



CITY OF LONE TREE

Resident Survey

Report of Results

November 2012



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Executive Summary

Survey Background and Methods

The Lone Tree Resident Survey is an important source of context for decision making by the City. It brings the voice of people from across the community to City staff and officials. In its third iteration since 2006, the survey provides a trend line of data on how the quality of City services is perceived and how residents view the community in general. It also provides a way to assess broad community support or opposition to potential changes in programs and policies.

The survey was administered by mail in September 2012 to all households (approximately 4,625) within the city limits of Lone Tree. Of these, 4,408 were assumed to be delivered to occupied households. A total of 1,154 completed surveys were received, for a response rate of 26%.

Survey results were weighted so that respondent age, gender, tenure (rent versus own) and housing unit type (attached versus detached) were represented in the proportions reflective of the entire city. The margin of error is plus or minus three percentage points around any given percentage point for the entire dataset of survey responses.

The 2012 survey results were compared to previous survey results and comparisons were made between various demographic and geographic subgroups. Lone Tree's survey results also were compared to results from other communities across the country and in Colorado's Front Range which are found in National Research Center's (NRC) benchmark database of resident opinion.

Survey Findings

Lone Tree residents continued to experience a high quality of life in the community.

- Ninety-eight percent of respondents rated the overall quality of life in Lone Tree as "excellent" or "good," a rating that has remained stable since 2006 and was much above ratings given by residents in other communities across the country and in the Front Range.
- While residents gave high marks to Lone Tree as a place to live and raise children and to their neighborhood as a place to live, they gave slightly less favorable ratings to the city as a place to work and retire. However, Lone Tree as a place to work and retire received ratings that were much above the benchmarks and have shown increases in ratings over time.
- Providing more and better retail, shopping and dining options, as well as expanding and improving parks and recreation services (including reducing costs), were the two most frequently mentioned ways the City could improve residents' quality of life in Lone Tree.

Respondents were satisfied with the majority of the characteristics of the community and generally gave evaluations that were much above the national and Front Range benchmarks.

- Characteristics related to the appearance and reputation of the community, shopping and recreational opportunities and the quality of the environment received the highest ratings; each was rated much above the benchmark comparisons. All but one of these higher rated community characteristics were rated similar in 2012 compared to 2009; however, ratings for recreational opportunities increased.

- Although employment opportunities was one of the lower rated characteristics, it received assessments that were much above the national and Front Range averages, and it was given higher ratings in 2012 than in 2009.
- Higher educational opportunities was the lowest rated community characteristic and the only characteristic to receive ratings that were much below the national and Front Range benchmark comparison.
- Ease of bus travel was the only characteristic of the community that saw a decrease in quality ratings from 2009 to 2012, but it was rated much above the national benchmark and similar to the Front Range.

Although residents felt that the rate of population growth in Lone Tree over the last two years was too fast, nearly all said they were likely to remain in and recommend living in Lone Tree.

- With Lone Tree's population more than doubling over the last decade, it was not surprising that 4 in 10 residents felt that the rate of population growth was "too fast" over the last two years, a sentiment that has increased since 2009. Lone Tree residents also were more likely than residents in other communities across the country and in the Front Range to feel that the rate of population growth was "too fast."
- Three-quarters of respondents said they would be "very" likely and another one-quarter said they would be "somewhat" likely to recommend living in Lone Tree to someone who asks. Nine in 10 were "very" or "somewhat" likely to remain in Lone Tree for the next five years. These evaluations were much above the national and Front Range benchmarks and similar to what was reported in 2009.

Residents' feelings of safety from crime and safety in their neighborhoods and in Lone Tree's retail areas remained high.

- Nine in 10 or more respondents felt "very" or "somewhat" safe from violent and property crimes and from environmental hazards in Lone Tree. These ratings remained stable over time and were much above both the nation and Front Range benchmarks.
- Although residents reported feeling safer in Lone Tree neighborhoods and retail areas during the day than at night, still at least 90% of respondents felt "very" or "somewhat" safe in these areas after dark. Feelings of safety in and around Lone Tree in 2012 were similar to 2009 and were much above the benchmarks.

Evaluations of City services remained positive from 2009 to 2012 and, overall, were much above the benchmark comparisons. Services related to parks and recreation continued to be a shining star in Lone Tree's offerings to its residents.

- Equal proportions of respondents (half) gave "excellent" or "good" ratings to the overall quality of services provided in Lone Tree, which were similar to ratings given in 2009 and much above ratings given in other jurisdictions across the country and in the Front Range.
- The 18 City services included on the survey were rated as "good" or better by at least 7 in 10 respondents. Garbage collection, recycling, crime prevention and police services were the highest rated services, while animal control, snow removal, code enforcement and land use, planning and zoning were among the lowest rated.

- All services but one (building permits and inspections) could be compared to the national and Front Range benchmarks, and all were rated much above both benchmarks.
- In general, ratings of City services were similar in 2012 when compared to 2009, with the exception of recycling, the municipal court and economic development, which saw increases in “excellent” or “good” ratings. Recycling and the municipal court have seen significant improvements over the three survey administrations.
- Parks and recreation services received some of the highest assessments across all items on the survey. At least four out of five respondents gave “excellent” or “good” ratings to each of the 16 parks and recreation services or facilities. The Lone Tree Arts Center, the appearance and maintenance of parks, parks overall and the Cook Creek Pool were among the highest rated, and athletic fields was given the lowest rating (although 85% of respondents gave “good” or better reviews).
- Of the 13 parks and recreation services and facilities that could be compared to the national benchmarks, all were rated much above the national average, which included the appearance and maintenance of parks, Cook Creek Pool, the Lone Tree Golf Course and the Lone Tree Library.
- Only six of the 16 services and facilities could be compared to the Front Range benchmarks, five of which were given ratings that were much above other communities: appearance/maintenance of parks, parks overall, recreation programs or classes, Lone Tree Recreation Center overall and the Lone Tree Library. Recreation trails was rated below the Front Range benchmark.
- Recreation programs and classes was the only parks and recreation service to see an increase in ratings from 2009 to 2012; all other ratings remained stable.

Interactions with City employees and local government performance were rated favorably, with high ratings remaining stable over time.

- Of the half of respondents who reported having contact with a City employee in the 12 months prior to the survey, between half and two-thirds gave “excellent” reviews to the knowledge, courtesy, responsiveness and the overall impression of the employee with whom they had contact. These ratings were similar to those given in 2012 and much above both benchmarks.
- At least 7 in 10 respondents agreed with the six positive statements regarding the City government, with most agreeing that they were pleased with the overall direction of the City, that the City keeps them informed of community issues and values and that the City is on the right track regarding parks and recreation activities. Ratings of public trust were similar in 2012 when compared to 2009 and, where comparisons were available, were much above the benchmarks.

While three-quarters of respondents lacked familiarity with the seven City Council budget priorities for the community, a majority of residents generally felt that the City should continue applying the same level of effort towards each.

- One-third of residents felt that “more effort” should be put towards the priorities of an Attractive and Sustainable Environment, Economic Vibrancy and Capital Investment in the Future. The Council budget priority of Municipal Stewardship received the smallest proportion of respondents wanting “more effort.”

Survey Background

Survey Purpose

The City of Lone Tree contracted with National Research Center, Inc. (NRC) to conduct a community-wide resident survey. The Lone Tree Resident Survey serves as a consumer report card for Lone Tree by providing residents the opportunity to rate the quality of life in the city and their satisfaction with local government, as well as the community's amenities and service delivery. The survey also permits residents to provide feedback to government on what is working well and what is not, and to communicate their priorities for community planning and resource allocation.

The focus on the quality of service delivery and the importance of services helps council, staff and the public to set priorities for budget decisions and lays the groundwork for tracking community opinions about the core responsibilities of Lone Tree city government, helping to assure maximum service quality over time.

This type of survey addresses the key services that local governments provide to create a quality community. It is akin to private sector customer surveys that are used regularly by many corporations to monitor where there are weaknesses in product or service delivery before customers defect to competition or before other problems from dissatisfied customers arise. Because a survey such as this generally measures resident perceptions of services and the community, it is a different window into performance than customary tracking of service delivery response times or other observable conditions.

This is the third iteration of the Lone Tree Resident Survey, with the baseline study conducted in 2006.

Survey Methods

The survey was mailed to all households (approximately 4,625) within the city limits of Lone Tree. Households received two mailings; the first was a prenotification postcard announcing the upcoming survey and the second was the survey packet, which was mailed a week after the postcard. About 5% of the surveys were returned because they either had incorrect addresses or were received by vacant housing units. Of these, 4,408 were assumed to be delivered to occupied households. A total of 1,154 completed surveys were received, for a response rate of 26%, similar to the response rate in 2009 (28%).

Survey results were weighted so that respondent age, gender, tenure (rent versus own) and housing unit type (attached versus detached) were represented in the proportions reflective of the entire city. The margin of error is plus or minus three percentage points around any given percentage point for the entire dataset of survey responses. More information about the survey methodology can be found in *Appendix F: Survey Methodology*.

How the Results are Reported

For the most part, the “percent positive” is reported for in the report body tables and charts. The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “strongly agree” and “somewhat agree,” “very safe” and “somewhat safe”).

On many of the questions in the survey, some respondents gave an answer of “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix B: Responses to Survey Questions* and is discussed in the body of this report if it is 20% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the practice of rounding percentages to the nearest whole number.

Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (1,154). For comparisons among subgroups, the margin of error rises to approximately plus or minus 4% for sample sizes of 400 to plus or minus 10% for sample sizes of 100.

Comparing Survey Results Over Time

The 2012 Lone Tree Resident Survey was the third in a series of resident surveys, so results from this administration are presented along with past ratings, when available. Differences between 2012 and 2009 can be considered “statistically significant” if they are five percentage points or more. Trend data for Lone Tree represent important comparisons and should be examined for improvements or declines that occur over time. Deviations from stable trends especially represent opportunities for understanding how local policies, programs or public information may have affected residents’ opinions.

Comparing Survey Results by Subgroups

Selected survey results were compared to certain demographic characteristics of survey respondents as well as by households that fall inside or outside of RidgeGate. The comparisons of the survey results by geographic and demographic subgroups are discussed throughout the body of the report. These crosstabulations are presented in tabular form in *Appendix C: Verbatim Responses to Open-ended Survey Questions*, and where differences between subgroups are statistically significant, the results in the tables are shaded grey.

Comparing Survey Results to Other Jurisdictions

Jurisdictions use the comparative information provided by benchmarks to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up “good” citizen evaluations, it is necessary to know how others rate their services to understand if “good” is good enough or if most other communities are “excellent.” Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its police protection rating to its street maintenance rating. That comparison

is unfair as street maintenance always gets lower ratings than police protection. More illuminating is how residents' ratings of police service compare to opinions about police service in other communities and to resident ratings over time.

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes, and keeps the crime rate low – still has a problem to fix if the residents in the city rate police services lower than ratings given by residents in other cities with objectively “worse” departments. Benchmark data can help that police department – or any City department – to understand how well citizens think it is doing.

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. National and Front Range benchmark comparisons have been provided when similar questions on the Lone Tree survey are included in NRC's database and there are at least five jurisdictions in which the question was asked, though most questions are compared to more than five other cities across the country or in the Front Range. Additional information on NRC's benchmarking database, as well as a list of jurisdictions to which Lone Tree is compared, can be found in *Appendix D: Benchmark Comparisons*.

Where comparisons for quality ratings were available, the City of Lone Tree's results were generally noted as being “above” the benchmark, “below” the benchmark or “similar” to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much less” or “much above”). These labels come from a statistical comparison of Lone Tree's rating to the benchmark where a rating is considered “similar” if it is within the margin of error (less than two points on the 100-point scale); “above” or “below” if the difference between Lone Tree's rating and the benchmark is greater than the margin of error (greater than two points but less than four points); and “much above” or “much below” if the difference between Lone Tree's rating and the benchmark is more than twice the margin of error (four points or greater).

Survey Results

Quality of Life and Community

Various aspects of the quality of life in Lone Tree were assessed on the survey, along with the quality of 29 different characteristics of the community. Respondents also provided feedback about the single most significant thing the City could do to improve their quality of life. The speed of different types of growth in the City, residents' likelihood of recommending living in Lone Tree and remaining in the City themselves and the frequency with which they participated in a variety of activities and programs in Lone Tree also were measured.

Quality of Life

Overall, survey respondents gave very positive ratings to the quality of life in Lone Tree, with 59% saying it was "excellent" and 38% saying it was "good." Only 2% felt the overall quality of life in the city was "fair" and no one thought it was "poor." Ratings of the overall quality of life in Lone Tree were compared to ratings given by residents in other communities across the country and in the Front Range (see *Appendix D: Benchmark Comparisons* for more detail on the benchmarks). Lone Tree was much above both benchmark comparisons. The high evaluation of the overall quality of life in Lone Tree has remained stable over time.

Figure 1: Overall Quality of Life in Lone Tree

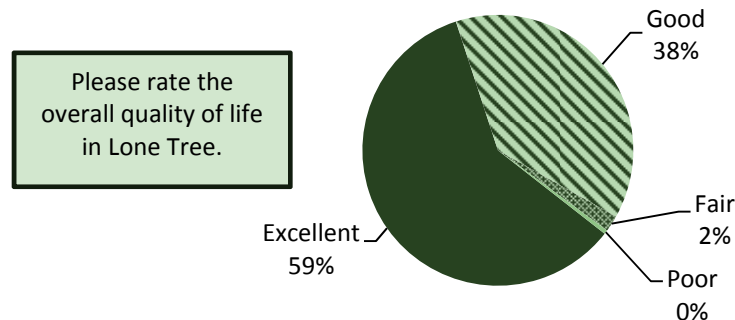
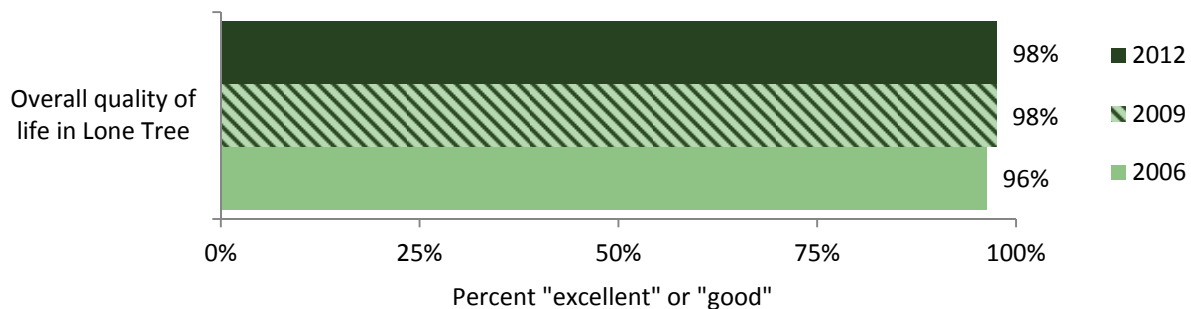


Figure 2: Overall Quality of Life Compared Over Time



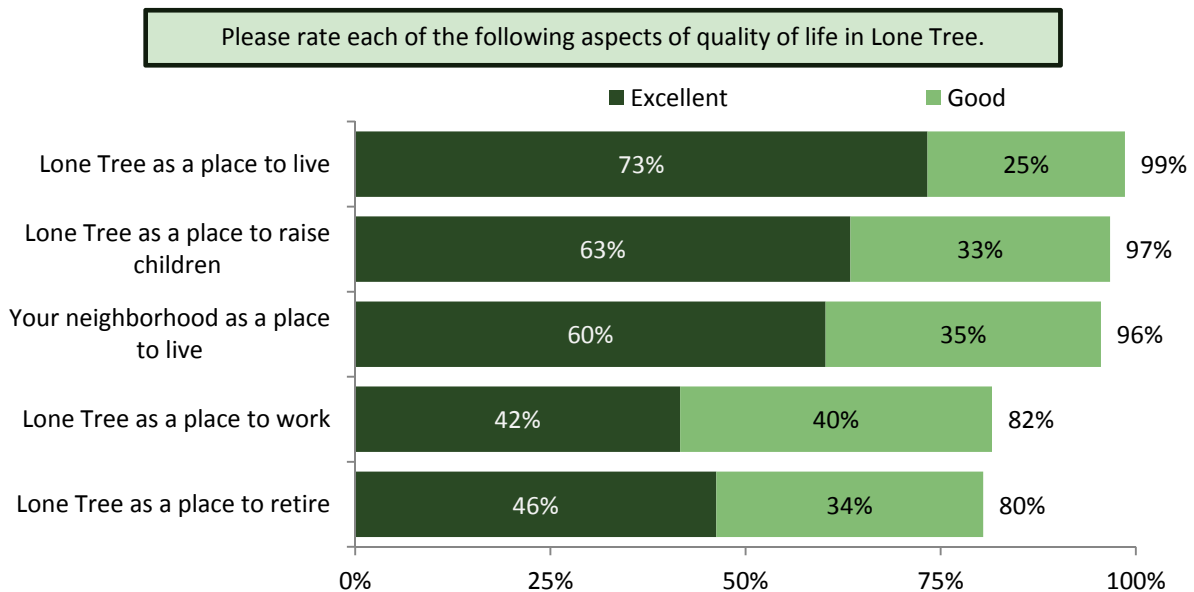
Lone Tree residents also gave favorable ratings to the various aspects of quality of life in the community. Nearly all said that Lone Tree as a place to live (99%) and raise children (97%) and their neighborhood as a place to live (96%) were “excellent” or “good.” Eight in 10 felt that the city as a place to work and retire was “good” or better.

It should be noted that more than 20% of respondents selected “don’t know” when rating Lone Tree as a place to raise children, retire and work. The ratings presented in the body of the report are for those respondents who had an opinion. (A complete set of responses to each question, including “don’t know,” can be found in *Appendix B: Responses to Survey Questions*.)

Ratings of the aspects of quality of life were compared to ratings given in other national and Front Range jurisdictions (see *Appendix D: Benchmark Comparisons*). For each of the five aspects, Lone Tree received ratings that were much above the benchmarks.

