






**Communications & Public Involvement**  
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## MEMORANDUM

Date: September 19, 2023

To: Mayor and City Council

Through: Kelly DiMartino, City Manager <sup>DS</sup>   
 Denzel Maxwell, Assistant City Manager <sup>DS</sup> 

From: Amanda King, Communications Director <sup>DS</sup> 

**RE: September 12, 2023 Work Session Summary – 2023 Community Survey Results**

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At the September 12 Work Session, staff was joined by Jade Arocha, Director of Survey Research at NRC/Polco, to present a review of the 2023 annual Community Survey results. Mayor Pro Tem Francis and Councilmembers Gutowsky, Pignataro, Canonico, Peel, and Ohlson were present.

### Summary of Discussion:

- Key components of the survey design methodology, distribution, implementation and response rates were reviewed.
- Highlights from survey results, including overall comparisons to national and regional benchmarks, and high-level trends of note were shared.
- **Key Findings:**
  - Fort Collins residents continue to enjoy an excellent quality of life in the city and in their neighborhoods.
  - While residents feel safe in the city, some safety-related ratings have declined.
  - City parks, recreation, and cultural opportunities are highly valued by residents with top scores going to trails, natural areas and parks.
  - Residents appreciate many aspects of City services and governance, with high marks in relation to creating a fostering a welcoming and inclusive community, encouraging sustainability and overall direction of the City. User ratings relating to direct interactions with City employees and providing opportunities to participate in government activities also ranked highly.
  - Information sources used and preferred by residents were reviewed. For the first time, the City website exceeded Word of Mouth as an information source and ranked highly as a preferred method of receiving information.

### Councilmember questions & Feedback:

- Q: Explain the rationale for combining data from the open (opt-in) survey with the non-statistical sample. A: This was an emerging practice in survey design. The process involves comparing the two datasets to verify the results are not radically different before combining them, and ultimately gives a larger response base from which to draw information. Additionally, the opt-in survey is used as an indirect marketing tool to encourage sample survey recipients to complete the survey.
- Q: How do we use the Community Survey to inform decision making? A: Survey results feed into our Strategic Planning and Budget/OMAPs processes, shining spotlights on



trends and areas of improvement which, in turn, City leadership and staff can measure against work planning and resourcing.

- Q: Has this affected budget outcomes? A: Yes, this information is included in Budget Leadership Team deliberations when considering budget offers.
- Councilmembers noted gradual declines in key areas, such as safety, and asked that City leadership pay close attention to these in future work planning.

#### **Benchmark Comparison Follow-Up:**

- Where benchmark comparisons could be made, Fort Collins received 6 higher ratings, 40 ratings similar ratings and 6 lower ratings than the national benchmarks. Fort Collins received 9 higher ratings, 42 similar ratings and 1 lower rating than the Front Range benchmarks. Below is a table of ratings that were higher/lower than the benchmarks:

<b>National Benchmarks</b>	
<b>Higher Ratings</b>	<b>Lower Ratings</b>
Ease of travel by bicycle	Traffic enforcement
Carpooled with other adults or children instead of driving alone	Availability of affordable quality housing
Natural areas and open space	Police services overall
Quality of recreational opportunities	Crime prevention
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	Air quality
Volunteered your time in Fort Collins	Availability of affordable quality childcare

<b>Front Range Benchmarks</b>	
<b>Higher Ratings</b>	<b>Lower Ratings</b>
Quality of shopping opportunities	Availability of affordable quality housing
Ease of travel by bicycle	
Street maintenance	
Overall appearance of the city	
Natural areas and open space	
Quality of recreational opportunities	
Availability of quality healthcare	
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	
Volunteered your time in Fort Collins	

#### **Next Steps:**

Staff will continue to analyze 2023 results and trends and will review/compare data with other survey tools. Individual department presentations are being conducted upon request, and the survey results are being shared online with the community.

Results will also inform the upcoming Strategic Plan update and 2024 departmental work plans.

If Council is interested in an individual district reports/presentations, they can be coordinated through the City Manager's and Communications and Public Involvement Offices.



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## MEMORANDUM

**Date:** September 19, 2023  
**To:** Mayor Arndt and City Council members  
**Thru:** Kelly DiMartino, City Manager  
 Kendall Minor, Utilities Executive Director  
 Gretchen Stanford, Utilities Customer Connections Deputy Director  
**From:** Katherine Bailey, Energy Services Program Manager  
 Brian Tholl, Energy Services Supervisor  
**Re:** **September 12, 2023 Work Session Staff Report Summary: Building Energy and Water Scoring Update and Next Steps**

Attendees: All Councilmembers were present. Brian Tholl and Katherine Bailey provided the presentation. The meeting was conducted via the zoom platform and in person.

Purpose: Staff provided an update on the 2018 Council adopted Building Energy and Water Scoring program including background of the building owner requirements, resources, an update on building owner compliance with reporting requirements, and next steps for policy that staff plans to bring in 2024 for council consideration.

