

# Community Issues Forum 2016: Raw Data Report

Discussion of Three Topics on November 17<sup>th</sup>

- Revenue Diversification
  - Broadband
  - Road to 2020

Report compiled by CPD Graduate Assistant Cramer McGinty and CPD Director Martin Carcasson. This report includes all of the raw data collected for this event, including keypad data, notes taken by CPD associates during the event, and worksheets completed by participants during the event. For more information, contact either [cramer.mcginity@colostate.edu](mailto:cramer.mcginity@colostate.edu) or [martin.carcasson@colostate.edu](mailto:martin.carcasson@colostate.edu).



# Overview of Community Issues Forum

On November 17<sup>th</sup>, 2016, the City of Fort Collins and the CSU Center for Public Deliberation (CPD) hosted the Fall 2016 Community Issues Forum at the Lincoln Center. The event was a continuation of a series of similar events that occur each semester (twice a year), beginning in the fall of 2013. The City of Fort Collins chosen key topics that are of importance to the city council, and the CPD works with city staff to design innovative processes to engage the community on those topics. At the fall 2016 event, there were approximately 57 attendees (indicated by the number of worksheets turned in). The event was held from 6-8:30pm at the Lincoln Center and focused on three topics:

- City Revenue Diversification
- Broadband Internet Service Providers
- The Road to 2020

This report includes all the raw data collected at the event, including results from wireless keypad sessions, participant comments on worksheets and handouts, and notes captured from the discussions by CPD notetakers.

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## Who was in the room? Demographic Information

### What decade were you born?

	Percent	Count
After 1990	12%	6
1980s	30%	15
1970s	10%	5
1960s	16%	8
1950s	18%	9
1940s	12%	6
1930s	0%	0
1920s	0%	0
1910s	2%	1
1900s	0%	0
	100%	50

### What is your household income?

	%	#
\$21,999 or less	16%	8
\$22,000-58,999	32%	16
\$59,000-87,999	10%	5
\$88,000-149,999	26%	13
\$150,000 - \$249,999	10%	5
\$250,000 or more	4%	2
Prefer not to answer	2%	1
	100%	50

### Where do you live?

	%	#
North of Drake, West of College	45%	23
North of Drake, East of College	16%	8
South of Drake, West of College	16%	8
South of Drake, East of College	16%	8
Outside Fort Collins, but work here	6%	3
Outside Fort Collins	2%	1
	100%	51

### Choose all that apply

	%	#
I am a business owner	24%	12
I own my home	63%	32
I rent my home	31%	16
		60

### Ethnicity origin (or Race): Please specify your ethnicity

	Percent	Count
White	82%	40
Hispanic or Latino	6%	3
Black or African American	2%	1
Native American or American Indian	0%	0
Asian / Pacific Islander	4%	2
Other	2%	1
Prefer not to answer	4%	2
	100%	49

## Session 1: Revenue Diversification

The first session occurred from 6:20-6:50pm, with an introduction on the topic from Tiana Smith, followed by 25 minutes of discussion among participants, and ending with a short keypad session. This report contains the data collected at the second session of the Fall 2016 Community Issues Forum which focused on the issue of broadband internet service providers. The contents include:

- Keypad results
- Notes taken by CPD associates at individual group/table discussions
- Worksheet notes taken by participants

### Keypad Results

#### Should the City pursue Revenue Diversification?

	Percent	Count
Yes	70%	40
No	11%	6
Undecided	19%	11
	100%	57

#### 7.) How supportive are you of a Tax on Services?

	Percent	Count
Very supportive	24%	13
Somewhat supportive	35%	19
Cautiously supportive	28%	15
Not supportive	9%	5
Absolutely not supportive	4%	2
	100%	54

#### 8.) How supportive are you of a Transportation Utility Fee?

	Percent	Count
Very supportive	16%	9
Somewhat supportive	15%	8
Cautiously supportive	29%	16
Not supportive	33%	18
Absolutely not supportive	7%	4
	100%	55

#### 9.) How supportive are you of an Occupation Tax or Fee?

	Percent	Count
Very supportive	18%	10
Somewhat supportive	13%	7
Cautiously supportive	27%	15
Not supportive	35%	19
Absolutely not supportive	7%	4
	100%	55

## Table Notes on Revenue Diversification

Below are the table notes taken by CPD associates during the forum. There were 10 tables total. The notes are organized by questions used during the forum to help generate discussion. Note that the larger, bolded font indicates a question that was asked and/or a new topic being discussed, while the smaller font indicates the notes written by CPD associates. Each bullet point represents a different table/group.

### **What is your perspective on the overall issue of income differentiation? Do you share the concerns of relying too much on sales tax?**

- One participant did not mind any tax and is interested in tax diversification. Another was more interested in a more practical tax (was interested most in service and occupational tax). Another was interested on the impact that these taxes would have on the CSU student population. The last had no opinions.
- Fort Collins per capita spend 15% more than other cities and we spend 20% more than what bigger cities spend
- I think that we have a pretty good mix. We get sales tax from non-citizens, so I think that with that mix it stays pretty balanced. When sales tax goes down that may be fine in times of downturn.
- One woman did not like how the question was phrased because it is leading.
- Probably a good idea--interested in the wealth dynamics -part of the gentrification problem, Fort Collins gets in the wrong spaces -worried about regression policies. Would push in the direction of progressive taxes. There should be less taxes on the services like lawn mowing. Q. What does getting in the wrong space look like? -low cost on groceries and low cost meals, rates should increase. -should raise taxes exponentially for shock value. Push the boundaries to scare people. Q. Any other ideas? -the city needs a better network for services. (ex. people who don't have a car) How do we structure our taxes to accommodate these kinds of issues? -We should be more like Portland or Boulder. - Paving throughout CO is a pet peeve. There is too much tax money going to streets and parking lots, that money should be used in a better way. -Income diversification is a necessity. Sales tax is the best option.
- It's a concern, but not necessarily a problem. Diversification would be great, but it could make it hard to know what is actually being paid to the city. If you diversify, it will obscure what is actually paid to the city.
- "I think the issue if you have consumption tax; it changes what we're consuming." "Regional issues when an area changes their taxes but another area doesn't" "Fees impact broader range of people. Especially affect low income.
- Some skeptical feelings, maybe stemming from lack of information. Once known that taxes overall don't increase, response was mostly positive/supportive. Less reliance means no crisis waiting to happen when economy is bad.
- Not something that I have given a lot of thought to. - See the lure of the idea -support because of reliability - No to all of them. Don't like the idea at all- seems like trying to create new taxes and we don't like or want more taxes. - Feel like this problem is because of mismanagement of money by the city. If they were just better at money we wouldn't need this at all.

## Notes on Taxing Services (Option 1)

- This tax was the most supported in the group from the group. They wanted to know how a service would be one to be taxed. They wanted a definition on what would be decided as a luxury service. They liked this tax because they had a conversation about how this tax could generate revenue. One member of the group made a comment about how this tax would also apply to people outside of Fort Collins. She like this idea because it could generate revenue. They found this tax option to be the most straight forward and easy to understand.
- it makes more sense to tax architects/construction management, and anything related to the growth of Fort Collins -would taxing on services pay for growth? Long-time residents don't see it as fair, especially non-homeowners i.e., raising rent prices. -comparisons are hard to make because we are growing so fast and there aren't as many accommodations as big cities. -we have to think about if we are making things expensive for long-time residents; we shouldn't tax these people -we should tax those that are part of the growth like developers -we need to pick the right services to tax -we should charge higher development fees and fees associated with real estate and new businesses.
- I am not in favor of taxing services. There are lots of things that could be left out. I own a small business and I did not see my service on there being taxed
- There was a lot of concern about taxing services such as gyms because they are afraid to lead people away from fitness services and other services that promote a healthy lifestyle. They were really interested in taxing luxury foods and not grocery stores.
- A "use" tax is important. There shouldn't be a difference between goods and getting a haircut. -Same ^ I think it's a great idea. No one will get off scot-free. Why should only certain people get taxed on services? -Just getting to know the City of Fort Collins -- agrees with the idea of sales tax. -Under \$10 should have one tax, and things from \$10-\$50 should have another. Tax exponentially. Q. How do we differentiate between tax amounts? -This is a complexity City Council needs to figure out -There will be a lot of resistance from businesses -A "use" tax shouldn't be different from a sales tax. Q. How do we get people to not set up outside of city limits? -businesses already are outside. Ex. American Furniture Warehouse -the tax should be charged on where the service is performed -Need to tax services based on dollar amount. Ex. a meal under \$10 should be different than a meal over \$10.
- Sales tax seems egalitarian, but in reality it places a greater burden on low-income people. Denver doesn't tax groceries, but Fort Collins and Loveland does. It might be a good idea lower the tax on essentials. It makes sense to tax services, but it seems susceptible to down turns. Taxing services might have a chilling effect on small business and start-ups. If we raise or lower the tax rate today, we know where the money goes and this is important. One person stated that he would be willing to pay tax on the services he used. 2 people agreed with him. (3 out of 5 said yes. 2 didn't respond).
- "Every citizen of a certain area has an obligation to support that area." "I agree with taxing services" "If we tax some services, but not others it would all be subjective. How can you choose?"
- Easiest and progressive/low-income friendly. Concerns with ability to avoid these taxes by not claiming them.
- Sounds good! Could see this as most attractive option - Well poor people have to get some services too so who decides what services are taxed? ex: haircare? - Is this sexist? -