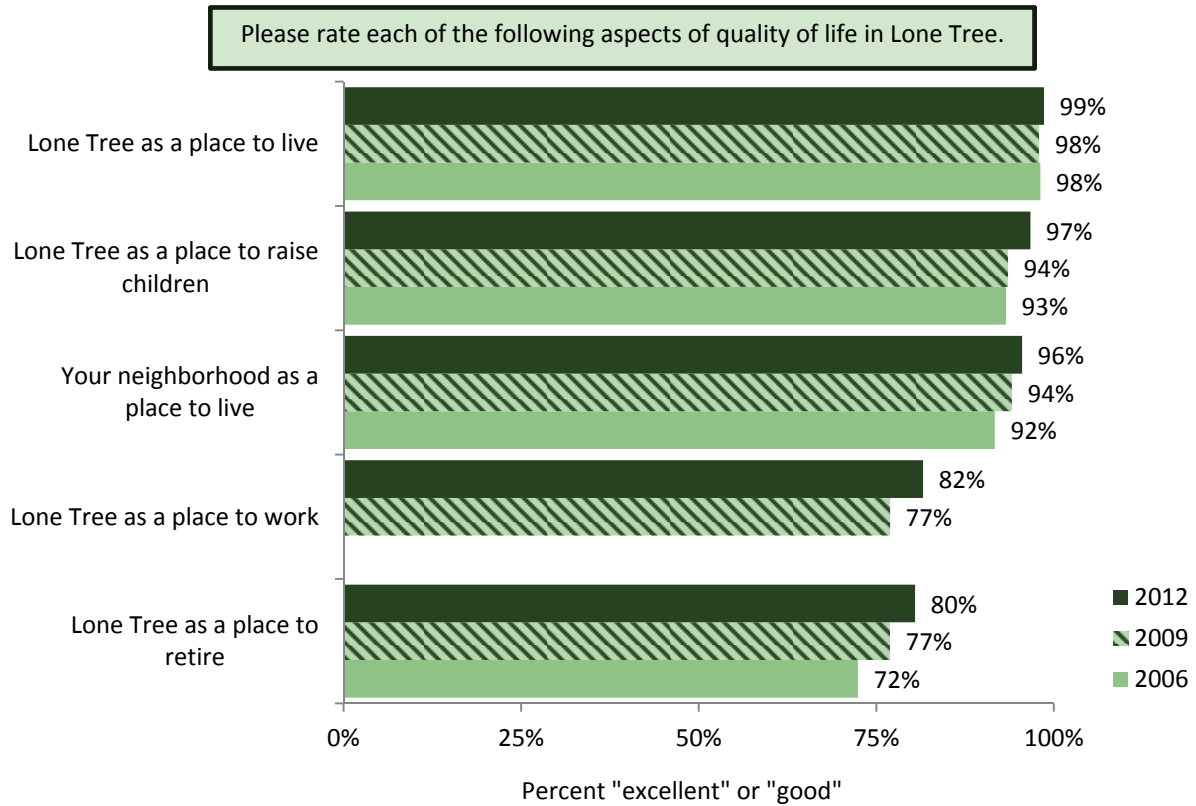
The 2012 survey results were compared by respondent demographic subgroups, as well as the geographic location of the respondent’s household. Residents who had lived in Lone Tree for more than five years and those living in detached housing units tended to give higher evaluations to most aspects of quality of life than did those who had lived in the City for a shorter period of time and those living in attached dwellings (see *Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography*).

Figure 3: Aspects of Quality of Life



Generally, ratings were similar in 2012 when compared to 2009, except for Lone Tree as a place to work, which increased (77% “excellent” or “good” in 2009 versus 82% in 2012).

Figure 4: Aspects of Quality of Life Compared Over Time



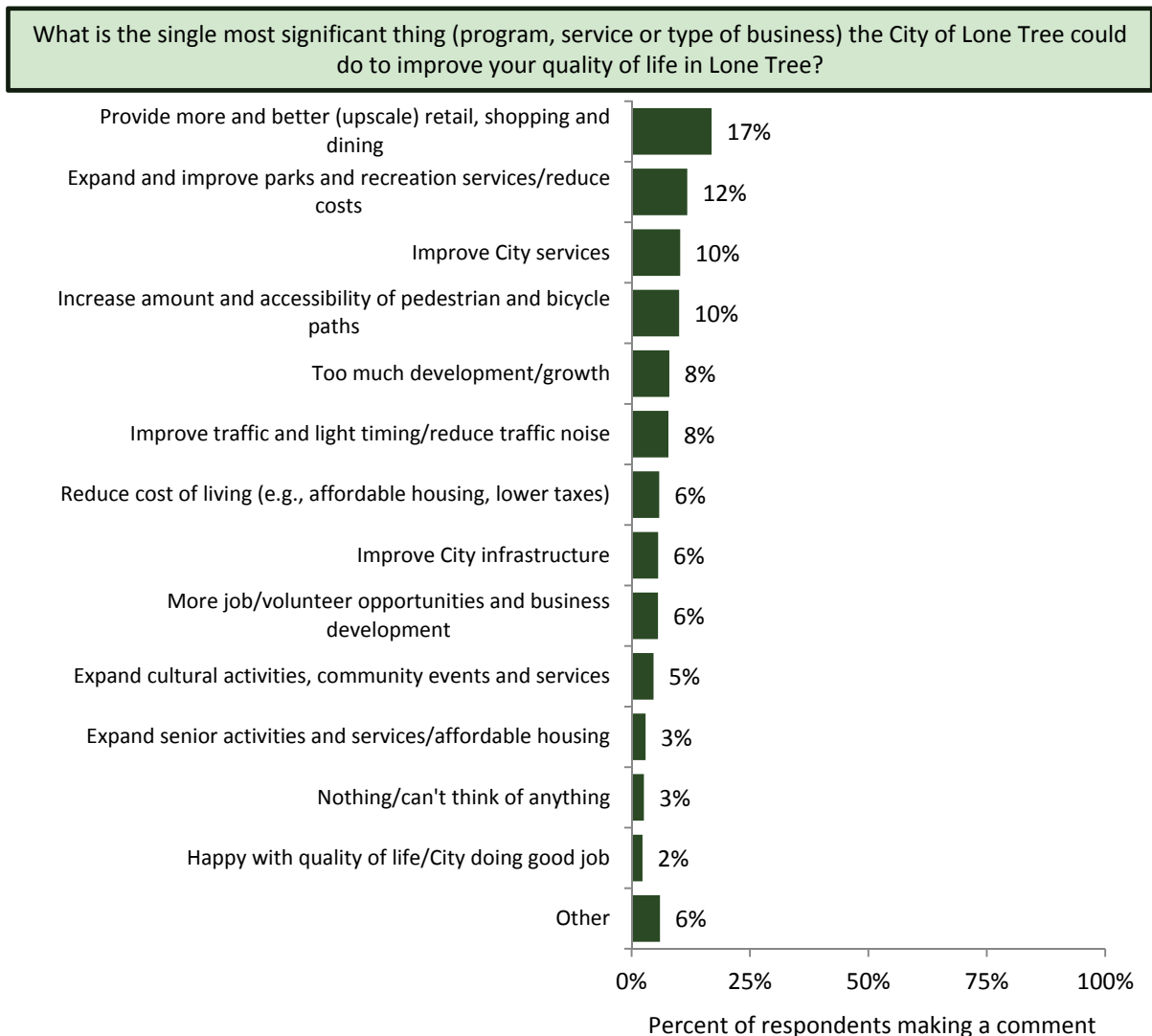
Improving the Quality of Life in Lone Tree

Survey respondents were asked to describe, in their own words, the single most significant service, program or type of business the City could implement, improve or attract to increase their quality of life. The 759 written comments were reviewed and grouped thematically into categories, which are presented in Figure 5 below. Of those who responded to the question, the most frequently mentioned ways to improve respondents' quality of life were:

- provide more and better (upscale) retail, shopping and dining options (17%),
- expand and improve parks and recreation services/reduce costs (12%),
- improve City services (10%) and
- increase amount and accessibility of pedestrian and bicycle paths (10%).

Fewer than 10% of respondents mentioned the other ways in which the City could improve their quality of life in Lone Tree. A complete list of comments, including the "other" responses, can be found in *Appendix C: Verbatim Responses to Open-ended Survey Questions*.

Figure 5: Suggestions for Improving the Quality of Life in Lone Tree



*Percentages represent the 759 respondents wrote in a response to question 3.

Community Characteristics

Of the 29 characteristics of Lone Tree evaluated on the survey, most received “excellent” or “good” ratings from at least 6 in 10 residents. The characteristics that were given the highest ratings related to the appearance and reputation of the community, shopping and recreational opportunities and the quality of the environment, with at least 88% of respondents saying each was “good” or better (see Figure 6 on the following page). Half or fewer of respondents thought that the ease of bus travel in Lone Tree (50%), availability of affordable quality housing (48%), employment opportunities (50%) and higher educational opportunities (41%) were “excellent” or “good.” Between 13% and 24% rated each of these characteristics as “poor” (see Table 17 in *Appendix B: Responses to Survey Questions* for a full set of responses to each question).

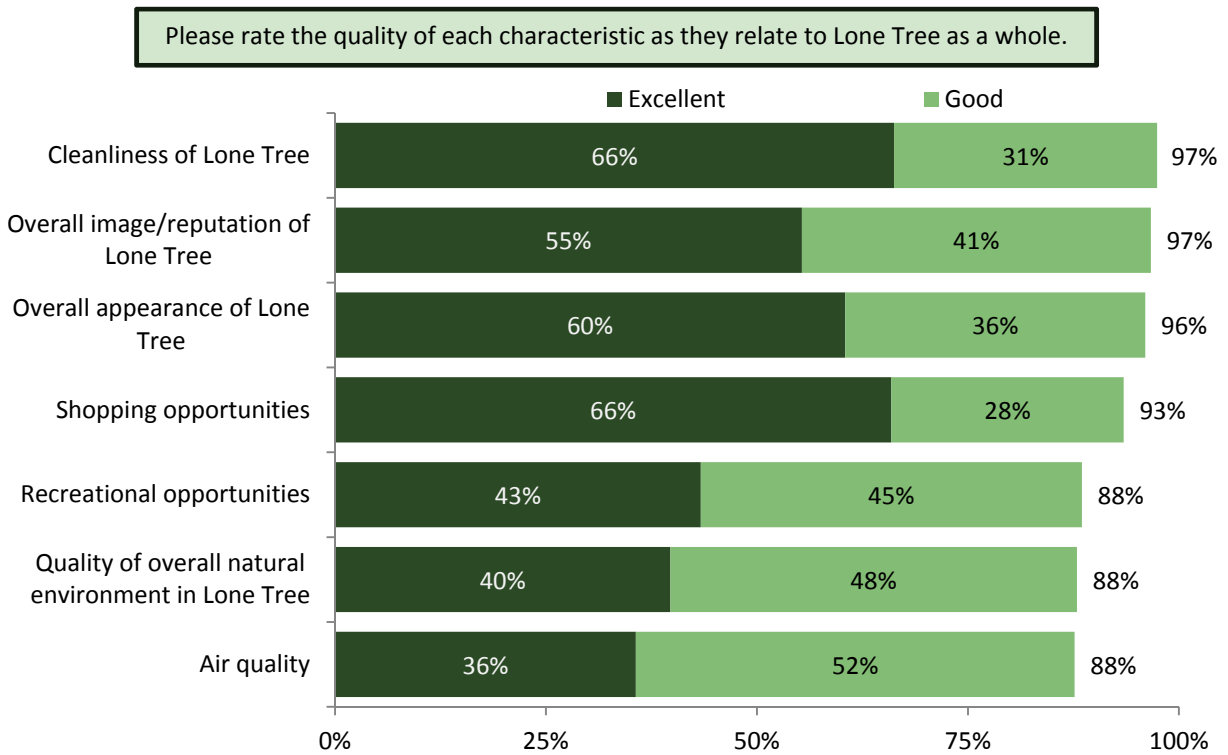
Between 22% and 70% of respondents selected “don’t know” when rating each of the following community characteristics: preservation of community history, employment opportunities, higher educational opportunities, opportunities to volunteer, opportunities to participate in community matters, ease of bus travel in Lone Tree, ease of bicycle travel in Lone Tree, availability of affordable quality child care and availability of affordable quality health care (see *Appendix B: Responses to Survey Questions*).

All 29 characteristics could be compared to the national benchmarks (see *Appendix D: Benchmark Comparisons* for more detail). Twenty-six were rated much above the nation, two (preservation of community history and opportunities to volunteer) were rated above and one (higher educational opportunities) was rated much below.

Of the 28 characteristics that could be compared to the Front Range benchmarks, 26 were given ratings much above, the ease of bus travel was rated similar to the Front Range and higher educational opportunities was rated much below. (A Front Range comparison was not available for preservation of community history).

Traffic flow and the quality of new development in Lone Tree tended to get higher evaluations from those who had lived in Lone Tree for five years or less than from those with a longer tenure. Younger respondents (age 18-34) tended to give lower evaluations to the sense of community, variety of housing options and availability of affordable quality housing than older respondents. Generally, respondents living in attached units and respondents without children under the age of 18 were more likely to give less favorable ratings to the various community characteristics than their counterparts (see *Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography*).

Figure 6: Highest Rated Community Characteristics



Most ratings of community characteristics remained stable in 2012 compared to 2009. However, several increases in ratings were observed for the following characteristics: recreational opportunities (88% “excellent” or “good” in 2012 versus 81% in 2009), availability of affordable quality health care (84% versus 79%), opportunities to attend cultural activities (83% versus 72%), opportunities to volunteer (77% versus 72%), preservation of community history (70% versus 65%), availability of affordable quality child care (64% versus 57%), availability of affordable quality housing (50% versus 44%) and employment opportunities (48% versus 41%),

Only ease of bus travel in Lone Tree saw a decrease in quality ratings from 2009 to 2012 (50% versus 56%).

Figure 7: Community Characteristics Compared Over Time

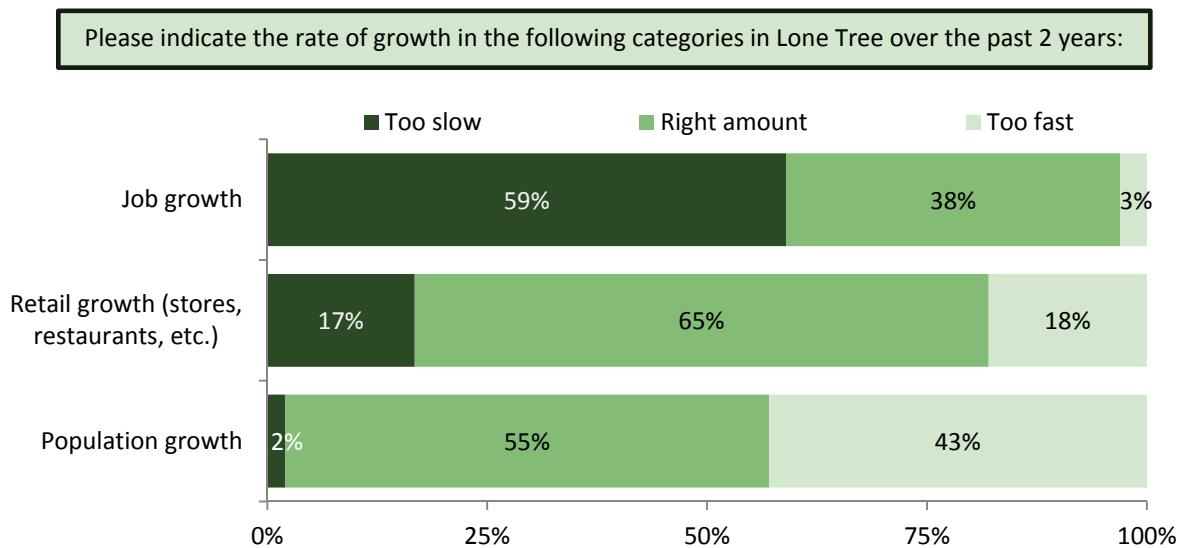
Please rate the quality of each characteristic as they relate to Lone Tree as a whole. (Percent "excellent" or "good")	2012	2009	2006
Cleanliness of Lone Tree	97%	97%	NA
Overall image/reputation of Lone Tree	97%	96%	92%
Overall appearance of Lone Tree	96%	97%	93%
Shopping opportunities	93%	97%	NA
Recreational opportunities	88%	81%	66%
Quality of overall natural environment in Lone Tree	88%	87%	NA
Air quality	88%	88%	NA
Overall quality of business and service establishments in Lone Tree	87%	88%	NA
Availability of paths and walking trails	87%	83%	NA
Ease of walking in Lone Tree	86%	85%	79%
Ease of rail travel in Lone Tree	85%	86%	NA
Availability of affordable quality health care	84%	79%	NA
Opportunities to attend cultural activities	83%	72%	75%
Ease of car travel in Lone Tree	82%	84%	73%
Overall quality of new development in Lone Tree	82%	83%	76%
Sense of community	79%	78%	74%
Opportunities to participate in community matters	79%	76%	NA
Opportunities to participate in social events and activities	78%	74%	NA
Opportunities to volunteer	77%	72%	NA
Ease of bicycle travel in Lone Tree	76%	74%	57%
Variety of housing options	73%	72%	NA
Preservation of community history	70%	65%	48%
Openness and acceptance of the community towards people of diverse backgrounds	69%	71%	68%
Availability of affordable quality child care	64%	57%	NA
Traffic flow on major streets	63%	59%	NA
Ease of bus travel in Lone Tree	50%	56%	53%
Availability of affordable quality housing	50%	44%	NA
Employment opportunities	48%	41%	NA
Higher educational opportunities	41%	40%	36%

Growth in Lone Tree

Lone Tree's population has more than doubled over the last decade, so gathering residents' perceptions on the rates of different types of growth can provide valuable insight to City staff and elected officials for future planning. Not surprisingly, 4 in 10 respondents felt that the rate of population growth was "too fast" over the last two years and about half (55%) said it was the "right amount." Sixty-five percent of residents thought the rate of retail growth was the "right amount," while similar proportions of respondents said that the rate of retail growth was "too slow" (17%) or "too fast" (18%). Thinking about the last two years, 59% of respondents felt that the rate of job growth was "too slow," 38% said it was the "right amount" and only 3% said it was "too fast." (Fifty-eight percent of residents selected "don't know" when evaluating the rate of job growth over the last two years. For a full set of responses, see *Appendix B: Responses to Survey Questions.*)

When compared to the benchmarks, Lone Tree residents were more likely to feel that the rate of population growth was "too fast" than residents in other communities across the country and in the Front Range. Fewer Lone Tree residents than those in other jurisdictions across the nation and in the Front Range rated the rates of retail and job growth as "too slow" (see *Appendix D: Benchmark Comparisons* for more detail on the benchmark data).

Figure 8: Rates of Growth in Lone Tree



The rate of types of growth in Lone Tree in 2012 was compared to 2009. Overall, a higher proportion of residents in 2012 than in 2009 felt that the rate of population growth was “too fast” and a smaller proportion felt it was the “right amount.” Fewer residents in 2012 than in 2009 said that the rate of retail growth was “too fast” and more felt it was the “right amount.” Perceptions about the rates of job growth remained stable over time.

Figure 9: Rates of Growth in Lone Tree Compared Over Time

Please indicate the rate of growth in the following categories in Lone Tree over the past 2 years:		2012	2009
Job growth	Too slow	59%	57%
	Right amount	38%	41%
	Too fast	3%	2%
	Total	100%	100%
Retail growth (stores, restaurants, etc.)	Too slow	17%	15%
	Right amount	65%	60%
	Too fast	18%	25%
	Total	100%	100%
Population growth	Too slow	2%	2%
	Right amount	55%	65%
	Too fast	43%	33%
	Total	100%	100%

Living in Lone Tree

The vast majority of respondents (96%) indicated that they would be “very” or “somewhat” likely to recommend living in Lone Tree to someone who asks, with three-quarters saying they would be “very” likely and another one-quarter saying “somewhat” likely. Nine in 10 felt that they were “very” or “somewhat” likely to remain in Lone Tree for the next five years. When compared to the national and Front Range benchmarks, Lone Tree residents were much more likely to recommend living in Lone Tree and to remain in Lone Tree than were residents in other communities (see *Appendix D: Benchmark Comparisons*).

