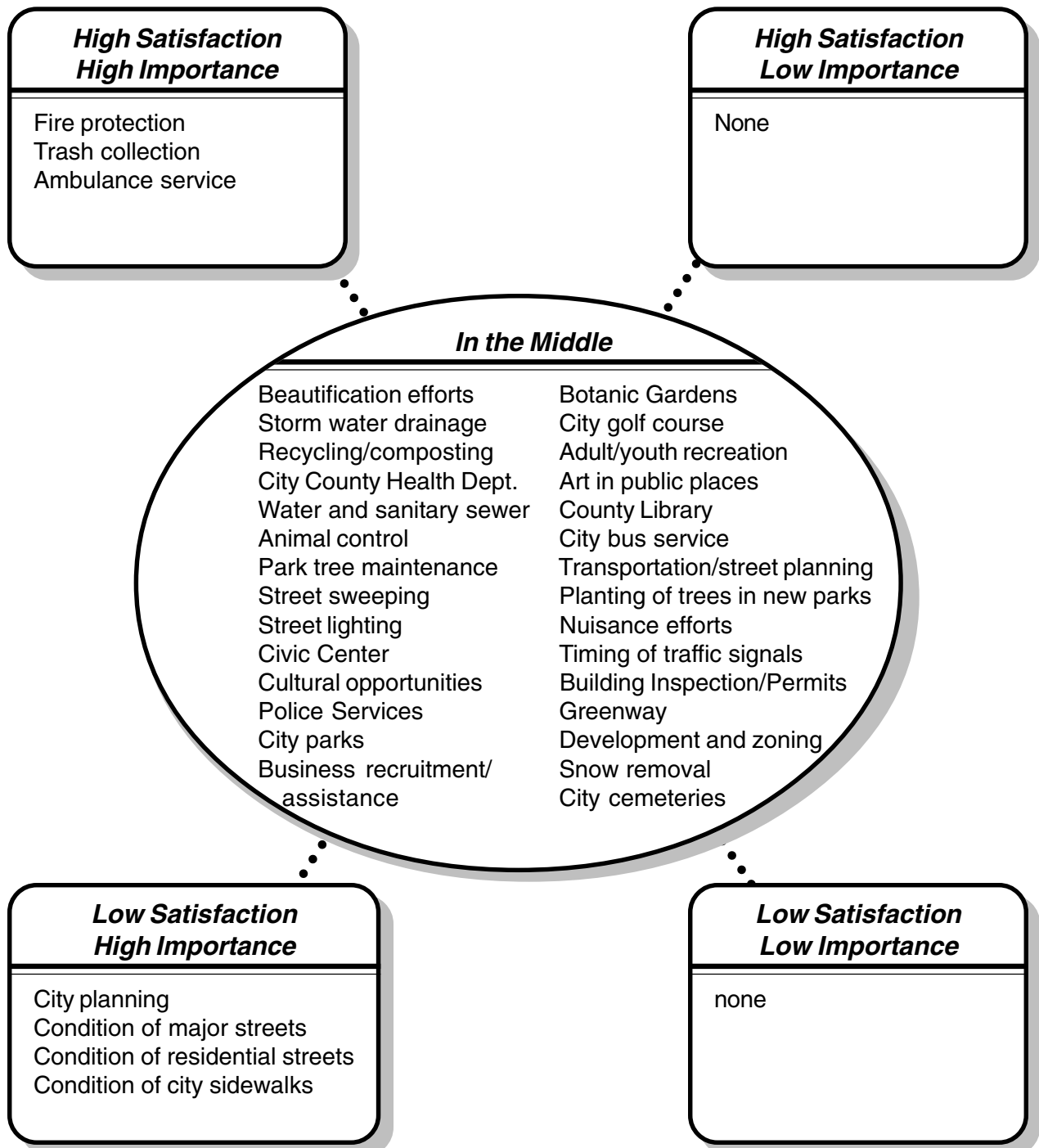


FIGURE 12

Issues

Top Issues Facing Cheyenne Today

Residents were asked to list the top three issues they felt Cheyenne faces today. The graph below displays residents' ranking of the most pressing issues.

The top issue in 2005 was the need for higher wages whereas in 2004 economic growth was the top issue. Last year higher wages was the 7th most important issue by comparison. This year economic growth was the third most important issue with 48 responses.

Water (drought, usage and safety) was second with 52 responses. In 2003, water was the top issue listed by citizens. There were some other notable changes in the issues rankings in 2005. Annexation made it back on the Top 10 list after dropping off in 2004. Affordable housing had been a Top 10 item for the past four surveys, but this year it dropped off the list. It appears affordable utilities replaced it. For the first time ever, taxes made the list. As Figure 13 shows there were very small differences in the number of responses among the bottom seven issues. In 2004, recreation and cultural activities was ranked as the fourth most important issue, but in 2005 it also dropped off this list.

Figure 14 provides a historical comparison of the Top 10 issues.

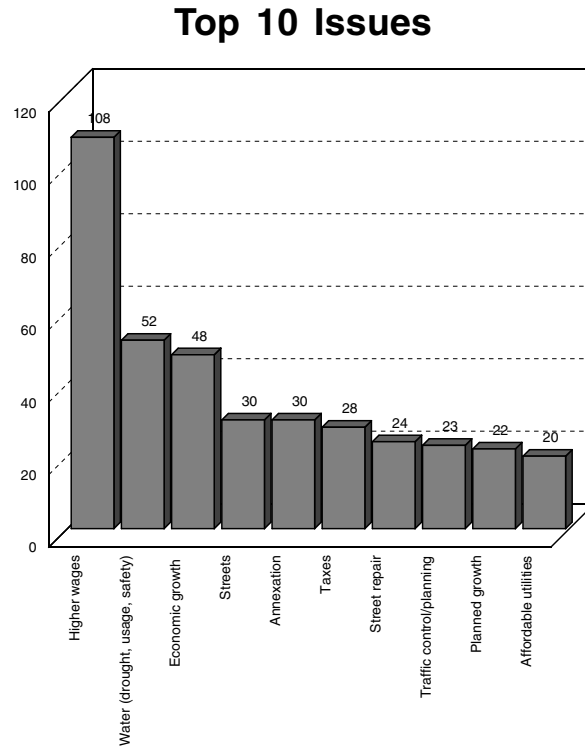


FIGURE 13

HISTORICAL TOP TEN ISSUES

RANK	2000	2001	2003	2004	2005
1	Economy/Jobs	Economy/Jobs	Water	Economic Growth	Higher wages
2	Traffic Control	Economic Development	Job Opportunities	Water	Water
3	Streets	Traffic Control	Planned Growth	Planned Growth	Economic growth
4	Crime	Recreation	Streets	Recreation/Culture	Streets
5	Economic Development	Streets	Affordable Housing	Job Growth	Annexation
6	Recreation	Education	Higher Wages	Steets	Taxes
7	Affordable Housing	Downtown Development	Annexation of Pockets	Higher Wages	Street repair
8	Cost of Utilities	Police Service	Improve Education	Affordable Housing	Traffic control/ planning
9	Water/Sewer	Annexation of Pockets	Recreation	Law Enforcement	Planned growth
10	Downtown Development	Affordable Housing	Snow Removal	Cost of Utilities	Affordable utilities

FIGURE 14

Needed Improvements

From a list of 19 possible improvement projects, citizens were asked to rank their support for each. Figure 15 displays the results. Using the average rating as a ranking index (Figure 16), improving snow removal capabilities (80.1) and wind generation of electricity (80.0) can be considered the number one improvement priority of citizens since both had essentially identical averages. Improving existing parks was second followed by additional street maintenance. In 2004, improving city parks was fifth in importance.