All three seem interesting and I haven't thought of them before. Could see all 3 helping revenue. Stop adding taxes to already existing taxes. - What really effects higher vs lower income people regarding taxes? - How do you defend your choices? - Does this lower sales tax then? How so?

### **Notes on Transportation Fee (Option 2)**

- The table did not really understand what this tax means. They could not understand how these numbers were calculated. They were also concerned about what this would mean for the taxes on places that only get seasonal transportation. One participant could see how certain places would underpay or overpay this tax. The group did not really see how fair this tax is. Overall, they were not in favor for this tax.
- Taxing on transportation isn't fair -this is a "bogus" option -Fort Collins is failing to innovate -What about people that don't have a car?...not fair -wants Sunday bus service - should tax people who drive more miles -goal shouldn't be just to raise money but to increase quality of life -taxes should be imposed on big diesel trucks, then they'll drive less and there will be less damage to the roads -Why is there not a discussion about raising fuel taxes?
- I do like the transportation/utility fee. We need to think of sustainability. I don't like how it is very regulated though. I don't like how churches need to pay this much and then grocery stores this much etc. I want utility fees to be based on impact rather than transportation. Also, moving toward more shared vehicles - doesn't take into account visitors. The City benefits from things such as shows, restaurants... But the City also have to pay for roads, fire service, etc.
- There is no reason to put a negative spin (taxes) on a positive thing (businesses).
- Q. Reaction to the approach -Don't understand it well enough. -This shouldn't be taxed, revenue is just estimated. -Denver is looking into a mileage tax. Fort Collins should look at what Denver is doing. -Don't know how they are tracking. The information on Denver comes from reading an preliminary article. -An issues is that the City doesn't know WHERE the person is driving.
- How about charging a ski-pass road fee? Several people at the table thought this was a good idea ...especially if you don't ski. Churches impact road use, but they are currently tax exempt. What would happen to the incentives to decrease traffic? CDOT: Could we piggyback on their plan to help pay for roads? They are taxing drivers by the mile instead of at the pump. (See Denver Post for details about this pilot program).
- "taxes = economic disincentive." "Regional transit is an issue for different types of businesses." "Traffic generation by a particular business is difficult to calculate."
- Not much conversation on, but seemed to be based on abstract theoretical models. Makes it seem vague at best, not dependable. Also not personalized, very broad brush. Idea for rebranding: "street maintenance fee"
- Like but would like some kind of benefit for businesses - How do you make this fair? - Who is excluded?

### **Notes on Occupation Tax**

- The group could not tell how this tax was calculated between employees and employers. Overall not well understood, and not supportive of this tax.

- People's response is always going to be to say no to new taxes especially, even if it just a fraction of a cent. They will be tempted to just go outside of Fort Collins, which we do not want either.
- This sounds like a payroll tax. It's a flat fee. What's the hurdle? \$4 to 1-2% of income. CON: Effect on lower income By moving away from sales tax are we saying we don't need another Walmart? What about the city growth model?
- "Why is there a sales tax on parts but not labor?" "Some businesses sell products as services rather than goods not to charge tax."
- No conversation was had--not enough time.
- Seems like new property tax is going to be put towards transportation but that's already funded and not needed

### **Any Other Notes/Comments?**

- One member suggested a combination of the taxes. She felt that this would be effective. They were concerned about the language this would be presented to the voter. They had trouble understanding these taxes even after the presentation. They were concerned about the confusion that voter might have because of the way it was presented. They also did not have too much concern on which tax would be used. They said that either way these taxes would affect the citizens.
- The conversation at our table began with the participants expressing their opinions rather than addressing the questions. It's difficult to place their comments in the specific boxes above so I chose to list them here. Here is what they had to say: -public opinion means very little (from cynical participants) -Fort Collins is the only large city that still taxes food -tax on food is regressive -this forum is a creation of options rather than gathered from residents -Fort Collins relies on growth which heavily influences the way the city operates -decisions are made by 7 city council members and not to citizens -this issue is beyond growth not paying its way -reliance on growth erodes our quality of life -these 3 options should be put at the bottom of our list, they shouldn't be our only 3 options - suggested that Fort Collins and Loveland water districts fine the 40% of citizens not paying water taxes -tax parity won't solve the problem but will generate a lot of money
- It is not clear how resilient other approaches are to economic downturn. Maybe change the wording to fair share rather than "pay for impact"
- Their main concern was that there should be little to no negative impact on lower socioeconomic classes. They think that Fort Collins should rely more on property tax. They were also wondering why exactly we were thinking about this. We explored the reasons, but they were still not understanding who even wanted to bring this up as an issue. If we were going to do any of these options, there would need to be an educational component to it so that people do not just get angry about taxes. It would also have to be phrased right for the same reason and should include as many details as possible. There was an overall consensus that diversification is good. People thought that businesses with patios are being given an unfair break and that changing that would help. One woman was insistent that this has been tried in Fort Collins before and that it would be a horribly dumb idea to try it again.
- Most of the time was spent asking the experts clarifying questions rather than in discussion



- Most of the group thought that diversification was important, but there was no widespread agreement on what to do about it. Each approach seemed to raise new questions. The first approach raised concerns about the importance of transparency. Everyone agreed that it is important to know how much the city gets paid. Regarding approach 2, there was some confusion about implementation.
- "Shift the cost in the good times to people who can pay it." "Tax is supposed to be levied on something we want less of."
- Need more time. Hard to understand this one quickly, and small group deliberation to work through the ideas is needed.
- Let's just tax negative/bad things like a carbon tax or something. Discourage certain types of behavior. - How do you enforce this?

### **Worksheet Notes on Revenue Diversification**

Participants were asked to complete a worksheet that asked them to assess the possible pros and cons to various options regarding revenue diversification. A total of 57 participants completed the worksheet; however, not every participant answered every question on the worksheet. The results are as follows:

#### **What is your perspective on the overall issue of revenue diversification? Do you share concerns of relying too much on sales tax? (32 responses)**

- Yes.
- Participant felt this question was too biased.
- I agree that we need to diversify the city's revenue. I am concerned that the city services would be so tied to economic activity.
- Yes.
- Not a strong opinion, I believe taxation on people who can afford luxury services over fees on a broader spectrum.
- I think these 3 options are not the only ones. We need tax growth. Target taxes specifically at construction, architects, etc. Have business like Avago, Woodward pay for growth. We should not be taxing food. Other cities in CO do not tax food.
- Yes.
- Very important as shown by recent downturn in sales tax.
- Honestly did not realize that there was an issue with sales tax. Not sure my opinion yet.
- We need tax growth. If we tax services, architects not hairdressers, constructions management not massage therapy.
- Sales taxes vulnerable to cyclical economics, advantage to sales tax-captures revenue from tourist, transportation utility fee-how can it be fairly implemented.
- Regressive tax on sales. Need to include sales tax for online purchases.
- Yes this is an issue as sales are moving to online with delivery across state lines.
- Yes, we've move to online purchases. Reduce city services, support local business that contribute to Ft. Collins. Don't send money outside of community.
- Good idea

