



2012 STATE OF OUR CITIES & TOWNS SURVEY REPORT

This CML *State of Our Cities & Towns* report provides key findings from the survey of Colorado's municipalities, and graphs and tables for survey responses regarding municipalities' revenue sources, economic development projects, and energy efficiency projects.

Methodology

RESEARCH DESIGN

The survey instrument was designed by Corona and approved by the Colorado Municipal League. The survey was designed to gather key data from municipalities, including infrastructure projects and needs, economic development activity, revenue challenges, and actions regarding energy efficiency. The survey was largely unchanged from the previous year to facilitate comparison to last year's results, where appropriate (see reporting notes). This year's survey, like previous years' surveys, was updated based on past results and current issues. The goal on each year's survey is to collect the most meaningful information to help inform both CML and municipal decision makers.

Overall length and user-friendliness was also considered when designing the questionnaire. In 2011, the survey was shortened to reduce the burden on respondents' time and additional means were provided to allow respondents to provide more context for their responses. In addition to providing a better survey experience for the respondent, these changes also likely increased the quality of data collected.

EXECUTION

The survey was sent by mail, and respondents could either return the paper survey by mail or respond via an online option. For the mail survey, the Colorado Municipal League handled printing and mailing all surveys to staff at each municipality. One survey was sent to each municipality, and municipalities returned completed surveys directly to Corona Insights' offices. To boost response rates, CML staff made several attempts to contact non-responding municipalities. All data entry and cleaning was performed by Corona's internal staff; additional follow-ups were made by Corona to verify any unclear or out-of-range answers. The execution period went from September 14, 2011 through October 21, 2011.

ANALYSIS

This report provides tables and graphs of survey responses for the CML State of Our Cities and Towns Survey. Responses are provided for all municipalities and are also broken down for municipalities of different sizes. Size thresholds were chosen so similar-size municipalities were analyzed together. The goal was to provide segments that produced meaningful results to the reader.

The size categories are provided below with the response rate for each category. Segments' size ranges do vary from previous years.

Municipality population	Number in Colorado 2010	Number of survey responses 2010	Response rate
25,000 and larger	25	13	52%
2,000 to 24,999	87	33	38%
Less than 2,000	159	40	25%
Overall	271	86	32%

REPORTING NOTES

When reading the following tables and graphs, it is important to keep the following points in mind.

- All percentages refer to the raw percentage of survey respondents giving a particular response. Percentages have not been weighted to reflect the proportion of municipalities of each size. As a result, the Overall results presented are the overall results of the survey respondents, and are not generalizable to the population of all municipal governments in the state. Weighting was not practical both because of the small sample size of the survey, and because there is no way to determine whether those municipalities responding are representative of all municipalities of their size.
- On all graphs, labels of 3 percent and less have been removed for ease of reading.
- On graphs that should sum to 100 percent, the labels occasionally may not add to 100 percent due to rounding, or non-response.
- Comparing this year's data to previous years' data (or future years' data) could be misleading depending on which municipalities respond in any given year. Due to the relatively small sample size, and possible large differences between municipalities, even a slight change in the makeup of responding municipalities could cause the numbers to change significantly. Comparisons should be approached on a question-by-question basis.

RESPONDING MUNICIPALITIES

Akron, Alamosa, Aspen, Aurora, Avon, Black Hawk, Blue River, Boulder, Bowmar, Breckenridge, Campo, Canon City, Carbondale, Cedaredge, Centennial, Cherry Hills Village, Coal Creek, Collbran, Columbine Valley, Commerce City, Crawford, Creede, Crested Butte, Crestone, Cripple Creek, Dacono, Dolores, Durango, Eaton, Federal Heights, Fort Collins, Fort Morgan, Fowler, Foxfield, Frisco, Georgetown, Gilcrest, Glenwood Springs, Golden, Greeley, Green Mountain Falls, Grover, Gunnison, Hartman, Holly, Jamestown, Kim, Kiowa, Kremmling, Lafayette, Lakewood, Leadville, Limon, Littleton, Log Lane Village, Longmont, Louisville, Loveland, Manzanola, Mead, Meeker, Milliken, Minturn, Montrose, Mountain Village, New Castle, Nunn, Oak Creek, Olathe, Ouray, Ovid, Palisade, Pritchett, Rangely, Rockvale, Silverthorne, Steamboat Springs, Superior, Thornton, Timnath, Vail, Vona, Westcliffe, Westminster, Wheat Ridge, Windsor, Woodland Park

Key findings

Below are select key findings from the survey. While many conclusions can be drawn from the data, the following were of particular interest and relevancy at the time of the survey. Findings are grouped by theme. In some findings, last year's findings are referenced; those detailed findings can be found in the full report from last year. Exhibit numbers for the supporting exhibit(s) follow each finding.

OVERALL FINANCIAL CONDITION AND TOP CHALLENGES

- **Municipalities overall were split on their perceptions of their fiscal situations in FY 2011 compared to FY 2010.**

Overall, about one-third of municipalities felt their situation was better (most feeling "somewhat better" as opposed to "much better"); one-third felt their situation was about the same; and one third felt their overall financial situation was worse (again, most feeling "somewhat worse" as opposed to "much worse").

Larger municipalities were more likely to feel they were in a "much" or "somewhat" better situation while smaller municipalities were more likely to feel "somewhat" or "much" worse.

Overall feelings of their financial condition, compared to last year's survey, were relatively unchanged. However, in 2011, larger municipalities were more likely to be feeling better and smaller municipalities were more likely to be feeling worse about their financial situation. *Exhibit 3-1.*

- **The top challenges facing municipalities overall in 2011 are the same as in 2010.** The top three challenges facing municipalities, regardless of size, were unfunded street/road maintenance and improvements, slow growth in tax revenues, and decline in tax revenues. These challenges held true across municipalities of different sizes, except for the largest municipalities (25,000 and larger) which rated increased health insurance costs as the third "major challenge" and decline in tax revenue as their fourth "major challenge." *Exhibits 3-2 and 3-3.*

REVENUE AND EXPENSE CHALLENGES

- **Municipalities were again split on their revenue condition for FY 2011.** Perhaps not surprisingly, municipalities held similar outlooks for their revenue as they did for their overall fiscal situation (noted above). Thirty-four percent indicated "about the same," 35 percent "better," and 30 percent "worse." Also similar was that larger municipalities generally had a more positive outlook on revenue than did smaller ones. *Exhibit 3-4.*

- **Sales and use taxes were one area in which municipalities were expecting an increase in revenue.** Fifty percent of all responding municipalities indicated they were expecting an increase in sales and use tax. Sales and use taxes along with increases for charges for services and fines and forfeits were the only areas more municipalities were expecting an increase rather than a decrease. In all other categories, more municipalities expected a decrease rather than an increase. It should be noted that in most cases, a plurality of municipalities were not expecting a change.

Municipalities of all sizes were most likely to indicate an expected increase in sales and use tax. However, there were greater differences among other sources. Generally, larger municipalities were more likely to expect an increase in any source compared to smaller municipalities. *Exhibit 3-5.*

- **Healthcare expenses continue to be the top expenditure for which municipalities expect an increase.** Six in 10 municipalities expect an increase in healthcare costs in 2011. The average expected increase among these municipalities is 10 percent. Healthcare was among the most common expenditure categories for all municipalities, regardless of size.

A greater proportion of responding municipalities indicated increased expenditures for several categories in 2011 than in 2010. Forty-two percent of all responding municipalities indicated an increase in staff compensation costs (29 percent in 2010); 37 percent indicated an increase in public safety (25 percent in 2010); 27 percent indicated an increase in planning, building, and community development (17 percent in 2010); and 47 percent indicated an increase in public works and utilities (39 percent in 2010). *Exhibit 3-6.*

INFRASTRUCTURE NEEDS

- **Municipalities continue to have a backlog of unfunded infrastructure projects.** Roughly one-quarter to one-third of municipalities indicated they had funded infrastructure projects in 2011; a similar proportion indicated unfunded needs. In nearly every case (with the exception of wastewater treatment facilities), the median amount unfunded was higher than the current median funded amount. Public safety facilities were the least likely needs among municipalities with 56 percent indicating they had no current need. *Exhibit 1-1.*
- **Street infrastructure needs continue to be a top unfunded area.** While 53 percent of municipalities indicated they had funded needs in 2011 (median amount of \$725,000), 50 percent indicated an unfunded need (median amount of \$1,500,000). This was greater than any other infrastructure category.
This is similar to previous years as well; 50 percent reported an unmet need in 2009 and 56 percent reported an unmet need in 2010. *Exhibit 1-1.*
Similarly, 30 percent of municipalities indicated a reduction in street maintenance services that were made to stabilize or reduce expenses. *Exhibit 3-8.*
- **Smaller municipalities were more likely to list an infrastructure project that cannot move forward because EIAF funds were unavailable.** Forty-three percent of municipalities with fewer than 2,000 people, and 36 percent of municipalities with 2,000 to 24,999 people, listed a project that cannot move forward due to lack of Energy Impact Assistance Funds. Approximately one-third of those had submitted an application to DOLA. *Exhibit 1-2.*

EFFORTS TO STABILIZE REVENUE AND EXPENSES

- **Actions to defer cost were the most common means to stabilize or enhance revenues.** Deferring capital projects and maintenance were the most common actions taken by municipalities of all sizes. Cuts to expenses involving staff were the second most common type of action to reduce expenses among municipalities overall. Twenty-eight percent reduced staff; 24 percent had a hiring freeze; and 15 percent cut staff benefits. Fee increases were the most common means to increase revenue. Forty-three percent of all municipalities indicated fee increases. This was especially common among larger municipalities; 54 percent of municipalities with 25,000 or more people indicated fee increases. *Exhibit 3-7.*
- **Municipalities reduced services to stabilize or reduce expenses, but at perhaps lower rates than in previous years.** Twelve percent of municipalities indicated services were reduced across the board (relatively unchanged from 11 percent in 2010); 30 percent reported reducing street maintenance (40 percent in 2010); 12 percent reported reducing park services (25 percent in 2010); 10 percent reported reducing police services (23 percent); and seven percent reported reducing recreation services (20 percent in 2010).
Larger municipalities were more likely to indicate reduced services across the board compared to small municipalities. *Exhibit 3-8.*
(The questions in Exhibits 3-7 and 3-8 were re-worded in 2011 to include a time frame on when the action was taken. This could explain some of the reductions observed.)
- Approximately one in 10 municipalities entered into an IGA or privatized services in 2010 and 2011. Thirteen percent of municipalities overall reported having privatized a service, and twelve percent indicated having entered into an intergovernmental agreement to provide services formerly provided solely by their municipality. *Exhibit 3-9.*

EFFORTS TO ENHANCE ECONOMIC ACTIVITY

- **Municipalities of all sizes are engaged in economic development activities.** Municipalities aren't only trying to stabilize or reduce expenses and revenue – they are also taking steps to promote economic development. Seventy-three percent of municipalities with fewer than 2,000 people had engaged in some form of economic development during 2011; more than 90 percent of the larger municipalities had been engaged. *Exhibit 2-2 Summary.*
- **Responding municipalities were split on their view of their economy in FY 2011 compared to FY2010.** Similar to their view of their fiscal and revenue positions, municipalities were split on their view of their economy. Thirty-five percent indicated “about the same;” 35 percent indicated “somewhat better;” and 20 percent indicated “somewhat worse.” Larger municipalities were more likely to indicate “better” while smaller municipalities were more likely to indicate “worse.” *Exhibit 2-1.*
- **Municipalities — especially larger ones — have dedicated resources for economic development.** While some municipalities of all sizes reported dedicated resources for economic development, larger municipalities were the most likely to have taken each action – dedicated staff, allocated budget, contract with external entity, or another resource. In fact, all responding municipalities with 25,000 or more people had dedicated staff; 85 percent also had allocated budgets. *Exhibit 2-3.*
- **As in past years, types of economic development activities can vary widely.** Tourism promotion was the most common overall with 42 percent of municipalities having indicated they engaged in this activity in the last 12 months. This was the most common activity among municipalities with fewer than 25,000 people. For larger municipalities, tax incentives to business, redevelopment projects, and services to small business were the most commonly engaged economic development activities (85 percent each). *Exhibit 2-2 Detailed.*

ALTERNATIVE ENERGY PROJECTS STILL A PRIORITY FOR MANY LARGER MUNICIPALITIES

- **Nearly half of larger municipalities have participated in alternative energy projects.** As in previous years, the larger the municipality, the more likely they were to have participated in at least one alternative energy project. Forty-six percent of municipalities with more than 25,000 people had participated in a project compared to 15 percent of municipalities with 2,000 to 24,999 people and five percent of municipalities with fewer than 2,000 people.

Hybrid/electric vehicles were the most common (77 percent of municipalities with more than 25,000 people) followed by solar power (62 percent of municipalities with more than 25,000 people). *Exhibit 4-1.*

- **Smaller municipalities were more likely to have made special efforts to improve energy efficiency in government owned or operated buildings.** While municipalities with fewer than 2,000 people were less likely to have participated in alternative projects, a greater proportion (25 percent) indicated having made special efforts to improve energy efficiency in government buildings. The largest municipalities were still the most likely to have made special efforts to improve energy efficiency in their buildings (69 percent).

