KEY FINDINGS

While many conclusions and implications can be discerned from the survey findings, several stand out as being of particular interest. These key findings are discussed below in no particular order.

1. **Most respondents feel their quality of life in Commerce City is "fair" to "good."** When asked to rate their quality of life in Commerce City, the majority of respondents (54 percent) rated their quality of life as at least "good." An additional 34 percent of respondents rated their quality of life as "fair." Only seven percent of survey participants rated their quality of life as "bad" or "very bad." *Source: Exhibit 1-1*

2. **Many people are satisfied with Commerce City as a community.** In general, more respondents are satisfied rather than dissatisfied with the following areas in Commerce City: accessibility of services/location issues; economic development and growth; housing; how the government communicates with them; infrastructure; knowledge of services the government provides; neighborhood issues; public safety; and recreation, parks, trails, and open spaces. In two areas, image of the city and job environment, more survey participants indicated they were dissatisfied with Commerce City in those areas than were satisfied. Compared to the 2005 survey, overall satisfaction of residents in Commerce City statistically significantly increased in nearly every area, with the highest increase observed in the satisfaction with recreation areas (17 percentage points). *Source: Exhibits 2-1 and 2-2*

3. **Survey participants are not highly aware of the breadth of services the Commerce City government provides.** When asked to list services the Commerce City government provides (up to ten), two-fifths (40 percent) of respondents did not list any services. Of those survey participants who did list services they believed the Commerce City government provides, nearly two-fifths (38 percent) listed the police department as one of those services. The next most oft-mentioned services were the following at approximately 20 percent each: trash services; and street maintenance, sweeping, and snow removal. Eighteen percent of respondents believed the City provided parks, park maintenance services. Seventeen percent of respondents indicated the Commerce City provides Fire department services. Twelve percent indicated the City provides recreation services. Nearly one-tenth of survey participants (9 percent and 8 percent respectively) listed water/sewer and recreation/community centers as services the City government provides. *Source: Exhibit 5*

4. **A majority of interactions with City staff are positive.** Residents were nearly three times more likely to say their last interaction with a City staff member was positive than negative, from a customer service standpoint (34 percent versus 13 percent). Another 21 percent reported that it was "fair," neither good nor bad. *Source: Exhibit 6-1*

5. **Many respondents regularly see police officers in their neighborhoods.** Forty-four percent of respondents stated they see police officers in their neighborhood "very often" or "often." Nearly three-tenths (28 percent) of respondents indicated they seldom see police officers in their neighborhood. Only five percent of survey participants indicated they never see police officers in their neighborhood. Additionally, 18 percent of respondents stated they spoke with an officer in their neighborhood within the last month. *Source: Exhibits 9 and 11*

6. **Many respondents are interested in participating in crime prevention programs.** Nearly half (48 percent) of survey participants indicated they would participate in a crime prevention program sponsored by the police department. When asked if the survey participants would attend a training seminar by the police department in how to prevent crime, 13 percent stated they definitely would attend. An additional 39 percent of respondents indicated they would probably attend. While these types of questions typically overestimate actual attendance, the responses do indicate a high level of interest. *Source: Exhibits 12-1 and 13-1*

7. **Local parks are frequently used by residents.** More than one-quarter (27 percent) of respondents (or anyone in their household) used the park at least once a month (13 or more time a year) on average. An additional 30 percent of survey participants stated they or someone in their household used the park between 2 to 12 times during the past year. Local trails and open spaces were used by 35 percent of respondents at least twice a year. These resources were the most oft-used types of recreation resources by city residents. *Source: Exhibit 16-1*

8. **A majority of respondents are satisfied with recreation options in Commerce City.** Survey participants were asked how satisfied they were with the particular recreation programs and facilities offered by the City. While satisfaction was not universal, more respondents were satisfied rather than dissatisfied with the following: city adult programs, city youth/teen athletic programs, Commerce City Recreation Center, Commerce City Senior Center, Community outreach programs/special events, condition of city parks, ease of registering for programs, fees charged for activities, indoor swimming pools, number of baseball/softball fields, number of city parks, number of outdoor athletic fields, number of playgrounds, number of walking/biking trails, other city programs, and quality of outdoor athletic fields. The only area in which survey respondents were more dissatisfied than satisfied was with outdoor swimming pools. Compared to the 2005 survey, statistically significant increases by at least five percentage points were seen in satisfaction with the condition of city parks, number of baseball/softball fields, number of city parks, number of outdoor athletic fields, number of playgrounds, number of walking/biking trails, and quality of outdoor athletic fields. *Source: Exhibits 17-1 and 17-2*

9. **Many survey participants feel there is a need for outdoor leisure pools in Commerce City.** Half of respondents (50 percent) felt that there was at least a "moderate" need for outdoor leisure pools. Of those respondents, 34 percent (in total) felt there was a strong need for outdoor leisure pools. Nearly one-quarter of participants thought there was a strong need for more recreation centers and more trails. More than two-fifths of respondents felt there was at least a moderate need for the following: improved maintenance at existing neighborhood parks, more programs and/or services at existing neighborhood parks, outdoor leisure pools, more recreation centers, and more trials. *Source: Exhibit 18-1*

