

MEMO

To: City Council

From: Michelle Halstead, director of external affairs

Subject: Council Telephone Town Halls: 2018 Results & Program Overview

Date: December 4, 2018

City Council conducts quarterly telephone town hall meetings as a way to engage with residents from the comfort of their living rooms. These moderated, hour-long events provide council members with individual opportunities to share information and answer constituent concerns.

Event Mechanics

Voter-registration lists are used to create the automated call-out list (10,000-15,000 households), in addition to individuals who opt-in or call-in directly. Confirmed council members are assigned a speaking role within the scripted comments to fill the hour-long call. Flash-poll questions are included for participants to break up the dialogue. The event also is streamed live through the website as well. Residents who desire to ask a question are screened to obtain name and question information, which is viewable by all council participants to determine appropriate response.

CRL Associates coordinates these events, which includes the technology service, pre-call notification, script review, and call moderation. This contract was competitively procured in 2016. City staff drafts the script and polling questions based on current events as well as promotes the calls through various communication channels.

2018 Telephone Town Hall Results

Commerce City held three English-language telephone town halls. (The August event was canceled due to staff vacancies). Key statistics are summarized below, with specific event data attached for reference.

2018 Telephone Town Hall*				
Events	February	May	November	Total
Attendance	321	286	202	809
Peak Attendees	129	126	95	350
Streamed Attendees	14	7	5	26
Average Minutes	23	38	31	92

* August Town Hall canceled.

MEMO CONTINUED

Historical Event Results

Since 2015, city council members have reached 4,959 residents using this tool. Previous year's reach is listed below for comparison, with specific data attached for reference:

2015 Telephone Town Hall

Events	June	October	Total
Attendance	642	513	1155
Peak Attendees	247	179	213
Average Minutes	30	24	27

2016 Telephone Town Hall

Events	February	April	June	August	October	December	Total
Attendance	521	454	263	303	245	229	2015
Peak Attendees	209	169	136	131	134	151	155
Average Minutes	30	24	28	23	25	30	26.7

2017 Telephone Town Hall

Events	February	April	July	October	Total
Attendance	270	276	228	206	980
Peak Attendees	129	147	122	130	132
Average Minutes	33	32	32	33	32.5

Spanish Language Town Hall Results

The city piloted two Spanish-language town hall meetings in May and September of 2017. The city partnered with Cultivando and The Yellow Rose Event Center to host a listening party for each meeting. Calls were conducted entirely in Spanish, with a council member welcoming participants and a panel of city staff members sharing information and answering questions.

2017 Spanish Telephone Town Hall

Events	May	September	Total
Phone Line	7	8	15
In Person	35	25	60

MEMO CONTINUED

The city hosted two Spanish-language town hall meetings in May and October 2018. These in-person events were based on survey results from the pilot, which revealed Spanish-speaking residents preferred one-to-one interaction rather than a call.

The city hosted each meeting in partnership with Cultivando and Anythink Library. The meetings were conducted entirely in Spanish, with a council member welcoming participants and a panel of city staff members sharing information and answering questions. Simultaneous translation was provided for English speaking council members and participating staff.

2018 Spanish Town Hall			
Events	May	October	Total
Attendance	36	17	53

Costs

The cost for each telephone town hall is \$2,650 and is inclusive of technology and moderator costs. Food for each event is approximately \$150, for a total of \$2,800 per event.

In 2017, the Spanish Town Hall events each cost \$2,989, while in 2018 the cost was \$2,048 per event due to change in format.

The 2019 city manager's office budget identifies \$11,880 for quarterly telephone town halls and \$9,440 for Spanish town hall meetings.

Lessons Learned

- **Data list limitations.** According to the 2017 Community Survey, approximately 78 percent of residents consider a cell phone to be their primary telephone number, meaning the audience for such events is 22 percent – or approximately 12,500 individuals, unless mobile opt-ins increase or mobile numbers become more prevalent on voter-registration.
- **Specific topic interest.** Based on city's experience and best practices, a topic specific call generates more interest and participation than general overviews.
- **Evolving technology.** These events can now be integrated into streaming technologies and social media, as well as more self-sufficient implementation models. A new request for proposal would identify a more accurate scope based on city experience and reflect updated pricing.
- **Bilingual benefit.** Communicating directly with monolingual speakers is a unique engagement approach that other municipalities would like to emulate.

Please contact me with further questions.





CRL ASSOCIATES, INC.



Commerce City, Colorado (website)

333 Attendees

Attendees	Peak Attendees	Entered Queue	Screened	Contributed	Went Live	Voicemails
298 (Outbound) 23 (Inbound) 10 Hosts 2 Screeners	129	23	23	0	22	3

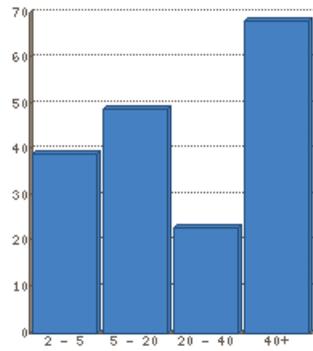
Minutes and Totals

Access Live Length	Type	Total Minutes	Avg Minutes
61 minutes	Direct Connect	5,904 (1,627 Inbound)	28

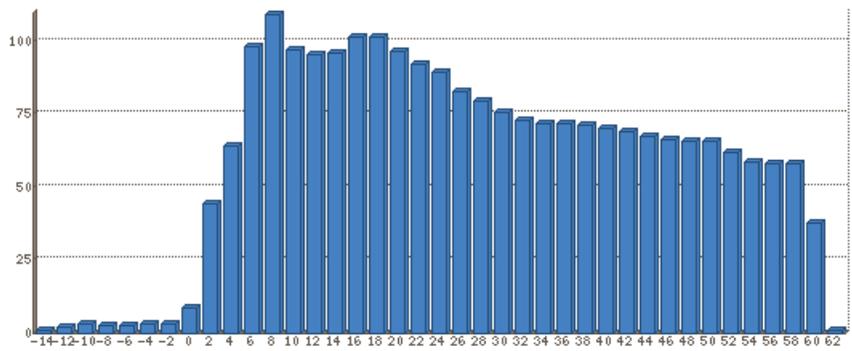
Streaming Audio Minutes and Totals

Total Streaming Audio Users	Total Streaming Audio Minutes	Avg Minutes	Total Streaming Audio Questions
14	325	23.21	9

Callers Grouped By Duration



Callers On Each Minute



Commerce City, Colorado

Polls

Question	Time Asked	Responses																												
1 - What do you think is the most important issue facing Commerce City?	18:48	 <table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Affordable housing</td> <td>1</td> <td>14</td> <td>25%</td> </tr> <tr> <td>Reliable transportation options</td> <td>2</td> <td>2</td> <td>4%</td> </tr> <tr> <td>Retail services</td> <td>3</td> <td>28</td> <td>50%</td> </tr> <tr> <td>Crime</td> <td>4</td> <td>12</td> <td>21%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>56</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Affordable housing	1	14	25%	Reliable transportation options	2	2	4%	Retail services	3	28	50%	Crime	4	12	21%	Total Votes:		56					
Answer	Key	Votes	%																											
Affordable housing	1	14	25%																											
Reliable transportation options	2	2	4%																											
Retail services	3	28	50%																											
Crime	4	12	21%																											
Total Votes:		56																												
2 - What type of events would you want to see more of?	19:16	 <table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Arts and music</td> <td>1</td> <td>21</td> <td>40%</td> </tr> <tr> <td>Holiday themes</td> <td>2</td> <td>5</td> <td>10%</td> </tr> <tr> <td>Culture and heritage</td> <td>3</td> <td>9</td> <td>17%</td> </tr> <tr> <td>Health and wellness</td> <td>4</td> <td>13</td> <td>25%</td> </tr> <tr> <td>Informational or topical meetings</td> <td>5</td> <td>4</td> <td>8%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>52</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Arts and music	1	21	40%	Holiday themes	2	5	10%	Culture and heritage	3	9	17%	Health and wellness	4	13	25%	Informational or topical meetings	5	4	8%	Total Votes:		52	
Answer	Key	Votes	%																											
Arts and music	1	21	40%																											
Holiday themes	2	5	10%																											
Culture and heritage	3	9	17%																											
Health and wellness	4	13	25%																											
Informational or topical meetings	5	4	8%																											
Total Votes:		52																												
3 - What feature of the new Bison Ridge Recreation Center excites you the most?	19:26	 <table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Fitness areas</td> <td>1</td> <td>12</td> <td>33%</td> </tr> <tr> <td>Indoor pool</td> <td>2</td> <td>17</td> <td>47%</td> </tr> <tr> <td>Community spaces</td> <td>3</td> <td>7</td> <td>19%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>36</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Fitness areas	1	12	33%	Indoor pool	2	17	47%	Community spaces	3	7	19%	Total Votes:		36									
Answer	Key	Votes	%																											
Fitness areas	1	12	33%																											
Indoor pool	2	17	47%																											
Community spaces	3	7	19%																											
Total Votes:		36																												

Broadcast Summary

Graph	Code	Result	Count	Percent
	1002	Live Answer	1,064	17%
	1009	Answering Machine	2,287	36%
	1006	Busy	72	1%
	1005	No Answer	251	4%
	1008	Fax	117	2%
	1003	Operator Intercept	2,463	39%
	1004	No Ring	7	0%
	1998	After Call Deadline	43	1%
	1995	Outside of Curfew	48	1%

Total

6,352

Broadcasts

Access Live Broadcast (id 496935) - Access Live: Commerce City Access Live 2/21 (ID 15347) (xx) (Direct Connect)
Status: Archived

Graph



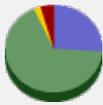
Code	Result	Count	Percent
1002	Live Answer	10	59 %
1009	Answering Machine	6	35 %
1003	Operator Intercept	1	6 %

Total

17

Access Live Broadcast (id 496934) - Access Live: Commerce City Access Live 2/21 (ID 15347) (xx) (Direct Connect)
Status: Archived

Graph



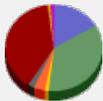
Code	Result	Count	Percent
1002	Live Answer	12	26 %
1009	Answering Machine	31	67 %
1006	Busy	1	2 %
1003	Operator Intercept	2	4 %

Total

46

Access Live Broadcast (id 496933) - Access Live: Commerce City Access Live 2/21 (ID 15347) (xx) (Direct Connect)
Status: Archived

Graph



Code	Result	Count	Percent
1002	Live Answer	1,042	17 %
1009	Answering Machine	2,250	36 %
1006	Busy	71	1 %
1005	No Answer	251	4 %
1008	Fax	117	2 %
1003	Operator Intercept	2,460	39 %
1004	No Ring	7	0 %
1998	After Call Deadline	43	1 %
1995	Outside of Curfew	48	1 %

Total

6,289



210 Attendees

Attendees	Peak Attendees	Entered Queue	Screened	Contributed	Went Live	Voicemails
188 (Outbound) 14 (Inbound) 7 Hosts 1 Screener	95	15	14	0	15	2

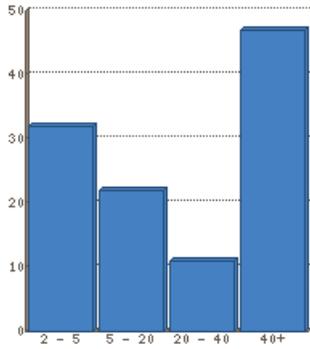
Minutes and Totals

Access Live Length	Type	Total Minutes	Avg Minutes
61 minutes	Direct Connect	3,992 (1,009 Inbound)	32