Replacing light bulbs with more efficient lighting (i.e., CFL), building energy audits, and installing more efficient heating and/or cooling systems were the most common steps taken. *Exhibit 4-2.*

- **Compared to making special efforts to improve energy efficiency in government buildings, municipalities were less likely to have made efforts to help their citizens increase their energy efficiency.** While 27 percent of municipalities overall had engaged in some action to improve energy efficiency in government buildings, only 17 percent had indicated action to help citizens improve energy efficiency. Again, the larger the municipality, the more likely they were to have engaged in some action (46 percent of municipalities with more than 25,000 people had taken some action compared to eight percent of municipalities with fewer than 2,000 people). *Exhibit 4-3.*

The following report presents findings for each question, in the order they were presented in the survey.

Section 1: Infrastructure and transportation

EXHIBIT 1.1: DRINKING WATER TREATMENT FACILITIES

(Q1. FOR EACH TYPE OF INFRASTRUCTURE LISTED BELOW, PLEASE INDICATE WHETHER YOUR MUNICIPALITY HAS ANY FUNDED PROJECTS IN 2011 (AND THE AMOUNT THEY ARE FUNDED FOR IN 2011), IF YOUR MUNICIPALITY HAS ANY UNFUNDED NEEDS (AND THE TOTAL DOLLAR AMOUNT NEEDED), OR IF THERE IS NO CURRENT NEED.)

Drinking Water Treatment Facilities					
	Percent with Funded Projects in 2011	Median Amount Funded	Percent with Unfunded Need	Median Amount Unfunded	Percent with No Current Need
25,000 & Larger	62%	\$1,175,000	8%	\$7,985,334	46%
2,000 to 24,999	18%	\$387,500	18%	\$3,800,000	58%
Fewer than 2,000	20%	\$409,000	18%	\$325,000	50%
<i>Overall</i>	<i>26%</i>	<i>\$518,000</i>	<i>16%</i>	<i>\$762,500</i>	<i>52%</i>

Drinking Water Treatment Facilities

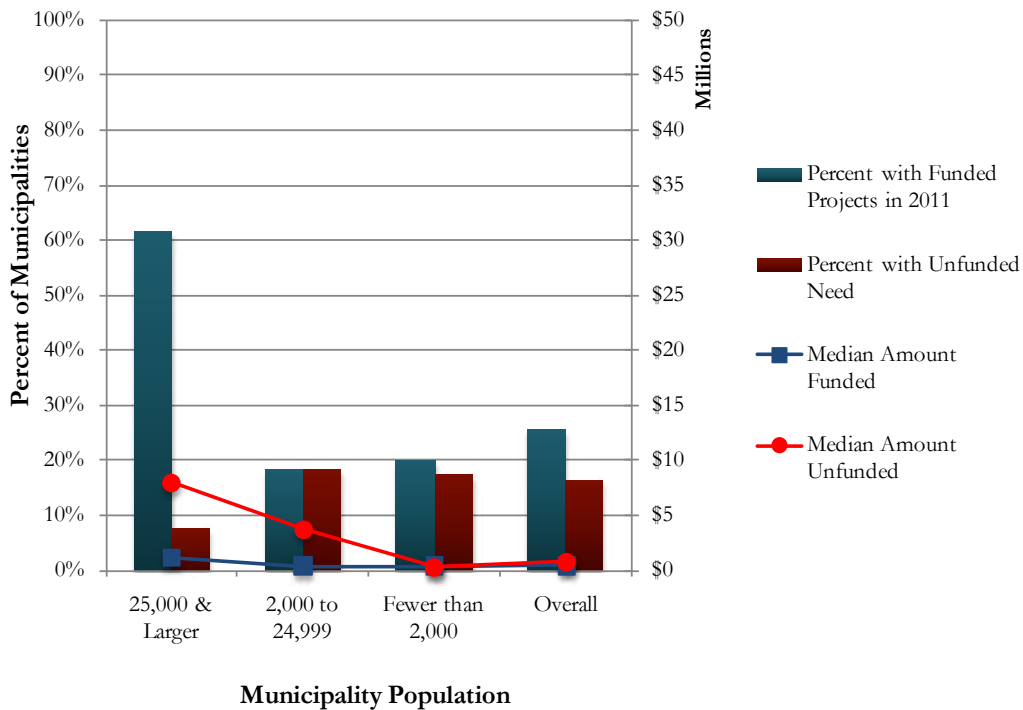


EXHIBIT 1.1: WASTEWATER TREATMENT FACILITIES

(Q1. FOR EACH TYPE OF INFRASTRUCTURE LISTED BELOW, PLEASE INDICATE WHETHER YOUR MUNICIPALITY HAS ANY FUNDED PROJECTS IN 2011 (AND THE AMOUNT THEY ARE FUNDED FOR IN 2011), IF YOUR MUNICIPALITY HAS ANY UNFUNDED NEEDS (AND THE TOTAL DOLLAR AMOUNT NEEDED), OR IF THERE IS NO CURRENT NEED.)

Wastewater Treatment Facilities					
	Percent with Funded Projects in 2011	Median Amount Funded	Percent with Unfunded Need	Median Amount Unfunded	Percent with No Current Need
25,000 & Larger	69%	\$3,973,415	8%	\$5,774,353	31%
2,000 to 24,999	33%	\$1,300,000	24%	\$875,000	39%
Fewer than 2,000	20%	\$360,000	30%	\$650,000	45%
<i>Overall</i>	<i>33%</i>	<i>\$1,175,000</i>	<i>24%</i>	<i>\$1,000,000</i>	<i>41%</i>

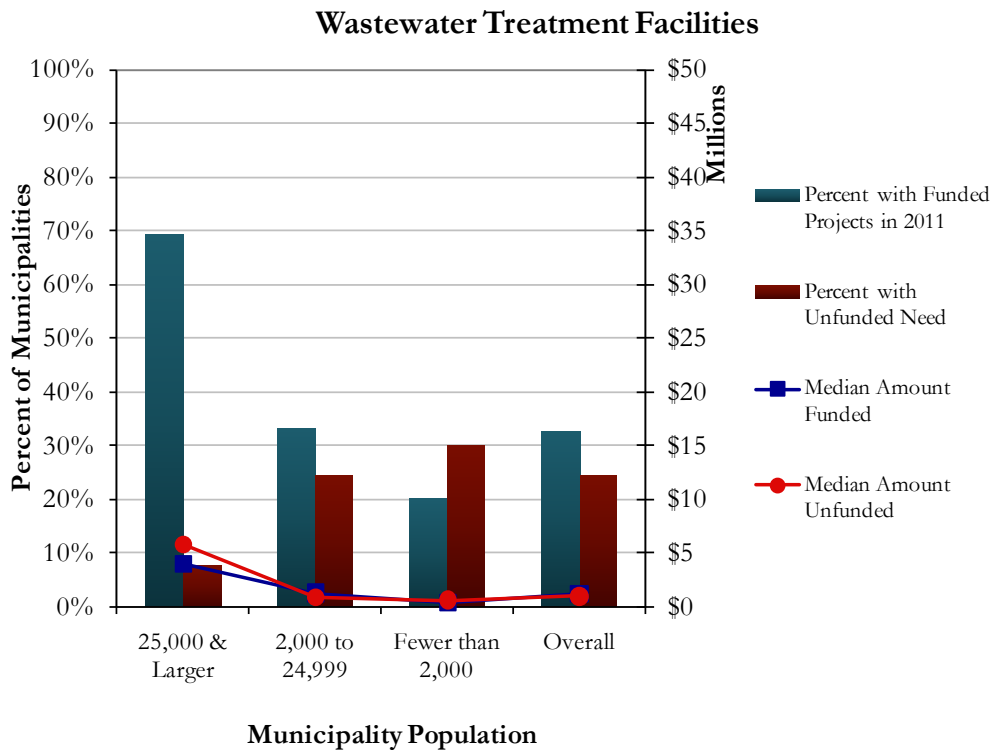


EXHIBIT 1.1: STORM WATER PROJECTS

(Q1. FOR EACH TYPE OF INFRASTRUCTURE LISTED BELOW, PLEASE INDICATE WHETHER YOUR MUNICIPALITY HAS ANY FUNDED PROJECTS IN 2011 (AND THE AMOUNT THEY ARE FUNDED FOR IN 2011), IF YOUR MUNICIPALITY HAS ANY UNFUNDED NEEDS (AND THE TOTAL DOLLAR AMOUNT NEEDED), OR IF THERE IS NO CURRENT NEED.)

Storm Water Projects					
	Percent with Funded Projects in 2011	Median Amount Funded	Percent with Unfunded Need	Median Amount Unfunded	Percent with No Current Need
25,000 & Larger	69%	\$3,483,333	31%	\$35,500,000	23%
2,000 to 24,999	36%	\$265,000	39%	\$750,000	27%
Fewer than 2,000	10%	\$206,500	28%	\$1,000,000	58%
<i>Overall</i>	<i>29%</i>	<i>\$425,000</i>	<i>33%</i>	<i>\$1,300,000</i>	<i>41%</i>

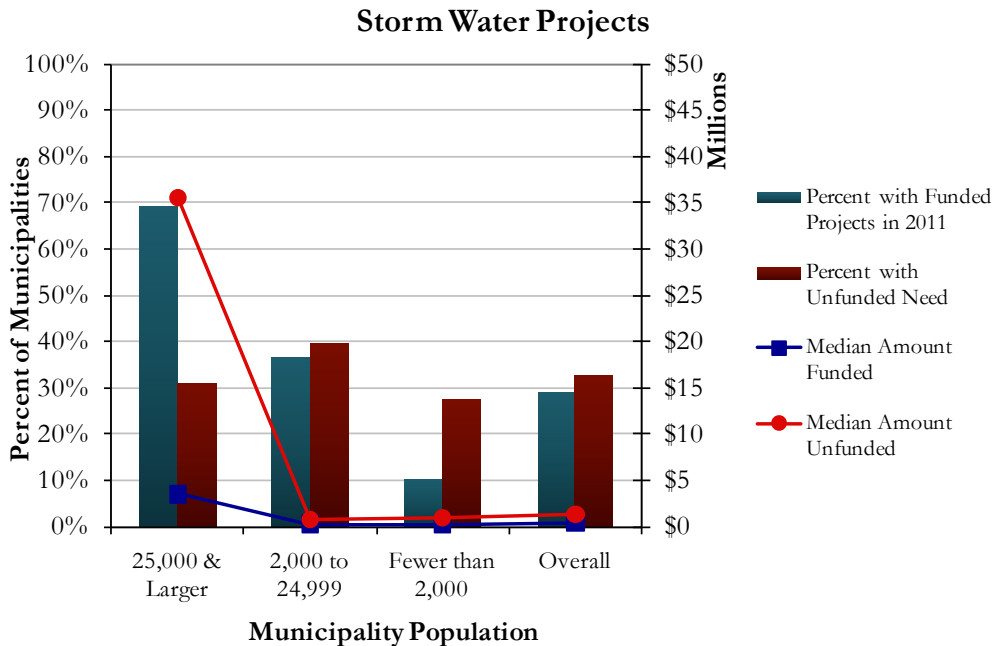


EXHIBIT 1.1: WATER SUPPLY AND STORAGE

(Q1. FOR EACH TYPE OF INFRASTRUCTURE LISTED BELOW, PLEASE INDICATE WHETHER YOUR MUNICIPALITY HAS ANY FUNDED PROJECTS IN 2011 (AND THE AMOUNT THEY ARE FUNDED FOR IN 2011), IF YOUR MUNICIPALITY HAS ANY UNFUNDED NEEDS (AND THE TOTAL DOLLAR AMOUNT NEEDED), OR IF THERE IS NO CURRENT NEED.)