### Discussion Summary:

- Councilmembers expressed the following regarding the program:
  - Criticality of supporting building owners with assistance for a complex and potentially time intensive process.
  - Importance of transparency around the purposes of data collection.
  - Recommendation to include more about the benefits and purpose of benchmarking in direct communications.
  - Clarification that there is and will continue to be a phone number listed along with email, and staff available to take calls.
  - Clarification of the citation process, amount, and partnership with Municipal Court and Prosecution staff.
  - Support of the program with request for more information regarding Council consideration of Building Performance Standards in 2024.

### Additional Information Available Now

- Staff referenced the State of Colorado Building Performance Standards requirements (HB 21-1286), which can be found on the AQCC page under Regulation 28: <https://cdphe.colorado.gov/aqcc-regulations>  
 Direct link here:  
<https://drive.google.com/file/d/1XQMjQhS26ddbdbB1WDvbi5rEEK0RmYz9/view>
- Staff also discussed the current activities related to the Fort Collins Building Performance Standards. The BPS Task Force and related information can be accessed here:  
<https://ourcity.fcgov.com/bps>





- Task Force members include: Michael Bello (North Fort Collins Business Association), Derek Getto (Downtown Development Authority), Gary Higgins (National Inspection Services), Steve Kuehneman (Care Housing), Kim Mary (Vintage Marketplace), Michelle McLaughlin (Mac Electric), Stu Reeve (Energy Manager, City of Fort Collins), Jean Robbins (Ram's Village), David Suckling (Energy Services Engineer, City of Fort Collins), Tom Hall (Waypoint Real Estate), Kellie Falbo (Sustainable Living Association) and Huston Hoffman (RPT Realty). Katherine Bailey hosts the meetings (Fort Collins Utilities, Project Manager). Wendy Lowe (P2 Solutions) facilitates the meetings.

Next Steps:

- Staff will explore additional messaging on program benefits and purpose to add to upcoming communications.
- Staff will continue to prioritize customer service and promote resources to assist with program compliance, continuing to work with director level staff with Help Center vendor specifically around assuring excellent customer service.
- Staff are planning for an upcoming work session on Building Performance Standards in early 2024.

CC: John Phelan, Energy Services Manager








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**MEMORANDUM**

**Date:** September 19, 2023

**To:** Mayor and City Council

**From:** Brittany Depew, Homelessness Lead Specialist <sup>DS</sup>   
Sgt. Annie Hill, Police Services' HOPE Team <sup>DS</sup>   
Kelli Pryor, Northern Colorado Continuum of Care <sup>DS</sup>

**Thru:** Jacob Castillo, Sustainability Officer <sup>DS</sup>   
Rupa Venkatesh, Assistant City Manager <sup>DS</sup>   
Kelly DiMartino, City Manager <sup>DS</sup> 

**RE:** September 12, 2023 Work Session Summary – Overview of Homelessness Response System and Community Report: Northern Colorado Continuum of Care

Mayor Arndt, Mayor Pro Tem Francis and Councilmembers Gutowsky, Pignataro, Canonico, Peel, and Ohlson were present.

At the September 12 Work Session, staff provided an overview of the homelessness response system and updated Council on current efforts underway, funding components, and next steps, including a community report from the Northern Colorado Continuum of Care’s director.

**Summary of Feedback**

Discussion:

- Councilmembers asked about training required for the HOPE Team.
  - Team members complete the Crisis Intervention Team (CIT) training, conduct learning through various community resources and in-the-field learning via ongoing engagement with other outreach agencies.
- Councilmembers discussed the upcoming funding gaps due to occur after American Rescue Plan Act (ARPA) funds are used in full at the end of 2024. Staff will work with community agencies to assess the highest needs while also researching state and federal funding opportunities.
- Reviewed data from the Coordinated Assessment Housing Placement System (CAHPS) and barriers to moving those on this list into housing. Top barriers are scarce housing availability and inability to use vouchers for rental units listed above fair market rent (a majority of rentals in Fort Collins fall into this category).



- Partnership between the City/CoC and Poudre School District/Front Range Community College. In general, education systems tend to be fairly siloed from this work, but the new youth shelter slated to open in 2025 has begun to bridge some of those gaps.
- Review of how some folks come to self-resolve their homelessness, including support from friends and family, ability to secure employment, etc.
- Review ideal services for LGBTQIA+ homelessness and how shelter and services tailored to this population can help increase safety and housing rates.
- Discussed overarching CoC goal to achieve “functional zero” homelessness:
  - Functional zero: The number of people experiencing homelessness at any time does not exceed the capacity of a community to house people (from Community Solutions: <https://community.solutions/built-for-zero/functional-zero/>)
- Councilmembers discussed various points related to the Point in Time (PIT) count:
  - How PIT can be utilized to understand trends and benchmark against peer communities
  - Our community saw no clear increase in homelessness between 2019-2022, during the heart of the pandemic
  - There seems to be some increase happening in unsheltered homelessness and decreases in chronic homelessness
- Questions about whether better/more services can draw people to the area specifically for those services. Staff discussed regular flow of people experiencing homelessness between communities, and we do not statistically see higher numbers of influx into Fort Collins than other areas in the region.

