

Durango, CO

The National Community Survey

Report of Results
2026

Report by:



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Transparency Initiative, providing
clear disclosure of our sound and
ethical survey research practices.

Table of Contents

About The NCS™	1
- Purpose of the Survey	
- How Results Are Reported	
- Comparisons to Benchmarks	
- Trends Over Time	
Methods.....	3
- Selecting the Survey Recipients	
- Conducting the Survey	
- Analyzing the Data	
- Contact Information	
- Study Limitations	
- Survey Validity	
Key Findings	6
- Community Strengths	
- Focus Areas	
- Other Notable Results	
- Areas of Greatest Change	
Facets of Livability	8
- Overview and Gap Analysis	
- Quality and Importance Ratings	
Quality of Life.....	9
Governance	10
Economy.....	12
Mobility	14
Community Design	16
Utilities	18
Safety	19
Natural Environment	21
Parks and Recreation	22
Health and Wellness	23
Education, Arts, and Culture	25
Inclusivity and Engagement	27
Custom Questions	30

About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Durango. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The NCS was developed by the experts from National Research Center at Polco in partnership with the International City/County Management Association (ICMA) and has been administered in hundreds of communities across the United States.

Great communities are partnerships of the government, private sector, community-based organizations, and residents, all geographically connected. The NCS focuses on the livability of Durango by categorizing survey questions into the ten main “facets” of community livability shown below, in addition to ratings for quality of life and local governance. These facets have been identified through years of extensive survey research as those that are most impactful to residents’ quality of life.

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Community Connection

The report provides the opinions of a representative sample of 525 residents of the City of Durango collected from February 2nd, 2026 to March 16th, 2026. The margin of error around any reported percentage is 18% for all respondents. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Durango.

Reporting Results

For the most part, the percentages presented in this report represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey, respondents may answer “don’t know.” The proportion of respondents giving a “don’t know” response is shown in the full set of responses included in the “Complete Data” section; however, these responses have been removed from the analyses presented in the main body of the report. Therefore, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Benchmark Comparisons

Polco’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 400 communities whose residents evaluated the same kinds of topics on The NCS. The comparison evaluations include surveys from the past five years. If a jurisdiction has conducted multiple efforts in the past five years, only the most recent survey is included in the benchmark database. Polco adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range.

In each tab, Durango’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark, meaning that the average rating given by Durango residents. Being rated as “higher” or “lower” than the benchmark means that Durango’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Durango’s average rating was more than 20 points different when compared to the benchmark.



In addition to these national benchmarks, comparisons were also made to a smaller cohort of communities that align more closely to the demographics in Durango. This cohort included communities across the US that have similar characteristics to Durango. Comparisons to these communities can be found throughout the report and in the Custom Benchmarks tab.

Trends over time

Trend data for Durango represent important comparison data and should be examined for improvements or declines.¹ Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than six percentage points between the 2023 and 2026 surveys, the change is statistically significant.

1. In 2020 and 2025, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

Methods

Selecting Survey Recipients

All households within the City of Durango were eligible to participate in the survey. A list of all households within the zip codes serving Durango was purchased from Polco's mailing vendor, based on updated listings from the United States Postal Service.

Since some of the zip codes that serve Durango households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of Durango boundaries were removed from the list of potential households to survey. From that list, addresses were randomly selected as survey recipients, with multi-family housing units sampled at a rate of 5:3 compared to single family housing units.

Conducting the Random Sample Survey

Thee 3,000 randomly selected households received mailings beginning on February 2nd, 2026 and data collection for the survey remained open for six weeks. The first mailing was a postcard inviting the household to participate in the survey online. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. Both mailings included a web link to give residents the opportunity to respond to the survey online, as well as QR codes to further encourage participation.

About 3% of the 3,000 mailed invitations were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,906 households that received the invitations to participate, 525 completed the survey, providing an overall response rate of 18%. The response rate was calculated using AAPOR's response rate #2 for mailed surveys of unnamed persons.¹

It is customary to describe the precision of estimates by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval quantifies the sampling error or imprecision of the survey results based on the total number of responses received. This is because *some* residents' opinions are relied on to estimate *all* residents' opinions. The margin of error for the City of Durango survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (525 completed surveys).

Conducting the Open Participation Survey

In addition to the randomly selected "probability sample" of households, a link to an online open-participation survey was publicized by the City of Durango. The open-participation survey was identical to the random sample survey, with two small updates; it asked a question to confirm the respondent was a resident of Durango and also a question about where they heard about the survey.

The open-participation survey was open to all city residents and became available on March 2nd, 2026. The survey remained open for two weeks and 265 responses were received. The data presented in the following report excludes the open participation survey data, but the online report includes a tab which provides the complete open participation results.

Analyzing the Data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python, and Tableau.

The demographics of the survey respondents were compared to those found in the 2020 Census and 2024 American Community Survey estimates for adults in the City of Durango. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, and housing tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.² The results of the weighting scheme for the probability sample are presented in the following table.

Polco aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target ⁴
Age	18-34	9%	37%	37%
	35-54	29%	30%	30%
	55+	62%	33%	33%
Hispanic origin	No	95%	92%	92%
	Yes	5%	8%	8%
Housing tenure	Own	77%	53%	53%
	Rent	23%	47%	47%
Housing type	Attached	42%	51%	51%
	Detached	58%	49%	49%
Race & Hispanic origin	Not white alone	10%	20%	20%
	White alone, not Hispanic or Latino	90%	80%	80%
Sex	Man	43%	49%	49%
	Woman	57%	51%	51%
Sex/age	Man 18-34	4%	19%	19%
	Man 35-54	14%	16%	16%
	Man 55+	25%	15%	15%
	Woman 18-34	5%	18%	18%
	Woman 35-54	15%	14%	14%
	Woman 55+	36%	18%	18%

Study Limitations

All public opinion research is subject to unmeasured error. While the methodologies employed for this survey were designed to minimize this error as much as possible, these other sources of potential error should be acknowledged, and can include non-response error, coverage error, recall bias, and social desirability bias.

Non-response error arises when those who were selected to participate in the survey did not do so, and may have different opinions or experiences than survey responders. For general resident surveys, where the results are meant to be generalized to the entire adult population living in households, the mailing lists based on the Delivery Sequence File from the United States Post Office may exclude certain types of housing units, such as those in multi-family buildings where mail is addressed to a named resident at the address rather than to a specific unit or where residents only receive their mail at a post office box and the geographic location of a residence cannot be determined, there may be a *coverage error*, although for most locations, this is minimal. Respondents may not perfectly remember their experiences in the past year (such as participation in social or civic events, for example), and for some survey items, they may answer in ways they think cast their responses in a more favorable light (*recall bias* and *social desirability bias*).

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://blog.polco.us/polco-knowledgebase/margin-of-error-and-confidence-level-in-survey-results>

Contact

The City of Durango funded this research. Please contact Klancy Nixon of the City of Durango at klancy.nixon@durangoco.gov if you have any questions about the survey.

1. See AAPOR's Standard Definitions for more information at <https://aapor.org/standards-and-ethics/standard-definitions/>
2. Pasek, J. (2014). ANES Weighting Algorithm. Retrieved from <https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf>
3. Targets come from the 2020 Census and 2024 American Community Survey

Key Findings

Community Strengths

Residents feel safe in Durango.

- About 85% of residents rated the overall feeling of safety in Durango as excellent or good, a significant increase from 79% in 2023.
- Nearly all respondents felt safe in their neighborhood (97% very safe or somewhat safe) and in the downtown/commercial (95%) area during the day.
- About 9 in 10 participants felt safe from violent crime, and about 8 in 10 felt safe from property crime; both measures increased significantly from 2023.
- About 54% of residents felt safe from fire, flood, or other natural disasters, a significant decrease from 63% in 2023. However, over 9 in 10 residents gave positive ratings to fire services, and about 8 in 10 rated fire prevention and education positively.

Mobility ratings improved across key areas.

- About 7 in 10 residents rated the overall quality of the transportation system as excellent or good, higher than the national benchmark.
- Ratings improved across several aspects of mobility, including ease of travel by car (67% excellent or good), ease of travel by public transportation (60%), traffic flow on major streets (58%), and ease of parking (46%).
- Respondents continued to give high marks to ease of walking (81%) and bicycling (72%), though ratings for bicycling decreased slightly from 2023.
- Several transportation-related services improved since 2023, including snow removal (78%), street cleaning (71%), bus or transit services (69%), and sidewalk maintenance (53%).

Durango's natural environment and parks system are standout strengths.

- About 9 in 10 residents positively rated parks and recreation amenities, including availability of paths and walking trails, fitness opportunities, and recreational opportunities.
- Additional parks-related services also received strong ratings, including recreation programs (83%) and recreation centers (82%).
- Nearly all participants rated the overall quality of the natural environment positively (97%).
- About 9 in 10 respondents gave positive ratings to Durango's air quality and water resources.
- These ratings were higher than the national benchmark and remained stable since 2023.

Focus Areas

While governance ratings remained moderate, several measures increased compared to 2023.

- Roughly 6 in 10 residents offered high marks to Durango government treating residents with respect and the value of services for the taxes paid.
- About half of respondents gave excellent or good ratings to Durango government for welcoming resident involvement, generally acting in the best interest of the community, and being honest, all of which increased since 2023.
- About half also offered positive review to local government treating residents fairly and informing residents about issues facing the community, consistent with 2023 results.
- A higher proportion, about 8 in 10 residents, positively reviewed the overall customer service by Durango employees, on par with 2023 ratings.

Residents report challenges with affordability and economic opportunities

- About 45% of residents rated the overall economic health in Durango as excellent or good, a significant decline from 54% in 2023 and lower than the national benchmark.
- While about 9 in 10 residents rated Durango positively as a place to visit, only about 4 in 10 gave high marks as a place to work, lower than both national and custom benchmarks.
- Ratings for employment opportunities declined from 22% in 2023 to 16% in 2026.
- Just 5% of residents gave positive ratings to the cost of living, lower than the national benchmark but similar to the custom benchmark.

Housing-related measures receive moderate to low ratings from residents.

- About one-third of residents gave positive ratings to well-planned residential and commercial growth.
- About 3 in 10 residents rated the overall quality of new development positively.
- Lower ratings were seen for the variety of housing options (15%) and the availability of affordable quality housing (5%), both lower than the national benchmark but similar to the custom benchmark.

Other Notable Results (Custom Questions)

- About three quarters of residents strongly or somewhat agreed that City of Durango...
 - Considers the needs and well-being of residents when making decisions.
 - Is open and transparent about its decisions, actions, and use of public resources.
 - Has the skills, knowledge, and capacity to effectively deliver services and carry out its responsibilities.
- A slightly smaller share, about 7 in 10 residents, agreed that the City of Durango follows through on its commitments and does what it says it will do.
- About 8 in 10 residents positively reviewed the overall experience and ease of travel at the Durango La Plata County Airport.
- About 9 in 10 residents felt the Durango La Plata County Airport is essential or very important to the overall well-being of the community.