Water Supply and Storage					
	Percent with Funded Projects in 2011	Median Amount Funded	Percent with Unfunded Need	Median Amount Unfunded	Percent with No Current Need
25,000 & Larger	69%	\$4,823,976	8%	\$12,620,385	46%
2,000 to 24,999	39%	\$1,086,252	27%	\$4,000,000	21%
Fewer than 2,000	28%	\$671,700	25%	\$375,000	40%
<i>Overall</i>	<i>38%</i>	<i>\$950,000</i>	<i>23%</i>	<i>\$1,050,000</i>	<i>34%</i>

Water Supply and Storage

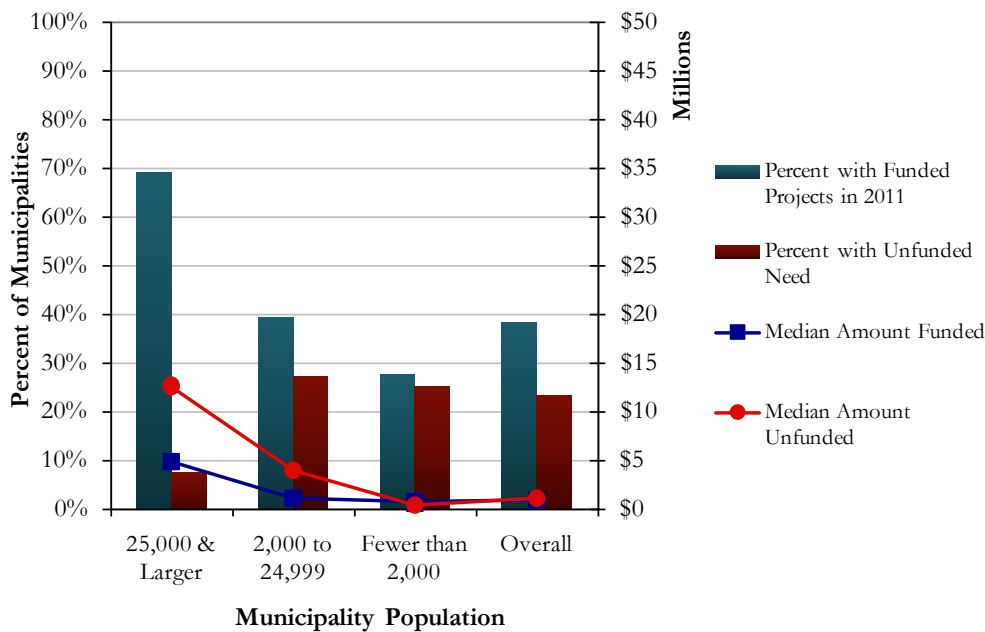


EXHIBIT 1.1: STREETS

(Q1. FOR EACH TYPE OF INFRASTRUCTURE LISTED BELOW, PLEASE INDICATE WHETHER YOUR MUNICIPALITY HAS ANY FUNDED PROJECTS IN 2011 (AND THE AMOUNT THEY ARE FUNDED FOR IN 2011), IF YOUR MUNICIPALITY HAS ANY UNFUNDED NEEDS (AND THE TOTAL DOLLAR AMOUNT NEEDED), OR IF THERE IS NO CURRENT NEED.)

Streets					
	Percent with Funded Projects in 2011	Median Amount Funded	Percent with Unfunded Need	Median Amount Unfunded	Percent with No Current Need
25,000 & Larger	85%	\$7,600,000	62%	\$32,561,575	0%
2,000 to 24,999	64%	\$750,000	42%	\$1,500,000	3%
Fewer than 2,000	35%	\$37,500	53%	\$500,000	18%
<i>Overall</i>	<i>53%</i>	<i>\$725,000</i>	<i>50%</i>	<i>\$1,500,000</i>	<i>9%</i>

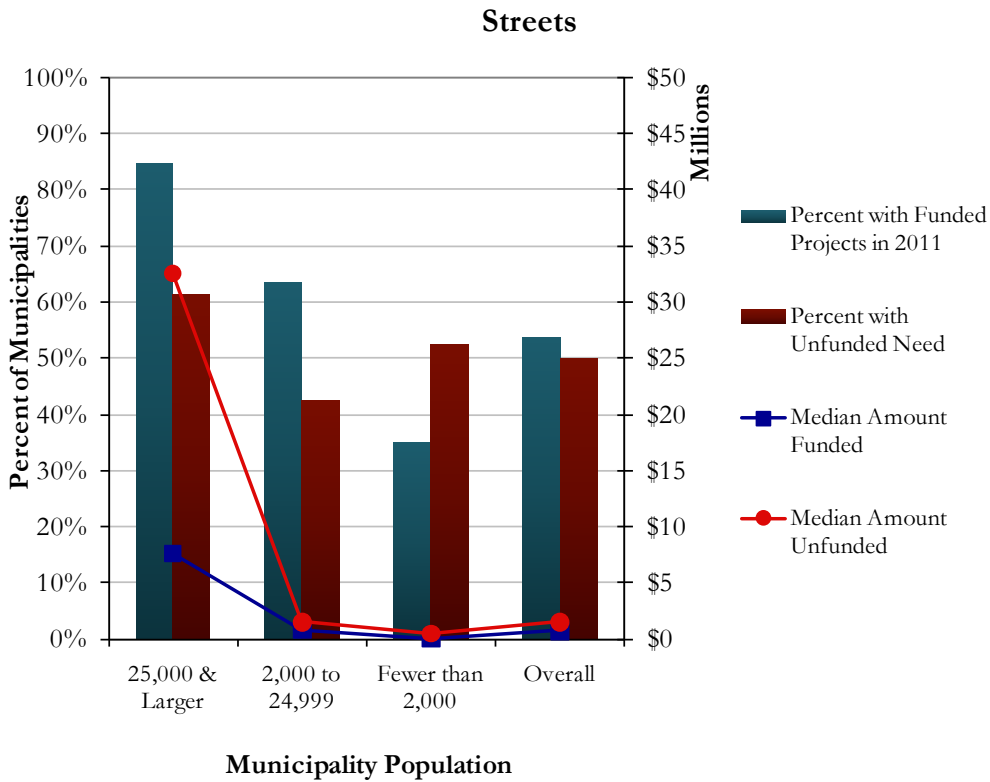


EXHIBIT 1.1: BRIDGES

(Q1. FOR EACH TYPE OF INFRASTRUCTURE LISTED BELOW, PLEASE INDICATE WHETHER YOUR MUNICIPALITY HAS ANY FUNDED PROJECTS IN 2011 (AND THE AMOUNT THEY ARE FUNDED FOR IN 2011), IF YOUR MUNICIPALITY HAS ANY UNFUNDED NEEDS (AND THE TOTAL DOLLAR AMOUNT NEEDED), OR IF THERE IS NO CURRENT NEED.)

Bridges					
	Percent with Funded Projects in 2011	Median Amount Funded	Percent with Unfunded Need	Median Amount Unfunded	Percent with No Current Need
25,000 & Larger	38%	\$69,000	46%	\$2,250,000	8%
2,000 to 24,999	12%	\$550,000	21%	\$750,000	55%
Fewer than 2,000	8%	\$175,000	20%	\$100,000	55%
<i>Overall</i>	<i>14%</i>	<i>\$100,000</i>	<i>24%</i>	<i>\$500,000</i>	<i>48%</i>

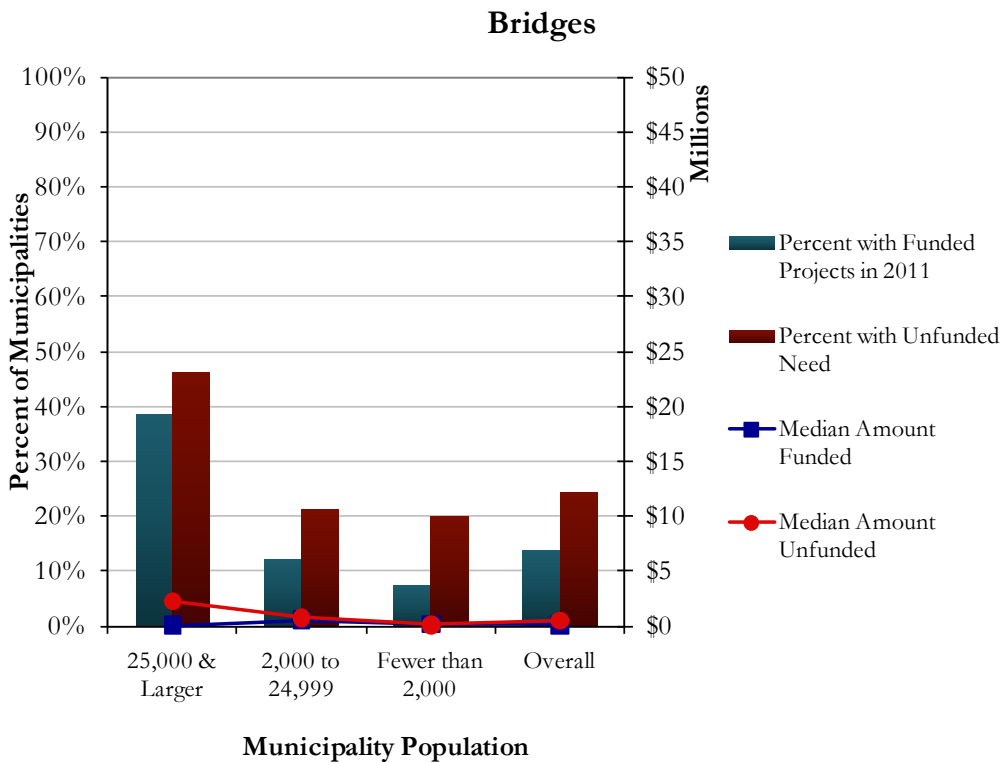


EXHIBIT 1.1: PUBLIC SAFETY FACILITY

(Q1. FOR EACH TYPE OF INFRASTRUCTURE LISTED BELOW, PLEASE INDICATE WHETHER YOUR MUNICIPALITY HAS ANY FUNDED PROJECTS IN 2011 (AND THE AMOUNT THEY ARE FUNDED FOR IN 2011), IF YOUR MUNICIPALITY HAS ANY UNFUNDED NEEDS (AND THE TOTAL DOLLAR AMOUNT NEEDED), OR IF THERE IS NO CURRENT NEED.)

Public Safety Facilities					
	Percent with Funded Projects in 2011	Median Amount Funded	Percent with Unfunded Need	Median Amount Unfunded	Percent with No Current Need
25,000 & Larger	38%	\$227,250	23%	\$12,287,592	38%
2,000 to 24,999	15%	\$1,050,000	18%	\$550,000	48%
Fewer than 2,000	5%	\$97,950	8%	\$100,000	68%
<i>Overall</i>	<i>14%</i>	<i>\$180,000</i>	<i>14%</i>	<i>\$1,000,000</i>	<i>56%</i>

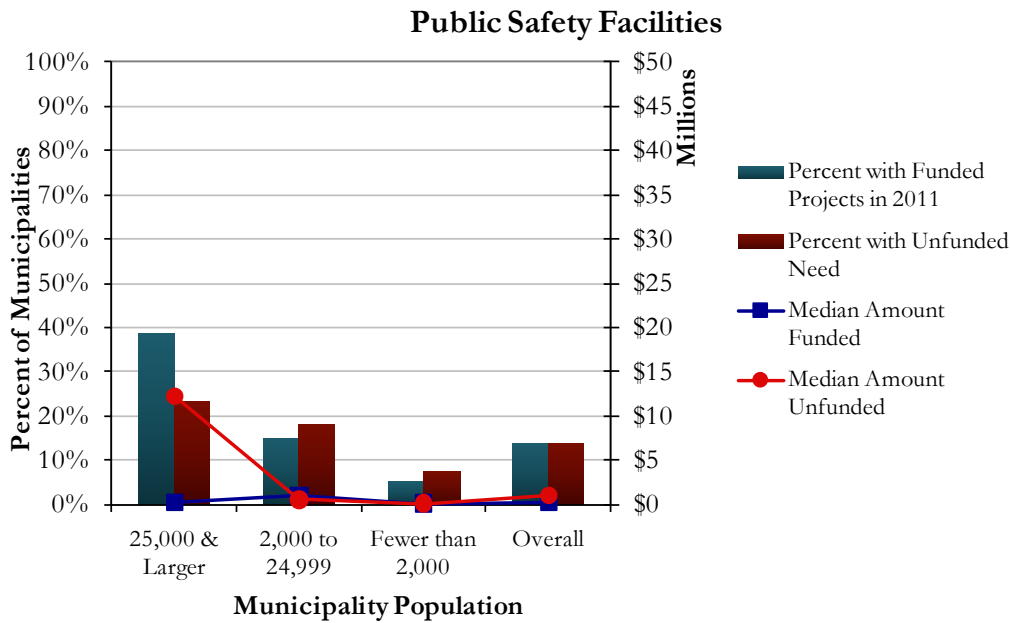


EXHIBIT 1.1: PUBLIC BUILDINGS

(Q1. FOR EACH TYPE OF INFRASTRUCTURE LISTED BELOW, PLEASE INDICATE WHETHER YOUR MUNICIPALITY HAS ANY FUNDED PROJECTS IN 2011 (AND THE AMOUNT THEY ARE FUNDED FOR IN 2011), IF YOUR MUNICIPALITY HAS ANY UNFUNDED NEEDS (AND THE TOTAL DOLLAR AMOUNT NEEDED), OR IF THERE IS NO CURRENT NEED.)