- You should not bias the responsibility by tipping your hand as to what you favor. You should not jettison property tax at the beginning. Most 54%-just barely more than half.
- Restaurant patios. Transportation utility fee. Occupation tax/fee=flow
- What is a healthy reserve?
- Diversification is a good idea, a basic “don’t put all your eggs in one basket.” Yes, we’re relying too much on sales tax. Two options: 1. Tax-tabor requires with approval, broad. 2. Fees- Doesn’t reg voters narrow. 54% sales tax down during recessions. Counted get prop tax; inc. tax not allowed.
- I think that relying too much on sales tax can be a bad thing because if the economy is doing bad then we won’t have the tax for any revenue.
- Nothing jumps out. None of these sound great. Need more info about pro’s. Need to know more about players of relying too much on sales tax.
- Diversification is an important issue, particularly in a changing/ unstable economy would be good to split the burden, but would have to do it in a way that still remains fair for those most vulnerable.
- Yes, sales tax seems to be too narrow to capture use to service. Then also are non-local sources of goods that aren’t captured, properly as sales tax.
- I feel grateful to live in Fort Collins/US...despite hearing everyone around me bitch about almost every aspect of America. So I am willing to pay any additional fee that I would need to pay to support my community.
- 54% sales tax suffers during decrease prosperity...stabilize revenue.
- Diversification is a good idea. While sales tax might seem largely egalitarian it often puts the heaviest weight of taxes on low income individuals whose income is largely used on month/day-to-month/spending.
- I was unaware before the presentation, but yes, I do believe that this is a problem.
- None. Yes I do have concerns on the rename on sales tax but have common ideas that taxing services would have a chilling effect on small business and startups. Hard to avoid regression effects on low-income individuals.
- I wasn’t too informed on this prior to this discussion.
- I believe it’s in the city’s duty to strive for alternative ways of generating revenue, not relying solely on sales and use taxes. I share the concerns of this reliance due to the risk of services suffering from during slower years.
- Not clear these are more resilient than sales to each flux.
- Support a transportation utility fee to provide a more stable budget to maintain our mobility system.

For the following responses, participants were provided with tables that presented the pros and cons of 3 different options of revenue diversification. Note that all enlarged and bold font (aside from information in parentheses that provides the number of respondents to a particular question) is information that was provided in the tables to all participants, while text that is bullet-pointed in smaller font is information that was written on a worksheet by an individual participant. Participants were not asked to write anything additional next to “Basic Features,” “Pros” and “Cons,” however, some participants did choose to write in their own notes.

### **Approach 1: Tax on Services**

**Basic Features: Consumer spending is shifting from goods to services; Could possibly tax services thought to be less impactful to lower income to insulate from times of economic downturn; Would be taxed at same amount 3.85%. (1 response)**

\$4.2 million (in reference to basic feature 3)

**Pros: Less distinction between consumption of goods and consumption of services; Less impact on low-income by taxing service purchases made primarily by higher-income individuals. (3 responses)**

- No taxing on personal care
- Easiest to formulate and impose.
- Good to help level out tax burden.

**Cons: Will be difficult to estimate revenue initially because lack of current data on amount being spent on those services; If a tax rate is reduced, there is risk that we may not receive estimated revenue from taxing services; Completely new practices/costs for businesses not accustomed to collecting/remitting taxes. (7 responses)**

- How do you know when a service is sold and for how much?
- Discriminating what is luxury
- Maybe be hard to identify.
- Could this impact the ones providing services? Some services could be necessity to some.
- Which services? Inherently subjective.
- Stop all corporate welfare, tax or fee on churches of belief.
- Don't know that you're not impacting low-income. Large assumption that it would not impact low income families.

### **Additional Notes (12 responses)**

- Could con 1 be fixed with a proper study before implication? I like this because it taxes predominantly luxury services that people could choose to do without if they feel they cannot afford them.
- 16. 54% of city budget comes from sales tax, counties come from property tax, cannot raise income tax. Consumer spending is shifting from goods to services.
- Transportation utility fee was tried before and failed if I remember correctly. Should consider legality of the measure. The presentation is very rushed, incomplete. There is no time to consider options. Too much emphasis on getting through the agenda and getting finished in time.
- Fairness. Eliminate TIF's. Reduce operating costs. Restore balance between citizen service and business.
- Consider changes in currency sales tax. Cut taxes on certain items while implementing taxes/on services. Not sure how much risk is in currency tax structure.
- Sales tax 54% tax or fee.
- What happens to surplus during years that produce banner tax revenues.
- Some at our table felt restaurants should pay more for using sidewalks for outdoor dining.
- Will this still be a problem during downturn?

- Transportation utility fee--fast food! What would happen to the (except for those who promote walking) businesses that would bear fees? They could be negatively impacted. Who would be exempt from occupational tax?
- Would need to be persuasive
- Would regulate a comprehensive study to objectively determine what types of services could/would be taxed. To be taxed are effectively.

## **Approach 2: Transportation Utility Fee**

**Basic Features: Fee based on number of trips generated by particular land use; Charged to customer utility bills; The higher your “traffic” the higher the fee; Low impact to individual residents (around 50\$/year). (2 responses)**

- Good (in reference to feature 1)
- Could be, but not everyone pays for utilities directly (in reference to feature 2)

**Pros: Low impacts to individual residents (\$50/yr); Revenue can be scaled on desired revenue. (5 responses)**

- Could we use it as an incentive?
- Would be wonderful if we can use this to incentivize clean forms of transportation.
- Could target polluting forms of transportation.
- Helpful to push clean transportation (if things can be measured well). Charge Gas.
- This is hard to scale. Hard to understand “street maintenance fee”

**Cons: Big impacts to high traffic businesses; Impact on low-income. (6 responses)**

- Agreed (in reference to first con)
- I don't see how this could be tracked, estimate could be way off.
- Dis-incentivize programs to reduce traffic (e.g. banks)
- Done as a model, blanket cost.
- Models are questionable.
- How do you apply this on business like fedex/UPS that deliver in town from out of town? What about retirees?
- How can you be business not in Fort Collins, but take trips here?

**Additional Notes (1 response)**

- Too hard to administer and fairly divide.

## **Approach 3: Occupation Tax or Fee**

**Basic Features: Fee based on number of heads for businesses within Fort Collins; Could be shared or paid by employer or employee; About \$4/paycheck generates \$10M; People pay their fair share of services; if you live elsewhere but drive on City's streets, you pay for it. (2 responses)**

- How is traffic measured. 50 cents per person. Higher for groc. Stores. Don't exempt groups.
- Per utility bills based on regional modeling. Based on trip generation.

**Pros: Can be a fee or a tax based on desired administration; All employers pay for the services they use while in Fort Collins; Revenue is scalable if passed as a fee. (3 responses)**

- Scalable should be need zoning
- Land use is too coarse. Need impact based on sucib, econ, and enviro impact of land use.
- Businesses are already over-taxed; this would create fewer jobs

**Cons: Perception of penalizing Fort Collins employers; If tax, the revenue amount becomes fixed; If fee, the revenue generated is earmarked. (4 responses)**

- Excellent Idea. If revenue remains the same, businesses could pay no extra if sales tax is reduced, businesses already locate outside city limits to avoid taxes.
- Will drive employment to neighboring cities unless they also adopt an occupation tax.
- How do you notice/find single/self-employed people or people with two jobs.
- Hurt local businesses

**Additional Notes (1 response)**

- NO!

**Considering all of the options, what do you most want the City Council to know about your perspective on this project? (45 responses)**

- Avoid income or wealth regressive tax charges so all pay a fair share.
- Mileage
- Don't hurt low income individuals, don't change business out of town, consider progressive taxation, consider how it fits with growth limits.
- Any other ideas for diversification.
- Approaches 2 and 3 seem disproportionately impacting low income.
- Please don't tax my job. 4\$ per paycheck at minimum wage is ½ hour of work.
- Tax services
- Property owners can afford to pay more.
- Do what is best for the community sustainability.
- Diversify revenue, tax on services is bad.
- Tax all goods and all services. At a uniform rate, reducing the rate to reunion revenue neutral.
- Tax con architect fee, development fees, construction managers, have large corporate owners pay more. Tax vehicle miles, those with smart cars should pay less.
- Taxes must tax growth and be focused upon reducing street miles traveled. Taxing people without cars is unfair taxing business that attract pedestrians is unfair.
- How are services divided for tax purposes?
- Income diversification is a good thing. I am glad you are considering it in an era of prosperity so we are not in "crisis mode" setting up a plan.
- Students must be considered
- Diversification is a great and important idea, my concerns would be impacting low income residents and impacting small business as well as the possibility of detouring business from coming here.
- No new taxes