Areas of Greatest Change

Of the evaluative questions included on both the 2023 and 2026 survey iterations, 84 were statistically similar to previous results. Upward trends were seen in 24 items, while 9 ratings decreased since 2023. The most significant of those trends are listed below.

Increases

- Snow removal (+19%)
- Ease of travel by public transportation in Durango (+18%)
- Traffic flow on major streets (+15%)
- Ease of public parking (+14%)
- Affordable high-speed internet access (+12%)

Decreases

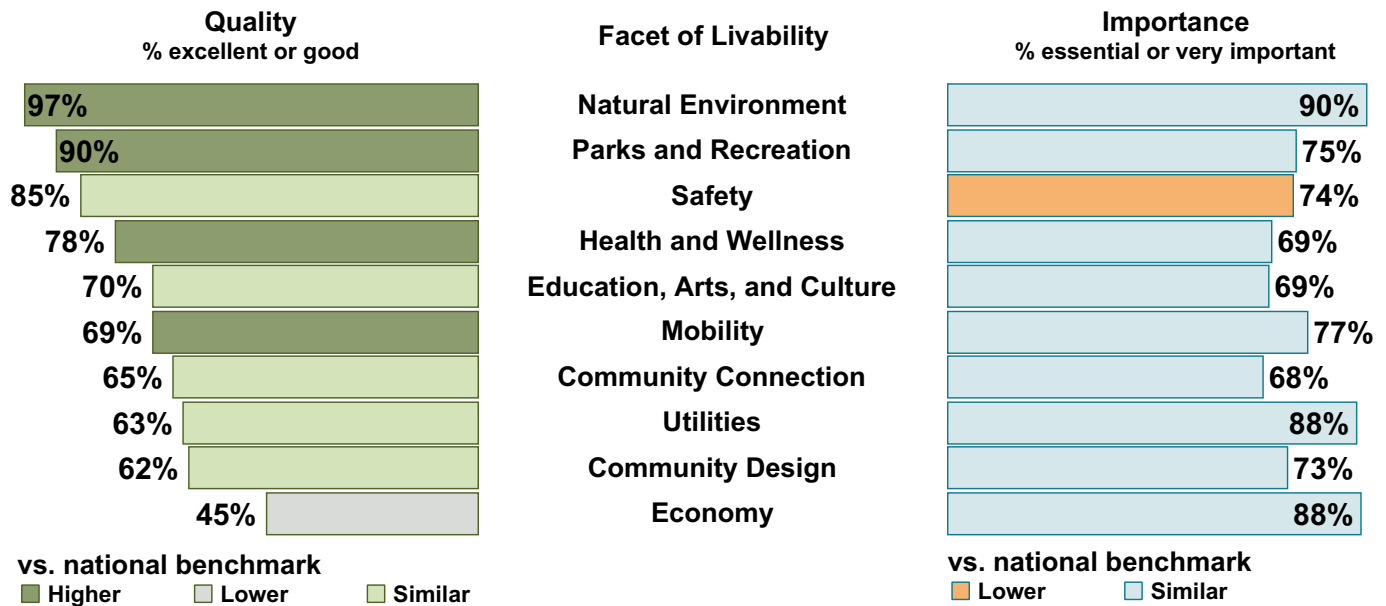
- The Federal Government (-19%)
- Animal control (-10%)
- Overall economic health of Durango (-9%)
- From fire, flood, or other natural disaster (-9%)
- Vibrancy of downtown/commercial area (-7%)

Facets of Livability

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

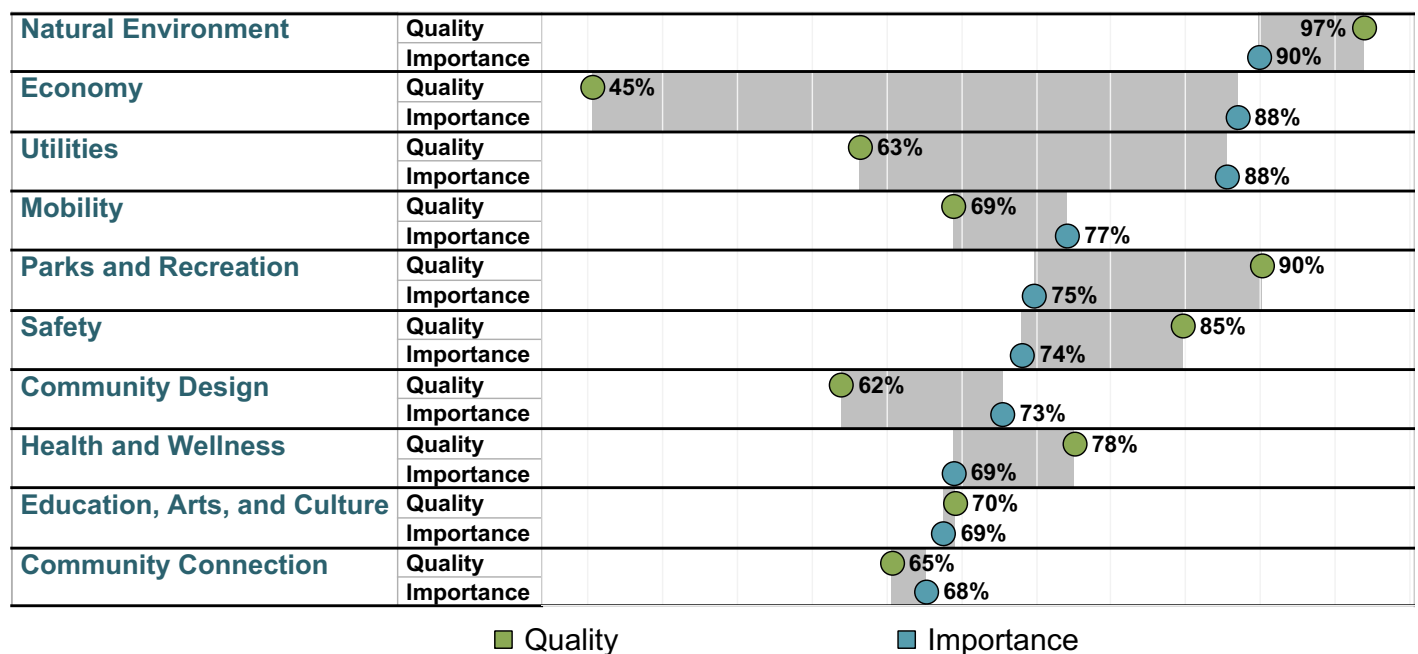
Quality and Importance by the Numbers

The table below shows the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local quality ratings were lower, similar, or higher than communities across the country (the national benchmark).



Quality/Importance Gap Analysis

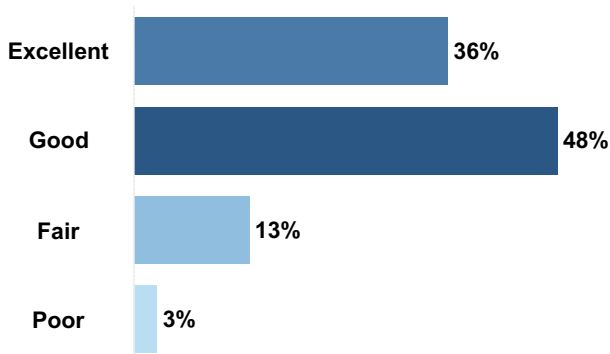
The gap analysis chart below shows the same data as above; however, this chart more clearly illustrates the comparative differences in quality and importance ratings for each facet, as well as the absolute ratings for each.



Quality of Life

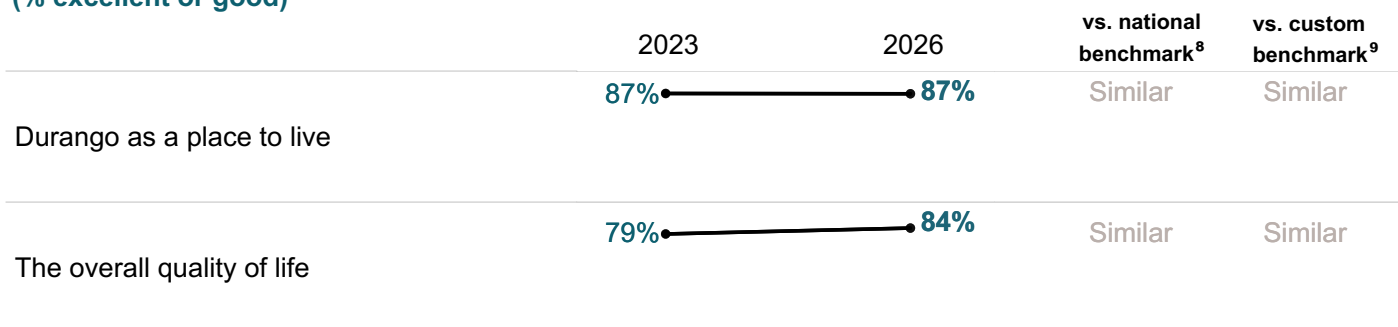
Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Durango, 2025



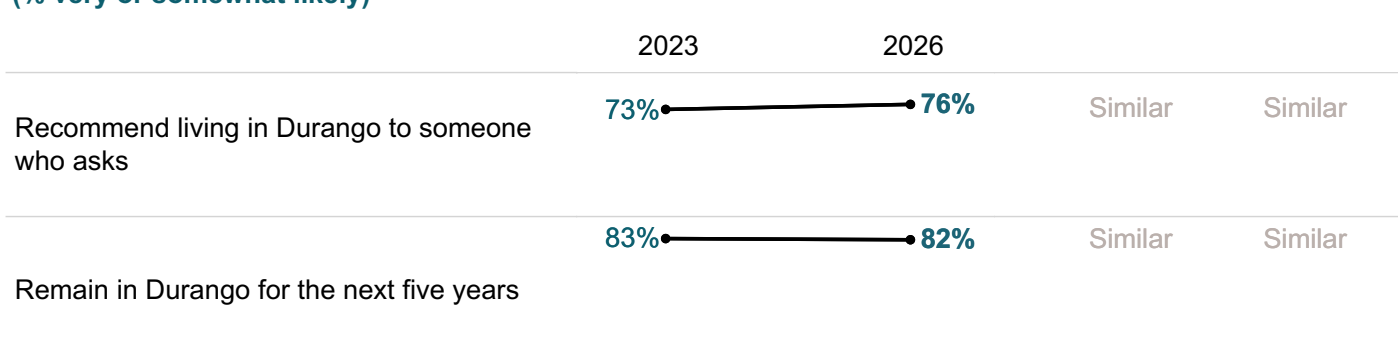
Please rate each of the following aspects of quality of life in Durango.