Figure 16 provides comparison rankings between the last four surveys for the same improvement projects. Citizens' priority ranking of improvements in 2005 differed sharply from last year's survey. For instance in 2004, water and sewer improvements were second in priority and in 2005, they were ranked eighth. Improving the appearance of the city moved from 9th place in 2004 to 5th place this year while improving city parks rose to 3rd this year as compared to its 5th place ranking in 2004.

The bottom five priority improvements in 2005 were expanded housing options, alternate street parking one day per month, Botanic Gardens expansion, design/architectural guidelines and city golf course expansion. Golf course expansion, once again, retained its traditional last place standing among citizens.

Support of Improvement Areas

(Percent of responses)

Improvements	Strongly Support	Support	Do Not Support	Undecided	Mean Rating
Additional street maintenance	26.7%	61.3%	4.4%	7.6%	76.8
Alternate street parking one day/month for sweeping	14.6%	48.5%	17.9%	19.0%	64.6
Botanic Gardens expansion	12.8%	43.5%	30.4%	13.3%	63.9
Business park development	22.8%	47.7%	11.9%	17.6%	69.0
City appearance/landscaping	29.6%	54.6%	5.9%	9.9%	76.0
City golf course expansion	8.9%	27.2%	48.9%	15.0%	57.5
Convention/events center	26.7%	41.2%	20.8%	11.3%	70.9
Develop new parks	21.0%	50.6%	17.3%	11.1%	70.4
Design/architectural guidelines	14.3%	43.9%	20.8%	21.0%	62.9
Downtown revitalization	28.4%	49.4%	12.9%	9.3%	74.2
Expanded housing options	17.1%	46.6%	16.5%	19.8%	65.2
Expansion of water and sanitary sewer	25.9%	55.6%	6.7%	11.8%	74.0
Greenway expansion	22.8%	41.6%	25.1%	10.5%	69.2
Improve existing parks	27.2%	61.0%	6.7%	5.1%	77.5
Long range master planning	30.1%	51.0%	4.9%	14.0%	74.3
More open space	17.5%	47.8%	16.7%	18.0%	66.2
Reduce noise and light pollution	21.2%	42.9%	16.2%	19.7%	66.4
Snow removal capabilities	31.7%	61.5%	2.4%	4.4%	80.1
Wind generation of electricity	41.6%	45.5%	4.2%	8.7%	80.0

FIGURE 15

Comparison of Mean Ratings for Improvement Areas

Improvements	2001	2003	2004	2005
Snow removal capabilities	N/A	N/A	79.1	80.1
Wind generation of electricity	N/A	N/A	80.5	80.0
Improve existing parks	72.4	72.3	79.0	77.5
Additional street maintenance	77.1	70.8	78.7	76.8
City appearance/landscaping	N/A	N/A	75.8	76.0
Long range master planning	N/A	N/A	77.9	74.3
Downtown revitalization	70.8	69.3	73.7	74.2
Expansion of water and sanitary sewer	69.5	76.1	80.4	74.0
Convention/events center	N/A	65.9	70.0	70.9
Develop new parks	63.4	64.8	70.6	70.4
Greenway expansion	61.7	60.7	69.7	69.2
Business park development	N/A	N/A	N/A	69.0
Reduce noise and light pollution	N/A	61.5	65.2	66.4
More open space	60.7	62.7	62.9	66.2
Expanded housing options	N/A	N/A	N/A	65.2
Alternate street parking one day/month for sweeping	N/A	N/A	65.8	64.6
Botanic Gardens expansion	N/A	N/A	62.4	63.9
Design/architectural guidelines	N/A	N/A	N/A	62.9
City golf course expansion	49.7	47.4	57.1	57.5

FIGURE 16

Other Topics

A continuing goal of the Citizen Surveys is to examine public opinion on topics that have generated significant discussion during the past year. As a result, a few new questions were added to the survey and some old questions were reworded or reformatted.

City Staff Evaluations

Residents were asked if they had had contact with City of Cheyenne employees during the past 12 months, and if so, how would they rate them in terms of courtesy, timeliness and effectiveness. In the Very Good category, changes from 2004 were minimal. Under Good, effectiveness of city employees decreased from 50 percent in 2004 to 41.2 percent in 2005. However, under the Fair rating, effectiveness rose to 21.7 percent in 2005 as compared to 14.5 in 2004. The Poor and Very Poor ratings showed little change in this year's survey. The figure below graphically presents these results.

City Employee Ratings

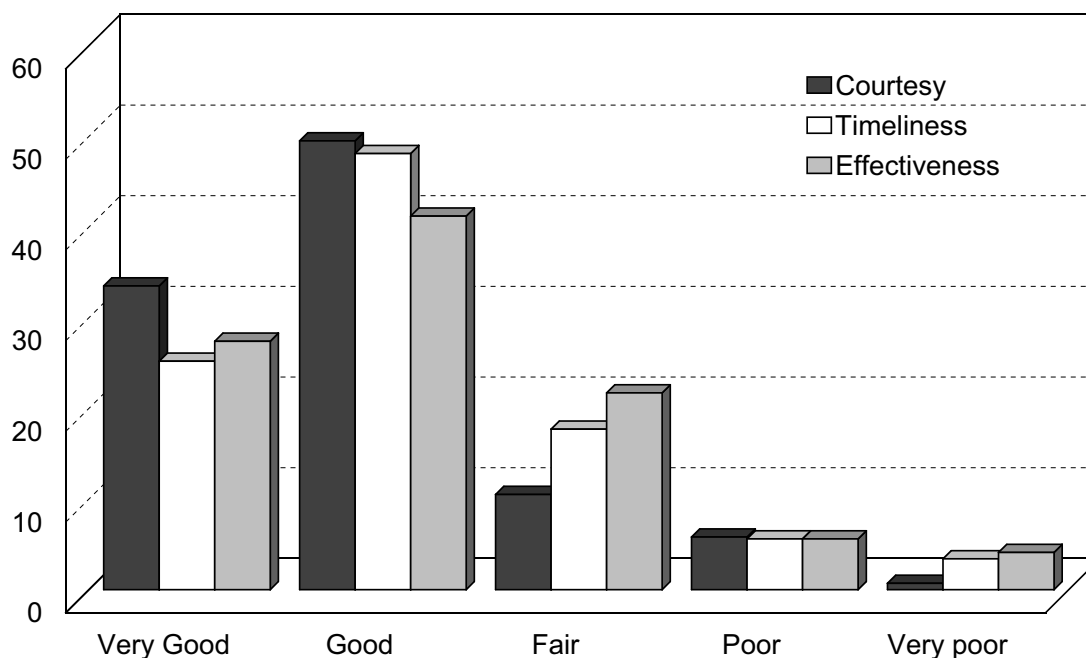


FIGURE 17

Street Condition

Citizens were asked to rate the condition of city streets in the last three survey years. They were asked to rate their neighborhood streets and then to rate other streets they frequently drive. Figures 18 and 19 show the responses. For neighborhood streets, the results in this year's survey closely matched 2004 results.

The 2005 rating for other streets driven frequently were very similar to 2004 ratings. The poor rating increased from 10.2 percent in 2004 to 12 percent in 2005 while the good classification dropped from 44.4 percent in 2004 to 41 percent in 2005. The other three classifications closely mirrored 2004 results.