- Transportation utility fee should be based on the use of private vehicles.
- Number of trips? I am self-employed and must drive to customer's homes.
- Revenue diversification is important but should be done in a way that does not impact lower income folks.
- I think to tax the correct items based on the utility in the city.
- I think we need to explore other options such as, Fee for the number of people in households, sales tax for online purchases.
- Start over with gift economy as priority.
- How to make this fair.
- I get that city revenues probably are down. Stop co-funding large projects.
- Make sure you look into other businesses that aren't technically located in Fort Collins but transport goods/impact Fort Collins.
- Diversification is a good thing if an economic downturn is expected. Save the quality of life in Fort Collins.
- Impact on low-income should be top priority. Educate public. Explain why new revenue source is important, and what it will be used for.
- While I do not want services to diminish, I am very concerned about the utilization of new revenue generated. Also want to know how the "healthy" reserves will be utilized.
- That Fort Collins has a high quality of lifestyle, many city-provided amenities and you may need to reduce taxpayers before raising revenues to realize that these amenities cost money, I for one, am happy to pay slightly more in taxes because Fort Collins has proven pretty responsible, earning a triple A rating from Moody's. Let people know before presenting tax issue, toot your horn, market it like "we have great roads, bike lanes, parks, efficient serving etc." How shall we pay for these and keep a reasonable (tell us how much) reserve."
- Clear messaging. Communicate. It is beautiful that the #1 thing people were concerned with is low-income citizens.
- In any case, the only "exemptions" should be for people not organizations. (churches, businesses)
- Make things simple. Just add "fee" to a utility/paycheck. But just find a way to communicate why you are doing so (this is the hard part) cause I don't have a clue. Last you will need to execute this research/project plan and from what you described about "transportation fee is confusing as hell."
- We should work towards tax organizations that wouldn't be considered to improve the health of the city e.g. fast food processed meat tax grocery stores like Wal-mart as to the goods they buy.
- Consider all of the above.
- Services: services are affected by economic climate or much or sales if not more. Transportation: Occupation: this is a city income tax worded differently and could only increase without needing voter; huge low-income impact.
- Tread carefully on expanding revenue streams to include areas that can hurt business growth. User fees--pay for what you use.
- A video series on this issue might make it a little easier for the public to understand.
- We should be pursuing viable alternatives to a sales tax-heavy revenue, but I would ask that we take our time making any decisions made to introduce new revenue streams.

- Any solution needs to protect low-income residents from unsustainable increases in cost. There must be incentives to improve behavior-reduce impact on city resources on increase social contributions (for example)
- A portion of the proposal transportation utility fee should stabilize the annual budget for road maintenance and general mobility issues.
- Support for transportation fee but with a strong caveat that it should be moved with consideration for efforts related to alternative transportation etc. Do not support residential transportation fee (50 cents/for example). Strong support for service tax within these options.
- The revenue max is true. Seems effective to say it's not or it's a problem. Sales tax captures revenues from visitors and those who periodically come to FC for business, education, entertainment and its only way to capture money from them to the service they use. Seems like another way to increase overall revenues reduces one of the other current existing revenue.
- How can we capture more money from outsiders to Fort Collins for public services or destination services. Impact on low-income families.

## Session 2: Broadband

The second session occurred from 6:55-7:25pm, with a short (5 minutes) introduction on the topic from Ginny Sawyer, followed by 25 minutes of discussion among participants, and closing with a short keypad session. This report contains the data collected at the second session of the Fall 2016 City Issues Forum which focused on the issue of broadband internet service providers.

The contents include:

- Results of the final keypad session
- Notes taken by CPD associates at individual group/table discussions
- Worksheet notes taken by participants

### **Keypad Results**

Knowing what you now know, how supportive are you of each option? (opinions on each options was collected one option at a time, the combined results are below).

	Do Nothing	Franchise	Wholesale	Retail
Very, very supportive	4%	6%	7%	61%
Somewhat supportive	6%	4%	27%	22%
Cautiously supportive	0%	17%	25%	9%
Not supportive	39%	56%	27%	0%
Absolutely not supportive	52%	19%	13%	7%

### **Table Notes**

Below are the table notes taken by CPD associates during the forum. There were 10 tables total. The notes are organized by questions used during the forum to help generate discussion. Note that the larger, bolded font indicates a question that was asked and/or a new topic being discussed, while the smaller font indicates the notes written by CPD associates. Each bullet point represents a different table/group.

#### **What is your perspective on the current situation regarding internet services?**

- One member of the group was 100% for the Retail model for this issue. The other members of the group were for having the city involved in some way with this issue.
- Q: Why is the city interested in doing this? What do they get out of it? A: (from participants) Fort Collins doesn't have the best service especially for business/people who work from home. -people aren't generally happy with their services -Utilities and gas tend to offer great customer service but when it comes to internet providers, they are horrible and it is difficult to get them to come out when needed
- The risk of the unknown is something to think about. Just look at all of the technological changes in the last 10 years - tech rapidly changes. I think reliable internet is a human right, so to me which is most equitable?
- Some of the participants are upset because they do not get any real choice for internet north of Fort Collins. They wanted to know who owns the lines right now and were



confused about the concept of 1 gig of speed. They wondered why we are looking into fiber optics instead of wireless and why happens in 20 years when the technology is obsolete.

- Been through this -- the City has an excellent track record for running services. Some people say the City should not run a service, but I disagree. Wifi is just another utility for me. I want to give Comcast some real competition. -Wifi is another utility. Should be given to all citizens. In the long run we will all benefit from it. -It is an investment in infrastructure -Competition is needed. Comcast is probably using wires from the 1980s. People could be dying without good service (i.e. like in hospitals or clinics). -Interesting, but not familiar with the topic.
- Broadband is necessary for everyday life. We need a telecommunications plan. Internet services should be treated like a utility. High speed internet is a necessity. Internet service is a right. Internet is a quality of life item now. The current situation doesn't suffice. Current providers are not meeting the needs of the community. We need to attract business and internet services are key. Today's situation = High prices for bad service. Competition is needed to shake things up.
- "Too expensive" "Providers are limited"
- Most people very displeased with current situation, Comcast and others have terrible customer service, speed is slow, etc.
- Long history of city owned utilities being successful. Internet is a utility now just like water or electricity, let's treat it like one. -How does city keep up? - Is bureaucracy too slow for this to be successful. - FOCO has no Business in interfering with internet but market can't take care of everything. - If players aren't delivering FOCO has to do something

#### **Notes on Doing Nothing (Option 1)**

- None of the participants like this option.
- Not an option because we will lose jobs that we could have. Really good internet service will keep start-up companies here instead of them moving to Longmont or Denver.
- They wondered why we are even asking this question, mainly, what does the city gain?
- Unacceptable.
- No one agreed with this. Everyone agreed that doing nothing will hinder our economic progress.
- "Areas are limited where fiber is provided."
- No. This is bad. Next!
- Huge fan. Why do we want to screw market in cities favor? -If the city falls short of providing what do we do? Proper cost, efficiency, etc. Government monopoly. - What is even the issue? I have fine internet. -Comcast is already taking care of us and putting down fiber

#### **Notes on Franchise Model (Option 2)**

- The concern about this model is that the third party person would not care as much about the city as they should. They were concerned that the customer service aspect of this model would not be as good as if the city run the service. They also agreed that they did not want to be at the mercy of one specific company anymore. Most were not happy with

their current service provider. They were also afraid that the third party may ruin the infrastructure.

- Fort Collins companies are moving to Longmont because they have a faster internet - concerned about if its unsuccessful -supplying is expensive -Will the city be competing with the county? -Fort Collins runs electric and there hasn't been any tensions -Will there be federal funding to boost infrastructure What are the possibilities? -As part of the public outreach, has there been any interest? -Will competitors be forced to pay for a service that they don't want? Caesar: Should we go forward with this? Answers: definitely (by all) Answers: competitive risk, how quickly the city can respond to market prices -a benefit would be that the city will directly know about troubleshooting issues Caesar: What are the biggest obstacles? -what's likely to happen is that competitors will over low-ball prices for slow service which may benefit residents who don't work from home and don't own businesses. It'll also benefit low income residents and students -more people will be able to work from home such as mothers with kids -working from home is on the rise -this option opens up many opportunities in the employment market -Fiber is in the foreseeable future, it being outdated is not a concern -Fiber is what runs the streetlights, it's in the boxes and connects to CSU -infrastructure is already there and just needs to be used
- At least Comcast has an office with real people
- Basically what we have now. No.
- This model could create the potential for a new player which would be good for competition. For example, what if Google Fiber came in? It would be good for a while, but eventually the new player would probably relax. Franchising may help the market initially, but only temporarily. There are control issues associated with this model Video services could be offered to meet individual needs. Users main focus is what they need.
- "It's the job of the government to regulate monopolies." "The city would need to step in with the franchise model."
- Could bring in Google or like company, good for Fort Collins economy. But how do we pick? Also, concern expressed was Comcast could sit on it. Come in and not change anything, we're screwed. Monopolization.
- broadband citizens committee member--> feels incumbents aren't providing what citizens need. Bad customer service, cost, speed. Could force competitiveness. Upgrade or get out. - I don't want multiple fiber networks because its unnecessary- how do we make this work then?