(% excellent or good)



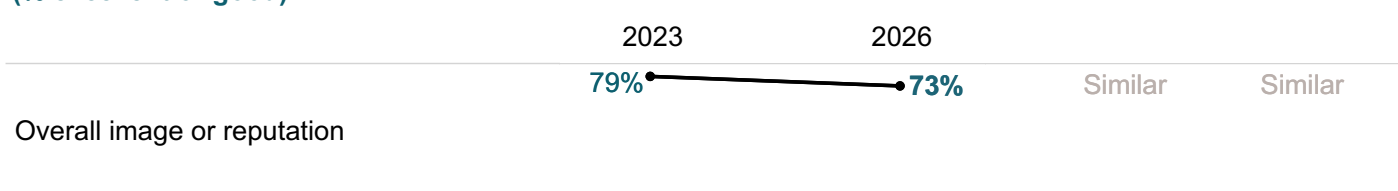
Please indicate how likely or unlikely you are to do each of the following.

(% very or somewhat likely)



Please rate each of the following in the Durango community.

(% excellent or good)



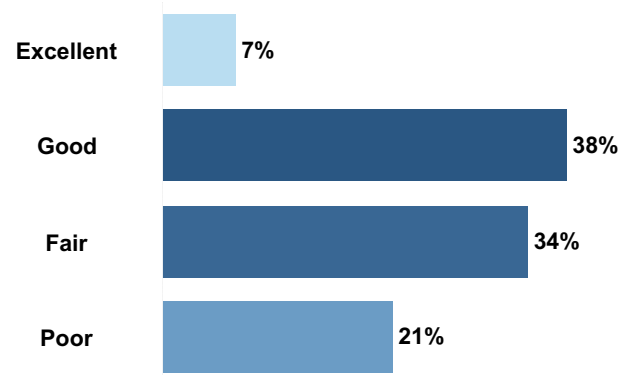
8. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

9. Comparison to the custom benchmark is shown. A description of the custom benchmark cohort can be found in the About section of the report. If no comparison is available, this is left blank.

Governance

Strong local governments deliver results that meet residents' needs, use resources effectively, and respond to both current and future community priorities.

Overall confidence in Durango government

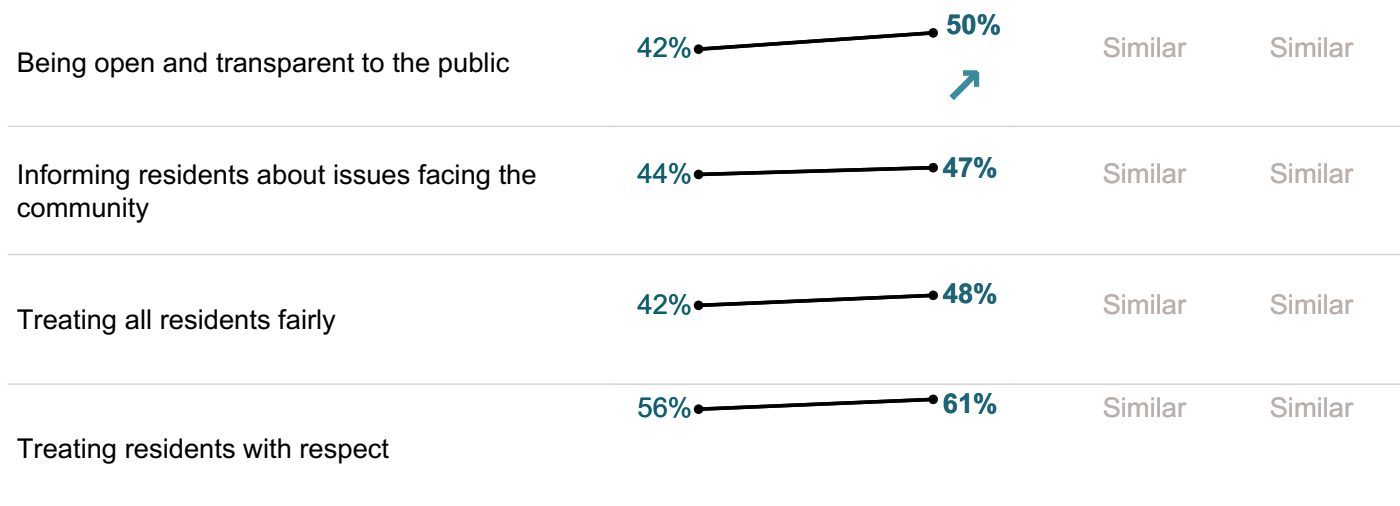


Please rate the quality of each of the following services in Durango.
(% excellent or good)

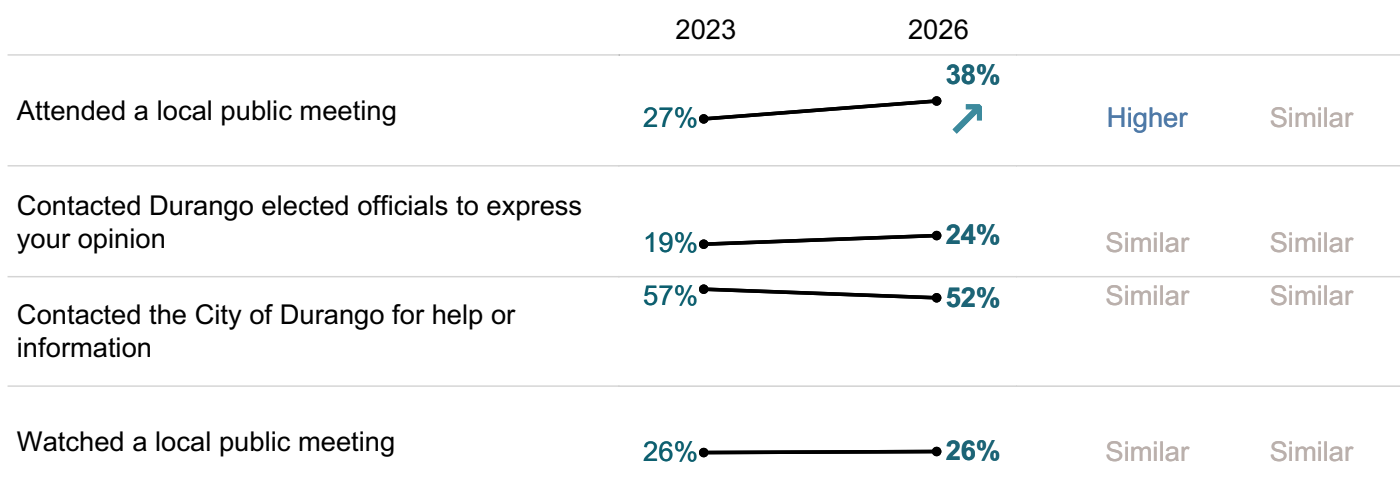
	2023	2026	vs. national benchmark ¹⁰	vs. custom benchmark ¹¹
Public information services	64%	67%	Similar	Similar
Overall customer service by Durango employees	79%	84%	Similar	Similar

Please rate the following categories of Durango government performance.
(% excellent or good)

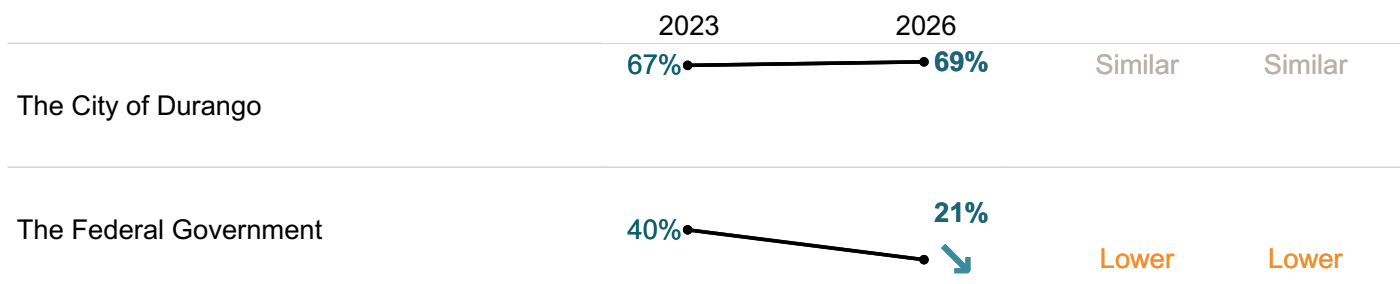
	2023	2026	vs. national benchmark ¹⁰	vs. custom benchmark ¹¹
The value of services for the taxes paid to Durango	58%	59%	Similar	Similar
The overall direction that Durango is taking	42%	47%	Similar	Similar
The job Durango government does at welcoming resident involvement	42%	53%	Similar	Similar
Overall confidence in Durango government	39%	45%	Similar	Similar
Generally acting in the best interest of the community	43%	53%	Similar	Similar
Being honest	47%	54%	Similar	Similar



Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)



Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)



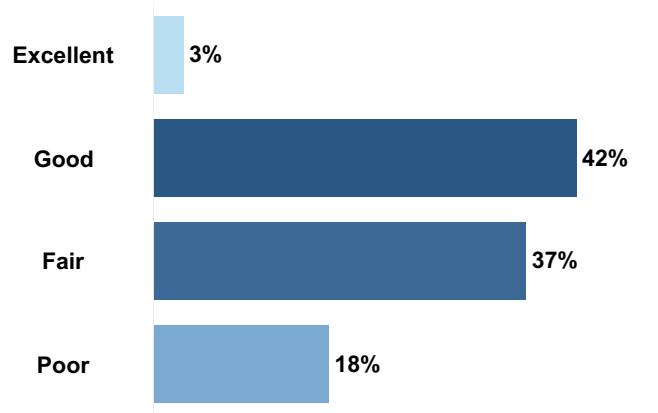
10. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

11. Comparison to the custom benchmark is shown. A description of the custom benchmark cohort can be found in the About section of the report. If no comparison is available, this is left blank.

Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

Overall economic health of Durango



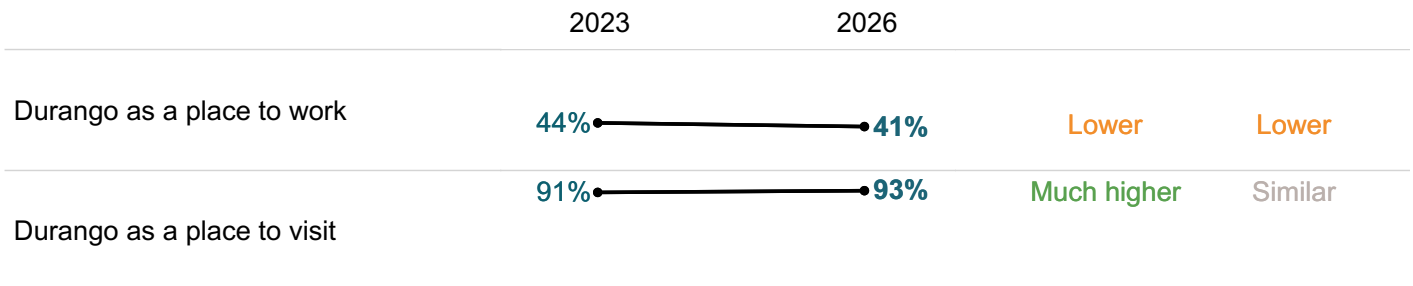
Please rate each of the following characteristics as they relate to Durango as a whole.