Street Condition Rating Within Your Neighborhood

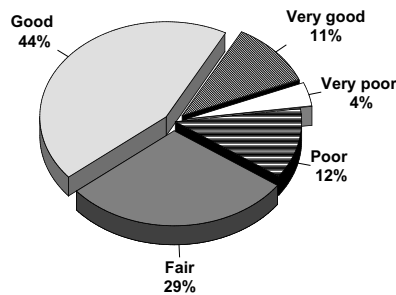


FIGURE 18

Street Condition Rating Other Streets you drive frequently

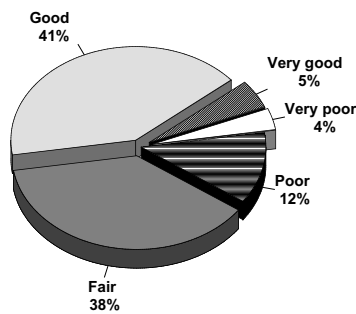


FIGURE 19

Economic Considerations

In the 2004 and 2005 surveys, citizens were asked about their opinion on economic growth. The question read “Please indicate your agreement/disagreement with the following statement: It is a good idea to solicit new industrial and commercial firms to Cheyenne, knowing that more jobs bring growth.”

In 2004 an exceptionally high number of residents (92%) agreed or strongly agreed with this statement. Once again in this year’s survey, 91 percent of the respondents either agreed or strongly agreed that new jobs were a good thing. Six percent of the respondents either disagreed or strongly disagreed with the statement. In 2003, the comparable percentage was 4 percent.

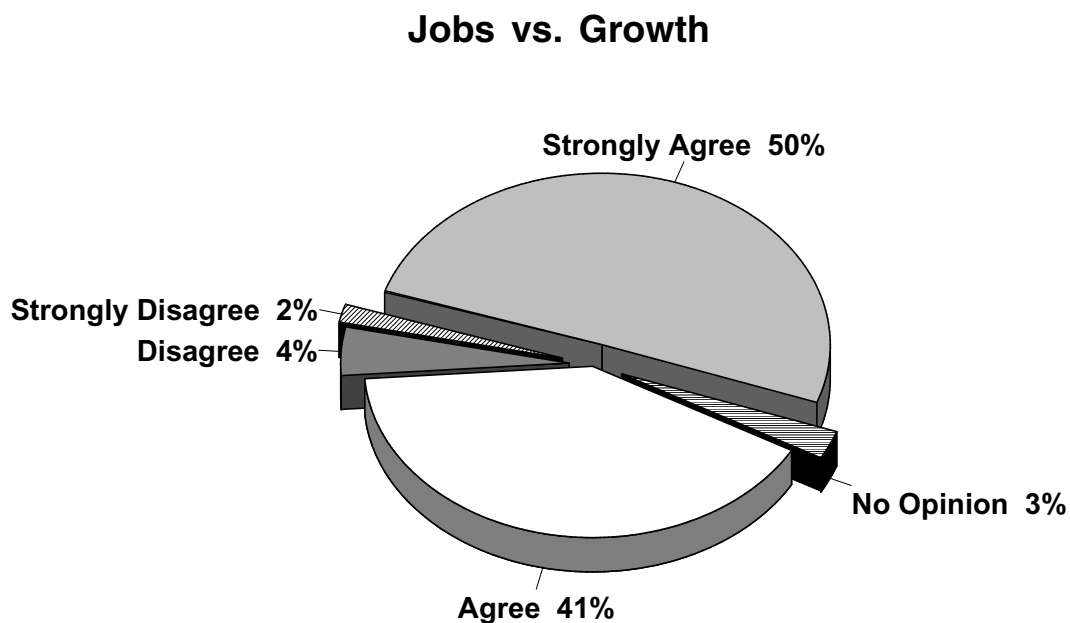


FIGURE 20

Standard of Living

Residents were asked again this year if their standard of living (purchasing power) changed over the past year. Also presented are results from previous surveys. The percentage of respondents reporting an increase in their standard of living increased in 2005. As Figure 21 shows, households have reported an increase in their standard of living in five out of the last six surveys. This year 30.3 percent of survey respondents reported a rising standard of living, the highest percentage ever. The number of households reporting a decline in living standard dropped marginally in 2005 and those reporting no change fell 2.1 percentage points from last year.

Change of Household Standard of Living
(Percent of Responses)

	1998	1999	2001	2003	2004	2005
Increased	17.6	19.9	23.4	22.5	27.5	30.3
Decreased	43.2	43.8	36.1	42.1	34.9	34.2
Unchanged	39.2	36.3	40.5	35.4	37.6	35.5

FIGURE 21

Communications

Figure 22 presents the results concerning internet connections. The reported changes were fractional on balance. However, the fact that there has not been a steady rise in the percentage of households connected to the internet for the past three years was surprising.

Are You Connected to the Internet?
(Percent of Responses)

	2001	2003	2004	2005
YES	66.0	72.5	73.8	72.1
NO	34.0	27.5	26.2	27.9

FIGURE 22

Smoking

In the 2005 survey, two questions were posed to citizens regarding banning of smoking. The results for the first question are presented immediately below. Prohibiting smoking in restaurants was favored by 68.5 percent of respondent households. In 2004, the comparable rate was 61.5 percent. In 2004, the opposed rate was 38.5 percent versus 31.5 percent in 2005.

The second question (Figure 24) asked about support for banning smoking in all public places. The differential between those in support and those opposed to such a ban was narrower than in the first question.

Would You Support Prohibiting Smoking in Restaurants?

(Percent of Responses)

YES	68.5
NO	31.5

FIGURE 23

Would You Support Prohibiting Smoking in All Public Places?

(Percent of Responses)

YES	60.2
NO	39.8

FIGURE 24

The following three questions were also new to this year's survey.

Storm Drainage

Do you support funding of storm drainage improvements and the Federally-required Clean Water Act?

(Percent of Responses)

YES	79.7
NO	20.4

FIGURE 25

Funding Option Preference

(Percent of Responses)

	2005
A small monthly assessment	9.7
1% Optional Sales Tax (5th Penny)	53.2
1% Specific Purpose Optional Sales Tax (6th Penny)	37.1

FIGURE 26

Water Conservation

How Important is it for Everyone In Our Community to Conserve Water on a Regular Basis?

(Percent of Responses)

	2005
Very Important	52.5
Important	42.0
Neither	4.0
Unimportant	0.4
Very Unimportant	1.1

FIGURE 27

Indoor Recreation Center

Do You Support a New Indoor Recreation Center?

(463 Responses)

YES	63.7
NO	36.3

FIGURE 28

If yes, Are You Willing To Help Pay For It?

(284 of Responses)

YES	79.9
NO	20.1

FIGURE 29

Volunteerism

Cheyenne citizens were asked for the first time, how many hours they contributed to volunteer work in the community. Of the 484 surveys returned, 399 respondents (82.4%) said they did volunteer work in the community. In total, they contributed 19,195 hours of such work or an average of 48.1 hours of work per year. Since the response rate to this question was large enough to be statistically valid for the city as a whole, we estimated that city households provided 884,800 hours of volunteer work on an annual basis. Further, if one assigns a minimal dollar value to each hour of volunteer work (minimum wage at \$5.15 per hour), the total dollar value of volunteer work in a given year is, at minimum, equal to \$4,556,720.

APPENDIX I

Demographics

What are the characteristics of the population sampled in this survey? What age ranges do they represent? Where do they work? How long have they lived in Cheyenne? What are their education levels?

The answers to those questions are displayed below.

According to the listing service approximately 55 percent of all residents live in zip code 82001, 14 percent live in 82007 and 31 percent live 82009. The sample was then picked proportionately to these percentages. Figure 30 shows how the actual response rates by zip codes. For zip code 82001, 51 percent of respondents lived within this code, 13 percent of respondents were from 82007 and 36 percent were from 82009.

Where in Cheyenne do you reside?