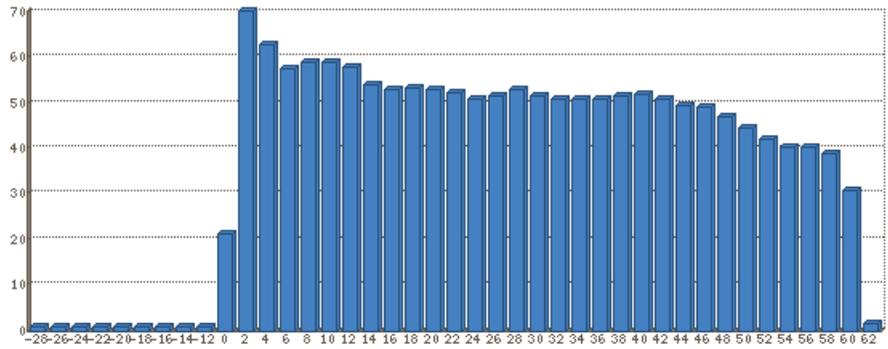
Streaming Audio Minutes and Totals

Total Streaming Audio Users	Total Streaming Audio Minutes	Avg Minutes	Total Streaming Audio Questions
5	154	30.80	3

Callers Grouped By Duration



Callers On Each Minute



Polls

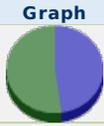
Question	Time Asked	Responses																												
1 - What types of improvement projects do you think should be a priority for Commerce City?	18:37	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr><td>Improved roadways</td><td>1</td><td>18</td><td>62%</td></tr> <tr><td>New parks</td><td>2</td><td>2</td><td>7%</td></tr> <tr><td>More public art</td><td>3</td><td>0</td><td>0%</td></tr> <tr><td>Pedestrian and bike path improvements</td><td>4</td><td>5</td><td>17%</td></tr> <tr><td>Cultural amenities</td><td>5</td><td>4</td><td>14%</td></tr> <tr><td>Total Votes:</td><td></td><td>29</td><td></td></tr> </tbody> </table>	Answer	Key	Votes	%	Improved roadways	1	18	62%	New parks	2	2	7%	More public art	3	0	0%	Pedestrian and bike path improvements	4	5	17%	Cultural amenities	5	4	14%	Total Votes:		29	
Answer	Key	Votes	%																											
Improved roadways	1	18	62%																											
New parks	2	2	7%																											
More public art	3	0	0%																											
Pedestrian and bike path improvements	4	5	17%																											
Cultural amenities	5	4	14%																											
Total Votes:		29																												
2 - If Commerce City could attract new restaurants, which new offerings would you prefer?	19:29	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr><td>Fast-casual dining options</td><td>1</td><td>2</td><td>6%</td></tr> <tr><td>Fine dining options</td><td>2</td><td>6</td><td>18%</td></tr> <tr><td>Family-friendly dining options</td><td>3</td><td>17</td><td>52%</td></tr> <tr><td>Pub tavern dining options</td><td>4</td><td>8</td><td>24%</td></tr> <tr><td>Total Votes:</td><td></td><td>33</td><td></td></tr> </tbody> </table>	Answer	Key	Votes	%	Fast-casual dining options	1	2	6%	Fine dining options	2	6	18%	Family-friendly dining options	3	17	52%	Pub tavern dining options	4	8	24%	Total Votes:		33					
Answer	Key	Votes	%																											
Fast-casual dining options	1	2	6%																											
Fine dining options	2	6	18%																											
Family-friendly dining options	3	17	52%																											
Pub tavern dining options	4	8	24%																											
Total Votes:		33																												
3 - What types of community events would be of value to you?	19:35	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr><td>Cultural events</td><td>1</td><td>4</td><td>15%</td></tr> <tr><td>Festival</td><td>2</td><td>7</td><td>27%</td></tr> <tr><td>Historical remembrances</td><td>3</td><td>4</td><td>15%</td></tr> <tr><td>Outdoor concert</td><td>4</td><td>11</td><td>42%</td></tr> <tr><td>Total Votes:</td><td></td><td>26</td><td></td></tr> </tbody> </table>	Answer	Key	Votes	%	Cultural events	1	4	15%	Festival	2	7	27%	Historical remembrances	3	4	15%	Outdoor concert	4	11	42%	Total Votes:		26					
Answer	Key	Votes	%																											
Cultural events	1	4	15%																											
Festival	2	7	27%																											
Historical remembrances	3	4	15%																											
Outdoor concert	4	11	42%																											
Total Votes:		26																												

Broadcast Summary

Graph	Code	Result	Count	Percent
	1002	Live Answer	648	23 %
	1009	Answering Machine	1,400	50 %
	1006	Busy	38	1 %
	1005	No Answer	139	5 %
	1008	Fax	76	3 %
	1003	Operator Intercept	429	15 %
	1004	No Ring	1	0 %
	1998	After Call Deadline	14	1 %
	1995	Outside of Curfew	29	1 %
	Total			2,774

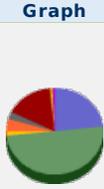
Broadcasts

Access Live Broadcast (id 518568) - Access Live: Commerce City, CO Access Live 11/14 (ID 15347) (xx) (Direct Connect)
Status: Archived



Code	Result	Count	Percent
1002	Live Answer	11	48 %
1009	Answering Machine	12	52 %
Total		23	

Access Live Broadcast (id 518567) - Access Live: Commerce City, CO Access Live 11/14 (ID 15347) (xx) (Direct Connect)
Status: Archived



Code	Result	Count	Percent
1002	Live Answer	637	23 %
1009	Answering Machine	1,388	50 %
1006	Busy	38	1 %
1005	No Answer	139	5 %
1008	Fax	76	3 %
1003	Operator Intercept	429	16 %
1004	No Ring	1	0 %
1998	After Call Deadline	14	1 %
1995	Outside of Curfew	29	1 %
Total		2,751	



CRL ASSOCIATES, INC.



Commerce City Colorado (Website)

298 Attendees

Attendees	Peak Attendees	Entered Queue	Screened	Contributed	Went Live	Voicemails
265 (Outbound) 21 (Inbound) 10 Hosts 2 Screeners	126	17	13	0	14	0

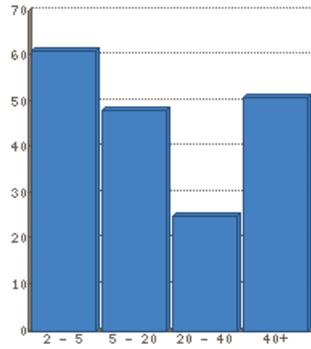
Minutes and Totals

Access Live Length	Type	Total Minutes	Avg Minutes
59 minutes	Direct Connect	4,851 (1,386 Inbound)	23

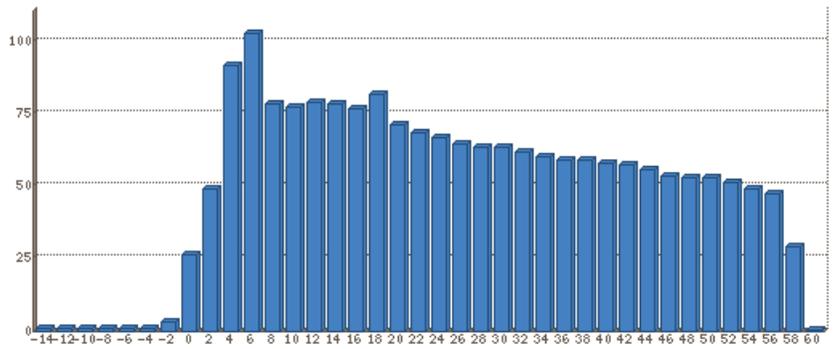
Streaming Audio Minutes and Totals

Total Streaming Audio Users	Total Streaming Audio Minutes	Avg Minutes	Total Streaming Audio Questions
7	267	38.14	1

Callers Grouped By Duration



Callers On Each Minute



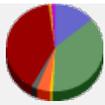
Commerce City Colorado (Image)

Polls

Question	Time Asked	Responses																												
Question 1 What types of capital projects do you think should be a priority for Commerce City	18:54	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Improved roadways</td> <td>1</td> <td>20</td> <td>57%</td> </tr> <tr> <td>New parks</td> <td>2</td> <td>2</td> <td>6%</td> </tr> <tr> <td>Traffic signals and pedestrian crossings</td> <td>3</td> <td>4</td> <td>11%</td> </tr> <tr> <td>New trails</td> <td>4</td> <td>5</td> <td>14%</td> </tr> <tr> <td>More sidewalks</td> <td>5</td> <td>4</td> <td>11%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>35</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Improved roadways	1	20	57%	New parks	2	2	6%	Traffic signals and pedestrian crossings	3	4	11%	New trails	4	5	14%	More sidewalks	5	4	11%	Total Votes:		35	
Answer	Key	Votes	%																											
Improved roadways	1	20	57%																											
New parks	2	2	6%																											
Traffic signals and pedestrian crossings	3	4	11%																											
New trails	4	5	14%																											
More sidewalks	5	4	11%																											
Total Votes:		35																												
Question 2. What type of restaurant choices would you like to see in the city?	19:27	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Burgers and steaks</td> <td>1</td> <td>11</td> <td>33%</td> </tr> <tr> <td>Ethnic foods like Italian, Asian or Mexican</td> <td>2</td> <td>8</td> <td>24%</td> </tr> <tr> <td>a food hall</td> <td>3</td> <td>7</td> <td>21%</td> </tr> <tr> <td>sports bars, wine bars, craft breweries</td> <td>4</td> <td>7</td> <td>21%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>33</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Burgers and steaks	1	11	33%	Ethnic foods like Italian, Asian or Mexican	2	8	24%	a food hall	3	7	21%	sports bars, wine bars, craft breweries	4	7	21%	Total Votes:		33					
Answer	Key	Votes	%																											
Burgers and steaks	1	11	33%																											
Ethnic foods like Italian, Asian or Mexican	2	8	24%																											
a food hall	3	7	21%																											
sports bars, wine bars, craft breweries	4	7	21%																											
Total Votes:		33																												
Question 3 How useful do you find these telephone town hall events	19:37	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>I find them of benefit</td> <td>1</td> <td>19</td> <td>63%</td> </tr> <tr> <td>I don't find them useful at all</td> <td>2</td> <td>4</td> <td>13%</td> </tr> <tr> <td>I think there are better ways for council to engage</td> <td>3</td> <td>7</td> <td>23%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>30</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	I find them of benefit	1	19	63%	I don't find them useful at all	2	4	13%	I think there are better ways for council to engage	3	7	23%	Total Votes:		30									
Answer	Key	Votes	%																											
I find them of benefit	1	19	63%																											
I don't find them useful at all	2	4	13%																											
I think there are better ways for council to engage	3	7	23%																											
Total Votes:		30																												

Broadcast Summary

Graph	Code	Result	Count	Percent
	1002	Live Answer	883	14 %
	1009	Answering Machine	2,351	37 %
	1006	Busy	69	1 %



1005	No Answer	269	4 %
1008	Fax	121	2 %
1003	Operator Intercept	2,527	40 %
1004	No Ring	9	0 %
1998	After Call Deadline	16	0 %
1995	Outside of Curfew	62	1 %
Total		6,307	

Broadcasts

Access Live Broadcast (id 503149) - Access Live: Commerce City Access Live 5/16 (ID 15347) (xx) (Direct Connect)
Status: Archived

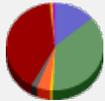
Graph



Code	Result	Count	Percent
1002	Live Answer	9	43 %
1009	Answering Machine	12	57 %
Total		21	

Access Live Broadcast (id 503148) - Access Live: Commerce City Access Live 5/16 (ID 15347) (xx) (Direct Connect)
Status: Archived

Graph



Code	Result	Count	Percent
1002	Live Answer	874	14 %
1009	Answering Machine	2,339	37 %
1006	Busy	69	1 %
1005	No Answer	269	4 %
1008	Fax	121	2 %
1003	Operator Intercept	2,527	40 %
1004	No Ring	9	0 %
1998	After Call Deadline	16	0 %
1995	Outside of Curfew	62	1 %
Total		6,286	

Commerce City (website)