(% excellent or good)



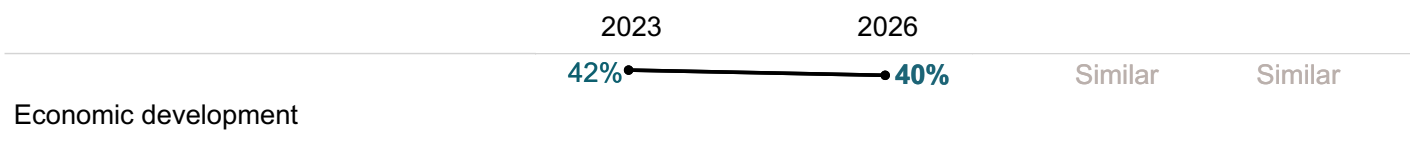
Please rate each of the following aspects of quality of life in Durango.

(% excellent or good)

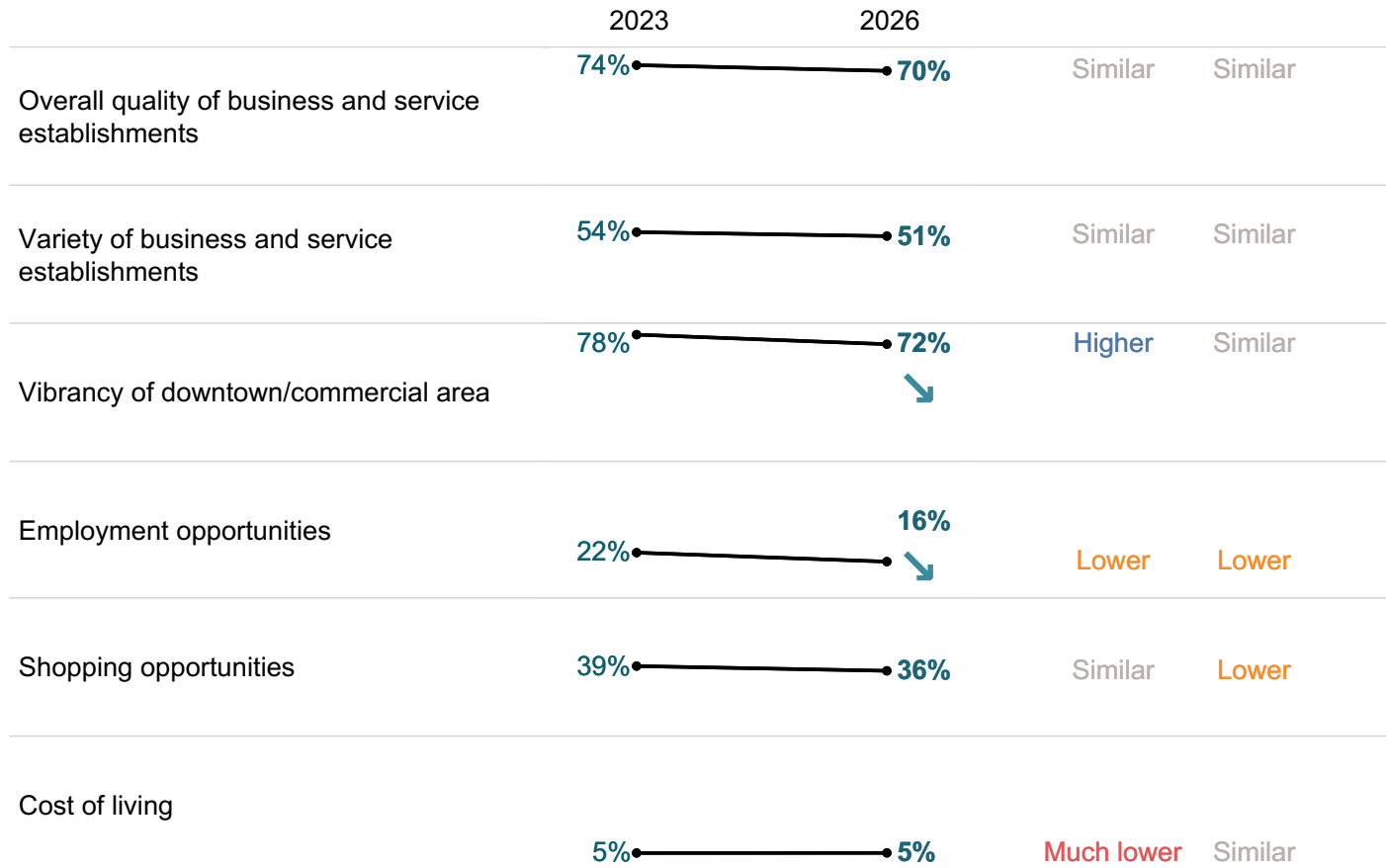


Please rate the quality of each of the following services in Durango.

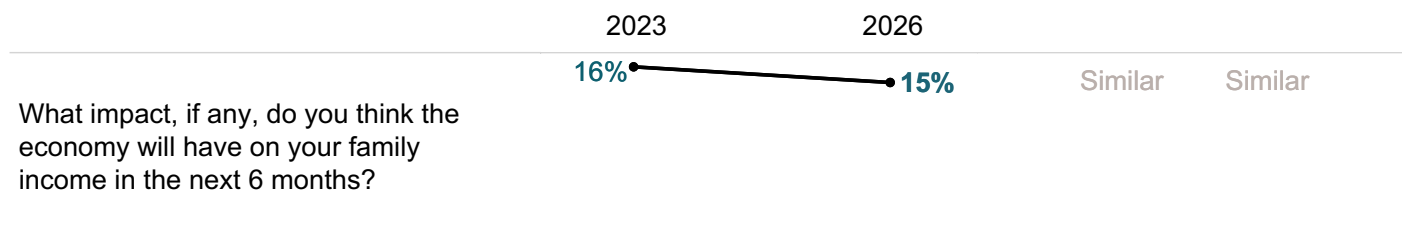
(% excellent or good)



Please rate each of the following in the Durango community.
(% excellent or good)



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 or somewhat positive)



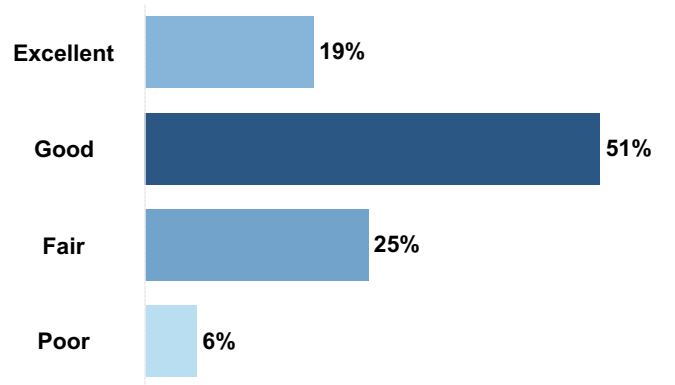
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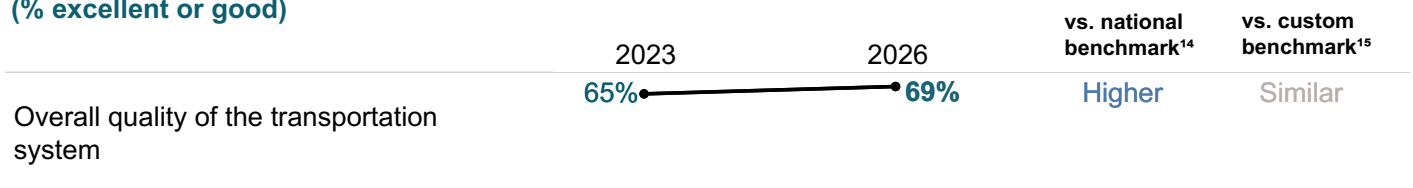
Mobility

The ability of residents to move about their community with ease plays an important role in the overall quality of life for everyone who lives, works, and spends time there.

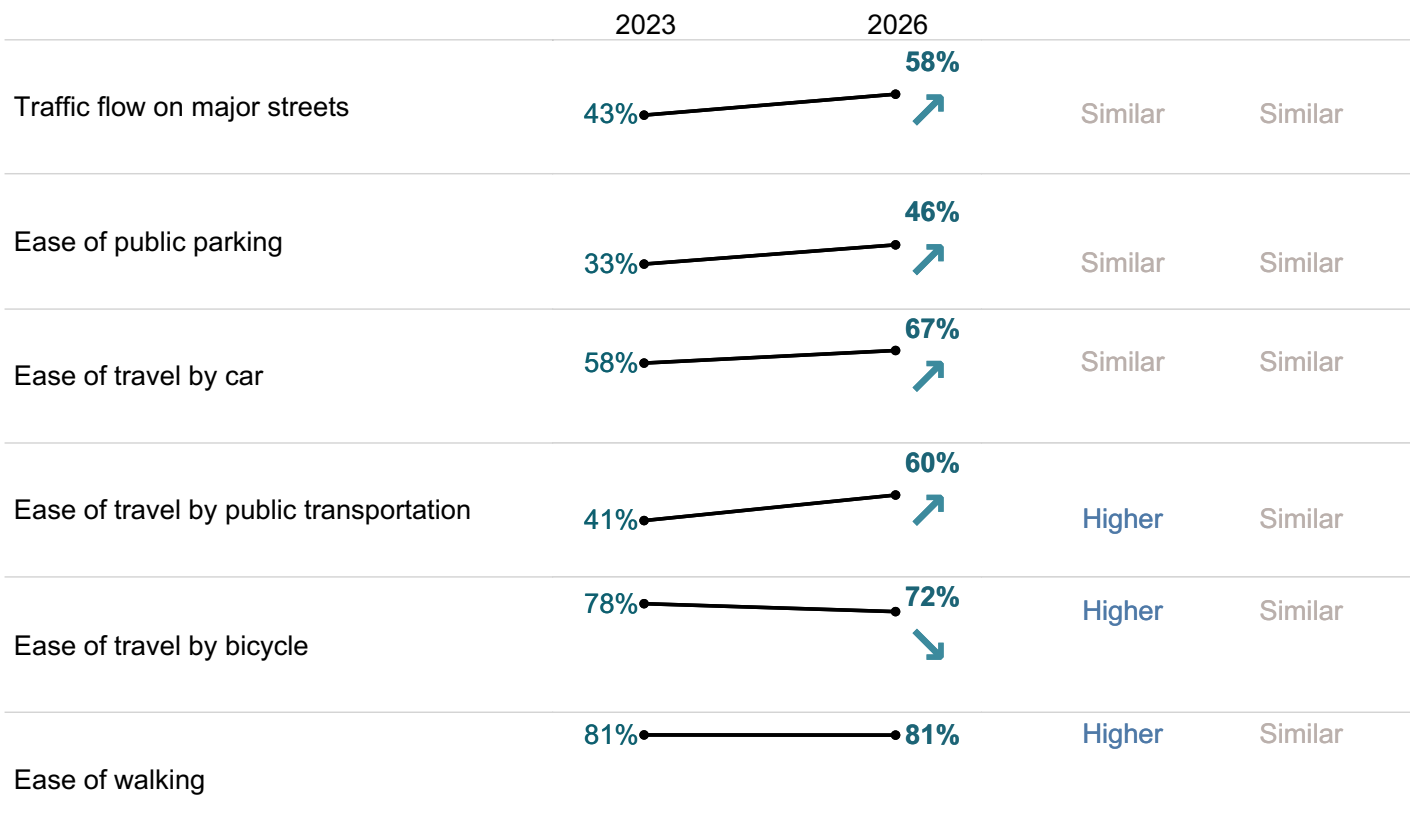
Overall quality of the transportation system in Durango