Residents were equally as likely in 2012 as in 2009 to remain in and recommend Lone Tree (see Figure 11 below).

Figure 10: Likelihood of Remaining in and Recommending Lone Tree

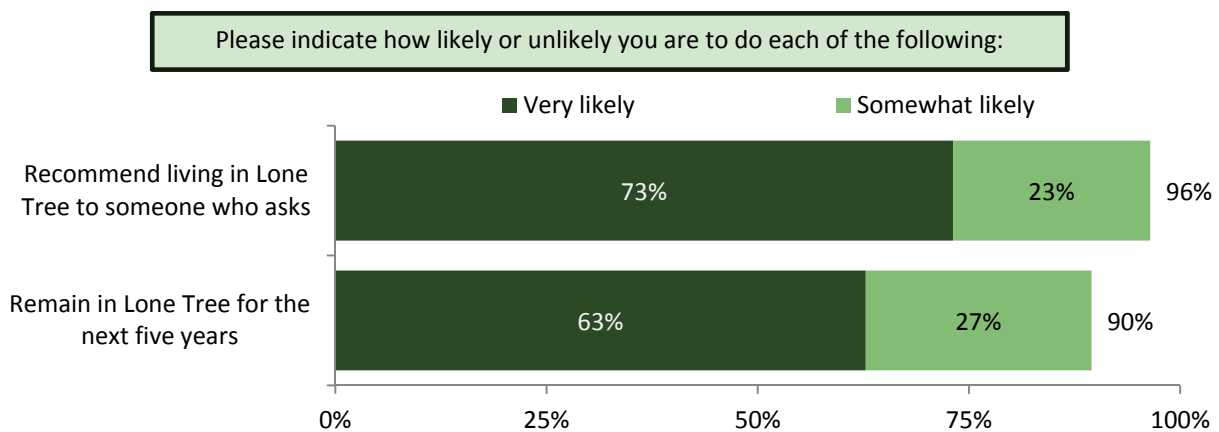
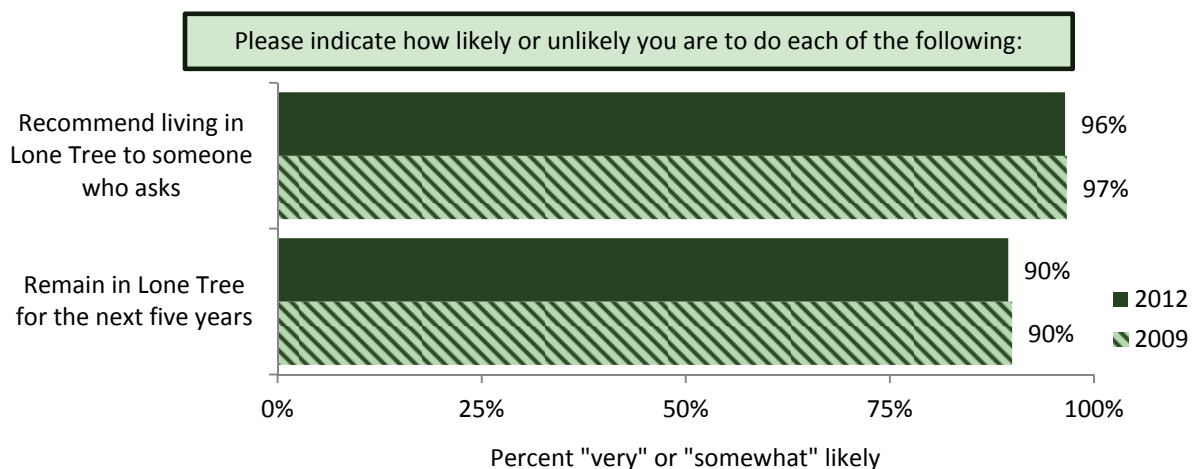


Figure 11: Likelihood of Remaining in and Recommending Lone Tree Compared Over Time



Safety in Lone Tree

Lone Tree residents reported a high sense of personal safety from various types of crimes or hazards as well as feeling generally safe in and around the city. More than 9 in 10 respondents felt “very” or “somewhat” safe from violent crimes (96%) and environmental hazards (93%). Eighty-seven percent reported feeling at least “somewhat” safe from property crimes in Lone Tree. Less than 5% of respondents reported feeling unsafe from each of these types of crimes or hazards (see *Appendix B: Responses to Survey Questions*). Ratings of safety from various crimes or hazards were much above both the national and Front Range benchmarks (see *Appendix D: Benchmark Comparisons* for more detail).

Ratings of safety in 2012 were similar to what was reported in 2009 (see Figure 13 below).

Figure 12: Safety from Various Crimes or Hazards

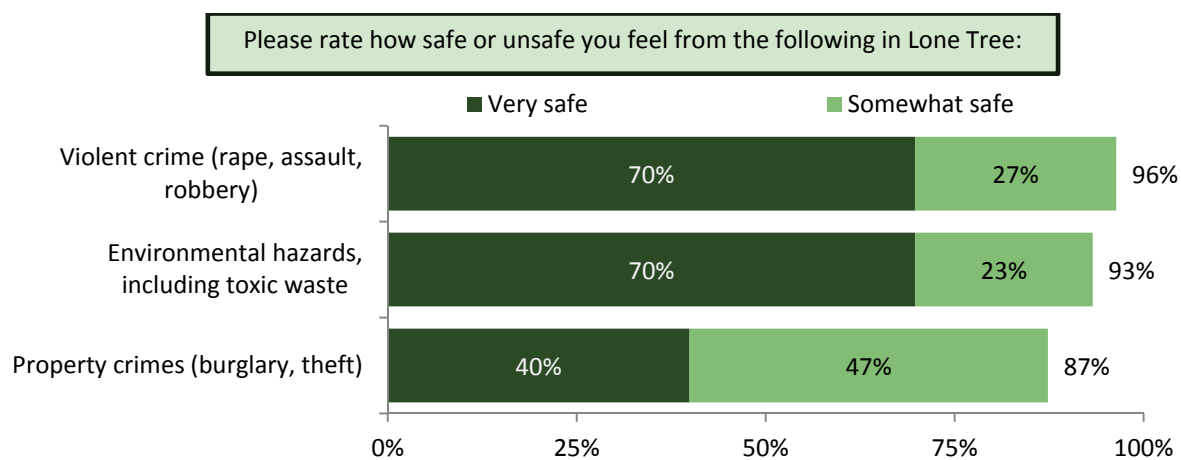
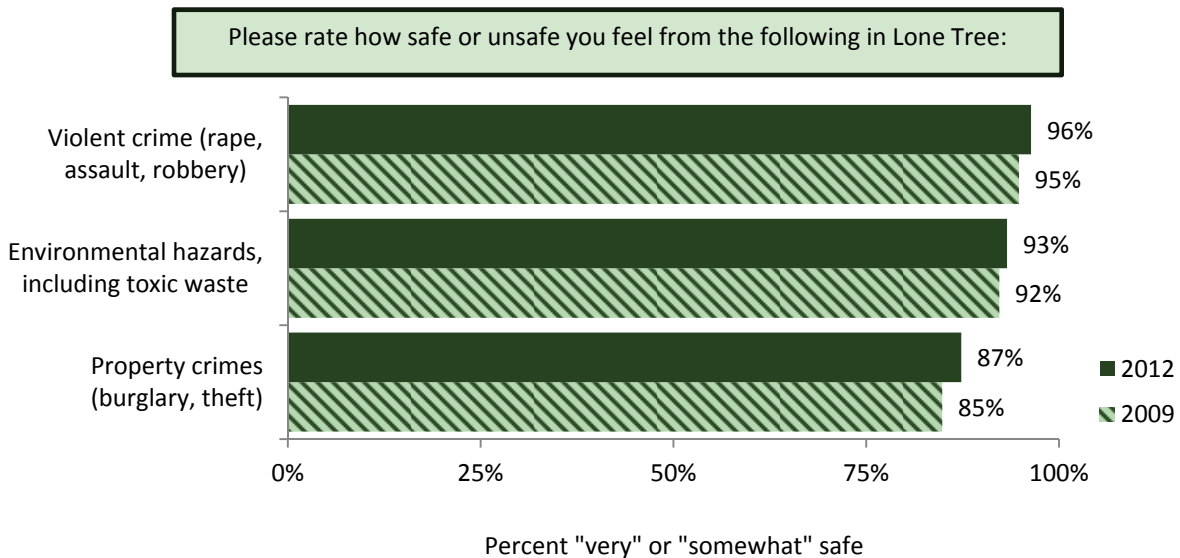


Figure 13: Safety from Various Crimes or Hazards Compared Over Time



When evaluating how safe they felt during the day and after dark in their neighborhoods and in retail areas in Lone Tree, at least 9 in 10 respondents reported feeling “very” or “somewhat” safe. Respondents tended to feel safer during the day (at least 80% reported feeling “very” safe) than after dark (about half said they felt “very” safe) in their neighborhood and in Lone Tree’s retail areas. Evaluations for these four aspects of safety were much above the national and Front Range benchmark comparisons (see *Appendix D: Benchmark Comparisons*).

Stability in ratings of safety in and around the city was observed between 2009 and 2012 (see Figure 15 below).

Figure 14: Safety in Various Areas in the City

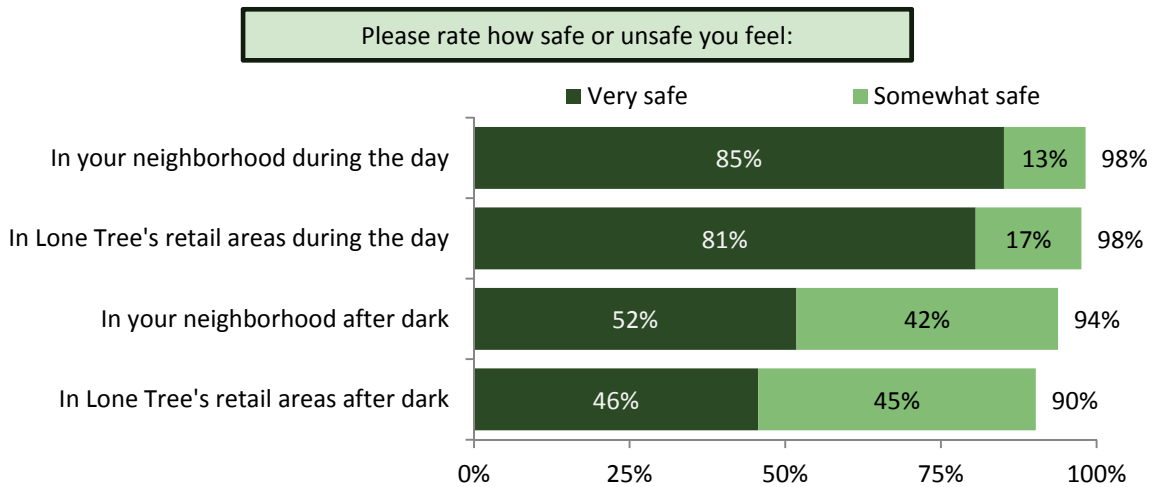
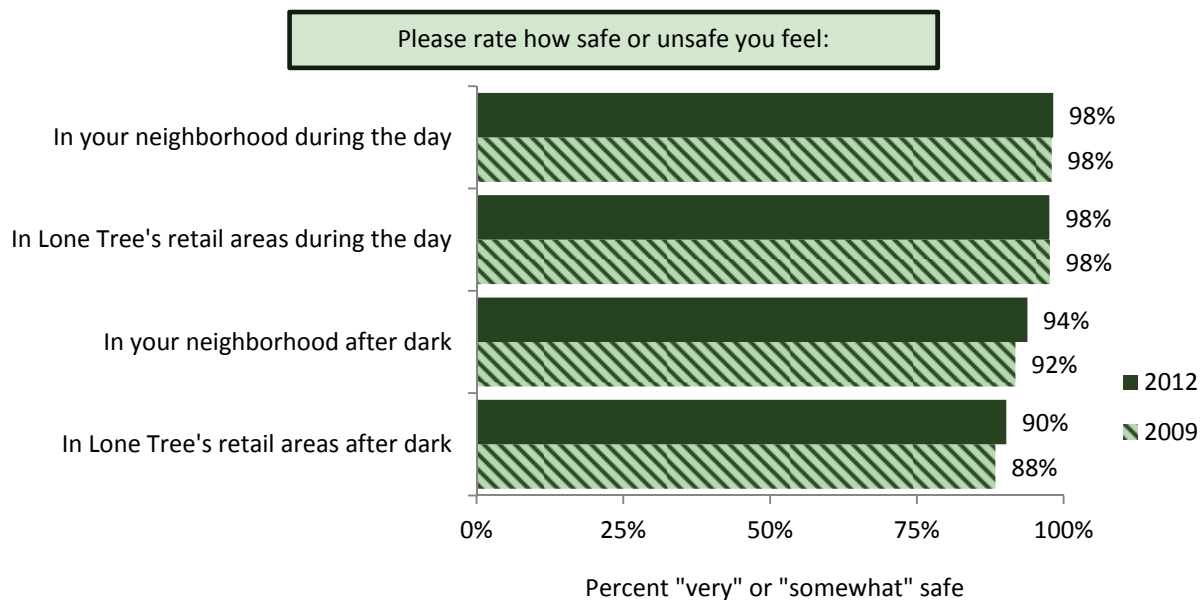


Figure 15: Safety in Various Areas in the City Compared Over Time



City Services and Government

A number of questions on the 2012 survey measured residents' perspectives on the quality of City services, including those specific to parks and recreation. The importance of parks and recreation services also was assessed. Additional, opinions about the performance of and trust in the local government were collected.

Overall Quality of City Services

Nearly all respondents rated the overall quality of City services as “excellent” or “good,” with an equal proportion of residents giving these evaluations. Only 3% of respondents said the overall quality of services in Lone Tree was “fair” and no one felt it was “poor.” This high score was much above the national and Front Range benchmarks (see *Appendix D: Benchmark Comparisons*) and was similar to ratings given in 2009.

Few differences in opinions were observed between respondent demographic subgroups. However, households with children under the age of 18 gave higher ratings to the overall quality of City services than did households without children (see *Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography*).

Figure 16: Overall Quality of City Services

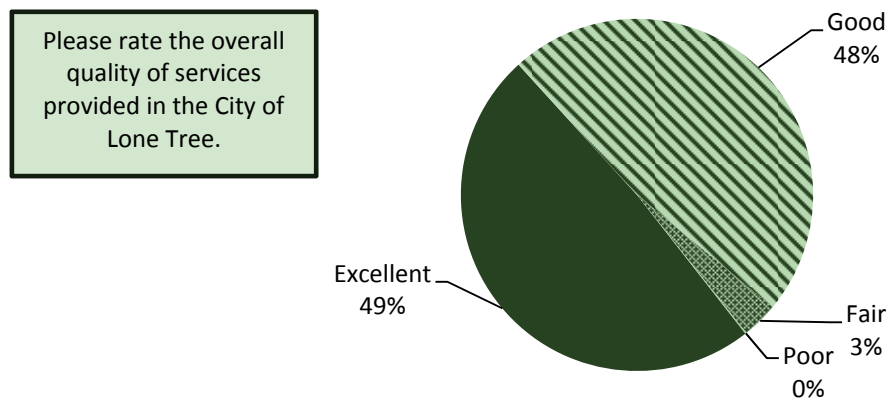
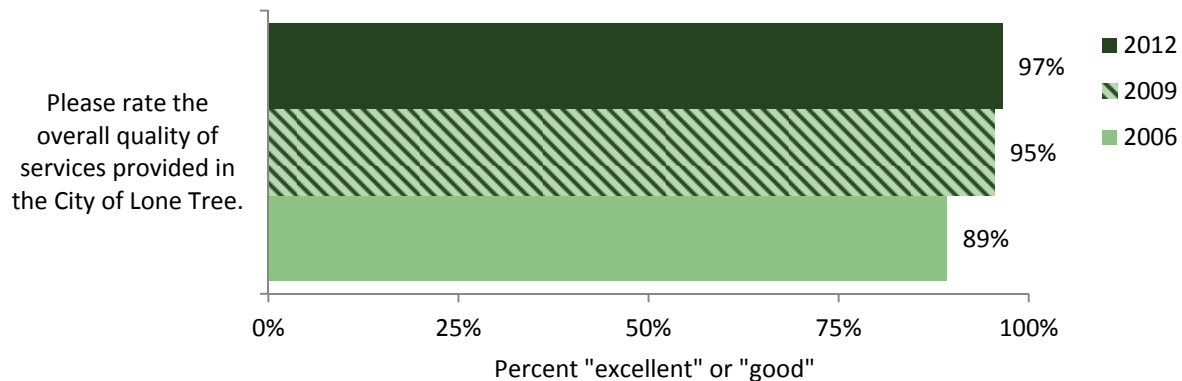


