



Denver Residents' Issues Survey

The Wrap Up

Survey conducted by INC – Fall 2016

Survey Task Force

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Survey Objectives

1. Gather feedback about key concerns of Denver's residents
2. Get feedback about City services performance
3. Learn how well Council is perceived to be listening and responding to those issues
4. Use these results to open dialog with City leaders in a more meaningful manner
5. Use the results to drive and support topics/issues covered at INC meetings

Methodology

- ▶ Invitation emailed to INC's member RNO leaders/delegates, Denver's list of other RNO leaders and additional Denver-based neighborhood advocates
- ▶ Reached 373 good email addresses
- ▶ We encouraged pass along to other engaged neighborhood residents
- ▶ All responses were anonymous

Methodology cont'd

- ▶ Survey was available online from July 24 until September 4, 2016
- ▶ We sent a couple of general reminders
- ▶ Preliminary summary results were presented to INC members in October
 - Member feedback was used to tweak the survey presentation

How We Rolled It Out

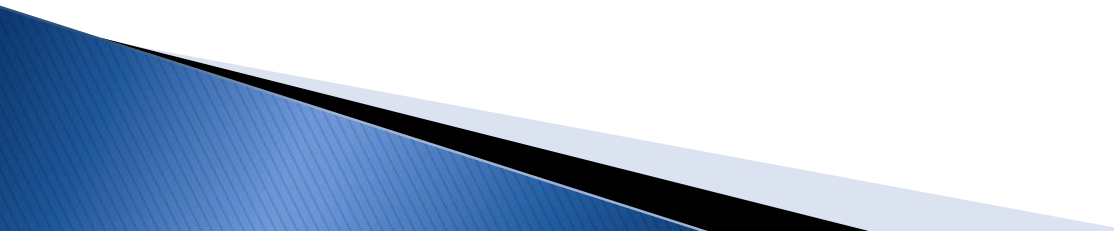
- ▶ Presentation made to Mayor's staff to avoid blindsiding the City as a gesture of partnership
- ▶ That was followed by individual presentations to all 13 City Council members –last one made January 19
- ▶ The survey asked what respondents would say to their district councilperson– those comments were shared only with that specific councilperson



Results Exceeded Expectations

- ▶ Response numbers = 503
- ▶ The open rate on emails sent was 44%
- ▶ Presentation to the City was favorably received
 - Increased or backed up our knowledge about sticky issues like density, zoning, marijuana and lack of reliable transit
 - Identified a clear need for long term City planning (infrastructure, transit, how much density, etc).

What the Survey Said

- ▶ We want a long term vision communicated in terms of what that is, how to transition it and how to finance it
 - ▶ We want zoning to address the impact on our existing infrastructure – look at the whole picture vs. pieces and parts
 - ▶ Planning seems to be done in silos – no big picture
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Survey Said cont'd

- ▶ We want the City to address
 - The lack of a viable transit system
 - Constantly losing open space and trees
 - A lack of affordable housing
 - Unsafe crosswalks and walkways
 - An increasing homeless issue
 - Increase in crime

How the City Responded

The Negatives



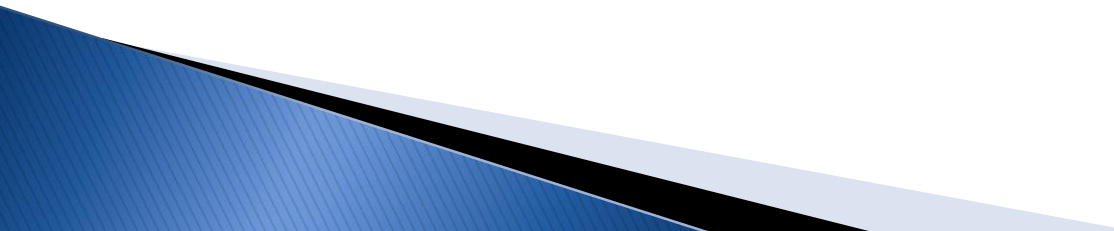
- ▶ Low response rates from several districts
- ▶ Why didn't you ask what we are doing right?
- ▶ INC should separate out fire from police when asking about city services.
- ▶ Where are the recommendations from this?
- ▶ Why don't people trust our engineers and studies on "the ditch" and I70?
- ▶ It should be in English and Spanish.

The Positives



- ▶ Very impressed with 503 responses from qualified neighborhood leaders which made it valid in their eyes
- ▶ We appreciate the individual presentations and open discussion of results.
- ▶ We would like to help you build more responses from our districts.
- ▶ Recognized the need for having a mid/long term plan shared with citizens (density, infrastructure, financing).

Bottom Line

- ▶ INC got the attention of Council members in a positive, credible way
 - ▶ CC thanked INC for doing the survey and for the thoughtful roll out
 - ▶ They heard us and understood they must not stop listening and responding to constituent concerns
 - ▶ All were very interested in the specific comments to districts
 - ▶ It opened doors for INC and provided credible data for positions on various issues
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Next Steps



- ▶ Post the summary on our website
- ▶ Generate slices of data relevant to special interest committees
- ▶ Board approved repeating the study again in 2017, and we want to find a sponsor to pay for out of pocket costs
- ▶ Determine best way to expand responses without losing control of the survey
- ▶ Include recommendations



Thank you to all who
participated!

THANK YOU