Public Buildings					
	Percent with Funded Projects in 2011	Median Amount Funded	Percent with Unfunded Need	Median Amount Unfunded	Percent with No Current Need
25,000 & Larger	54%	\$1,484,000	46%	\$8,500,000	15%
2,000 to 24,999	30%	\$800,000	24%	\$1,500,000	36%
Fewer than 2,000	13%	\$186,000	35%	\$175,000	48%
<i>Overall</i>	<i>26%</i>	<i>\$800,000</i>	<i>33%</i>	<i>\$850,000</i>	<i>38%</i>

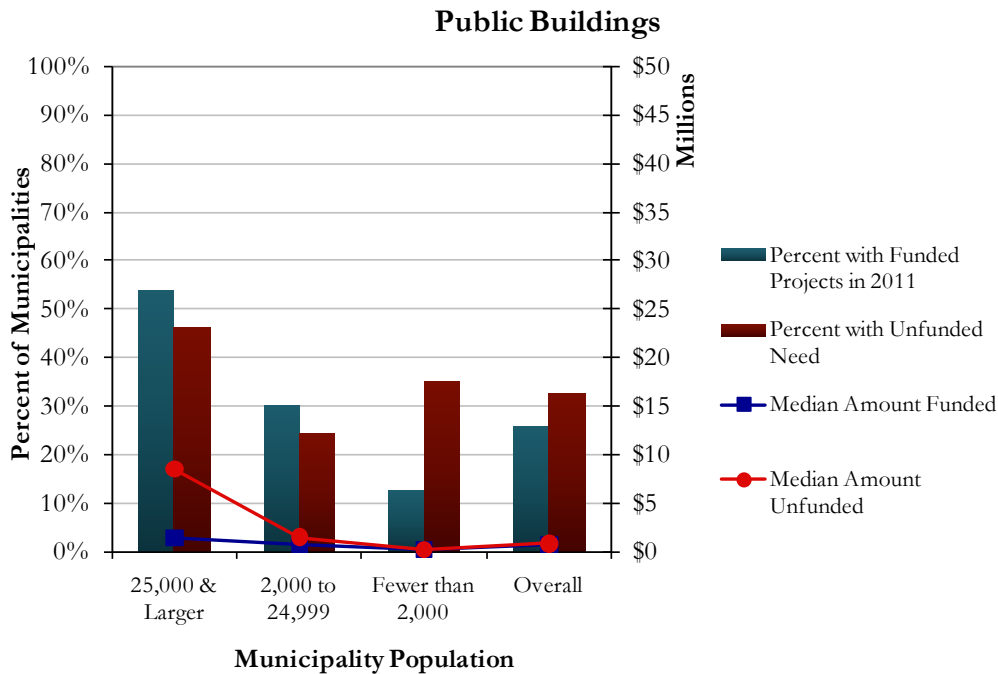


EXHIBIT 1.2

(Q4. DO YOU HAVE AN INFRASTRUCTURE PROJECT THAT CANNOT MOVE FORWARD BECAUSE ENERGY IMPACT ASSISTANCE FUNDS ARE UNAVAILABLE? IF SO, PLEASE PROVIDE A BRIEF DESCRIPTION OF THE PROJECT AND INDICATE WHETHER YOU SUBMITTED AN APPLICATION TO DOLA.)

Infrastructure and EIAF Funds				
	25,000 & Larger	2,000 to 24,999	Fewer than 2,000	Overall
Submitted application to DOLA	0%	12%	15%	12%
Listed an infrastructure project that cannot move forward because EIAF funds unavailable	0%	36%	43%	34%

EXHIBIT 1.3

(Q6. IN THE PAST 12 MONTHS HAVE YOU COMPLETED, OR ARE YOU CONSIDERING IN THE NEXT 12 MONTHS, CAPITALIZING A MUNICIPAL FACILITY (SELLING THE FACILITY AND THEN LEASING THE SPACE)? CHECK ALL THAT APPLY.)

Capitalizing Municipal Facilities				
	Yes, we have completed capitalizing a municipal facility	Yes, we are considering capitalizing a municipal facility	No, we have not completed, nor are we considering capitalizing a municipal facility	No Response
25,000 & Larger	0%	0%	92%	8%
2,000 to 24,999	0%	6%	85%	9%
Fewer than 2,000	0%	0%	93%	8%
<i>Overall</i>	<i>0%</i>	<i>2%</i>	<i>90%</i>	<i>8%</i>

Section 2: Economic Development

EXHIBIT 2.1

(Q7. DO YOU FEEL THE OVERALL ECONOMY IN YOUR MUNICIPALITY IS BETTER OR WORSE IN FY 2011 COMPARED TO FY 2010?)

Municipality's FY 2011 Overall Economy Compared to FY 2010							
Population	Much better	Somewhat better	About the same	Somewhat worse	Much worse	Don't know	No response
25,000 & Larger	0%	46%	54%	0%	0%	0%	0%
2,000 to 24,999	0%	52%	33%	15%	0%	0%	0%
Fewer than 2,000	3%	18%	30%	30%	15%	0%	5%
<i>Overall</i>	<i>1%</i>	<i>35%</i>	<i>35%</i>	<i>20%</i>	<i>7%</i>	<i>0%</i>	<i>2%</i>

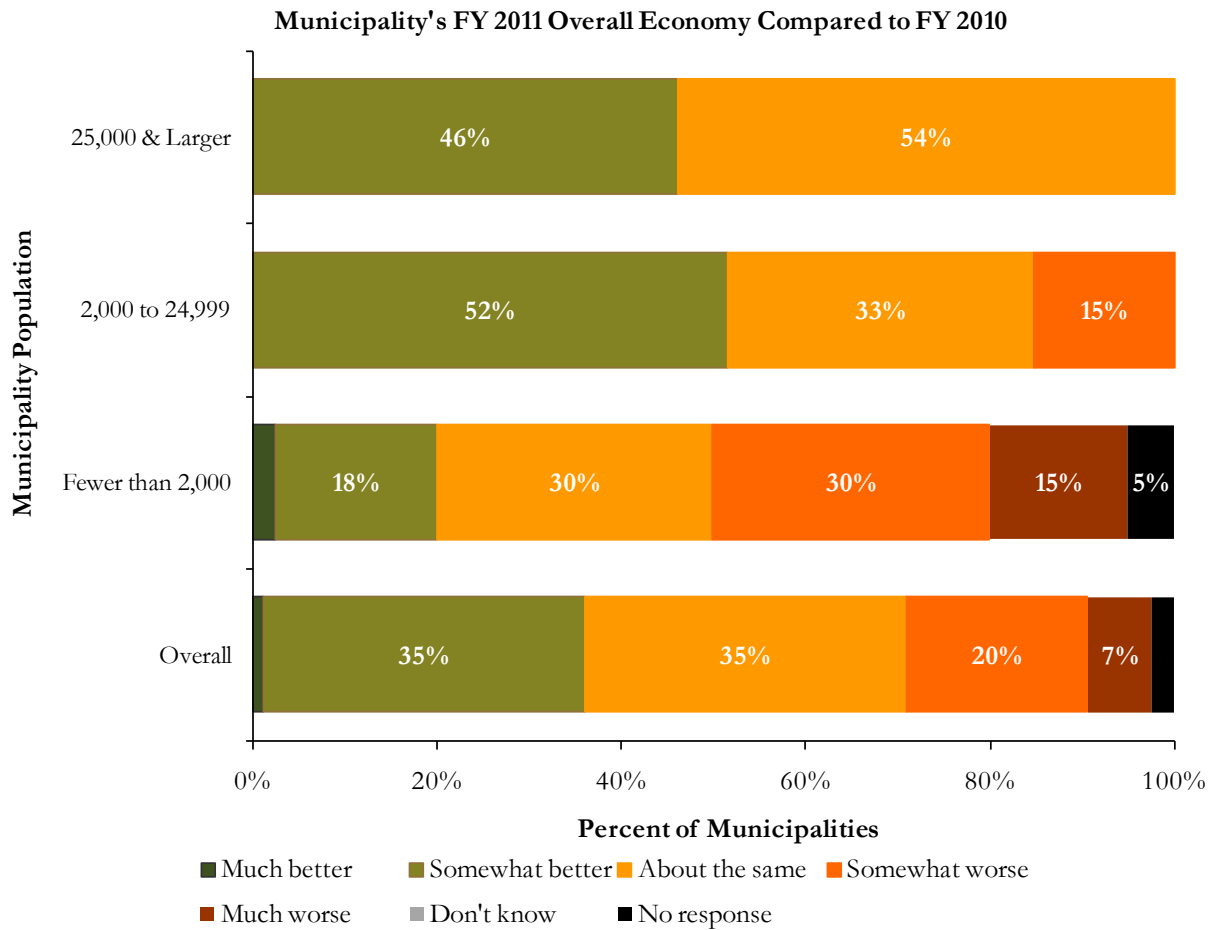


EXHIBIT 2.2 SUMMARY

(Q8. WHICH OF THE FOLLOWING ACTIVITIES HAS YOUR LOCAL MUNICIPALITY ENGAGED IN DURING 2011 FOR THE PURPOSES OF ECONOMIC DEVELOPMENT? PLEASE CHECK ALL THAT APPLY.)

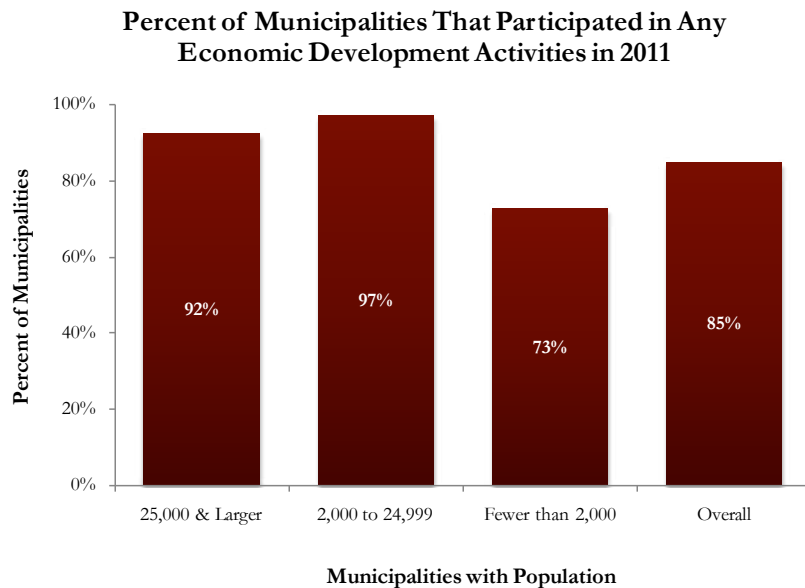


EXHIBIT 2.2 DETAILED

(Q8. WHICH OF THE FOLLOWING ACTIVITIES HAS YOUR LOCAL MUNICIPALITY ENGAGED IN DURING 2011 FOR THE PURPOSES OF ECONOMIC DEVELOPMENT? PLEASE CHECK ALL THAT APPLY.)

Percent of Municipalities Engaged in Each Activity for Economic Development in 2010

	Population	25,000 & Larger	2,000 to 24,999	Fewer than 2,000	Overall
Tourism promotion		38%	58%	30%	42%
Streetscape/aesthetic improvements		54%	48%	25%	38%
Creation of an economic development plan		69%	42%	13%	33%
Services to small businesses		85%	27%	10%	28%
Outreach or marketing to outside businesses		69%	30%	13%	28%
Promoting entrepreneurship		69%	27%	13%	27%
Tax incentives to businesses		85%	30%	5%	27%
Redevelopment projects		85%	24%	5%	24%
Other infrastructure improvements		54%	27%	10%	23%
Reduced/waived building permit fees		62%	24%	8%	22%
Grants for businesses		54%	30%	3%	21%
Creation of more affordable housing		54%	27%	5%	21%
Invest in "Buy-Local" marketing programs		54%	21%	10%	21%
Technical or business assistance to local businesses		69%	15%	8%	20%
Transportation/parking infrastructure		46%	18%	5%	16%
Human investment (education/training)		46%	12%	5%	14%
Creation of special development authorities/districts		46%	12%	0%	12%
Access to lending		46%	9%	0%	10%
IT infrastructure		8%	15%	3%	8%
Other		31%	24%	25%	26%

EXHIBIT 2.3 SUMMARY

(Q10. WHAT RESOURCES DOES YOUR MUNICIPALITY DEDICATE FOR THE SOLE PURPOSE OF ECONOMIC DEVELOPMENT? PLEASE CHECK ALL THAT APPLY.)