Figure 17: Rating of Overall Quality of City Services Compared Over Time



City Services

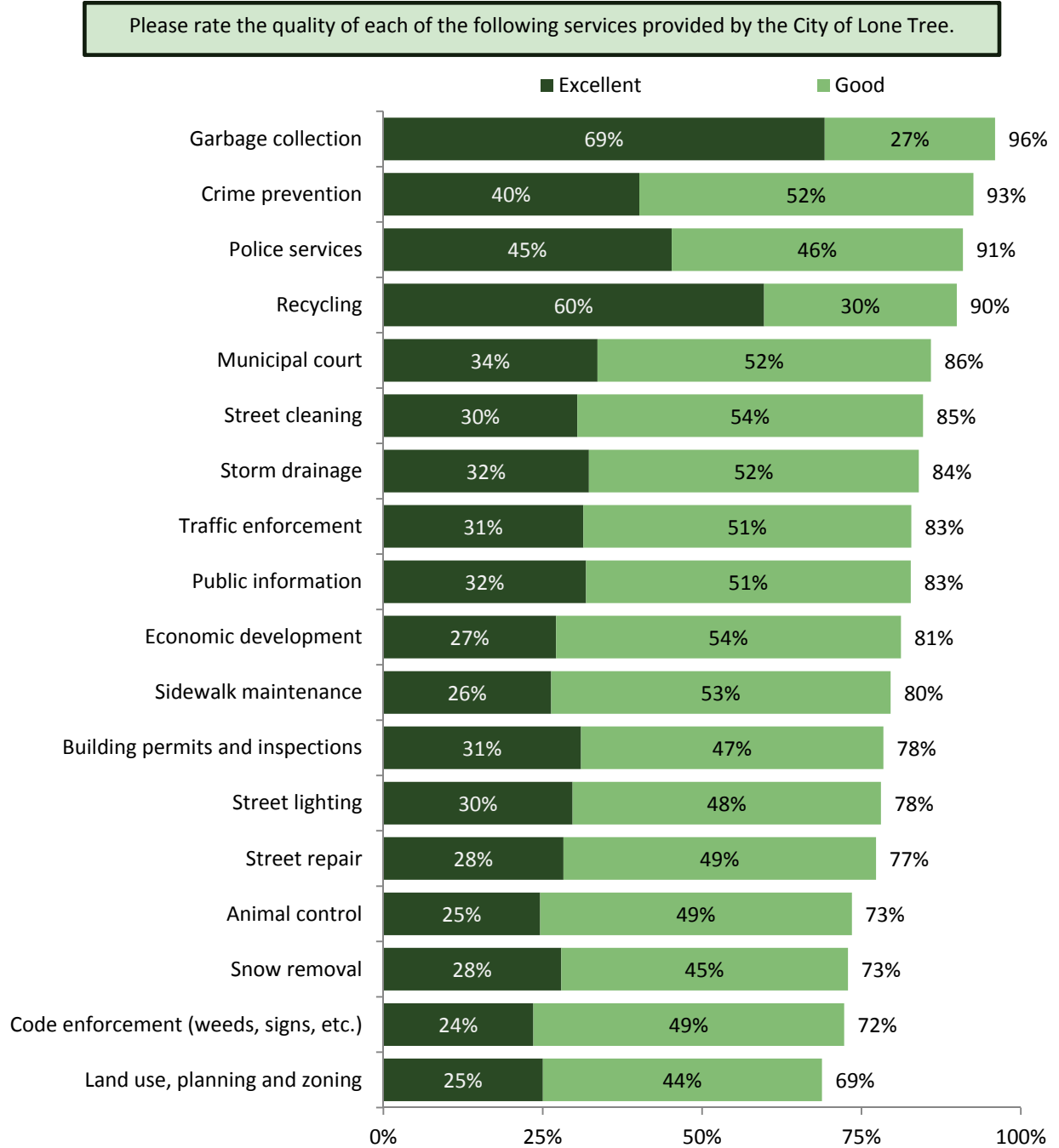
Lone Tree residents were given a list of 18 services provided by the City and were asked to rate the quality of each (see Figure 18 on the following page). All services were thought to be “excellent” or “good” by at least 7 in 10 respondents. The highest rated City services included garbage collection (96% “excellent” or “good”), crime prevention (93%), police services (91%) and recycling (90%). Garbage collection and recycling received “excellent” ratings from at least 60% of respondents. Slightly fewer residents gave “excellent” or “good” reviews to animal control (73%), snow removal (73%), code enforcement (72%) and land use, planning and zoning (69%). About 1 in 10 rated each of these lower rated services as “poor” (see Table 24 in *Appendix B: Responses to Survey Questions* for the full set of responses).

Between 20% and 73% of respondents selected “don’t know” when rating each of the following services: land use, planning and zoning; building permits and inspections; code enforcement (weeds, signs, etc.); animal control; economic development; and the municipal court. Percentages shown here represent those who had an opinion. (A full set of responses for each question, including “don’t know,” can be found in *Appendix B: Responses to Survey Questions*).

All services but one (building permits and inspections) could be compared to the national and Front Range benchmarks (see *Appendix D: Benchmark Comparisons* for more detail on the benchmark data). Of the 17 services that could be compared, all were rated much above both benchmarks.

Younger respondents (18-34) and those who rented their homes tended to give higher quality ratings to street cleaning, sidewalk maintenance, code enforcement, animal control and the municipal court than did older residents (35 or older) and homeowners. RidgeGate residents tended to give lower ratings to garbage collection, recycling and street lighting than those living outside of RidgeGate (see *Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography*).

Figure 18: Quality of City Services



For the most part, ratings of City services remained the same in 2012 when compared to 2009. However, there were three services that increased in quality from 2009 to 2012: recycling (84% “excellent” or “good” in 2009 versus 90% in 2012), the municipal court (78% versus 86%) and economic development (75% versus 81%).

Figure 19: Quality of City Services Compared Over Time

Please rate the quality of each of the following services provided by the City of Lone Tree. (Percent "excellent" or "good")	2012	2009	2006
Garbage collection	96%	96%	85%
Crime prevention	93%	89%	89%
Police services	91%	91%	92%
Recycling	90%	84%	68%
Municipal court	86%	78%	72%
Street cleaning	85%	83%	NA
Storm drainage	84%	85%	76%
Traffic enforcement	83%	82%	81%
Public information	83%	80%	74%
Economic development	81%	75%	81%
Sidewalk maintenance	80%	79%	76%
Building permits and inspections	78%	78%	NA
Street lighting	78%	74%	75%
Street repair	77%	79%	73%
Animal control	73%	74%	69%
Snow removal	73%	74%	77%
Code enforcement (weeds, signs, etc.)	72%	68%	59%
Land use, planning and zoning	69%	73%	61%

The survey asked participants to rate the quality of 16 different parks and recreation services and facilities in Lone Tree, with tennis courts and the Lone Tree Arts Center newly added to the 2012 survey (see Figure 20 on the following page). At least four out of five respondents gave “excellent” or “good” ratings to each parks and recreation service or facility. The Lone Tree Arts Center (96% “excellent” or “good”), the appearance and maintenance of parks (95%), parks overall (94%) and the Cook Creek Pool (94%) were given some of the highest scores. Among the lowest rated parks and recreation services and facilities were athletic fields (85%) and the range and variety of recreation programs and classes (81%), though these services still received “excellent” or “good” reviews from at least 80% of respondents.

Between one-quarter and about one-half of respondents said “don’t know” when evaluating the quality of the following services or facilities: recreation programs or classes, range/variety of recreation programs and classes, athletic fields, Lone Tree Golf Course, tennis courts, playgrounds, Cook Creek Pool and Lone Tree Arts Center. (A full set of responses for each question, including “don’t know,” can be found in *Appendix B: Responses to Survey Questions*).

Of the 13 parks and recreation services and facilities that could be compared to the national benchmarks, all were rated much above the national average (see *Appendix D: Benchmark Comparisons*). Comparisons were not available for the accessibility of the recreation center, tennis courts and the Lone Tree Arts Center.

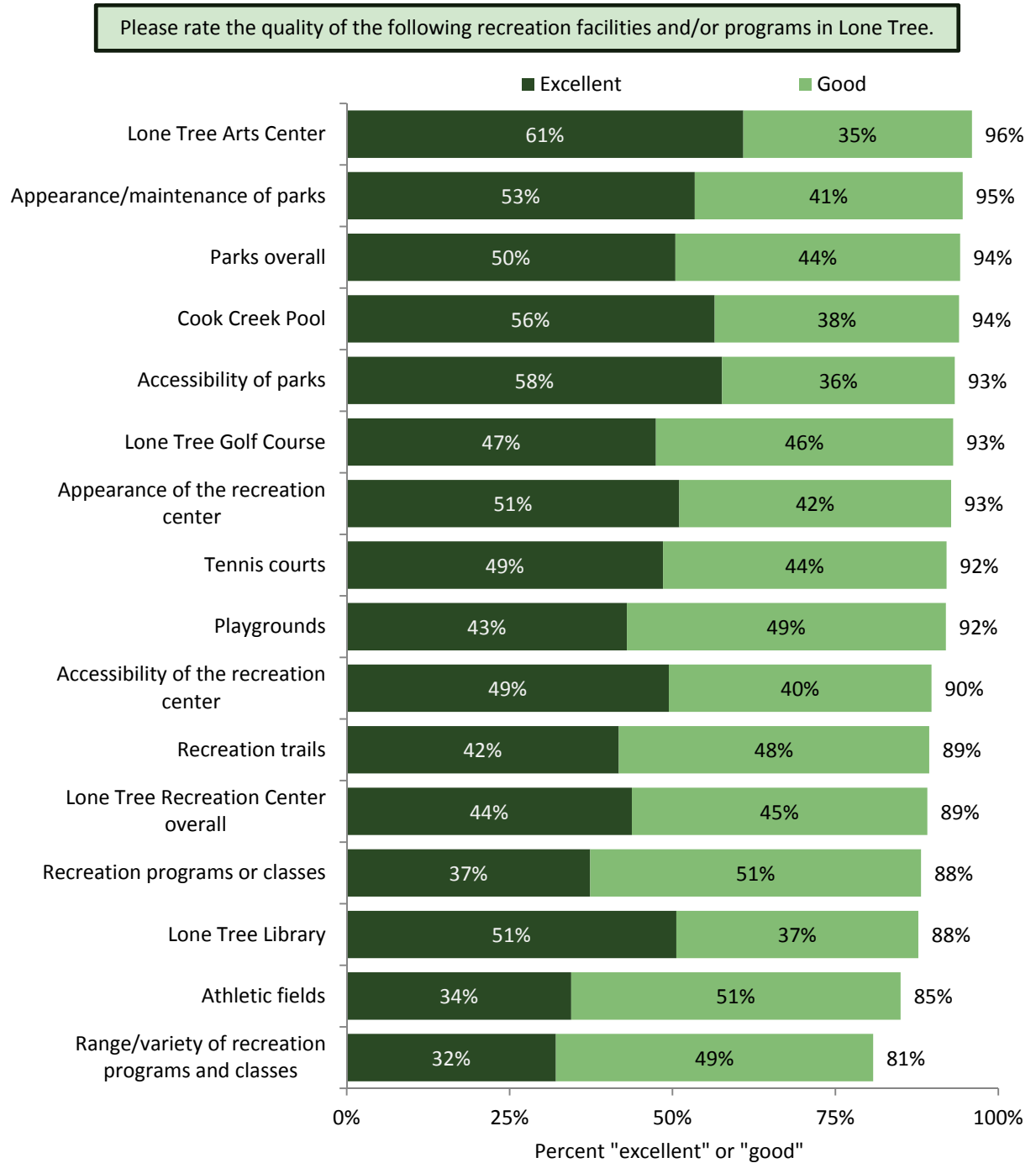
Only six of the 16 services and facilities could be compared to the Front Range benchmarks (see *Appendix D: Benchmark Comparisons*). The following services and facilities were given ratings that were much above other Front Range communities:

- appearance/maintenance of parks,
- parks overall,
- recreation programs or classes,
- Lone Tree Recreation Center overall and
- Lone Tree Library.

Recreation trails was rated below the Front Range benchmark. Comparisons were not available for the following: accessibility of parks, range/variety of recreation programs and classes, appearance of the recreation center, athletic fields, Lone Tree Golf Course, playgrounds, Cook Creek Pool, accessibility of the recreation center, tennis courts and the Lone Tree Arts Center.

Female respondents and homeowners tended to give higher quality ratings to the various parks and recreation services than did male respondents and renters (see *Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography*). RidgeGate residents gave more positive evaluations to the accessibility of parks, parks overall, athletic fields and the Lone Tree Golf Course than did those living outside the development.

Figure 20: Quality of Parks and Recreation Services



When compared to ratings given in 2009, ratings for all but one of the various parks and recreation services and facilities stayed the same in 2012; recreation programs and classes increased from 83% “excellent” or “good” in 2009 to 88% in 2012.

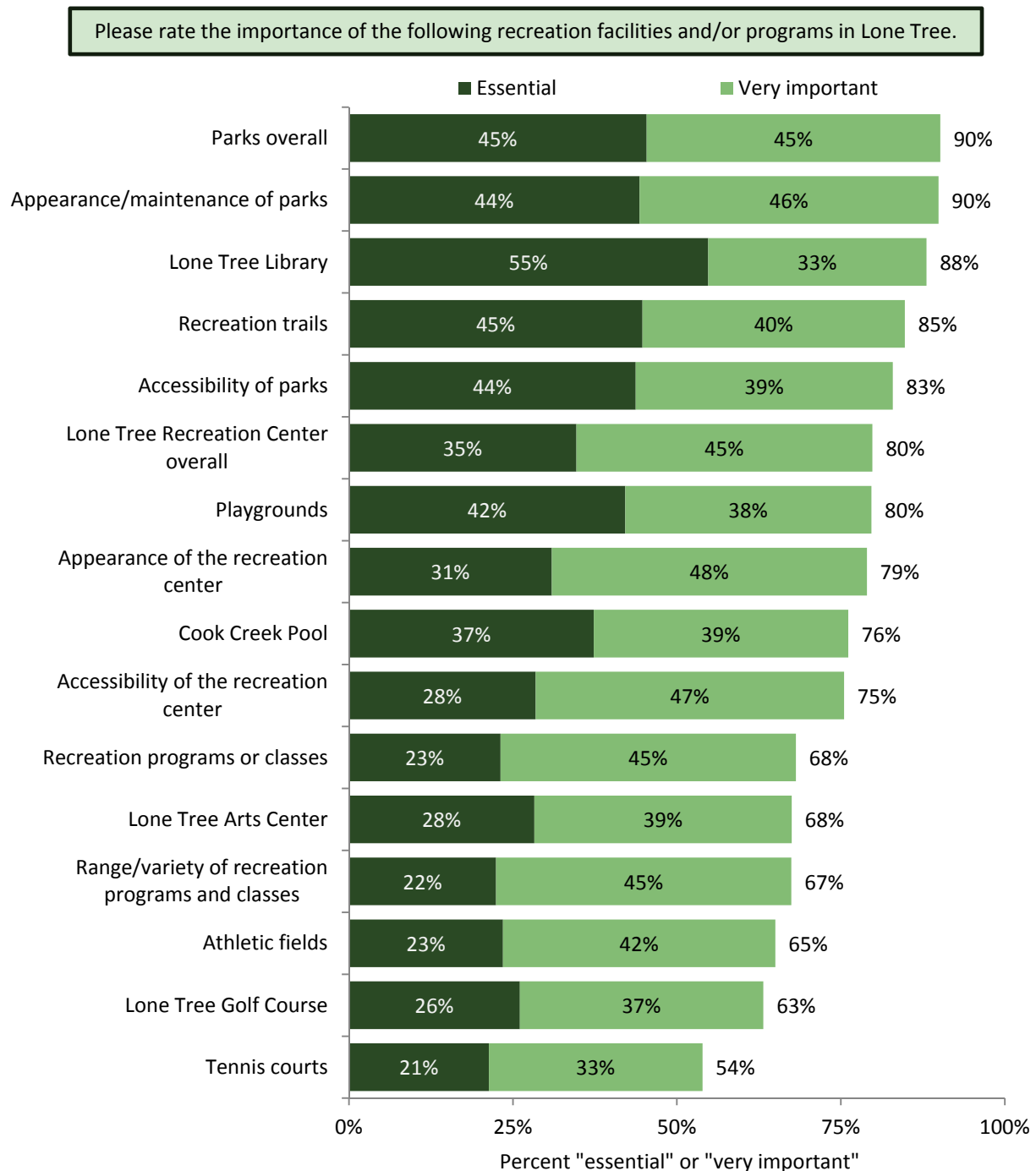
Figure 21: Quality of Parks and Recreation Services Compared Over Time

Please rate the quality of the following recreation facilities and/or programs in Lone Tree. (Percent "excellent" or "good")	2012	2009	2006
Lone Tree Arts Center	96%	NA	NA
Appearance/maintenance of parks	95%	94%	77%
Parks overall*	94%	93%	74%
Cook Creek Pool*	94%	95%	32%
Accessibility of parks	93%	90%	68%
Lone Tree Golf Course	93%	95%	89%
Appearance of the recreation center	93%	94%	90%
Tennis courts	92%	NA	NA
Playgrounds	92%	89%	62%
Accessibility of the recreation center	90%	87%	76%
Recreation trails	89%	89%	67%
Lone Tree Recreation Center overall*	89%	88%	85%
Recreation programs or classes	88%	83%	66%
Lone Tree Library	88%	85%	87%
Athletic fields	85%	82%	46%
Range/variety of recreation programs and classes	81%	78%	63%

**In 2009, wording for several survey questions changed from 2006: "Parks overall" was "Parks"; "Lone Tree Recreation Center overall" was "Lone Tree Recreation Center"; "Cook Creek Pool" was "Outdoor pools (Cook Creek, Country Club)".*

The importance of the 16 different parks and recreation services also was gauged. All services were thought to be “essential” or “very important” by at least half of respondents. Parks overall (90% at least “very important”), the appearance/maintenance of parks (90%), the Lone Tree Library (88%), recreation trails (85%) and the accessibility of parks (83%) were believed to be the most important parks and recreation services and facilities. Additionally, more than half (55%) of respondents felt that the Lone Tree Library was “essential.” The services deemed to be relatively less important included athletic fields (65%), the Lone Tree Golf Course (63%) and tennis courts (54%).

Figure 22: Importance of Parks and Recreation Services



The relative order of importance of parks and recreation services remained the same from 2009 to 2012. The only significant change in ratings was a decrease in the importance of athletic fields (70% “essential” or “very important” in 2009 versus 65% in 2012), although the importance of most of the other parks and recreation services has been slightly declining since 2006.

Figure 23: Importance of Parks and Recreation Services Compared Over Time

Please rate the importance of the following recreation facilities and/or programs in Lone Tree. (Percent "essential" or "very important")	2012	2009	2006
Parks overall*	90%	92%	94%
Appearance/maintenance of parks	90%	92%	94%
Lone Tree Library	88%	89%	94%
Recreation trails	85%	87%	87%
Accessibility of parks	83%	85%	90%
Lone Tree Recreation Center overall*	80%	84%	86%
Playgrounds	80%	80%	78%
Appearance of the recreation center	79%	81%	81%
Cook Creek Pool*	76%	77%	71%
Accessibility of the recreation center	75%	76%	76%
Recreation programs or classes	68%	67%	68%
Lone Tree Arts Center	68%	NA	NA
Range/variety of recreation programs and classes	67%	68%	68%
Athletic fields	65%	70%	70%
Lone Tree Golf Course	63%	65%	66%
Tennis courts	54%	NA	NA

**In 2009, wording for several survey questions changed from 2006: "Parks overall" was "Parks"; "Lone Tree Recreation Center overall" was "Lone Tree Recreation Center"; "Cook Creek Pool" was "Outdoor pools (Cook Creek, Country Club)".*

Balancing Quality and Importance of Recreation Facilities and Programs

All parks and recreation services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance) and some services were in the bottom half of both lists.

Ratings of importance were compared to ratings of quality (see Figure 24 on the next page). Services were classified as “more important” if at least 78% of respondents indicated they were “essential” or “very important.” Services were rated as “less important” if less than 78% of respondents gave such a rating. Services receiving a quality evaluation of “excellent” or “good” from at least 92% of respondents were considered of “higher quality” and those receiving such ratings from less than 92% of respondents were considered of “lower quality.” This classification divided the services in half.

