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The City of Cheyenne, Wyoming

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Report of Results

2007



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National Research Center, Inc.

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# SURVEY BACKGROUND

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## About The National Citizen Survey™

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The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Cheyenne staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Cheyenne staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

# UNDERSTANDING THE RESULTS

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## Survey Administration

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Following the mailing of a pre-survey notification postcard to a random sample of 1,200 households, surveys were mailed to the same residences approximately one week later. A reminder letter and a new survey were sent to the same households after two weeks. Of the mailed postcards, 73 were undeliverable due to vacant or “not found” addresses. Completed surveys were received from 537 residents, for a response rate of 47%. Typically, the response rates obtained on citizen surveys range from 25% to 40%.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey of 1,200 residents is generally no greater than plus or minus 5 percentage points around any given percent reported for the entire sample.

The results were weighted to reflect the demographic profile of all residents in the City of Cheyenne. (For more information on the survey methodology, see Appendix B. A copy of the survey materials can be found in Appendix C.)

## Survey Validity

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The question of survey validity has two parts: 1) how can we be confident that the results from our sample are representative of the results we would have gotten had we administered the survey to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, we use the best survey research practices for the resources spent to assure that the results from the sample reflect the opinions of residents in the entire jurisdiction. These practices include:

1. Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent.
2. Selecting households at random within the jurisdiction.
3. Over-sampling attached units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
4. Selecting the respondent within the household using an unbiased sampling procedure<sup>1</sup>.

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<sup>1</sup> The birthday method requests that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.

5. Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
6. Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member.
7. Providing a self-addressed, postage-paid return envelope.
8. Offering the survey in Spanish when appropriate and requested by City officials.
9. Using the most recent available information about the characteristics of jurisdiction residents to weight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g. reporting tolerant behaviors toward "oppressed groups," likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), her confidence that she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g. driving habits), reported intentions to behave with observed future behavior (e.g. voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g. feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g. family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street

repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be “objectively” worse than the highest rated fire services (expenditures per capita, response time, “professional” status of fire fighters, breadth of services and training provided). Whether some research confirms or disconfirms that relationship between what residents think about a community and what can be seen “objectively” in a community, we have argued that resident opinion is a perspective that cannot be ignored by government administrators. Elsewhere we have written, “If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem.”

## Use of the “Excellent, Good, Fair, Poor” Response Scale

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The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity is one we did not want to dismiss because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, we have found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

## “Don’t Know” Responses

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On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For two of the items related to crime victimization and crime reporting, “don’t know” responses were not removed. These questions were not evaluative; rather, respondents were asked if they or any member of their household had been a victim of a crime within the last year. If they were, they were then asked whether the crime had been reported to police.

## Putting Evaluations Onto a 100-Point Scale

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Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 3 points based on all respondents.

## Interpreting Comparisons to Previous Years

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This report contains comparisons with prior years’ results from other surveys conducted by the City of Cheyenne. In this report, we are comparing 2007 data with 2004, 2005 and 2006 data in the graphs, where applicable. The 2004, 2005 and 2006 data have also been converted to a 100-point scale, and statistical adjustments made to allow fair comparisons between 2004, 2005, 2006 and the 2007 data. Where differences are greater than 5 points, they can be considered to be “statistically significant.”

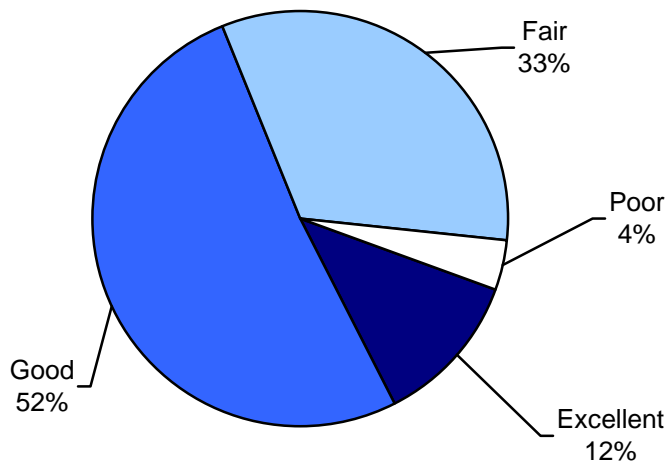
## COMMUNITY LIFE

The National Citizen Survey™ contained many questions related to the life of residents in the community. Survey participants were asked to rate their overall quality of life, as well as other aspects of quality of life in Cheyenne. They also evaluated characteristics of the community, and gave their perceptions of safety in the City of Cheyenne. The questionnaire assessed use of the amenities of the community and involvement by respondents in the civic and economic life of Cheyenne.

### Quality of Life

When asked to rate the overall quality of life in Cheyenne, 12% of respondents thought it was “excellent.” Only 4% rated overall quality of life as “poor.”

**Figure 1: 2007 Overall Quality of Life in Cheyenne**



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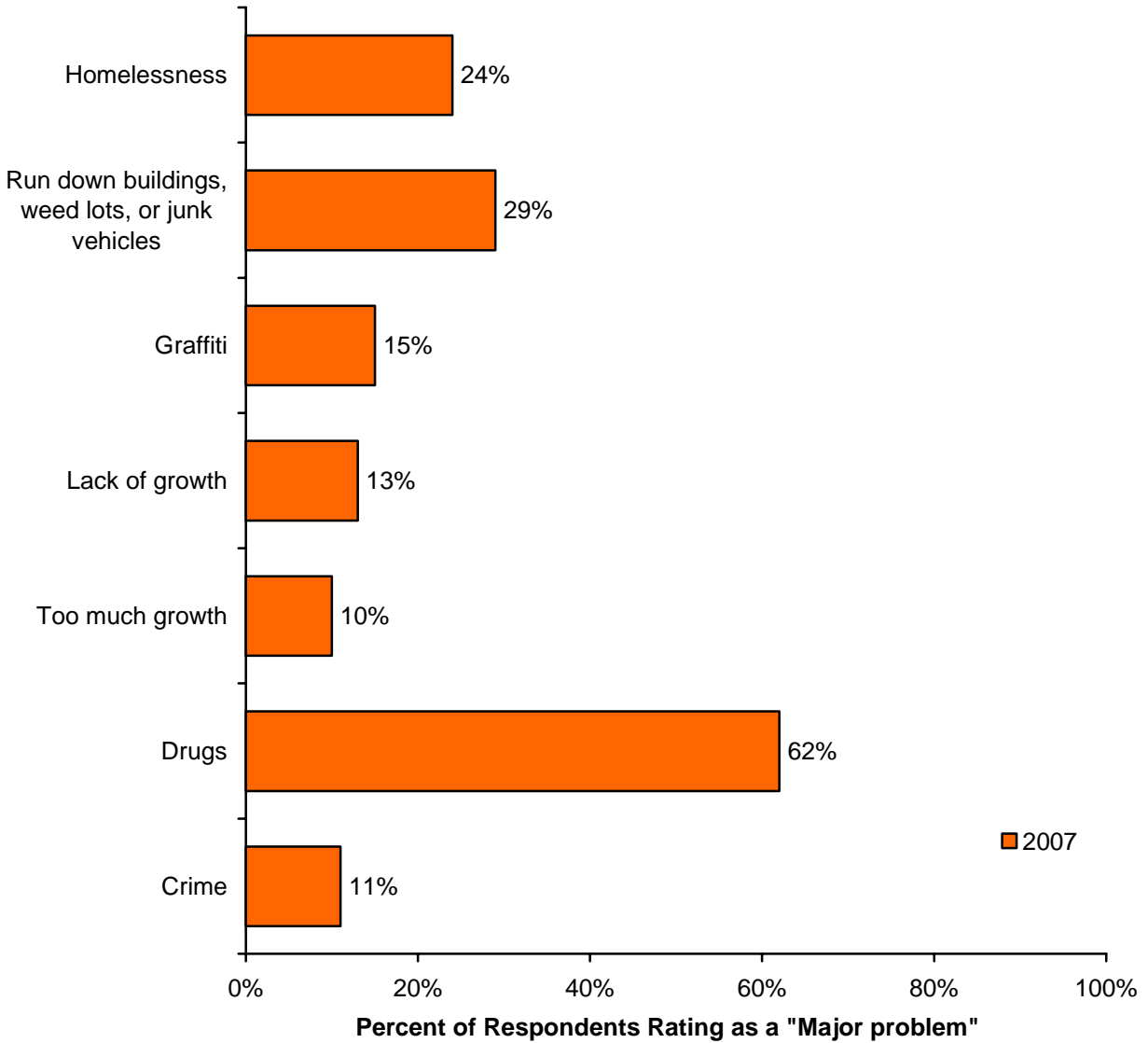
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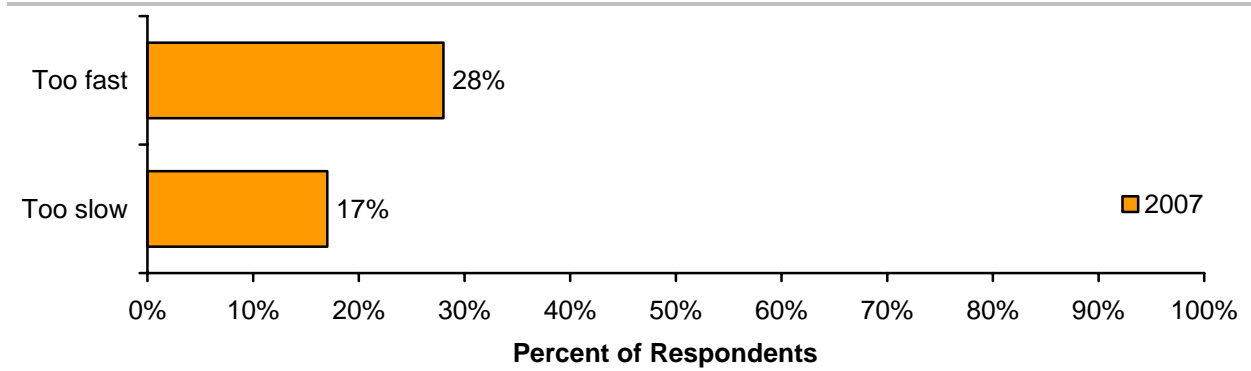
When asked about potential problems in Cheyenne, the three concerns rated by the highest proportion of respondents as a “major problem” in 2007 were drugs, run down buildings, weed lots or junk vehicles, and homelessness.