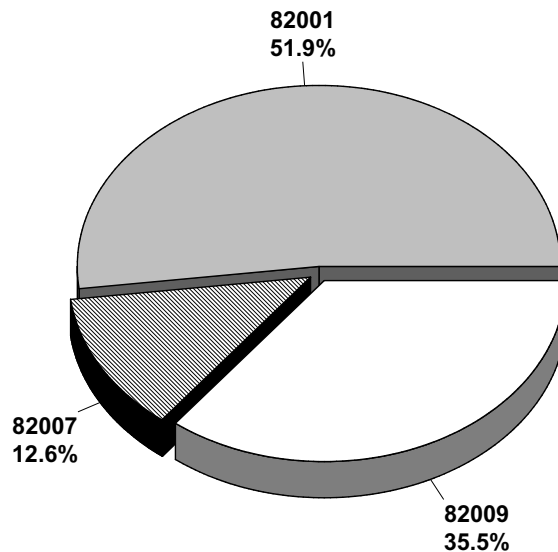


FIGURE 30

Figure 31 presents levels of education provided by survey respondents from 1995 to 2005. The 2000 Census offers comparable statistics. For instance the Census reported that for those 25 years and older, 3 percent of Laramie County’s population had less than an eighth grade education whereas the 2005 survey reported 0.6 percent of respondents had less than that level of education. For high school diplomas, the comparable percentages were: Census 26.5 percent and the 2005 Survey 20.4 percent; Four-year college degree: Census 15.4 percent, Survey 20.3 percent; Graduate degree: Census 8.1 percent, Survey 15.7 percent. In mail surveys of comparable length and complexity to the *Citizen Survey*, it is normal to see higher educated individuals participate.

Education Levels
(471 responses)

Level	1995	1996	1997	1998	1999	2000	2001	2003	2004	2005
8th grade or less	2.9	1.0	1.3	1.3	2.0	1.5	2.6	1.4	1.4	0.6
Some high school	2.7	2.2	2.5	2.6	1.6	1.5	2.6	2.9	2.9	4.5
High school diploma	19.9	18.2	15.6	18.8	14.8	19.2	20.8	18.7	20.2	20.4
Some College	23.0	32.8	18.3	16.2	20.0	31.1	25.1	29.4	27.5	21.7
2 yr. college degree	12.4	9.0	29.1	29.0	28.0	14.7	13.6	12.1	10.6	16.8
4 yr. college degree	23.7	24.1	11.8	11.6	12.4	18.9	19.7	21.4	19.2	20.3
Graduate degree	15.5	12.8	21.5	20.5	21.2	13.2	15.6	14.0	18.2	15.7

FIGURE 31

The 2000 U.S. Census reported that 66.1 percent of all occupied housing in the city was owner-occupied whereas *the 2005 Survey* reported that 85.5 percent of respondents owned their own housing.

For rentals, the comparable Census figure was 34 percent and this year's *Survey* reported 14.5 percent.

Homeownership (468 responses)

	1995	1996	1997	1998	1999	2000	2001	2003	2004	2005
Own	83.6	85.6	84.5	86.4	85.5	86.6	83.0	84.2	84.8	85.5
Rent	16.4	14.5	15.5	13.6	14.5	13.4	17.0	15.8	15.2	14.5

FIGURE 32

In last year's survey, almost 12 percent of respondents were between the ages of 21 and 25, whereas in the *2005 Citizen Survey*, 3 percent of the respondents were within this age range. The other notable change was the age bracket 36 to 45 decreased from 27.5 percent in 2004 to 18 percent in 2005.

Age Range

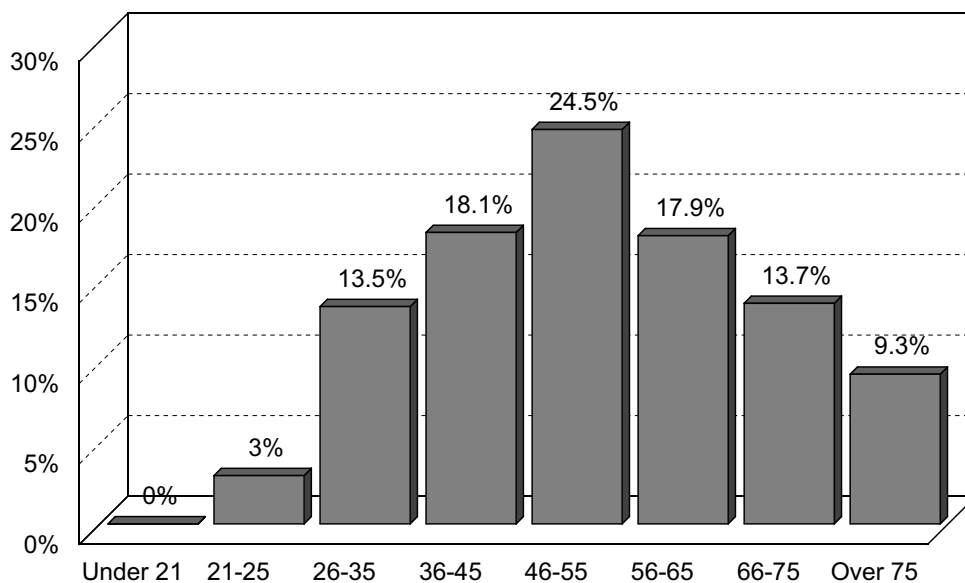


FIGURE 33

Figure 34 presents income bracket earnings for survey respondents from 2001 to 2005. The Census Bureau, however, does not provide income bracket data identical for all ranges shown in Figure 34. For the earnings bracket \$75,000 to \$99,000, the Census reported 9.9 percent of all county households earned within this range whereas the *2005 Survey* reported 15.7 percent of respondents had household earning within this range. For the bracket \$50,000 to \$74,999, the Census percentage was 20.2 percent and the *2005 Survey's* was 20.0 percent by comparison. For those households earning up to \$14,999, the Census reported 13.9 percent of county residents had income within this range. The *2005 Survey* had a 9.5 percent response rate for this earnings range by comparison.

Annual Household Earnings (Percent of Responses)

Income	2001	2003	2004	2005
0 - 14,999	12.0	7.1	6.8	9.5
15,000 - 24,999	14.3	12.3	14.2	11.6
25,000 - 34,999	14.8	15.2	14.8	12.5
35,000 - 49,999	16.8	21.9	18.0	20.8
50,000 - 74,999	22.5	20.7	21.0	20.0
75,000 - 99,999	12.5	15.0	12.7	15.7
100,000 - 149,999	5.1	6.3	8.7	6.2
150,000 and above	2.0	1.5	3.8	3.7

FIGURE 34

APPENDIX II

SURVEY INSTRUMENT

City of Cheyenne 2005 Community Survey

www.cheyennecity.org
www.plancheyenne.com

1. How important is it for everyone in our community to conserve water on a regular basis?
Very important Important Neither important/unimportant Unimportant Very Unimportant
2. Do you support a new indoor recreation center? Yes No
If so, are you willing to help pay for it? Yes No

Please indicate your agreement/disagreement with the following statement:

3. It is a good idea to solicit new industrial and commercial firms to Cheyenne, knowing that more jobs bring growth.
Strongly Agree Agree Disagree Strongly Disagree No Opinion
4. How many hours a year do you contribute to community volunteerism? _____ hours
5. Do you support funding of storm drainage improvements and the Federally-required Clean Water Act?
Yes No
If Yes, which funding option do you prefer? (CHECK ONLY ONE)
_____ A small monthly assessment
_____ The 1% Optional Sales Tax (5th Penny)
_____ The 1% Specific Purpose Optional Sales Tax (6th Penny)

6. Would you support prohibiting smoking in restaurants? Yes No

7. What do you consider to be the top three issues facing Cheyenne today?
- _____
- _____
- _____

8. How would you rate the overall quality of life in Cheyenne?

Very Good Good Fair Poor Very Poor

9. How would you rate the overall quality of city services?

Very Good Good Fair Poor Very Poor

10. If you had contact with a city employee during the past 12 months, how would you rate the experience?

	Very Good	Good	Fair	Poor	Very Poor
Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effectiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/> No Contact				

11. How satisfied are you with the following community services?

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	Did not use
Streets/Public Works						
Street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of major streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of residential streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of city sidewalks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recycling/composting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timing of traffic signals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street sweeping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Snow removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trash removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and Recreation						
Park tree maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Botanic Gardens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greenway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planting of trees in new parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult/youth recreation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City golf courses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City cemeteries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utilities and Services						
Water & sanitary sewer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Storm water drainage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City bus service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning and Development						
City Planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building Inspection/Permits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development and zoning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation/street planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Beautification efforts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Health, Safety and Welfare						
Police service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ambulance service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City/Co. Health Department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nuisance Enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Animal Control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Culture						
Civic Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Art in public places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural Opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laramie County Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Administration						
Mayor's Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. How would you rate the condition of street and road surfaces:

	Very Good	Good	Fair	Poor	Very Poor
Within your neighborhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other streets you drive frequently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have additional comments or concerns, please see question number 24.