Typically, services that are rated relatively higher in importance, lower in quality and below the benchmarks represent potential areas of improvement for the City; recreation trails was the only City service to meet all three criteria (it was much above the nation but below the Front Range). Additional areas of improvement could include the Lone Tree Library and the Lone Tree Recreation Center, as these services were relatively higher in importance and lower in quality, but were much above national and Front Range Benchmarks.

Parks and recreation services that were categorized as higher in importance and higher in quality were: playgrounds, accessibility of parks, appearance of recreation centers/facilities, parks overall and appearance/maintenance of parks.

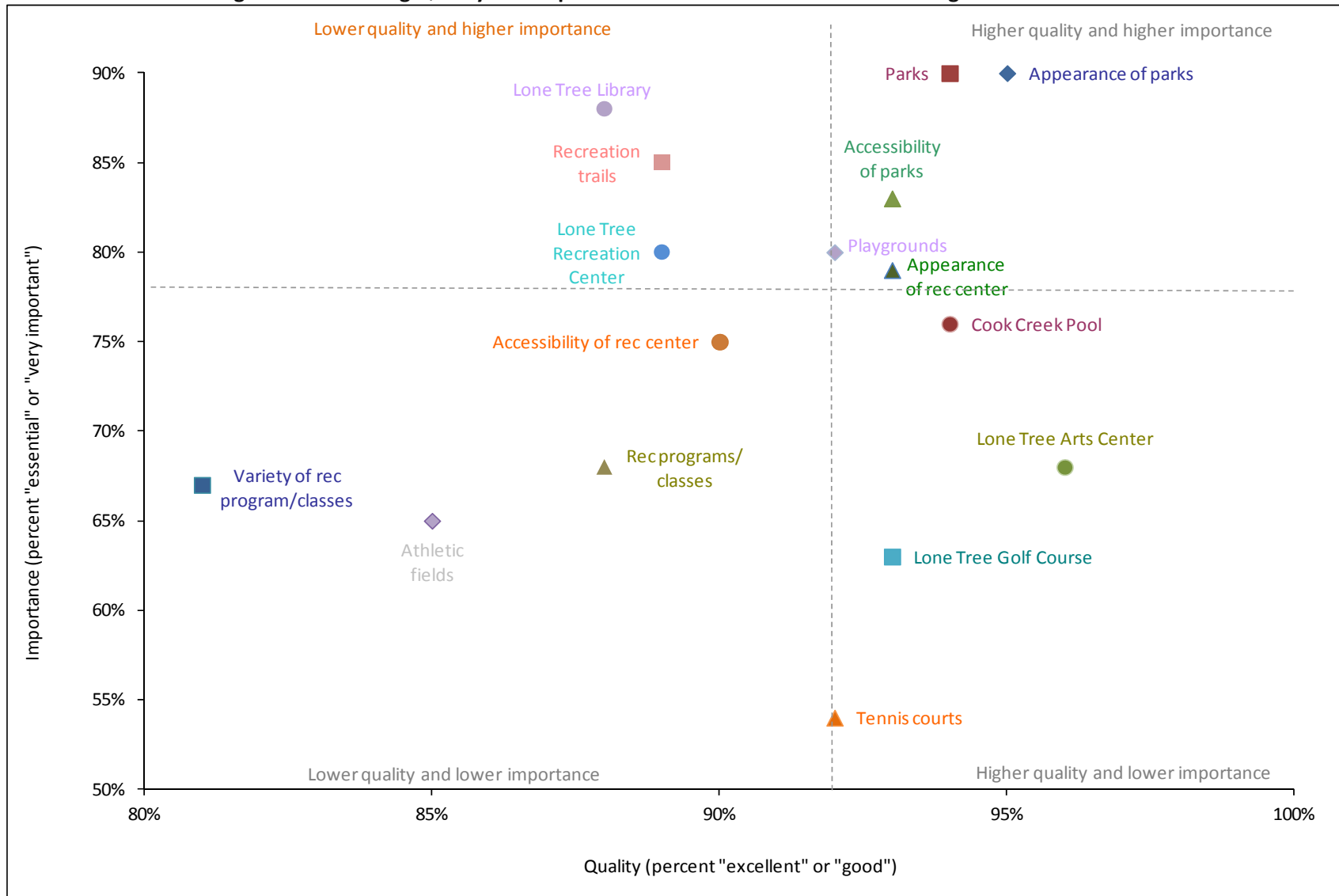
Services rated higher in importance and lower in quality were: the Lone Tree library and the Lone Tree Recreation Center.

Those services rated lower in importance and higher in quality were: tennis courts, the Lone Tree Golf Course, the Lone Tree Arts Center and the Cook Creek pool.

Services that rated lower in importance and lower in quality were: accessibility of recreation centers/facilities, range/variety of recreation programs and classes, recreation programs or classes and athletic fields.

Compared to the analysis conducted in 2009, the services falling into each of the four quadrants generally stayed the same.

Figure 24: Balancing Quality and Importance of Recreation Facilities and Programs in Lone Tree



Key Driver Analysis

In local government, core services – like police services or others directed at safety – invariably land at the top of the list created when residents are asked about the most important City services. While these are essential and should remain the focus of continuous monitoring and improvement where necessary, they are unlikely to fully explain residents' opinions of the City. The importance-quality comparison (Figure 24) is one way to help prioritize services. A second helpful tool is Key Driver Analysis (KDA).

KDA originated in market research and is used to identify the most important characteristics of a transaction or product. The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions. By using Key Driver Analysis, NRC's approach digs deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services.

A KDA was conducted for the City of Lone Tree by examining the relationships between ratings of each service and ratings of the City of Lone Tree's overall services. Those key driver services that correlated most highly with residents' perceptions about overall City service quality have been identified. By targeting improvements in key services, the City of Lone Tree can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality.

The 2012 City of Lone Tree Action Chart™ on the following page combines three dimensions of performance:

- *Trendline data.* The arrows next to service boxes point up (black arrow) or down (white arrow) to indicate differences from the previous survey.
- *Comparison to the Front Range benchmark.* When a comparison is available, the background color of each service box indicates whether the service is above the norm (green), similar to the norm (yellow) or below the norm (red).
- *Identification of key drivers.* A black key icon next to a service box notes a key driver.

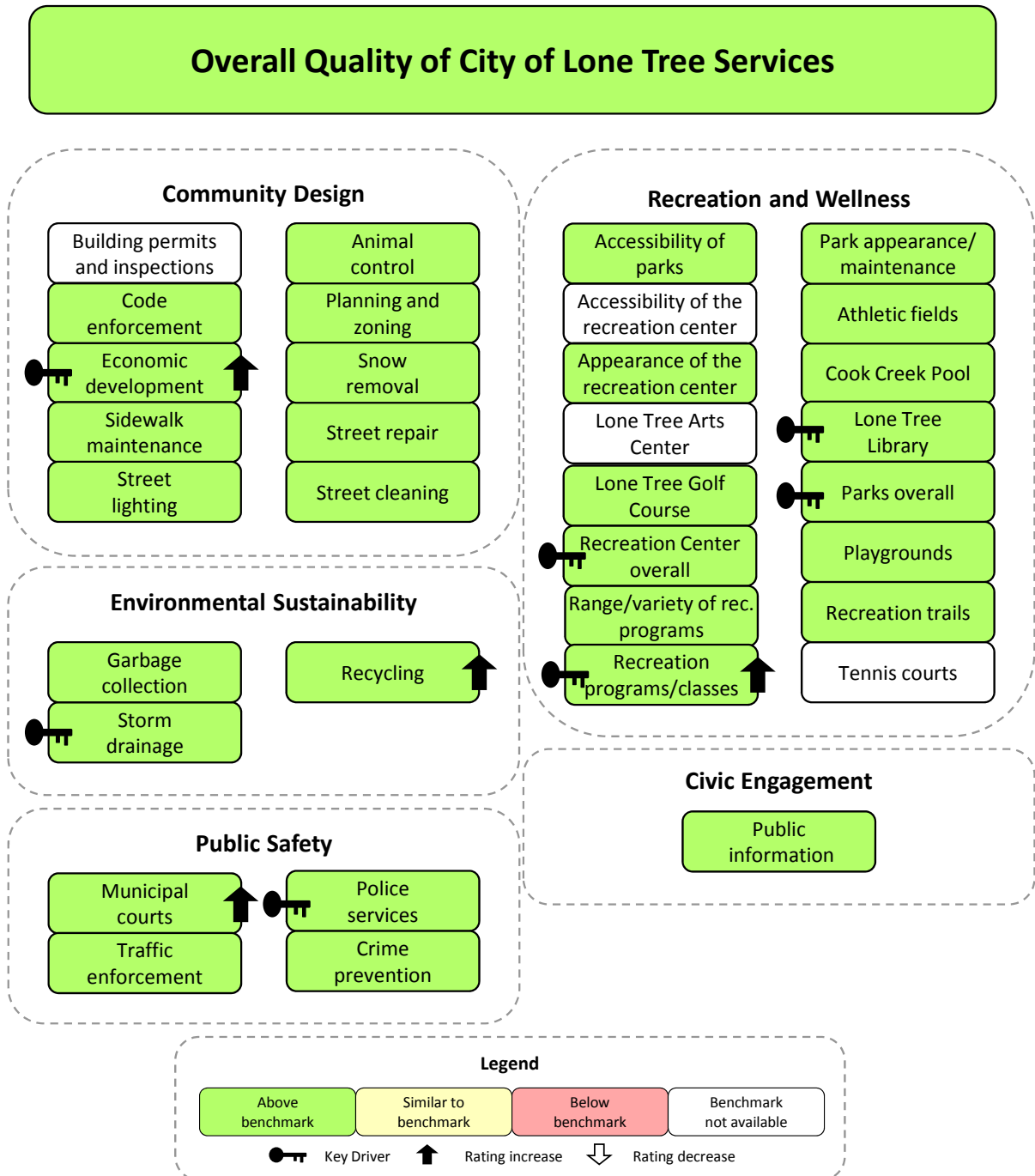
Nineteen services were considered in the final KDA for the City of Lone Tree and are included in the Action Chart™ on the next page. Services with a high percent of respondents answering “don't know” (i.e., more than 30%) were excluded from the analysis as they were considered services that would be less influential. See *Appendix B: Responses to Survey Questions* for the percent of “don't know” responses for each service.

Of the 19 services included in the KDA, seven were identified as key drivers for the City: economic development, parks overall, Lone Tree Recreation Center overall, Lone Tree Library, police services, recreation programs or classes and storm drainage.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are not at least similar to the benchmark. In Lone Tree, where comparisons were available, all of the key services were rated above the national

benchmark. These are services on which the City may want to keep a watchful eye to maintain the favorable ratings of the overall quality of City services.

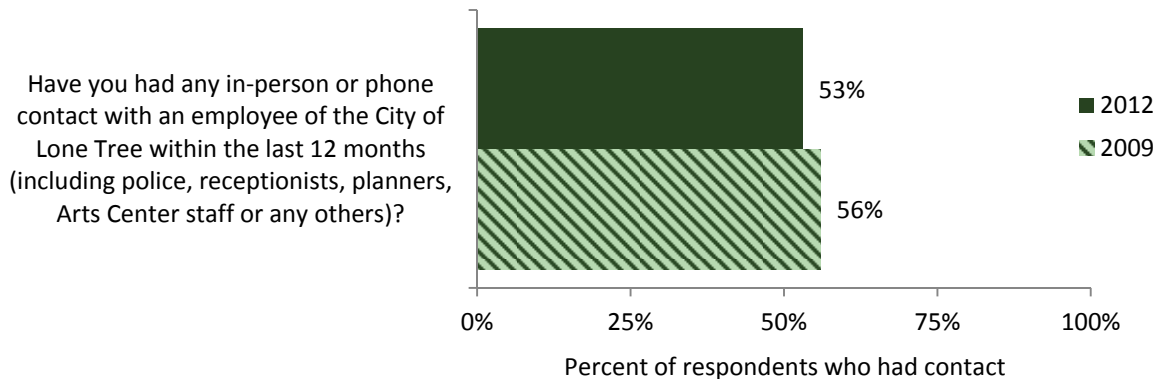
Figure 25: 2012 City of Lone Tree Action Chart™



City Employees and Government

About half of respondents said that they had contact with a City of Lone Tree employee in the 12 months prior to the survey, similar to the amount of contact reported in other communities across the nation and much more than in the Front Range (see *Appendix D: Benchmark Comparisons*). The amount of contact in 2012 was similar to what was reported in 2009.

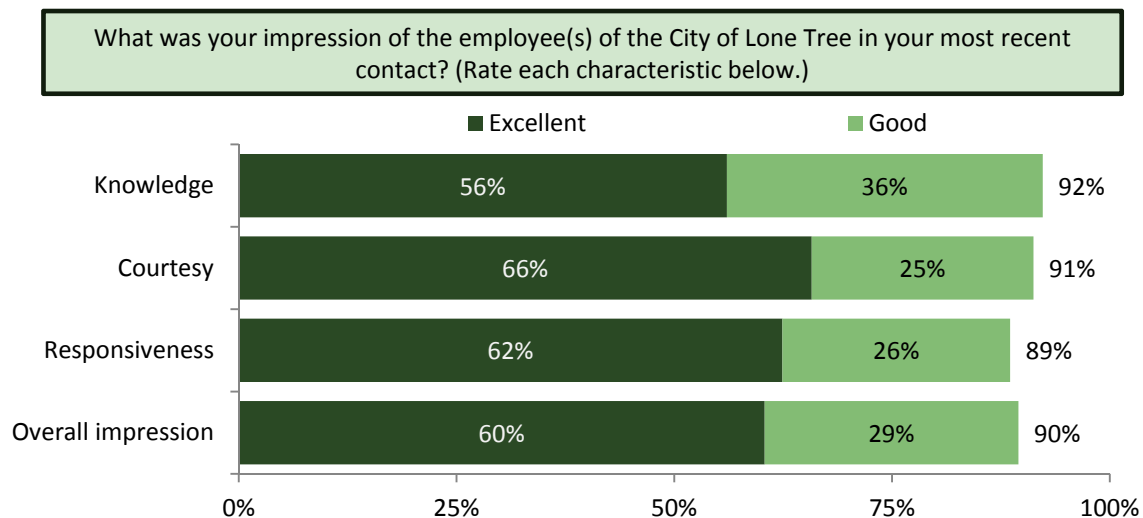
Figure 26: Contact with City Employees Compared Over Time



Those who had contact were asked to evaluate various characteristics of the employee during their interaction. City employees were given “excellent” ratings by between 56% and 66% of respondents for their knowledge, courtesy, responsiveness and the overall impression. Another one-quarter to one-third rated each characteristic as “good.”

When compared to the nation and Front Range, Lone Tree employees received evaluations that were much above the benchmarks (see *Appendix D: Benchmark Comparisons*).

Figure 27: Employee Characteristics



Asked only of those who reported having contact with a City employee in the 12 months prior to the survey.

Interactions with City employees in 2012 were compared to those in 2009. Generally, the various characteristics of employees were rated similarly between the two survey years.

Figure 28: Employee Characteristics Compared Over Time



Asked only of those who reported having contact with a City employee in the 12 months prior to the survey.

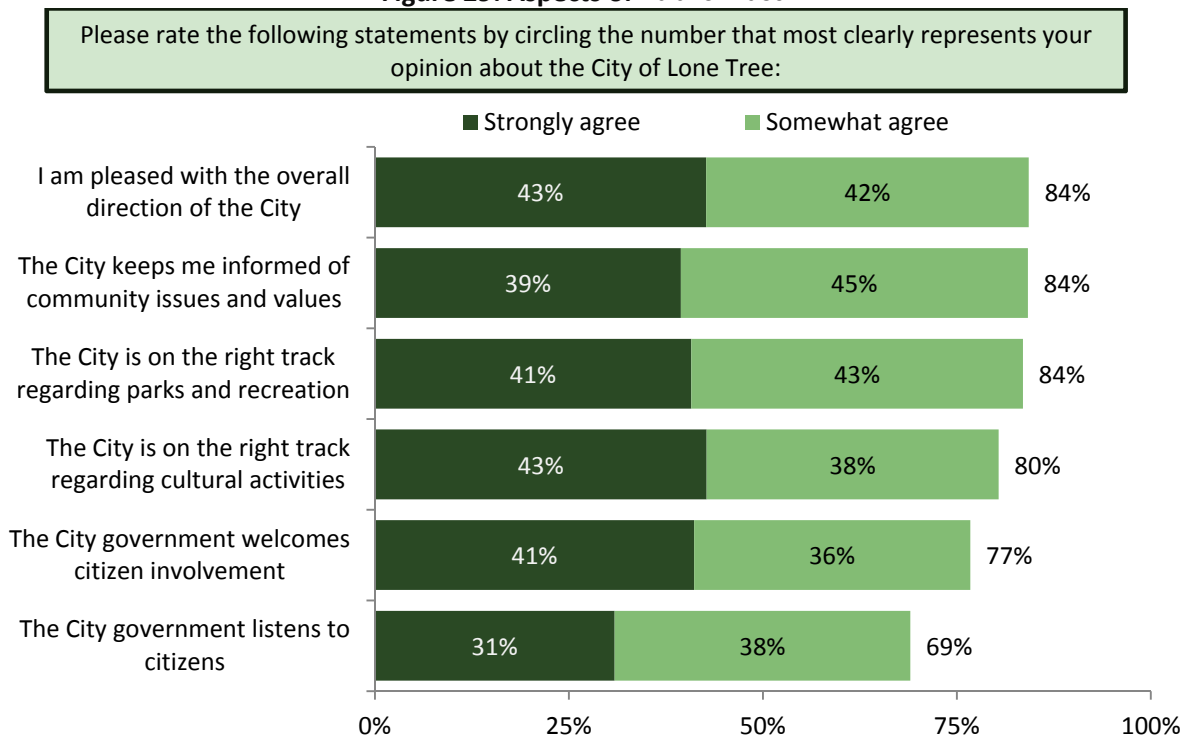
Survey respondents were provided with a number of positive statements regarding the City government and asked if they agreed or disagreed with each. At least 7 in 10 residents “strongly” or “somewhat” agreed with each statement. Residents voiced the most agreement with the following statements: “I am pleased with the overall direction of the City” (84% “strongly” or “somewhat” agreed), “the City keeps me informed of community issues and values” (84%) and “the City is on the right track regarding parks and recreation” (84%). Eight in 10 agreed that “the City is on the right track regarding cultural activities” and three-quarters agreed that “the City government welcomes citizen involvement.” The least amount of agreement was with the statement: “the City government listens to citizens” (69%).

More than 20% of respondents selected “don’t know” when assessing their level of agreement with the following statements: “the City government welcomes citizen involvement” (22%) and “the City government listens to citizens” (31%). The full set of responses, including “don’t know,” can be found in *Appendix B: Responses to Survey Questions*.

Four of the six aspects of the City government could be compared to the national and Front Range benchmarks and each was rated much above the benchmarks. (“The City is on the right track regarding parks and recreation” and “the City is on the right track regarding cultural activities” could not be compared; see *Appendix D: Benchmark Comparisons* for more information on the benchmark data).

