

# **City of Cheyenne 2004 Citizen Survey**

**PREPARED BY:  
THE CENTER FOR ECONOMIC & BUSINESS DATA  
FOR  
THE CITY PLANNING SERVICES**

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# EXECUTIVE SUMMARY

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## Introduction

This is the ninth *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 governmental 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 spending, staffing, planning and other areas of city government. 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 a reliable foundation of resident opinion that can be monitored periodically in future years as Cheyenne changes, grows and faces difficult tradeoffs.

Copies of this report have been provided to the Laramie County Library, the Laramie County Community College Library, and the Center for Economic & Business Data. Copies are also available at City Planning Services.

If you have any questions or comments, please contact the City Planning Services, at 307-637-6281.

## Methodology

This year's *Citizen Survey* was mailed to a random sample of 800 Cheyenne residents in February and March of 2004. 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. A total of 532 surveys were returned with three respondents declining to complete the survey. The unadjusted response rate, therefore, was 66.5 percent ( $532/800 = 66.5\%$ ). In the *2003 Citizen Survey*, the response rate was 67.6 percent. Thus, the response rate this year decreased by 1.6 percent from 2003.

The effective response rate, which excludes undeliverable surveys from the sample, was 69.6 percent in 2004 as compared to 70.7 percent last year. There were 36 surveys returned as undeliverable, thus the effective sample size was reduced to 764 and the effective response rate becomes  $532/764$  or 69.6 percent.

The survey results are statistically reliable with the margin of error at plus or minus 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 between 0 and 100 with 25 making a rating of bad, 50 neither good nor bad, and 75 as good.

## **New for 2004**

No substantial changes were made in the survey questionnaire this year. A number of additional city services were added to the survey this year. Some of these were transportation/street planning, building inspection/permits, and development/zoning. Citizens were also asked some new questions this year. Some of the new topics posed concerned smoking in restaurants, city ownership of electric and gas supply facilities, wind generation of electricity and long range master planning. Also some questions from last year's survey were dropped. The format remained unchanged. By holding changes to a minimum, comparisons between years can be considered meaningful.

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.

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# Highlights of Findings

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## Cheyenne Quality of Life

- Eighty-four percent of Cheyenne residents rated the local quality of life as good or very good in this year's survey. In the 2003 survey 81 percent of the citizens rated the quality of life in Cheyenne as very good or good. There has been little change in the answers to this question over the past seven years.
- The three most important issues facing Cheyenne in 2004 were economic growth, water (the drought) and planned growth. As has been the case for most past surveys, economic growth dominated all other issues. Five of the top ten issues in 2004 revolved around citizens' desire for improvement in their economic well being. They want more economic growth, greater job growth, higher wages and more affordable housing. They are also concerned about rising utility costs.

## Quality of City Service Delivery

- The overall quality of city services was rated good or very good by 74 percent of the survey respondents. In 2003, the comparable rating was 79 percent. The mean rating this year was 76.2 versus 77.7 in 2003.
- The top rated city services were the Botanic Gardens, city parks, and fire protection. All had mean ratings above 80. This was the first year fire protection lost its number one ranking.
- The results from the correlation between use and satisfaction of city services were again mixed this year. Citizens' level of satisfaction with a service would at times increase as they used the service more (recycling/composting, greenway, Civic Center, City/County Health Department, Botanic Gardens) and with other services, it would decrease with greater use (city golf courses, fire protection, Animal Control). In many instances, when the service was used more than five times, the level of satisfaction dropped sharply.

## 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 of 34 services 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 and ambulance. Last year water and sewer services and trash collection were graded at 90 or above, but this year they were not. Of lesser importance were services related to leisure time activities such as golf courses, art in public places, the greenway and the Botanic Gardens.

## Current Topics in Cheyenne

- While the number one issue in 2003 was the drought, this year economic growth was citizens' dominate concern with 102 respondents listing it as their first issue. Second was water with 79 respondents listing it as their number one issue. Planned growth was third. Snow removal, annexation of county pockets in city limits and public education fell from the list. It should be noted, however, that annexation just missed making the top 10 issues list.
- Residents felt wind generation of electricity and water and sewer services were the number one areas needing improvement this year. Affordable housing was third with snow

removal and city parks ranked fourth. There were large increases in the mean ratings for improving existing parks, developing new parks, expanding the Greenway and expanding city golf courses in this year's survey when compared to past surveys. Please see Figure 17 for further details.

- New to the top 10 this year were recreational and cultural services, affordable housing, law enforcement and the high cost of utilities
- When asked about how their standard of living changed over the previous 12 months, 28 percent of the respondents said it increased, 35 percent said it declined and 38 said there was no change. Figure 23 provides a historical comparison for changes in citizens' standard of living. For the first time ever, more than one quarter of respondents reported an increase in their standard of living this year while the number reporting a decrease in their standard of living dropped below 35 percent.
- The number of residents connected to the internet increased from 72.5 percent in 2003 to 73.8 percent in 2004, a gain of two percent.
- The percentage of Cheyenne residents who commuted to jobs outside of town in 2004 dropped sharply from 2003, 8.7 percent versus 11.6 percent in 2003. Ninety-one percent reported that they do not commute out of town.

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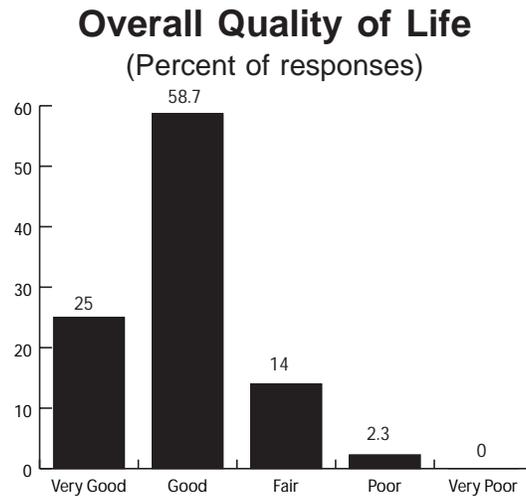
# Overall Quality in Cheyenne

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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. Both received very high marks.

## Cheyenne Quality of Life

Eighty-four percent of respondents gave the quality of life in Cheyenne a good or very good rating as compared to an 81 percent rating in the 2003 survey. Just two percent felt the quality of life was poor compared to five percent who felt it was either bad or very bad in 2003.



**FIGURE 1**

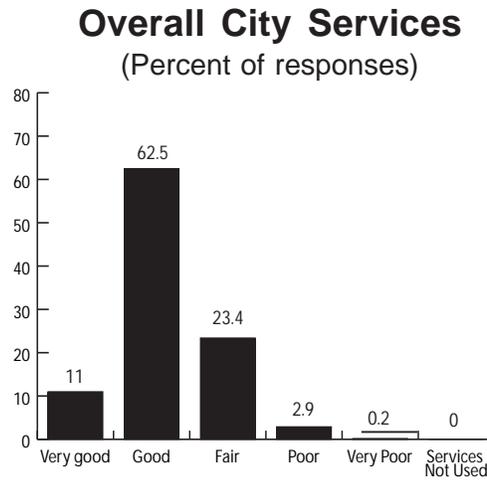
**Quality of Life**  
(Response summary 2004)

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

**FIGURE 2**

## Quality of City Services

When asked how they would rate the overall quality of city government services (Question 74), 74 percent of respondents rated city services good or very good as compared to 79 percent in 2003 and 85 percent in 2001. In the *2000 Survey*, the response was 80 percent. There appeared to be some slippage from good to fair in this year's survey. The mean rating was 76.2 this year versus 77.5 in 2003.



**FIGURE 3**

## Quality of City Services

(Response summary 2004)

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

**FIGURE 4**

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# City Service Delivery

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## Satisfaction Rating of City Services

The table on the next page provides a summary of the ratings given by residents to the quality of 35 Cheyenne city government associated services. Three services were added to this year's survey - Building Inspection/Permits, Development/Zoning, and Nuisance Enforcement. 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 Botanic Gardens, city parks, fire protection, trash collection and the greenway. In 2003 the ranking order was fire protection, Botanic Gardens, trash collection, water/sewer services and city parks.

The five lowest rated services were downtown parking, condition of city streets, development/zoning, nuisance enforcement and city planning and building inspection/permits were tied for fifth place. Last year the first three services were ranked the same, with city council and street/intersection design holding the fourth and fifth places.

Figure 6 provides a graphic display of the average ratings of 35 services. Figure 7 provides comparison average ratings for the years 2004, 2003, 2001 and 2000. The ratings for most services over time vary within a narrow range. There were two exceptions this year. The satisfaction rating for the greenway rose more than seven percent from 2003, and water and sanitary services, by contrast, decreased by 12 percent. The decline in citizen's satisfaction with water services can probably be attributed to the enactment of various water conservation measures during the summer of 2003.

Historical comparisons among all 35 services were not possible due to definitional changes in service categories. Figure 8 provides long-term comparisons for six city services.

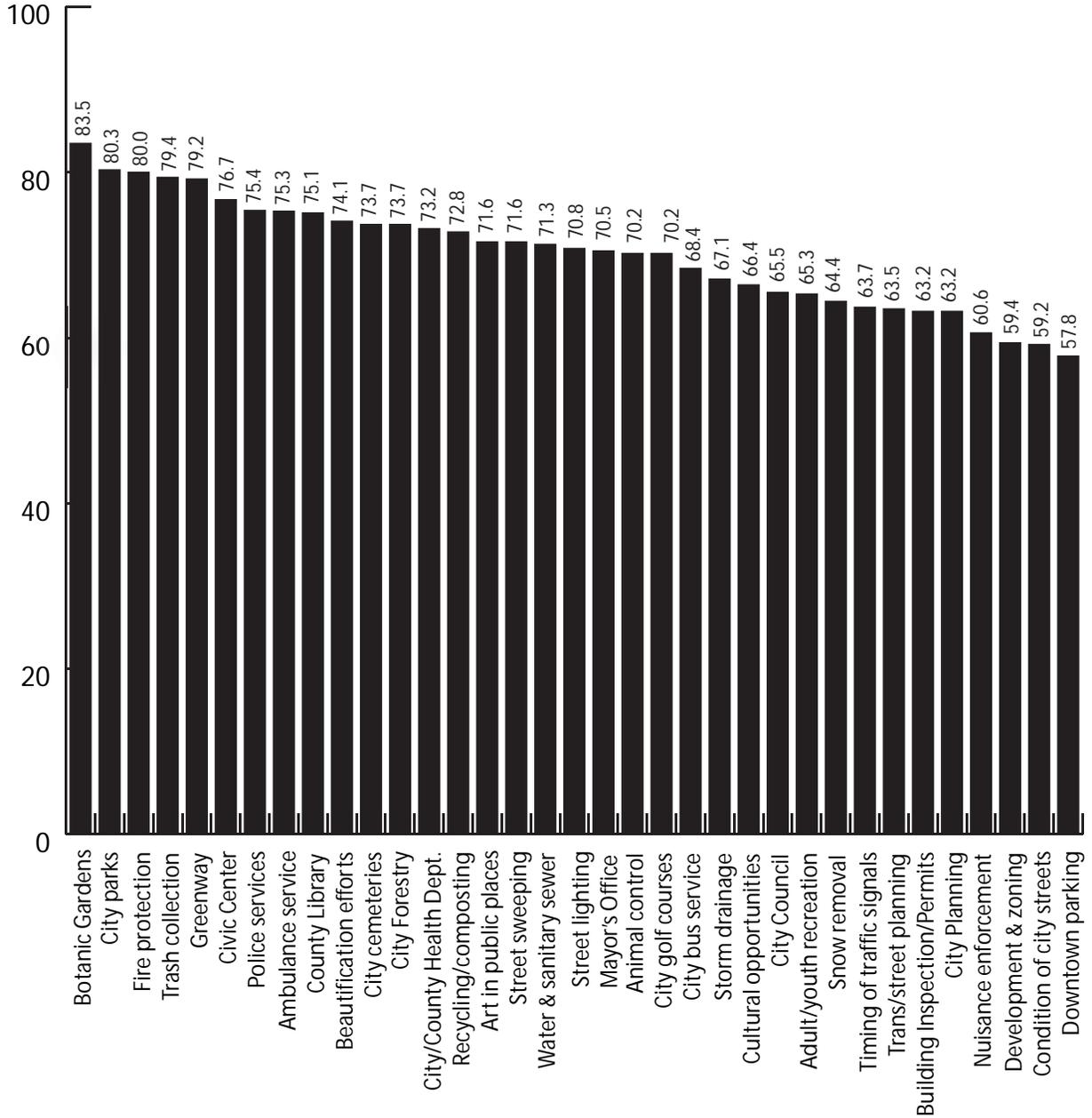
## Satisfaction Rating of City Services

(Percent of responses)