**Figure 6: 2007 Ratings of Potential Problems in Cheyenne**



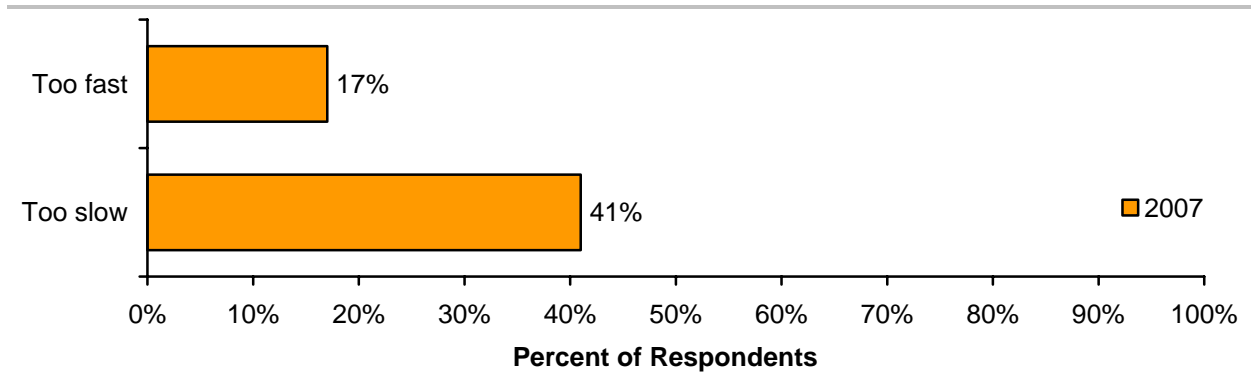
In 2007, the rate of population growth in Cheyenne was viewed as “too fast” by 28% of respondents, while 17% thought it was “too slow.”

**Figure 7a: 2007 Ratings of Population Growth in Cheyenne**



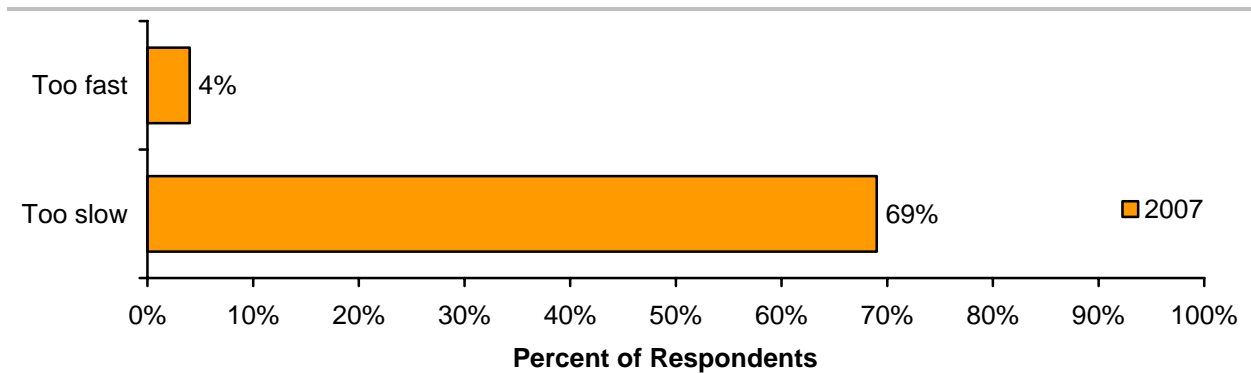
*Note: Responses of “right amount” were omitted.*

**Figure 7b: 2007 Ratings of Retail Growth in Cheyenne**



*Note: Responses of “right amount” were omitted.*

**Figure 7c: 2007 Ratings of Jobs Growth by Year in Cheyenne**

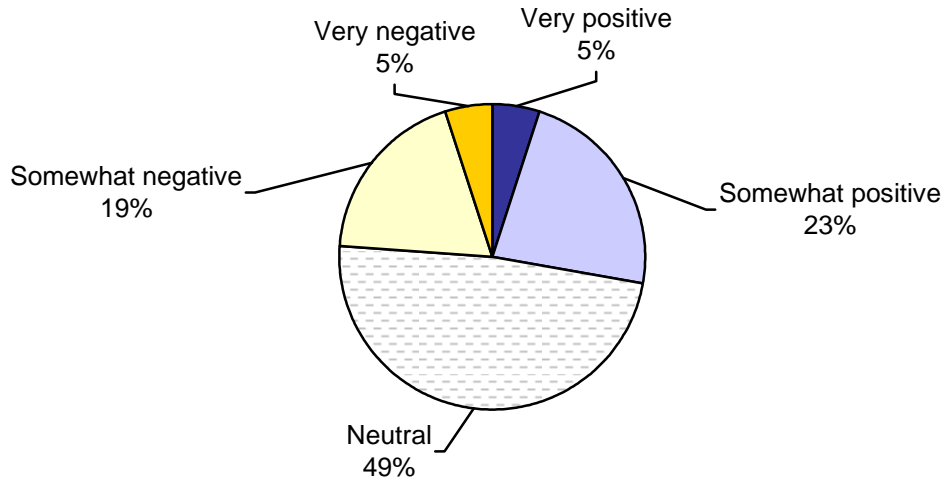


*Note: Responses of “right amount” were omitted.*

In 2007, 28% of respondents felt the impact of the economy would be positive on their family income in the next 12 months, while 24% felt it would be negative.

