

2024 City of Colorado Springs Community Satisfaction Survey – Major Findings

Overview:

The 2024 City of Colorado Springs Community Satisfaction Survey was conducted to measure resident satisfaction with core City services and identify key areas for strategic and budgetary investment. The City will use this feedback as baseline data to guide the annual Strategic Doing Action, ensuring alignment with and tracking progress on the 2024-2028 Strategic Plan. Future yearly survey results will serve as evidence of ongoing improvements, helping prioritize strategic initiatives, measure progress toward strategic priorities, and inform budget decisions that address community needs and optimize resources.

The City worked with [ETC Institute](#) (ETC), a survey research firm to gather statistically valid and representative input from City of Colorado Springs residents. The goal was to collect a minimum of 600 completed surveys from residents. For each area respondents were asked to rate their satisfaction and priority. These results reflect a sample of 625 households' precision of +/- 3.9 of 95% confidence

Public Safety Results based on 12 questions:

Residents Most Satisfied with:

1. Overall quality of local fire protection (75%)
2. City wildfire mitigation efforts (59%)
3. City efforts to prevent fires (56%)

Most important to Residents for City to emphasize over the next 3 years:

1. City efforts to prevent crime (56%)
2. Overall quality of local police protection (50%)
3. Enforcement of local traffic laws (36%)

“Very High” Public Safety Priorities of Residents:

1. Overall efforts to prevent crime
2. Overall quality of local protection
3. Enforcement of local traffic laws

Parks and Recreation based on 14 questions:

Residents Most Satisfied

1. Number of City parks (72%)
2. Biking and hiking trails (69%)
3. Maintenance of City parks (67%)

Most important to Residents for the City to emphasize over the next 3 years:

1. Maintenance of City parks (50%)
2. Efforts to protect natural resources and the environment (38%)
3. Biking/hiking trails in the City (32%)

“Very High” Parks and Recreation Priorities of Residents:

1. City efforts to protect resources and environment
2. Maintenance of the city's parks
3. City swimming pools and city community centers

Infrastructure based on 14 questions:

Residents Most Satisfied with:

1. Snow removal on major City Streets (60%)
2. Maintenance of streetlights (45%)
3. Snow removal on major city streets (42%)

Most important to Residents for City to emphasize over the next 3 years.:

1. Maintenance of major City Streets (60%)
2. Maintenance of neighborhood streets and sidewalks (44%)
3. Flow of traffic and congestion management of City streets (42%)

“Very High” Infrastructure Priorities of Residents:

1. Maintenance of major City Streets
2. Maintenance of neighborhood streets and sidewalks
3. And flow of traffic and congestion management on City Streets

Economy, Workforce and Housing based on 15 questions:

Residents Most Satisfied with:

1. City as a support to the local military community (62%)
2. The variety of retail/restaurant/recreational options (54%)
3. City efforts to grow tourism as a revenue source (48%)

Most Important to Residents for City to emphasize over the next 3 years:

1. Approach to manage homelessness (56%)
2. Ability to balance growth with available resources (54%)
3. Availability of housing to match the workforce (30%)

“Very High” Infrastructure Priorities of Residents:

1. Approach to manage homelessness
2. City’s ability to balance city growth with available resources
3. The availability of housing to match the workforce

Resident Satisfaction with City and Community Connection:

(1) Availability of information about City programs and services; (2) How well City keeps you informed on local issues; (3) level of public engagement in local decision-making; (4) you Connection with your neighbors; (5) awareness of volunteer opportunities; (6) City interest in volunteering.

Residents Most Satisfied with:

1. Their connection to their neighbors (54%)
2. The availability of information about City programs and services (32%)
3. Awareness of volunteer opportunities (31%)

Preferred Resident City Communication Sources

Top 3 ways households learn about City issues, events and services

1. Local TV news (67%)
2. Facebook (36%)
3. City’s website

The results speak to the top satisfaction, importance and priority findings by Strategic Priority Area. The results of the satisfaction and priority are consistent with the 2024-2028 Strategic Plan Priority Objectives as well as the 2024 Strategic Doing Initiatives.