Services	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Services Not Used	Mean Rating
Adult/youth recreation	3.9%	33.7%	27.3%	12.5%	3.7%	18.9%	65.3
Ambulance service	8.4%	31.8%	15.4%	2.3%	0.6%	41.5%	75.3
Animal control	9.2%	39.0%	22.8%	8.2%	3.3%	17.5%	70.2
Art in public places	10.9%	42.3%	32.2%	6.6%	1.6%	6.4%	71.6
Beautification efforts	12.5%	53.6%	20.1%	8.4%	1.3%	4.1%	74.1
Botanic Gardens	29.2%	39.0%	12.3%	1.4%	0.0%	18.1%	83.5
Building Inspection/permits	3.1%	20.3%	28.1%	9.4%	3.3%	35.8	63.2
City bus service	3.9%	17.7%	17.7%	3.9%	1.4%	55.4%	68.4
City cemeteries	5.5%	46.8%	23.8%	2.1%	0.5%	21.3%	73.7
City Council	4.1%	33.1%	36.5%	11.5%	2.7%	12.1%	65.5
City County Health Dept.	7.6%	34.9%	23.4%	2.7%	0.8%	30.6%	73.2
City Forestry	9.2%	45.2%	24.9%	5.5%	0.0%	15.2%	73.7
City golf courses	5.1%	26.3%	17.4%	4.7%	1.7%	44.8%	70.2
City parks	21.6%	58.3%	10.1%	3.3%	1.2%	5.5%	80.3
City planning	4.1%	31.2%	34.3%	17.5%	3.5%	9.4%	63.2
Civic Center	14.6%	47.6%	15.4%	5.9%	0.3%	16.2%	76.7
Condition of city streets	2.9%	35.5%	21.6%	29.2%	8.0%	2.8%	59.2
County Library	14.2%	50.1%	14.0%	6.0%	3.1%	12.6%	75.1
Cultural opportunities	5.8%	33.5%	32.5%	13.4%	2.0%	12.7%	66.4
Development & zoning	1.2%	23.0%	33.3%	15.4%	6.0%	21.1%	59.4
Downtown parking	3.5%	29.8%	22.0%	31.4%	8.0%	5.3%	57.8
Fire protection	15.6%	56.1%	13.5%	1.0%	0.0%	13.8%	80.0
Greenway	28.1%	32.1%	12.7%	4.7%	3.1%	19.3%	79.2
Mayor's Office	9.4%	29.1%	29.2%	3.7%	2.5%	26.1%	70.5
Nuisance enforcement	1.6%	26.3%	29.0%	14.8%	6.2%	22.1%	60.6
Police services	14.0%	51.3%	14.2%	6.0%	2.7%	11.8%	75.4
Recycling/composting	12.3%	49.5%	16.8%	9.8%	2.7%	8.9%	72.8
Snow removal	4.9%	45.6%	18.7%	20.5%	6.8%	3.5%	64.4
Storm drainage	4.3%	46.2%	27.9%	12.5%	4.1%	5.0%	67.1
Street lighting	7.0%	57.9%	16.6%	15.2%	1.8%	1.5%	70.8
Street sweeping	7.0%	55.0%	23.2%	9.6%	1.8%	3.4%	71.6
Timing of traffic signals	5.7%	41.9%	22.4%	19.5%	7.8%	2.7%	63.7
Transportation/streetplanning	3.5%	31.8%	36.2%	15.2%	3.9%	9.4%	63.5
Trash collection	25.5%	54.4%	9.4%	6.0%	2.1%	2.6%	79.4
Water & sanitary sewer	9.4%	55.0%	18.1%	10.9%	3.9%	2.7%	71.3

**FIGURE 5**

## Quality of City Services (Mean Rating)



**FIGURE 6**

## Comparison of Mean Ratings for Satisfaction of City Services

Services	2000	2001	2003	2004
Botanic Gardens	N/A	N/A	81.5	83.5
City parks	78.7	78.0	78.0	80.3
Fire protection	80.6	80.4	81.8	80.0
Trash collection	80.6	78.5	80.4	79.4
Greenway	73.0	75.3	74.1	79.2
Civic Center	N/A	N/A	77.1	76.7
Police services	76.0	74.2	73.8	75.4
Ambulance service	77.6	73.9	77.0	75.3
County Library	79.6	72.8	75.3	75.1
Beautification efforts	71.7	75.3	72.3	74.1
City cemeteries	N/A	N/A	74.3	73.7
City Forestry	N/A	N/A	N/A	73.7
City/County Health Dept.	N/A	N/A	74.1	73.2
Recycling/composting	69.9	71.3	70.9	72.8
Art in public places	N/A	N/A	70.1	71.6
Street sweeping	69.1	70.1	69.6	71.6
Water & sanitary sewer	73.8	76.9	80.1	71.3
Street lighting	72.0	69.7	71.7	70.8
Mayor's Office	N/A	69.9	71.5	70.5
Animal control	69.4	70.9	68.2	70.2
City golf courses	69.3	66.9	71.7	70.2
City bus service	64.1	62.5	71.0	68.4
Storm drainage	63.8	64.9	67.4	67.1
Cultural opportunities	N/A	N/A	65.2	66.4
City Council	N/A	67.4	63.1	65.5
Adult/youth recreation	67.1	65.1	65.0	65.3
Snow removal	65.9	69.3	66.0	64.4
Timing of traffic signals	58.9	62.0	64.5	63.7
Transportation/street planning	65.3	58.6	63.7	63.5
Building Inspection/permits	N/A	N/A	N/A	63.2
City planning	N/A	63.1	62.6	63.2
Nuisance enforcement	N/A	N/A	N/A	60.6
Development & zoning	N/A	N/A	N/A	59.4
Condition of city streets	N/A	56.5	62.0	59.2
Downtown parking	57.1	58.1	60.3	57.8

FIGURE 7

## Historical Comparison Rating of City Services

Rating of Services	1995	1996	1997	1998	1999	2000	2001	2003	2004
Trash collection	80.0	82.0	80.0	82.0	82.0	80.6	78.5	80.4	79.4
Fire protection	84.0	84.0	82.0	82.0	84.0	80.6	80.4	81.8	80.0
Police service	78.0	78.0	78.0	76.0	78.0	76.0	74.2	73.8	75.4
Parks and recreation	76.0	78.0	76.0	76.0	78.0	74.0	78.0	N/A	N/A
Water & sanitary sewer	78.0	80.0	74.0	74.0	76.0	73.8	76.9	80.1	71.3
City bus service	N/A	N/A	N/A	N/A	N/A	64.1	62.5	71.0	68.4

**FIGURE 8**

## Importance Rating of City Services

The table on the following page provides ratings given by citizens of the *importance* of 34 Cheyenne city government associated services. Last year there were 29 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.

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 (93.9%), police services (92.5%) and ambulance services (90.5%) were rated as the three most important services provided by the city. Last year water and sanitary service ranked as the second most important service. In this year's survey, its rank was fifth. Trash collection was ranked very high last year (92.8%), but it, too, dropped, falling near its historical mean ranking (88.1%).

Figure 11 presents a historical perspective that shows citizens typically rate these 3 services plus city streets and water/sewer services as the most important services provided by the city. The lowest service of importance was, once again, golf courses at 63.7 percent followed by Art in Public Places (65.9%) and the Botanic Gardens (72.4%).

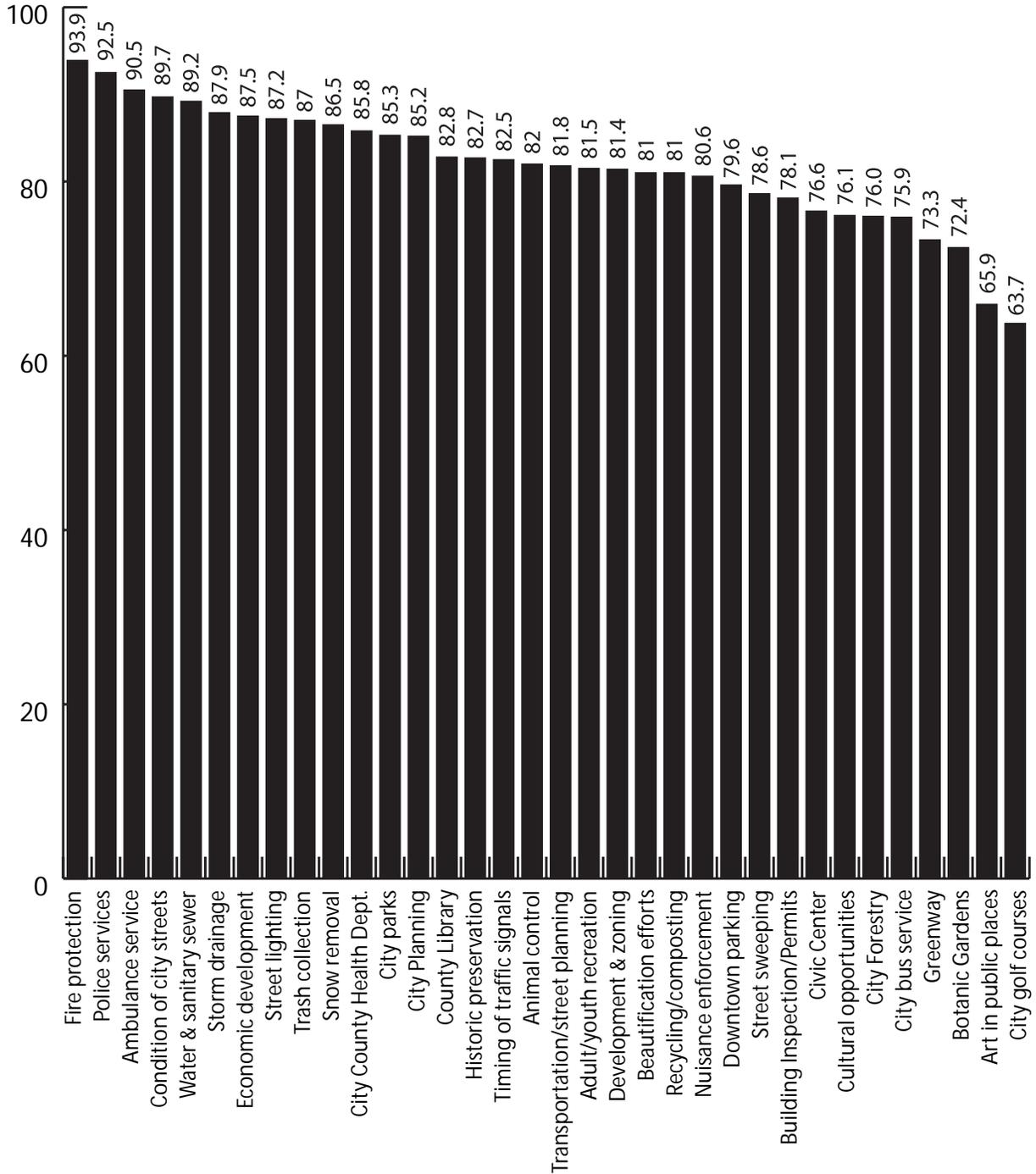
Examination of Figure 11 further showed that the greenway, beautification and transportation/street planning all experienced large changes in their importance rankings in the 2004 survey. The greenway's ranking increased 6.9 percent while beautification rose eight percent. Transportation/street planning, by comparison, decreased 7.2 percent.

## Importance Ratings of City Services (Percent of Responses)

Services	Very important	Important	Neither	Unimportant	Very unimportant	Mean Rating
Adult/youth recreation	29.2%	52.6%	15.7%	1.4%	1.1%	81.5
Ambulance service	60.4%	33.1%	5.4%	0.4%	0.7%	90.5
Animal control	25.3%	60.2%	14.1%	0.2%	0.2%	82.0
Art in public places	7.3%	34.6%	42.5%	11.5%	4.1%	65.9
Beautification efforts	27.2%	54.6%	14.5%	3.0%	0.7%	81.0
Botanic Gardens	15.0%	42.0%	35.1%	6.1%	1.8%	72.4
Building Inspection/ permits	17.8%	58.8%	21.0%	1.2%	1.2%	78.1
City bus service	16.1%	54.2%	24.6%	3.5%	1.6%	75.9
City County Health Dept.	39.6%	51.0%	8.8%	0.2%	0.4%	85.8
City Forestry	13.1%	56.2%	28.7%	1.8%	0.2%	76.0
City golf courses	9.2%	32.7%	34.6%	14.6%	8.9%	63.7
City parks	36.4%	55.6%	6.6%	1.0%	0.4%	85.3
City planning	39.5%	49.6%	9.3%	1.0%	0.6%	85.2
Civic Center	16.7%	55.7%	22.9%	3.0%	1.7%	76.6
Condition of city streets	51.9%	45.3%	2.2%	0.4%	0.2%	89.7
County Library	33.4%	50.9%	12.9%	2.0%	0.8%	82.8
Cultural opportunities	19.8%	48.3%	26.3%	4.1%	1.5%	76.1
Development & zoning	26.9%	55.5%	15.6%	1.6%	0.4%	81.4
Downtown parking	28.3%	49.0%	17.1%	3.9%	1.7%	79.6
Economic development	49.4%	40.3%	8.9%	1.0%	0.4%	87.5
Fire protection	71.2%	27.2%	1.6%	0.0%	0.0%	93.9
Greenway	24.4%	39.8%	20.7%	8.1%	7.0%	73.3
Historic preservation	35.1%	46.4%	16.1%	1.8%	0.6%	82.7
Nuisance enforcement	25.4%	54.1%	19.1%	1.0%	0.4%	80.6
Police services	67.2%	28.8%	3.4%	0.4%	0.2%	92.5
Recycling/composting	27.4%	53.9%	16.1%	1.8%	0.8%	81.0
Snow removal	43.2%	46.9%	9.3%	0.6%	0.0%	86.5
Storm drainage	45.9%	48.3%	5.4%	0.4%	0.0%	87.9
Street lighting	42.2%	52.2%	5.0%	0.6%	0.0%	87.2
Street sweeping	13.9%	66.5%	18.4%	1.2%	0.0%	78.6
Timing of traffic signals	31.9%	51.8%	13.7%	2.2%	0.4%	82.5
Trans/street planning	26.0%	58.9%	14.0%	0.4%	0.7%	81.8
Trash collection	40.5%	54.3%	5.0%	0.2%	0.0%	87.0
Water & sanitary sewer	51.4%	43.8%	4.6%	0.0%	0.2%	89.2