**Figure 8: 2007 Perceptions of Economy**

**What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be...**

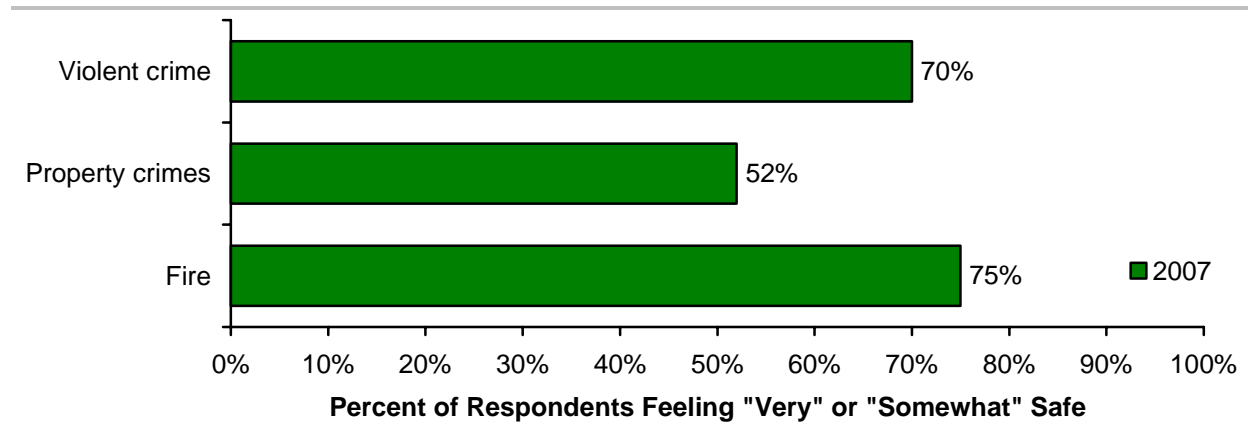


## Perceptions of Safety

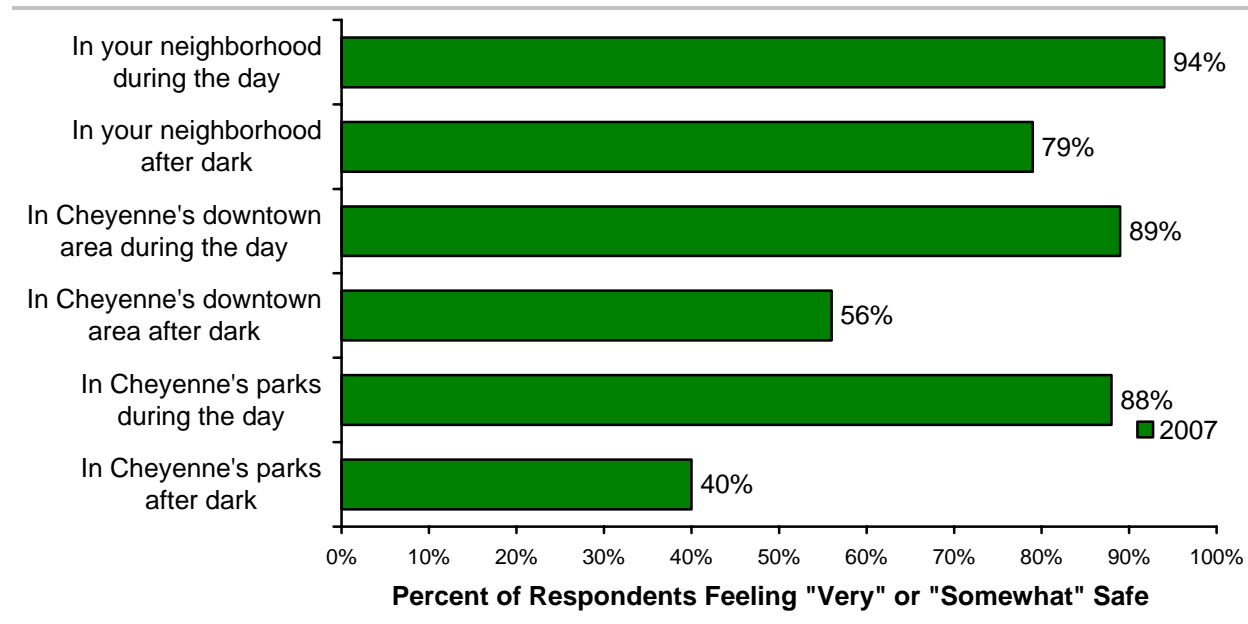
When evaluating safety in the community, 70% of respondents felt “somewhat” or “very safe” from violent crimes in Cheyenne in 2007. In their neighborhood after dark, 79% of survey participants felt “somewhat” or “very safe” in 2007.

In 2007, as assessed by the survey, 20% of households reported that at least one member had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime in 2007, 82% had reported it to police.

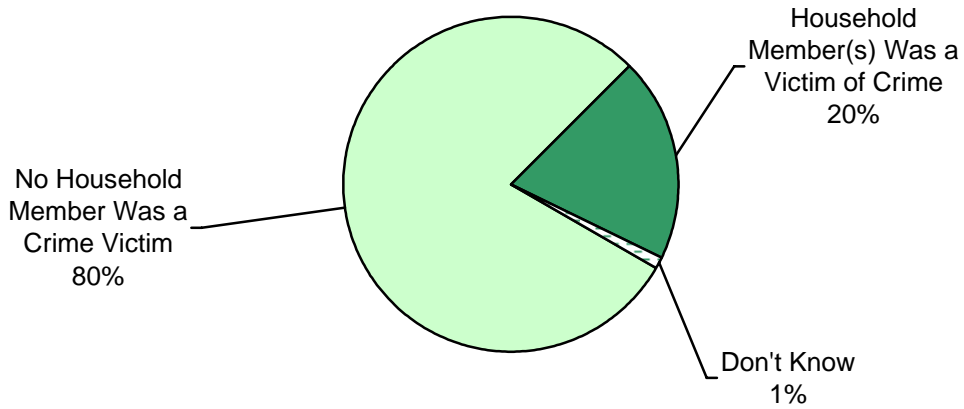
**Figure 9: 2007 Ratings of Safety from Various Problems in Cheyenne**



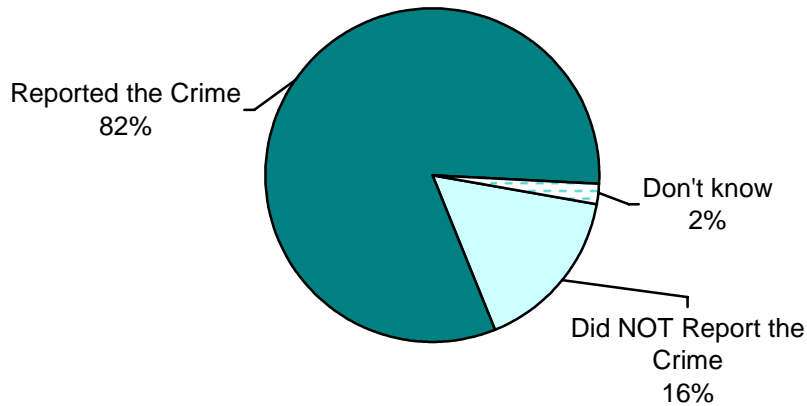
**Figure 10: 2007 Ratings of Safety in Various Areas in Cheyenne**