13. How would you rate the importance of the following services to the community?

	Very Important	Important	Neither important nor unimportant	Unimportant	Very Unimportant
Streets/Public Works					
Street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of major streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of residential streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of city sidewalks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recycling/composting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timing of traffic signals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street sweeping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Snow removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trash removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and Recreation					
Park tree maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Botanic Gardens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greenway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City Parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planting of trees in new parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult/youth recreation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City golf courses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City cemeteries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utilities and Services					
Water & sanitary sewer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Storm water drainage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City bus service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning and Development					
City Planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business recruitment and/or assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building Inspection/Permits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development and zoning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation/street planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Beautification efforts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Health, Safety and Welfare					
Police service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ambulance service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City/County Health Department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nuisance enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Animal control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Culture					
Civic Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Art in public places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laramie County Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Administration					
Mayor's Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Would you support prohibiting smoking in all public places? Yes No

15. Are you connected to the internet? Yes No

16. Which improvements for the Cheyenne area would you support?

	Strongly Support	Support	Do not Support	Undecided
Wind generation of electricity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Snow removal capability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Botanic Gardens expansion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City golf course expansion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Develop new parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convention/events center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More open space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Design/architectural guidelines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Downtown revitalization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greenway expansion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve existing parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Expansion of water & sanitary sewer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional street maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alternate street parking one day/month for sweeping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Expanded housing options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduce noise and light pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City appearance/landscaping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduce noise and light pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Long range master planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business park development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Where in Cheyenne do you reside?

82001 82007 82009

18. What is the highest level of education you have completed? (CHECK ONLY ONE)

8TH Grade or Less Some High School High School Diploma
Some College 2yr. College Degree 4yr. College Degree
Graduate Degree

19. Do you own or rent your home? Own Rent

20. What age range are you in?

Under 21 21-25 26-35 36-45 46-55 56-65 66-75 Over 75

21. Please check your annual HOUSEHOLD earnings.

\$0 - \$14,999 \$15,000 - \$24,999 \$25,000 - 34,999 \$35,000 - \$49,999
 \$50,000 - 74,999 \$75,000 - \$99,999 \$100,000 - \$149,999 \$150,000 - above

22. How has your household standard of living (purchasing power) changed over the last year?

Increased Decreased Unchanged

23. Is there anything else you would like to tell us? _____

24. If you would like a follow up call from a city employee in response to your comments above, please provide a daytime phone number along with the question number(s) you are referencing.

Phone # _____ Question(s) _____

City of Cheyenne 2005 Citizen Survey

APPENDIX III OPEN-ENDED COMMENTS

**PREPARED BY:
WYOMING CENTER FOR BUSINESS & ECONOMIC ANALYSIS, LCCC
FOR
THE CITY PLANNING SERVICES**

APRIL, 2005

No statistical validity can be attached to the Open-ended Comments.

7. What do you consider to be the top three issues facing Cheyenne today?

- Need higher paying jobs. (60)
- Annexation-Get rid of County pockets. (30)
- Taxes. (27)
- Street repair. (24)
- Growth. (21)
- Lack of good paying jobs. (21)
- Affordable utilities. (20)
- Attract more business to the area. (16)
- Water issues. (15)
- Traffic control. (15)
- More youth activities. (15)
- Lack of affordable housing. (15)
- Better jobs to keep our young people in the state. (13)
- Manage growth. (11)
- Schools/Education. (11)
- Water issues. (10)
- Water Conservation. (10)
- No industry/quality jobs. (9)
- Economic growth. (8)
- Landfill and recycling. (8)
- Youth recreation/facilities. (8)
- Water restrictions. (7)
- Crime/Drug prevention. (7)
- More police and firemen. (7)
- Water and Sewer planning all infrastructure. (7)
- Fixing secondary streets. (6)
- Downtown improvement. (6)
- Keep doctors from leaving Cheyenne. (6)
- Beautification of city in all areas (not limited) to the wealthier areas of the city. (6)
- Low paying jobs. (4)
- Traffic planning. (4)
- Storm drain runoff. (4)
- Recreation/Convention center. (4)
- Zoning. (3)
- Youth crime. (3)
- Nothing to do. (3)
- Quality of life projects. (3)
- Teenage crime/drug abuse. (3)
- Sensible and unique to Cheyenne revitalization of downtown. (3)
- Lottery. (2)
- Clean Air. (2)
- Flood control. (2)
- City Planning. (2)
- Beautification. (2)
- Social Services. (2)
- Planning and development. (2)
- Too many homes being built (Over building). (2)
- Teachers leaving Cheyenne and retiring early not enough pay. (2)
- Wages.
- Crime.

Money.
Drought.
DUI laws.
Foster care.
Health care.
Recreation.
Civic center.
Event center.
Smoking ban.
Rejuvenation.
Frontier days.
Public Safety.
Flood control.
Noise control.
Poor planning.
Library issues.
City Officials.
Cost of living.
Juvenile crime.
Snow removal.
Lack of culture.
Single mothers.
Social Security.
Lack of growth.
Care for elderly.
More pathways.
Sensible growth.
Sidewalk repairs.
Diversity of jobs.
Youth pregnancy.
Less charge cards.
Programs to learn.
Taxes to stay low.
Overall modernize.
Diversify economy.
Spending vouchers.
Economic stability.
Illegal annexation.
Too much secrecy.
Poor public transit
No Amtrak service.
Shallow work pool.
Finish the Greenway.
Excessive spending.
Business recruitment.
More/nice city parks.
Controlled expansion.
Recreational facilities.
Timing of streetlights.
Poorly located airport.
Cookie cutter housing.

Keep youth in the city.
Recreational facilities.
Dishonest government.
Quality of life projects.
Timing of traffic signals.
City Councils credibility.
Grocery prices very high.
Get people off of welfare.
Raise the minimum wage.
Over crowding in schools.
Diminishing quality of life.
Move airport outside town.
Honest city administration.
Finding new water sources.
City government spending.
Downtown redevelopment.
Maintain historic character.
Spend our tax dollars wisely.
Not enough parking at Depot.
Closing of the Air Force base.
No more green belt/bike paths.
Sales tax- food eliminate this tax.
Raise teacher and fireman wages.
Expansion without infrastructure.
Improve Prairie View golf course.
Trash on the streets and the parks.
Restrict the building of apartments.
It's still the "Good Ol Boy" system.
Need for more major thoroughfares.
Ten commandments to stay in park.
Poor health habits/unhealthy eating.
The credibility of public employees.
Economic growth on the South side.
Property tax increase is running wild.
Finding quality health care providers.
Airport air service prices/high airfares.
High Schools/Jr high schools too large.
Fiscal responsibility-not practiced now.
Cheyenne stuck in "Old West" mindset.
Loss of Old West flavor for the tourists.
Apartment complexes getting pretty thick.
Having sporting and entertainment events.
Not a lot of city land left to expand the city.
Bring the minimum wage to at least \$ 6.00.
Illegal drug problem growing in Cheyenne.
Conservation of natural resources and land.
Get rid of all the obnoxious firework stands.
Bingo electric/poker games should be legal.
Useless Greenway three quarters of the year.
Water conservation and collecting reservoirs.
Too much growth in the middle of a drought.