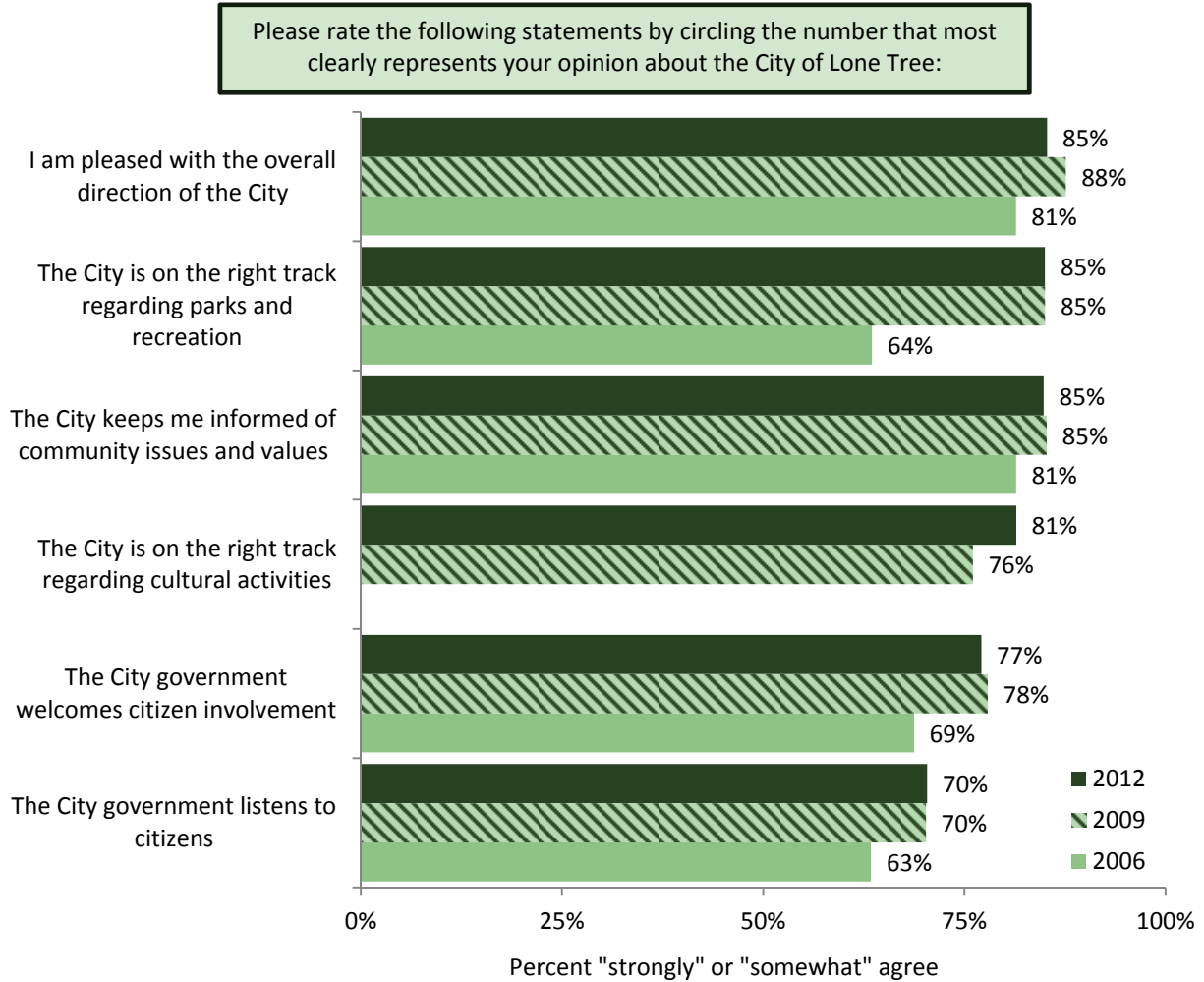
Those residing in Lone Tree for more than five years, older residents (age 55 or older) and those living in detached units tended to agree more that the City keeps them informed of community issues and values and welcomes citizen involvement than did their counterparts (see *Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography*).

Figure 29: Aspects of Public Trust



When compared to 2009, ratings of aspects of public trust in 2012 remained stable.

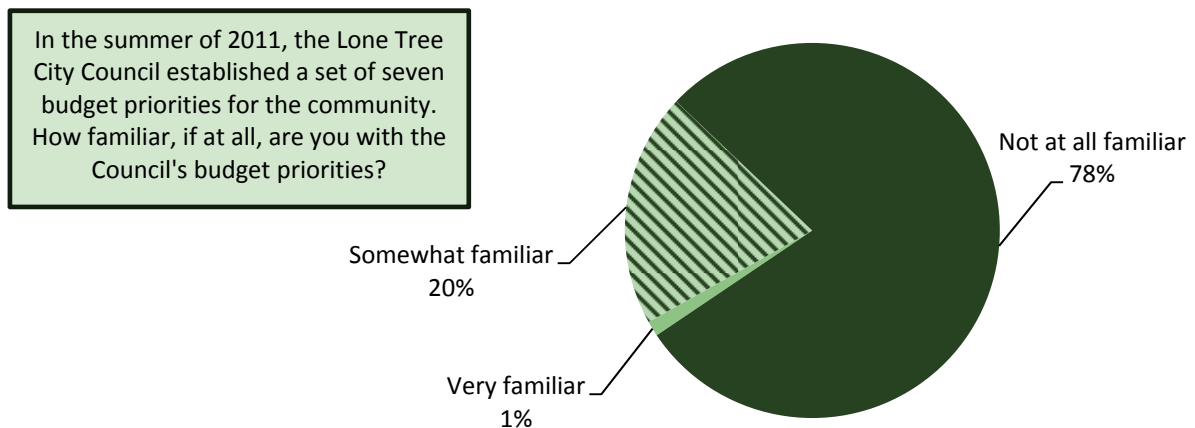
Figure 30: Aspects of Public Trust Compared Over Time



For the first time in 2012, residents were asked to indicate their level of familiarity with the seven City Council budget priorities for the City of Lone Tree. Three-quarters of respondents said that they were “not at all familiar” with the seven budget priorities established by City Council. Twenty percent said they were “somewhat familiar” and 1% felt “very familiar” with these priorities.

Shorter-term residents (five years or less), those who were 18-34, females and renters were less familiar with the City Council budget priorities than were longer-term residents, older residents (35 years or older), males and homeowners (see *Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography*).

Figure 31: Level of Familiarity with City Council Budget Priorities



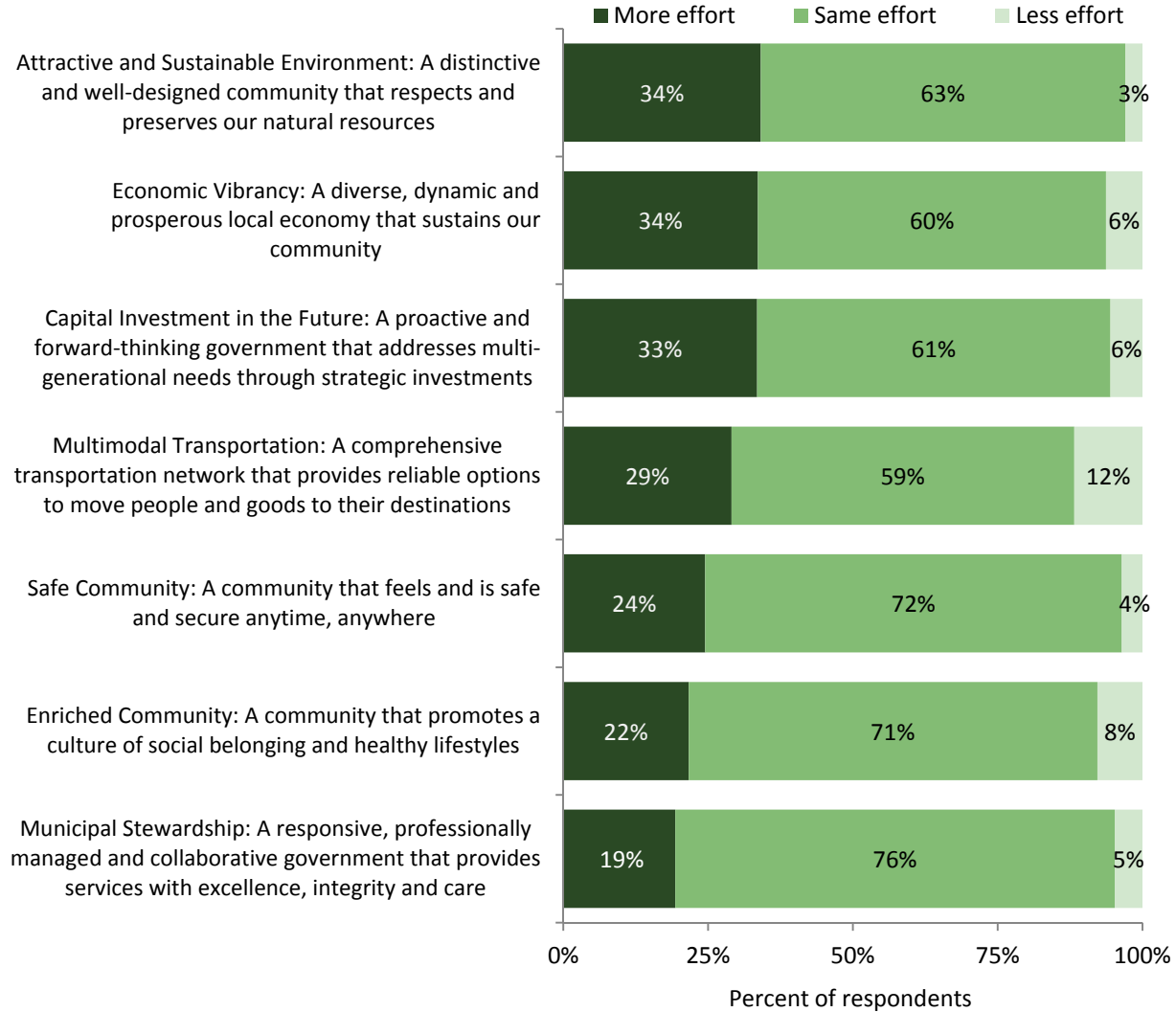
After indicating their level of familiarity with the seven budget priorities, residents were asked if they felt more, the same or less effort should be put towards each (see Figure 32 on the following page). Overall, a majority of respondents (between 60% and 76%) felt that the same level of effort should be applied to each of the seven priorities. One-third of residents felt that “more effort” should be put towards the priorities of an Attractive and Sustainable Environment (34%), Economic Vibrancy (34%) and Capital Investment in the Future (33%). The Council budget priority of Municipal Stewardship received the smallest proportion of respondents wanting “more effort” (19%). Twelve percent or less felt that “less effort” should be applied toward each of the seven priorities.

About one-quarter of respondents selected “don’t know” when determining the level of effort that should be applied towards the City Council’s budget priorities (see *Appendix B: Responses to Survey Questions* for a full set of responses).

Respondents who had lived in Lone Tree five years or less, those who were younger (18-34) and renters were more likely to want to see “more effort” being put toward the priority of Multimodal Transportation than were their counterparts (see *Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography*). Those 18-34 years old were less likely to indicate that “more effort” should be applied toward Municipal Stewardship and Capital Investment in the Future than were those age 35 years or older.

Figure 32: Level of Effort Applied Towards City Council Budget Priorities

Thinking about what you currently know regarding each of the following Council budget priorities, please indicate whether you feel the City should apply more effort, the same amount of effort or less effort toward each.

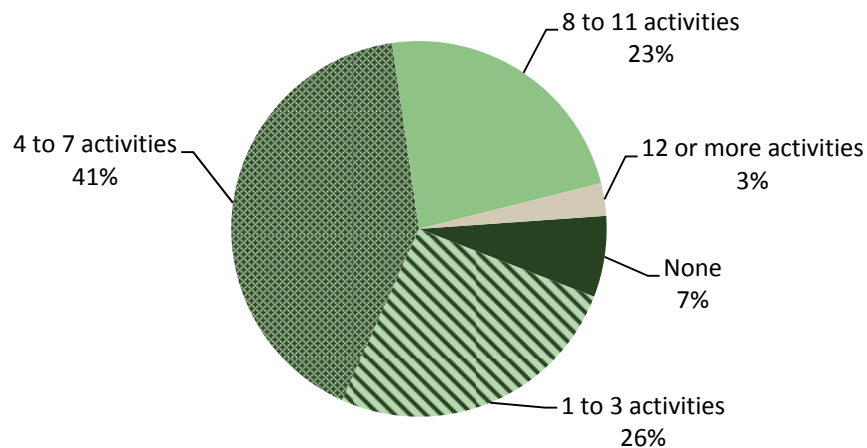


Recreation and Leisure Services

As in previous survey years, Lone Tree residents were provided with a list of 16 different activities and facilities in or around Lone Tree. Respondents first were asked to indicate how frequently in the last year they or another household member had used or participated in each. Then, if they had used or participated at least once, they were asked rate their level of satisfaction with the activity or facility.

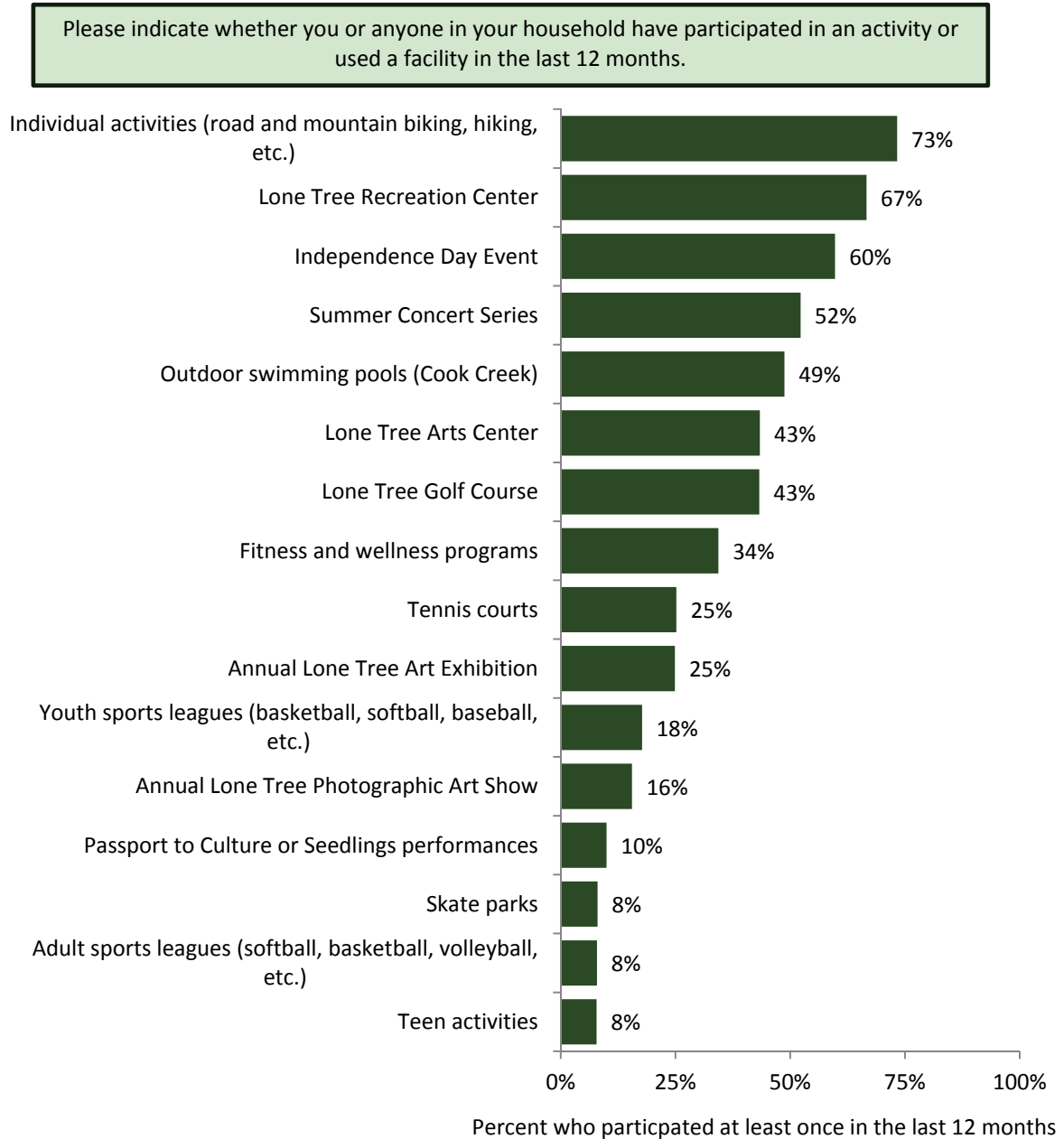
Overall, one-quarter of respondents reported participating in or using 1 to 3 activities or facilities, and 41% said they had participated in or used 4 to 7. Twenty-three percent said they had used or participated in 8 to 11 activities or facilities and only 3% reported participating in or using 12 or more activities or facilities. Seven percent had not participated in or used any activity or facility in the 12 months prior to the survey. On average, respondents participated in or used about five activities or facilities in the last year.

Figure 33: Total Number of Activities in Which Residents Reported Participating



Survey respondents reported most frequently using or participating in individual activities (73% had done this at least once in the last 12 months), the Lone Tree Recreation Center (67%) and the Independence Day Event (60%). Half of respondents had attended or used the Summer Concert Series or an outdoor swimming pool (49%) at least once in the last 12 months. Less than half of respondents said they had participated in or used any of the other activities and facilities listed, with only 8% indicating they had used or participated in a skate park, adult sports leagues or teen activities.

Figure 34: Frequency of Use of Parks and Recreation Activities and Facilities



Overall, the frequency of use and participation in the various recreation activities and facilities was similar in 2012 compared to 2009. However, increases in participation from 2009 to 2012 were seen for individual activities (66% had done this at least once in 2009 versus 73% in 2012), fitness and wellness programs (29% versus 34%) and use of tennis courts (20% versus 25%).