**Figure 11: 2007 Percent of Respondents' Households That Were Victim of a Crime in the Last 12 Months**



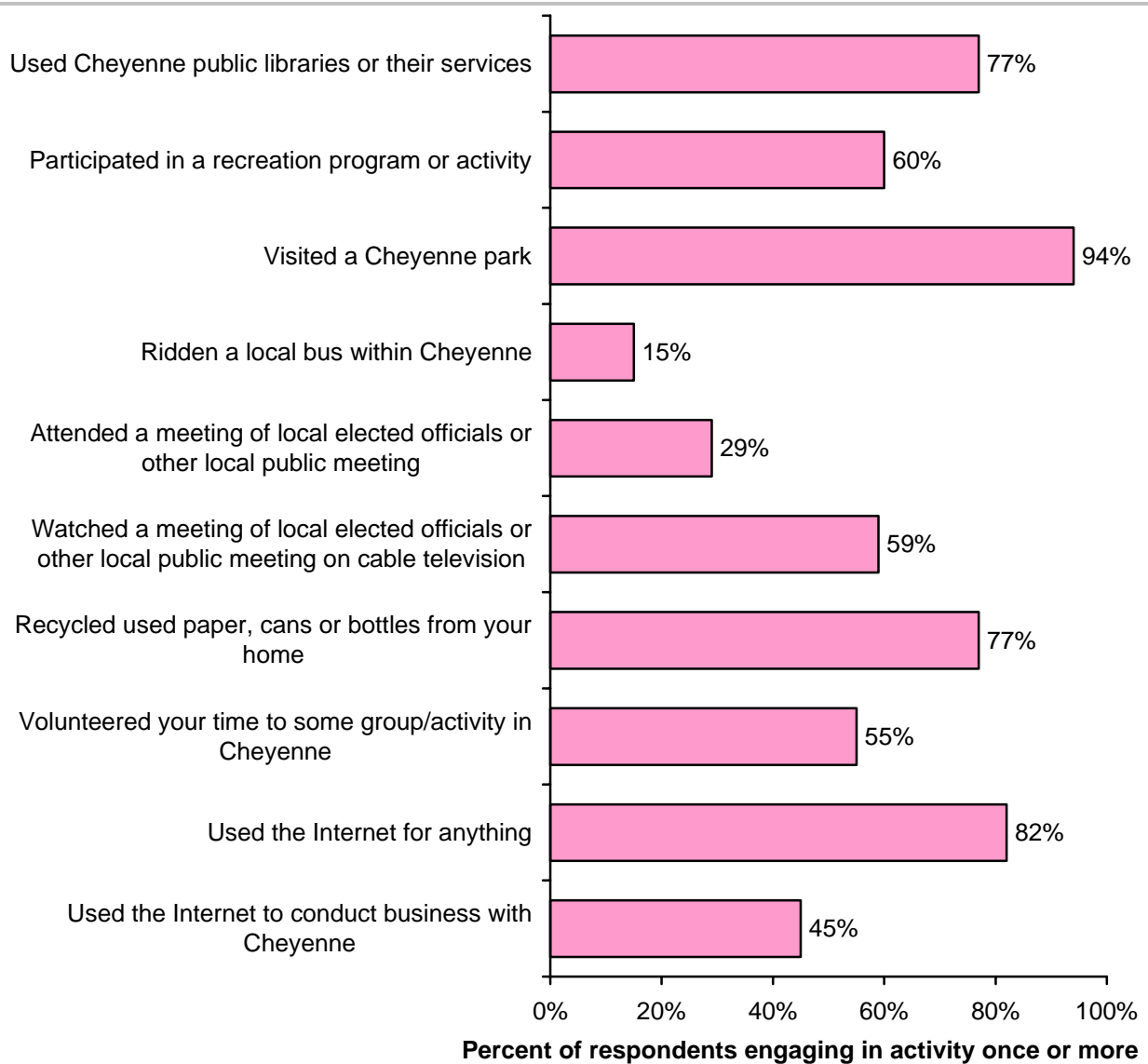
**Figure 12: 2007 Percent of Respondents' Households That Were Victim of a Crime Who Reported the Crime**



## Community Participation

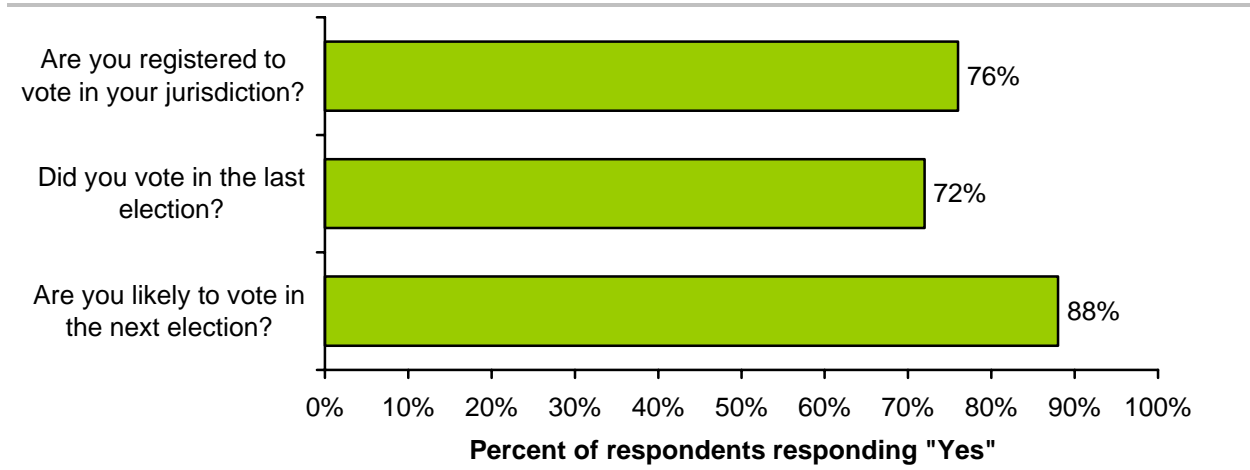
Participation in the civic, social and economic life of Cheyenne during the past year was assessed on the survey. The proportion of respondents engaging in various activities is shown in the chart below. Among those completing the questionnaire in 2007, 55% reported volunteering in the past year and 94% visited a Cheyenne park. Voter status was also estimated, and is shown on the next page.<sup>2</sup>

**Figure 13: Percent of Respondents Engaging in Various Activities in Cheyenne in the Last 12 Months**



<sup>2</sup> In general on a survey, a greater proportion of people will report having voted, than actual voting records verify.

**Figure 14: 2007 Voter Status and Activity**



**2007 Voter Status and Activity**

	No	Yes	Total
Are you registered to vote in your jurisdiction?	24%	76%	100%
Did you vote in the last election?	28%	72%	100%
Are you likely to vote in the next election?	12%	88%	100%

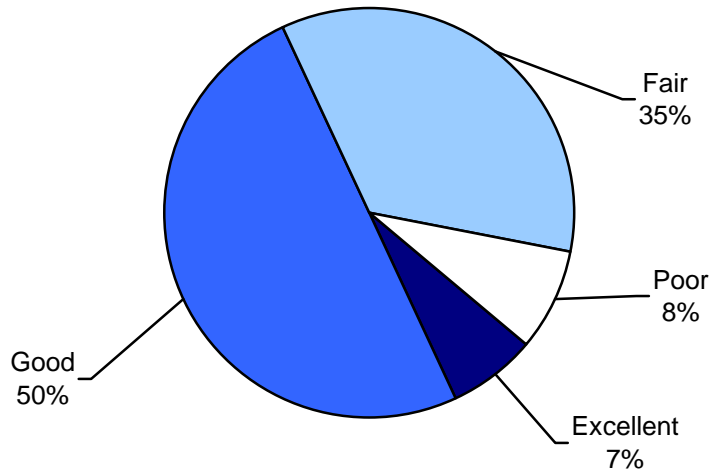
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## Service Provided by Cheyenne

The overall quality of services provided by the City of Cheyenne was rated as 52 on a 100-point scale in 2007, compared to 60 in 2004, 58 in 2005 and 55 in 2006. Ratings given to specific services are shown on the following pages.

**Figure 16: 2007 Overall Quality of Services Provided by the City of Cheyenne**







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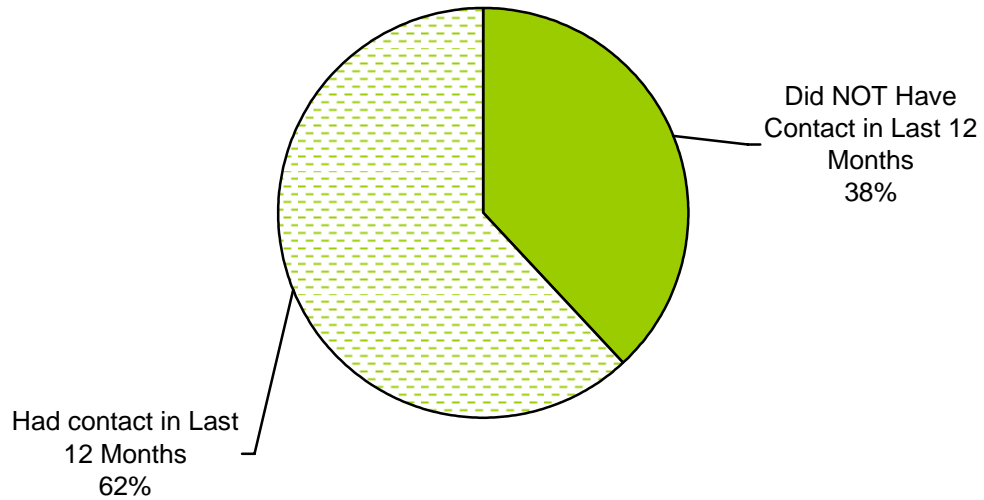
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## The City of Cheyenne Employees

Impressions of the City of Cheyenne employees were assessed on the questionnaire. In 2007, those who had been in contact with a City of Cheyenne employee in the past year (62%) rated their overall impression as 58 on a 100-point scale.