Roadway, Converse and Lincoln way repaired.
Industry moving in and told what they will pay.
Too many homeless lingering around our streets.
More street lighting on Lincoln way east of town.
Not enough city lots available to build houses on.
Independence from real estate/developer influence.
Growth and how it will affect traffic through town.
Get rid of billboard signs and trash around the city.
More police activity around suspected drug houses.
Growth of Cheyenne for the betterment of the city.
People living in Wyoming and working out of state.
Methamphetamine knowledge/precursor prevention.
City managers administration (No Mayor or council).
City changing too much for water, garbage and taxes.
Smoking and drinking in public needs to be stricter.
Have enough money in reserve by the city government.
More help for the needy and homeless/troubled people.
Over rated teacher responsibilities for what they're paid.
Consuming alcohol in public places and allowed to drive.
Criticism and prejudice towards you finding employment.
Too many dishonest people with access to the cash register.
Housing costs have sky rocketed forcing me out of the market.
Enforcement of building codes and proper planning of housing.
Too many out of state companies and non-English speaking help.
Dangerous intersection on Pershing by the Cole Shopping center.
Gainful employment including insurance and retirement benefits.
Traffic around schools i.e.: Carey Jr High between 7:10-7:30 am.
Decrease emphasis on alcohol use especially during Frontier days.
Frontier Park used more than one time a year for outdoor concerts etc.
Luxuries such as parking garage, baseball fields instead of storm drainage.
Trying to change Cheyenne into a mini California or suburb of Ft Collins.
Is there going to be enough water for Cheyenne to keep growing considerably?
Is the City Council planning the roads well enough to handle the increased traffic?
House zoning (example shouldn't have a mobile home next door to a 2 story brick home).
I have not lived in Cheyenne for long, but I have noticed how unclean the south side is.
The unwillingness of politicians to listen to the public and take this state in new directions.
Good old boys antigrowth mind set-niggardly fiscal restraint annexation resistance.
Create an after hour emergency service that does not turn employees away for being poor.
The need to explore wind power as a source of energy for the community services and residential use.
You send all the water in front of my house. The goats just don't cut it the creek needs to be cleared.
Open gambling a lot of people wont like it but it is 40 years overdue. Cheyenne is a perfect place for it.
Can Cheyenne support the increased growth with jobs that will pay well enough to keep young people here?
Public works here is twice as expensive as Casper and not near as advanced
Left turn signals on Dell Range.

Some growth is fine. We are going nuts; I don't see a long range plan. Why do we want to be as big as Denver?

Composting if the city makes money off composting then they should not charge residents to pick up grass clippings.

Poor ethics and values among Management and administration at United Medical center. This includes about 75% of the medical staff.

Decrease in traditional Wyoming values and morals and increase of other state's values and morals being pressed upon long time residents and nature.

Treat our youth with respect/love and trust. Addressing our suicide problems, finding solutions, jobs for our children will stay here like mine have left due to this fact!

The whole of Cheyenne is not treated equally. 90% North of Pershing traffic control and flow no thought about our streets. How the City Council is not held accountable.

We need a mayor and city council that understands the word contiguous. We need a mayor and city council who hold open meetings. We need to stay with a mayor and not go to a city manager.

City council integrity problem, wasting taxpayer funds on pie in the sky ideas ie: skywalk, parking garages, etc. Lack of accountability for city council member's antics both at meetings and in public.

Low wages verses high cost of living. Housing taxes ranging on area not cost of home/ the lack of health insurance for low income and elderly and disabled ages 19 and 65 and the red tape through the DFS office and state and federal offices.

23. Is there anything else you would like to tell us?

I don't support the skyway.

Yes too many to list.

Thank you for the survey.

Give youth more things to do.

We need a public shooting range!

You do a good job running the city.

More big business needs brought in.

Don't waste money on calming islands!

Would like to know where my property line is.

Repave Evans Avenue north of Pershing.

Trash pick-up trucks need to slow down!

Get something done concerning annexation.

We need jobs that pay better so you can live here.

I hope this survey helps. Keep up the good work.

Stop light at King Soopers Dell Range and Marble.

No more baseball parks. Lower gas and light bills!

Garbage trucks drive way too fast through neighborhood.

Thanks for Depot square, the concerts and art in the park.

I am strongly in favor of banning smoking in public places.

Stop signs are needed in many neighborhood intersections!

Recycle plastic and bring in Olive Garden. Time the lights better.

Need more streetlights in residential areas like on Fox Farm Road!

I appreciate that the city is trying to annex more areas into the city.

You need to get storm water out of town without flooding out people.

Don't understand why I get charged monthly on water bill for vehicles.

I think more attention should be given to fixing potholes in city streets.

Beautify south side. Strongly support no smoking in all public places!!

Consider wildlife- stop the building, we moved west to enjoy the beauty.

If we have turn arrows installed (use them) not just at prime time in town.
We must get better jobs. Not restaurant or service- good jobs that pay well.
The efforts to improve Cheyenne are appreciated of the Mayor and council.
Work on having things for kids to do and more roads to north side of town.
Yes we need another newspaper that will be fair and informative. A choice!!
You wouldn't listen anyway we do not need another Denver we are too big now.
Mayor Spiker is the best thing to happen to Cheyenne in the 10 yrs I've lived here.
We do not support the parking garage downtown. We feel it is an unnecessary expense.
Cheyenne is great! The utilities are hurting everyone. The prices are out of control!
My standard of living increased because I went to work in Colorado rather than
Cheyenne.

Cheyenne is a wonderful place to live, but there needs to be more opportunities for our youth.

Our utilities are pretty costly! Wind generation of electricity should be very effective here!
The Mayor and City Council are trying to improve conditions in this city, keep up the good work.

Make the animal control people do their job. Stop barking dogs when called and called and called.

I really believe Immigration should be sent out to check credentials on a lot of the workers out there.

You are all doing a pretty good job. I know you can't satisfy everyone. We have a good City Council.

I urge you to continue the progressive path that you have taken to change the city overall. Stay the course.

Please fix Missile Drive, it is falling to pieces. Overall I love Cheyenne I am glad to see growth in all areas.

Let the city grow. Bring in more businesses. Do something about the stink coming from the refinery.

The stoplight at Nationway and Lincolnway (By Holliday Park) is too long. Timing needs to be changed.

You're doing a good job. Have Colorado people who live and work in Wyoming get Wyoming license plates.

Look for a new water source. Organize trash removal like in Casper (Cheyenne is approximately 5 years behind).

Cheyenne is an above average place to live. Need more things to keep our young adults here, i.e. jobs and activities.

Fire department should look around to see if trees are dead or hitting power lines and make the owner take care of them.

The proposed new library will cost too much. What about the former Trilegent bldg. for library or convention center?

Nuisance and animal control, teens 14-18 years old running out after 10pm and midnight school nights and weekends too.

Regulations and fees for new construction and renovations makes building in Cheyenne more problematic than it has to be.

Quit using the 5th and 6th penny tax for projects that have not been identified. Why a splash park if we have a water problem?

I would like to see businesses move to the south side. I feel I am forced to shop in Ft. Collins or travel to the north side of town.

In the past year I have seen some positive things happening here. However we need to keep our stride and keep moving forward.