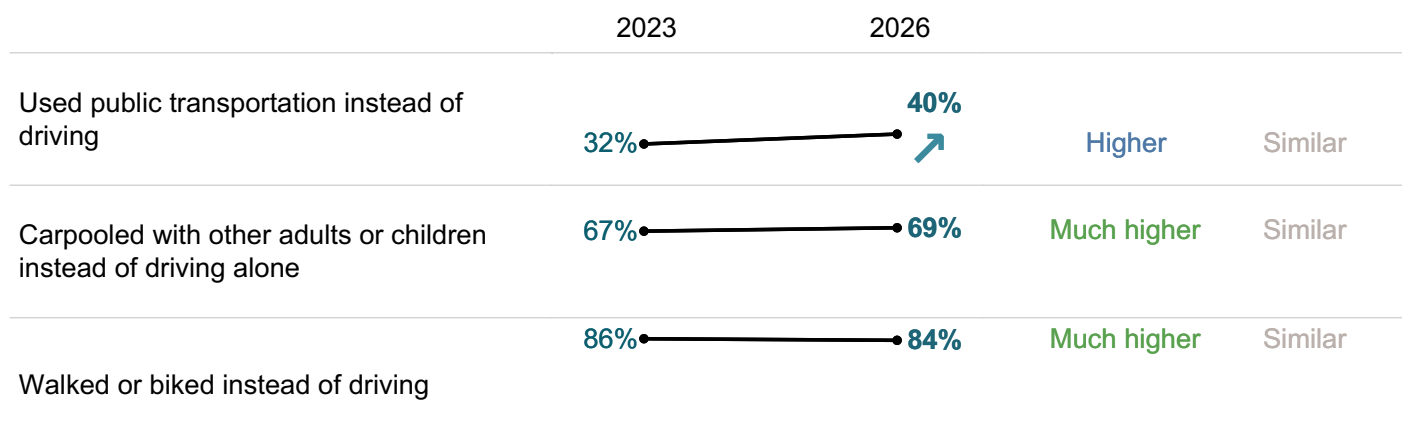
Please rate each of the following characteristics as they relate to Durango as a whole.
(% excellent or good)



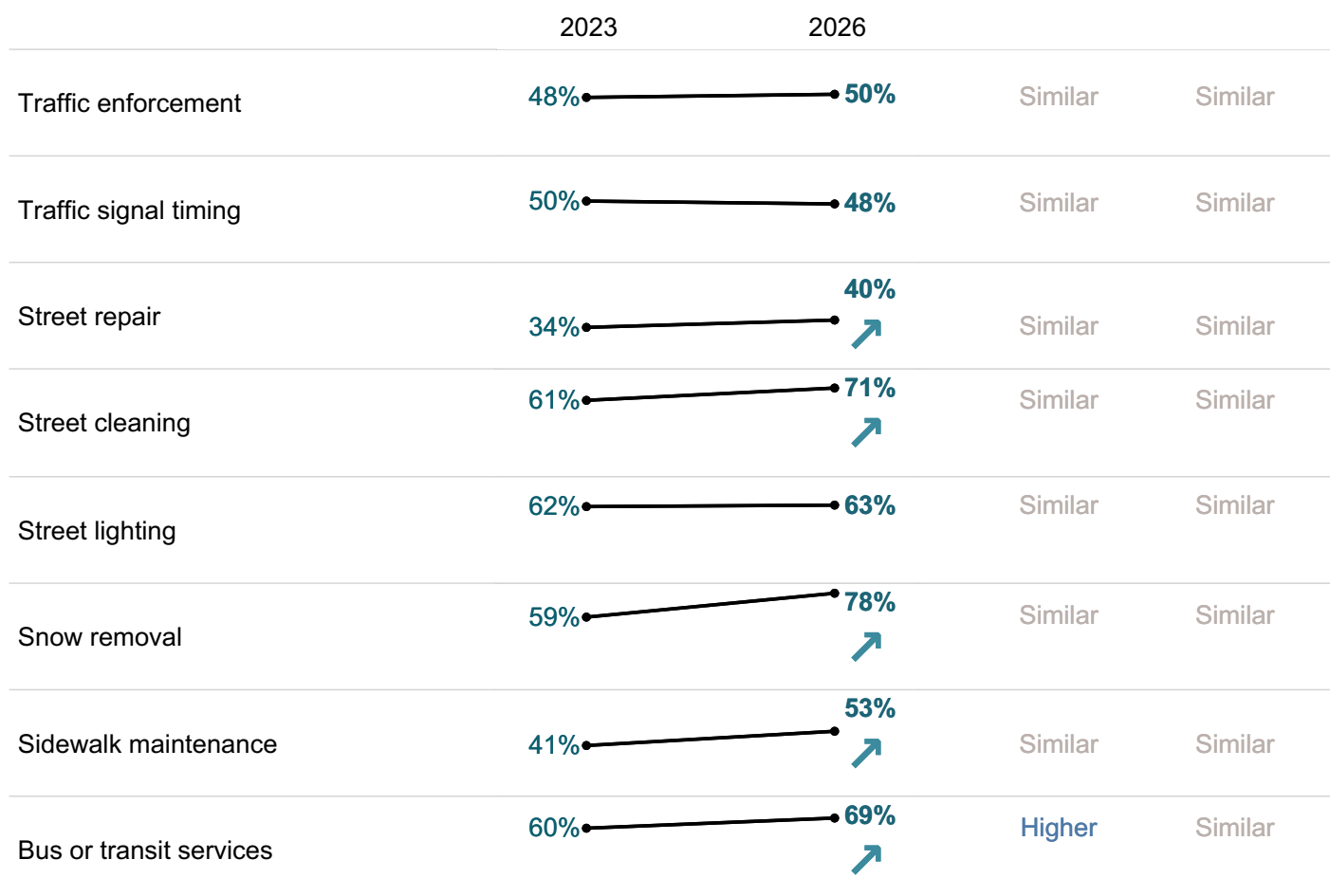
Please also rate each of the following in the Durango community.
(% excellent or good)



Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)



Please rate the quality of each of the following services in Durango.
(% excellent or good)



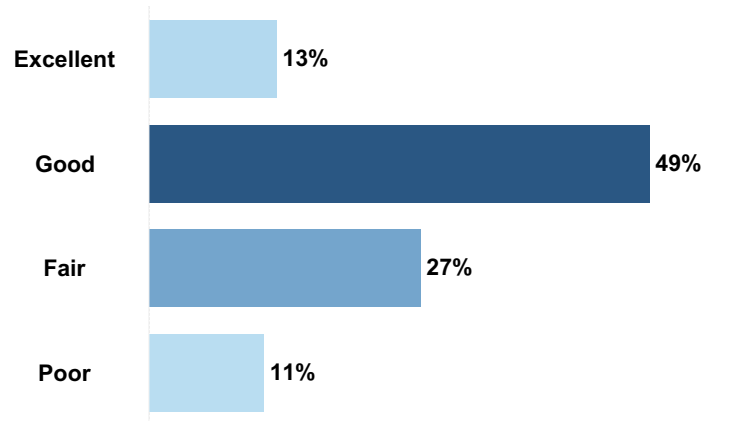
14. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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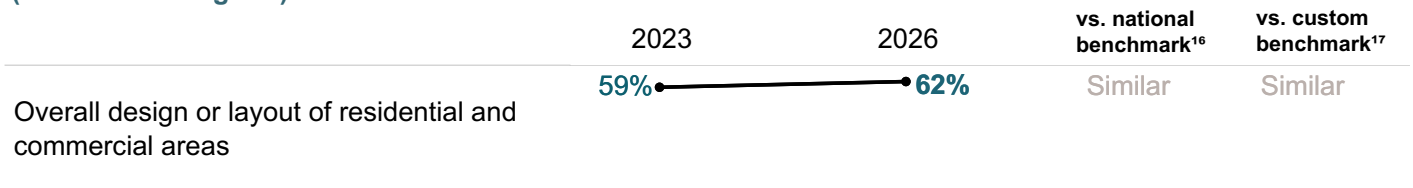
Community Design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and supporting development that suits residents' needs.