**Figure 24: Percent of Respondents Who Had Contact with a City of Cheyenne Employee in 2007**



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# ADDITIONAL QUESTIONS

Two additional questions were asked by the City of Cheyenne. The results for these questions are displayed below.

## Policy Question #1

**As the population of the City of Cheyenne grows and more residences and businesses are built, City services (such as fire, police, traffic and parks) will need to be expanded. Please indicate the extent to which you support or oppose the following two options to pay for the cost of expanded services:**

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
New development should be charged fees that will cover the added expense to maintain the current level of services	39%	44%	9%	8%	100%
All residents should share the added expense to maintain the current level of services (i.e., through sales or property tax)	15%	38%	20%	27%	100%

*Note: "don't know" responses have been removed.*

## Policy Question #2

**For each item please indicate if there are too many units, too few units or about the right number of units of each type of housing option in the City of Cheyenne:**

	Too many	About right	Too few	Total
Single family homes	12%	60%	28%	100%
Townhomes	22%	59%	19%	100%
Fourplexes	25%	55%	20%	100%
Apartments	24%	51%	26%	100%
Lofts	6%	36%	58%	100%
Housing that requires little maintenance to landscaping, siding, etc	5%	37%	59%	100%

*Note: "don't know" responses have been removed.*

# APPENDIX A: FREQUENCY OF RESPONSES TO ALL SURVEY QUESTIONS

This appendix displays the complete distribution of responses to questions in 2007. The “don’t know” responses are shown, where applicable.

Question 1: Quality of Life Ratings						
	Excellent	Good	Fair	Poor	Don't know	Total
How do you rate Cheyenne as a place to live?	17%	57%	22%	3%	0%	100%
How do you rate your neighborhood as a place to live?	18%	53%	26%	4%	0%	100%
How do you rate Cheyenne as a place to raise children?	23%	49%	17%	3%	7%	100%
How do you rate Cheyenne as a place to work?	7%	34%	36%	19%	5%	100%
How do you rate Cheyenne as a place to retire?	11%	40%	26%	16%	8%	100%
How do you rate the overall quality of life in Cheyenne?	12%	51%	33%	4%	1%	100%

**Question 2: Please rate each of the following characteristics as they relate to Cheyenne as a whole**

	Excellent	Good	Fair	Poor	Don't know	Total
Sense of community	6%	44%	37%	10%	2%	100%
Openness and acceptance of the community towards people of diverse backgrounds	5%	40%	38%	14%	3%	100%
Overall appearance of Cheyenne	4%	42%	43%	11%	0%	100%
Opportunities to attend cultural activities	7%	28%	36%	24%	5%	100%
Shopping opportunities	6%	30%	44%	19%	1%	100%
Recreational opportunities	6%	26%	36%	31%	2%	100%
Job opportunities	2%	21%	41%	30%	6%	100%
Access to affordable quality housing	3%	21%	40%	31%	5%	100%
Access to affordable quality child care	2%	8%	29%	23%	38%	100%
Ease of bus travel in Cheyenne	3%	16%	21%	14%	45%	100%
Ease of bicycle travel in Cheyenne	4%	28%	31%	11%	25%	100%
Ease of walking in Cheyenne	8%	46%	35%	6%	6%	100%
Overall image/reputation of Cheyenne	6%	47%	39%	8%	0%	100%
Overall quality of new development in Cheyenne	5%	39%	38%	12%	6%	100%

**Question 3: Please rate the speed of growth in the following categories in Cheyenne over the past two years**

	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Don't know	Total
Population growth	2%	12%	49%	17%	7%	11%	100%
Retail growth (stores, restaurants etc.)	7%	31%	40%	11%	4%	6%	100%
Jobs growth	20%	39%	24%	2%	1%	13%	100%

**Question 4: To what degree are the following problems in Cheyenne**

	<b>Not a problem</b>	<b>Minor problem</b>	<b>Moderate problem</b>	<b>Major problem</b>	<b>Don't know</b>	<b>Total</b>
Crime	4%	28%	54%	10%	4%	100%
Drugs	1%	8%	26%	58%	7%	100%
Too much growth	36%	26%	21%	10%	7%	100%
Lack of growth	33%	24%	22%	12%	9%	100%
Graffiti	10%	41%	28%	15%	6%	100%
Run down buildings, weed lots, or junk vehicles	5%	25%	39%	29%	2%	100%
Homelessness	3%	30%	31%	21%	15%	100%

**Question 5: Please rate how safe you feel from the following occurring to you in Cheyenne**

	<b>Very safe</b>	<b>Somewhat safe</b>	<b>Neither safe nor unsafe</b>	<b>Somewhat unsafe</b>	<b>Very unsafe</b>	<b>Don't know</b>	<b>Total</b>
Violent crime (e.g., rape, assault, robbery)	23%	45%	16%	13%	2%	2%	100%
Property crimes (e.g., burglary, theft)	8%	43%	16%	25%	7%	1%	100%
Fire	32%	39%	19%	5%	1%	4%	100%

<b>Question 6: Please rate how safe you feel:</b>							
	<b>Very safe</b>	<b>Somewhat safe</b>	<b>Neither safe nor unsafe</b>	<b>Somewhat unsafe</b>	<b>Very unsafe</b>	<b>Don't know</b>	<b>Total</b>
In your neighborhood during the day	67%	27%	5%	2%	0%	1%	100%
In your neighborhood after dark	25%	54%	8%	11%	2%	0%	100%
In Cheyenne's downtown area during the day	56%	33%	8%	3%	0%	1%	100%
In Cheyenne's downtown area after dark	11%	42%	15%	21%	5%	7%	100%
In Cheyenne's parks during the day	51%	35%	7%	5%	0%	2%	100%
In Cheyenne's parks after dark	5%	30%	14%	28%	10%	14%	100%

**Question 7: During the past twelve months, were you or anyone in your household the victim of any crime?**

	<b>No</b>	<b>Yes</b>	<b>Don't know</b>	<b>Total</b>
During the past twelve months, were you or anyone in your household the victim of any crime?	80%	20%	1%	100%

**Question 8: If yes, was this crime (these crimes) reported to the police?**

	<b>No</b>	<b>Yes</b>	<b>Don't know</b>	<b>Total</b>
If yes, was this crime (these crimes) reported to the police?	16%	82%	2%	100%

**Question 9: In the last 12 months, about how many times, if ever, have you or other household members done the following things in the City of Cheyenne?**

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used Cheyenne public libraries or their services	23%	29%	25%	13%	10%	100%
Participated in a recreation program or activity	40%	27%	21%	8%	4%	100%
Visited a Cheyenne park	6%	19%	40%	21%	14%	100%
Ridden a local bus within Cheyenne	85%	7%	5%	1%	3%	100%
Attended a meeting of local elected officials or other local public meeting	71%	18%	10%	1%	1%	100%
Watched a meeting of local elected officials or other local public meeting on cable television	41%	32%	21%	5%	1%	100%
Recycled used paper, cans or bottles from your home	23%	18%	24%	13%	22%	100%
Volunteered your time to some group/activity in Cheyenne	45%	20%	16%	9%	10%	100%
Used the Internet for anything	18%	4%	6%	7%	65%	100%
Used the Internet to conduct business with Cheyenne	55%	15%	12%	7%	11%	100%

