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What We Heard: Feedback on Downtown's Next Step 30% Design

Klancy Nixon
Community Engagement Specialist
Devin King, Multimodal Manager

Strategic Plan goals:

Engaged and Informed Community
Reliable Infrastructure & Community
Connectivity





INDIGENOUS LAND ACKNOWLEDGEMENT ADOPTED BY THE CITY OF DURANGO BY RESOLUTION

- This is a call to honor and respect Indigenous sovereignty and self-determination. As residents and visitors of Durango, we are called upon to educate ourselves about the history and cultural heritage of the land we inhabit. The City of Durango is situated on the ancestral homelands and territories of the Nuuchiu (Ute), Jicarilla Apache (Apache), Pueblos of New Mexico, Hopi Sinom (Hopi), and Diné (Navajo) Nations. The original stewards of this land were forcibly removed and exposed to countless atrocities by the United States government, including repeatedly broken treaties, forced assimilation, the tragic legacy of Indian boarding schools, and the loss of ancestral homelands. We recognize lasting generational trauma exists within native communities today. We affirm the continuing importance of ancestral sites to descendant communities as integral to the living cultural landscape.
- This acknowledgment only becomes meaningful when combined with accountable relationships and informed actions. May this serve as a step towards inclusion and reconciliation.



Mission (Why we exist)

“The City of Durango and our employees provide, efficient city services, effectively maintain city assets and manage growth, are accountable, ethical, fiscally responsible, and collaborate with regional partners to improve the quality of life for our entire community.”

Vision (What we want to be)

“Durango is an authentic, diverse, multigenerational, and thriving community. Our Residents value and enjoy our unique natural environment and benefit from the management of our City’s resources in a fiscally responsible, environmental, and socially sustainable manner.”

Values (What we believe in)

Teamwork | Dependability | Professionalism | Service | Respect | Innovation | Well-Being





COMMUNITY
ENGAGEMENT RESULTS



Q&A (20 MINS)



TABLE SESSION

THANK YOU FOR YOUR PARTICIPATION!



Meeting Attendance

Business Owners: 74

Downtown Employees: 28

Residents: 99

Accessibility: 25



By the Numbers

226 Total Attendees

131 Detailed Worksheet Responses

267 Sticky Note Comments

29 Visitor Questionnaires

1,744 Comments Received

COMMENT EXAMPLES

WHY THE BALANCE IS IMPORTANT

For:

“Be a community leader and push the max amount of bike/ped infrastructure possible. Leading sometimes means not caving to the loudest complainers and doing what is right for Durango in the long term...Please do not settle for anything less than bold, creative, imaginative spaces for cyclists and peds (and yes, cars, too!). Thank you :)”

Against:

“The infrastructure needs replacing. Do it! will need to close of Main to do this. Do it and leave the town the charming historic place millions of people come here to enjoy. We’re not a ‘front range’ Tinsel town or Grand Junction w/ curves. PLEASE. Listen to the majority of the people here - don't just hold meeting and waste people’s time when you're not going to listen to them.”

TOP COMMUNITY THEMES WHAT YOU MENTIONED MOST



Universal Themes Across All Groups:

1. Parking (535 mentions) – Top theme for all stakeholders
2. Pedestrian Safety & Accessibility (353 mentions) – Strong Support
3. Business Impact (246 mentions) – Economic Considerations
4. Traffic Flow (236 mentions) – Safety and Efficiency
5. Infrastructure Replacement – Universal Support for Utilities

WHAT WE HEARD BY STAKEHOLDER GROUP

DIFFERENT PERSPECTIVES, SHARED CONCERNS

Business Owners Emphasized:

- Appropriate loading zone space for deliveries & customers
- Traffic flow impacts from curb extensions, especially for large trucks
- Preserving buffer space between parked cars & traffic

Residents Focused On:

- Strong support for pedestrian/bike improvements
- Environmental enhancements (trees, landscaping)
- Pragmatic acceptance of most design elements

Accessibility Community Highlighted:

- Van-accessible parking needs
- Clear pathways without obstacles
- Universal support for pedestrian safety improvements

Downtown Employees Called Out:

- Cycling infrastructure improvements
- Delivery logistics questions
- Employee parking availability

Visitors Valued:

- Outdoor dining (83% preference)
- Trees/shade as a top amenity
- Current parking satisfaction (62%)

WHERE THE COMMUNITY AGREES



- ✓ Utility infrastructure replacement – *“High time we update.”*
- ✓ Pedestrian safety improvements – *All groups support*
- ✓ ADA compliance enhancements – *Strong support*
- ✓ Sidewalk widening – *Generally positive; expanding bistro and amenity space aligns with visitor preferences*
- ✓ Thoughtful Art & Amenities – *emphasis on cultural sensitivity, and preference for functional, accessible seating and shade elements*