### **Notes on Wholesale Model (Option 3)**

- The comments about this model were similar to those of the franchise. They were concerned that the third party would not care about the city. There was worry about sub-par customer service. They felt that municipalities/the government could do a better job at this than a private business could. They felt that there did not need to be a reason for an outside person.
- In order to allow franchises, you need to have this income... Comcast, you would have to negotiate prices
- This is too much money for the City to let someone else run it. Don't want a company who is a profit making entity coming in and running things.

- Video Services could be offered to meet individual needs We didn't talk a lot about this approach. However when asked directly if they would favor it, two people said they would. We didn't talk much about this approach. Most of the table was eager to talk about the retail model instead.
- "concern with little control over infrastructure." "technology is advancing too rapidly to invest in a lot of infrastructure." "Low income homes would be affected."
- Might be price-competitive, but it's for-profit, doesn't seem as good as other options.
- ISP providers will step up eventually, why should city get involved? Comcast and cent. link don't want to work with FOCO already. - (response to point above) so nothing is forcing them to upgrade! Monopoly that cent. link and Comcast have is bad. What is stopping FOCO from doing this? - I feel that FOCO is more trustworthy than the outside companies - could get good competition going

#### **Notes on Retail Model (Option 4)**

- The table was on board with this model. They liked the idea of the city having full control of their broadband. One stated that in this day in age, everyone should have access to internet. It is almost a necessity now. They liked the idea about having faster internet for cheap. They also liked the idea of this fee to be a part of their utility bill. They all felt that the customer service with this model would be more reliable. This was the most supported model. This model was supported as well because of the potential jobs that could be created from this model. From the infrastructure to the customer service, there would be a lot of jobs that could be created from this model.
- If we invest a huge amount of money and then let a private company like Comcast run the internet service, it will be a disaster
- The only thing with this is that you end up with a monopoly that doesn't have to be there. I think that it is becoming more like a utility - hard to say it's a competitive market. Retail model - maybe they could do something where internet is free to the lower half of the population Low income rate - I think we have better chance with City regarding equitable service Retail model in Longmont is very successful, it's cheaper and faster
- What would the city do to bring in expertise? Would they contract out services? Wouldn't people who know more about this business be better suited to run it? Most of them were excited about the city owning the fiber because they trusted them since they did well with electric, but some were very opposed to that idea. They want all of the jobs and expertise to come from Fort Collins citizens. They want accountability for the city.
- Bond issue. It is an investment. Becomes a tiered service depending on the speed we need. The City would do a better job because they are a non-profit. -Customer service is not great or not their number 1 focus for other companies, profit is their focus. The City would offer good customer service and a good quality product. Service and quality would be their focus. -City's level of service could do a good job at providing these services. - Likes the idea. -What is the dollar amount paid by businesses and residents? If the household amount is too high, they don't support. -Likes the retail model. Quality would increase and prices would decrease. Customer service would be great. Q. More risks to the retail model. What are your thoughts. -Who loves their ISP? Everyone has bad things to say currently. Is willing to bet his tax money that people would switch
- Everyone agreed that this approach was the best. However, they also agreed that the table might not be representative of the general population because most of them were in the

broadband business. CONS included: Cost. A loyal group and flexible pricing would be needed to encourage people to get their service from the city. What would stop current incumbents from undercutting the city's pricing? What legislative means are available to prevent this? Users are mainly focused on their individual needs so we would need to make sure their needs are met. Questions about the Bond and the impact. "If it's going to fail, it would need to fail fast". Doubts about how the city would sell this to the public. Another possible model for franchising: You build it, but you lease it to competitors.

- "Retail is best for net neutrality"
- Seemed like the table's favorite. Concerns were the high risk investment and the time needed to build and get started. Can't have customers/citizens losing hope. Benefits: better customer service!!!, speed improves, creates customer service jobs for city, good for FoCo public schools, can increase economic growth, de-privatization and municipal power & profit.
- If city builds they will come -Fiber has so much potential

#### **Any other notes?**

- What's the incentive for Fort Collins to do this? -What other cities do we have to compare to? -Do we tax internet services? -revenue diversification? -Who's going to speak for the risk that the city is taking? It'll be hard for the people if it's unsuccessful
- I agree that this needs to be distributed equitably - I have kids that can only check email on their phones at school - I just want everyone to have access. If the City did own this - who would be in charge of the upkeep?
- General confusion about the 2700/household. They wanted to know where the infrastructure would be going--are they tearing up the streets? Some of them were concerned about it working less well than their internet. One thought was whether the city had any plans to share the fiber with other providers and maybe make it cheaper for people. Others were just excited about the idea of having fiber optics at all.
- Q. What kinds of things should the City know? -reliable service with mid-level speed are the minimum essentials to accommodate secure financial transactions and privacy - highest speed is not important, just enough to deal with things like health centers. Computers and internet should not be down in medical centers or banks. -Speed, price, reliability are the 3 things people want to improve). Customer service came in 4th.
- Most of the time was spent asking the experts clarifying questions rather than in discussion
- One of the major concerns is undercutting. How to keep Century Link and Comcast from lowering their prices in response to the city's pricing. Someone suggested that maybe internet services should be regulated like a utility, but others said it couldn't be done because a utility commission controls the rates.
- "Biggest fear is that citizens won't get paid back"
- The build-out of the infrastructure was a big concern, because it seems like a pain and time-consuming. By meeting the citizens' demands, solidifying dates of starting and completing, and effective advertising, my table's concern is quelled.
- Want more examples of places that have done option like these

## Worksheet Notes

Participants were asked to complete a worksheet that asked them to assess the possible rewards and risks to various options regarding broadband service providers. A total of 53 participants completed the worksheet; however, not every participant answered every question on the worksheet. The results are as follows:

### What is your perspective on the current situation regarding internet services? (31 responses)

- There is an unfair if not slightly illegal monopoly - we need a publically owned utility. Bird conservancy, decoupling, de-privatize-bring back to community.
- Comcast is a giant pile of steaming dung. The near monopoly makes for poor service and appalling customer service.
- Let's not do nothing! Comcast and CenturyLink are both expensive and have crappy service.
- The service is great, but if I had a choice to do another internet provider besides Comcast and CenturyLink I WOULD TAKE IT! (but no one else gives internet...at least from what I know).
- I did not realize there was an issue. CenturyLink satisfied unless offered something better
- Municipally owned utilities have worked for electricity, water, etc. How does bureaucracy keep up with technology?
- It should stay private - "do nothing" - no government involvement
- They may be suing monopolistic pricing
- I don't necessarily think it is a pressing issue besides internet services being really expensive, but if there could be a lot of improvement, I just am interested in the role the city could play
- Government is acting like a monopoly while is CenturyLink not expanding enough
- Localized providers keep money in the community and assure fair price for service
- As a young person constantly attached to the internet I think that wifi will eventually become something expected from cities, especially in places frequented by foot traffic and recreators. FoCo should anticipate this and begin working towards it! Too expensive to few competitors
- No more Comcast!
- Decent service, price too high!
- The services could be improved
- Comcast- it is a real place that has an office with real people that you can contact (negotiating rates)
- Internet access is/should be a human right (UN), but how close are we to regional wifi (municipal)
- Current problem: lack of competition (leads to high price for bad service). Current hope: looking forward to a city offering
- The current situation is growing more dire. High speed internet is a right and quality of life item. Given current incumbents monopolizing the market we are at the mercy of it. It's our duty to graduate the city into a new age of high speed internet as a utility
- The need for broadband is clear with the city and making it a utility is the best way to go.