280 Attendees

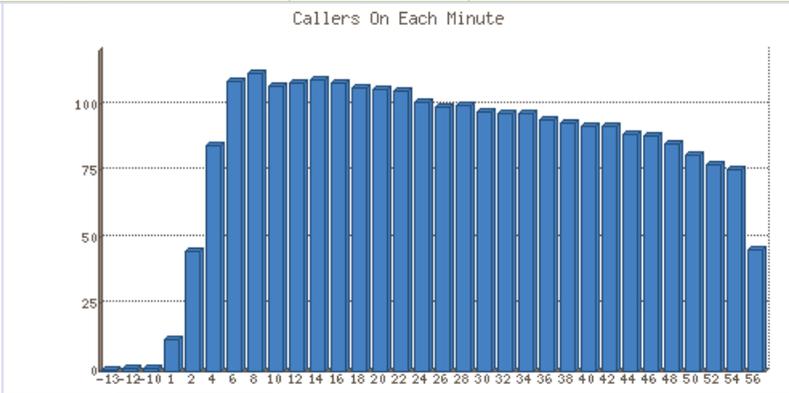
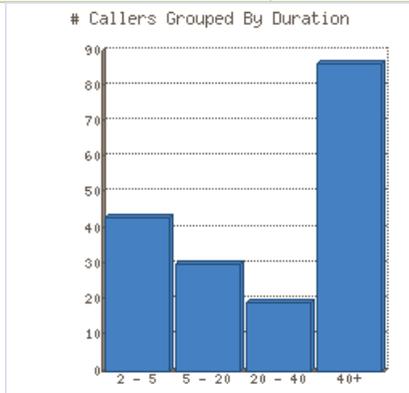
Attendees	Peak Attendees	Entered Queue	Screened	Contributed	Went Live	Voicemails
254 (Outbound) 16 (Inbound) 8 Hosts 2 Screeners	129	21	20	0	21	0

Minutes and Totals

TeleForum Length	Type	Total Minutes	Avg Minutes
57 minutes	Direct Connect	6,361 (1,404 Inbound)	33

Streaming Audio Minutes and Totals

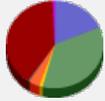
Total Streaming Audio Users	Total Streaming Audio Minutes	Avg Minutes	Total Streaming Audio Questions
10	159	15.90	2



Polls

Question	Time Asked	Responses																								
1 - How many listeners currently use the city's recreation center?	19:11	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>You and your family use the recreation center</td> <td>1</td> <td>31</td> <td>39%</td> </tr> <tr> <td>Do not use the recreation center</td> <td>2</td> <td>48</td> <td>61%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>79</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	You and your family use the recreation center	1	31	39%	Do not use the recreation center	2	48	61%	Total Votes:		79									
Answer	Key	Votes	%																							
You and your family use the recreation center	1	31	39%																							
Do not use the recreation center	2	48	61%																							
Total Votes:		79																								
2 - What is your opinion regarding repurposing the racquet ball courts for all for more group fitness areas?	19:21	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Courts should stay as part of the renovations.</td> <td>1</td> <td>25</td> <td>35%</td> </tr> <tr> <td>Courts should be repurposed for other fitness areas.</td> <td>2</td> <td>19</td> <td>27%</td> </tr> <tr> <td>No opinion</td> <td>3</td> <td>27</td> <td>38%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>71</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Courts should stay as part of the renovations.	1	25	35%	Courts should be repurposed for other fitness areas.	2	19	27%	No opinion	3	27	38%	Total Votes:		71					
Answer	Key	Votes	%																							
Courts should stay as part of the renovations.	1	25	35%																							
Courts should be repurposed for other fitness areas.	2	19	27%																							
No opinion	3	27	38%																							
Total Votes:		71																								
3 - What is your opinion regarding the steam room?	19:33	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Keep the steam room</td> <td>1</td> <td>27</td> <td>53%</td> </tr> <tr> <td>Add more family locker rooms</td> <td>2</td> <td>24</td> <td>47%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>51</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Keep the steam room	1	27	53%	Add more family locker rooms	2	24	47%	Total Votes:		51									
Answer	Key	Votes	%																							
Keep the steam room	1	27	53%																							
Add more family locker rooms	2	24	47%																							
Total Votes:		51																								
4 - What type of design theme should the existing center have?	19:41	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Bright and modern theme</td> <td>1</td> <td>21</td> <td>39%</td> </tr> <tr> <td>Industrial theme</td> <td>2</td> <td>9</td> <td>17%</td> </tr> <tr> <td>Nature theme</td> <td>3</td> <td>17</td> <td>31%</td> </tr> <tr> <td>None of these</td> <td>4</td> <td>7</td> <td>13%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>54</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Bright and modern theme	1	21	39%	Industrial theme	2	9	17%	Nature theme	3	17	31%	None of these	4	7	13%	Total Votes:		54	
Answer	Key	Votes	%																							
Bright and modern theme	1	21	39%																							
Industrial theme	2	9	17%																							
Nature theme	3	17	31%																							
None of these	4	7	13%																							
Total Votes:		54																								

Broadcast Summary				
Graph	Code	Result	Count	Percent



Code	Result	Count	Percent
1002	Live Answer	967	19 %
1009	Answering Machine	1,840	36 %
1006	Busy	56	1 %
1005	No Answer	194	4 %
1008	Fax	19	0 %
1003	Operator Intercept	2,065	40 %
1995	Outside of Curfew	4	0 %
Total		5,145	

Broadcasts

TeleForum Broadcast (id 475393) - TeleForum: Commerce City TeleForum 2/22 (ID 15347) (Direct Connect) Status: Archived

Graph



Code	Result	Count	Percent
1002	Live Answer	4	57 %
1009	Answering Machine	3	43 %
Total		7	

TeleForum Broadcast (id 475392) - TeleForum: Commerce City TeleForum 2/22 (ID 15347) (xx) (Direct Connect) Status: Archived

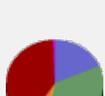
Graph



Code	Result	Count	Percent
1002	Live Answer	16	52 %
1009	Answering Machine	12	39 %
1003	Operator Intercept	3	10 %
Total		31	

TeleForum Broadcast (id 475391) - TeleForum: Commerce City TeleForum 2/22 (ID 15347) (xx) (Direct Connect) Status: Archived

Graph



Code	Result	Count	Percent
1002	Live Answer	947	19 %
1009	Answering Machine	1,825	36 %
1006	Busy	56	1 %
1005	No Answer	194	4 %
1008	Fax	19	0 %
1003	Operator Intercept	2,062	40 %
1995	Outside of Curfew	4	0 %
Total		5,107	



Commerce City, CO (website)
 Commerce City, CO (Facebook)

291 Attendees

Attendees	Peak Attendees	Entered Queue	Screened	Contributed	Went Live	Voicemails
264 (Outbound) 12 (Inbound) 13 Hosts 2 Screeners	147	26	24	0	21	3

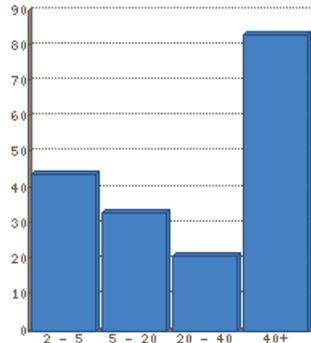
Minutes and Totals

TeleForum Length	Type	Total Minutes	Avg Minutes
60 minutes	Direct Connect	6,704 (1,436 Inbound)	32

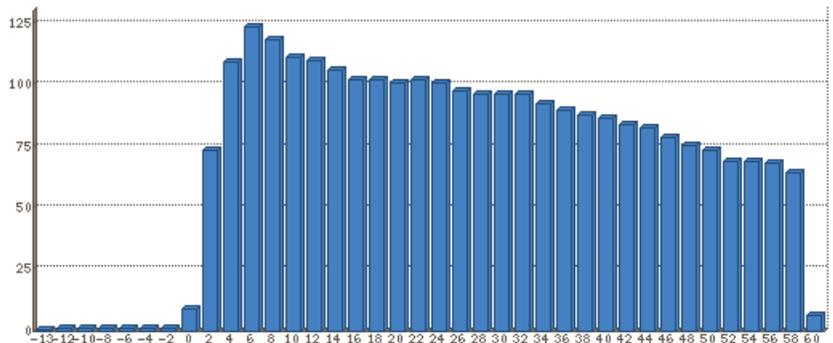
Streaming Audio Minutes and Totals

Total Streaming Audio Users	Total Streaming Audio Minutes	Avg Minutes	Total Streaming Audio Questions
3	91	30.33	2

Callers Grouped By Duration



Callers On Each Minute

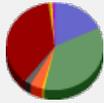


Polls

Question	Time Asked	Responses																												
1 - How safe do you feel outside in your neighborhood at night?	19:13	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Very safe</td> <td>1</td> <td>0</td> <td></td> </tr> <tr> <td>Somewhat safe</td> <td>2</td> <td>0</td> <td></td> </tr> <tr> <td>Somewhat unsafe</td> <td>3</td> <td>0</td> <td></td> </tr> <tr> <td>Very unsafe</td> <td>4</td> <td>0</td> <td></td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>0</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Very safe	1	0		Somewhat safe	2	0		Somewhat unsafe	3	0		Very unsafe	4	0		Total Votes:		0					
Answer	Key	Votes	%																											
Very safe	1	0																												
Somewhat safe	2	0																												
Somewhat unsafe	3	0																												
Very unsafe	4	0																												
Total Votes:		0																												
1 - How safe do you feel outside in your neighborhood at night?	19:13	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Very safe</td> <td>1</td> <td>28</td> <td>40%</td> </tr> <tr> <td>Somewhat safe</td> <td>2</td> <td>24</td> <td>34%</td> </tr> <tr> <td>Somewhat unsafe</td> <td>3</td> <td>12</td> <td>17%</td> </tr> <tr> <td>Very unsafe</td> <td>4</td> <td>6</td> <td>9%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>70</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Very safe	1	28	40%	Somewhat safe	2	24	34%	Somewhat unsafe	3	12	17%	Very unsafe	4	6	9%	Total Votes:		70					
Answer	Key	Votes	%																											
Very safe	1	28	40%																											
Somewhat safe	2	24	34%																											
Somewhat unsafe	3	12	17%																											
Very unsafe	4	6	9%																											
Total Votes:		70																												
2 - If you witnessed a major crime, how comfortable would you feel calling the police?	19:28	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>1</td> <td>56</td> <td>85%</td> </tr> <tr> <td>No</td> <td>2</td> <td>6</td> <td>9%</td> </tr> <tr> <td>Don't know</td> <td>3</td> <td>4</td> <td>6%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>66</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Yes	1	56	85%	No	2	6	9%	Don't know	3	4	6%	Total Votes:		66									
Answer	Key	Votes	%																											
Yes	1	56	85%																											
No	2	6	9%																											
Don't know	3	4	6%																											
Total Votes:		66																												
3 - What is the top issue facing your neighborhood?	19:41	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Noise</td> <td>1</td> <td>11</td> <td>21%</td> </tr> <tr> <td>Criminal activity</td> <td>2</td> <td>9</td> <td>17%</td> </tr> <tr> <td>Graffiti</td> <td>3</td> <td>4</td> <td>8%</td> </tr> <tr> <td>Unkept yards</td> <td>4</td> <td>18</td> <td>34%</td> </tr> <tr> <td>Animal disturbances</td> <td>5</td> <td>11</td> <td>21%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>53</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Noise	1	11	21%	Criminal activity	2	9	17%	Graffiti	3	4	8%	Unkept yards	4	18	34%	Animal disturbances	5	11	21%	Total Votes:		53	
Answer	Key	Votes	%																											
Noise	1	11	21%																											
Criminal activity	2	9	17%																											
Graffiti	3	4	8%																											
Unkept yards	4	18	34%																											
Animal disturbances	5	11	21%																											
Total Votes:		53																												