Percent of Municipalities That Dedicated Any Resources to Economic Development Activities in 2011

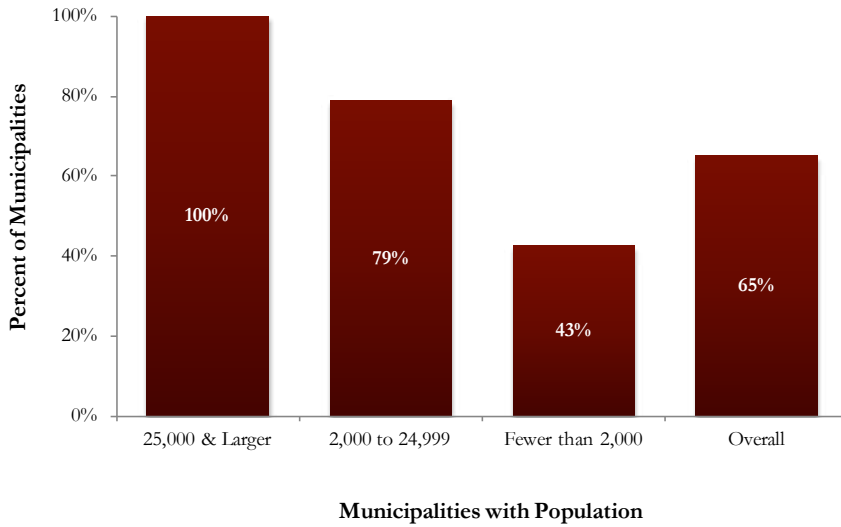
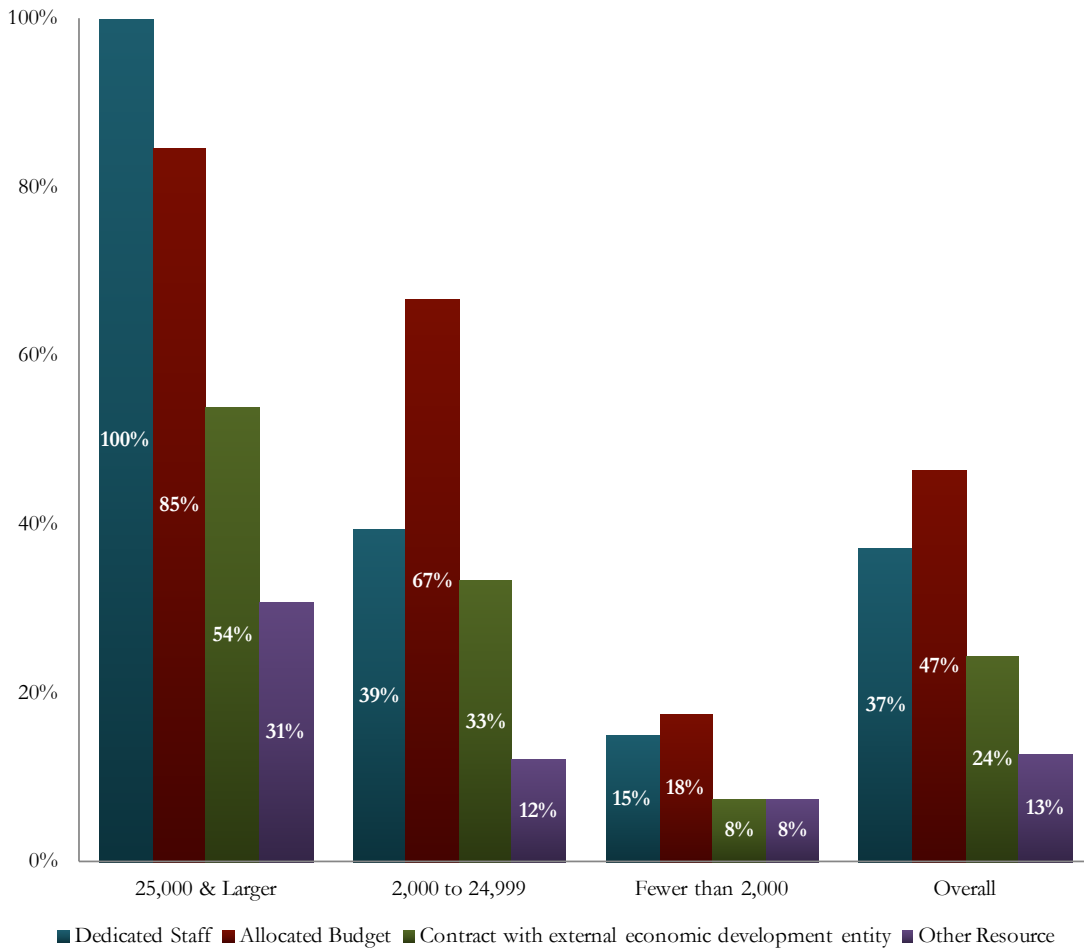


EXHIBIT 2.3 DETAILED

(Q10. WHAT RESOURCES DOES YOUR MUNICIPALITY DEDICATE FOR THE SOLE PURPOSE OF ECONOMIC DEVELOPMENT? PLEASE CHECK ALL THAT APPLY.)



Section 3: Revenue challenges

EXHIBIT 3.1

(Q13. DO YOU FEEL YOUR MUNICIPALITY'S FINANCIAL SITUATION IS BETTER OR WORSE IN FY 2011 COMPARED TO FY 2010?)

Municipality's FY 2011 Financial Situation Compared to FY 2010							
Population	Much better	Somewhat better	About the same	Somewhat worse	Much worse	Don't know	No response
25,000 & Larger	8%	62%	15%	15%	0%	0%	0%
2,000 to 24,999	3%	42%	36%	15%	0%	0%	3%
Fewer than 2,000	0%	10%	33%	38%	13%	0%	8%
<i>Overall</i>	<i>2%</i>	<i>30%</i>	<i>31%</i>	<i>26%</i>	<i>6%</i>	<i>0%</i>	<i>5%</i>

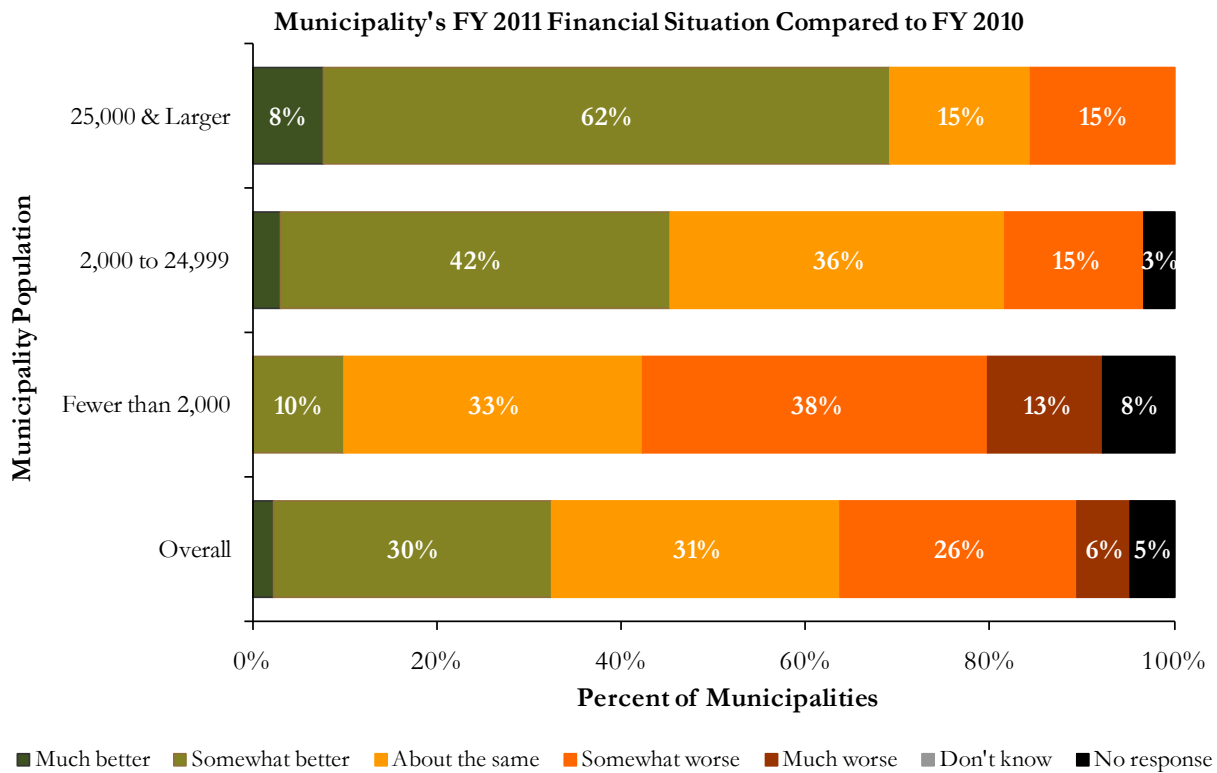


EXHIBIT 3.2: ALL MUNICIPALITIES

(Q14. TAKING INTO ACCOUNT BOTH THE MAGNITUDE OF THE FOLLOWING ISSUES AND THE EASE OR DIFFICULTY OF ADDRESSING THEM, PLEASE RATE THE FOLLOWING POTENTIAL FISCAL CHALLENGES THAT YOUR MUNICIPALITY FACES IN 2012.)

2012's Fiscal Challenges: All Municipalities

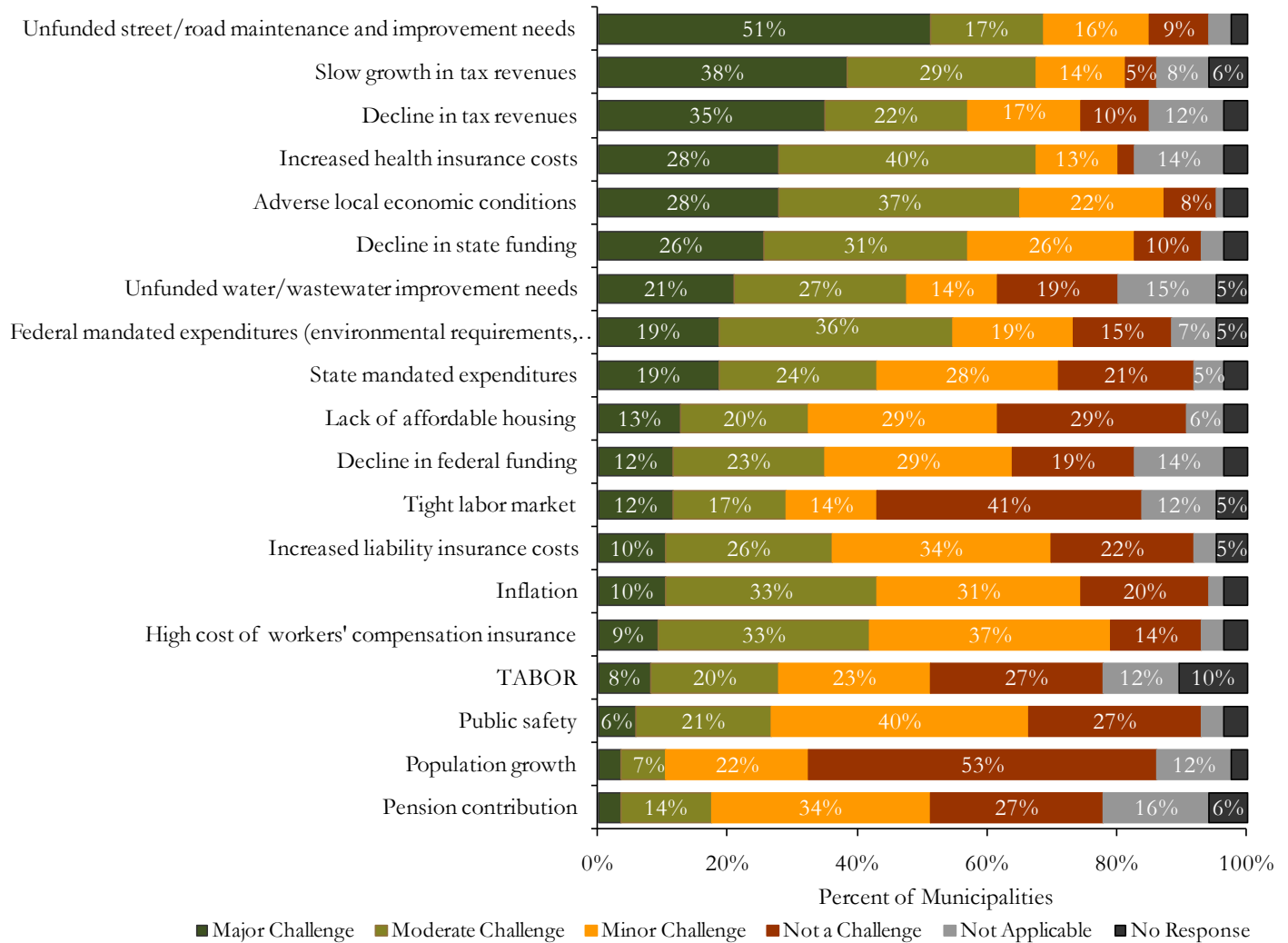


EXHIBIT 3.2: MUNICIPALITIES FEWER THAN 2,000

(Q14. TAKING INTO ACCOUNT BOTH THE MAGNITUDE OF THE FOLLOWING ISSUES AND THE EASE OR DIFFICULTY OF ADDRESSING THEM, PLEASE RATE THE FOLLOWING POTENTIAL FISCAL CHALLENGES THAT YOUR MUNICIPALITY FACES IN 2012.)