- Overpriced, monopoly, no incentives to measure speeds or penetration, slow adopt them and technology
- I tend to favor use of public infrastructure for internet services (perhaps retail) and would like Fort Collins to manage it
- The incumbent providers are not meeting the needs of the citizen. Speed latency pricing reliability service
- I think that net neutrality often hangs us a thread. That could be taken away. I advocate no change
- Internet is too slow. I would like high speed. Cleaner signal
- Your program favored wireless internet provider which is a reasonable option
- Too expensive for poor quality service. Get internet service, bit cable t.v.
- Internet services aren't the best but these options aren't ideal for low income individuals/certain demographics do not care about low income
- Inconsistent speed and cost
- Wow! The slides just flash by with no time to read.
- Expensive few options

For the following responses, participants were provided with a table that presented 4 different options of broadband service providers and their respective rewards and risks. Note that all enlarged and bold font (aside from information in parentheses that provides the number of respondents to a particular question) is information that was provided in the table to all participants, while text that is bullet-pointed in smaller font is information that was written on a worksheet by an individual participant. Participants were not asked to write anything additional under the columns "Rewards" and "Risks," however, some participants did choose to write in their own notes under these columns.

**For each of the option, the worksheets provided some initial rewards and risks that were summarized in the presentation as something for participants to react to. The bold below represents the text on the worksheet, and the regular font represent participant comments.**

### **Option 1: Do Nothing**

**Rewards: No cost to City (0 responses)**

**Risks: Potential for no change in service offerings (0 responses)**

**Questions/Considerations (12 responses)**

- Price is market driven
- We look lazy, come on Fort Fun!
- No
- Lose high tech jobs
- No security. No risk
- Don't do this
- High cost due to quasi-monopoly
- Not acceptable option, change must occur
- Not an option, 83% of Foco residents wanted to see at least something done
- Do we trust the market? What's to keep companies from abusing customers?

- Current status is no acceptable as the current providers do not feel competitive pressure
- Not enough choices now

### **Option 2: Franchise**

**Rewards: Low overall cost to City (primarily staff time to expedite permitting and work with ISP); Potential new provider option(s) (2 responses)**

- Multiple providers
- (53) Provider monopoly

**Risks: No new provider options if we can't attract an ISP; New provider may fail; Undetermined timeframe for build out (1 response)**

- Incentivize operators permitting and operational agreements

### **Questions/Considerations (21 responses)**

- Incentivize 3rd party providers to offer services. Expedite permits
- Any local models. Franchise picking criteria
- Competition may drive down cost and increase incumbent quality. Franchise does “competitive squashing” no monopolies
- Don't Comcast will stick it up our buttocks
- I tend to not trust private sector, so no. What if they mess up infrastructure? Profit based
- Who is this ISP we can attract?
- This is an interesting compromise
- Potential job creation locally
- Who? Good luck!
- Provides alternatives and competition
- Incentivize start-ups to stay in the city
- A standardized compromise, NOT in favor. Not much difference from current system
- Require high customer service
- This is basically doing nothing. Foco isn't large enough to attract good service providers
- Any control over rate setting? What about marketing any franchise to leave their capacity to competitors. Puc-utility model
- I don't think this is worth the risk. Costs to live in FC is going and will continue to go up. People are being priced out and I don't want us to be Aspen or Boulder
- Not much different than current state. It is good to have local control
- This is a good option and so is do nothing
- Upgrading service. Incentive?
- Not enough choices now
- What about a utility fee which is scaled based on income?

### **Option 3: Wholesale**

**Rewards: Less of an investment by City; City controls timing and coverage of build out (universal build out); Possible low income rate - would have to negotiate with ISP; Helps ensure community economic competitiveness (0 responses)**

**Risks: Technology Risk – the Unknown; Find willing ISP - If ISP is not successful, potential service/financial disruption; Financial Risk - City still obligated on \$88M debt if ISP is not successful; ~\$1,700/household for duration of term (3 responses)**

- Publicly owned
- 15 year payback
- Grant money

**Questions/Considerations (17 responses)**

- Who would the third party be?
- How is the provider going to be determined? How built sat is fiber currently
- Nope
- ISP
- This seems like too little control for the risks, but if went correctly this would be another good comp. I see the benefit of innovation from someone who are experts, but again I'm concerned about the control of being able to terminate a contract early enough before there are problems
- What is probability city gets stuck with a "white elephant"
- Possibility for local provider?
- Why not explore a PPP with a local ISP?
- City has very good control over framework and could step in if needed
- Absolutely do not trust ISP company. Low risk for them, not good. Private ISP's are profit motivated-not quality motivated.
- The reduced financial risk of this option is not enough to outweigh the cons of being at the mercy of an exterior ISP
- Bonding. Explain details to the public
- I think this is going in the wrong direction (circled the debt and amount of \$ per household on worksheet)
- But that infrastructure could be used by another provider..
- If we don't have an ISP then its own Foco residents → unfair to low income individuals
- No 3rd party, the citizens pay back debt
- How do we get fiber without some sort of infrastructure. Most likely to see a change in technology 10-30 years. What does the construction look like? How does it impact my tomato gardens?

**Option 4: Retail**

**Rewards: City controls timing and coverage of build out (universal buildout); City determines pricing; Low income rate would be used; Control over customer service; Ensure community economic competitiveness (1 response)**

- Doesn't take other competitors away

**Risks: Competitive Risk – Must be nimble to the market; Technology Risk – the Unknown; Financial Risk - City still obligated on \$135M debt enterprise is not successful; ~\$2,700/household for duration of term (6 responses)**

- 15 year payback



- 12 years
- How is this charged?
- Risk
- 15 years?
- Also based only on using fiber when wireless is viable

### **Questions/Considerations (31 responses)**

- Cost comparison competitive?
- Existing models? Nearby?
- Renewable accessibility, low cost to individuals. Increased innovation due to low cost. Longmont works. Competition and local utility needs. Citizen ownership is huge. Successful utility may inspire de-privatization.
- Yes... Follow what Longmont has already done, make it simple and better
- Best quality, more trust, more ability to change the system, more local jobs. Trust.
- YES!
- Why not use the fiber company and you lay the fiber
- Will the other companies be able to out-compete the city? We could have low income pricing.
- How feasible and innovative can city utility be compared to a private ISP? Will city end up encouraging Comcast and CenturyLink to change their current models while city doesn't get enough business to pay back its investment
- Property owners can afford this and it benefits everyone
- This amount of financial risk makes me nervous
- Yes! Risk is being driven to failure by unfair competition by national firms with deep pockets
- City of FC is good at providing services to customers and has the expertise and institutional memory to be successful
- What about federal funding to cover some of the costs? Person who came to table said that is not likely. Do we tax internet services? Comcast ? CenturyLink? City owns and operates the broadband lines. Maybe low income people could get a better deal if there was competition. Platt river power authority has lines that run the street lights
- best option by far. Argument that "city has no business" doing it does not hold water, city has excellent track record or running utilities and broadband is just another utility. Go for it! City has no profit motive, city has duality motive
- Need 35% participation
- Just do it
- Cannot be undercut on pricing by Comcast?
- What's the blowback? Will companies retaliate? How do we sell this?
- I don't advocate this because internet access often goes to those at top. I don't advocate for debt
- Bingo
- I like this the best option, giving the city the most control over ISP. Keeps \$\$ local
- But infrastructure would not disappear or go away and this could be sold/leased to another provider

- I would support this model. I would support the city and subscribe. I like the idea of our city being in control of this utility. I hate paying big business for services
- Same concern for wholesale
- What is the residential rate per subscriber. Once installed would the city consider sharing the fiber optic with other providers at a cost which would then be used to lower the cost for the subscribers
- Need 30% of community members. City responsible for customer service is a pro
- How does the city compete in this area? Skills background. Contract model would need to go to a 3rd party to support this, at least initially. 35 new employees v technicians
- 30% Subscribers
- Will culture change like local fracking potentially increase earthquake risks damage/destroy inground fiberoptics
- You choose to subscribe? What would be the benefit of choosing to subscribe?