Broadcast Summary

Graph	Code	Result	Count	Percent
-------	------	--------	-------	---------



1002	Live Answer	902	18 %
1009	Answering Machine	1,765	36 %
1006	Busy	47	1 %
1005	No Answer	197	4 %
1008	Fax	112	2 %
1003	Operator Intercept	1,848	37 %
1004	No Ring	1	0 %
1998	After Call Deadline	46	1 %
1995	Outside of Curfew	25	1 %

Total 4,943

Broadcasts

TeleForum Broadcast (id 479134) - TeleForum: Commerce City, CO TeleForum 4/19 (ID 15347) (xx) (Direct Connect)
Status: Archived

Graph



Code	Result	Count	Percent
1002	Live Answer	6	67 %
1009	Answering Machine	3	33 %

Total 9

TeleForum Broadcast (id 479133) - TeleForum: Commerce City, CO TeleForum 4/19 (ID 15347) (xx) (Direct Connect)
Status: Archived

Graph



Code	Result	Count	Percent
1002	Live Answer	18	51 %
1009	Answering Machine	15	43 %
1003	Operator Intercept	2	6 %

Total 35

TeleForum Broadcast (id 479132) - TeleForum: Commerce City, CO TeleForum 4/19 (ID 15347) (xx) (Direct Connect)
Status: Archived

Graph



Code	Result	Count	Percent
1002	Live Answer	878	18 %
1009	Answering Machine	1,747	36 %
1006	Busy	47	1 %
1005	No Answer	197	4 %
1008	Fax	112	2 %
1003	Operator Intercept	1,846	38 %
1004	No Ring	1	0 %
1998	After Call Deadline	46	1 %
1995	Outside of Curfew	25	1 %

Total 4,899



Commerce City (Website)

239 Attendees

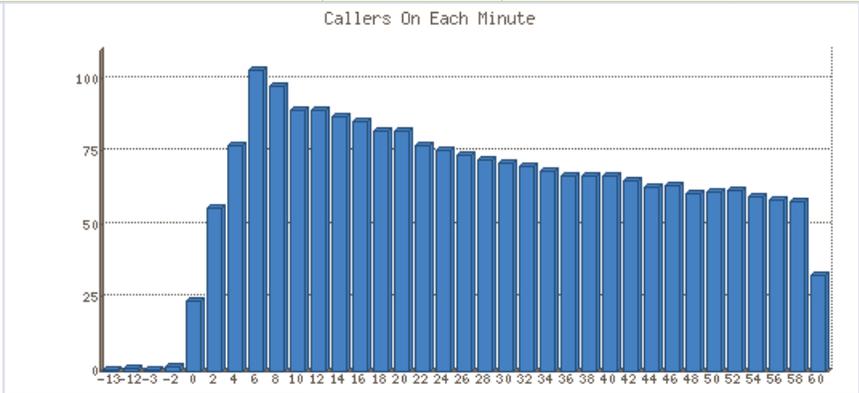
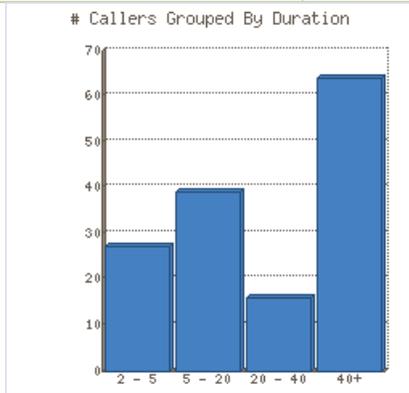
Attendees	Peak Attendees	Entered Queue	Screened	Contributed	Went Live	Voicemails
215 (Outbound) 13 (Inbound) 9 Hosts 2 Screeners	122	16	14	0	15	1

Minutes and Totals

Access Live Length	Type	Total Minutes	Avg Minutes
61 minutes	Direct Connect	5,533 (1,388 Inbound)	32

Streaming Audio Minutes and Totals

Total Streaming Audio Users	Total Streaming Audio Minutes	Avg Minutes	Total Streaming Audio Questions
4	11	2.75	0

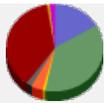


Polls

Question	Time Asked	Responses																												
1 - How many of you have taken advantage of the large item trash pick-ups available as part of your curbside service?	19:09	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>At least once</td> <td>1</td> <td>17</td> <td>29%</td> </tr> <tr> <td>At least twice</td> <td>2</td> <td>12</td> <td>20%</td> </tr> <tr> <td>Never</td> <td>3</td> <td>17</td> <td>29%</td> </tr> <tr> <td>Didn't know it was available</td> <td>4</td> <td>13</td> <td>22%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>59</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	At least once	1	17	29%	At least twice	2	12	20%	Never	3	17	29%	Didn't know it was available	4	13	22%	Total Votes:		59					
Answer	Key	Votes	%																											
At least once	1	17	29%																											
At least twice	2	12	20%																											
Never	3	17	29%																											
Didn't know it was available	4	13	22%																											
Total Votes:		59																												
2 - Would you take advantage of such a program?	19:23	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>1</td> <td>12</td> <td>24%</td> </tr> <tr> <td>No</td> <td>2</td> <td>15</td> <td>30%</td> </tr> <tr> <td>Don't know</td> <td>3</td> <td>23</td> <td>46%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>50</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Yes	1	12	24%	No	2	15	30%	Don't know	3	23	46%	Total Votes:		50									
Answer	Key	Votes	%																											
Yes	1	12	24%																											
No	2	15	30%																											
Don't know	3	23	46%																											
Total Votes:		50																												
3 - What category do you think should be the top priority for future funding?	19:43	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Roads</td> <td>1</td> <td>22</td> <td>56%</td> </tr> <tr> <td>Parks</td> <td>2</td> <td>3</td> <td>8%</td> </tr> <tr> <td>City buildings</td> <td>3</td> <td>2</td> <td>5%</td> </tr> <tr> <td>Trails</td> <td>4</td> <td>8</td> <td>21%</td> </tr> <tr> <td>Cultural amenities</td> <td>5</td> <td>4</td> <td>10%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>39</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Roads	1	22	56%	Parks	2	3	8%	City buildings	3	2	5%	Trails	4	8	21%	Cultural amenities	5	4	10%	Total Votes:		39	
Answer	Key	Votes	%																											
Roads	1	22	56%																											
Parks	2	3	8%																											
City buildings	3	2	5%																											
Trails	4	8	21%																											
Cultural amenities	5	4	10%																											
Total Votes:		39																												

Broadcast Summary

Graph	Code	Result	Count	Percent
	1002	Live Answer	820	17%
	1009	Answering Machine	1,852	37%
	1006	Busy	43	1%



1005	No Answer	200	4 %
1008	Fax	103	2 %
1003	Operator Intercept	1,861	38 %
1004	No Ring	1	0 %
1998	After Call Deadline	9	0 %
1995	Outside of Curfew	51	1 %

Total 4,940

Broadcasts

Access Live Broadcast (id 484895) - Access Live: Commerce City, CO Access Live 7/19 (ID 15347) (xx) (Direct Connect) Status: Archived

Graph

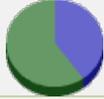


Code	Result	Count	Percent
1002	Live Answer	16	43 %
1009	Answering Machine	18	49 %
1003	Operator Intercept	3	8 %

Total 37

Access Live Broadcast (id 484894) - Access Live: Commerce City, CO Access Live 7/19 (ID 15347) (xx) (Direct Connect) Status: Archived

Graph

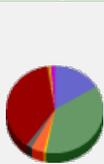


Code	Result	Count	Percent
1002	Live Answer	4	40 %
1009	Answering Machine	6	60 %

Total 10

Access Live Broadcast (id 484893) - Access Live: Commerce City, CO Access Live 7/19 (ID 15347) (xx) (Direct Connect) Status: Archived

Graph



Code	Result	Count	Percent
1002	Live Answer	800	16 %
1009	Answering Machine	1,828	37 %
1006	Busy	43	1 %
1005	No Answer	200	4 %
1008	Fax	103	2 %
1003	Operator Intercept	1,858	38 %
1004	No Ring	1	0 %
1998	After Call Deadline	9	0 %
1995	Outside of Curfew	51	1 %

Total 4,893

Commerce City (Website)

215 Attendees

Attendees	Peak Attendees	Entered Queue	Screened	Contributed	Went Live	Voicemails
187 (Outbound) 19 (Inbound) 7 Hosts 2 Screeners	130	19	18	0	18	3

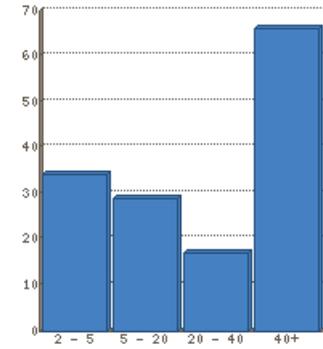
Minutes and Totals

Access Live Length	Type	Total Minutes	Avg Minutes
63 minutes	Direct Connect	5,586 (1,572 Inbound)	33

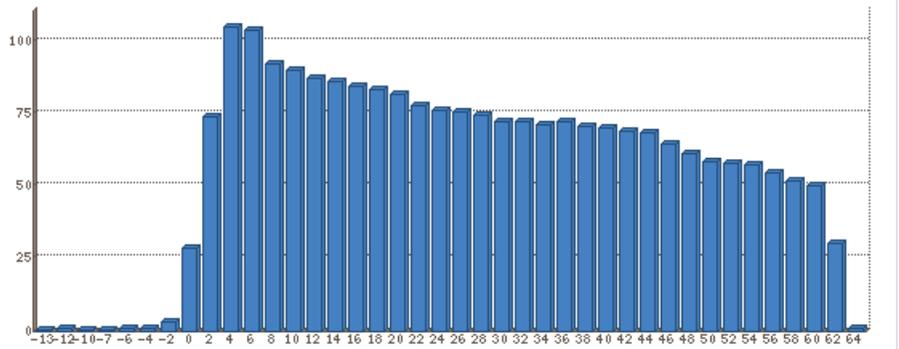
Streaming Audio Minutes and Totals

Total Streaming Audio Users	Total Streaming Audio Minutes	Avg Minutes	Total Streaming Audio Questions
1	6	6.00	0

Callers Grouped By Duration



Callers On Each Minute



Polls

Question	Time Asked	Responses			
		Answer	Key	Votes	%
1. How often do you anticipate using the new recreation center once it opens	18:29	Plan on using the center regularly	1	0	
		Plan to use the center occasionally	2	0	
		Plan to visit only for special events or specific programs	3	0	
		Will not use it at all	4	0	
		Total Votes:		0	
1. How often do you anticipate using the new recreation center once it opens	18:47	Plan on using the center regularly	1	18	36%
		Plan to use the center occasionally	2	14	28%
		Plan to visit only for special events or specific programs	3	6	12%
		Will not use it at all	4	12	24%
		Total Votes:		50	
2. The city publishes a monthly newsletter sent to each resident. How often do you read the mailing?	19:16	Read the newsletter every month	1	31	63%
		Read the newsletter occasionally	2	13	27%
		Didn't know you received this document	3	5	10%
		Total Votes:		49	
		Already voted	1	11	26%
		Planning to complete	2	27	63%

3. It's election season in Commerce City this November 7. Are you planning to participate?

19:27



Response	Count	Percent
Planning to participate	27	63%
Not sure if you'll participate in this Fall's election.	5	12%
Total Votes:	43	

Broadcast Summary

Graph	Code	Result	Count	Percent
	1002	Live Answer	815	17 %
	1009	Answering Machine	1,823	37 %
	1006	Busy	49	1 %
	1005	No Answer	178	4 %
	1008	Fax	106	2 %
	1003	Operator Intercept	1,894	38 %
	1004	No Ring	1	0 %
	1998	After Call Deadline	33	1 %
	1995	Outside of Curfew	37	1 %
	Total			4,936

Broadcasts

Access Live Broadcast (id 490085) - Access Live: Commerce City, CO Access Live 10/18 (ID 15347) (xx) (Direct Connect)
Status: Archived

Graph	Code	Result	Count	Percent
	1002	Live Answer	12	32 %
	1009	Answering Machine	23	61 %
	1003	Operator Intercept	3	8 %
Total			38	

Access Live Broadcast (id 490084) - Access Live: Commerce City, CO Access Live 10/18 (ID 15347) (xx) (Direct Connect)
Status: Archived

Graph	Code	Result	Count	Percent
	1002	Live Answer	3	27 %
	1009	Answering Machine	7	64 %
	1995	Outside of Curfew	1	9 %
Total			11	

Access Live Broadcast (id 490083) - Access Live: Commerce City, CO Access Live 10/18 (ID 15347) (xx) (Direct Connect)
Status: Archived

Graph	Code	Result	Count	Percent
	1002	Live Answer	800	16 %
	1009	Answering Machine	1,793	37 %
	1006	Busy	49	1 %
	1005	No Answer	178	4 %
	1008	Fax	106	2 %
	1003	Operator Intercept	1,891	39 %
	1004	No Ring	1	0 %
	1998	After Call Deadline	33	1 %
	1995	Outside of Curfew	36	1 %
Total			4,887	



CRL ASSOCIATES, INC.