**FIGURE 9**

## Importance of City Services (Mean Rating)



**FIGURE 10**

## Comparison of Mean Ratings for Importance of Services

	2000	2001	2003	2004
Fire protection	93.7	95.1	95.3	93.9
Police services	94.3	94.9	94.1	92.5
Ambulance service	93.1	93.5	93.1	90.5
Condition of city streets	N/A	88.7	87.7	89.7
Water & sanitary sewer	88.8	87.6	94.8	89.2
Storm drainage	87.5	88.7	89.3	87.9
Economic development	N/A	N/A	N/A	87.5
Street lighting	86.2	85.4	88.8	87.2
Trash collection	86.8	85.9	92.8	87.0
Snow removal	88.1	87.7	87.7	86.5
City County Health Dept.	N/A	N/A	86.0	85.8
City parks	82.9	85.7	83.0	85.3
City planning	N/A	87.8	85.4	85.2
County Library	83.0	85.7	83.9	82.8
Historic preservation	N/A	N/A	N/A	82.7
Timing of traffic signals	85.8	82.6	83.6	82.5
Animal control	83.3	82.0	82.7	82.0
Transportation/street planning	87.1	87.2	88.1	81.8
Adult/youth recreation	80.7	87.1	80.7	81.5
Development & zoning	N/A	N/A	N/A	81.4
Beautification efforts	77.8	80.2	75.0	81.0
Recycling/composting	77.6	82.2	80.1	81.0
Nuisance enforcement	N/A	N/A	N/A	80.6
Downtown parking	79.8	82.9	77.1	79.6
Street sweeping	77.5	78.3	78.6	78.6
Building Inspection/permits	N/A	N/A	N/A	78.1
Civic Center	76.7	79.8	76.1	76.6
Cultural opportunities	N/A	N/A	75.5	76.1
City Forestry	N/A	N/A	N/A	76.0
City bus service	74.0	79.6	77.1	75.9
Greenway	71.0	74.2	68.6	73.3
Botanic Gardens	N/A	N/A	72.7	72.4
Art in public places	N/A	N/A	66.7	65.9
City golf courses	66.3	65.6	61.0	63.7

**FIGURE 11**

## Satisfaction/Importance Relationship

The diagram on the following page displays each of 32 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 32 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 and did fall in the high satisfaction and high importance cell – fire, police, ambulance and trash collection. Water/sewer service which was included in this cell in the 2003 survey was not included in this year's survey. City parks, after dropping from this cell in 2003, did make it back this year. The conclusion is that when it comes to providing vital services, the city is doing so and is providing quality services.

Similar to past years, there appears a need for the city to better address some services - street repair, snow removal and planning. These three services were of high importance, but citizens were not satisfied with the quality of services. In 2003, citizens also included storm drainage in this cell.

# Satisfactory/Importance Relationship

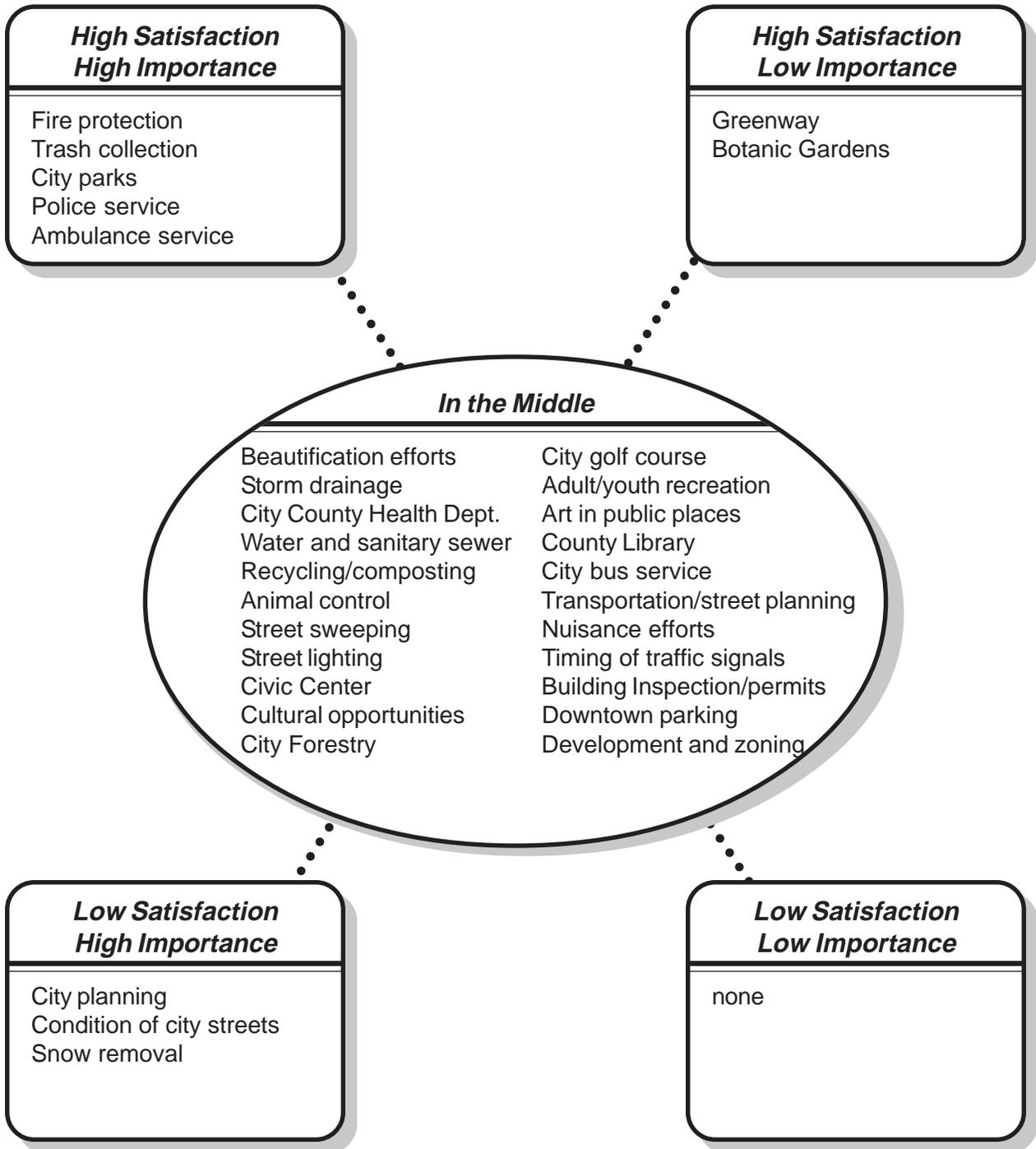


FIGURE 12

## Satisfaction/Use Correlation

For the fourth year, the 2004 survey included questions aimed at correlating frequency of use of specific city services with levels of satisfaction.

The survey sought to collect data linking actual and frequent users of a service or facility with that user's level of satisfaction. This would provide more accurate information on the level of satisfaction from those with direct personal experience with that service.

To achieve this, citizens were asked their frequency of use of 13 of the 32 services listed in the satisfaction/importance section of the survey. They were asked to note the number of times they used each of these services during the past 12 months, ranging from none to 11 or more times. The choices were: none, 1-2, 3-5, 3-10, or 11+.

Responses of **none** were not used. Satisfaction ratings in each of the other four categories were then collected and tabulated resulting in a mean rating of each level of frequency of use. Results are depicted by the following graphs.

The number of responses for each frequency category is in italics beneath the name of each service. The number of responses in some categories was quite small, producing results that are not reliable.

Overall, citizens' satisfaction with six services increased as they used the service more. These were recycling/composting, the greenway, the Civic Center, city parks, City/County Health department and the Botanic Gardens. The other services represented in Figures 13 and 14 had a dip in satisfaction as usage increased. This was particularly true for Animal Control.

### Satisfaction/Use Correlation (Mean Ratings)

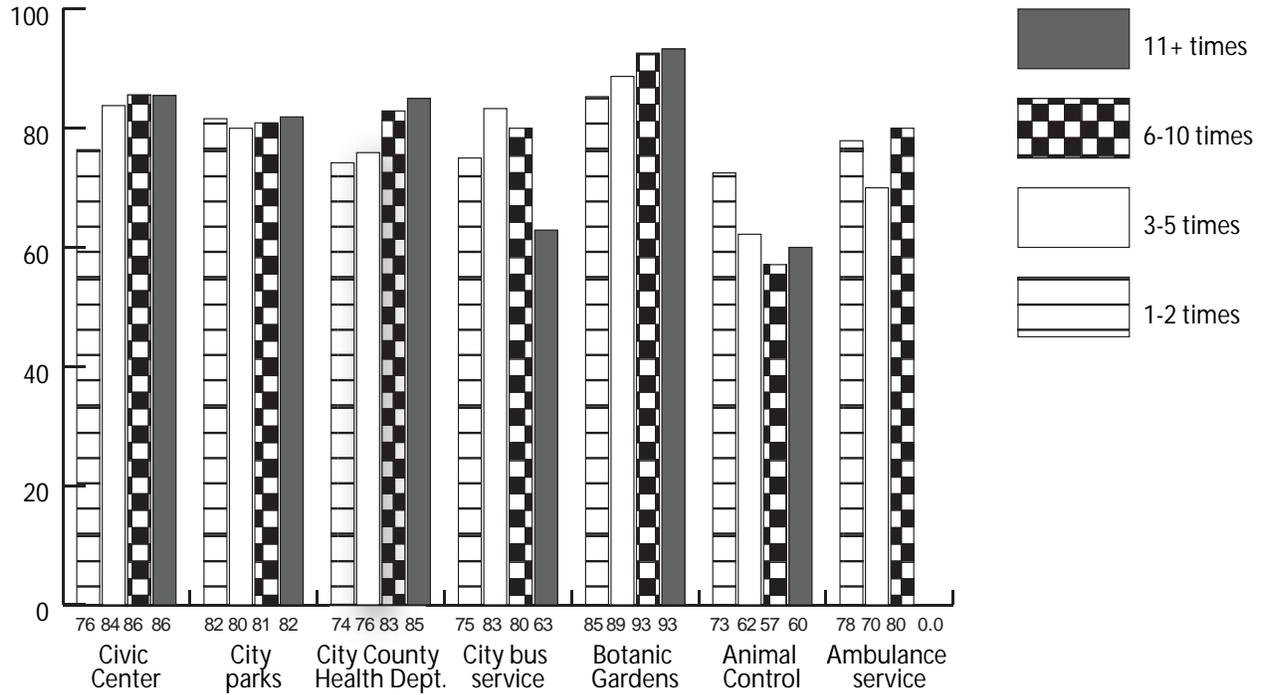


FIGURE 13

### Satisfaction/Use Correlation (Mean Ratings)

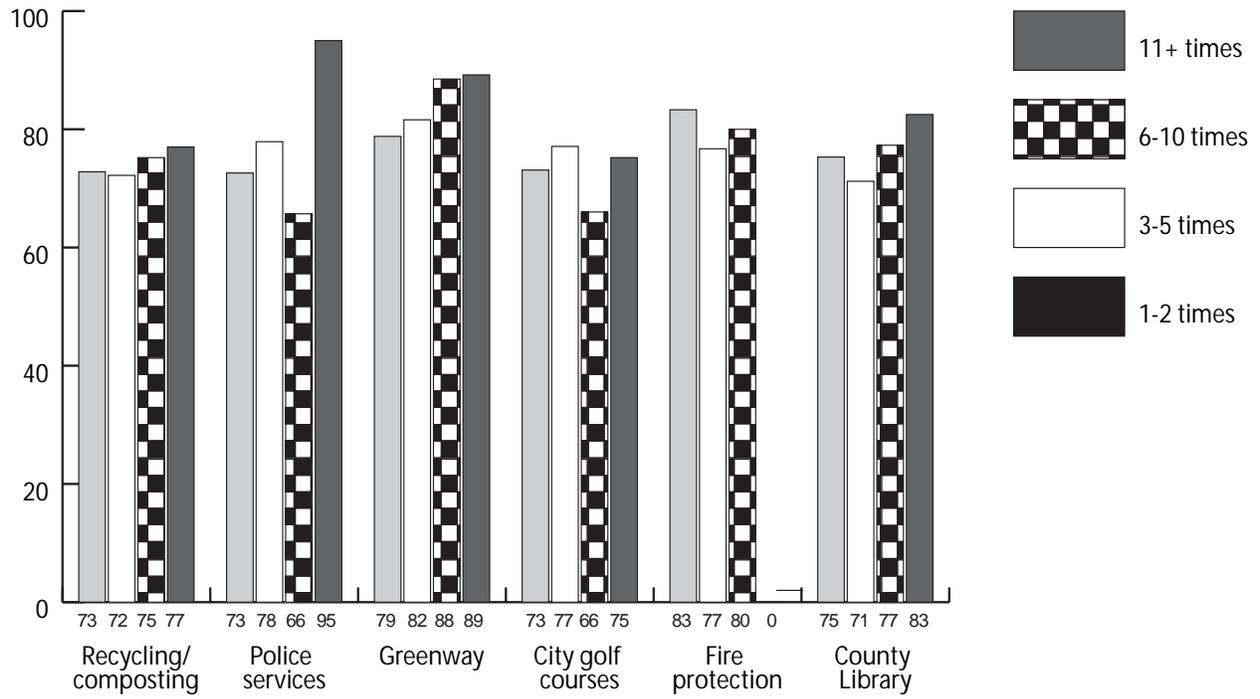


FIGURE 14

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# Issues

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## 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 2004 was economic growth while in 2003 it was water (drought, usage, safety). Given the fact the 4-year drought had eased somewhat in 2003, it was not surprising that water was no longer the number one concern of residents. Similar to past surveys, economic growth, job opportunities, better wages and planned growth and development were again major issues for citizens in 2004. The biggest change in the Issues' section this year was the fact that recreation and cultural activities was ranked as the fourth most important issue. Conversely, city streets were mentioned less as a major issue than in past years. As Figure 15 represents, residents rated the bottom five issues about equally.