**Considering all the options, what do you most want the City Council to know about your perspective on this project?**

- There is so much demand for a publically owned utility. A retail model is imperative
- Presuming retail option, we'd need a very safe project build out to set and meet service expectations
- Wireless is a utility kids need it to do well in school
- This is an amazing topic because if I could have internet that works, that is not Comcast/CenturyLink. I would love it. We need a grid that we can own.
- City owned infrastructure lowers the cost for market entry for third parties making more competition.
- The do nothing option is not viable
- This model depends on competing with the private market and making profit. Not the job of city of Fort Collins
- I'd like to see the city provide either wholesale or retail internet service
- Is CSU a separate entity?
- Go retail!!
- I would go with retail model as long as the impact on low income residents is kept in mind.
- Only concerned about debt
- The internet is the future of communication, it is important for the city to act as a non-biased provider
- I am mostly concerned about the risks of both building infrastructure and contracting it out. I love the idea I just want the risks to be properly assessed
- Net neutrality, open content, common carrier. Use energy efficient equipment.
- Property owners can afford to pay the city back for investment in infrastructure
- Internet is going to become a necessity (if it isn't already) and I think Foco needs to ensure equitable access to it and begin developing infrastructure to support that.
- PPP? Is this nether franchise nor wholesale?
- Is area wireless (light poles) a feasible alternative?

- Fort Collins needs better internet service to be competitive in many aspects and the only way we will get a good result is the retail model. We've seen how CenturyLink/Comcast/etc have screwed things up
- The retail options seem the best scenario for the city to control the building of broadband lines and ensure it works for all Fort Collins citizens
- Reliable service at a mid-level of speed is essential for a 21st century city with resilience
- Reliable, consistent, secure service at more affordable costs. Internet connection is not a luxury, it is a must-have utility.
- Provide this service to all the household even if this requires subsidies and transfers. Service has to be reliable, even if it is not high speed internet
- Prefer: (1) Franchise model; (2) wholesale. Important to have some competition, to keep rates competitive. Any model would need excellent customer service, transparency, and proper costs
- Retail! Internet should be considered like water, power, gas, etc.
- Leaning to the retail model
- As long as it is financially equitable to all people
- I'm very supportive of city services in general. The consideration of our councils is commendable.
- Don't mess this up. Honestly, this may be our one shot at graduating Fort Collins to the next level of providing internet service- one that has many positive impacts for every citizen
- Do it right, could adopt appropriate regulatory owner right with the retail or wholesale model
- I trust the city with high speed internet if it could ensure a body to keep up on technology for generations to come
- We need to go forward with the retail option for the city to remain competitive in the future
- That this discussion does not include all technologies available to consider
- Consider how wholesale/retail will impact low income houses
- My main concern is the potential for grand loss of bucks by broadband becoming obsolete. My faith in the city to do a great job operating it is high
- Owning the system is the best way to go, Total control!!
- Should ensure affordable for all
- This is a terrible forum, noisy. People can't hear questions, can't hear answers, keep repeating wrong information. The staff person is trying, but can't compete with the noise. I won't answer the clicker questions. This forum isn't successful at helping to give feedback options.
- That future options have been thoroughly researched so that an obsolete technology isn't invested in
- It would create local jobs, competed with local utility needs. These are the largest pros and cons for retail which is the route I support. Also, owning something as a city is super empowering.

## **Session 3: Road to 2020**

The third session occurred from 7:30-8:30pm, with a 30 minute introduction/presentation on the topic from Myles, Lyndsay, and Travis followed by 30 minutes of discussion among participants. This report contains the data collected at the third session of the Fall 2016 City Issues Forum which focused on the issue of the Road to 2020. The contents include:

- Notes taken by CPD associates at individual group/table discussions
- Worksheet notes taken by participants

### **Table Notes**

Below are the table notes taken by CPD associates during the forum. There were 10 tables total. The notes are organized by questions used during the forum to help generate discussion. Note that the larger, bolded font indicates a question that was asked and/or a new topic being discussed, while the smaller font indicates the notes written by CPD associates. Each bullet point represents a different table/group.

#### **Initial notes/reactions to the presentation**

- Lifestyle can change how these actions are played out. The group was in favor of completing these actions.
- A guy at our table was the person who asked Trevor during his presentation about taking a furnace to a separate room in the house to allow the rest of the house to cool (unsure of how it was stated and what it means). This generated a side conversation among the two after the presentation.
- They thought that number one was confusing because it does not state where most people have their thermostat. They thought that number 20 explained number 1. They wanted to know about the next steps for recycling in Fort Collins were, so Laura and I told them about the waste shed forums.
- People at the table were mostly upset after the presentation. They said that the climate change language was taken out of the presentation and they were instead just told what to do. This session was deliberative which was upsetting for the participants. They wanted to be able to give their input in the issue not just look at checklist to feel good about themselves.
- There was some confusion about the meaning of the last two slides.
- "Many little things will offset the bigger things." "Little things are behavioral and take little effort."
- I facilitated this session, and Carina took notes.
- At this point we had 2 people left at our table so it was pretty awkward....

#### **Notes from discussion regarding actions they would like to do, but need help/more info**

- For #30, they were in favor of having more options for recycling. They would need help from the city to make this happen. Specifically for glass. For # 27, it would be helpful to learn what efficient driving practices are. For #34, one member of the group would like to have easier access to be able to plant trees. For #31, one member was particularly concerned with CSU. They suggested there needs to be more education on reducing solid waste. Especially in the dorms. The group would also like a composting center in the city.

There was also a conversation about incentives for apartment buildings for some of these actions to be done. Many of the group members live in apartment buildings. They were hoping that there would be a way for the city to encourage apartment buildings to practice some of these actions. This includes installing efficient windows, changing filters, installing solar water heaters, etc.

- #29 - how many times do you really purchase a vehicle in your lifetime? #21 - purchasing a geothermal furnace is incredibly expensive #23 - I need more vetting - who do I contact for this? #31 - I don't have a yard so I can't compost - so where can I go to compost my things?
- They want people to use a kilowatt checker to figure out how much their appliances are using. Number 14 confused them because they wanted to know more about which appliances would be unplugged. Some thought a power strip was easy and some thought this option was a myth. More questions about the next steps in recycling in Fort Collins since you can't recycle everything yet. We need infrastructure for composting because we can't do it ourselves. They wanted to know how to offset their carbon footprint.
- There are neighborhoods where drying clothes outside has been an issue with neighbors/homeowners associations. (But participants are doing this) -Water heater -- tankless water heaters, information should be more available so people know their options. -There is a huge education piece of this. A lot of misunderstanding of what you can do to improve health. -The Max cut back services and made it harder for some people to use.
- People spent more time complaining about how the issue was presented and kept on coming back to it even after several attempts of trying to record what actions they are doing.
- Questions about green power (what is it?).
- "Build better, more efficient buildings."
- The ones that require an investment of money are hard - Huge questions about what Fort Collins itself was doing to help

#### **Notes on barriers regarding actions they were “Not willing to do.”**

- There were no actions on the list that the participants would not consider doing. They were all for becoming very energy efficient. However, they did have a conversation about what would make people not want to complete these tasks. Their reasoning was that it would be a money factor. If something was too expensive the person would not want to do that specific action. Also convenience was a factor. People would not give up their convenience to make accommodation for these actions.
- #23 - I think this doesn't benefit me the most. I think they are important but more useful on a larger scale. #9 - I already do a lot on this list, and my shower is the part of my daily routine that I am not willing to sacrifice.
- Cost was the only thing discussed here.
- Insulating hot water heater because of the location of the heater in some houses. Some are already in a warm part of the house. -would rather invest in fans so no need for an air conditioner -can open windows at night in a loft area, so no air conditioner. (model of the home impacts some of these decisions) -not willing to get a Prius because of lifestyle, likes to hike. Price/cost is an issue. -lack of use of dishwasher right now. -not drying clothes outside because lack of room and doesn't like stiff clothes. doesn't want to iron

clothes, and use energy from the iron. -bike challenge not good for older residents. -some people live or work outside for Fort Collins, so can't bike to work. -public transportation needs to be on Sundays. Hinders use for disabled folks and Sunday workers who don't have cars. -Furnace tune-up is expensive. Same with heating duct cleaning. -Willing to do all but money is hindering -already are doing some of these

- Again, members didn't want to go through the list, they were mostly concerned with voicing their worries. However they did mention that a lot of the items in the checklist are not enter's friendly and makes it hard to do
- Barriers include: Cost, laziness, comfort. Compromise is associated with a lot of the actions and that was seen as a barrier.
- "Save energy by cutting animal products out" "Unwilling to change thermostat because of comfort."
- Tied to category 3, money makes people unwilling to do certain things - Things that may interfere with lease agreement -also why should I be in charge up updating my leased/rented residence? Make incentive for owners to upgrade.