**Question 10: How do you rate the quality of each of the following services in Cheyenne?**

	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Don't know</b>	<b>Total</b>
Police services	18%	43%	24%	10%	6%	100%
Fire services	33%	44%	8%	1%	14%	100%
Ambulance/emergency medical services	23%	44%	12%	4%	17%	100%
Crime prevention	5%	36%	33%	11%	15%	100%
Fire prevention and education	13%	42%	21%	3%	21%	100%
Traffic enforcement	8%	35%	35%	16%	5%	100%
Garbage collection	27%	49%	16%	7%	2%	100%
Recycling	11%	38%	25%	16%	10%	100%
Yard waste pick-up	12%	33%	22%	15%	18%	100%
Street repair	2%	19%	40%	37%	2%	100%
Street cleaning	5%	33%	41%	18%	2%	100%
Street lighting	5%	36%	44%	14%	1%	100%
Snow removal	6%	32%	33%	29%	1%	100%
Sidewalk maintenance	2%	23%	37%	32%	6%	100%
Traffic signal timing	4%	34%	41%	20%	1%	100%
Amount of public parking	5%	36%	35%	21%	3%	100%
Bus/transit services	5%	20%	16%	7%	50%	100%
Storm drainage	3%	38%	32%	14%	13%	100%
Drinking water	16%	47%	26%	9%	2%	100%
Sewer services	13%	50%	26%	2%	9%	100%
City parks	22%	55%	18%	2%	2%	100%
Recreation programs or classes	9%	38%	25%	7%	21%	100%
Range/variety of recreation programs and classes	7%	31%	26%	12%	23%	100%
Recreation facilities	7%	27%	34%	20%	13%	100%
Accessibility of parks	18%	59%	15%	5%	3%	100%
Accessibility of recreation facilities	10%	38%	28%	8%	16%	100%
Appearance/maintenance of parks	20%	52%	22%	3%	3%	100%
Appearance of recreation facilities	7%	43%	28%	5%	16%	100%
Land use, planning and zoning	2%	19%	34%	26%	19%	100%
Code enforcement (weeds, abandoned buildings, etc)	1%	15%	32%	38%	14%	100%
Economic development	3%	24%	42%	17%	13%	100%

**Question 10: How do you rate the quality of each of the following services in Cheyenne?**

	Excellent	Good	Fair	Poor	Don't know	Total
Public library services	25%	42%	17%	2%	14%	100%
Public information services	8%	34%	31%	10%	17%	100%

**Question 11: Overall, how would you rate the quality of the services provided by...**

	Excellent	Good	Fair	Poor	Don't know	Total
The City of Cheyenne	6%	48%	34%	8%	4%	100%
The Federal Government	4%	35%	38%	9%	14%	100%
The State Government	7%	41%	35%	8%	9%	100%

**Question 12: Have you had any in-person or phone contact with an employee of the City of Cheyenne within the last 12 months?**

	No	Yes	Total
Have you had any in-person or phone contact with an employee of the City of Cheyenne within the last 12 months?	38%	62%	100%

**Question 13: What was your impression of the employees of the City of Cheyenne in your most recent contact?**

	Excellent	Good	Fair	Poor	Don't know	Total
Knowledge	20%	52%	19%	8%	1%	100%
Responsiveness	24%	38%	24%	13%	0%	100%
Courtesy	30%	40%	15%	14%	0%	100%
Overall Impression	22%	43%	23%	12%	0%	100%

**Question 14: Please rate your agreement or disagreement with the following statements.**

	<b>Strongly agree</b>	<b>Somewhat agree</b>	<b>Neither agree nor disagree</b>	<b>Somewhat disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>	<b>Total</b>
I receive good value for the City of Cheyenne taxes I pay	11%	41%	22%	14%	9%	4%	100%
I am pleased with the overall direction that the City of Cheyenne is taking	10%	39%	21%	19%	8%	3%	100%
The City of Cheyenne government welcomes citizen involvement	8%	31%	22%	17%	9%	14%	100%
The City of Cheyenne government listens to citizens	5%	23%	22%	22%	17%	11%	100%

**Question 15: What impact, if any, do you think the economy will have on your family income in the next 6 months?**

	<b>Very positive</b>	<b>Somewhat positive</b>	<b>Neutral</b>	<b>Somewhat negative</b>	<b>Very negative</b>	<b>Total</b>
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	5%	23%	49%	19%	5%	100%

**Question 16a: Policy Question 1**

**As the population of the City of Cheyenne grows and more residences and businesses are built, City services (such as fire, police, traffic and parks) will need to be expanded. Please indicate the extent to which you support or oppose the following two options to pay for the cost of expanded services:**

	<b>Strongly support</b>	<b>Somewhat support</b>	<b>Somewhat oppose</b>	<b>Strongly oppose</b>	<b>Don't know</b>	<b>Total</b>
New development should be charged fees that will cover the added expense to maintain the current level of services	36%	40%	8%	7%	9%	100%
All residents should share the added expense to maintain the current level of services (i.e., through sales or property tax)	14%	36%	19%	25%	6%	100%

**Question 16b: Policy Question 2**

**For each item please indicate if there are too many units, too few units or about the right number of units of each type of housing option in the City of Cheyenne:**

	<b>Too many</b>	<b>About right</b>	<b>Too few</b>	<b>Don't know</b>	<b>Total</b>
Single family homes	10%	51%	23%	16%	100%
Townhomes	17%	45%	15%	23%	100%
Fourplexes	17%	37%	13%	33%	100%
Apartments	18%	39%	20%	23%	100%
Lofts	3%	17%	27%	54%	100%
Housing that requires little maintenance to landscaping, siding, etc	3%	23%	37%	37%	100%

**Question 17: Do you live within the City limits of the City of Cheyenne?**

	<b>No</b>	<b>Yes</b>	<b>Total</b>
Do you live within the limits of the City of Cheyenne?	4%	96%	100%

**Question 18: Employment Status**

	<b>No</b>	<b>Yes</b>	<b>Total</b>
Are you currently employed?	27%	73%	100%

**Question 18a: Usual Mode of Transportation to Work**

**What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?**

Motorized vehicle	92%
Bus, Rail, Subway, or other public transportation	2%
Walk	3%
Work at home	2%
Other	1%
Total	100%

**Question 18b: Drive Alone or Carpool**

	No	Yes	Total
If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people usually ride with you to or from work?	82%	18%	100%

**Usual Mode of Transportation to Work, Including Carpooling**

	Usual mode of transportation to work
Motorized vehicle, no others (SOV)	76%
Motorized vehicle, with others (MOV)	16%
Bus, rail, subway, or other public transportation	2%
Walk	3%
Work at home	2%
Other	1%
Total	100%

**Question 19: Length of Residency**

**How many years have you lived in Cheyenne?**

Less than 2 years	10%
2 to 5 years	11%
6 to 10 years	11%
11 to 20 years	17%
More than 20 years	50%
Total	100%

**Question 20: Type of Housing Unit**

<b>Which best describes the building you live in?</b>	
One family house detached from any other houses	66%
One family house attached to one or more houses	11%
Building with two or more apartments or condominiums	21%
Mobile home	1%
Other	1%
Total	100%

**Question 21: Tenure Status**

	<b>Rented for cash or occupied without cash payment?</b>	<b>Owned by you or someone in this house</b>	<b>Total</b>
Is this house, apartment, or mobile home...	34%	66%	100%

**Questions 22 to 25: Household Characteristics**

	<b>No</b>	<b>Yes</b>	<b>Total</b>
Do any children age 12 or under live in your household?	76%	24%	100%
Do any teenagers ages 13 through 17 live in your household?	88%	12%	100%
Are you or any other members of your household aged 65 or older?	80%	20%	100%
Does any member of your household have a physical handicap or is anyone disabled?	79%	21%	100%

**Question 26: Education**

<b>What is the highest degree or level of school you have completed?</b>	
12th Grade or less, no diploma	7%
High school diploma	19%
Some college, no degree	28%
Associate's degree (e.g. AA, AS)	12%
Bachelor's degree (e.g. BA, AB, BS)	20%
Graduate degree or professional degree	14%
Total	100%

**Question 27: Annual Household Income**

**How much do you anticipate your household's total income before taxes will be for the current year?**

Less than \$24,999	26%
\$25,000 to \$49,999	29%
\$50,000 to \$99,999	34%
\$100,000 or more	11%
Total	100%

**Question 28: Ethnicity**

	No	Yes	Total
Are you Spanish/Hispanic/Latino?	89%	11%	100%

**Question 29: Race**

What is your race?	Percent of Respondents
American Indian or Alaskan native	2%
Asian or Pacific Islander	2%
Black, African American	2%
White/Caucasian	90%
Other	7%
Total may exceed 100% as respondents could select more than one category.	