Annexation of county pockets fell from the top ten list this year, but just barely. Fifteen respondents thought it should have been included while 18 listed the high cost of utilities as more important. The cost of utilities was new to the top ten issues as was law enforcement. Improving education also dropped from this year's list.

Figure 16 provides a historical comparison of the top ten issues.

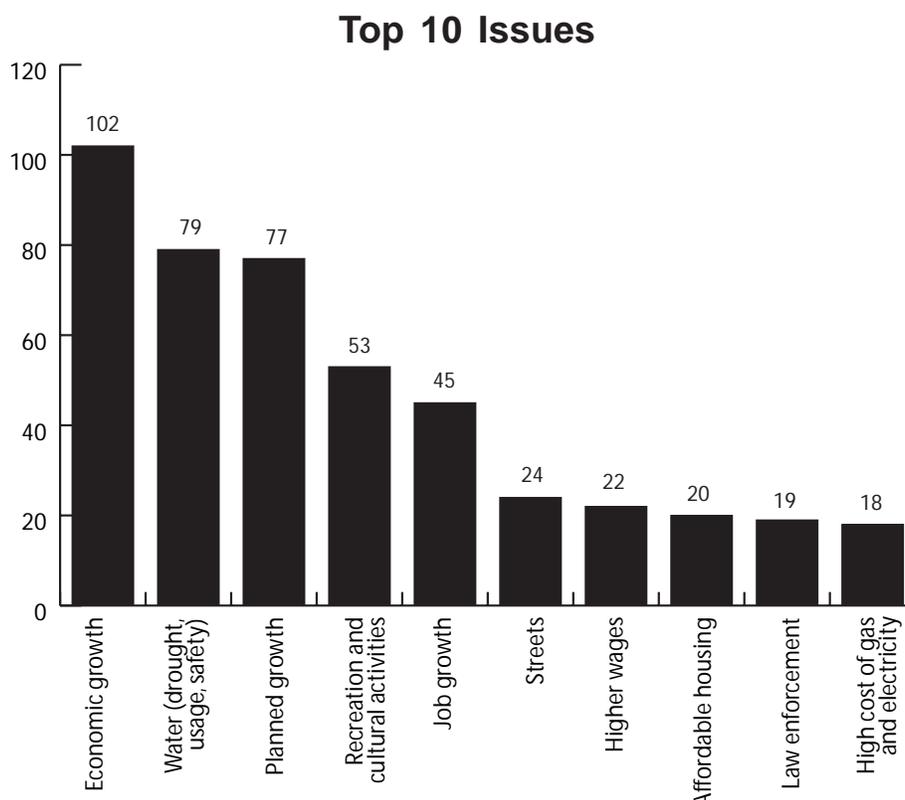


FIGURE 15

## Historical Top Ten Issues

RANK	1999	2000	2001	2003	2004
1	Econ. Development	Economy/Jobs	Economy/Jobs	Water	Economic Growth
2	Planned Growth	Traffic Control	Econ. Development	Job Opportunities	Water
3	Education	Streets	Traffic Control	Planned Growth	Planned Growth
4	Streets	Crime	Recreation	Streets	Recreation/Culture
5	Water Supply	Econ. Development	Streets	Affordable Housing	Job Growth
6	Storm Drainage	Recreation	Education	Higher Wages	Steets
7	Gang Issues	Affordable Housing	Downtown Develop.	Annexation of Pockets	Higher Wages
8	Water Quality	Cost of Utilities	Police Service	Improve Education	Affordable Housing
9	Cost of Utilities	Water/Sewer	Annexation of Pockets	Recreation	Law Enforcement
10	Police Service	Downtown Develop.	Affordable Housing	Snow Removal	Cost of Utilities

**FIGURE 16**

## Needed Improvements

From a list of 22 possible improvement projects, citizens were asked to rank their support for each. Figure 17 displays the results. Using the average rating as a ranking index (Figure 18), wind generation of electricity (80.5%) was the number one improvement priority of citizens followed by water and sanitary sewer. Next was affordable housing and snow removal.

Figure 18 provides comparison rankings between the last three surveys for the same improvement projects. Of note, in the 2004 survey was the size of the change in averages for some improvement areas between 2003 and 2004. In particular, existing parks, development of new parks and expansion of the greenway should be noted. All experienced percentage gains in excess of nine percent. The greenway rose 15 percent. Street maintenance also gained, up 11 percent.

It should also be noted that while golf course expansion retained its traditional last place ranking, its mean rose 21 percent this year which exceeded all other items.

### Support of Improvement Areas (Percent of responses)

IMPROVEMENTS	Strongly Support	Support	Do Not Support	Undecided	Mean Rating
Additional street maintenance	30.5%	59.8%	4.2%	5.5%	78.7
Alternate street parking one day/month for sweeping	16.6%	47.9%	17.4%	18.2%	65.8
Affordable housing	41.1%	42.5%	9.1%	7.3%	79.4
Botanic Gardens expansion	13.4%	38.3%	32.9%	15.4%	62.4
City appearance/landscaping	25.8%	58.9%	7.9%	7.4%	75.8
City golf course expansion	9.1%	24.3%	52.6%	14.0%	57.1
Convention/events center	29.3%	35.3%	21.7%	13.7%	70.0
Develop new parks	20.8%	51.0%	18.0%	10.2%	70.6
Downtown parking	20.8%	49.2%	20.2%	9.8%	70.3
Downtown revitalization	27.5%	49.9%	12.6%	10.0%	73.7
Greenway expansion	28.0%	35.4%	24.1%	12.5%	69.7
Growth and design guidelines	32.0%	50.4%	6.9%	10.7%	75.9
Hire more officers for enforcement	27.2%	42.2%	16.5%	14.1%	70.6
Improve existing parks	30.8%	59.8%	4.1%	5.3%	79.0
Indoor recreation center	28.5%	41.9%	16.5%	13.1%	71.5
Long range master planning	37.2%	48.1%	4.1%	10.6%	77.9
More open land	18.0%	39.2%	19.3%	23.5%	62.9
Reduce noise and light pollution	17.4%	45.6%	17.2%	19.8%	65.2
Snow removal capabilities	31.5%	58.3%	5.0%	5.2%	79.1
Storm drainage infrastructure	24.5%	58.1%	5.5%	11.9%	73.8
Water and sanitary sewer	33.4%	59.4%	2.7%	4.5%	80.4
Wind generation of electricity	45.4%	40.5%	5.1%	9.0%	80.5

FIGURE 17

### Comparison of Mean Ratings for Improvement Areas

IMPROVEMENTS	2001	2003	2004
Wind generation of electricity	N/A	N/A	80.5
Water and sanitary sewer	69.5	76.1	80.4
Affordable housing	N/A	N/A	79.4
Snow removal capabilities	N/A	N/A	79.1
Improve existing parks	72.4	72.3	79.0
Additional street maintenance	77.1	70.8	78.7
Long range master planning	N/A	N/A	77.9
Growth and design guidelines	N/A	N/A	75.9
City appearance/landscaping	N/A	N/A	75.8
Storm drainage infrastructure	N/A	73.8	73.8
Downtown revitalization	70.8	69.3	73.7
Indoor recreation center	70.0	70.4	71.5
Develop new parks	63.4	64.8	70.6
Hire more police officers for enforcement	71.4	68.9	70.6
Downtown parking	N/A	N/A	70.3
Convention/events center	N/A	65.9	70.0
Greenway expansion	61.7	60.7	69.7
Alternate street parking one day/month for sweeping	N/A	N/A	65.8
Reduce noise and light pollution	N/A	61.5	65.2
More open land	60.7	62.7	62.9
Botanic Gardens expansion	N/A	N/A	62.4
City golf course expansion	49.7	47.4	57.1

FIGURE 18

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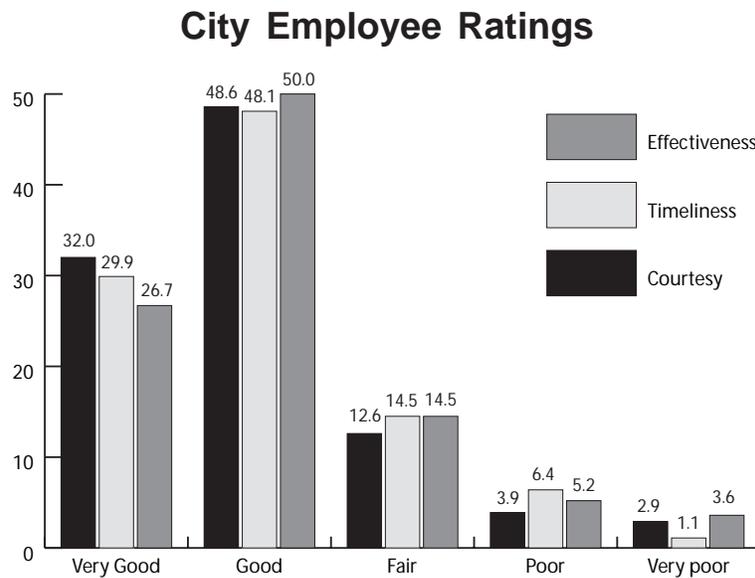
# Other Topics

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A continuing goal of the Citizen Survey 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 dropped all together.

## 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 this year's questionnaire the rating scale was reworded and read – Very Good, Good, Fair, Poor and Very Poor. Past survey instruments read Very Good, Good, Neutral, Bad and Very Bad. The results are displayed in Figure 19 and showed a marked shift from the Good category to the Very Good category in 2004 versus 2003.



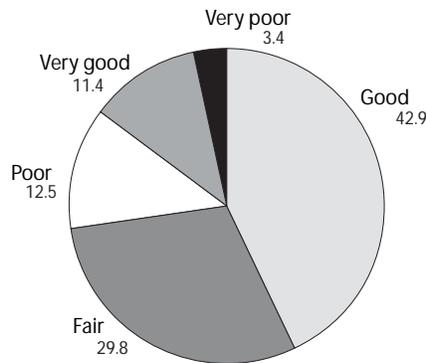
**FIGURE 19**

## Street Condition

A change was made to how citizens were asked to rate the condition of city streets in this year's survey. They were asked to rate their neighborhood streets and then to rate other streets they frequently drive. Figures 20 and 21 show the 2004 responses. In both 2003 and 2004, 54 percent of respondents rated their neighborhood streets as good or very good. Sixteen percent felt streets were poor or very poor as compared to 19 percent last year.

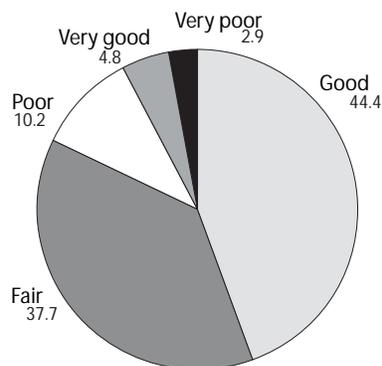
Citizens rated the condition of non-neighborhood streets as good or very good at 49 percent. Thirteen percent felt streets that they drove frequently were in poor or very poor condition.

**Street Condition Rating**  
Within Your Neighborhood



**FIGURE 20**

**Street Condition Rating**  
Other Streets You Drive Frequently

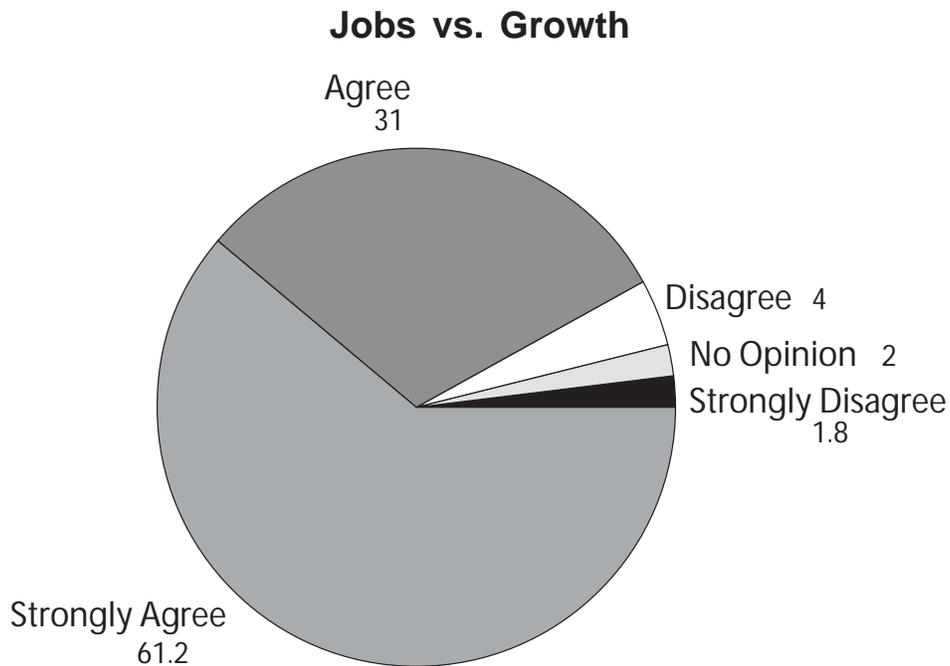


**FIGURE 21**

## Economic Considerations

In past surveys, residents were asked, “Is it a good idea to solicit new industrial and commercial firms to Cheyenne, knowing that more jobs bring growth.” This year the question was reworded to 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.”