10. **Opposition outweighs support on additional taxes to meet recreational needs.** Despite the statement of needs mentioned in the previous key finding, no more than 30 percent of respondents would support a tax increase to pay for any of the recreational improvements that were tested. (Note that they were not told of any specific amounts, just that it would be a higher tax.) The highest support was for an outdoor leisure pool (30 percent support, 45 percent opposition). However, there were roughly equal numbers of strong supporters (for both taxes and a pool itself) and strong opponents (strongly against both taxes and the pool), and a number of others who opposed the tax also stated a belief that there was a need for a pool. *Source: Exhibits 19-1, 20-1, and 19-9*

11. **Of those respondents who indicated they lived in the Northern Infrastructure General Improvement District, more respondents would support extending the levy than oppose for most potential purposes.** More respondents would support extending the levy to fund further improvements on the following: more road improvements, construction of new parks, outdoor leisure pools, recreation centers, and trails. In the strongest level of support, more than twice as many survey participants would support extending the tax levy to fund further road improvement than those who would oppose it. In the weakest level of support, more survey respondents would oppose extending the levy to fund a baseball stadium rather than support extending the levy to fund such an improvement. (As a note, these results include only people who knew that they lived within the District. Opinions may differ among those who live in the District but don't know it, and 41 percent of citywide survey respondents weren't sure). *Source: Exhibits 21-1 and 21-2*

12. **Individual neighborhoods have good and bad attributes.** Only in one instance, availability of restaurants and shopping, did more than half of respondents rate their neighborhood as bad. Forty percent or more of survey participants rated their neighborhood as at least "bad" in the following issues: availability of entertainment and leisure opportunities, availability of high-quality health care, availability of restaurants and shopping, job opportunities, and train traffic noise. More than one-quarter of respondents rated their neighborhood at least "good" on the following issues: air quality, community noise levels, crime, parks and recreation opportunities, and safety roads and intersections. In most cases, residents rated their neighborhood issues statistically significantly higher than they did in the 2005 survey, with the highest positive change seen in the proportion who rated good or very good to the quality of schools (eight percentage points). *Source: Exhibits 24-1 and 24-2*

13. **The greatest neighborhood concern is unkempt lawns.** A total of 25 percent of respondents stated that unkempt lawns were a major problem in their neighborhood. Other common concerns were four or more unrelated people living in a house (20 percent), inappropriately parked vehicles (18 percent), graffiti (16 percent), and trash or junk in the yard (16 percent). Beyond those who cited these issues as major problems, additional respondents cited them as moderate or minor problems. In comparison with the 2005 survey, statistically significant decreases were found on the proportion of residents who see train noise and racetrack noise as a major problem (by eight and three percentage points, respectively). Unkempt lawn, conversely, is considered as a major problem by a statistically significantly higher proportion of residents (by six percentage points). *Source: Exhibits 26-1and 26-2*

14. **A strong majority of respondents prefer to receive information regarding the Commerce City government through mailed information from the City.** Two-thirds of participants indicated they preferred mailings from the City. More than half of participants (53 percent) preferred receiving information through the local papers. Nearly one-third (29 percent) of survey respondents preferred receiving information through the internet/City web sites. (Note that respondents could provide multiple responses.) *Source: Exhibit 28*

15. **Respondents are at least somewhat likely to attend public meetings on specific issues, most likely those that impact their neighborhoods specifically.** Fifty percent or more of respondents indicated they would be at least "somewhat likely" to attend a public meeting on the following issues: information about city infrastructure that impacts their neighborhood, information about new commercial or business developments in their neighborhood, and policy issues and major decisions (as related to their neighborhood). Respondents were least likely to attend public meetings on the issues of citywide interest that were not specific to their neighborhood. *Source: Exhibit 30*

16. **Many respondents would like more information about local issues.** More than two-fifths of survey participants indicated they would like more information (relative to the amount they received now) about the following issues: available city services, information about infrastructure, information about new commercial or business development, information about public recreation options, and policy issues and major decisions. In every case, the majority of respondents were either satisfied with the amount of information they received or wanted more information about issues. Less than one-tenth of survey participants indicated they wanted less information in every issue presented. *Source: Exhibit 33*

17. **Respondents would like to know more about what impacts their neighborhood and the City as a whole.** Three-quarters of respondents wanted more information (than they currently received) regarding changes that impact their neighborhood. Nearly two-thirds of respondents wanted more information regarding changes that impact the city as a whole. Only 18 percent of participants wanted more information regarding changes that impact other neighborhoods in the city, but not their own neighborhood. Less than one-tenth (7 percent) of respondents indicated they were not interested in learning more information. *Source: Exhibit 34*

18. **Many respondents are proud to say they live in Commerce City.** A total of 39 percent of respondents said that they were very proud or somewhat proud to live in Commerce City, compared to 21 percent who said they were very embarrassed or somewhat embarrassed. Compared to findings from the 2005 survey, the proportion of residents who reported being very proud living in Commerce City statistically significantly increased by ten percentage points, and residents who were somewhat proud living in the City statistically significantly increased by three percentage points. *Source: Exhibits 36-1 and 36-2*

19. **Respondents have a strong interest in recreation/parks and community issues.** Of those who indicate their interest in serving on a city board or committee, the highest proportion (21 percent) said they were interested in addressing recreation/parks. Twenty percent were interested in community issues, and 12 percent were interested in addressing business or retail development. *Source: Exhibit 48*