### **Additional notes regarding Road to 2020**

- Thoughts on the checklist: -checking furnace= eye opening -after remodeling house 15 years ago, resident realized she has a lot of work to do -interesting for someone who thought they've been doing it right -renter= personal choices are easy to make/do - insulating furnace was never thought of -some are easy to do but also easy to forget - climate action plan should not be re-branded -climate change is a big issue and we should keep the name -re-branding shifts focus from climate issues -members are frustrated because items on list are misrepresented. For example planting trees...too many trees has caused temperature in Fort Collins to rise because they block the wind and more water was used. It's not as easy as they make it seem -Another example is buying into greenpower, company kept changing its purpose throughout the years. -tradeoffs should be included -people aren't dumb but these options make people feel like idiots Questions directed to city members: -what is the Greenpower option from utilities? -policy questions -what are the market goals? -what are ways that we can find out about finding out about carbon offsets? -can we purchase carbon offsets(she didn't know individuals could do this)?
- A lot of the bigger items on this list it really requires timing and need - they are not as easy to do.
- People pointed out the myth and yet they still spent a lot of time "busting" it.
- Composting should be an option Some people don't have agency over their utilities What about reducing meat consumption? There should incentives for landlords to implement some of these actions because renters can't do it themselves Some things on the list are unrealistic or very expensive If you have solar panels installed at your home, does that mean somebody else owns them?
- One person felt that 35 actions were too many to consider for each of the four questions. He felt that the list needed to be narrowed down. We started by asking for a show of hands for each action. When we got to number 13 on what is working well for you, we realized that we didn't have enough time to approach it that way. This session generated a lot of discussion about what people were currently doing and it raised some questions. One person was very committed to energy conservation. He had already done a lot of the

things on the list and he was eager to share his experience and make recommendations. He dominated the conversation. At one point we encouraged the group to get back to the sheets so we could capture more information and that seemed to work.

- "I think the future is not that great for kids."

### **Worksheet Notes**

Participants were asked to complete a worksheet that asked them to provide suggestions to City Council regarding the Road to 2020 project. This question was asked on a worksheet that also asked participants to assess the overall forum. A total of 45 participants completed the worksheet; however, not every participant answered every question on the worksheet. The results for the feedback for the Road to 2020 are as follows:

#### **Regarding the Road to 2020 topic, what do you want the City Council to know about your perspective on this project? (28 responses)**

- Keep up good work and outreach- didn't know a lot of it.
- Focus on the children in the community they bring changes/ideas home
- The city is not going to make it.
- We need to find a way to talk about climate change especially the costs, we can't let the deniers completely suppress the conversation.
- Don't water down the regulations, we need to be aggressive about meeting our goals.
- How to reward people for participating in CAP actions
- Revenue diversification has not much to do with the road to 2020. I wish we would have focused much more on talking about actual climate change and action plan issues.
- Do retail broadband... just give us more fees even though we always bitch about fees, if there are small or hidden enough we will never know.
- More conversation about what exactly is on the 2020 plan.
- So many of us rent, make this more accessible to us. Make this about policy not individuals.
- Continuing the push around alternative transportation, how to increase it.
- District trash haulers
- Keep CSU student perspective in mind
- The city should take action to reduce the number of vehicle miles traveled in the city. The city should provide more recycling points in all neighborhoods. There should be cardboard recycling in the downtown business district. The city should use bicycles for city business whenever possible.
- The individual steps are too oversimplified some should be edited or omitted. Some/most are old favorites
- I want the city council to keep the name Climate Action plan. the city's climate action plan would save the city \$800 million to \$2.2 billion by 2040. Road to 2020 fails to capture the urgency of climate change.
- It was great for the city/tax issues but not hard hitting enough on the climate issue
- We need to be aggressively pursuing these goals
- Needs a name that says where the road is going
- Home and property owners can afford to pay for energy efficient infrastructure in Fort Collins

- Improve public transportation
- We need more education on the topic we need more public transportation
- Great and necessary idea... partner with other towns and counties. lots of pollution comes from out of town
- broadband. I have Comcast but I had a product but I like what is available in longmont.
- While we can do a lot as homeowners/renters, the city really needs to concentrate on some major employers, ex. setting regulations to reduce large emissions.
- moving too slow- incentive to accelerate this topic more options for financing improvements
- YASSS!
- I trust your judgment and I'm very happy of your implementation/ decisions.



## Meeting Assessment

**How would you rate your overall satisfaction with today's forum?**

Answer	#	%
Very dissatisfied	3	7%
Dissatisfied	2	4%
Neutral	1	2%
Satisfied	26	58%
Very satisfied	12	27%
No answer	1	2%

**How much did you learn from participating in today's forum?**

Answer	#	%
Nothing	0	0%
A little	7	16%
Some things	23	51%
A great deal	14	31%
No answer	1	2%

**Would you say you had sufficient opportunity to express your views today?**

Definitely no	1	2%
Probably no	1	2%
Unsure	2	4%
Probably yes	12	27%
Definitely yes	28	62%
No answer	1	2%

**When experts or other participants expressed views different from your own today, how often did you CONSIDER CAREFULLY what they had to say?**

Never	0	0%
Rarely	0	0%
Occasionally	3	7%
Often	18	42%
Almost always	21	49%
No answer	1	2%

**How often did you feel that other participants treated you with RESPECT today?**

Never	0	0%
Rarely	0	0%
Occasionally	2	4%
Often	12	27%
Almost always	30	67%
No answer	1	2%

**One of the aims of this process is to have the staff and facilitators conduct the forum in an unbiased way. How satisfied are you in this regard?**

Very dissatisfied	0	0%
Dissatisfied	1	2%
Neutral	5	11%
Satisfied	11	25%
Very satisfied	26	59%
No answer	1	2%

**Did you change your opinion on these issues as a result of the discussion, or are your views mostly the same?**

My views are entirely the same as before	1	2%
My views are mostly the same as before	21	47%
My views are changed somewhat	20	44%
My views are changed completely	0	0%
No answer	3	7%

**Suggestions to improve the process**

- Actually talk about the climate, not about the crap at home that seems like pissing in the wind.
- announce to arrive on time
- good job student facilitators. Location
- good process
- I liked it! tabletop convos were great.
- Information slides were great, but the topics of revenue options and internet are involved. I would have loved more detailed handout.
- it was great
- Less mythbuster
- Maybe switch the groups midway for more community interaction

- More clarity on survey, great facilitators. Poor road to 2020 presentation. Folks were pushing back on 2020. The facilitators could run with that instead of sticking to the topic so closely.
- More deliberation time and more experts to sit at each table in addition to facilitators.
- more moderator intervention
- more time
- more time in small groups, less time on presentation
- More time on fewer subjects.
- More time per unit [topic]
- My table compatriots added a lot of information to what the city told us.
- Slow down, can't process written questions fast enough to answer in writing.
- smaller groups
- Students were great  
Have you considered using phone apps as clickers
- The Center for Public deliberation students should know something about the subject, they don't.
- The presentations were not in depth. More detailed information would have been more satisfying.
- things went very well
- wish we had a bit more time- some issues too complex for short presentation
- Work on training facilitators to handle strong individuals.

### **Suggestions for future topics for the Community Issues Forum**

- circular economy
- city growth (less)
- climate change
- community diversity inclusion  
affordable housing for all
- Financial incentives for efficiency (loans, rebates). Incentives for landlords/ renters for efficiency.
- Funding for public schools.
- good topics
- homelessness and climate again
- local food scene
- More around sustainability.
- More background info... I was in the dark a lot... And I think I am bright... go figure.
- more detailed analysis of GHGs, both CO<sub>2</sub> and CH<sub>4</sub> (methane)
- parking  
land use  
transportation planning
- Parking/Development
- Political (local) activism
- Producer, responsibility, restorative justice, police over site commission

- Road to 2020 was presented too fast and furious on such a contentious yet important topic
- Transit and transportation; art in public places
- utilities
- voter turnout in municipal elections; modernizing video format for council meetings (slow compared to Youtube)
- water use in Fort Collins
  - Poverty
  - Homelessness
  - Mental health issues
  - drug abuse
  - education Poudre R-1

**Final comments or questions**

- [Facilitators] not very neutral, but I may not be seeing this accurately.
- great job
- I have a worse opinion of the road to 2020.
- Love this process and opportunity to share and hear ideas.
- thank you
- Thanks for the cookies
- was only here for the end issue.
- Was very pleasant to hear more about the viability of broadband.
- You are doing a fine job. thank you