An astonishing 92 percent of citizens agreed or strongly agreed with this statement. Specifically, 61 percent strongly agreed this year as compared to 56 percent last year who thought it was a very good idea. Thirty-one percent agreed with the statement in 2004 versus 29 percent in 2003 who thought it was a good idea. Six percent were opposed to economic growth in 2004 as compared to four percent in 2003.



**FIGURE 22**

## 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 2004 by 22 percent which was the largest such increase over the past 5 surveys. Similarly, there was a decrease of 17 percent of those reporting that their standard of living declined in 2004.

### Change of Household Standard of Living

(Percent of Responses)

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

FIGURE 23

## Commuting

### Respondents Who Commute Out of Town

(Percent of responses)

	2001	2003	2004
YES	10.5	11.6	8.7
NO	89.5	88.4	91.3

FIGURE 24

## Communications

Residents were again asked if they were connected to the Internet. There was a 12 percent increase in the number of residents connected to the Internet since the 2001 Survey.

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

	2001	2003	2004
YES	66.0	72.5	73.8
NO	34.0	27.5	26.2

**FIGURE 25**

## Smoking

Residents were asked for the first time in this year's survey the following question on smoking:

**Would You Support Prohibiting Smoking  
in City Restaurants Only?**  
(Percent of Responses)

YES	61.5
NO	38.5

**FIGURE 26**

# Ownership of Utilities

The question below was also new to this year's survey.

## Should the City Study City Ownership of Electric and Gas Supply Facilities?

(Percent of Responses)

YES	67.0
NO	33.0

**FIGURE 27**

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# APPENDIX I

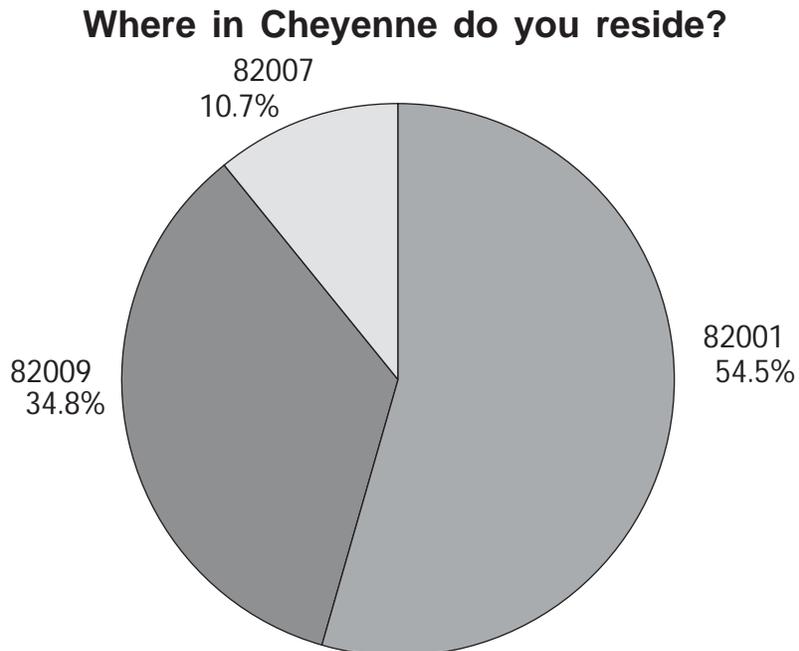
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## Demographics

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 28 shows the actual response rates by zip codes.



**FIGURE 28**

Figure 29 presents levels of education provided by survey respondents in 2004. 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 survey reported 1.4 percent of respondents had less than that level of education. For high school diplomas, the comparable percentages were: Census 26.5% and the Survey 20.2%; Four-year college degree: Census 15.4%, Survey 19.2%; Graduate degree: Census 8.1%, Survey 18.2%. In mail surveys of comparable length and complexity to the *Citizen Survey*, it is normal to see higher educated individuals participate.

**Education Levels**  
(499 responses)

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

**FIGURE 29**

The 2000 U.S. Census reported that 66.1 percent of all occupied housing in the city was owner-occupied whereas *the 2004 Survey* reported that 84.8 percent of respondents owned their own housing.

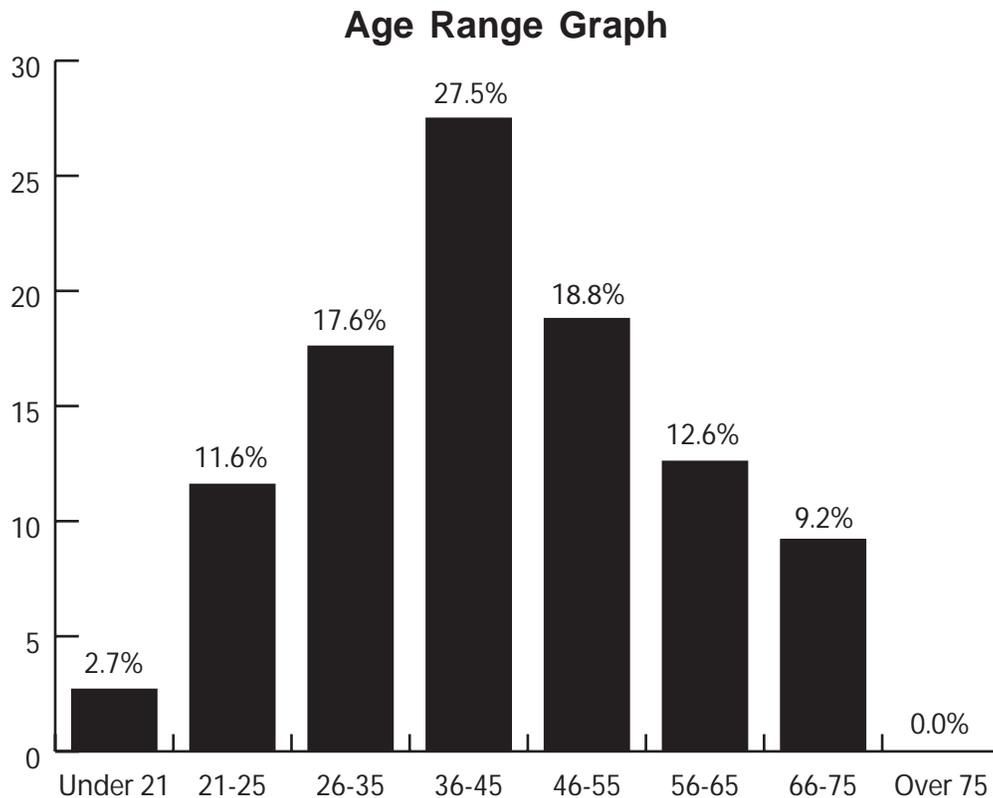
For rentals, the comparable Census figure was 34 percent and this year's *Survey* reported 15.2 percent.

### Homeownership (488 responses)

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

**FIGURE 30**

In the *2004 City Survey*, there was one noticeable change in the age distribution of respondents. There were decidedly more young adult participants than in previous surveys.



**FIGURE 31**

The Census does not provide income bracket data identical for all ranges shown in Figure 34. However, 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 *2004 Survey* reported 12.7 percent of city respondents earned within this range. For the bracket \$50,000 to \$74,999, the Census percentage was 20.2 percent and the *2004 Survey's* was 21.0 percent by comparison.

**Annual Household Earnings**  
(Percent of Responses)

Income	2000	2001	2003	2004
0 - 14,999	8.3	12.0	7.1	6.8
15,000 - 24,999	12.8	14.3	12.3	14.2
25,000 - 34,999	16.7	14.8	15.2	14.8
35,000 - 49,999	20.2	16.8	21.9	18.0
50,000 - 74,999	23.9	22.5	20.7	21.0
75,000 - 99,999	11.9	12.5	15.0	12.7
100,000 - 149,999	4.4	5.1	6.3	8.7
150,000 and above	1.7	2.0	1.5	3.8

**FIGURE 32**

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APPENDIX II

SURVEY INSTRUMENT

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# City of Cheyenne 2004 Citizen Survey

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## APPENDIX III OPEN-ENDED COMMENTS

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PREPARED BY:  
THE CENTER FOR ECONOMIC & BUSINESS DATA  
FOR  
THE CITY PLANNING SERVICES

APRIL, 2004

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

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# Open-ended Comments

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## IS THERE ANYTHING ELSE YOU WOULD LIKE TO TELL US?

City Rec Center!  
Thanks for asking!  
Get rid of Judy Case.  
Need Motor-cross track.  
It's a great place to live.  
Nice survey Great idea.  
Need city rec. centers!  
You're doing a good job!  
Please finish Greenway.  
Healthcare improvements!  
Keep up the good work! (12)  
Get rid of Xcel and Bresnan cable.  
Cheyenne is an excellent place to live.  
The stuff for youth stinks for poor people.  
Pass a law about no smoking in restaurants.  
I would like to see lights and gas level out.  
I love where I live! Keep up the good work!  
City employees need better health insurance.  
Just laid off in January – expect new job shortly.  
Please increase forestry and beautification efforts!  
Please maintain the alleys grade at least twice a year.  
Get rid of the “graveyard” and try beautifying instead.  
Spring and Fall refuse pickup and adequate notification.  
We need indoor and outdoor skate parks on the south side.  
Continuing on improving local air service is also important.  
No more police. Do not try to make Cheyenne Non-Smoking.  
It would be nice if the alleys could be graded as the once were.  
Need to put more street lights up the growth is growing to fast.  
Nine-hole punch pass for the airport golf course would be nice.  
Development should be stopped until the water shortage is over.  
The drought surcharge from Nov on is like a new tax for the city.  
Handicap services are not real good at LCCC need improvement.  
Put snowplows on the Garbage trucks. Stiffer penalty for DUI offenders.  
Keep Cheyenne growing through economic development and annexations.  
I am an assisted living. I am stuck here for the rest of my life in a wheelchair.  
Our form of City government very good. Gives the people good representation.  
Gas and Electric is too expensive and the local cable company is too expensive.  
Where you can get health insurance at little better cost. Cost up medical reduced.  
Reduce road rage and promote driving safety by enforcing existing turn signal laws.  
Police uniforms look terrible; they look like a South American dictators army. BAD  
Need to bring more industry to this area, other than jobs paying 10.00 an hour or less.  
I believe we need to concentrate on Quality growth in Cheyenne, not growth at any cost.  
I feel the airport needs to be moved outside of Cheyenne. It is too close to residential areas.

Cheyenne is a nice town please do not make any changes. Xcel gas costs are out of control.

We need more rest rooms in the parks. The restrooms at Lions park ball field are un-fit to use.

Thanks for the opportunity to fill out this survey as we enjoy living and being retired in the city.

Cut down people speeding on Dell Range, Converse, Pershing, College, and South Greeley. I think Cheyenne is a great town to live in and raise a family! We like our small city of Cheyenne.

Nation way median needs beautification like trees, grass, and shrubs. Sun Valley needs a Green way.

We think the Mayor and City Council are doing a decent job of running the city at the present time.

I would like to say thank you to everyone who takes part in this great community. Job well done!!!

Listen to citizens when deciding to bring in new businesses. We do not need another parking garage.

Please activate all left hand turn signals; many left hand turns are dangerous due to no left hand turn signal.

Cheyenne is a wonderful community. Thank you for all your efforts and the efforts of the entire city staff.

Concerned with city streets. Congratulate Mayor and city council with progressive nature of development.

Greenway is a waste of money. Make cars and trucks stop at stop signs. More time on walk at stoplights.

Investigate police officers seem to be very militaristic poor attitude they are better in the last year than prior.

Nice if the Cheyenne downtown were non-smoking in restaurants and bars like Fort Collins and Casper.

I think you have a hunch on progress, safety, the future; discontinue expense, time, analysis of surveys.

Sun Valley does need a Green Way. Minimum wage needs to be increased just as inflation has gone up.

This probably a county issue, but I would like to see Christensen road connected between Pershing and Campstool.

Complete the airport asap. It is not a good idea to have only one runway and limited instrument landing aids this time of year (would also like to see the option to build corporate hangers with own fuel farms).

A city recreation center should be considered. Every town or city in Wyoming has one. Why doesn't Cheyenne?

I really believe Cheyenne needs to bring more businesses to the area and stop turning down moneymakers away.

Why does the city pick up trash from Prairie View apts at 6:15 am on a Saturday morning? This is pathetic.

I think Cheyenne is a very clean and pretty city! Utilities and phone service keeps rising in cost. We need more jobs!

Housing prices are outrageous along with cost of living. The overall job market doesn't support these demographics.

To try and cut down on speeding on Dell Range, Pershing, College drive, South Greeley, and Converse. Thank You.

I would like to see greater support of the conservation effort of natural resources for the long term good of Cheyenne.

The high school kids are drinking, because there is not enough for them to do. The town could really use an event center.

Why did you build a garage downtown that was not needed? You should have put the money into street improvements.

Move forward thinking look for way to get things done. Don't be had by "it can't be done" make it work and it will work.

My disenchantment with the county commissioners, they have too much power for 3 people and they have no term limits!

Clean up dry creek. It is an eyesore for the whole city. Don't use streets for RV's, trailers and other junk not used daily.

Cheyenne is a wonderful place to live. I think we need to make it more presentable to people with landscaping, grass, etc...

I'm very contented living in Cheyenne. I find it friendly and courteous and still 10 minutes from all the places I frequent.