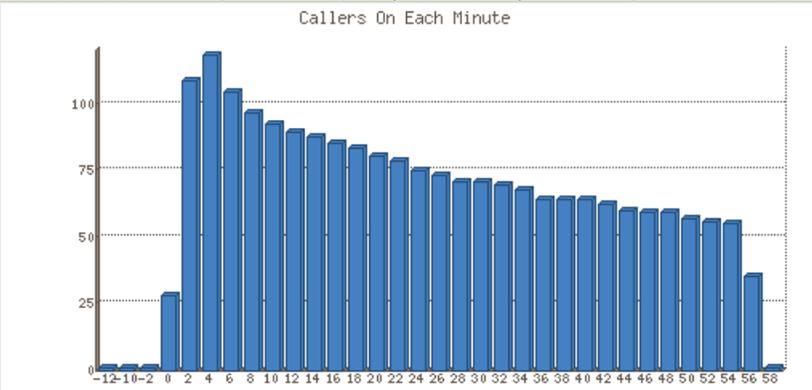
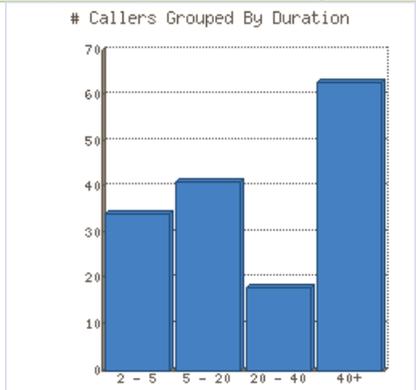
Commerce City, CO (website)

229 Attendees

Attendees	Peak Attendees	Entered Queue	Screened	Contributed	Went Live	Voicemails
212 (Outbound) 7 (Inbound) 8 Hosts 2 Screeners	151	19	17	0	18	2

Minutes and Totals

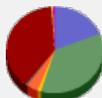
TeleForum Length	Type	Total Minutes	Avg Minutes
57 minutes	Direct Connect	5,249 (838 Inbound)	30



Polls

Question	Time Asked	Responses																												
1 - If you were a council member, what improvements would you prioritize?	19:08	 <table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Additional parking</td> <td>1</td> <td>11</td> <td>38%</td> </tr> <tr> <td>Additional spectator space and improved flow</td> <td>2</td> <td>9</td> <td>31%</td> </tr> <tr> <td>Updated catering kitchen</td> <td>3</td> <td>3</td> <td>10%</td> </tr> <tr> <td>Other</td> <td>4</td> <td>6</td> <td>21%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>29</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Additional parking	1	11	38%	Additional spectator space and improved flow	2	9	31%	Updated catering kitchen	3	3	10%	Other	4	6	21%	Total Votes:		29					
Answer	Key	Votes	%																											
Additional parking	1	11	38%																											
Additional spectator space and improved flow	2	9	31%																											
Updated catering kitchen	3	3	10%																											
Other	4	6	21%																											
Total Votes:		29																												
2 - What type of new/expanded future events would you be interested in attending?	19:20	 <table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Cultural events such as movies, arts, or heritage</td> <td>1</td> <td>17</td> <td>49%</td> </tr> <tr> <td>Holiday events</td> <td>2</td> <td>11</td> <td>31%</td> </tr> <tr> <td>Fun runs/health or wellness events</td> <td>3</td> <td>6</td> <td>17%</td> </tr> <tr> <td>Other types of events</td> <td>4</td> <td>1</td> <td>3%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>35</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Cultural events such as movies, arts, or heritage	1	17	49%	Holiday events	2	11	31%	Fun runs/health or wellness events	3	6	17%	Other types of events	4	1	3%	Total Votes:		35					
Answer	Key	Votes	%																											
Cultural events such as movies, arts, or heritage	1	17	49%																											
Holiday events	2	11	31%																											
Fun runs/health or wellness events	3	6	17%																											
Other types of events	4	1	3%																											
Total Votes:		35																												
3 - What information source do you rely on for city information?	19:29	 <table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Monthly Connected newsletter</td> <td>1</td> <td>22</td> <td>63%</td> </tr> <tr> <td>The city website</td> <td>2</td> <td>1</td> <td>3%</td> </tr> <tr> <td>Neighbors and friends</td> <td>3</td> <td>3</td> <td>9%</td> </tr> <tr> <td>Social media</td> <td>4</td> <td>3</td> <td>9%</td> </tr> <tr> <td>Regional television and newspapers</td> <td>5</td> <td>6</td> <td>17%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>35</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Monthly Connected newsletter	1	22	63%	The city website	2	1	3%	Neighbors and friends	3	3	9%	Social media	4	3	9%	Regional television and newspapers	5	6	17%	Total Votes:		35	
Answer	Key	Votes	%																											
Monthly Connected newsletter	1	22	63%																											
The city website	2	1	3%																											
Neighbors and friends	3	3	9%																											
Social media	4	3	9%																											
Regional television and newspapers	5	6	17%																											
Total Votes:		35																												

Broadcast Summary

Graph	Code	Result	Count	Percent
	1002	Live Answer	982	19 %
	1009	Answering Machine	1,868	36 %
	1006	Busy	59	1 %
	1005	No Answer	198	4 %
	1008	Fax	14	0 %
	1003	Operator Intercept	2,016	39 %
	1998	After Call Deadline	8	0 %
	1995	Outside of Curfew	1	0 %

Total

5,146

Broadcasts

TeleForum Broadcast (id 472415) - TeleForum: Commerce City, CO TeleForum 12/21 (ID 15347) (xx) (Direct Connect)

Status: Archived

Graph



Code	Result	Count	Percent
1002	Live Answer	2	29 %
1009	Answering Machine	5	71 %
Total		7	

TeleForum Broadcast (id 472414) - TeleForum: Commerce City, CO TeleForum 12/21 (ID 15347) (xx) (Direct Connect)

Status: Archived

Graph

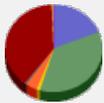


Code	Result	Count	Percent
1002	Live Answer	10	43 %
1009	Answering Machine	10	43 %
1005	No Answer	1	4 %
1003	Operator Intercept	2	9 %
Total		23	

TeleForum Broadcast (id 472413) - TeleForum: Commerce City, CO TeleForum 12/21 (ID 15347) (xx) (Direct Connect)

Status: Archived

Graph



Code	Result	Count	Percent
1002	Live Answer	970	19 %
1009	Answering Machine	1,853	36 %
1006	Busy	59	1 %
1005	No Answer	197	4 %
1008	Fax	14	0 %
1003	Operator Intercept	2,014	39 %
1998	After Call Deadline	8	0 %
1995	Outside of Curfew	1	0 %
Total		5,116	



Commerce City Colorado (Website)

254 Attendees

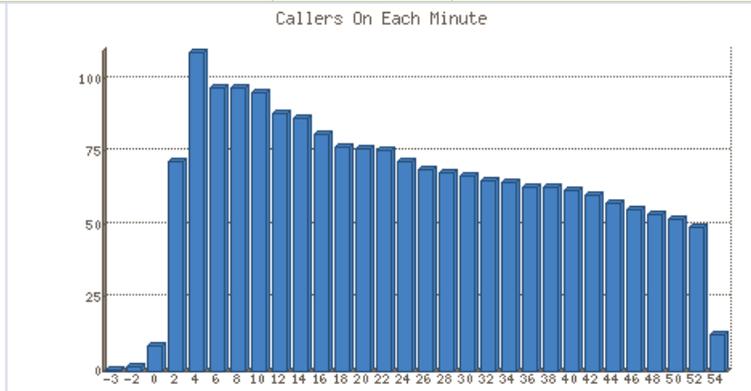
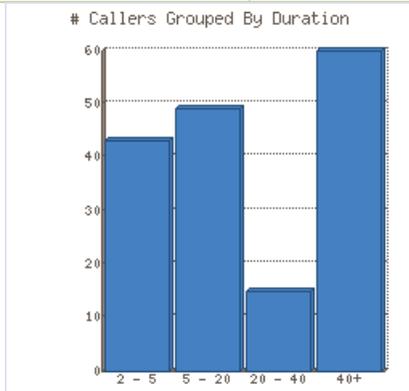
Attendees	Peak Attendees	Entered Queue	Screened	Contributed	Went Live	Voicemails
234 (Outbound) 11 (Inbound) 7 Hosts 2 Screeners	134	18	12	0	11	4

Minutes and Totals

TeleForum Length	Type	Total Minutes	Avg Minutes
54 minutes	Direct Connect	4,730 (930 Inbound)	25

Streaming Audio Minutes and Totals

Total Streaming Audio Users	Total Streaming Audio Minutes	Avg Minutes	Total Streaming Audio Questions
4	44	11.00	0



Commerce City Colorado

Polls

Question	Time Asked	Responses																								
1 - City Council is considering how to best phase the renovation of the existing center while maximizing the current project budget.	19:13	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Scheduling construction during low use times.</td> <td>1</td> <td>11</td> <td>37%</td> </tr> <tr> <td>Phase construction to limit areas of disturbances.</td> <td>2</td> <td>6</td> <td>20%</td> </tr> <tr> <td>Temporary facility shutdown.</td> <td>3</td> <td>13</td> <td>43%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>30</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Scheduling construction during low use times.	1	11	37%	Phase construction to limit areas of disturbances.	2	6	20%	Temporary facility shutdown.	3	13	43%	Total Votes:		30					
Answer	Key	Votes	%																							
Scheduling construction during low use times.	1	11	37%																							
Phase construction to limit areas of disturbances.	2	6	20%																							
Temporary facility shutdown.	3	13	43%																							
Total Votes:		30																								
2 - City Council holds regular telephone town hall meetings as a way to share information and answer resident questions. What would make these meetings more valuable?	19:31	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Hosting calls on specific topic areas</td> <td>1</td> <td>11</td> <td>37%</td> </tr> <tr> <td>Hosting calls on different days.</td> <td>2</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Hosting calls at a different time.</td> <td>3</td> <td>1</td> <td>3%</td> </tr> <tr> <td>Nothing.</td> <td>4</td> <td>18</td> <td>60%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>30</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Hosting calls on specific topic areas	1	11	37%	Hosting calls on different days.	2	0	0%	Hosting calls at a different time.	3	1	3%	Nothing.	4	18	60%	Total Votes:		30	
Answer	Key	Votes	%																							
Hosting calls on specific topic areas	1	11	37%																							
Hosting calls on different days.	2	0	0%																							
Hosting calls at a different time.	3	1	3%																							
Nothing.	4	18	60%																							
Total Votes:		30																								
3 - The city is looking evaluating the types of events hosted or supported by the city. What types of events do you participate in?	19:38	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Cultural events</td> <td>1</td> <td>3</td> <td>11%</td> </tr> <tr> <td>Holiday-themed events</td> <td>2</td> <td>5</td> <td>18%</td> </tr> <tr> <td>Informational or topical meetings</td> <td>3</td> <td>6</td> <td>21%</td> </tr> </tbody> </table>	Answer	Key	Votes	%	Cultural events	1	3	11%	Holiday-themed events	2	5	18%	Informational or topical meetings	3	6	21%								
Answer	Key	Votes	%																							
Cultural events	1	3	11%																							
Holiday-themed events	2	5	18%																							
Informational or topical meetings	3	6	21%																							