2012's Fiscal Challenges: Municipalities of Fewer than 2,000

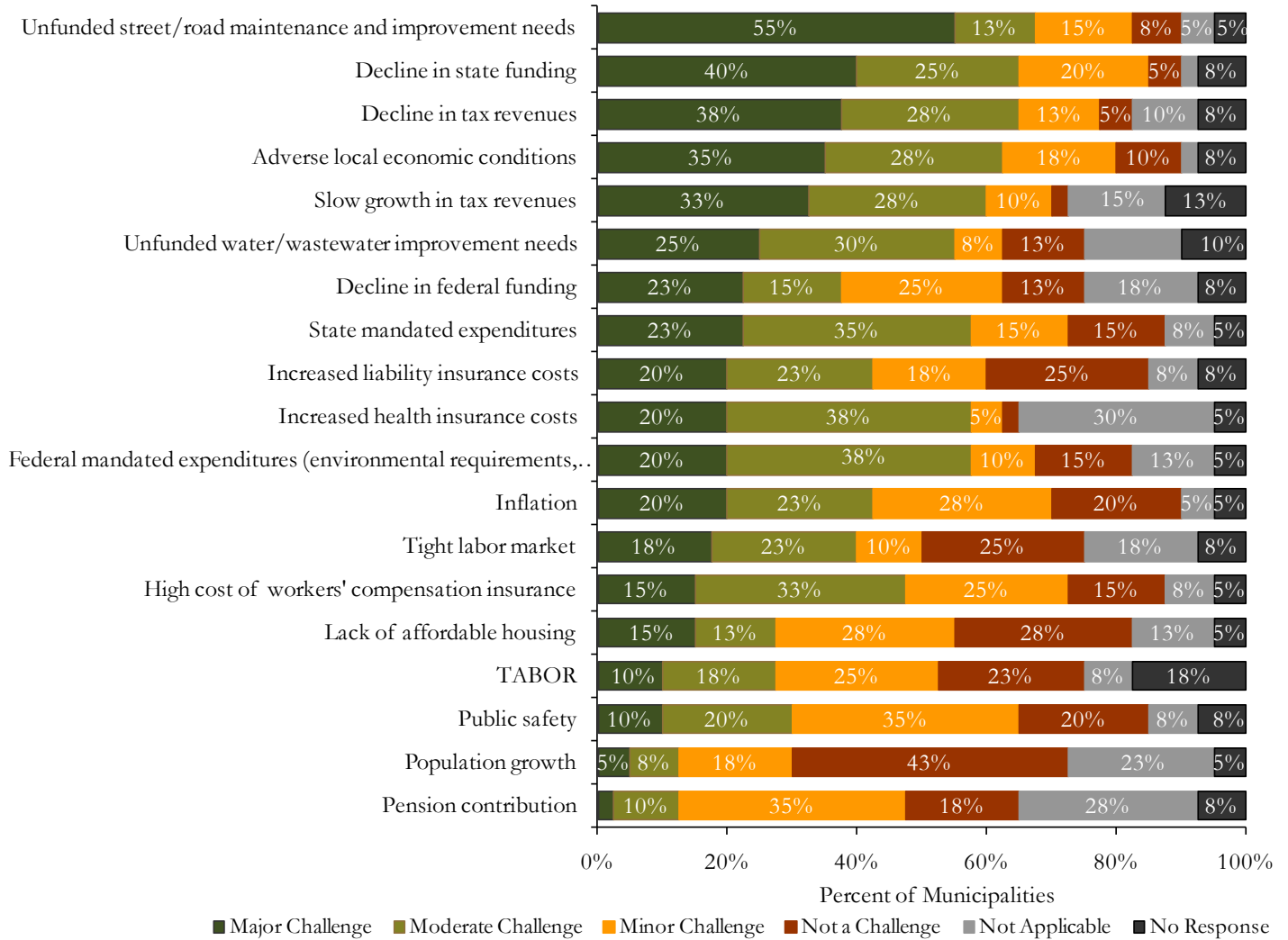


EXHIBIT 3.2: MUNICIPALITIES 2,000 TO 24,999

(Q14. TAKING INTO ACCOUNT BOTH THE MAGNITUDE OF THE FOLLOWING ISSUES AND THE EASE OR DIFFICULTY OF ADDRESSING THEM, PLEASE RATE THE FOLLOWING POTENTIAL FISCAL CHALLENGES THAT YOUR MUNICIPALITY FACES IN 2012.)

2012's Fiscal Challenges: Municipalities of 2,000 to 24,999

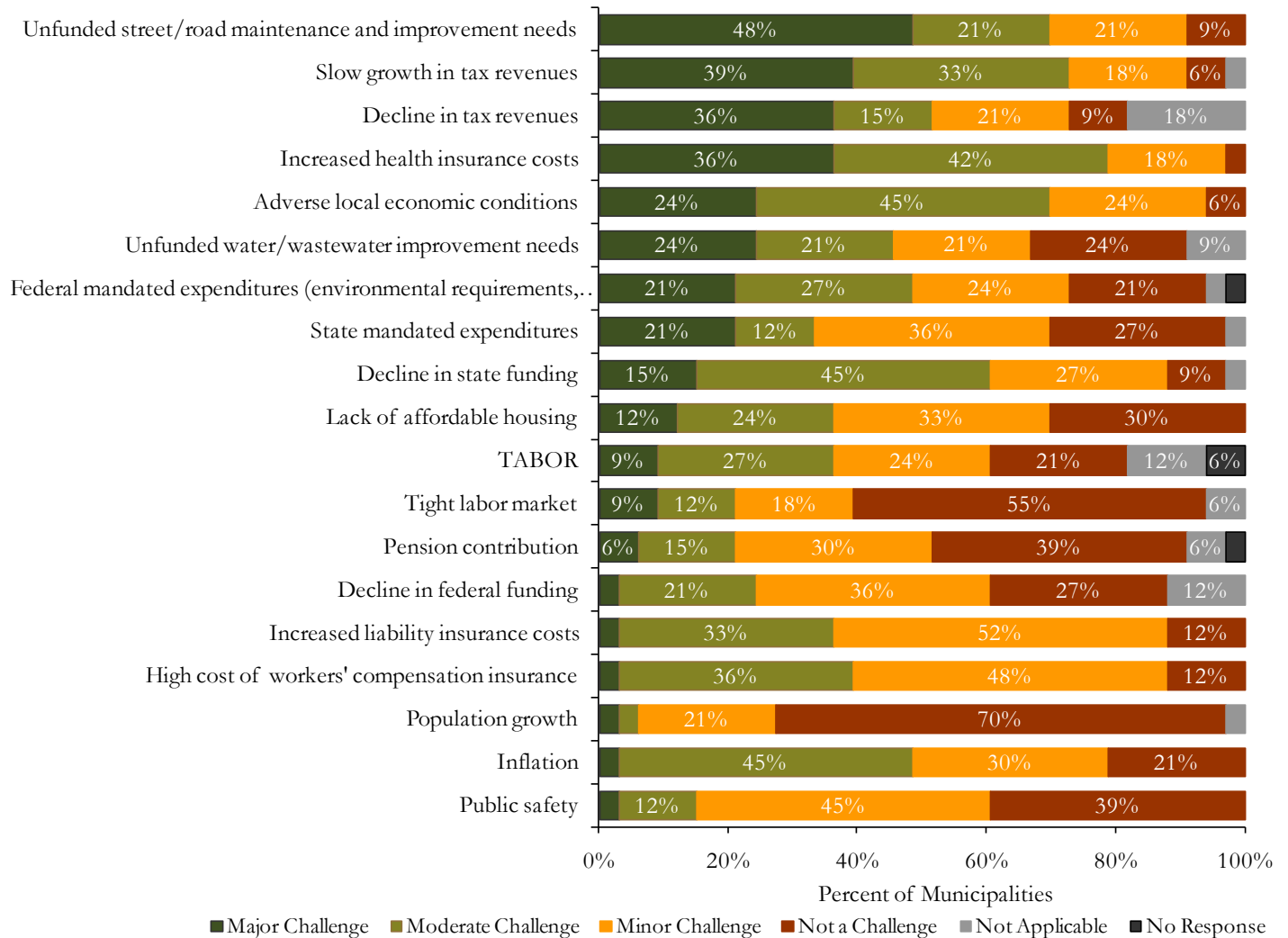


EXHIBIT 3.2: MUNICIPALITIES 25,000 AND LARGER

(Q14. TAKING INTO ACCOUNT BOTH THE MAGNITUDE OF THE FOLLOWING ISSUES AND THE EASE OR DIFFICULTY OF ADDRESSING THEM, PLEASE RATE THE FOLLOWING POTENTIAL FISCAL CHALLENGES THAT YOUR MUNICIPALITY FACES IN 2012.)

2012's Fiscal Challenges: Municipalities of 25,000 & Larger

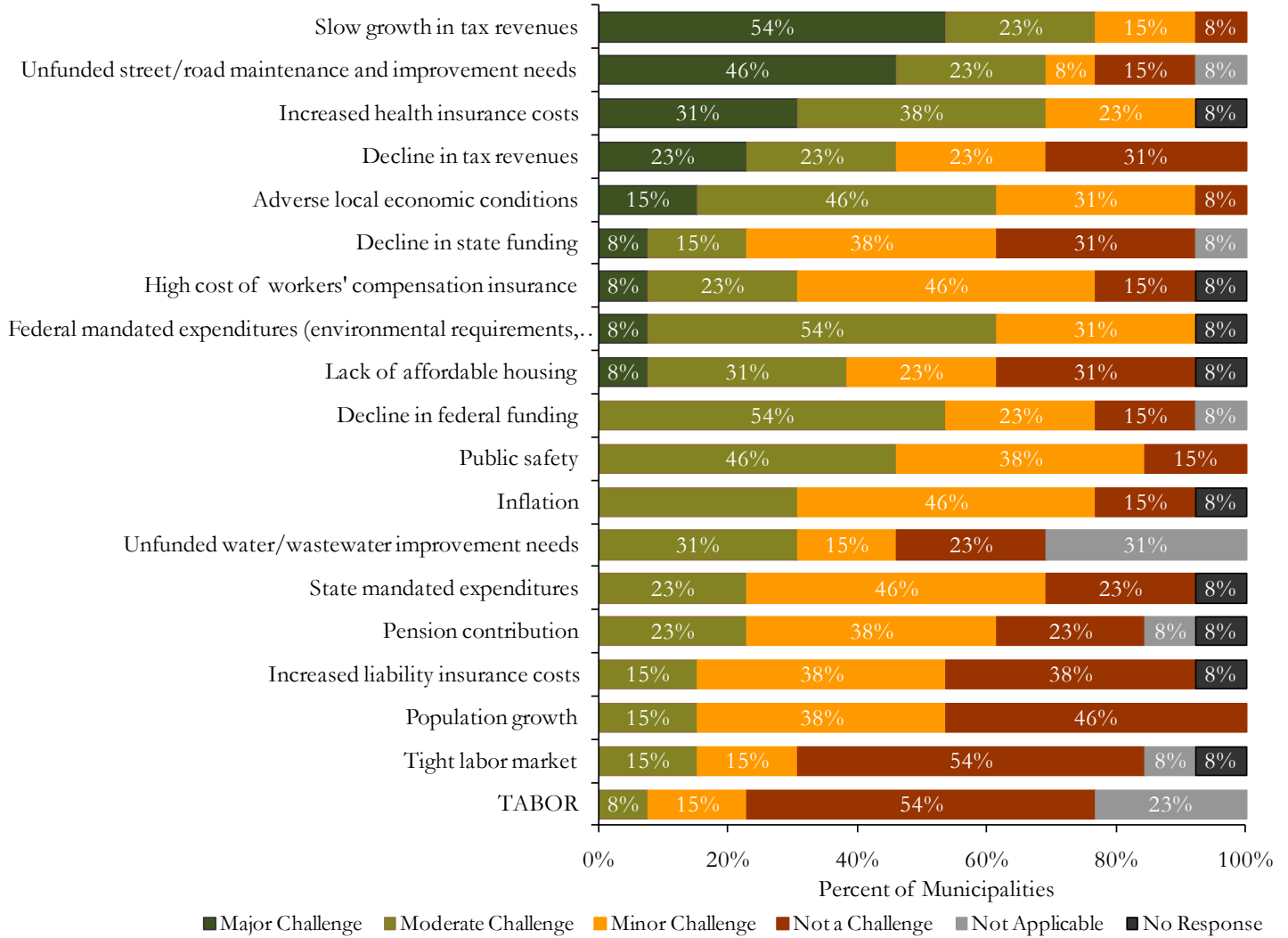


EXHIBIT 3.3

(Q15. PLEASE RANK YOUR TOP THREE CHALLENGES FROM THE ABOVE LIST THAT YOUR MUNICIPALITY FACES IN 2012)

Percentage of Municipalities Ranking Each Challenge Among Their Top 3					
	Population	25,000 & Larger	2,000 to 24,999	Fewer than 2,000	Overall
TABOR		8%	12%	5%	8%
Slow growth in tax revenues		69%	48%	20%	38%
Decrease in tax revenues		23%	15%	33%	24%
Decline in federal funding		15%	0%	8%	6%
Decline in state funding		15%	15%	18%	16%
Increased liability insurance costs		0%	3%	8%	5%
Increased health insurance costs		46%	45%	18%	33%
High cost of workers' compensation insurance		0%	3%	5%	3%
Federal mandated expenditures (environmental requirements, ADA compliance, etc.)		23%	12%	18%	16%
State mandated expenditures		0%	6%	15%	9%
Population growth		0%	3%	0%	1%
Adverse local economic conditions		31%	45%	25%	34%
Inflation		0%	6%	5%	5%
Unfunded street/road maintenance and improvement needs		46%	52%	43%	47%
Lack of affordable housing		0%	6%	3%	3%
Tight labor market		0%	12%	3%	6%
Public safety		15%	3%	5%	6%
Unfunded water/wastewater improvement needs		0%	9%	25%	15%
Pension contribution		0%	0%	5%	2%
<i>No response</i>		0%	0%	13%	6%

EXHIBIT 3-4

(Q16. DO YOU FEEL YOUR MUNICIPALITY'S REVENUE IS BETTER OR WORSE IN FY 2011 COMPARED TO FY 2010?)