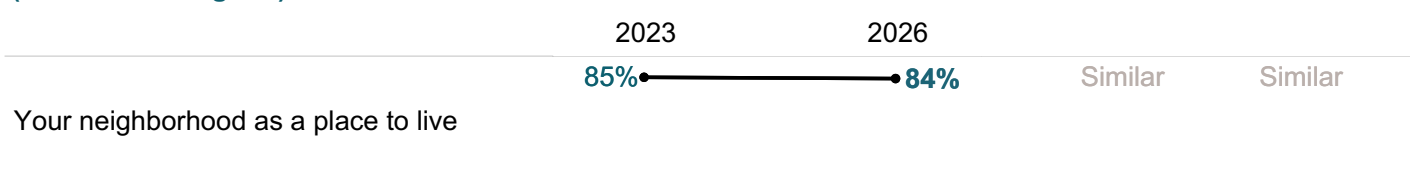
Overall design or layout of Durango's residential and commercial areas



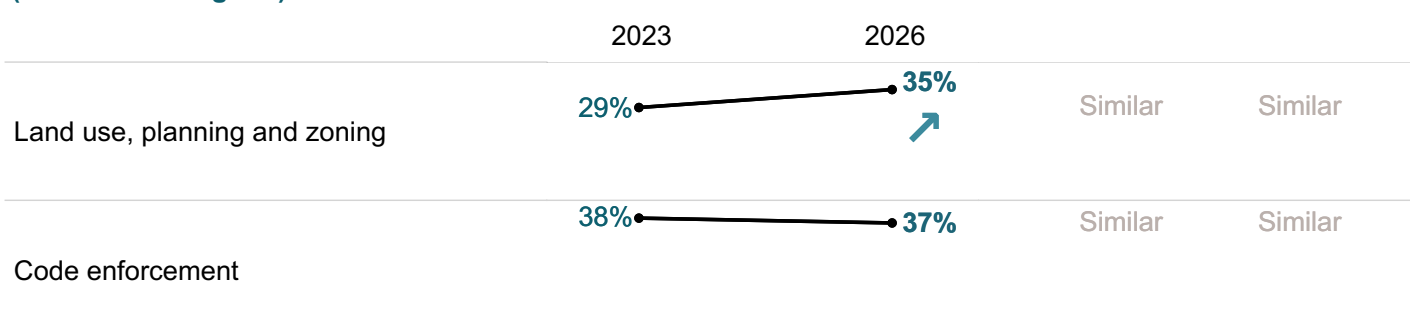
Please rate each of the following characteristics as they relate to Durango as a whole.
(% excellent or good)



Please rate each of the following aspects of quality of life in Durango.
(% excellent or good)



Please rate the quality of each of the following services in Durango.
(% excellent or good)



Please also rate each of the following in the Durango community.
(% excellent or good)

	2023	2026		
Well-planned residential growth	30%	34%	Similar	Similar
Well-planned commercial growth	35%	33%	Similar	Similar
Well-designed neighborhoods	52%	53%	Similar	Similar
Preservation of the historical or cultural character of the community	68%	71%	Similar	Similar
Public places where people want to spend time	74%	77%	Higher	Similar
Variety of housing options	12%	15%	Much lower	Similar
Availability of affordable quality housing	3%	5%	Much lower	Similar
Overall quality of new development	33%	30%	Lower	Similar
Overall appearance	76%	76%	Similar	Similar

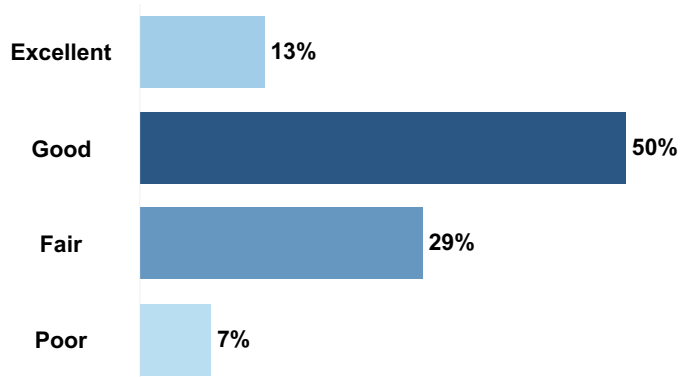
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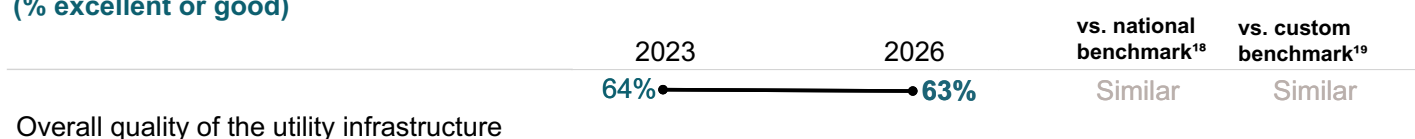
Utilities

Access to essential services like water, gas, electricity, and internet is crucial for safeguarding the physical health, economic stability, and overall well-being of the communities they support.

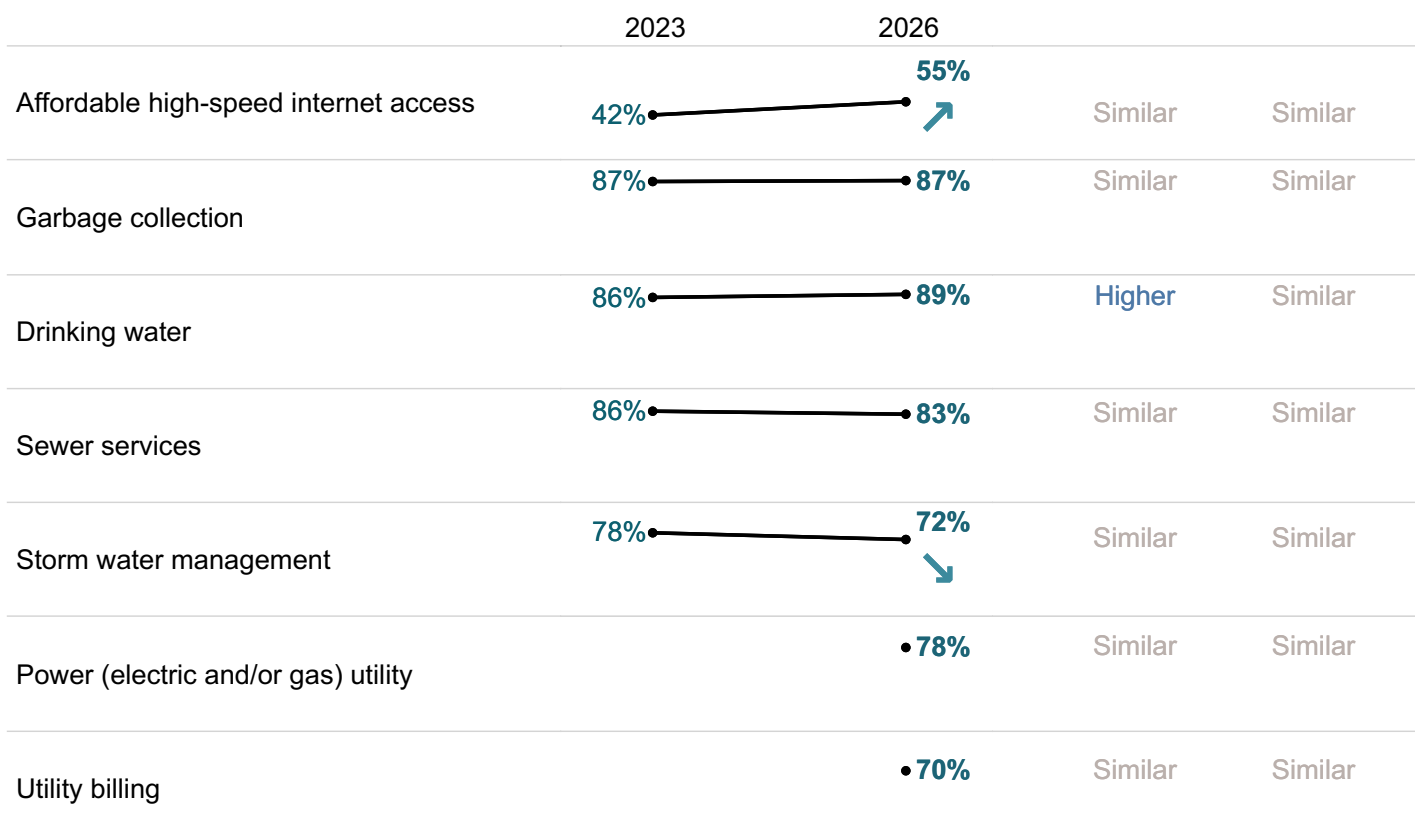
Overall quality of the utility infrastructure in Durango



Please rate each of the following characteristics as they relate to Durango as a whole.
(% excellent or good)



Please rate the quality of each of the following services in Durango.
(% excellent or good)



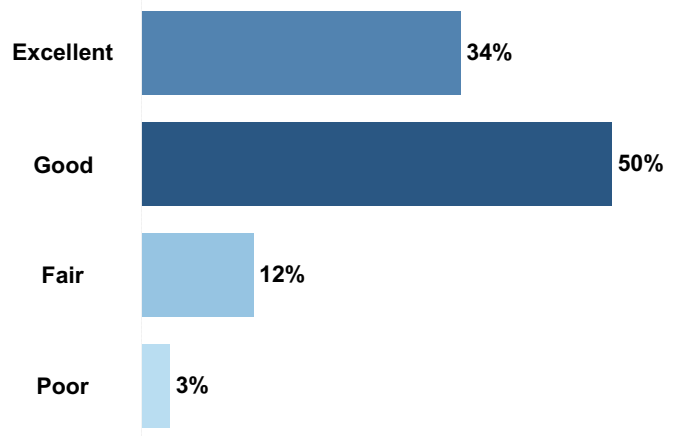
¹⁸. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

¹⁹. Comparison to the custom benchmark is shown. A description of the custom benchmark cohort can be found in the About section of the report. If no comparison is available, this is left blank.

Safety

Public safety is one of the most important responsibilities of local governments, as every resident deserves to feel safe and secure both in their neighborhoods and across the wider community. The provision of strong, reliable safety services is essential to ensuring a high quality of life.