The streets in Western Hills should be cut down before any new asphalt is applied. Can't get in or of driveway without dragging.

Traffic lights need to be better coordinated, more left turn lanes. Indoor recreation center needed so we don't have to bug schools.

The youth in this town are the most important resource we have. Thanks for having lots of sports and educational opportunities for them to do.

You are ruining Cheyenne's beauty in the summer with your extreme water restrictions. You turned a pretty town into an ugly one.

Don't charge me for the water problem (Drought) ask for federal help or use the surplus state money that is being held for some reason.

I would like to see a police escort for every funeral in Cheyenne, and I would like to see Cheyenne being the cleanest city in the states.

Improve the upkeep of the city parks you have. Law enforcement appearance is not good. Not enough water so control the growth.

We need to purchase Storey Gym for a Community recreation center. Host sporting tournaments i.e. soccer, basketball, and volleyball.

Take time to visit some comparable cities to Cheyenne and see how they are handling expansion. I suggest Grand Forks North Dakota.

We truly love living in this community and believe we have good services and opportunities for recreation and leisure activities.

When you hire consultants they should be from our area. Look at Loveland's convention center and the great entertainment they have had.

Something needs to be done about the water shortage, because people's yards and trees are dying, and this is making Cheyenne look terrible.

There is really no place for families to go. We go to the mall and fight teenage crowds (not their fault either) There is really nothing to do.

Overall I think this administration is doing a great job. Very impressed with all the improvements done here in Cheyenne Thank you.

Something needs to be done about the water shortage because people's yards and trees are dying. This is making Cheyenne look terrible.

The city should not send out a second or third survey if one has already been sent. That would waste paper, time and shipping. Thank you.

The city wastes far too much money. All the overages in the 6<sup>th</sup> penny tax collection could do more the squandering for a bunch of junk.

The city should keep a watchful eye on quality and quantity of construction around Cheyenne. Especially Jim Wood's construction Co.

Investing in and helping current businesses grow. Tax credit for capital investment or do not charge taxes on capital improvements equipment.

I like the positive direction Cheyenne is headed for too many years anything that represented change was deemed to be bad for Cheyenne.

The youth in this town are the most important resource we have. Thanks for having lots of sports and educational opportunities for them to do.

My spouse and I appreciate the Mayor and his moral stance. I believe the Mayor and City council is doing a good job for Cheyenne. Thank You.

Utilize land purchase west of town for dump open space for shooting range, cycle track and water. Fantastic purchase with great forethought Bravo!

We need to purchase Storey gym for a community recreation center. Host sporting tournaments like soccer, basketball and volleyball.

City events are not publicized well. Public transportation is expensive and inconvenient. Animal control is not enforced dogs barking and running loose.

At your council meetings you pay more attention to those that disagree with you. You always appear disrespectful and as if you don't care what they say.

Get new people into city government. Get someone who does more than pretend to care. P.S. When I retire I plan to move, at least out of Laramie County.

Survey is way too long. It should be 1 page 1sided so it could be answered in 5 minutes. Good luck getting your survey back it took me 4 tries to finish it!!

Focus on the streets of the whole city rather than those around Frontier Park! Also remove snow on streets before the 2 inches gets packed and unsafe.

Job market in Cheyenne is not competitive. The dollar amount charged for housing is way out of range in comparison to wages. Bring in more businesses.

As a lifelong resident of Cheyenne I applaud the current administration's efforts to improve Cheyenne and Laramie County, but much needs to yet be done.

Pond that was built for drainage purpose on Frontier streets does not do any good the side that happens to be in front of our house gets pretty flooded when it rains.

Bad idea to take over "power services". Encourage aggressive economic development. Support "con/cultural" center idea but only if estimates for usage are good.

Question #18 at E. Lincoln way and College drive late at night you cannot trip signal when East-bound on Lincoln way. Must run light or hope another car comes.

Transportation and a master planning examples. The city should review Colorado Springs transportation and master plans in the Briar gate area they are excellent.

I would like to have all residents have the ability to vote on many of the larger projects for approval as opposed to city council making decisions on majority of actions.

Your police force seems to be conveniently gone off Dell Range, Also the police seem to spend most of their time avoiding high traffic areas where they are needed most.

Nuisance enforcement why use the word enforcement if it is not going to apply to everyone. Timing of traffic signals 30 seconds plenty of time not 60 or 90 seconds.

Please have your board of public utilities put their address on the same side of the bill. It is the only bill on the planet where the return address is put on the backside of the bill.

Teen services need improvement. DARE is a great program but I've seen too many teens drinking and smoking pot/drugs (Just go behind Albertson's during Centrals lunch hour).

Don't have many chances to use or enjoy much of what Cheyenne has to offer, because I'm on disability and that is just a paycheck away from being homeless living in Cheyenne.

The majority of Laramie county voters voted for the 6 penny sales tax so spend, spend. Just do it well. We have a very nice police force now, don't let the money go to their heads.

Economic growth and new job is paramount to keeping young people in Cheyenne all three of my children are out of state working. There are very few jobs for college graduates.

Lets watch growth, lets keep Cheyenne a great Western state, not a suburb of Denver or (Colorado) Ft Collins. Do we want Cheyenne to have a giant Wal-mart?! Like Fort Collins.

I think it would be nice to have more lights put in the streets, and alleys. You would have more protection and less burglaries, people in Cheyenne are not as friendly as they used to be.

More recycling bins (maybe at home) keep expanding the Greenway you have done a great job. Smoking bans would be great! Downtown is also looking good, especially the Depot.

Sun valley is the forgotten neighborhood in Cheyenne. We do not have a decent park the streets are not well maintained and we rarely see police patrolling the streets this should improve.

The city needs to become involved in more affordable activities for youth and adults for that matter, also the city might start considering relocation of the airport as one of its long term goals.

Cheyenne is a good place to live, but I do not believe we need companies with higher paying jobs and more housing, one level housing around 120,000 on the north side of town like cottages.

Each area of Cheyenne is important Born and raised in Laramie County and had lots of fun going to Cheyenne Central high school. When the entire town felt like it was all for one and one for all.

We have been waiting 3-4 years for the city to replace the valley pan on 24<sup>th</sup> and Bent streets. We would like the city to look at the property located at 2315 Bent ave. The house does not look livable.

Parking downtown needs to be parallel 17<sup>th</sup> one-way at least. Clean up Crow Creek. Slow kids in cars downtown to 20MPH. Frontier days dancing in the street farmers market for 2 days Sat and Wed.

Make the Cheyenne Transit program available at night 5pm to 9pm. Fix the monument outside the municipal building "The bill of rights and the constitution tablet". They are weathered and cracking.

I would like to have a public rifle/pistol range to use. I walk a lot for my health and would like a sidewalk on west side of Converse from Pershing to Airport parkway ave. Many people use dirt path now.

Street planning issue, no more calming islands. Need to enforce fire works ban in the city limits. Would like the city to offer additional recycling options. Overall the city is doing much better in the past couple years.

I do not agree that a new county library be located in the downtown area. A county library should be easily accessible to all county residents with adequate parking. The trilegent building would be great.

Let's keep improving our parks, Greenway and green spaces. Lets add quality of life improvements. They help us compete for good employers and business expansion. Lets not just "settle" for less than the best.

Stop watering Greenway sidewalks and Windmill road from East high area north. It's a big waste of a precious resource. Stop spending money on frivolous projects that new eyesore-parking garage comes to mind.

While we were building onto our house we received a letter from the city about weeds in our fence last year. When we drive in town we see weed in the summer about 3 feet high and nothing is down about them WHY?

Thanks for conducting this survey even though it took 2 mailings to guilt me into filling it out. I only moved here in September, but was born and reared here until college. Have been a regular visitor through the years.

The downtown-parking garage is a JOKE! Money should be spent on health, education, and Public protection. The present City Council (Especially Jack Spiker) does what they want regardless of the public's inputs!!

It doesn't seem to matter how many times we tell you not to spend our money on the Depot project – you do it anyway. Why ask us what we think if you're just going to do it your way anyway?? Were you elected to do whatever you want, or to do what we want?

We don't need a new library. We need a competitor to Cheyenne light Fuel and Power. Their prices are outrageous! I have in the past and will continue to support water restrictions if necessary. Smokers have rights too.

The majority of the people I know that live here feel stuck here. Everyone I know that has left never wants to return. This is not a friendly city, I have lived here a total of 15 years and hope to move back to Colorado someday.

We don't like the protruding corners in downtown; they take up parking space and are a traffic hazard. If you don't take the road rage islands off of Vandehi we will not vote for anyone again who voted those absurd islands in.

Lower gas, food, fuel, light, and water bills. Get those 2 hour or one hour parking zones gone. Some of us can't afford city parking so we get tickets for whoops 1 and 5 minute parking. Need more youth and adult stuff without drinks.

I think that the city of Cheyenne is wonderful. I would like to see more youth programs so that we can keep our kids off the streets and out of trouble. Without something to do for and with our kids, I feel that many kids will be lost.

Expand job base thru increased business opportunities. City recycling pickup, and capability. Build outdoor pool. Do something about the smelly/dangerous Frontier refinery (Definitely detracts from the Wyoming air quality).

Downtown streets are awful. The new parking garage is looking great and should help downtown businesses. Drainage in East side neighborhoods needs improving when snow melts it often puddles in front of houses creating icy patches.

I love this community and live here by choice. I want to see us prosper, but not become an "Ft Collins". Just make what we do have even nicer, safer, and more beautiful. I 100% support No Smoking in public buildings, Restaurants etc.

#18 more lights should have car sensors instead of timers, but we like the flashing yellow lights at night. #20 the trash collectors allow some trash to miss the truck so the trash blows all over the neighborhood. I do like the frequency they come.

I enjoy living in Cheyenne very much. It would be nice to see the landscape fixed up some to make it more enjoyable to look at. The Greenway is a wonderful addition to Cheyenne. I also enjoy the new dog park. Thanks for all your efforts.

Emphasizing again! Pay off the big projects (Depot and the downtown parking garage) before starting anything new. Consider hiring local consultants instead of hiring big money out of town people who know nothing about our local situations.

Spend monies on infrastructure water; roads fire services should operate the ambulance service. Enforce weight restrictions on local and out of state construction vehicles they are tearing up our roads. Install compression brake restrictions.

Make the sidewalks and curbs wheelchair friendly and example cutaways corned when work is done at an intersection. When businesses clear sidewalks of snow do not put snow in cutaways this hampers those in wheelchairs and power chairs.

Concerned about the high cost of energy. City and County need to work together to develop good annexation plan. In other cities in this state they place the snow in the middle of the downtown streets and then remove it. and main thoroughfare.

Well paying jobs are almost non-existent. I am retired military and am looking to work out of state so I can maintain the same or remotely close to same standard of living for my family. Employers in this town want our skills but don't want to pay for them.

Poor spending in regards to the street situation, such as the "calming islands" on Vandehi. There are more important traffic needs to deal with traffic lights are needed at many intersections for safety. 24<sup>th</sup> and Missile drive being a prime example.

It's a shame the city allows RV's, Boat trailers, and ATV's to be parked on the city streets. It's a real blight to overall appearance of our neighborhoods. I have not been in another city that allowed this disgraceful practice. Something needs to be done.

We need to look at a Recreation Center for town. There is not enough gym space for all of the activities that the city and schools have. Trying to schedule gyms for all of the activities is truly a big mess everyone tries, but is not as successful as they could be.

I have been proud to call Cheyenne my home for over 50 years, especially during these past few years since we have gotten past our "Status Quo" mentality and realized we need to grow and expand. To many mind standing past is really going backwards.

Put better reflectors on calming islands on Vandehi, Converse and Pershing are really not good. Repaint street yellow/ white lines not more often. With snow, need more overhead turn (directional) signals need more over head (center intersection) main street signs.

Promote new businesses, synchronize lights in town, have dedicated narcotics unit to slow drug importation down, bring in a large center for events, demand a certain portion of affordable homes when new developments approved. Explore a private fire department.

Need to cut down on the amount of salt used during storms for the streets. People's vehicles are being ruined as well as our few decent streets we have!! Plus it would greatly decrease the amount of water wasted to wash all those vehicles after every storm thaw.

A lot of people including myself find the construction of and improvement of more than one road in the same vicinity and same time is inconvenient and annoying. It also seems to take an awful long time to complete construction projects for roads and new parking garages.

While attending to business a couple times at the transfer station on College drive I have noticed filthy language from Hispanic employees (Males) coming from what must be their break room area. This is not acceptable from a city or any other employee and needs to be stopped!

I would just like to reiterate the fact that side street snow removal is ignored in residential areas of Cheyenne. College and Dell Range are spotless, however no one can get to them. Take Taft Ave for instance. If it snows 1 or 2 inches Taft ave will remain iced over for 1 or 2 weeks.

We need an aggressive planning system towards attracting industrial and fortune 500 companies to Cheyenne. We sit at an intersection to major highways for distribution by rail or truck, Change national perception that we are a crossroad to more of a hub for businesses.

Annex County pockets- promote residential composting by providing composting containers to residents at a nominal cost. Billings, Montana did this and it was hugely successful, also providing composting workshops/lectures by master gardeners to get people started.

Cheyenne is a wonderful city, we just need more jobs and businesses to come to Cheyenne I think people would stay here, instead of going to Colorado or somewhere else, we need to adapt to the recent times, but still keep our historic past or historical look. Thank you.