Figure 35: Frequency of Use of Parks and Recreation Activities and Facilities Compared Over Time

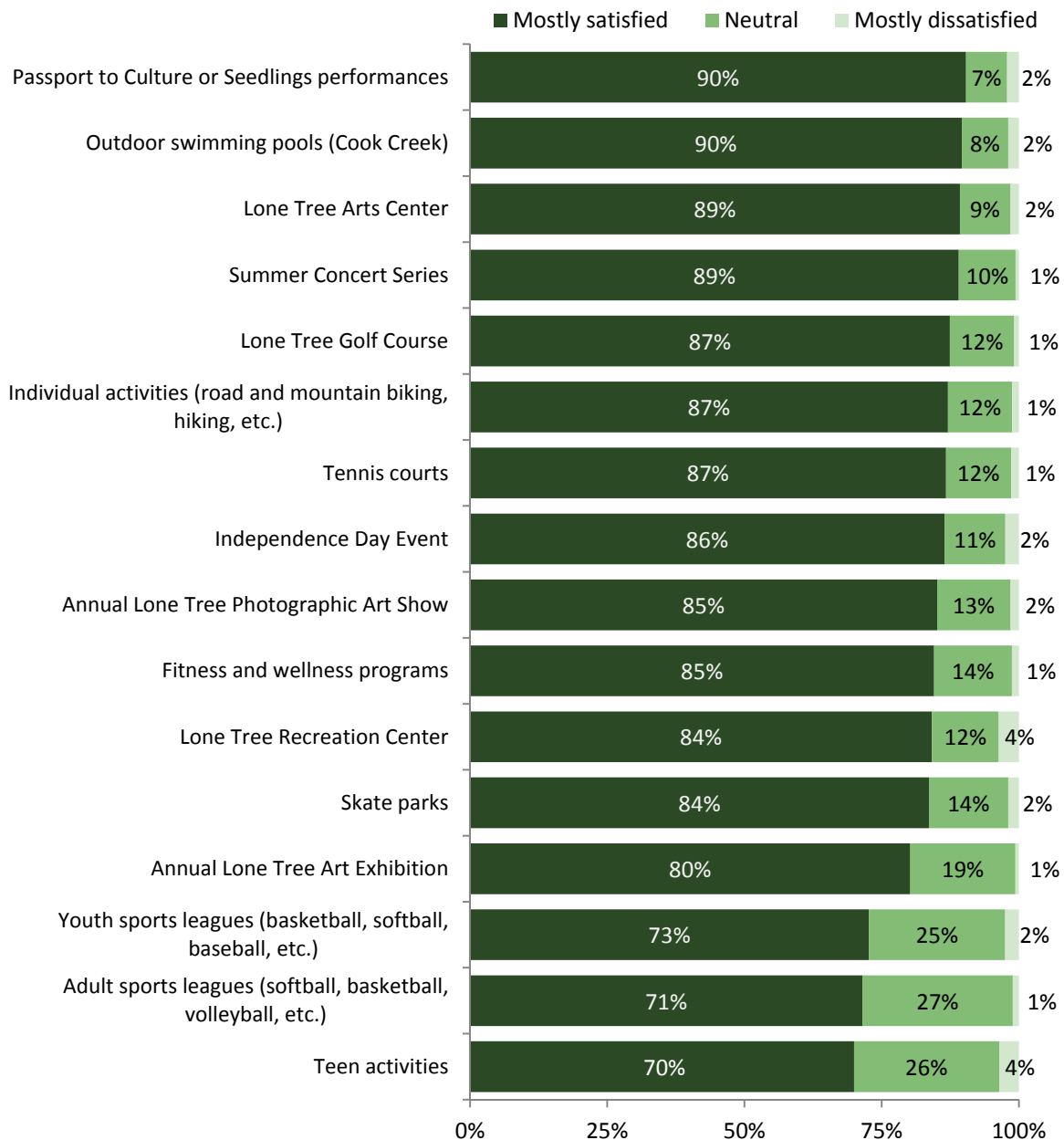
Please indicate whether you or anyone in your household have participated in an activity or used a facility in the last 12 months. (Percent who had used or participated in each at least once in the last 12 months)	2012	2009	2006
Individual activities (road and mountain biking, hiking, etc.)	73%	66%	75%
Lone Tree Recreation Center*	67%	71%	68%
Independence Day Event	60%	62%	62%
Summer Concert Series	52%	55%	60%
Outdoor swimming pools (Cook Creek)*	49%	47%	34%
Lone Tree Arts Center	43%	NA	NA
Lone Tree Golf Course*	43%	47%	56%
Fitness and wellness programs	34%	29%	28%
Tennis courts	25%	20%	23%
Annual Lone Tree Art Exhibition	25%	22%	20%
Youth sports leagues (basketball, softball, baseball, etc.)	18%	16%	16%
Annual Lone Tree Photographic Art Show	16%	17%	13%
Passport to Culture or Seedlings performances	10%	14%	NA
Skate parks	8%	10%	9%
Adult sports leagues (softball, basketball, volleyball, etc.)	8%	5%	7%
Teen activities	8%	9%	9%

**In 2009, wording for several survey questions changed from 2006: "Outdoor swimming pools (Cook Creek)" was "Outdoor swimming pools (Cook Creek, Country Club)"; "Lone Tree Golf Course" was "Golf courses (Littleton/Centennial, Family Sports, Lone Tree, South Suburban)"; "Lone Tree Recreation Center" was "Recreation centers (Goodson, Lone Tree, Sheridan)".*

Those who had participated in an activity or used a facility at least once in the 12 months prior to the survey were asked to rate their level of satisfaction with the service. The vast majority (between 70% and 90%) of residents were “mostly satisfied” with all activities and facilities. Respondents reported the highest level of satisfaction with the Passport to Culture or Seedlings performances (90% “mostly satisfied”), outdoor swimming pools (90%), the Lone Tree Arts Center (89%) and the Summer Concert Series (89%). Between 7% and 27% of residents felt “neutral” about their satisfaction with each activity or facility and less than 5% reported that they were “mostly dissatisfied.”

Figure 36: Satisfaction with Parks and Recreation Facilities and Activities

If you have participated in an activity or used a facility one or more times, please rate your level of satisfaction.



This question was asked only of residents who had used an activity or facility at least once in the last 12 months.

Generally, respondents' level of satisfaction with the parks and recreation facilities and activities stayed the same from 2009 to 2012. However, just as use of the tennis courts and fitness and wellness programs increased, satisfaction with these services increased. Those reporting that they were "mostly satisfied" with the tennis courts increased 25% from 2009 to 2012 and the level of satisfaction has more than doubled since 2006. Satisfaction with fitness and wellness programs increased from 80% "mostly satisfied" in 2009 to 85% in 2012. Three activities saw a decrease in the level of satisfaction:

- youth sports leagues (73% in 2012 versus 79% in 2009),
- adult sports leagues (71% versus 87%) and
- teen activities (70% versus 84%).

Figure 37: Satisfaction with Parks and Recreation Facilities and Activities Compared Over Time

If you have participated in an activity or used a facility one or more times, please rate your level of satisfaction. (Percent "mostly satisfied")	2012	2009	2006
Passport to Culture or Seedlings performances	90%	87%	NA
Outdoor swimming pools (Cook Creek)*	90%	88%	29%
Lone Tree Arts Center	89%	NA	NA
Summer Concert Series	89%	91%	87%
Lone Tree Golf Course*	87%	88%	86%
Individual activities (road and mountain biking, hiking, etc.)	87%	86%	72%
Tennis courts	87%	62%	42%
Independence Day Event	86%	89%	79%
Annual Lone Tree Photographic Art Show	85%	81%	76%
Fitness and wellness programs	85%	80%	72%
Lone Tree Recreation Center*	84%	83%	76%
Skate parks	84%	80%	60%
Annual Lone Tree Art Exhibition	80%	84%	77%
Youth sports leagues (basketball, softball, baseball, etc.)	73%	79%	48%
Adult sports leagues (softball, basketball, volleyball, etc.)	71%	87%	68%
Teen activities	70%	84%	43%

This question was asked only of residents who had used an activity or facility at least once in the last 12 months.

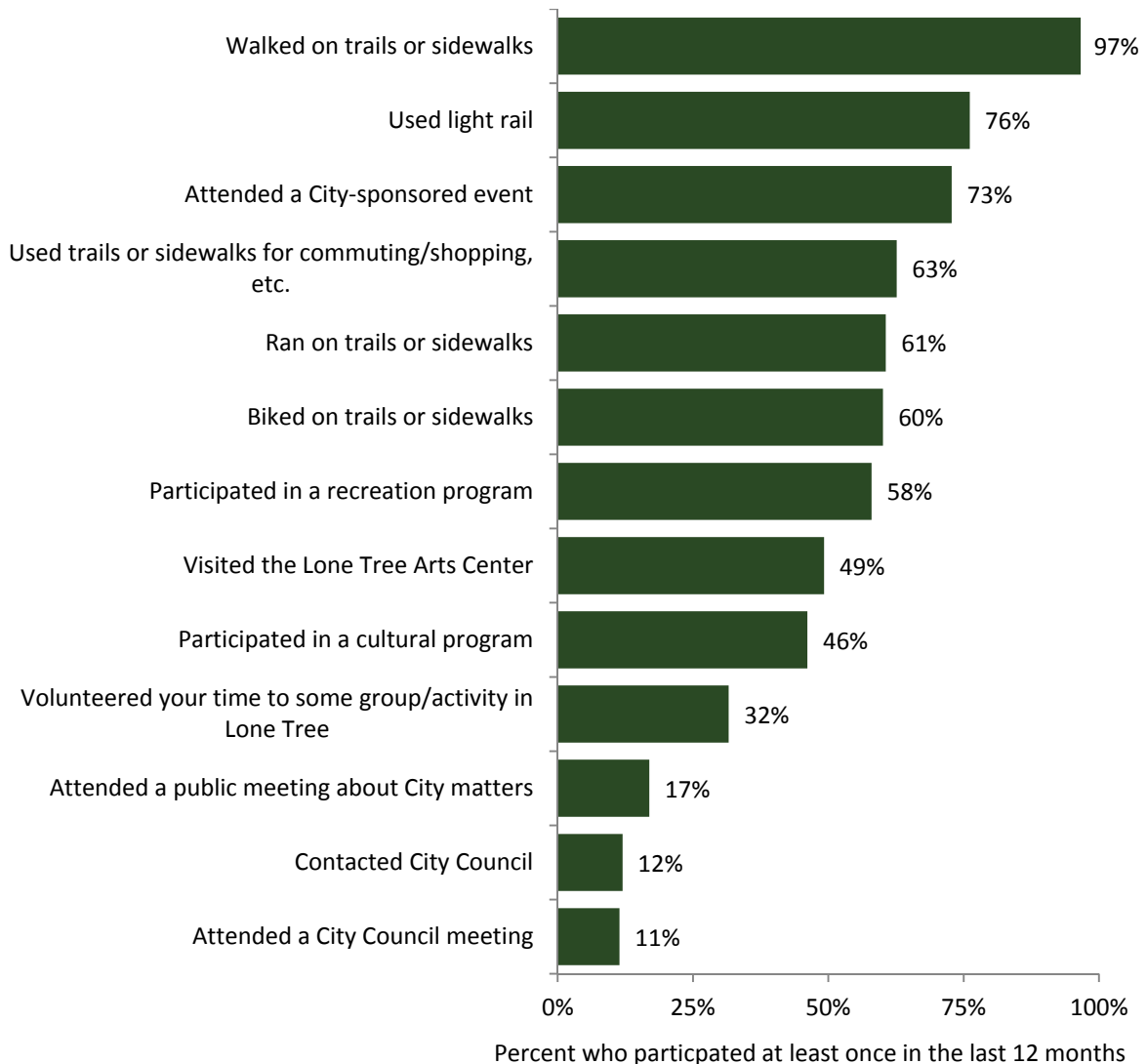
**In 2009, wording for several survey questions changed from 2006: "Outdoor swimming pools (Cook Creek)" was "Outdoor swimming pools (Cook Creek, Country Club)"; "Lone Tree Golf Course" was "Golf courses (Littleton/Centennial, Family Sports, Lone Tree, South Suburban)"; "Lone Tree Recreation Center" was "Recreation centers (Goodson, Lone Tree, Sheridan)".*

Community Participation

As in 2009, respondents were asked to identify how frequently, if at all, they or another household member had participated in 13 different activities in Lone Tree in the 12 months prior to the survey. Nearly all (97%) said that they had walked on trails or sidewalks in Lone Tree (97%) and three-quarters of respondents said they had used light rail (75%) or attended a City-sponsored event (73%). Less than one in five reported having attended a public meeting about City matters (17%), contacted City Council (12%) or attended a City Council meeting (11%).

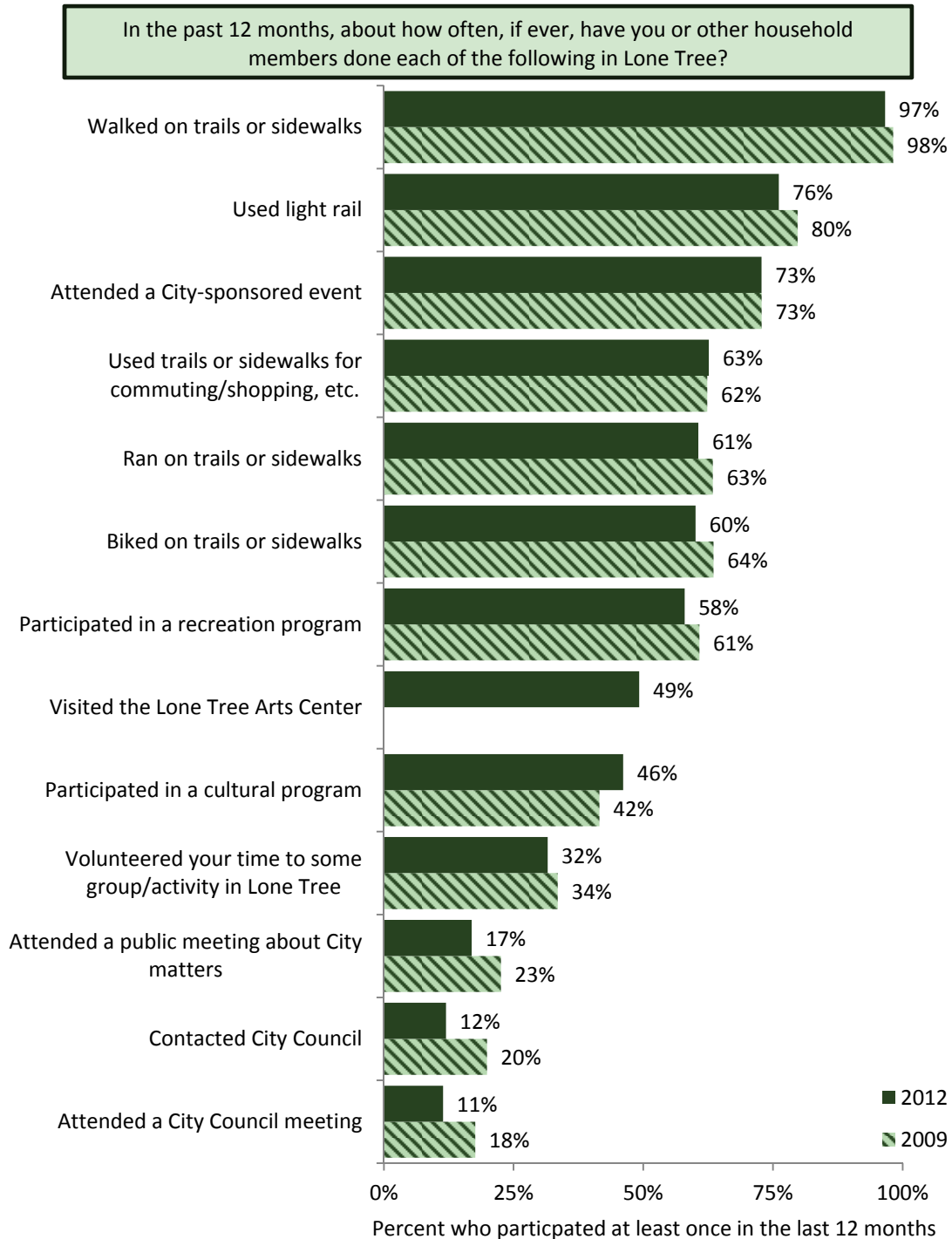
Two of the 13 activities could be compared to the national and Front Range benchmarks (see *Appendix D: Benchmark Comparisons*). Lone Tree residents were much less likely than residents across the nation and in the Front Range to have volunteered their time to some group or activity in the community, but they were much more (national benchmark) or more (Front Range) likely to have participated in a recreation program.

Figure 38: Community Participation



Levels of participation in the various community activities and events generally stayed the same from 2009 to 2012. However, significantly fewer respondents in 2012 than in 2009 reported having attended a public meeting about City matters (17% in 2012 versus 23% in 2009), contacted City Council (12% versus 20%) and attended a City Council meeting (11% versus 18%).

Figure 39: Participation in Community Activities and Events Compared Over Time



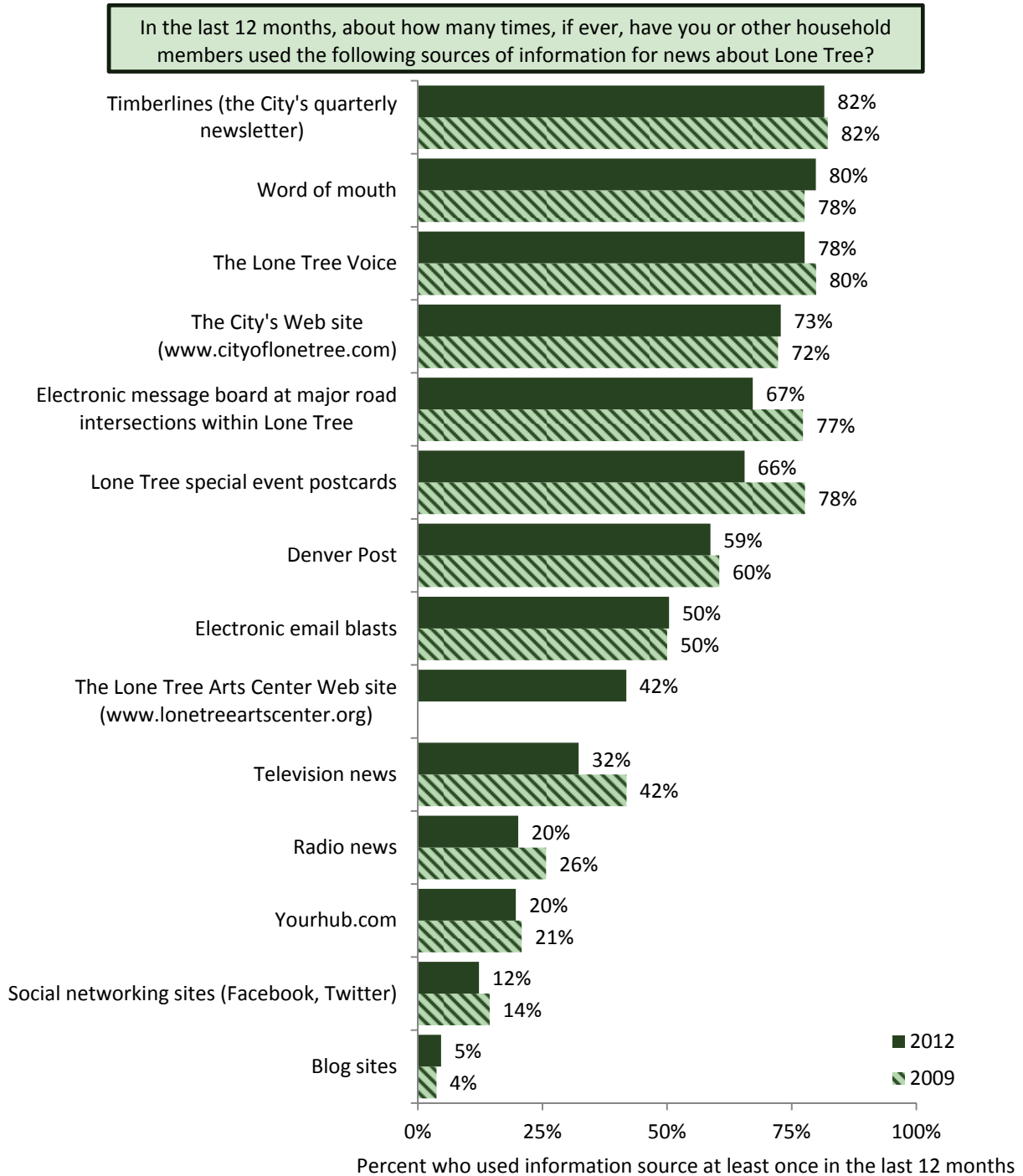
Information Sources

The City's quarterly newsletter, Timberlines (82%), word of mouth (80%) and the Lone Tree Voice (78%) continued to be the three most frequently used sources of information for news about Lone Tree (see Figure 40 on the next page). Three-quarters of respondents also reported using the City's Web site at least once in the last 12 months to get news about Lone Tree. One in five or less reported using radio news (20%), Yourhub.com (20%), social networking sites (12%) and blog sites (5%) to get news about the City.