KEY CONCERNS RAISED

WHAT KEEPS YOU UP AT NIGHT

- ⚡ Parking Reduction – *“Where will people go with the amount of lost parking?”*
- ⚡ Loading Zone Adequacy – *“40ft doesn’t take into account lift gates.”*
- ⚡ Construction Disruption – *Timeline and business impact questions*
- ⚡ Winter Operations – *“Snow removal is an issue with curb extensions.”*
- ⚡ Cost & ROI – *“What is estimated ROI, timing?”*





Blocks 500-700

- 86 Comments
- Tree/visibility conflicts with safety
- Curb extensions impacting restaurant access and traffic flow
- ADA space maintenance and snow removal issues
- Need for better ADA awareness campaigns



Blocks 800-900

- 64 Comments
- Snow maintenance responsibility for curb extensions
- Seasonal adaptability (removable planters)
- Loading/unloading logistics on raised intersections
- Winter accessibility challenges



Blocks 1000-1300

- 112 Comments
- Wheelchair accessibility around planters
- Landscape maintenance (weeds, tree suckers)
- Connections to Buckley Park
- Truck turning capabilities and loading zone dimensions

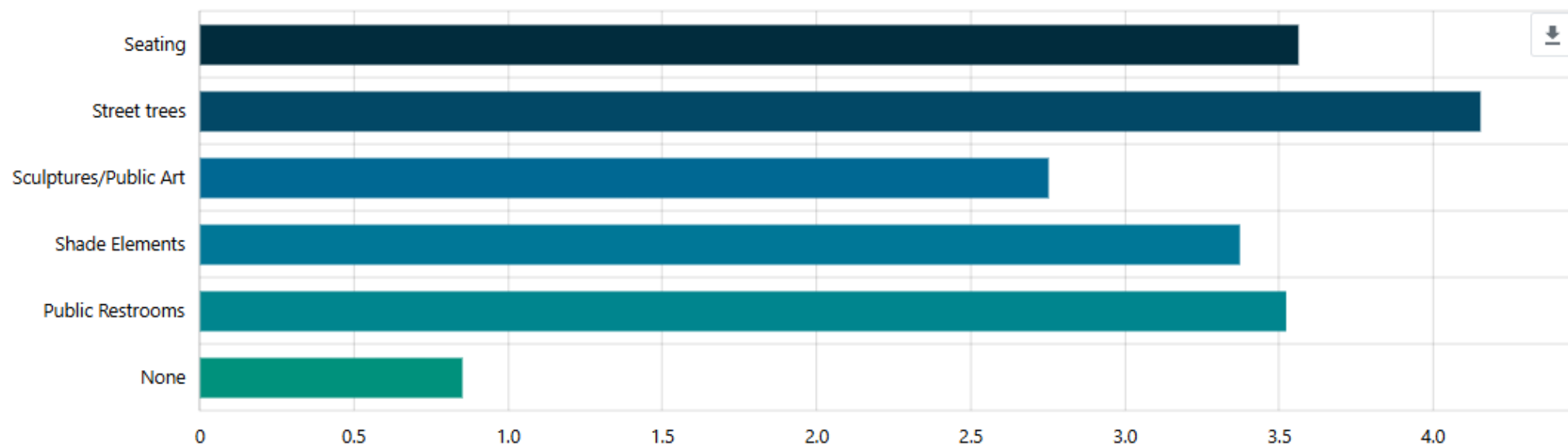
BY BLOCK (REPRESENTATIVE FEEDBACK)

AMENITY PREFERENCES

12

Please rank the amenity zone elements you prefer in order, top most preferred.

Ranking | Skipped: 14 | Answered: 117 (89.31%)

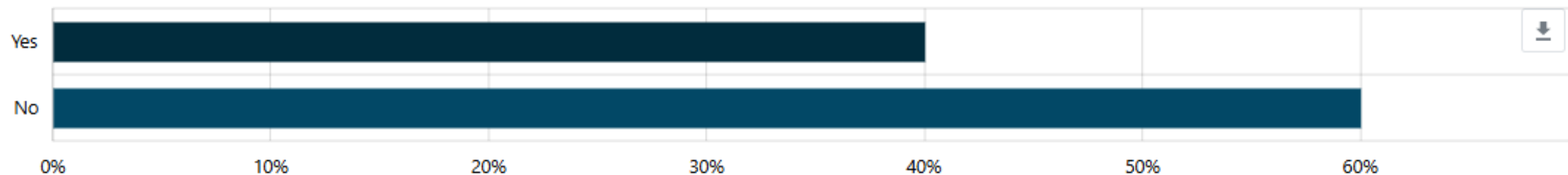
[View contribution data](#)

TREE PRIORITIZATION

16

Would you prioritize installing more trees over prioritizing sidewalk space, bistro areas, amenity zones, and art/sculptures?