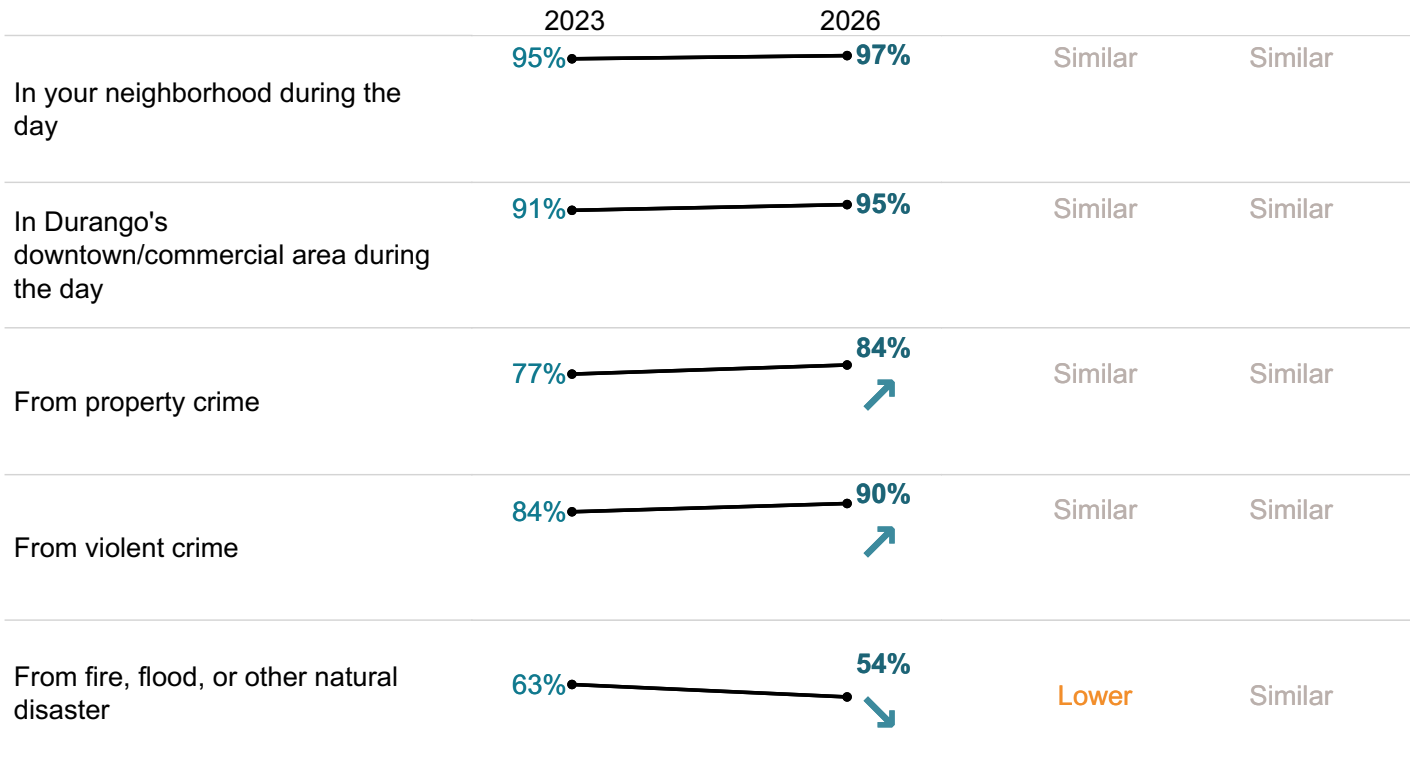
Overall feeling of safety in Durango



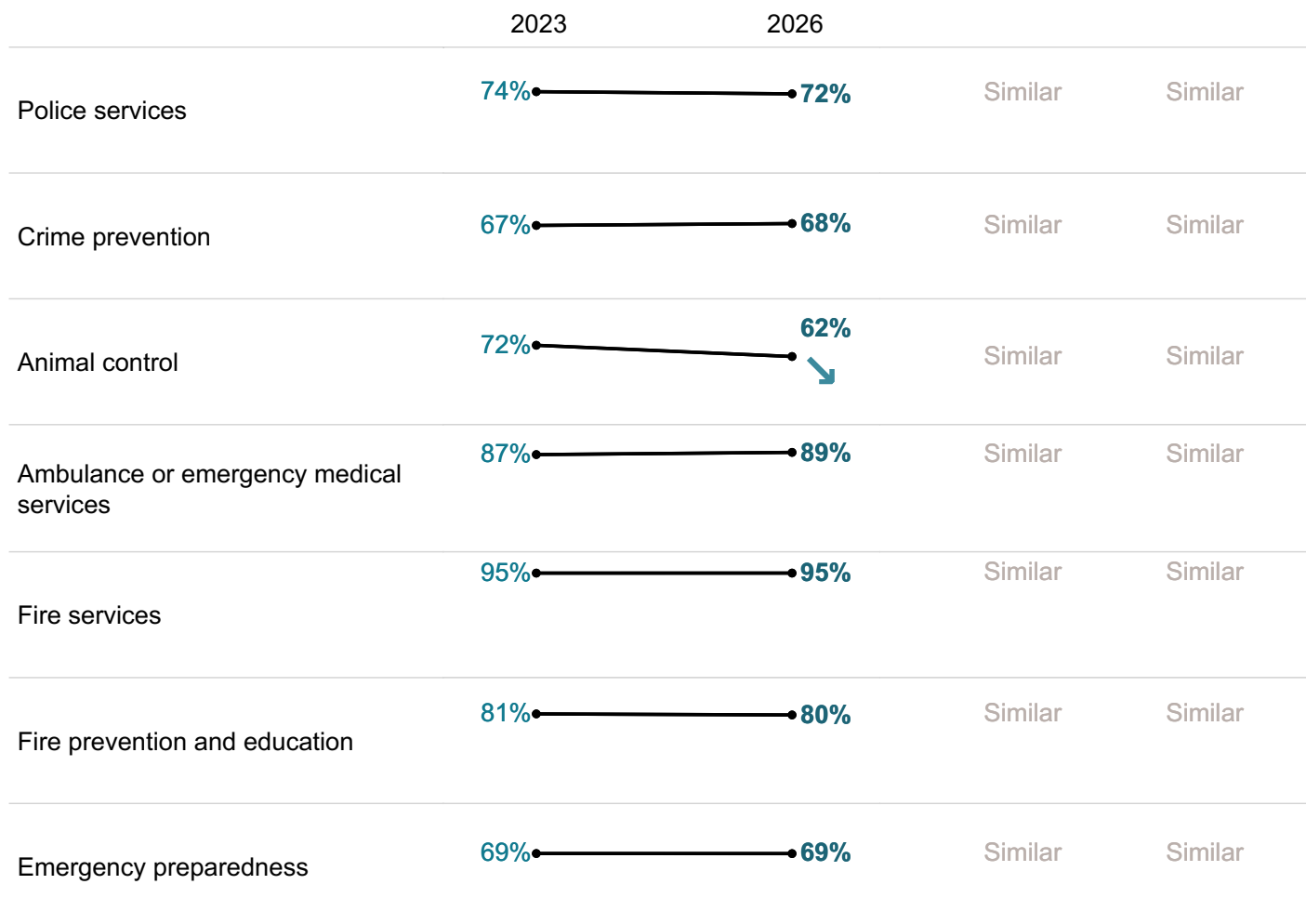
Please rate each of the following characteristics as they relate to Durango as a whole.
(% excellent or good)



Please rate how safe or unsafe you feel:
(% very or somewhat safe)



Please rate the quality of each of the following services in Durango.
(% excellent or good)



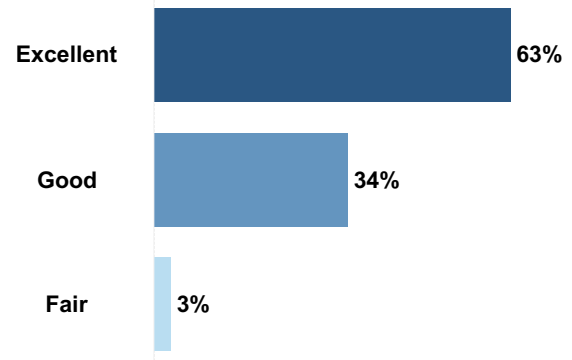
20. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

21. Comparison to the custom benchmark is shown. A description of the custom benchmark cohort can be found in the About section of the report. If no comparison is available, this is left blank.

Natural Environment

The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life. The natural environment plays a vital role in the health and well-being of residents.

Overall quality of natural environment in Durango



Please rate each of the following characteristics as they relate to Durango as a whole.
(% excellent or good)

	2023	2026	vs. national benchmark ²²	vs. custom benchmark ²³
Overall quality of natural environment	94%	97%	Higher	Similar

Please also rate each of the following in the Durango community.
(% excellent or good)

	2023	2026		
Cleanliness	76%	78%	Similar	Similar
Water resources	83%	87%	Higher	Similar
Air quality	88%	90%	Higher	Similar

Please rate the quality of each of the following services in Durango.
(% excellent or good)

	2023	2026		
Preservation of natural areas	79%	80%	Higher	Similar
Durango open space	80%	82%	Higher	Similar
Recycling	63%	69%	Similar	Similar
Yard waste pick-up	77%	81%	Similar	Higher

²². Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

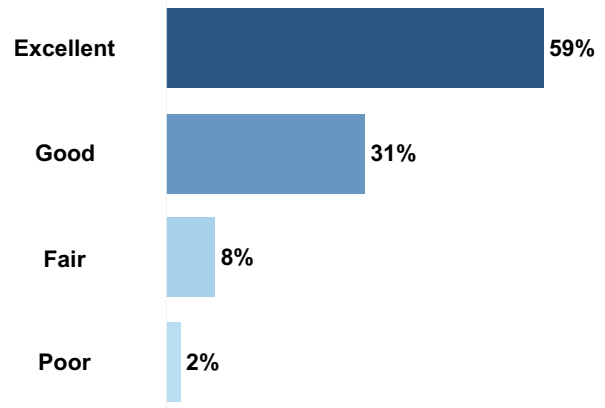
²³. Comparison to the custom benchmark is shown. A description of the custom benchmark cohort can be found in the About section of the report.

Parks and Recreation

"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."

- National Recreation and Park Association

Overall quality of parks and recreation opportunities



Please rate each of the following characteristics as they relate to Durango as a whole.
(% excellent or good)

	2023	2026	vs. national benchmark ²⁴	vs. custom benchmark ²⁵
Overall quality of parks and recreation opportunities	90%	90%	Higher	Similar

Please also rate each of the following in the Durango community.
(% excellent or good)

	2023	2026		
Availability of paths and walking trails	92%	95%	Higher	Similar
Fitness opportunities	92%	93%	Higher	Similar
Recreational opportunities	94%	92%	Much higher	Similar

Please rate the quality of each of the following services in Durango.
(% excellent or good)

	2023	2026		
City parks	87%	89%	Similar	Similar
Recreation programs or classes	81%	83%	Higher	Similar
Recreation centers or facilities	84%	82%	Higher	Similar

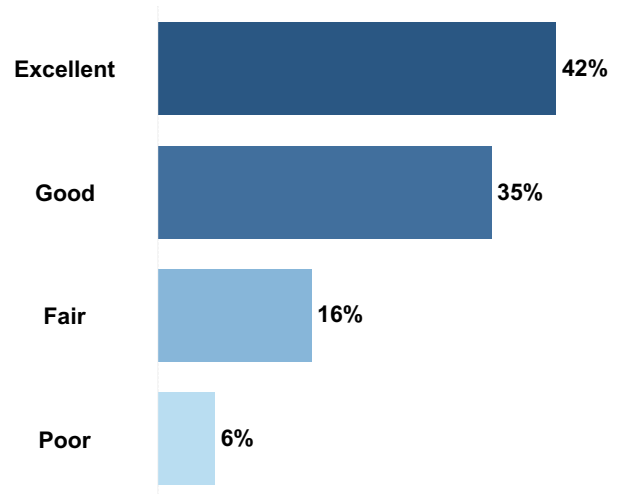
²⁴. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

²⁵. Comparison to the custom benchmark is shown. A description of the custom benchmark cohort can be found in the About section of the report.

Health and Wellness

The features and amenities of a community directly influence residents' health and well-being, shaping their overall quality of life.