I rarely participate	4	9	32%
I don't participate at all.	5	5	18%
Total Votes:	28		

Broadcast Summary

Graph	Code	Result	Count	Percent
	1002	Live Answer	1,001	18 %
	1009	Answering Machine	1,885	34 %
	1006	Busy	64	1 %
	1005	No Answer	248	5 %
	1008	Fax	115	2 %
	1003	Operator Intercept	2,129	39 %
	1998	After Call Deadline	12	0 %
	1995	Outside of Curfew	55	1 %
Total			5,509	

Broadcasts

TeleForum Broadcast (id 468799) - TeleForum: Commerce City TeleForum 10/26 (ID 15347) (xx) (Direct Connect) Status: Archived

Graph	Code	Result	Count	Percent
	1002	Live Answer	4	57 %
	1009	Answering Machine	3	43 %
Total			7	

TeleForum Broadcast (id 468798) - TeleForum: Commerce City TeleForum 10/26 (ID 15347) (xx) (Direct Connect) Status: Archived

Graph	Code	Result	Count	Percent
	1002	Live Answer	13	57 %
	1009	Answering Machine	8	35 %
	1003	Operator Intercept	2	9 %
Total			23	

TeleForum Broadcast (id 468797) - TeleForum: Commerce City TeleForum 10/26 (ID 15347) (xx) (Direct Connect) Status: Archived

Graph	Code	Result	Count	Percent
	1002	Live Answer	984	18 %
	1009	Answering Machine	1,874	34 %
	1006	Busy	64	1 %
	1005	No Answer	248	5 %
	1008	Fax	115	2 %
	1003	Operator Intercept	2,127	39 %
	1998	After Call Deadline	12	0 %
	1995	Outside of Curfew	55	1 %
Total			5,479	



CRL ASSOCIATES, INC.



Commerce City, Colorado (website)

315 Attendees

Attendees	Peak Attendees	Entered Queue	Screened	Contributed	Went Live	Voicemails
294 (Outbound) 9 (Inbound) 10 Hosts 2 Screeners	131	28	22	0	20	2

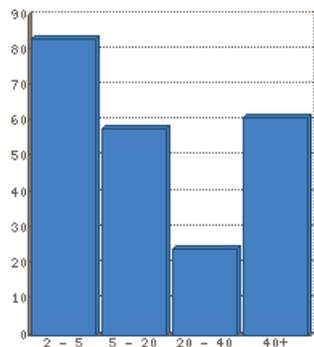
Minutes and Totals

TeleForum Length	Type	Total Minutes	Avg Minutes
59 minutes	Direct Connect	5,865 (1,090 Inbound)	23

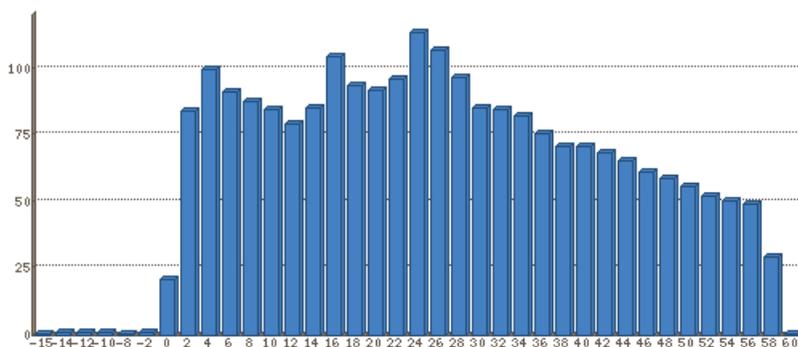
Streaming Audio Minutes and Totals

Total Streaming Audio Users	Total Streaming Audio Minutes	Avg Minutes	Total Streaming Audio Questions
3	17	5.67	0

Callers Grouped By Duration



Callers On Each Minute

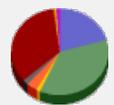


Commerce City, Colorado

Polls

Question	Time Asked	Responses																												
1 - What would a new technology lab look like?	19:13	 <table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Public access computers</td> <td>1</td> <td>7</td> <td>21%</td> </tr> <tr> <td>Business/personal training classes</td> <td>2</td> <td>3</td> <td>9%</td> </tr> <tr> <td>Coding/design classes</td> <td>3</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Combination of the items above</td> <td>4</td> <td>24</td> <td>71%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>34</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Public access computers	1	7	21%	Business/personal training classes	2	3	9%	Coding/design classes	3	0	0%	Combination of the items above	4	24	71%	Total Votes:		34					
Answer	Key	Votes	%																											
Public access computers	1	7	21%																											
Business/personal training classes	2	3	9%																											
Coding/design classes	3	0	0%																											
Combination of the items above	4	24	71%																											
Total Votes:		34																												
2 - Which facilities have you used so far?	19:24	 <table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Paradise Island Pool</td> <td>1</td> <td>2</td> <td>6%</td> </tr> <tr> <td>Fronterra Park</td> <td>2</td> <td>3</td> <td>9%</td> </tr> <tr> <td>Turnberry Park</td> <td>3</td> <td>1</td> <td>3%</td> </tr> <tr> <td>More than one</td> <td>4</td> <td>6</td> <td>18%</td> </tr> <tr> <td>None of the above</td> <td>5</td> <td>22</td> <td>65%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>34</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Paradise Island Pool	1	2	6%	Fronterra Park	2	3	9%	Turnberry Park	3	1	3%	More than one	4	6	18%	None of the above	5	22	65%	Total Votes:		34	
Answer	Key	Votes	%																											
Paradise Island Pool	1	2	6%																											
Fronterra Park	2	3	9%																											
Turnberry Park	3	1	3%																											
More than one	4	6	18%																											
None of the above	5	22	65%																											
Total Votes:		34																												
3 - How do you access c3gov.com?	19:35	 <table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Computer</td> <td>1</td> <td>11</td> <td>37%</td> </tr> <tr> <td>Mobile device or tablet</td> <td>2</td> <td>5</td> <td>17%</td> </tr> <tr> <td>Neither</td> <td>3</td> <td>14</td> <td>47%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>30</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Computer	1	11	37%	Mobile device or tablet	2	5	17%	Neither	3	14	47%	Total Votes:		30									
Answer	Key	Votes	%																											
Computer	1	11	37%																											
Mobile device or tablet	2	5	17%																											
Neither	3	14	47%																											
Total Votes:		30																												

Broadcast Summary

Graph	Code	Result	Count	Percent
	1002	Live Answer	1,010	21%
	1009	Answering Machine	1,780	37%
	1006	Busy	53	1%
	1005	No Answer	178	4%
	1008	Fax	102	2%
	1003	Operator Intercept	1,678	34%
	1004	No Ring	1	0%
	1998	After Call Deadline	27	1%
	1995	Outside of Curfew	39	1%
	Total			4,868

Broadcasts

TeleForum Broadcast (id 462678) - TeleForum: Commerce City TeleForum 8/17 (ID 15347) (xx) (Direct Connect)
Status: Archived

Graph	Code	Result	Count	Percent
-------	------	--------	-------	---------



Code	Result	Count	Percent
1002	Live Answer	2	67 %
1009	Answering Machine	1	33 %
Total		3	

TeleForum Broadcast (id 462677) - TeleForum: Commerce City TeleForum 8/17 (ID 15347) (xx) (Direct Connect)
Status: Archived

Graph



Code	Result	Count	Percent
1002	Live Answer	3	75 %
1009	Answering Machine	1	25 %
Total		4	

TeleForum Broadcast (id 462676) - TeleForum: Commerce City TeleForum 8/17 (ID 15347) (xx) (Direct Connect)
Status: Archived

Graph



Code	Result	Count	Percent
1002	Live Answer	1,005	21 %
1009	Answering Machine	1,778	37 %
1006	Busy	53	1 %
1005	No Answer	178	4 %
1008	Fax	102	2 %
1003	Operator Intercept	1,678	35 %
1004	No Ring	1	0 %
1998	After Call Deadline	27	1 %
1995	Outside of Curfew	39	1 %
Total		4,861	



CRL ASSOCIATES, INC.



Commerce City, CO (Website)

275 Attendees

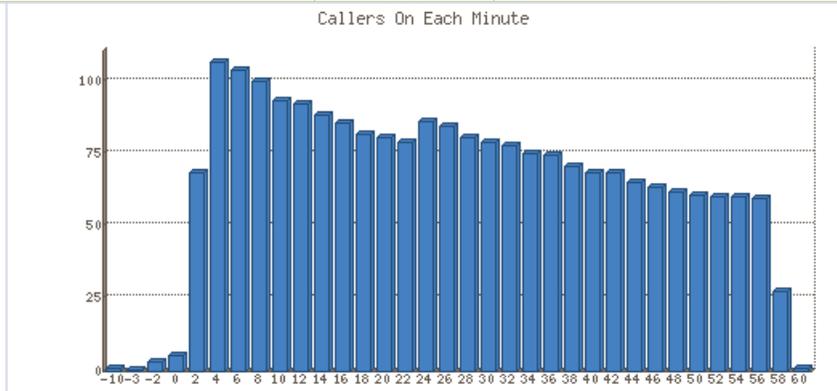
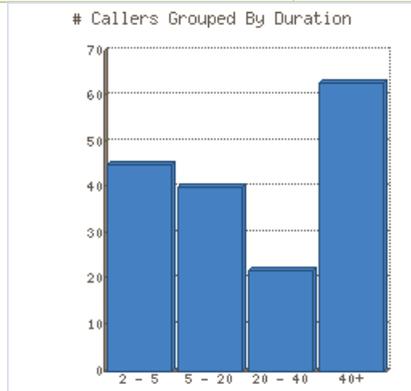
Attendees	Peak Attendees	Entered Queue	Screened	Contributed	Went Live	Voicemails
258 (Outbound) 5 (Inbound) 10 Hosts 2 Screeners	136	28	26	0	24	2

Minutes and Totals

TeleForum Length	Type	Total Minutes	Avg Minutes
59 minutes	Direct Connect	5,521 (913 Inbound)	28

Streaming Audio Minutes and Totals

Total Streaming Audio Users	Total Streaming Audio Minutes	Avg Minutes	Total Streaming Audio Questions
4	24	6.00	0



Polls

Question	Time Asked	Responses																								
1 - Would rather invest in new play features for the existing pool or build a sprayground on site?	19:17	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Build play feature at the existing pool</td> <td>1</td> <td>8</td> <td>16%</td> </tr> <tr> <td>Build a sprayground at the existing recreation center</td> <td>2</td> <td>15</td> <td>30%</td> </tr> <tr> <td>Do neither and invest the money in other areas</td> <td>3</td> <td>27</td> <td>54%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>50</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Build play feature at the existing pool	1	8	16%	Build a sprayground at the existing recreation center	2	15	30%	Do neither and invest the money in other areas	3	27	54%	Total Votes:		50					
Answer	Key	Votes	%																							
Build play feature at the existing pool	1	8	16%																							
Build a sprayground at the existing recreation center	2	15	30%																							
Do neither and invest the money in other areas	3	27	54%																							
Total Votes:		50																								
2 - Would you rather have a more self-directed fitness area or would you rather have more directed fitness options?	19:27	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Self-directed fitness</td> <td>1</td> <td>21</td> <td>47%</td> </tr> <tr> <td>Directed fitness</td> <td>2</td> <td>16</td> <td>36%</td> </tr> <tr> <td>I don't work out</td> <td>3</td> <td>8</td> <td>18%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>45</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Self-directed fitness	1	21	47%	Directed fitness	2	16	36%	I don't work out	3	8	18%	Total Votes:		45					
Answer	Key	Votes	%																							
Self-directed fitness	1	21	47%																							
Directed fitness	2	16	36%																							
I don't work out	3	8	18%																							
Total Votes:		45																								
3 - What type of community areas would be important to consider?	19:40	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Meeting and event space</td> <td>1</td> <td>6</td> <td>18%</td> </tr> <tr> <td>A lounge/community area</td> <td>2</td> <td>7</td> <td>21%</td> </tr> <tr> <td>Game room</td> <td>3</td> <td>4</td> <td>12%</td> </tr> <tr> <td>Technology lab</td> <td>4</td> <td>17</td> <td>50%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>34</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Meeting and event space	1	6	18%	A lounge/community area	2	7	21%	Game room	3	4	12%	Technology lab	4	17	50%	Total Votes:		34	
Answer	Key	Votes	%																							
Meeting and event space	1	6	18%																							
A lounge/community area	2	7	21%																							
Game room	3	4	12%																							
Technology lab	4	17	50%																							
Total Votes:		34																								