**Question 30: Age**

In which category is your age?	
18 to 24 years	7%
25 to 34 years	23%
35 to 44 years	15%
45 to 54 years	25%
55 to 64 years	14%
65 to 74 years	8%
75 years or older	9%
Total	100%

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**Question 31: Gender**

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	<b>Female</b>	<b>Male</b>	<b>Total</b>
What is your gender?	52%	48%	100%

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**Questions 32 to 34: Voter Status and Activity**

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	<b>No</b>	<b>Yes</b>	<b>Don't know</b>	<b>Total</b>
Are you registered to vote in your jurisdiction?	24%	74%	2%	100%
Did you vote in the last election?	28%	72%	0%	100%
Are you likely to vote in the next election?	11%	82%	8%	100%

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## APPENDIX B: SURVEY METHODOLOGY

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The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

The methods detailed in the following section are for the 2007 administration of The NCS in the City of Cheyenne. Information about the implementation in previous years can be obtained by the City of Cheyenne, as they conducted the 2004, 2005 and 2006 surveys without the help of National Research Center, Inc or ICMA.

### Sampling

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Approximately 1,200 households were selected to participate in the survey using a stratified systematic sampling method.<sup>3</sup> An individual within each household was selected using the birthday method.<sup>4</sup>

### Survey Administration

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Selected households received three mailings, one week apart, beginning February 12, 2007. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the mayor inviting the household to participate, a questionnaire and postage-paid return envelope. The final mailing contained a reminder letter and another survey and postage-paid return envelope. Completed surveys were collected over the following 5 weeks.

### Response Rate and Confidence Intervals

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Of the 1,127 eligible households, 527 completed the survey providing a response rate of 47%. Approximately 73 addresses sampled were "vacant" or "not found."<sup>5</sup> In general, the response rates

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<sup>3</sup> Systematic sampling is a method that closely approximates random sampling by selecting every Nth address until the desired number of households is chosen.

<sup>4</sup> The birthday method is a process to remove bias in the selection of a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys but leaving selection of respondent to household members will lead to bias.

<sup>5</sup> "Eligible" households refer to addresses that belong to residences that are not vacant within the City of Cheyenne.

obtained on citizen surveys range from 25% to 40%. The sample of households was selected systematically and impartially from a list of residences in the United States maintained by the U.S. postal service and sold to NRC through an independent vendor. The sample drawn for Cheyenne used USPS data to approximate the geographic boundaries of the jurisdiction, though some households just outside the city limits may have received surveys. The survey completers who technically do not reside in the jurisdiction may choose to respond to the survey because they feel an affiliation with the jurisdiction and its services. Local governments often have a sphere of influence – providing in-jurisdiction services that perimeter-residents use or even providing services outside the jurisdiction boundaries.

In theory, in 95 cases out of 100, the results based on such samples will differ by no more than 5 percentage points in either direction from what would have been obtained had responses been collected from all Cheyenne adults. This difference is also called a “margin of error.”<sup>6</sup> This difference from the presumed population finding is referred to as the sampling error. For subgroups of responses, the margin of sampling error is larger. In addition to sampling error, the practical difficulties of conducting any survey of the public may introduce other sources of error. For example, the failure of some of the selected adults to participate in the sample or the difficulty of including all sectors of the population, such as residents of some institutions or group residences, may lead to somewhat different results.

## Weighting and Analyzing the Data

The surveys were analyzed using the SPSS statistical package. Frequency distributions and average (mean) ratings are presented in the body of the report.

The demographic characteristics of the sample were compared to those of the City of Cheyenne as reflected in the information sent by staff to National Research Center, Inc. When necessary, survey results were statistically adjusted to reflect the known population profile.

Generally, only two variables are used in a weighting scheme. Known population characteristics are compared to the characteristics of survey respondents. Generally, characteristics chosen as weighting variables are selected because they are not in proportion to what is shown in a jurisdiction’s demographic profile and because differences in opinion are observed between subgroups of these characteristics. The two socioeconomic characteristics that were used to weight the survey results were gender/age and tenure. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics, although the percentages are not always identical in the sample compared to the population norms. The results of the weighting scheme are presented in the table on the following page.

<sup>6</sup> The margin of error was calculated using the following formula:  $1.96 * \text{square root}(0.25/400)$ . This margin of error is calculated in the most conservative way. The standard error was assumed to be the greatest for a binomial distribution: 50%/50%.

**Weighting Scheme for the City of Cheyenne Citizen Survey**

<b>Respondent Characteristics</b>	<b>Population Norm<sup>7</sup></b>	<b>Unweighted Survey Data</b>	<b>Weighted Survey Data</b>
<b>Tenure</b>			
Rent Home	34%	22%	34%
Own Home	66%	78%	66%
<b>Type of Housing Unit</b>			
Single-Family Detached	66%	75%	66%
Attached	34%	25%	34%
<b>Ethnicity</b>			
Non-Hispanic	87%	90%	89%
Hispanic	13%	10%	11%
<b>Race</b>			
White/Caucasian	88%	90%	88%
Non-White	12%	10%	12%
<b>Gender</b>			
Female	52%	55%	52%
Male	48%	45%	48%
<b>Age</b>			
18-34	30%	16%	29%
35-54	40%	37%	40%
55+	30%	47%	31%
<b>Gender and Age</b>			
Females 18-34	15%	10%	15%
Females 35-54	20%	21%	20%
Females 55+	17%	4%	17%
Males 18-34	15%	6%	15%
Males 35-54	20%	16%	20%
Males 55+	13%	23%	13%

<sup>7</sup> Source: 2000 Census

## APPENDIX C: SURVEY MATERIALS

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The following pages contain copies of the survey materials sent to randomly selected households within the City of Cheyenne. All households selected for inclusion in the study were first sent a prenotification postcard informing them that they would be receiving a questionnaire within the following week. A week later, a cover letter and survey were sent, with a postage paid return envelope. Two weeks later a second cover letter and survey were sent. The second cover letter asked that those who had responded not do so again, while urging those who had not yet returned their surveys to please do so.



Office of the Mayor  
2101 O'Neil Avenue  
Cheyenne, Wyoming 82001

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94



Office of the Mayor  
2101 O'Neil Avenue  
Cheyenne, Wyoming 82001

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94



Office of the Mayor  
2101 O'Neil Avenue  
Cheyenne, Wyoming 82001

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94



Office of the Mayor  
2101 O'Neil Avenue  
Cheyenne, Wyoming 82001

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94

Dear Cheyenne Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Cheyenne. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Jack R. Spiker  
Mayor

Dear Cheyenne Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Cheyenne. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Jack R. Spiker  
Mayor

Dear Cheyenne Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Cheyenne. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

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Sincerely,



Jack R. Spiker  
Mayor



Office of the Mayor  
2101 O'Neil Avenue  
Cheyenne, Wyoming 82001

February 2007

Dear Cheyenne Resident:

The City of Cheyenne wants to know what you think about our community and municipal government. You have been randomly selected to participate in Cheyenne's 2007 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

**To get a representative sample of Cheyenne residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.**

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call 307-637-6251.

Please help us shape the future of Cheyenne. Thank you for your time and participation.

Sincerely,

A handwritten signature in cursive script that reads 'Jack R. Spiker'.

Jack R. Spiker  
Mayor



Office of the Mayor  
2101 O'Neil Avenue  
Cheyenne, Wyoming 82001

February 2007

Dear Cheyenne Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of Cheyenne wants to know what you think about our community and municipal government. You have been randomly selected to participate in the City of Cheyenne's Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help Cheyenne City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

**To get a representative sample of Cheyenne residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.**

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call 307-637-6251.

Please help us shape the future of Cheyenne. Thank you for your time and participation.