Multi Choice | Skipped: 41 | Answered: 90 (68.7%)



[View contribution data](#)

SENTIMENT ANALYSIS

FROM WORKSHEETS

Curb Extensions:



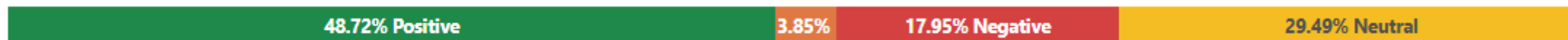
Extended Sidewalks:



Bike Parking:



Left Turn Lane:



Parking

- Re-evaluating space length to add parking

Loading

- Investigating needs and options further

Winter maintenance

- Making further adjustments for snow storage and removal

Amenity zones

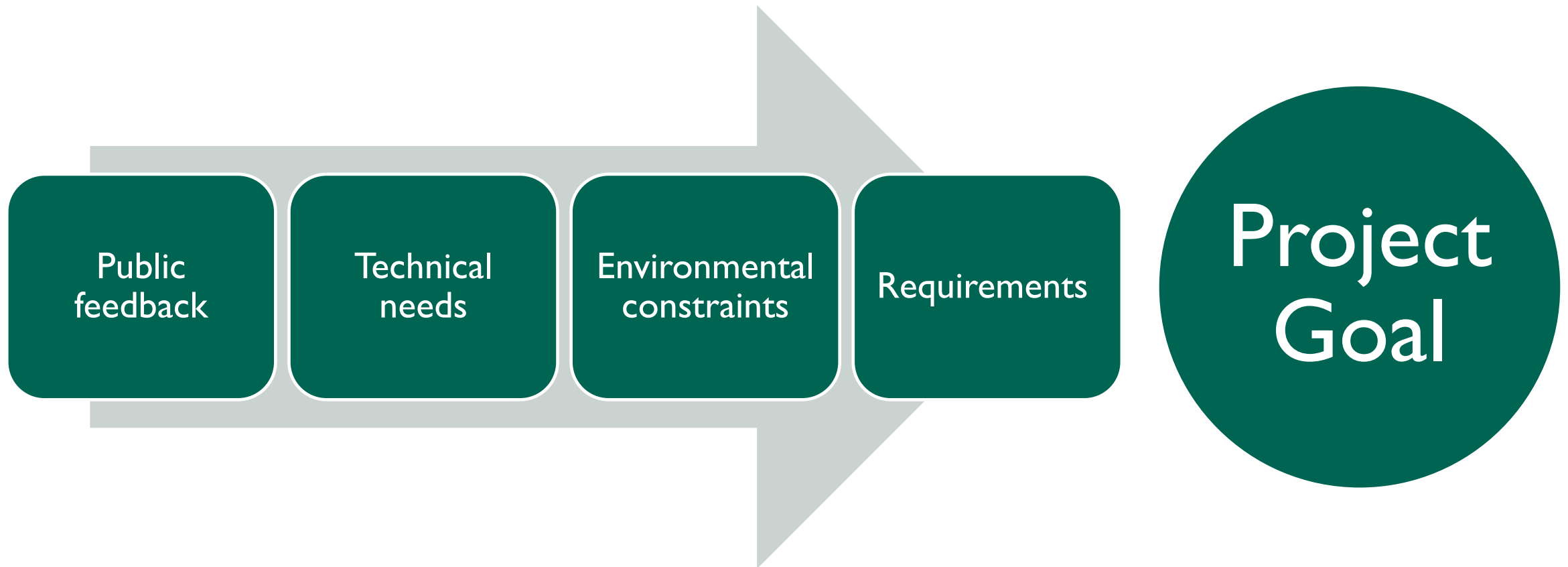
- Determining materials, locations, size, and furnishings

Accessibility

- Adding accessible spaces and adjusting locations

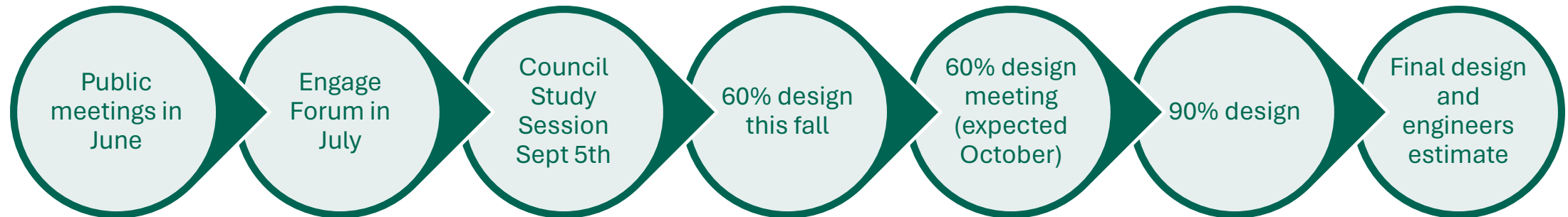
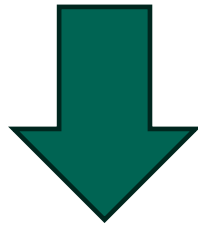
WHAT THIS
MEANS FOR
DESIGN

BALANCING FEEDBACK



WHAT'S COMING

HERE



How did we do? Scan here to let us know!



Check out our Engage
Durango website to
provide feedback on
City projects!