Municipality's FY 2011 Revenue Compared to FY 2010							
Population	Much better	Somewhat better	About the same	Somewhat worse	Much worse	Don't know	No response
25,000 & Larger	8%	54%	31%	8%	0%	0%	0%
2,000 to 24,999	0%	42%	39%	18%	0%	0%	0%
Fewer than 2,000	3%	18%	30%	35%	13%	0%	3%
<i>Overall</i>	<i>2%</i>	<i>33%</i>	<i>34%</i>	<i>24%</i>	<i>6%</i>	<i>0%</i>	<i>1%</i>

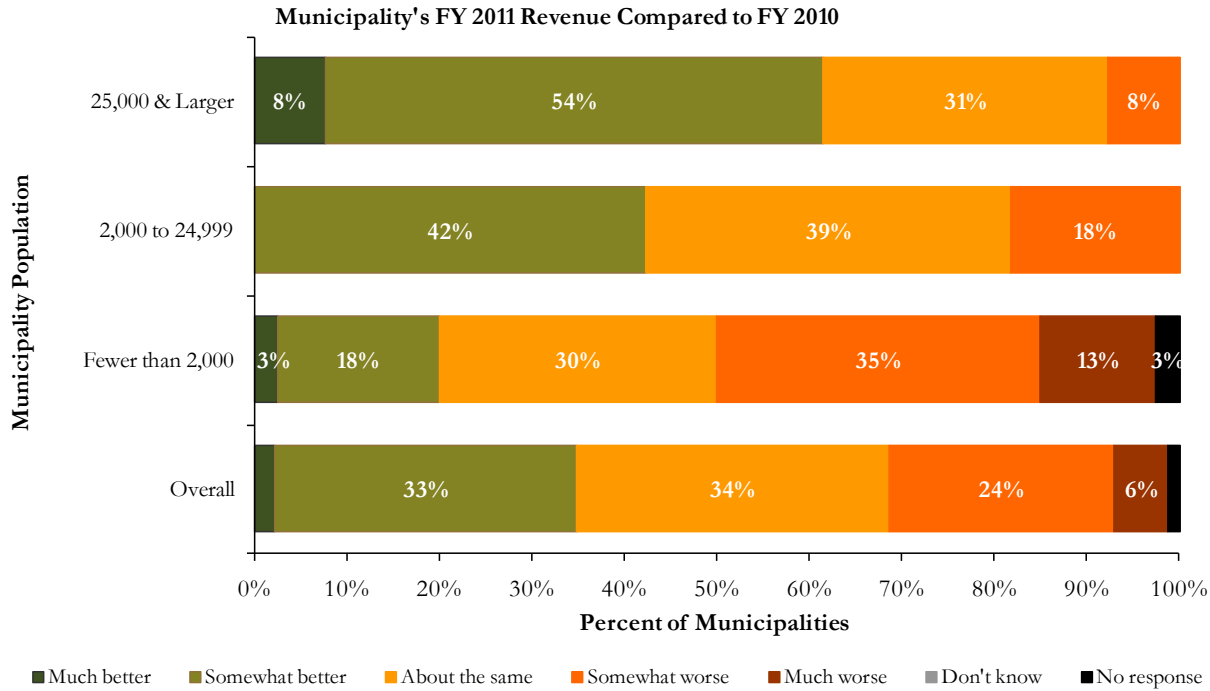


EXHIBIT 3.5: ALL MUNICIPALITIES

(Q17. FOR EACH OF THE FOLLOWING REVENUE CATEGORIES, PLEASE FIRST INDICATE WHETHER YOU EXPECT AN INCREASE, DECREASE, OR NO CHANGE FOR THAT SOURCE OF REVENUE IN 2011, AND SECOND INDICATE THE ESTIMATED PERCENT CHANGE FROM 2010.)

Expected Changes in Revenue Sources for All Municipalities						
	Percent Expecting Increase	Average Expected Increase (%)	Percent Expecting Decrease	Average Expected Decrease (%)	Percent Expecting No Change	No Response
Sales and use taxes	50%	3.3	22%	5.0	21%	7%
Property taxes	23%	2.1	40%	10.0	34%	3%
State funding	10%	5.3	40%	10.0	43%	7%
Other taxes	14%	6.0	29%	3.4	47%	10%
Charges for services	34%	5.0	20%	11.0	42%	5%
Licenses, permits, and fees	20%	9.0	28%	22.5	44%	8%
Fines and forfeits	26%	12.2	21%	10.5	48%	6%
Investment and interest income	10%	31.5	48%	25.0	37%	5%
Other revenue	6%	38.0	13%	20.0	26%	56%

EXHIBIT 3.5: MUNICIPALITIES FEWER THAN 2,000

(Q17. FOR EACH OF THE FOLLOWING REVENUE CATEGORIES, PLEASE FIRST INDICATE WHETHER YOU EXPECT AN INCREASE, DECREASE, OR NO CHANGE FOR THAT SOURCE OF REVENUE IN 2011, AND SECOND INDICATE THE ESTIMATED PERCENT CHANGE FROM 2010.)

Expected Changes in Revenue Sources for Municipalities of Fewer than 2,000						
	Percent Expecting Increase	Average Expected Increase (%)	Percent Expecting Decrease	Average Expected Decrease (%)	Percent Expecting No Change	No Response
Sales and use taxes	25%	7.5	33%	5.0	30%	13%
Property taxes	20%	5.5	53%	10.0	23%	5%
State funding	5%	1.5	43%	9.0	45%	8%
Other taxes	3%	14.8	25%	3.0	55%	18%
Charges for services	23%	3.0	10%	4.1	60%	8%
Licenses, permits, and fees	13%	5.0	15%	40.0	60%	13%
Fines and forfeits	20%	15.0	10%	6.0	60%	10%
Investment and interest income	3%	20.0	50%	15.0	40%	8%
Other revenue	0%	NA	13%	30.3	28%	60%

EXHIBIT 3.5: MUNICIPALITIES 2,000 TO 24,999

(Q17. FOR EACH OF THE FOLLOWING REVENUE CATEGORIES, PLEASE FIRST INDICATE WHETHER YOU EXPECT AN INCREASE, DECREASE, OR NO CHANGE FOR THAT SOURCE OF REVENUE IN 2011, AND SECOND INDICATE THE ESTIMATED PERCENT CHANGE FROM 2010.)

Expected Changes in Revenue Sources for Municipalities of 2,000 to 24,999						
	Percent Expecting Increase	Average Expected Increase (%)	Percent Expecting Decrease	Average Expected Decrease (%)	Percent Expecting No Change	No Response
Sales and use taxes	67%	2.9	15%	4.6	18%	0%
Property taxes	21%	2.0	30%	8.0	48%	0%
State funding	12%	39.2	42%	20.0	42%	3%
Other taxes	21%	4.2	30%	5.0	45%	3%
Charges for services	36%	5.0	33%	12.0	30%	0%
Licenses, permits, and fees	24%	17.0	36%	20.0	36%	3%
Fines and forfeits	33%	11.9	21%	23.0	45%	0%
Investment and interest income	6%	9.5	52%	30.0	42%	0%
Other revenue	6%	32.0	15%	20.0	24%	55%

EXHIBIT 3.5: MUNICIPALITIES 25,000 AND LARGER

(Q17. FOR EACH OF THE FOLLOWING REVENUE CATEGORIES, PLEASE FIRST INDICATE WHETHER YOU EXPECT AN INCREASE, DECREASE, OR NO CHANGE FOR THAT SOURCE OF REVENUE IN 2011, AND SECOND INDICATE THE ESTIMATED PERCENT CHANGE FROM 2010.)

Expected Changes in Revenue Sources for Municipalities of 25,000 & Larger						
	Percent Expecting Increase	Average Expected Increase (%)	Percent Expecting Decrease	Average Expected Decrease (%)	Percent Expecting No Change	No Response
Sales and use taxes	85%	2.9	8%	4.2	0%	8%
Property taxes	38%	1.0	23%	1.0	31%	8%
State funding	23%	5.3	23%	5.1	38%	15%
Other taxes	31%	6.7	38%	2.9	23%	8%
Charges for services	62%	4.6	15%	11.5	15%	8%
Licenses, permits, and fees	31%	5.9	46%	23.2	15%	8%
Fines and forfeits	23%	12.4	54%	11.0	15%	8%
Investment and interest income	46%	43.0	31%	7.0	15%	8%
Other revenue	23%	44.0	8%	5.0	23%	46%

EXHIBIT 3.6: ALL MUNICIPALITIES

(Q18. FOR EACH OF THE FOLLOWING EXPENDITURE CATEGORIES, PLEASE FIRST INDICATE WHETHER YOU EXPECT AN INCREASE, DECREASE, OR NO CHANGE FOR THAT EXPENDITURE IN 2011, AND SECOND INDICATE THE ESTIMATED PERCENT CHANGE FROM 2010.)

Expected Changes in Expenses for All Municipalities						
	Percent Expecting Increase	Average Expected Increase (%)	Percent Expecting Decrease	Average Expected Decrease (%)	Percent Expecting No Change	No Response
Internal health care costs	60%	10.0	5%	8.5	23%	12%
Staff compensation costs	42%	3.0	12%	4.4	40%	7%
Public safety	37%	3.6	12%	3.0	45%	6%
Public works and utilities	47%	6.9	12%	6.0	35%	7%
Parks, recreation, trails and open space	26%	7.1	16%	5.4	52%	6%
Debt services	16%	11.0	12%	7.5	62%	10%
Planning, building, and community development	27%	7.0	14%	8.5	51%	8%
Other expense	9%	12.5	2%	6.0	21%	67%

EXHIBIT 3.6: MUNICIPALITIES FEWER THAN 2,000

(Q18. FOR EACH OF THE FOLLOWING EXPENDITURE CATEGORIES, PLEASE FIRST INDICATE WHETHER YOU EXPECT AN INCREASE, DECREASE, OR NO CHANGE FOR THAT EXPENDITURE IN 2011, AND SECOND INDICATE THE ESTIMATED PERCENT CHANGE FROM 2010.)

Expected Changes in Expenses for Municipalities of Fewer than 2,000						
	Percent Expecting Increase	Average Expected Increase (%)	Percent Expecting Decrease	Average Expected Decrease (%)	Percent Expecting No Change	No Response
Internal health care costs	40%	9.5	5%	7.0	35%	20%
Staff compensation costs	23%	4.0	10%	4.5	55%	13%
Public safety	13%	51.0	13%	3.5	65%	10%
Public works and utilities	45%	10.0	8%	16.0	38%	10%
Parks, recreation, trails and open space	13%	12.4	15%	3.3	68%	5%
Debt services	15%	15.0	10%	17.8	68%	8%
Planning, building, and community development	15%	25.0	10%	8.5	63%	13%
Other expense	3%	5.0	0%	NA	23%	75%

EXHIBIT 3.6: MUNICIPALITIES 2,000 TO 24,999

(Q18. FOR EACH OF THE FOLLOWING EXPENDITURE CATEGORIES, PLEASE FIRST INDICATE WHETHER YOU EXPECT AN INCREASE, DECREASE, OR NO CHANGE FOR THAT EXPENDITURE IN 2011, AND SECOND INDICATE THE ESTIMATED PERCENT CHANGE FROM 2010.)

Expected Changes in Expenses for Municipalities of 2,000 to 24,999						
	Percent Expecting Increase	Average Expected Increase (%)	Percent Expecting Decrease	Average Expected Decrease (%)	Percent Expecting No Change	No Response
Internal health care costs	82%	10.0	3%	10.0	12%	3%
Staff compensation costs	61%	3.0	9%	7.0	30%	0%
Public safety	55%	3.8	9%	3.5	36%	0%
Public works and utilities	48%	6.7	15%	6.0	36%	0%
Parks, recreation, trails and open space	33%	7.1	12%	10.2	48%	6%
Debt services	15%	13.0	9%	7.5	61%	15%
Planning, building, and community development	27%	4.0	18%	6.0	52%	3%
Other expense	12%	12.5	3%	6.0	21%	64%

EXHIBIT 3.6: MUNICIPALITIES 25,000 AND LARGER

(Q18. FOR EACH OF THE FOLLOWING EXPENDITURE CATEGORIES, PLEASE FIRST INDICATE WHETHER YOU EXPECT AN INCREASE, DECREASE, OR NO CHANGE FOR THAT EXPENDITURE IN 2011, AND SECOND INDICATE THE ESTIMATED PERCENT CHANGE FROM 2010.)

Expected Changes in Expenses for Municipalities of 25,000 & Larger						
	Percent Expecting Increase	Average Expected Increase (%)	Percent Expecting Decrease	Average Expected Decrease (%)	Percent Expecting No Change	No Response
Internal health care costs	69%	9.0	8%	NA	15%	8%
Staff compensation costs	54%	2.0	23%	2.0	15%	8%
Public safety	69%	3.0	15%	2.0	8%	8%
Public works and utilities	46%	6.6	15%	1.0	23%	15%
Parks, recreation, trails and open space	46%	6.9	31%	4.5	15%	8%
Debt services	23%	11.0	23%	6.1	46%	8%
Planning, building, and community development	62%	6.0	15%	16.0	15%	8%
Other expense	23%	20.0	8%	NA	15%	54%

EXHIBIT 3.7

(Q19. PLEASE INDICATE ANY ACTIONS TAKEN DURING THE PAST 12 MONTHS TO STABILIZE OR ENHANCE REVENUES. PLEASE CHECK ALL THAT APPLY.)