I would strongly support indoor recreation center if you wouldn't have wasted all that D—n money on the downtown-parking garage.

Please try to be consistent. You get different stories on development, planning, etc. depending on who answers the phone that day.

I think it is wrong to drive prices of water up in a drought and then when there is not a drought the prices stay the same. It is a rip-off!

Cheyenne is a nice place to live, but it's not hip, making it less attractive to the young people Wyoming claims it wants to bring home.

Questionnaire will work if the comments are used to better Cheyenne. Put some effort into making the south side a better place to live.

I was sure the city has a noisy muffler law. If they do it is not enforced. Our street has turned into a noisy drag strip.

I would like to see some help with existing neighborhoods to improve the looks of housing and property get rid of old cars and junk in yards.

The billboards and bad appearance coming into Cheyenne is terrible. Cheyenne needs to work with the county to make our town look better.

I think a lot of new improvements that have been completed recently have made Cheyenne more inviting to new people looking to relocate here.

We have lived here over 50 years; I pray that I can live here until the lord takes me. If I was charged for any improvements, I couldn't pay for them.

City government, don't spend what you don't have. Water restrictions when development is stopped only. Quit listening only to the local press.

The city needs to work on resurfacing many streets in south Cheyenne, patching of these streets are unacceptable. Sidewalks are crumbling they are so old.

Consider a walking track and an exercise pool for seniors. Lighting at night is poorly maintained and there is not enough of it, particularly downtown.

The downtown parking garage was a great idea, but lacked adequate planning for payment. Have read about the skywalk that would be a waste of money.

Roads by Converse are in dire need of repair; also enforcing general appearance of residences could improve. Housing not cared for needs reprimanded.

Too much money spent on "studies" before action taken. Need to finish rebuilding west Pershing that was to be completed by 2000 up to Hynds Blvd.

Mayor and City Council needs to keep pushing forward on growing Cheyenne and not be deterred by those who oppose everything including those on the council.

The ethics and values of management and administration at United Medical center are abysmal. Ethics and values of Cheyenne's medical providers stinks.

You should go to nuisance enforcement and fire everyone. It would save taxpayer dollars and I don't think they will be missed. They don't do anything anyway.

Smoking is a big problem in Cheyenne (in public places). No such thing as non-smoking section. If there is a smoking section the whole place is full of smoke.

Section 8 is reduced. Not enough activities in Cheyenne. Medicaid and food stamp maximum income level too low. Speed bumps and pot holes ruining my car.

You must develop more water resources if we are going to have good growth! You can only conserve so much. We cannot conserve ourselves into good growth.

Over all excellent job by Mayor following 8 years of the worst Mayor ever. Council needs to clean up their act and not act like they are bought and paid for.

Too many lights on Dell Range. Highways and streets are too icy in winter and are very life threatening. Need to improve on # of businesses so this place can grow.

Would like to see an ordinance that would not allow RV's, boats and other nuisance vehicles for more than 72 hours. Good neighborhoods turning into junkyards.

Better restaurants check the number of County #2 Wyoming plates in Fort Collins on a Friday, Saturday and Sunday. They have better services, enough fast food places. I feel that jobs and growth are a key to an expanding city some members of the City Council do not seem to understand this. I like the way the Mayor is going keep it up.

The City Council needs to consider the city's needs and not their own personal agendas! No City Council person needs a city issued credit card! Fraud, waste and abuse at work!

Quit spending money on parking garages send a delegation to Casper to look at their sanitation system and copy it. The city government here has their heads you know where.

City of Cheyenne needs to bring more potential for economic growth, doing so will require annexation. Without any city growth how can the city provide all of the above?

The trash removal system stinks. If you live in the city and pay you trash removal bill you should be able to use the station on college without having to pay the added charge.

Compliment-excellent street signs, locations, frequency! Traffic hazards-many, many intersections view blocked by hedges, low branches of evergreens, bushes and fences.

Strongly support 25 mph speed limits for streets in residential areas. Gardenia drive from Yellowstone to Powerhouse has become a raceway since opening of the extension. North College drive needs a center turn lane all the way to Del range beautification of Nation way with trees. Evans from Pershing to Central Ave. needs improved. Think about a new airport outside of residential area as part of industrial area and port of transportation link to the front range and include rail, interstate and state highways.

How can the citizens of Cheyenne expect to trust the city government when the city government i.e. Council/Mayor act like they are not accountable. I voted, but not for any of you.

Stop city watering of areas when the rest of the residents are on restrictions. Paint the crosswalks/pedestrian in fluorescent colors so motorists stop for pedestrians and school kids.

We need more country and western music at the plaza. Why not have some shops on the ground floor of the parking garage. What about a city sponsored classic car show at the plaza?

I think we are spending too much time teaching the teachers rather than the students. They seem to have less and less responsibility each session with more people to do their work.

New homes are being built to close to one another. Exp. the new development in the Parsley/College drive area. Police need better equipment and pay to keep them and all of us safe.

New housing developments need to have better planning landscaping could be used instead of lawns which require more water. City parks for areas where there aren't any at this time.

As a parent of a handicap minor, I can say I am very disappointed in activities suitable to her abilities. Also city needs to wake up to the fact that people cant live on Cheyenne wages. (307) 778-2834 # 23

We should have had slot machines here all along. People could leave their quarters and keep going east, west, north and south and we would have the money to keep in Cheyenne.

There is a need for “gainful” employment, which can support and retain the college graduate it produces. This survey is an encouraging start to a potentially optimistic future.

The Mayor and some City Council members are doing a great job. A couple City Council members need to move up to 2005 and help Cheyenne grow and improve in a positive direction.

Do what is necessary and needed to improve city not just a whim that City Council members and representatives come up with. No junk save the money for something for all not just a few.

City needs to be fiscally responsible. Use funds for essential services; be honest with 1-cent monies. Police is a fundamental service; you should never see a 1-cent sign on a police vehicle.

Safety control (sign/light placement) driving street/road repair is inadequate! Short warning time often occurs just before merging. Flaggers don’t appear really concerned about safety.

Cheyenne will eventually grow, whether we like it or not, especially with Colorado growing at the high rate they are. We need to make good decisions in anticipation of the growth.

Cheyenne needs to replace the motocross track. If your kid plays baseball, soccer, or skates then he or she has plenty of places to go, but if they ride motocross you have to go to Colorado or Laramie.

Recycle cans, bottles etc. instead of everything going into the land fill. Tax breaks for water conservation efforts. Realize there is a huge drug problem in Cheyenne and do something about it.

Quit spending so much money on things we don’t need. Fancy statues and etc. around town. Work more on streets in town. Listen to what people want not what the Mayor and his council wants.

I would like to see the ambulance services with the fire department. No more in laid bricks in the sidewalks like at the court house they become uneven and it is hard for disabled people to walk on them.

There is an extreme lack of communication between BOPU and street planning. I have a real problem with law officers using cop cars for personal business i.e. having family members in a city vehicle!!

The intersection on Dell Range Blvd. at Bagel Makers needs a green arrow on the traffic light not a solid green in only one direction. The intersection at Vandehi and I-25 needs improvement poor traffic flow.

I live on a dead end street on a hill. Our section of the street never gets plowed, rendering the street impassible several weeks of the year. Neither my neighbors nor I are able to get up the hill when it’s snowy.

Snow removal in this part of 82009 is poor. It consists of one pass down the middle of the street, which blocks driveways and fills up the drainage ditches. Recycling should include glass/metals and plastics.

Not only do we need new business growth, but also we need to help local businesses grow and expand! This town is about small business not just big. Take away mom and pop business and what do you have?

Look into the future when building or improving roads to accommodate future traffic for example when Story was constructed why didn’t you just make it 4 lanes now instead of spending extra \$ in the future to do it.