Do not like diagonal downtown parking. Pickups and SUV's cause hazards. On a contact to the yard waste program, I was told I would receive a call back. I not receive one. Also did not receive a full month of service on yard waste even though I paid a full months fee. (November)

Utilities are out of line. I was totally displeased with the drought surcharge. I do not like to pay for services I am not using. It will cost me quite a bit of money to refurbish my yard after last summer. I was totally displeased with this decision and it will reflect in the way I **VOTE!!!**

I would like to know people in Cheyenne that have no health insurance and cant get medical help they need, it saddens me very much. I also want to tell you that the people that work at animal shelter do a fantastic job there. They deserve a lot of recognition, they are truly angels.

As a single person with a more adequate income, I find that Cheyenne has little or nothing to offer in the realms of entertainment, class and shopping. I am looking forward to moving to a place where I don't have to either sit alone or rub elbows with Jerry Springeresque rabble to get a drink or enjoy a show.

The watering restrictions were poorly thought out and killed my lawn. I do not agree with the plan to move the library. I use the current facility frequently and would prefer to see the money spent on materials and expansion (or another branch) rather than on a move to a new building.

When I see the beautiful parking lot and Wal-mart store on Mulberry Street in Fort Collins I believe it would be a wonderful adaptation to the city of Cheyenne. I think you should load every one of the city council and mayor of Cheyenne on a bus and go see it before you make up your minds.

The street on 28<sup>th</sup> and Snyder always seems to have severe potholes after bad weather. Why not put some sort of other drainage system there and pave it to be even with the rest of the street, instead of paying money to have it repaired 4 times a year. We need something to fix it more permanently.

I believe the city dropped the ball relative to performing advance planning out the loss of the city of Cheyenne Motocross motorcycle, dirt bike track. I was also very disappointed with how the hearings were conducted (IE: Planning board hearings) were conducted. On the Joe Sara motocross proposal.

Greenway expansion awesome. Train depot plaza awesome. It's been almost two decades; you think just maybe you could do something with Hynds building?! I am still a bit confused on who will be parking in that huge monstrosity at 16<sup>th</sup>/17<sup>th</sup> and Carey/Pioneer, but I'm remaining optimistic.

It appears as if Cheyenne will be on water restrictions into the foreseeable future. How do you propose to handle it if Cheyenne grows as much as some people advocate? No lawn watering at any time during the year? Restrict watering of trees also? The residents of Cheyenne need an answer **ASAP!!**

We need a youth center in this town. Our young people are bored and boredom only breeds trouble. Why am I paying over \$200.00 a month to heat my home? Keeping my thermostat at 65%. Why am I paying water and sewer an extra fee for zero rain? **IN THE WINTER!!** Please help!!!

Establish Cheyenne as a musical center Memorial Day concert. July 4<sup>th</sup> concert why do I have to watch these on PTV? Use the new train center depot as a concert park. Use the Cheyenne symphony for free- public outdoor concerts on Memorial Day and the 4<sup>th</sup> of July. Cheyenne Pops symphony.

Gas and electricity way too much here. The streetlights are on pressure pads need work. Most of them don't work until you pull into the cross walk. The rest don't seem to work at all! Oh and does animal control ever patrol around Johnson Jr. High? We have a normal parade of loose dogs, it averages 12-15 per day!

As the employee of a grocery store maybe somebody should consider not how many more jobs they will bring in but how many more grocery stores will close putting people out of work. I agree with new businesses coming to town to create growth, but not ones that would have a negative effect on existing businesses.

Upgrade Greenway of south side. Clean up dog pooh up in park off of 9<sup>th</sup> street. Control of dog walkers and strays so you can enjoy the park with out the dog S—T. Do something with Campstool road and E. 5<sup>th</sup> street needs much repair. Large vehicle usage and high traffic has taken its toll but little repair has been done.

I live by Okie Blanchard stadium, during the day sheriff cars are frequently seen-not seen after school after practices (i.e.: football and track) or weekend practices where students are driving fast and messing around in their vehicles. Young children out playing are in danger. I would like to see the sheriff cars parking at these times.

I am sick of seeing our police break what ever traffic laws they want, and then see them on every other corner with their radar guns out. Due to the fact we have to put up with this damn wind everyday. Lets put up our own wind generation farm I have an idea let's vote on it. Any questions Jack give me a call 632-9056 Guy Mervis.

I have lived in the area for a little over 2 years. I moved from a small town out-of-state and am amazed at how little is offered here in family opportunities, and how behind the times many different areas are (i.e. Library, parks, snow removal, recycling, etc.) Especially since the town I came from is approximately 5,000 and this is the Capital.

Statistics prove that income is too low and the cost of homes is way too high. People have to work 2 and 3 jobs to make it. These need to be more in line. You also need to bring some white-collar jobs here. Our young people are leaving to find jobs in areas other than fast food or construction. Cheyenne is saturated with 6-9 dollar an hour jobs.

Its time to have a no smoking ordinance in Cheyenne. Find money to connect county islands to water and sewer systems. Keep working on City beautification i.e.. Billboards, Overhead power lines, trashy properties. Don't waste money on a facility for events unless it has the ability for events such as the state basketball tournament and concerts.

City has to work on attracting businesses to Cheyenne that pay better wages to employees. \$7 and \$8 an hour doesn't cut it with the cost of living going up all the time. People can't support a family on these low paying jobs Cheyenne has. We better do something about the cost of gas and electricity for our homes. These costs are getting out of hand.

Would like to see a full year-round development of the downtown Crow Creek area for local activities and arts, with an extension from the transportation Museum connecting Crow Creek area. Possibly a horseback-riding path. Nothing on an open-air amphitheater, which would support and suggest dedication of such a structure to the "Common man"

Do better snow plowing on streets, do it overnight if needed not in the afternoon put sand down at least at the intersections, snow removal of all main highways around town is really needed. Have traffic lights working together not one after the other, so traffic is stopping at each and every light creating pollution from idling exhaust systems and using more gas.

Unfairness of water restrictions considering lot size. Poorly timed traffic signals especially left turn arrows. If arrows are installed why not use them. Give left turn equal amount of turning time. Instruct snowplow drivers not to come by and bury walks that have already been properly shoveled. Mayor Spiker keep up the good work! Thanks for the opportunity!

Suggest you pave Townsend place off of Dell Range, without charging mostly retirees who have lived here for years. Enough money has been spent in grading this street over the years, that it could have been paved for less. This street empties out onto Dell range, which is the busiest street in Cheyenne. Instead of repaving streets that are already paved, this needs to be done.

Rather than have such half hearted water conservation efforts, how about fixing the leak that loses so much water at the source, the water storage tanks on Frank Coles land. The preferential treatment show to property owners that overcrowd land is a travesty. The collusion between the developers and the office of planning, board adjustments and Mayor is a sad state of affairs.

Gus Lopez and Dr. Stan Hartman at the City and County health department is a tremendous asset to the city of Cheyenne, and the entire state. They should get all the support that can possibly be directed to them. The methamphetamine epidemic will cripple the safety and economy of this town if Law Enforcement and environmental health resources are not beefed up to meet the demand.

Cheyenne is extremely noisy. Cars without mufflers, loud music, sirens and emergency horns at 3 am plus the railroad, which can't be helped. Barking dogs we need to facilitate the flow of traffic not impede it. Get rid of blind intersections with no traffic control. The traffic lights can be timed correctly and should be. Make better use of left turn signal lights. Raise downtown speed limit to 25 MPH.

Change drought surcharge to charge people who abuse watering privileges. Allow to water in summer on their choice of day don't set them for us. Some people reduced water usage before guidelines were set out by the city. City waters whenever they would like to. Day or night the city should have to follow guidelines as well! Reduce amount of salt used on streets, plow snow better salt kills our grass.

PLEASE recognize the hybrid structure of CBG- city and project sector. And the Hugh economic development impact of CBG an oasis in the high plains. A true selling factor for Cheyenne. Also allow parks to water more during the drought if our lawns are brown at least we will have green parks to go to. If refinery is allowed exemption for economic development, parks should be exempt to watering restrictions.

The water surcharge in the summer of 2003 was understandable but, nobody uses the sprinkler systems in the winter so I'm betting that the total revenue lost was either none or negligible and therefore the surcharge in the winter was unnecessary!! And I think property taxes need to be revisited also. I would support a higher sales tax if my property taxes would be lowered, and finally don't listen to Dick O'gara!!

We just moved back to Cheyenne after being gone for 31 years. We love it here, but finding it very hard to make ends meet. (Husband disabled, I work) While a whole lot of changes are in the wind it seems we simply have to create better jobs if this town and this state are going to survive the changes in the world. Yes I do not want Cheyenne to get like Ft. Collins, but it is just plain silly for all our money to be "Going South".

Great city to live in. We love downtown depot, Plains hotel and parking garage efforts. Ban smoking in public places and improve traffic control timing. You should be able to drive down Lincoln way, Pershing, or Dell Range without being stopped frequently. Downtown 20mph is to slow and to make more than one light you're almost forced to speed during peek times. Keep bringing in businesses, but don't open to any and all.

I see the quality of family life in Cheyenne deteriorating. You built a new golf course and expand the airport. The golf course is a water guzzler in a time of drought and the airport has taken away the off road track, ball fields and the Dandys arena. The library is a joke and instead of taking a perfectly good Montgomery Wards building, we have to pay for a new library while out of town investors build a big Cineplex in the old Econo store on Pershing.

Snow removal is a joke. The city needs to clear major and secondary streets. During the last snow fall downtown streets were still snow covered and a danger to public safety. An attempt was made to plow but not a very good job. Left turn arrows are supposed to activate when 2 or more cars are in the left hand turn lane. At several intersections, Converse, Pershing and Dell Range I waited in 3 and 4 car lanes and the left arrow didn't come on.

With Plastic containers and wrappings becoming more and more in use including Styrofoam's. Why aren't there a place and a means of recycling these in Cheyenne? If you look around that's what you see collecting up against buildings, gutters and mingled amongst tumbleweeds along fencerows and every other place winds cause them to collect. We even see plastics caught up in tree branches and out on the open prairie. These items don't belong there!

Regarding cigarette smoking in restaurants. I am a non-smoker, but I still strongly believe its up to the owners an patrons of restaurants to decide not up to the government to impose their edicts upon the restaurants, also continue to make Cheyenne a better place to live and economic development will be easier. I am a strong believer in developing the area west of the Cheyenne with utility services as industrial park. Kudos to the city council and Mayor for acquiring the property.

We need to watch our growth, too much or to fast and we will lose all the good qualities. The reasons we love to live here. I've lived in fast growing areas; it is not what I want. That's why I'm here. I've lived in Cheyenne most all my life; it is changing because of growth. Some changes are good, however as the numbers of people increase so does crime, traffic (we already have poor drivers) more negative. The best way to keep those in check is modest, slow, controlled growth. Thank you.

Cost of living in Cheyenne keeps increasing, but our wages do not. I have concerns about drought conditions and all of the new housing developments with additional water needs including "new sod" (which I think should not be allowed during drought conditions). I would also enjoy our neighborhood and have more pride in our city if the neighborhood covenants were enforced. What decent citizen would want to move into an established neighborhood with junk cars, weeds for yards, and barking dogs?

I've been against the Greenway since it was first proposed, and still. Against city contracts going out of state. Against paying tax money to businesses to get them to move to Cheyenne. If they screw Cheyenne before moving to Cheyenne they will be "Lowe's" afterward too! Either fix the east viaduct or shut up about it. Council meetings need to be broadcast on cable more often. Less "Executive session" Cost plus billing didn't work for NASA and sure doesn't work with Xcel Energy!

I am deeply concerned over the tremendous building of homes and rentals in Cheyenne with what I cannot see as new business to fill all of the homes/apts/uplexes/4 plexes. If there is overbuilding, it may help the industry some, but in the long run it will be harmful. I believe that rezoning and all the building especially of 4 plexes has not been good nor will be for Cheyenne. Even though I do not live near 13<sup>th</sup>, 13<sup>th</sup> area, what congestion there is going to be there. I am also very concerned about utility costs.

City promotes growth, but at the same time talks about water shortage. How can you have growth if you don't have water? Water department should explain about Hog Park and the Snake River drainage and why we aren't using all that water when we paid for that development and water is being sold elsewhere. We were told that Hog Park would insure water for growth and many years. Also storm sewer drainage is a big problem in parts of the city and another attempt to set up a storm sewer district should be made.

I would very much like to support all possibilities to have a motor cross track in our surrounding area. I and my family and friends have rode and raced motorcycles for over 25 years and I purposely moved where I am just to be close to motocross track. The city and county don't care of our loss of mx track. It has been 7 months, my family and I and mx friends are on the verge of leaving Cheyenne to have mx track closer availability as Colorado has mx tracks everywhere. Almost any place could be better than Cheyenne.

Buying the Belvoir ranch was ridiculous; city parking was ignorant, convention center ludicrous. Quit P—ing away money on statues. Reduce the mayor's salary to 1.00 per year. We will get people who want the job instead of people looking for a higher paying job. Cheyenne depot just threw money away. Get fair market rent for businesses located there. Get fair market value for Frontier Park instead of using taxpayer's money to subsidize Frontier Days committee. Our Mayor and City Council is overpaid and under worked.

I really believe that this city "talks" a lot about economic development but they don't act. I think far too much Revenue goes to Colorado because the "good ole boy" network has been in power for too long. Cheyenne is filled with good people that want growth, with growth you have to give something. I as a taxpayer is willing to give those dollars to see Cheyenne become the city it can. We need arts, beauty, an events center, more businesses and a spark! We have a lot to offer. Why is you have to drive 40 miles to Colorado to get it?!