#### Questions with follow up:

- Interest in better understanding data around first-time homelessness and how these numbers are trending.
  - In Q2 of 2023, 378 individuals enrolled in the system stated it was their first episode of homelessness.
  - Based on all active enrollments in Q2, 378 experiencing homelessness for the first time represents about 21% of the population.
  - Prior quarters of this data, to help demonstrate trends over time, will be included in October’s Q3 Homelessness Updates Memo.
- Interest in learning more about Point in Time (PIT) data and trends over time.
  - Additional information attached.
- Data trends in the Homeless Management Information System (HMIS) were of interest, namely if there has been an upward trend over time.
  - Additional information attached.
- Councilmembers asked about self-reporting a disability. The CoC will share more information on how disability is defined, as established by the Department of Housing and Urban Development (HUD).
  - This will be included in October’s Q3 Homelessness Updates Memo
- Councilmembers expressed interest in breakdown of types of homelessness (level of acuity) and which resources/services are most effective at each level.
  - This will be included in October’s Q3 Homelessness Updates Memo



**Attachments**

1. Point in Time Data & Trends
2. Homeless Management Information System (HMIS) Data & Trends



Attachment 1: PIT Count Data & Trends



Year	PIT Count #	% of homeless per capita
2017	331	2.07%
2018	263	1.62%
2019	353	2.10%
2020	260	1.53%
2021	348	2.05%
2022	284	1.65%
2023	393	-

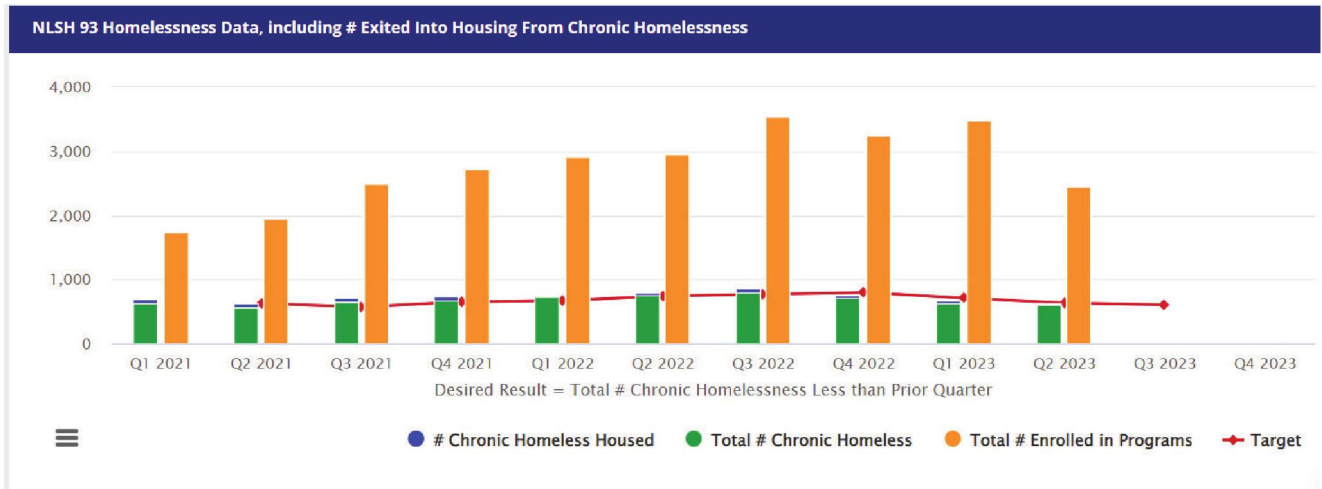
Notes:

- Only sheltered homelessness counts were conducted in even years.
- Unsheltered and sheltered counts were conducted in odd years, leading to overall higher numbers those years.
- Beginning in 2023, combined unsheltered and sheltered counts will be done annually.
- Official population data for 2023 is not available.





Attachment 2: HMIS Data & Trends



Period	Total # Enrolled in Programs in Fort Collins	Total # of Chronically Homeless Individuals
Q1 2021	1,730	622
Q2 2021	1,951	569
Q3 2021	2,493	647
Q4 2021	2,717	666
Q1 2022	2,909	736
Q2 2022	2,955	764
Q3 2022	3,531	791
Q4 2022	3,247	706
Q1 2023	3,479	629
Q2 2023	2,448	600

Notes:

- These numbers are unduplicated
- Some of the more significant increases seen here are due to increasing numbers of agencies reporting into the HMIS