Broadcast Summary

Graph	Code	Result	Count	Percent
	1002	Live Answer	963	20 %
	1009	Answering Machine	1,811	37 %
	1006	Busy	51	1 %
	1005	No Answer	170	3 %
	1008	Fax	101	2 %
	1003	Operator Intercept	1,710	35 %
	1004	No Ring	2	0 %
	1998	After Call Deadline	22	0 %
	1995	Outside of Curfew	40	1 %
	Total			4,870

Broadcasts

TeleForum Broadcast (id 457595) - TeleForum: Commerce City, CO TeleForum 6/15 (ID 15347) (xx) (Direct Connect)
Status: Archived

Graph



Code	Result	Count	Percent
1002	Live Answer	2	67 %
1009	Answering Machine	1	33 %
Total		3	

TeleForum Broadcast (id 457594) - TeleForum: Commerce City, CO TeleForum 6/15 (ID 15347) (xx) (Direct Connect)
Status: Archived

Graph



Code	Result	Count	Percent
1002	Live Answer	961	20 %
1009	Answering Machine	1,810	37 %
1006	Busy	51	1 %
1005	No Answer	170	3 %
1008	Fax	101	2 %
1003	Operator Intercept	1,710	35 %
1004	No Ring	2	0 %
1998	After Call Deadline	22	0 %
1995	Outside of Curfew	40	1 %
Total		4,867	



Commerce City, Colorado City Council (website)

466 Attendees

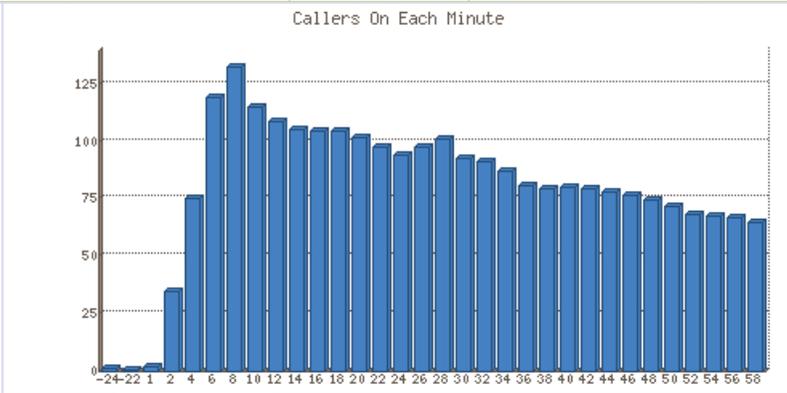
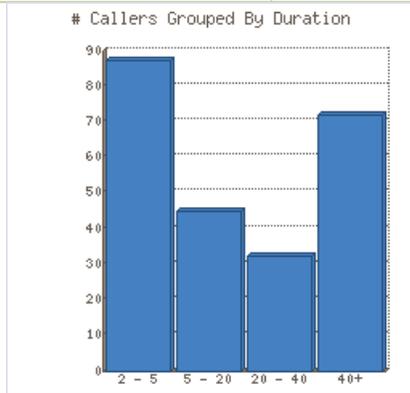
Attendees	Peak Attendees	Entered Queue	Screened	Contributed	Went Live	Voicemails
447 (Outbound) 7 (Inbound) 10 Hosts 2 Screeners	169	33	22	0	22	0

Minutes and Totals

TeleForum Length	Type	Total Minutes	Avg Minutes
60 minutes	Direct Connect	6,361 (847 Inbound)	24

Streaming Audio Minutes and Totals

Total Streaming Audio Users	Total Streaming Audio Minutes	Avg Minutes	Total Streaming Audio Questions
1	61	61.00	0



Polls

Question	Time Asked	Responses																								
1 - Would you prefer a hard court surface for racquet sports like tennis, pickleball and racquetball or a grass surface for soccer practice and open play?	19:10	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Hard Court Surface</td> <td>1</td> <td>11</td> <td>23%</td> </tr> <tr> <td>Grass Surface</td> <td>2</td> <td>30</td> <td>63%</td> </tr> <tr> <td>Other</td> <td>3</td> <td>7</td> <td>15%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>48</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Hard Court Surface	1	11	23%	Grass Surface	2	30	63%	Other	3	7	15%	Total Votes:		48					
Answer	Key	Votes	%																							
Hard Court Surface	1	11	23%																							
Grass Surface	2	30	63%																							
Other	3	7	15%																							
Total Votes:		48																								
2 -What type of program would provide the greatest benefit to residents?	19:21	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Improving public amenities, such as sidewalks and parks</td> <td>1</td> <td>4</td> <td>7%</td> </tr> <tr> <td>Programs to help residents access job opportunities</td> <td>2</td> <td>10</td> <td>18%</td> </tr> <tr> <td>Expanding housing options for low-income households</td> <td>3</td> <td>12</td> <td>22%</td> </tr> <tr> <td>Revitalization of blighted areas with new retail and amenitie</td> <td>4</td> <td>29</td> <td>53%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>55</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Improving public amenities, such as sidewalks and parks	1	4	7%	Programs to help residents access job opportunities	2	10	18%	Expanding housing options for low-income households	3	12	22%	Revitalization of blighted areas with new retail and amenitie	4	29	53%	Total Votes:		55	
Answer	Key	Votes	%																							
Improving public amenities, such as sidewalks and parks	1	4	7%																							
Programs to help residents access job opportunities	2	10	18%																							
Expanding housing options for low-income households	3	12	22%																							
Revitalization of blighted areas with new retail and amenitie	4	29	53%																							
Total Votes:		55																								
3 - What do you think is the most important way to achieve that goal?	19:33	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Increase the number of local employers with good-paying jobs</td> <td>1</td> <td>10</td> <td>26%</td> </tr> <tr> <td>Improve education and workforce development options</td> <td>2</td> <td>7</td> <td>18%</td> </tr> <tr> <td>Diversify the number of retail and shopping options</td> <td>3</td> <td>20</td> <td>51%</td> </tr> <tr> <td>Create more</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Increase the number of local employers with good-paying jobs	1	10	26%	Improve education and workforce development options	2	7	18%	Diversify the number of retail and shopping options	3	20	51%	Create more							
Answer	Key	Votes	%																							
Increase the number of local employers with good-paying jobs	1	10	26%																							
Improve education and workforce development options	2	7	18%																							
Diversify the number of retail and shopping options	3	20	51%																							
Create more																										

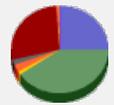
4 - In the last six months, have you attended one of these meetings?

19:45

shovel-ready business sites	4	2	5%
Total Votes:	39		

	Answer	Key	Votes	%
	Yes	1	3	7%
	No	2	17	37%
	I didn't know they were happening	3	26	57%
Total Votes:	46			

Broadcast Summary

Graph	Code	Result	Count	Percent
	1002	Live Answer	1,486	26 %
	1009	Answering Machine	2,355	41 %
	1006	Busy	63	1 %
	1005	No Answer	166	3 %
	1008	Fax	111	2 %
	1003	Operator Intercept	1,616	28 %
	1999	Restricted/Invalid	1	0 %
	1998	After Call Deadline	3	0 %
	1995	Outside of Curfew	3	0 %
	Total			5,804

Broadcasts

TeleForum Broadcast (id 453107) - TeleForum: Commerce City, CO TeleForum 4/20 (ID 15347) (xx) (Direct Connect)
Status: Archived

Graph	Code	Result	Count	Percent
	1002	Live Answer	1	50 %
	1009	Answering Machine	1	50 %
Total			2	

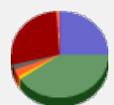
TeleForum Broadcast (id 453106) - TeleForum: Commerce City, CO TeleForum 4/20 (ID 15347) (xx) (Direct Connect)
Status: Archived

Graph	Code	Result	Count	Percent
	1002	Live Answer	4	100 %
Total			4	

TeleForum Broadcast (id 453105) - TeleForum: Commerce City, CO TeleForum 4/20 (ID 15347) (xx) (Direct Connect)
Status: Archived

Graph	Code	Result	Count	Percent
	1002	Live Answer	1	100 %
Total			1	

TeleForum Broadcast (id 453104) - TeleForum: Commerce City, CO TeleForum 4/20 (ID 15347) (xx) (Direct Connect)
Status: Archived

Graph	Code	Result	Count	Percent
	1002	Live Answer	1,480	26 %
	1009	Answering Machine	2,354	41 %
	1006	Busy	63	1 %
	1005	No Answer	166	3 %
	1008	Fax	111	2 %
	1003	Operator Intercept	1,616	28 %
	1999	Restricted/Invalid	1	0 %
	1998	After Call Deadline	3	0 %
	1995	Outside of Curfew	3	0 %
	Total			5,797

533 Attendees

Attendees	Peak Attendees	Entered Queue	Screened	Contributed	Went Live	Voicemails
513 (Outbound) 8 (Inbound) 9 Hosts 3 Screeners	209	41	36	0	25	7

Minutes and Totals

TeleForum Length	Type	Total Minutes	Avg Minutes
60 minutes	Direct Connect	8,414 (1,305 Inbound)	30

Polls

Question	Time Asked	Responses																				
1 - To meet your fitness needs, would you rather have more self-directed fitness areas like treadmills, free weights, weight machines and stretching areas? Or would you rather have more directed Community Town Hall: February City Council fitness options like yoga, spinning and Zumba?	19:13	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>1</td> <td>34</td> <td>49%</td> </tr> <tr> <td>No</td> <td>2</td> <td>34</td> <td>49%</td> </tr> <tr> <td>Unsure</td> <td>3</td> <td>1</td> <td>1%</td> </tr> <tr> <td colspan="2">Total Votes:</td> <td>69</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Yes	1	34	49%	No	2	34	49%	Unsure	3	1	1%	Total Votes:		69	
Answer	Key	Votes	%																			
Yes	1	34	49%																			
No	2	34	49%																			
Unsure	3	1	1%																			
Total Votes:		69																				
2 - Are you supportive of that architectural design approach?	19:19	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>1</td> <td>56</td> <td>78%</td> </tr> <tr> <td>No</td> <td>2</td> <td>7</td> <td>10%</td> </tr> <tr> <td>Unsure</td> <td>3</td> <td>9</td> <td>13%</td> </tr> <tr> <td colspan="2">Total Votes:</td> <td>72</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Yes	1	56	78%	No	2	7	10%	Unsure	3	9	13%	Total Votes:		72	
Answer	Key	Votes	%																			
Yes	1	56	78%																			
No	2	7	10%																			
Unsure	3	9	13%																			
Total Votes:		72																				
3 - The leisure pool will be a key element of the new recreation center. An important part of the leisure pool will be a good slide. Do you agree or disagree?	19:35	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Yes/agree</td> <td>1</td> <td>41</td> <td>66%</td> </tr> <tr> <td>No/disagree</td> <td>2</td> <td>21</td> <td>34%</td> </tr> <tr> <td colspan="2">Total Votes:</td> <td>62</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Yes/agree	1	41	66%	No/disagree	2	21	34%	Total Votes:		62					
Answer	Key	Votes	%																			
Yes/agree	1	41	66%																			
No/disagree	2	21	34%																			
Total Votes:		62																				
4 - Would you be willing to use the service and pay a fee for the child care service?	19:43	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Yes, my family would use the service and pay the fee</td> <td>1</td> <td>15</td> <td>24%</td> </tr> <tr> <td>Yes, my family would use the service but would not pay a fee</td> <td>2</td> <td>5</td> <td>8%</td> </tr> <tr> <td>No, my family would not use the service</td> <td>3</td> <td>42</td> <td>68%</td> </tr> <tr> <td colspan="2">Total Votes:</td> <td>62</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Yes, my family would use the service and pay the fee	1	15	24%	Yes, my family would use the service but would not pay a fee	2	5	8%	No, my family would not use the service	3	42	68%	Total Votes:		62	
Answer	Key	Votes	%																			
Yes, my family would use the service and pay the fee	1	15	24%																			
Yes, my family would use the service but would not pay a fee	2	5	8%																			
No, my family would not use the service	3	42	68%																			
Total Votes:		62																				