Cheyenne police department spends so time chasing DUI violators that they are unwilling to go after Drug dealers. I have one in my neighborhood and have called police, DEA and spoken with Sheriffs deputies-absolutely no response. In Fact, when my neighbor called the police the detective told him I had called and gave him my name as well. Quite possibly the poorest police work in history! But I feel much better knowing there are fewer drunk drivers in town while all the crack-heads are free to run, after all those degenerates offer to my wife and daughter!!

Townsend Place-Cheyenne great place to live in. Roads for the most part are good; however for 6 years asking for 1/8 of a mile to be paved off Dell Range- no answers when we call get the run-around and the next day they grade the road. The dust off this busy road interferes with every aspect of comfortable living. During warm/hot months doors and windows have to remain closed due to the road dirt. Window tracks and gutters get an inch or more of dirt during the warm months. Please help us pave the 1/8-mile stretch of Townsend place off Dell Range.

City should look into a way to assume more control and authority over Cable TV system. Service gets worse and prices continue to rise. Eliminate city purchasing; buying from the lowest bidder normally gets substandard goods and services. Vendor and product evaluations should be done by department heads and should be value based, not price based. Additionally, price cuts extended to government are always passed along in higher prices to public customers, thereby hurting other businesses in the area. Bid and buy mentality is counter productive.

More free parking near the courthouse would be great! Recycling would be done more with bi-monthly home pick-up. Botanical Gardens are beautiful. Please repair Pershing Blvd between Evans and Henderson. Refresh paint lines on streets and parking lots. An indoors recreational center affordable for Cheyenne's lower income families too, with classes (Yoga, Spinning, aerobics, Martial arts, rock climbing wall, weights, open gym, etc.) It would be a huge benefit to all youth and adults! We need more affordable housing for low-income families (not trailer parks!)

We need new low income housing. We need more control on building where people are jammed into areas like the so called "Barracks" we need a park on the south side less talk of parks at places like the "point" let the contractor put in the park. No more talk of Convention center what does Cheyenne have to offer people to do after meetings are over? We have one white elephant in the parking garage. We have no reason to go downtown, not enough jobs there to fill it, and I believe it will become a place where homeless will hang out. The location is perfect for that.

Pockets of county within the boundaries of the city limits is ridiculous. Supply Sergeant on Ridge road, he is running a Salvage dump with is literally infested with untold possible disease carrying critters. This has been brought to the attention of the city on numerous occasions. I was personally told they couldn't do anything because he is in the county; also there was a Colorado vehicle across the street selling puppies many times. Last summer again on county property and untouchable by the city police. Overall Zoning needs a **MAJOR** overhaul to protect the law-abiding citizens from these **BLIGHTS** on our Community.

Thanks for sending this survey. This town is rich money wise, but poor on social, business, and growth. To many people tell me they would leave, but can't afford too. No youth I talk with want to live here. People feel trapped. I got here in 1990 (Nov) U.S. Air Force. I see the town going down hill year after year. Cheyenne is heading in the direction of boom or burst. I think someone is trying to live in the middle. The World is moving on! China woke up and realized that. The people of Cheyenne are caring, loving people with vision that's not supported by those in power. Cheyenne is in economic and spiritual danger!

Storm drainage maintenance on City streets appears to be lacking, grates often clogged causing back-ups after rains. Support very much the plan for the new facility wherever it is located, location isn't important as much as actually getting it done. Kudos to Park and Recreation great program. Botanical garden and parks tremendous! Dennis Griess and Rick Parish are great! Love "Super day" and haunted house at Halloween great projects. Parks and Rec are very supportive of the "Water bug" program. As a volunteer myself, the city has always been very supportive and provided lots of Recognition to the volunteers.

What good is that new parking garage going to do for downtown? Will it eliminate not being able to find a parking place downtown? How much did that thing cost the taxpayers of Cheyenne? I still keep waiting to see this new spectacular new Library and so far you don't see them making as a rush for it to be built as you did this silly parking garage. Its like my daughter says the only time the parking garage will get used is during Frontier Days. The Library gets used all the time and yet it still has to remain as the bottom of the list of things to get changed. Because the excuse is we don't have the money or the land, and that's not true.

Item# 22 Recycling, would be very satisfied if you would take green glass, plastic and office paper. Item #24 Cultural opportunities would be very satisfied if Cheyenne symphony could come up with decent classic programs. Item #30 Storm drainage has a way to go but very satisfied with efforts. Item # 72 Smoking in Restaurants. I'm ambiguous on this. On one hand, I only go to smoke free restaurants, or where smoking/non-smoking sections are effectively separated. If the others don't want my business, why should I care? I would finally come down on the side of Prohibition for the sake of the employees who don't have a choice.

Why has the upgraded trash collection not resulted in a reduction of manpower? An example they still have a driver and two workers on the truck. I do not like that elected officials always supports more and unnecessary taxes. The Greenway costs outweigh the benefits. The library (new) is not necessary. Water restrictions do not work for me. I used more water last year than ever before, because it is now necessary to water whenever allowed rather than when necessary, also I have a neighbor who flagrantly violated the restrictions with no problems. Could it be because she from a well-known rich family? Please No More Taxes.

I'm glad we have a more progressive mayor and city council that support economic development. Cheyenne must grow in terms of job opportunities, population, shopping availability, and services. We must continue to diversify the economy. We still have too much hodgepodge of development more attention should be paid to community aesthetics and beautification because first time visitors are often turned off by the physical appearance of our city. Downtown redevelopment is helping, but the entrances to the city still need work. Sign and design standards to improve the appearance of commercial and residential development would help too.

Greenway is a free dog run in East Ridge area. No one collects their dog dung as required by law. No one checks! My property taxes on my home have more than doubled. in ten years. City officials never mention that growth in income. I don't require more services. Where does that money go? Always government and schools need more and more and more money. Never enough huge part of education is busing. I live in the middle of East Ridge they bus from the end of my block. Great majority of people living in county do so because they want to buy they demand buses for school, snow removal, road improvements. If you want to live ten miles from town pay your own way!

I believe the investment made in the airport expansion would have been better spent in developing a more remote location, with the direction to soon abandon the current airport location to residential and retail re-development (and a Morrie-Powderhouse connection). Dear Mr. Mayor – While I respect and appreciate your job performance as a progressive civic leader, I was disappointed to see you diminish that role by your public appearance to take a side on an issue that is not related to your civic service. While we all have opinions, our professional positions do not qualify us as experts on matters that, by their nature, can only be argued by opinion. As a voting constituent, I want to know that you are 100% focused on managing my city, and not the socio-religious matters of the city's residents.

A moratorium should be in place on new home construction until adequate water resources are available. Cheyenne is located in a Desert. New construction is at the expense of existing residents. Water resources are and will remain to be limited. City employees often present a poor image. Employees from many shops present a strong presence at restaurants and mini marts. It looks very poor when employees of the BOPU are setting at breakfast in the Diamond horse at 9:30-10:00 in the morning, also at the Flying J. Adding new positions and equipment while charging a surcharge is using poor judgment. Codes are not enforced through out the city. There seems to be no code or standards for mobile home parks. The one located on 4<sup>th</sup> street and crow creek is a disgrace and rodent infested. This is located on the water shed to the creek and it is one of the few areas of Cheyenne visible from I-80. Inspect the property at 1116 E. 5<sup>th</sup> street not only is the property covered with junk and plunder, but the curb side is always parked with salvage vehicles and the alley is partially blocked with RV's and junk appliances. Crow creek needs to be maintained, not ignored like it presently is. It is littered with debris, old tires, and plastic. Dog C—p represents a strong presence on the Greenway and during the weed control process of summer; several goat carcasses were in the creek bed. Department heads should be out inspecting areas, not spending so much "office" time. There is a great deal of honest work to be accomplished without increased cost. Some folks should be doing something.

**75. 76. WHAT DO YOU CONSIDER TO BE THE TOP THREE ISSUES FACING CHEYENNE TODAY?**

- Water supply/restrictions/quality ( 72 )
- Economic Growth/Development ( 70 )
- Planned growth ( 59 )
- Job Growth ( 45 )
- Recreation and cultural activities for youth ( 31 )
- Streets ( 24 )
- Higher wages ( 22 )
- Recreational and Cultural activities ( 22 )
- Affordable housing ( 20 )
- Law enforcement ( 19 )
- High Cost of Gas and Electricity ( 18 )
- Annexation of county pockets ( 15 )
- School Facilities ( 14 )
- Beautification efforts ( 12 )
- Convention/Events center ( 11 )
- Health care (10 )
- Snow removal ( 10 )
- Drug/Substance abuse ( 10 )
- Infrastructure maintenance ( 9 )
- Zoning issues ( 8 )
- Storm drainage ( 8 )
- Recreation Center ( 8 )
- Attracting new businesses ( 8 )
- Recycling and composting ( 8 )
- Drought ( 7 )
- Quality education ( 7 )
- Too many low paying jobs ( 7 )
- Dell Range traffic ( 6 )
- High cost of living ( 6 )

Quality of family life ( 6 )  
Bring in Industrial jobs ( 6 )  
Keep our youth in Cheyenne ( 6 )  
Bring in high tech businesses ( 6 )  
Landfill ( 5 )  
Economy ( 5 )  
Fire protection ( 5 )  
Enforce traffic control laws ( 5 )  
Sewage ( 4 )  
City planning ( 4 )  
High real estate cost ( 4 )  
Crime ( 3 )  
Traffic ( 3 )  
Expansion ( 3 )  
New Library ( 3 )  
Barking dogs ( 3 )  
Street lighting ( 3 )  
Poor planning ( 3 )  
Public smoking ( 3 )  
Health insurance ( 3 )  
Crime prevention ( 3 )  
Downtown Parking ( 3 )  
Population growth ( 3 )  
New Business park ( 3 )  
Lower property taxes ( 3 )  
Downtown development ( 3 )  
Downtown improvements ( 3 )  
Housing over-development ( 3 )  
Traffic signals not timed right ( 3 )  
Gangs ( 2 )  
Sanitation ( 2 )  
Golf course ( 2 )  
Stop growth ( 2 )  
Animal control ( 2 )  
Fiscal restraint ( 2 )  
Handicap services ( 2 )  
Finish the Greenway ( 2 )  
Cell phones while driving ( 2 )  
Excessive low-income housing ( 2 )  
City and County health department ( 2 )  
City tax  
Tourism  
Shopping  
City parks  
Water bills  
City zoning  
Job training  
Talent drain  
Boom boxes  
Preservation  
Excess taxes  
Job security

Public health  
Public safety  
School safety  
Road projects  
High food cost  
Jobs for youths  
Political change  
Women's rights  
Super Wal-mart  
Utilities upgrade  
Lack of Growth  
Armed robberies  
Capital spending  
The Streetlights  
Cheaper airfares  
City building lots  
Medical facilities  
Land availability  
Clean trailer parks  
Not enough stores  
South side growth  
Downtown is dead  
No "Super stores"  
Underage drinking  
Suicide prevention  
Water Restrictions  
Economic diversity  
Child abuse/neglect  
Ban Public smoking  
Light rail to Denver  
Lay off the smokers  
Safety of the streets  
The railroad services  
Greenway expansion  
Senior property taxes  
Historic preservation  
Timing of street work  
City manager needed  
Motor-cross racetrack  
No more police or cars  
Honesty in government  
County commissioners  
Transportation planning  
Lack of pride in the city  
Business growth is dead  
Growth to fit population  
Employment opportunities  
Drainage of Frontier Street  
Municipal physical growth  
No motor recreational areas  
Keeping young people here  
City and County interaction

Exceptionally low pay scale  
Growth exceeding resources  
Maintaining good job growth  
Airport in the middle of town  
Stoplights increase walk time  
North side good Southside bad  
“WWW” to attract businesses  
Corruption in city government  
Keeping our wide open spaces  
Attracting educated employees  
Disband the “ticket only” police  
Pave dirt roads within city limits  
Lower utilities for senior citizens  
RV’s and Junk Cars on the streets  
Better city services for less money  
We do not need a Super Wal-mart  
Accountability for elected officials  
Too many box apartment complexes  
Better management of the city budget  
The world is leaving this town behind  
Encourage home energy conservation  
Loss of jobs and industry to Colorado  
South side needs an alert for tornadoes  
Fire the Mayor hire City administrator  
Speed limits need to be 10MPH slower  
Environmental concerns of the refinery  
Non-essential spending (parking garage)  
Our few museums are very substandard  
Unnecessary spending on special projects  
No trees along Dell Range like Ft Collins  
The artificially slow speed limits downtown  
Handling of influx of people on entitlements  
Confusion between legal and illegal activities  
Considering the building of 4plexes as growth  
Zoning so we are not landlocked by ranchettes  
Need to allow competitive services at the airport.  
Out of state investors bringing in low paying jobs  
Enough baseball and golf get us a motor-cross track  
More green areas where you can unwind and relax  
Out of state people moving in and we have no water  
Too much emphasis on bringing in new restaurants  
Expansion of Retail businesses in upper end segments  
Managing growth without sacrificing the city’s history  
Need new city and county leadership from the top down  
Keeping Police and Fire department services at a maximum  
Attitude of “close the door behind you” towards new residents  
The transportation difficulty caused by the barrier of the airport.  
Public environmental health related to industrial/chemical contaminants  
Efficient and effective delivery of services ( Police, Fire, utilities and streets)  
What will fill the gap between existing city and newly acquired west annexed area?  
Get rid of “Good ole boy” attitude in government  
Consider what Denver had to do (Move the airport, Move the airport, Move the airport)

People living in Cheyenne, but working in Colorado drives up the prices for the little guy  
Equalizing “all” areas one not more important than others, council members are elected  
to do this job!  
The voters say, “Don’t spend our money” on something yet the city finds a way to send  
our money on it anyway