I have talked with the Mayor when he was a councilman about the lack of attention the south side gets, no parks, no recreation facilities. My response was in effect (So What?). He seemed to be totally disinterested!

Residential speed limits being changed is unrealistic and a waste of money (new signs) and doesn't match other cities. There is a critical need for a place in Cheyenne to recycle plastic. Continued support of animal shelter.

I think the city office (Mayor and Council) are working harder than ever before and appreciate their efforts. The city planning department has many talented people working there as well. Thank you all for your efforts.

We need more opportunities in Cheyenne to drag people here! We need more for our young people to do. Recreation I like to do things with my grand children, but everything costs so much what about the poor people?

I would strongly urge an initiative to require developers of new housing to provide a tree approved by city forestry, information on xeroscaping and sodded yard are with each new home or apartment building built in town.

I would like to be contacted. I would like to get involved with the City Council. I am a single mom working multiple jobs so I can support my girls above the poverty level. I can't find a good paying job with health benefits. Please call me.

The present administration exhibits the most sloppy money management policy outside of the Bush administration in existence today. You have wasted more money and continue to do so, in my previous four-year term of Cheyenne existence.

This whole survey is a waste of time and money because the Mayor and City Council will do the same as they have in the past and citizen concerns are met only when they fall within the parameters of what the Mayor and City Council plan to do!

I am completely unimpressed by the city's performance starting with the Mayor, the City Council. There is a lack of strong leadership and this poor attitude filters thru city employees. Cheyenne needs to invest in quality of life; it will pay back in spades.

I don't smoke but public not government should decide which bars/restaurants have smoking by their clients of which they frequent. Don't let newspapers guide you. The editor is a jerk. City Council, Mayor and administration are doing a very good job.

My mother and father's gravestone has been knocked over 2 times by the youth that care for the cemetery off Pershing Blvd. in the summer. It was not vandals I would appreciate it if they would be more careful when driving their carts around. Thank you!

I think the City Council needs to look at what is better for Cheyenne, not what is better for their own pockets. Storey gym would be a great recreation center, especially for the price. I think Depot square is great and the parking garage is good, but no tunnel.

Very happy with direction city is taking. I don't understand how a small group of people can keep council meetings so negative. Case and Laybourne were elected, but Quirk and that bunch take up way too much time of city business, over and over and over again.

If the airport is to remain at its current location (long range), put a tunnel under the runways to connect with Powderhouse Road. Savings in time, fuel costs and congestion to citizens would be huge. Study it! Fuel savings for drivers would have support.

Street sweepers complaints after vehicle wrecks I am tired of running over broken glass. How much time and effort does it take to bring a sweeper in? City library why spend money demolishing houses when you have a building on Pershing? (Old Safecard building).

New parking garage was stupid. Animal control should actually help the person who complains. Cheyenne needs to get out of the dark ages and attract industry that pays more than minimum wage, and stop thinking about their "Wild west days". You need to live in 2005 instead of 1805.

Police service in the community is poor. Put the expertise elsewhere needed. Instead of ticketing everybody, gang unit, speaking publicly, teen public awareness, etc. Also more big business in the community. Someone is running opportunity out of town. Olive Garden, Chuck E. Cheese, etc.

All street lights except maybe downtown should be flashing at all times except for rush hour. Especially up north. Vandhei/Gardenia is ridiculously unnecessary. "Calming islands" are a waste of taxpayer's dollars. Speed limit increase of 5mph on streets with shoulder on passing lane.

Hiding water rate increases, as "conservation measure" doesn't fool most Cheyenne residents. How about energy rate increases, rather alarming in one of the most energy rich states in the nation. Development and zoning it should be fair for everyone not just Jack Spiker's family members.

Cheyenne has definitely improved in my 35yrs. as a resident. This is not Ft. Collins. Street maintenance could improve on major streets. Pershing needs finished to the AFB. Recreation for teens is a must. More! More! More! Police response is excellent. Very proud to raise my children here.

I live within a school zone on Pine Ridge Ave. (The same route walked by the Mayor last year). The daytime speeding of vehicles through this zone is not only wanton, but seriously dangerous! Although not primary cause, the fact that some of the school zone signing is obstructed by trees may be responsible.

I grew up in Cheyenne and am now seeing a totally different place. Growth for the sake of growth, lack of tolerance for minorities and making smokers pay extra taxes for everybody else make me so mad I'm ready to move. Whatever happened to live and let live? If I wanted to live in Ft. Collins or California I would have moved there.

Love Cheyenne! Chose to stay here over Colorado job opportunities. Like concerts in the park, would like to see more activities like that. Hate how Cheyenne looks (billboards, firework stands) downtown. It doesn't really matter if I am contacted, but the CPD needs training regarding follow-up and effectiveness for minor matters.

Pay is low in Cheyenne and the cost of living continues to rise. I think efforts should be made to compensate in some fashion, perhaps raising minimum wage. I also feel that Cheyenne should expand their airport and allow more commercial airliners into the Cheyenne area to increase jobs and business in Cheyenne. This was a good survey; I hope I get a good response.

We have lived in Cheyenne since 06-04. We moved from Montana to get away from a high tax base and so far plan to stay in Cheyenne as long as taxes are fair. Cheyenne has a progressive government, which looks out for its residents and should continue to place emphasis on them. Thanks for the opportunity to participate in this survey!

Great place to live! I would really like to see smoking prohibited in restaurants. There are quite a few in town we would frequent if they were smoke free. There is no such thing as a non-smoking section. You can smell it anywhere in the restaurant. Additionally, non-smokers don't have a choice, other than not to go to restaurants that allow smoking.

Police department and officers need to improve timeliness, law enforcement and serve and protect. Residents need to trim trees and bushes that block line of site of drivers. Repair of their sidewalks and clean their sidewalks for us walkers. I am in favor of the idea of the walkway downtown. Large vehicles should not be allowed to park on end of blocks (Campers etc.).

Rode the bus in the past but it no longer comes to my area. Homeless people camping in the library stink so bad I hate to go there in the winter. Cheyenne is ranked 197 out of 216 areas in high definition television (who wants to move to a town with 50 year old technology). How many more free meals are we going to have to pay for the City Council members this year?

Meals at senior centers seem to be declining in quality and quantity. The chicken potpie at Indian hills on Monday January 31, 2005 was a scoop of chicken soup topped with a biscuit, and the meat loaf at the activity center, Tuesday February 1, 2005 was the size of a brownie. This is really unfortunate for the poor folks who must eat there daily. Recommend city supervisors periodically sample.

Better weed control (especially during Frontier days) would like to see concrete walk along side Indian village fence at park exit, weeds take over in summer and it's not well maintained. There are areas near the depot (probably owned by UP) south side of 15th street that are overgrown with weeds. The unsightly weeds take the beauty of the trees along there away. Also weeds growing between sidewalk and curb etc.

When our road was refinished on Syracuse Road. I now cannot drive in and out of my garage without my car dragging. I have had people out to look at it but that was 6 months ago and nothing has been resolved. Also on the new road around the airport the when coming in from I-25 at the light the signs all say Yellowstone road with no reference to Dell Range the road most people look for and the next sign referring to Dell Range is actually past the turn for it. I am sure this is very confusing to visitors.

I would like to see the wages go up, less development and to keep this city less like the big cities, less like Ft. Collins, keep it small it is what we like. We didn't move to Cheyenne for it to be like Colorado. Prices of everything going up (except our wages) are ridiculous! They need to quit paying rent, and food for the people who just use and abuse the system. While us hardworking individuals try to make and honest living by working hard, others get free rent, free food, free medical bills for Bulls—t while all they do is sit around and get drunk, have kids and sell drugs. When I go to the hospital and get HUGE bills I go in debt trying to pay honestly.