Sincerely,

Jack R. Spiker  
Mayor

# THE CITY OF CHEYENNE 2007 CITIZEN SURVEY

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please circle the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

**1. Please circle the number that comes closest to your opinion for each of the following questions:**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
How do you rate Cheyenne as a place to live? .....	1	2	3	4	5
How do you rate your neighborhood as a place to live? .....	1	2	3	4	5
How do you rate Cheyenne as a place to raise children? .....	1	2	3	4	5
How do you rate Cheyenne as a place to work? .....	1	2	3	4	5
How do you rate Cheyenne as a place to retire? .....	1	2	3	4	5
How do you rate the overall quality of life in Cheyenne? .....	1	2	3	4	5

**2. Please rate each of the following characteristics as they relate to Cheyenne as a whole:**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Sense of community .....	1	2	3	4	5
Openness and acceptance of the community towards people of diverse backgrounds .....	1	2	3	4	5
Overall appearance of Cheyenne .....	1	2	3	4	5
Opportunities to attend cultural activities .....	1	2	3	4	5
Shopping opportunities .....	1	2	3	4	5
Recreational opportunities .....	1	2	3	4	5
Job opportunities .....	1	2	3	4	5
Access to affordable quality housing .....	1	2	3	4	5
Access to affordable quality child care .....	1	2	3	4	5
Ease of bus travel in Cheyenne .....	1	2	3	4	5
Ease of bicycle travel in Cheyenne .....	1	2	3	4	5
Ease of walking in Cheyenne .....	1	2	3	4	5
Overall image/reputation of Cheyenne .....	1	2	3	4	5
Overall quality of new development in Cheyenne .....	1	2	3	4	5

**3. Please rate the speed of growth in the following categories in Cheyenne over the past 2 years:**

	<u>Much too slow</u>	<u>Somewhat too slow</u>	<u>Right amount</u>	<u>Somewhat too fast</u>	<u>Much too fast</u>	<u>Don't know</u>
Population growth .....	1	2	3	4	5	6
Retail growth (stores, restaurants etc.) .....	1	2	3	4	5	6
Jobs growth .....	1	2	3	4	5	6

**4. To what degree, if at all, are the following problems in Cheyenne:**

	<u>Not a problem</u>	<u>Minor problem</u>	<u>Moderate problem</u>	<u>Major problem</u>	<u>Don't know</u>
Crime .....	1	2	3	4	5
Drugs .....	1	2	3	4	5
Too much growth .....	1	2	3	4	5
Lack of growth .....	1	2	3	4	5
Graffiti .....	1	2	3	4	5
Run down buildings, weed lots, or junk vehicles .....	1	2	3	4	5
Homelessness .....	1	2	3	4	5

5. Please rate how safe you feel from the following occurring to you in Cheyenne:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
Violent crime (e.g., rape, assault, robbery) .....	1	2	3	4	5	6
Property crimes (e.g., burglary, theft) .....	1	2	3	4	5	6
Fire .....	1	2	3	4	5	6

6. Please rate how safe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day .....	1	2	3	4	5	6
In your neighborhood after dark .....	1	2	3	4	5	6
In Cheyenne's downtown area during the day .....	1	2	3	4	5	6
In Cheyenne's downtown area after dark .....	1	2	3	4	5	6
In Cheyenne's parks during the day .....	1	2	3	4	5	6
In Cheyenne's parks after dark.....	1	2	3	4	5	6

7. During the past twelve months, were you or anyone in your household the victim of any crime?

- No → Go to question #9       Yes → Go to question #8       Don't know

8. If yes, was this crime (these crimes) reported to the police?

- No       Yes       Don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Cheyenne?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used Cheyenne public libraries or their services .....	1	2	3	4	5
Participated in a recreation program or activity .....	1	2	3	4	5
Visited a neighborhood or City park .....	1	2	3	4	5
Ridden a local bus within Cheyenne .....	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting.....	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting on cable television.....	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group/activity in Cheyenne .....	1	2	3	4	5
Used the Internet for anything .....	1	2	3	4	5
Used the Internet to conduct business with Cheyenne .....	1	2	3	4	5

**10. How do you rate the quality of each of the following services in Cheyenne?**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Police services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance/emergency medical services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Amount of public parking.....	1	2	3	4	5
Bus/transit services.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Range/variety of recreation programs and classes.....	1	2	3	4	5
Recreation facilities.....	1	2	3	4	5
Accessibility of parks.....	1	2	3	4	5
Accessibility of recreation facilities.....	1	2	3	4	5
Appearance/maintenance of parks.....	1	2	3	4	5
Appearance of recreation facilities.....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc).....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Public information services.....	1	2	3	4	5

**11. Overall, how would you rate the quality of the services provided by each of the following?**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Cheyenne.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5
The State Government.....	1	2	3	4	5

**12. Have you had any in-person or phone contact with an employee of the City of Cheyenne within the last 12 months (including police, receptionists, planners or any others)?**

- No → Go to question #14                       Yes → Go to question #13

**13. What was your impression of employees of the City of Cheyenne in your most recent contact? (Rate each characteristic below.)**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy.....	1	2	3	4	5
Overall impression.....	1	2	3	4	5

14. Please rate the following statements by circling the number that most clearly represents your opinion:

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know
I receive good value for the City of Cheyenne taxes I pay .....	1	2	3	4	5	6
I am pleased with the overall direction that the City of Cheyenne is taking.....	1	2	3	4	5	6
The City of Cheyenne government welcomes citizen involvement .....	1	2	3	4	5	6
The City of Cheyenne government listens to citizens .....	1	2	3	4	5	6

15. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive   
  Somewhat positive   
  Neutral   
  Somewhat negative   
  Very negative

16. Please check the response that comes closest to your opinion for each of the following questions:

a. As the population of the City of Cheyenne grows and more residences and businesses are built, City services (such as fire, police, traffic and parks) will need to be expanded. Please indicate the extent to which you support or oppose the following two options to pay for the cost of expanded services:

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know
New development should be charged fees that will cover the added expense to maintain the current level of services .....	1	2	3	4	5
All residents should share the added expense to maintain the current level of services (i.e., through sales or property tax)....	1	2	3	4	5

b. For each item please indicate if there are too many units, too few units or about the right number of units of each type of housing option in the City of Cheyenne:

	Too many	About right	Too few	Don't know
Single family homes .....	1	2	3	4
Townhomes.....	1	2	3	4
Fourplexes.....	1	2	3	4
Apartments.....	1	2	3	4
Lofts.....	1	2	3	4
Housing that requires little maintenance to landscaping, siding, etc.....	1	2	3	4

**Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.**

**17. Do you live within the City limits of the City of Cheyenne?**

- No       Yes

**18. Are you currently employed?**

- No → Go to question #19  
 Yes → Go to question #18a

**18a. What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?**

- Motorized vehicle (e.g. car, truck, van, motorcycle etc...)  
 Bus or other public transportation  
 Walk  
 Work at home  
 Other

**18b. If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people (adults or children) usually ride with you to or from work?**

- No       Yes

**19. How many years have you lived in Cheyenne?**

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

**20. Which best describes the building you live in?**

- One family house detached from any other houses  
 House attached to one or more houses (e.g., a duplex or townhome)  
 Building with two or more apartments or condominiums  
 Mobile home  
 Other

**21. Is this house, apartment, or mobile home...**

- Rented for cash or occupied without cash payment?  
 Owned by you or someone in this house with a mortgage or free and clear?

**22. Do any children 12 or under live in your household?**

- No       Yes

**23. Do any teenagers aged between 13 and 17 live in your household?**

- No       Yes

**24. Are you or any other members of your household aged 65 or older?**

- No       Yes

**25. Does any member of your household have a physical handicap or is anyone disabled?**

- No       Yes

**26. What is the highest degree or level of school you have completed? (mark one box)**

- 12th Grade or less, no diploma  
 High school diploma  
 Some college, no degree  
 Associate's degree (e.g. AA, AS)  
 Bachelor's degree (e.g. BA, AB, BS)  
 Graduate degree or professional degree

**27. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**

- Less than \$24,999  
 \$25,000 to \$49,999  
 \$50,000 to \$99,999  
 \$100,000 or more

**28. Are you Spanish/Hispanic/Latino?**

- No       Yes

**29. What is your race? (Mark one or more races to indicate what race you consider yourself to be)**

- American Indian or Alaskan native  
 Asian or Pacific Islander  
 Black, African American  
 White/Caucasian  
 Other

**30. In which category is your age?**

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

**31. What is your sex?**

- Female       Male

**32. Are you registered to vote in your jurisdiction?**

- No       Yes       Don't know

**33. Did you vote in the last election?**

- No       Yes       Don't know

**34. Are you likely to vote in the next election?**

- No       Yes       Don't know

**Thank you for completing this survey. Please return the completed survey in the postage paid envelope to:  
National Research Center, Inc., 3005 30th St., Boulder, CO 80301**



Office of the Mayor  
2101 O'Neil Avenue  
Cheyenne, Wyoming 82001

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