Percent of Municipalities Taking Each Action to Stabilize or Enhance				
Population	25,000 & Larger	2,000 to 24,999	Fewer than 2,000	Overall
Tax increases	15%	6%	0%	5%
Fee increases	54%	42%	40%	43%
Debrucing	8%	0%	0%	1%
Hiring freeze	54%	24%	15%	24%
Employee furlough days	15%	9%	0%	6%
Staff reduction	46%	30%	20%	28%
Deferred maintenance	62%	55%	50%	53%
Deferred capital projects	77%	73%	43%	59%
Reducing funding to nonprofits	15%	30%	20%	23%
Increased funding to nonprofits	0%	3%	0%	1%
Shift service delivery to nonprofits	8%	3%	0%	2%
Citizen budget committee	23%	3%	0%	5%
Staff salary cuts	8%	0%	3%	2%
Staff benefit cuts	23%	18%	10%	15%
Other	8%	24%	8%	14%

EXHIBIT 3.8

(Q20. PLEASE INDICATE ANY REDUCTIONS IN SERVICES DURING THE PAST 12 MONTHS THAT WERE MADE TO STABILIZE OR REDUCE EXPENSES. PLEASE CHECK ALL THAT APPLY.)

Percent of Municipalities Reducing Services of Each Type to Stabilize or Reduce Expenses				
Population	25,000 & Larger	2,000 to 24,999	Fewer than 2,000	Overall
Services were reduced across the				
board	23%	9%	10%	12%
Police	0%	18%	8%	10%
Fire	0%	3%	3%	2%
Library	8%	3%	0%	2%
Parks	8%	18%	8%	12%
Recreation	15%	6%	5%	7%
Transit	8%	9%	5%	7%
Street maintenance	15%	33%	33%	30%
Other	8%	3%	8%	6%

EXHIBIT 3.9

(Q21. IN 2010 AND 2011, HAVE YOU PRIVATIZED ANY SERVICE FORMERLY PROVIDED BY MUNICIPAL STAFF? IF YES, PLEASE LIST SERVICES THAT HAVE BEEN PRIVATIZED OR CHECK THE BOX INDICATING NO.)

(Q22. IN 2010 AND 2011, HAVE YOU ENTERED INTO AN INTERGOVERNMENTAL AGREEMENT (IGA) TO PROVIDE SERVICES FORMERLY PROVIDED SOLELY BY YOUR MUNICIPALITY? IF YES, PLEASE LIST SERVICES OR CHECK THE BOX INDICATING NO.)

Other Methods to Reduce Service Costs					
	Population	25,000 & Larger	2,000 to 24,999	Fewer than 2,000	Overall
Privatized services		15%	18%	8%	13%
Entered into IGAs to provide services		8%	18%	8%	12%

Section 4: Energy

EXHIBIT 4.1 SUMMARY

(Q23. IN WHAT TYPES OF ALTERNATIVE ENERGY PROJECTS HAS YOUR MUNICIPALITY PARTICIPATED?)

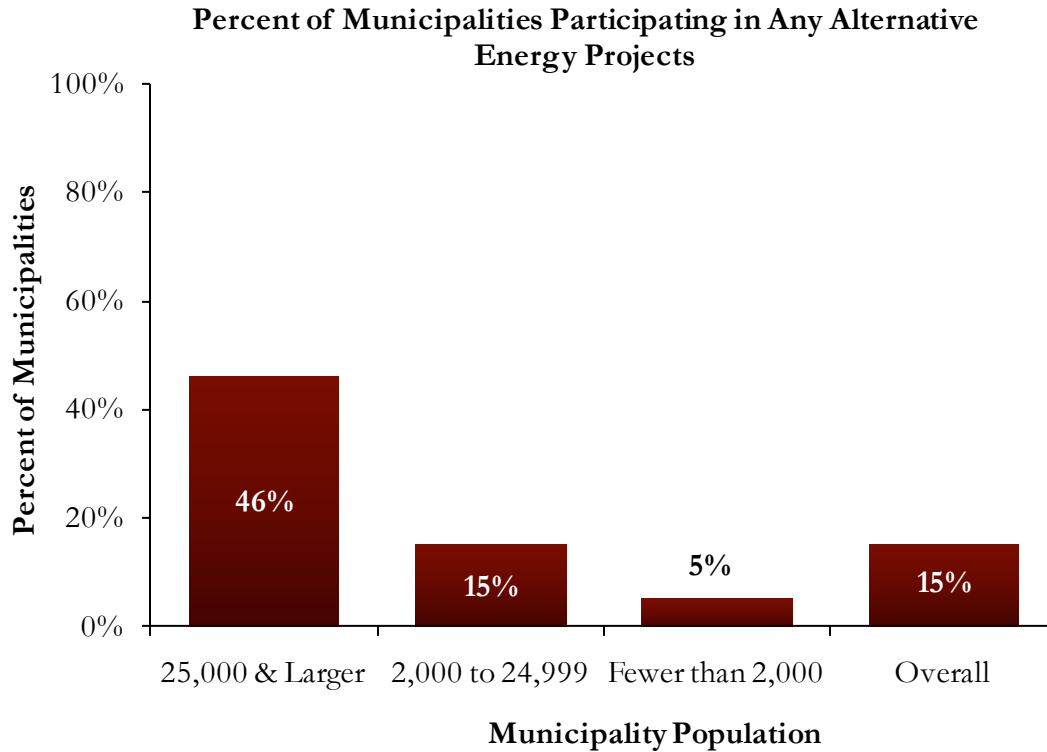


EXHIBIT 4.1 DETAILED

(Q23. IN WHAT TYPES OF ALTERNATIVE ENERGY PROJECTS HAS YOUR MUNICIPALITY PARTICIPATED?)

Percent of Municipalities Participating in Alternative Energy Projects					
	Population	25,000 & Larger	2,000 to 24,999	Fewer than 2,000	Overall
Solar power		62%	45%	0%	27%
Wind power		31%	24%	5%	16%
Geothermal power		8%	6%	5%	6%
Bio fuels		31%	12%	0%	9%
Hybrid/electric vehicles		77%	39%	5%	29%
Other		15%	18%	8%	13%

EXHIBIT 4.2 SUMMARY

(Q24. WHAT, IF ANY, SPECIAL EFFORTS HAVE BEEN MADE BY THE MUNICIPALITY TO SPECIFICALLY IMPROVE ENERGY EFFICIENCY IN GOVERNMENT OWNED OR OPERATED BUILDINGS?)

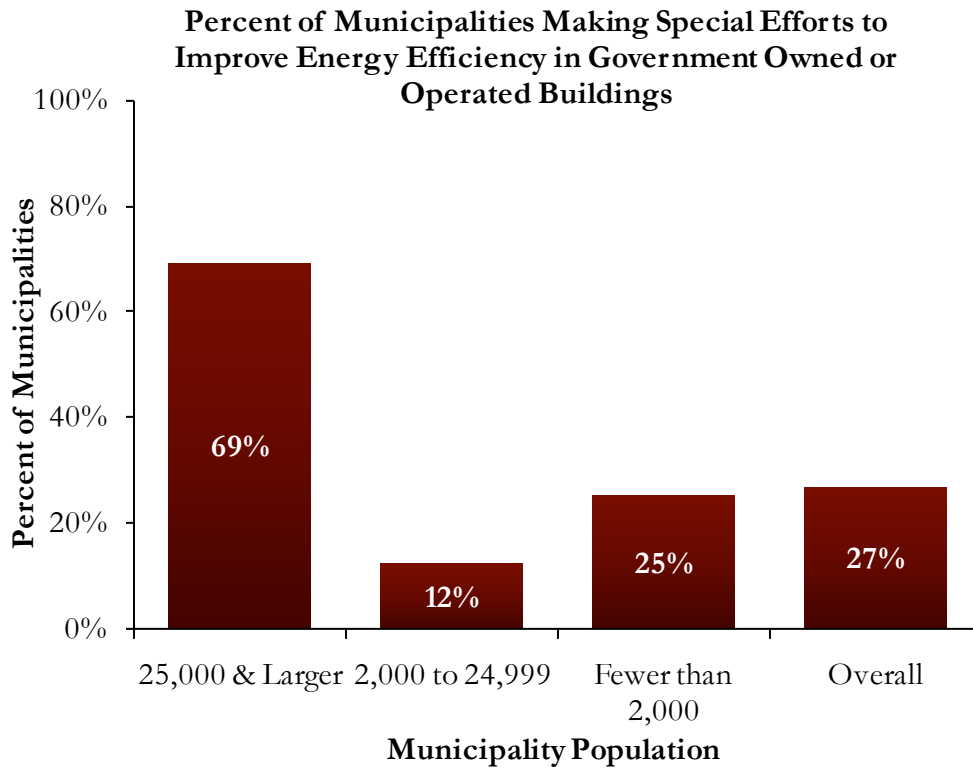


EXHIBIT 4.2 SUMMARY

(Q24. WHAT, IF ANY, SPECIAL EFFORTS HAVE BEEN MADE BY THE MUNICIPALITY TO SPECIFICALLY IMPROVE ENERGY EFFICIENCY IN GOVERNMENT OWNED OR OPERATED BUILDINGS?)

Percent of Municipalities Taking Each Effort to Improve Energy Efficiency in Government Owned or Operated Buildings					
	Population	25,000 & Larger	2,000 to 24,999	Fewer than 2,000	Overall
Replaced lighting with new, more efficient lighting (i.e., CFL)		92%	76%	48%	65%
Building energy audit(s)		92%	73%	25%	53%
Installed more efficient heating and/or cooling system(s)		85%	67%	23%	49%
Increased insulation in building(s)		31%	27%	28%	28%
Installed solar systems		54%	52%	0%	28%
Increased thermostat during the summer and decreased during the winter		38%	21%	8%	17%
Other		46%	48%	53%	50%

EXHIBIT 4.3 SUMMARY

(Q25. WHAT, IF ANY, TYPE OF COMMUNITY PROGRAMS OR EFFORTS HAS YOUR MUNICIPAL GOVERNMENT PUT IN PLACE TO SPECIFICALLY HELP CITIZENS INCREASE THEIR ENERGY EFFICIENCY?)

Percent of Municipalities With Programs in Place to Help Citizens Increase Energy Efficiency

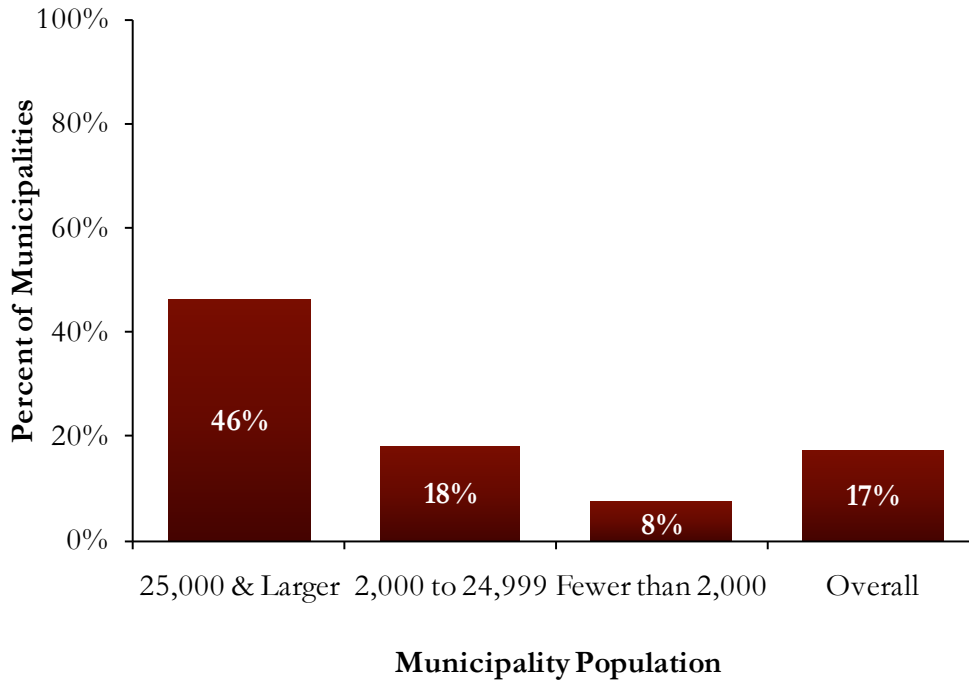


EXHIBIT 4.3 SUMMARY

(Q25. WHAT, IF ANY, TYPE OF COMMUNITY PROGRAMS OR EFFORTS HAS YOUR MUNICIPAL GOVERNMENT PUT IN PLACE TO SPECIFICALLY HELP CITIZENS INCREASE THEIR ENERGY EFFICIENCY?)

Percent of Municipalities That Conducted Each Program/Effort to Specifically Help Citizens Increase Their Energy Efficiency

	Population	25,000 & Larger	2,000 to 24,999	Fewer than 2,000	Overall
Public outreach and education programs		69%	42%	20%	36%
Home energy audits		62%	27%	10%	24%
Programs to distribute energy efficient CFLs, timers, or other items to reduce energy.		54%	27%	5%	21%
Rebates on energy efficient appliances		69%	18%	5%	20%
Ordinances designed to encourage energy conservation		38%	21%	10%	19%
Programs to help conserve energy at times of peak consumption (e.g., cycling air conditioners on and off)		46%	6%	0%	9%
Other		23%	18%	5%	13%