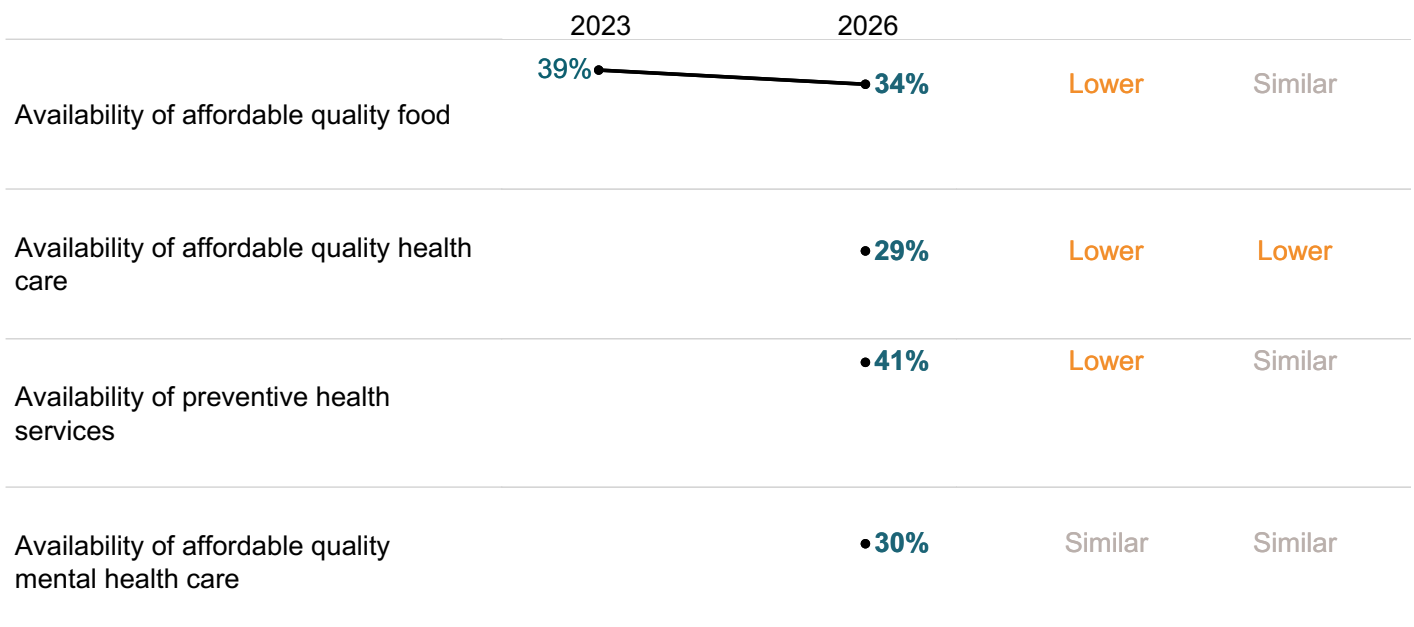
Overall health and wellness opportunities in Durango



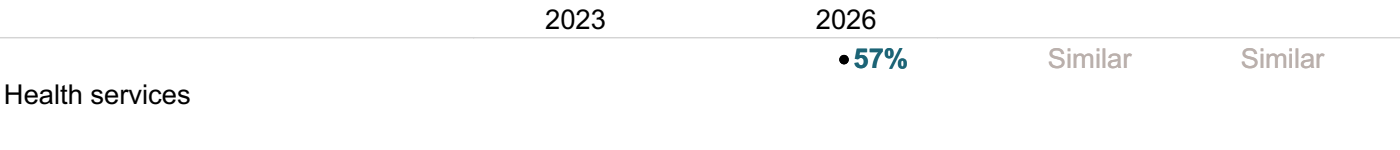
Please rate each of the following characteristics as they relate to Durango as a whole.
(% excellent or good)



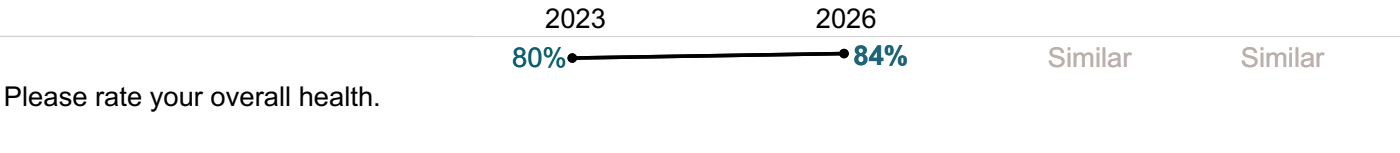
Please also rate each of the following in the Durango community.
(% excellent or good)



Please rate the quality of each of the following services in Durango.
(% excellent or good)



Please rate your overall health.
(% excellent or very good)

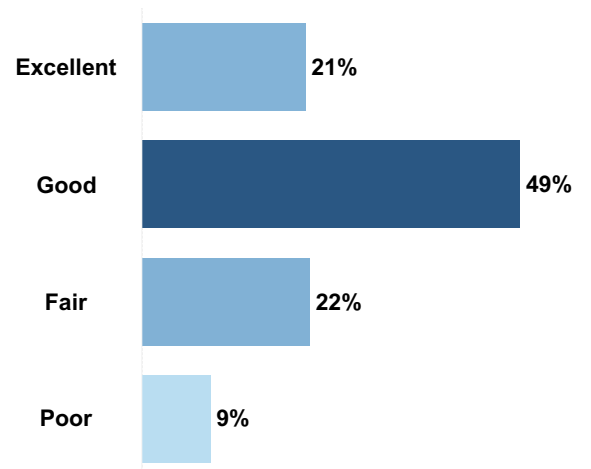


26. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.
27. Comparison to the custom benchmark is shown. A description of the custom benchmark cohort can be found in the About section of the report.
If no comparison is available, this is left blank.

Education, Arts, and Culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

Overall opportunities for education, culture and the arts



Please rate each of the following characteristics as they relate to Durango as a whole.

(% excellent or good)

	2023	2026	vs. national benchmark ²⁸	vs. custom benchmark ²⁹
Overall opportunities for education, culture, and the arts	70%	70%	Similar	Similar

Please also rate each of the following in the Durango community.

(% excellent or good)

	2023	2026		
Opportunities to attend cultural/arts/music activities	67%	68%	Similar	Similar
Community support for the arts	74%	76%	Higher	Similar
Availability of affordable quality childcare/preschool	12%	16%	Lower	Similar
K-12 education	61%	64%	Similar	Similar
Adult educational opportunities	49%	57%	Similar	Similar
Opportunities to attend special events and festivals	77%	82%	Higher	Similar

Please rate the quality of each of the following services in Durango.
(% excellent or good)

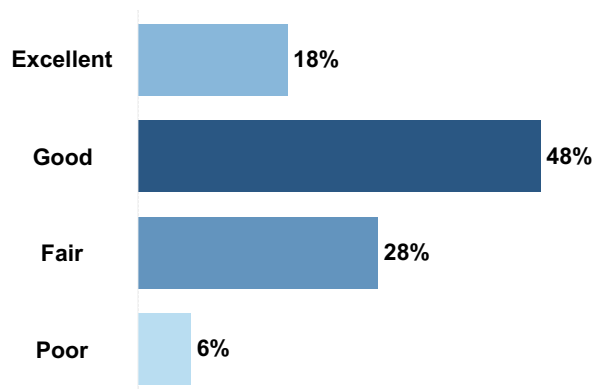


28. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.
29. Comparison to the custom benchmark is shown. A description of the custom benchmark cohort can be found in the About section of the report.
If no comparison is available, this is left blank.

Community Connection

Community connection reflects residents' sense of belonging. When residents feel welcomed and encouraged to participate, they are more likely to feel engaged and connected to their community.

Residents' connection and engagement with their community



Please rate each of the following characteristics as they relate to Durango as a whole.
(% excellent or good)

	2023	2026	vs. national benchmark ³⁰	vs. custom benchmark ³¹
Residents' connection and engagement with their community	69%	65%	Similar	Similar

Please rate each of the following aspects of quality of life in Durango.
(% excellent or good)

	2023	2026	vs. national benchmark ³⁰	vs. custom benchmark ³¹
Durango as a place to raise children	77%	77%	Similar	Similar
Durango as a place to retire	64%	61%	Similar	Similar
Sense of community	68%	73%	Similar	Similar

Please rate the job you feel the Durango community does at each of the following.
(% excellent or good)

	2023	2026	vs. national benchmark ³⁰	vs. custom benchmark ³¹
Making all residents feel welcome	64%	66%	Similar	Similar
Attracting people from diverse backgrounds	25%	34%	Lower	Similar
Valuing/respecting residents from diverse backgrounds	42%	50%	Lower	Similar
Taking care of vulnerable residents	30%	38%	Similar	Similar

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about Durango activities, events, and services.

(% yes)

	2023	2026	
City of Durango website (www.durangoco.gov or engage.durangoco.gov)		•90%	Similar
City of Durango social media (Facebook, X, Instagram, LinkedIn, Nextdoor)		•65%	Similar
City of Durango newsletter		•45%	Much lower
Public meetings		•61%	Similar
Local media (newspapers, news programs)		•88%	Much higher
Word of mouth		•90%	Higher

Please also rate each of the following in the Durango community.

(% excellent or good)

	2023	2026		
Sense of civic/community pride	68%	69%	Similar	Similar
Neighborhoodliness of residents	64%	71% ↗	Similar	Similar
Opportunities to participate in social events and activities	76%	79%	Higher	Similar
Opportunities to volunteer	78%	83%	Similar	Similar
Opportunities to participate in community matters	66%	71%	Similar	Similar
Openness and acceptance of the community toward people of diverse backgrounds	46%	49%	Similar	Similar

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)



30. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.
31. Comparison to the custom benchmark is shown. A description of the custom benchmark cohort can be found in the About section of the report.
If no comparison is available, this is left blank.

Custom Questions

Below are the complete set of responses to each custom question on the survey. By default, “don’t know” responses are excluded.

Please indicate how much you agree or disagree with each statement below:	The City of Durango considers the needs and well-being of residents when making decisions	Strongly agree		18%
		Somewhat agree		56%
		Somewhat disagree		13%
		Strongly disagree		12%
	The City of Durango is open and transparent about its decisions, actions, and use of public resources.	Strongly agree		16%
		Somewhat agree		56%
		Somewhat disagree		15%
		Strongly disagree		13%
	The City of Durango has the knowledge, skills, and capacity to effectively deliver services and carry out its responsibilities	Strongly agree		20%
		Somewhat agree		57%
		Somewhat disagree		16%
		Strongly disagree		7%
	The City of Durango follows through on its commitments and does what it says it will do	Strongly agree		13%
		Somewhat agree		55%
		Somewhat disagree		23%
		Strongly disagree		9%
Please rate each of the following aspects of the Durango La Plata County Airport.	Overall experience with the airport	Excellent		43%
		Good		42%
		Fair		13%
		Poor		2%
	Overall ease of travel	Excellent		40%
		Good		35%
		Fair		20%
		Poor		5%