Broadcast Summary

Graph	Code	Result	Count	Percent
	1002	Live Answer	1,580	27 %
	1009	Answering Machine	2,310	40 %
	1006	Busy	49	1 %
	1005	No Answer	157	3 %
	1008	Fax	109	2 %
	1003	Operator Intercept	1,221	21 %
	1004	No Ring	383	7 %
	1998	After Call Deadline	1	0 %
	1995	Outside of Curfew	5	0 %
	Total			5,815

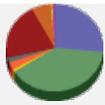
Broadcasts

TeleForum Broadcast (id 446483) - TeleForum: Commerce City TeleForum 2/17 (ID 11980) (xx) (Direct Connect)
Status: Archived

Graph	Code	Result	Count	Percent
	1002	Live Answer	4	100 %
	Total			4

TeleForum Broadcast (id 446482) - TeleForum: Commerce City TeleForum 2/17 (ID 11980) (xx) (Direct Connect)
Status: Archived

Graph	Code	Result	Count	Percent
	1002	Live Answer	1,576	27 %
	1009	Answering Machine	2,310	40 %
	1006	Busy	49	1 %



1005	No Answer	157	3 %
1008	Fax	109	2 %
1003	Operator Intercept	1,221	21 %
1004	No Ring	383	7 %
1998	After Call Deadline	1	0 %
1995	Outside of Curfew	5	0 %
Total		5,811	



Commerce City, CO (website)

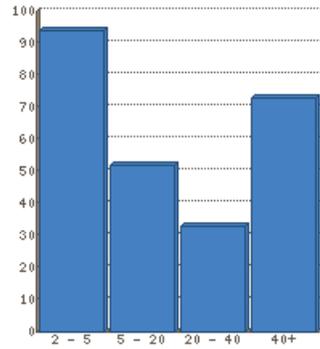
522 Attendees

Attendees	Peak Attendees	Entered Queue	Screened	Contributed	Went Live	Voicemails
498 (Outbound) 15 (Inbound) 7 Hosts 2 Screeners	179	30	28	0	21	6

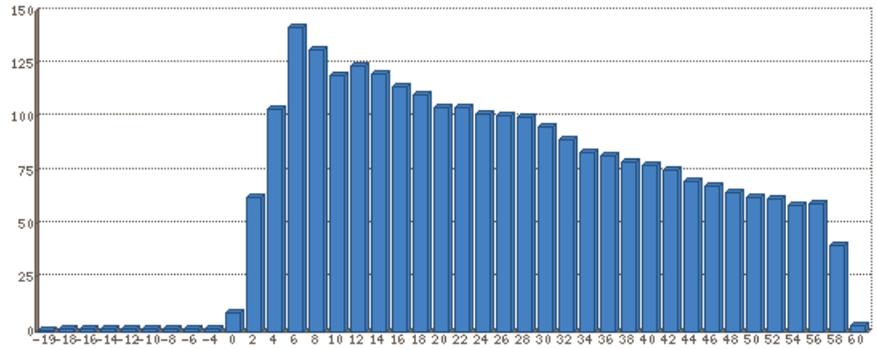
Minutes and Totals

TeleForum Length	Type	Total Minutes	Avg Minutes
59 minutes	Direct Connect	6,601 (1,173 Inbound)	24

Callers Grouped By Duration

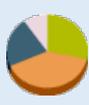


Callers On Each Minute



Commer City, CO

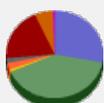
Polls

Question	Time Asked	Responses																								
1 - What do you think is the number one issue facing Commerce City?	19:09	 <table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Quality of education</td> <td>1</td> <td>21</td> <td>29%</td> </tr> <tr> <td>Lack of retail businesses</td> <td>2</td> <td>29</td> <td>40%</td> </tr> <tr> <td>Blocked train crossings</td> <td>3</td> <td>16</td> <td>22%</td> </tr> <tr> <td>Community appearance</td> <td>4</td> <td>7</td> <td>10%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>73</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Quality of education	1	21	29%	Lack of retail businesses	2	29	40%	Blocked train crossings	3	16	22%	Community appearance	4	7	10%	Total Votes:		73	
Answer	Key	Votes	%																							
Quality of education	1	21	29%																							
Lack of retail businesses	2	29	40%																							
Blocked train crossings	3	16	22%																							
Community appearance	4	7	10%																							
Total Votes:		73																								
2 - Later this year, city council will revisit whether backyard chickens should be allowed. What do you think?	19:18	 <table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Yes, the city should allow them with restrictions</td> <td>1</td> <td>30</td> <td>39%</td> </tr> <tr> <td>No, the city should keep chickens in agricultural areas</td> <td>2</td> <td>35</td> <td>46%</td> </tr> <tr> <td>Unsure, I need more information before weighing in</td> <td>3</td> <td>11</td> <td>14%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>76</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Yes, the city should allow them with restrictions	1	30	39%	No, the city should keep chickens in agricultural areas	2	35	46%	Unsure, I need more information before weighing in	3	11	14%	Total Votes:		76					
Answer	Key	Votes	%																							
Yes, the city should allow them with restrictions	1	30	39%																							
No, the city should keep chickens in agricultural areas	2	35	46%																							
Unsure, I need more information before weighing in	3	11	14%																							
Total Votes:		76																								
3 - Recognizing individuals are busy, what tool would be useful to increase your participation?	19:40	 <table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Offer more online ways to engage</td> <td>1</td> <td>25</td> <td>52%</td> </tr> <tr> <td>Provide child care</td> <td>2</td> <td>6</td> <td>13%</td> </tr> <tr> <td>Vary meeting locations and times</td> <td>3</td> <td>12</td> <td>25%</td> </tr> <tr> <td>Nothing</td> <td>4</td> <td>5</td> <td>10%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>48</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Offer more online ways to engage	1	25	52%	Provide child care	2	6	13%	Vary meeting locations and times	3	12	25%	Nothing	4	5	10%	Total Votes:		48	
Answer	Key	Votes	%																							
Offer more online ways to engage	1	25	52%																							
Provide child care	2	6	13%																							
Vary meeting locations and times	3	12	25%																							
Nothing	4	5	10%																							
Total Votes:		48																								

Broadcasts

TeleForum Broadcast (id 437118) - TeleForum: Commerce City, CO TeleForum 10/13 (ID 11980) (xx) (Direct Connect)
Status: Archived

Graph



Code	Result	Count	Percent
1002	Live Answer	1,641	28%
1009	Answering Machine	2,358	40%
1006	Busy	49	1%
1005	No Answer	152	3%
1008	Fax	121	2%
1003	Operator Intercept	1,148	20%
1004	No Ring	351	6%
1995	Outside of Curfew	6	0%

Total

5,826

654 Attendees

Attendees	Peak Attendees	Entered Queue	Screened	Contributed	Went Live	Voicemails
592 (Outbound) 50 (Inbound) 9 Hosts 3 Screeners	247	61	52	0	22	12

Minutes and Totals

TeleForum Length	Type	Total Minutes	Avg Minutes
61 minutes	Direct Connect	10,307 (3,020 Inbound)	30

Streaming Audio Minutes and Totals

Total Streaming Audio Users	Total Streaming Audio Minutes	Avg Minutes	Total Streaming Audio Questions
1	1	1.00	0

Polls

Question	Time Asked	Responses																												
1 - What is the best way for the city to get your input on the new recreation center?	19:05	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Telephone town hall meetings</td> <td>1</td> <td>25</td> <td>23%</td> </tr> <tr> <td>On-line surveys</td> <td>2</td> <td>59</td> <td>54%</td> </tr> <tr> <td>Large public meetings</td> <td>3</td> <td>8</td> <td>7%</td> </tr> <tr> <td>Smaller focus group meetings</td> <td>4</td> <td>17</td> <td>16%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>109</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Telephone town hall meetings	1	25	23%	On-line surveys	2	59	54%	Large public meetings	3	8	7%	Smaller focus group meetings	4	17	16%	Total Votes:		109					
Answer	Key	Votes	%																											
Telephone town hall meetings	1	25	23%																											
On-line surveys	2	59	54%																											
Large public meetings	3	8	7%																											
Smaller focus group meetings	4	17	16%																											
Total Votes:		109																												
2 - How do you typically receive information from the city?	19:19	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Monthly city newsletter</td> <td>1</td> <td>56</td> <td>49%</td> </tr> <tr> <td>Facebook or Twitter</td> <td>2</td> <td>27</td> <td>24%</td> </tr> <tr> <td>City website</td> <td>3</td> <td>10</td> <td>9%</td> </tr> <tr> <td>Door hangers or direct mailings</td> <td>4</td> <td>6</td> <td>5%</td> </tr> <tr> <td>Word of mouth</td> <td>5</td> <td>15</td> <td>13%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>114</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Monthly city newsletter	1	56	49%	Facebook or Twitter	2	27	24%	City website	3	10	9%	Door hangers or direct mailings	4	6	5%	Word of mouth	5	15	13%	Total Votes:		114	
Answer	Key	Votes	%																											
Monthly city newsletter	1	56	49%																											
Facebook or Twitter	2	27	24%																											
City website	3	10	9%																											
Door hangers or direct mailings	4	6	5%																											
Word of mouth	5	15	13%																											
Total Votes:		114																												
3 - Has the new trash and recycling service met your expectations?	19:36	<table border="1"> <thead> <tr> <th>Answer</th> <th>Key</th> <th>Votes</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>1</td> <td>65</td> <td>60%</td> </tr> <tr> <td>No</td> <td>2</td> <td>34</td> <td>31%</td> </tr> <tr> <td>Unsure</td> <td>3</td> <td>9</td> <td>8%</td> </tr> <tr> <td>Total Votes:</td> <td></td> <td>108</td> <td></td> </tr> </tbody> </table>	Answer	Key	Votes	%	Yes	1	65	60%	No	2	34	31%	Unsure	3	9	8%	Total Votes:		108									
Answer	Key	Votes	%																											
Yes	1	65	60%																											
No	2	34	31%																											
Unsure	3	9	8%																											
Total Votes:		108																												

Broadcasts

TeleForum Broadcast (id 427369) - TeleForum: Commerce City TeleForum 6/3 (ID 11980) (xx) (Direct Connect)
Status: Archived

Graph	Code	Result	Count	Percent
	1002	Live Answer	1,760	30 %
	1009	Answering Machine	2,337	40 %
	1006	Busy	60	1 %
	1005	No Answer	158	3 %
	1008	Fax	131	2 %
	1003	Operator Intercept	1,390	24 %
	1004	No Ring	1	0 %
	1998	After Call Deadline	3	0 %
	1995	Outside of Curfew	3	0 %
	Total			5,843