While use for most information sources stayed the same in 2012 compared to 2009, several decreases were seen:

- electronic message boards at major road intersections within Lone Tree (67% in 2012 versus 77% in 2009),
- Lone Tree special events postcards (66% versus 78%),
- television news (32% versus 42%) and
- radio news (20% versus 26%).

Figure 40: Use of Information Sources Compared Over Time



Appendix A: Respondent Characteristics

Characteristics of the survey respondents are displayed in the tables on the following pages of this appendix.

Table 1: Respondent Length of Residency

About how long have you lived in Lone Tree?	Percent of respondents
Five years or less	46%
6 to 10 years	21%
11 to 15 years	20%
16 to 20 years	10%
More than 20 years	3%
Total	100%
<i>Average</i>	<i>7.8 years</i>

Table 2: Number of Household Members

How many people (including yourself) live in your household?	Percent of respondents
1	17%
2	39%
3	15%
4	21%
5	6%
6 or more	2%
Total	100%
<i>Average</i>	<i>2.7 people</i>

Table 3: Number of Household Members Under Age 12

How many children age 12 or younger live in your household?	Percent of respondents
0	71%
1	12%
2	13%
3	3%
4 or more	1%
Total	100%

Table 4: Number of Household Members Between Ages 13 and 17

How many people (including yourself) live in your household?	Percent of respondents
0	83%
1	12%
2	5%
3	1%
Total	100%

Table 5: Number of Household Members Under 18

	Percent of respondents
1	75%
2	18%
3	5%
4	1%
5	0%
6 or more	0%
Total	100%

Table 6: Number of Household Members Over 55

How many household members (including yourself) are 55 years or older?	Percent of respondents
0	61%
1	16%
2	22%
3	1%
4 or more	0%
Total	100%

Table 7: Housing Unit Type

In which type of housing unit do you live?	Percent of respondents
Detached single family home	65%
Condominium or townhouse	17%
Apartment	18%
Total	100%

Table 8: Tenure

Do you own or rent your residence?	Percent of respondents
Own	73%
Rent	27%
Total	100%

Table 9: Total Household Income

How much was your household's total income before taxes in 2011?	Percent of respondents
Less than \$25,000	2%
\$25,000 to \$34,999	3%
\$35,000 to \$49,999	8%
\$50,000 to \$74,999	14%
\$75,000 to \$99,999	11%
\$100,000 to \$149,999	22%
\$150,000 to \$199,999	16%
\$200,000 or more	24%
Total	100%

Table 10: Respondent Level of Education

What is your level of education?	Percent of respondents
0-11 years	0%
High school graduate	3%
Some college, no degree	12%
Associate degree	6%
Bachelors degree	44%
Graduate or professional degree	35%
Total	100%

Table 11: Respondent Race

What is your race?	Percent of respondents
White/European American/Caucasian	93%
Black or African American	2%
Asian or Pacific Islander	5%
American Indian, Eskimo or Aleut	1%
Other	3%

**Total may exceed 100% as respondents were able to select more than one response.*

Table 12: Respondent Ethnicity

Are you Hispanic/Spanish/Latino?	Percent of respondents
Yes	5%
No	95%
Total	100%

Table 13: Respondent Age

What category includes your age?	Percent of respondents
18-24	3%
25-34	18%
35-44	19%
45-54	30%
55-64	17%
65-74	11%
75+	4%
Total	100%

Table 14: Respondent Gender

What is your gender?	Percent of respondents
Female	52%
Male	48%
Total	100%

Table 15: Location of Residence

	Percent of respondents
Outside RidgeGate	87%
Inside RidgeGate	13%
Total	100%

Appendix B: Responses to Survey Questions

Complete Set of Frequencies Excluding “Don’t Know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses.

Table 16: Question 1

Please rate each of the following aspects of quality of life in Lone Tree.	Excellent	Good	Fair	Poor	Total
Lone Tree as a place to live	73%	25%	1%	0%	100%
Your neighborhood as a place to live	60%	35%	4%	0%	100%
Lone Tree as a place to raise children	63%	33%	3%	0%	100%
Lone Tree as a place to retire	46%	34%	17%	3%	100%
Lone Tree as a place to work	42%	40%	14%	5%	100%
Overall quality of life in Lone Tree	59%	38%	2%	0%	100%

Table 17: Question 2

Please rate the quality of each characteristic as they relate to Lone Tree as a whole.	Excellent	Good	Fair	Poor	Total
Sense of community	28%	52%	17%	3%	100%
Openness and acceptance of the community towards people of diverse backgrounds	24%	45%	26%	5%	100%
Preservation of community history	22%	48%	26%	4%	100%
Overall appearance of Lone Tree	60%	36%	4%	0%	100%
Cleanliness of Lone Tree	66%	31%	2%	0%	100%
Overall quality of new development in Lone Tree	36%	46%	14%	5%	100%
Variety of housing options	29%	44%	23%	4%	100%
Overall quality of business and service establishments in Lone Tree	39%	49%	12%	1%	100%
Shopping opportunities	66%	28%	6%	1%	100%
Opportunities to attend cultural activities	39%	44%	15%	2%	100%
Recreational opportunities	43%	45%	9%	3%	100%
Employment opportunities	12%	36%	39%	13%	100%
Higher educational opportunities	11%	29%	36%	24%	100%
Opportunities to participate in social events and activities	30%	49%	19%	3%	100%
Opportunities to volunteer	28%	49%	19%	4%	100%
Opportunities to participate in community matters	28%	51%	18%	3%	100%
Ease of car travel in Lone Tree	39%	43%	14%	4%	100%
Ease of bus travel in Lone Tree	17%	33%	30%	20%	100%
Ease of rail travel in Lone Tree	44%	41%	12%	3%	100%
Ease of bicycle travel in Lone Tree	31%	44%	16%	8%	100%
Ease of walking in Lone Tree	45%	41%	11%	4%	100%

Please rate the quality of each characteristic as they relate to Lone Tree as a whole.	Excellent	Good	Fair	Poor	Total
Availability of paths and walking trails	48%	39%	12%	2%	100%
Traffic flow on major streets	16%	47%	27%	10%	100%
Availability of affordable quality housing	14%	35%	35%	15%	100%
Availability of affordable quality child care	21%	43%	27%	9%	100%
Availability of affordable quality health care	40%	43%	13%	3%	100%
Air quality	36%	52%	11%	1%	100%
Quality of overall natural environment in Lone Tree	40%	48%	11%	2%	100%
Overall image/reputation of Lone Tree	55%	41%	3%	0%	100%

Table 18: Question 3

What is the single most significant thing (program, service or type of business) the City of Lone Tree could do to improve your quality of life in Lone Tree?	Percent of respondents	Percent of respondents who made a comment*
No response	31%	-
Improve traffic and light timing/reduce traffic noise	5%	8%
Increase amount and accessibility of pedestrian and bicycle paths	7%	10%
Expand and improve parks and recreation services/reduce costs	8%	12%
Provide more and better (upscale) retail, shopping and dining	12%	17%
Expand senior activities and services/affordable housing	2%	3%
Improve City infrastructure	4%	6%
Improve City services	7%	10%
Expand cultural activities, community events and services	3%	5%
Reduce cost of living (e.g., affordable housing, lower taxes)	4%	6%
Happy with quality of life/City doing good job	2%	2%
Nothing/can't think of anything	2%	3%
Too much development/growth	5%	8%
More job/volunteer opportunities and business development	4%	6%
Other	4%	6%
Total	100%	100%

*Percentages represent the 759 respondents who wrote in a comment for question 3.

Table 19: Question 4

Please indicate the rate of growth in the following categories in Lone Tree over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Population growth	1%	2%	55%	32%	11%	100%
Retail growth (stores, restaurants, etc.)	2%	15%	65%	13%	5%	100%
Job growth	15%	44%	38%	2%	1%	100%

Table 20: Question 5

Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Lone Tree to someone who asks	73%	23%	2%	1%	100%
Remain in Lone Tree for the next five years	63%	27%	7%	4%	100%

Table 21: Question 6

In the past 12 months, about how often, if ever, have you or other household members done each of the following in Lone Tree?	Never	1-2 times	3-12 times	13-26 times	More than 26 times	Total
Walked on trails or sidewalks	3%	4%	17%	21%	55%	100%
Ran on trails or sidewalks	39%	9%	17%	11%	24%	100%
Biked on trails or sidewalks	40%	10%	18%	11%	20%	100%
Used trails or sidewalks for commuting/shopping, etc.	37%	15%	23%	13%	12%	100%
Used light rail	24%	24%	32%	7%	12%	100%
Attended a City Council meeting	89%	9%	2%	0%	1%	100%
Attended a public meeting about City matters	83%	12%	3%	1%	1%	100%
Contacted City Council	88%	9%	2%	0%	1%	100%
Volunteered your time to some group/activity in Lone Tree	68%	15%	9%	3%	4%	100%
Participated in a recreation program	42%	21%	20%	7%	9%	100%
Participated in a cultural program	54%	25%	17%	3%	1%	100%
Visited the Lone Tree Arts Center	51%	30%	15%	3%	1%	100%
Attended a City-sponsored event	27%	40%	31%	2%	1%	100%

Table 22: Question 7

Please rate how safe or unsafe you feel from the following in Lone Tree:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (rape, assault, robbery)	70%	27%	3%	1%	0%	100%
Property crimes (burglary, theft)	40%	47%	8%	4%	0%	100%
Environmental hazards, including toxic waste	70%	23%	6%	1%	0%	100%

Table 23: Question 8

Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	85%	13%	1%	0%	0%	100%
In your neighborhood after dark	52%	42%	5%	1%	0%	100%
In Lone Tree's retail areas during the day	81%	17%	2%	0%	0%	100%
In Lone Tree's retail areas after dark	46%	45%	8%	2%	0%	100%

Table 24: Question 9

Please rate the quality of each of the following services provided by the City of Lone Tree.	Excellent	Good	Fair	Poor	Total
Garbage collection	69%	27%	3%	1%	100%
Recycling	60%	30%	7%	3%	100%
Street repair	28%	49%	19%	3%	100%
Street cleaning	30%	54%	13%	3%	100%
Street lighting	30%	48%	17%	5%	100%
Snow removal	28%	45%	20%	7%	100%
Sidewalk maintenance	26%	53%	15%	6%	100%
Storm drainage	32%	52%	14%	2%	100%
Traffic enforcement	31%	51%	14%	4%	100%
Crime prevention	40%	52%	7%	1%	100%
Police services	45%	46%	7%	2%	100%
Land use, planning and zoning	25%	44%	21%	10%	100%
Building permits and inspections	31%	47%	15%	6%	100%
Code enforcement (weeds, signs, etc.)	24%	49%	21%	7%	100%
Animal control	25%	49%	18%	8%	100%
Economic development	27%	54%	16%	3%	100%
Public information	32%	51%	15%	2%	100%
Municipal court	34%	52%	12%	2%	100%

Table 25: Question 10 - Quality

Please rate the quality of the following recreation facilities and/or programs in Lone Tree.	Excellent	Good	Fair	Poor	Total
Accessibility of parks	58%	36%	6%	1%	100%
Appearance/maintenance of parks	53%	41%	5%	1%	100%
Parks overall	50%	44%	6%	0%	100%
Recreation programs or classes	37%	51%	10%	1%	100%
Range/variety of recreation programs and classes	32%	49%	17%	2%	100%
Accessibility of the recreation center	49%	40%	8%	2%	100%
Appearance of the recreation center	51%	42%	7%	1%	100%
Lone Tree Recreation Center overall	44%	45%	9%	1%	100%
Recreation trails	42%	48%	10%	0%	100%
Athletic fields	34%	51%	12%	3%	100%
Lone Tree Golf Course	47%	46%	6%	1%	100%
Tennis courts	49%	44%	8%	0%	100%
Playgrounds	43%	49%	8%	0%	100%
Cook Creek Pool	56%	38%	5%	1%	100%
Lone Tree Arts Center	61%	35%	3%	1%	100%
Lone Tree Library	51%	37%	11%	2%	100%

Table 26: Question 10 - Importance

Please rate the importance of the following recreation facilities and/or programs in Lone Tree.	Essential	Very important	Somewhat important	Not at all important	Total
Accessibility of parks	44%	39%	16%	1%	100%
Appearance/maintenance of parks	44%	46%	9%	1%	100%
Parks overall	45%	45%	9%	0%	100%
Recreation programs or classes	23%	45%	26%	6%	100%
Range/variety of recreation programs and classes	22%	45%	27%	5%	100%
Accessibility of the recreation center	28%	47%	21%	4%	100%
Appearance of the recreation center	31%	48%	19%	2%	100%
Lone Tree Recreation Center overall	35%	45%	18%	2%	100%
Recreation trails	45%	40%	14%	1%	100%
Athletic fields	23%	42%	29%	6%	100%
Lone Tree Golf Course	26%	37%	24%	13%	100%
Tennis courts	21%	33%	31%	15%	100%
Playgrounds	42%	38%	15%	6%	100%
Cook Creek Pool	37%	39%	18%	5%	100%
Lone Tree Arts Center	28%	39%	24%	9%	100%
Lone Tree Library	55%	33%	10%	2%	100%

Table 27: Question 11

Please rate the overall quality of services provided in the City of Lone Tree.	Percent of respondents
Excellent	49%
Good	48%
Fair	3%
Poor	0%
Total	100%

Table 28: Question 12

Have you had any in-person or phone contact with an employee of the City of Lone Tree within the last 12 months (including police, receptionists, planners, Arts Center staff or any others)?	Percent of respondents
No	47%
Yes	53%
Total	100%

Table 29: Question 13

What was your impression of the employee(s) of the City of Lone Tree in your most recent contact? (Rate each characteristic below.)	Excellent	Good	Fair	Poor	Total
Knowledge	56%	36%	5%	2%	100%
Responsiveness	62%	26%	8%	4%	100%
Courtesy	66%	25%	6%	2%	100%
Overall impression	60%	29%	8%	3%	100%

Asked only of those who reported having contact with a City employee in the 12 months prior to the survey.

Table 30: Question 14 - Frequency of Use

Please indicate whether you or anyone in your household have participated in an activity or used a facility in the last 12 months.	Never	1-4 times	5-14 times	15 times or more	Total
Outdoor swimming pools (Cook Creek)	51%	26%	14%	8%	100%
Adult sports leagues (softball, basketball, volleyball, etc.)	92%	5%	2%	2%	100%
Youth sports leagues (basketball, softball, baseball, etc.)	82%	10%	4%	4%	100%
Teen activities	92%	5%	2%	1%	100%
Annual Lone Tree Art Exhibition	75%	24%	1%	0%	100%
Annual Lone Tree Photographic Art Show	84%	14%	1%	0%	100%
Fitness and wellness programs	66%	18%	6%	10%	100%
Tennis courts	75%	15%	7%	3%	100%
Lone Tree Golf Course	57%	24%	12%	7%	100%
Lone Tree Recreation Center	33%	26%	17%	24%	100%
Independence Day Event	40%	53%	6%	1%	100%
Summer Concert Series	48%	46%	5%	1%	100%
Lone Tree Arts Center	57%	33%	8%	2%	100%
Passport to Culture or Seedlings performances	90%	9%	0%	0%	100%
Skate parks	92%	5%	2%	1%	100%
Individual activities (road and mountain biking, hiking, etc.)	27%	19%	19%	36%	100%

Table 31: Question 14 - Satisfaction

If you have participated in an activity or used a facility one or more times in the last 12 months, please rate your level of satisfaction.	Mostly satisfied	Neutral	Mostly dissatisfied	Total
Outdoor swimming pools (Cook Creek)	90%	8%	2%	100%
Adult sports leagues (softball, basketball, volleyball, etc.)	71%	27%	1%	100%
Youth sports leagues (basketball, softball, baseball, etc.)	73%	25%	2%	100%
Teen activities	70%	26%	4%	100%
Annual Lone Tree Art Exhibition	80%	19%	1%	100%
Annual Lone Tree Photographic Art Show	85%	13%	2%	100%
Fitness and wellness programs	85%	14%	1%	100%
Tennis courts	87%	12%	1%	100%
Lone Tree Golf Course	87%	12%	1%	100%
Lone Tree Recreation Center	84%	12%	4%	100%
Independence Day Event	86%	11%	2%	100%
Summer Concert Series	89%	10%	1%	100%
Lone Tree Arts Center	89%	9%	2%	100%
Passport to Culture or Seedlings performances	90%	7%	2%	100%
Skate parks	84%	14%	2%	100%
Individual activities (road and mountain biking, hiking, etc.)	87%	12%	1%	100%

This question was asked only of residents who had used an activity or facility at least once in the last 12 months.

Table 32: Question 15

Please rate the following statements by circling the number that most clearly represents your opinion about the City of Lone Tree:	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total
The City keeps me informed of community issues and values	39%	45%	12%	3%	1%	100%
I am pleased with the overall direction of the City	43%	42%	10%	4%	1%	100%
The City government welcomes citizen involvement	41%	36%	18%	5%	0%	100%
The City government listens to citizens	31%	38%	22%	7%	2%	100%
The City is on the right track regarding parks and recreation	41%	43%	12%	3%	2%	100%
The City is on the right track regarding cultural activities	43%	38%	14%	4%	1%	100%

Table 33: Question 16

In the last 12 months, about how many times, if ever, have you or other household members used the following sources of information for news about Lone Tree?	Never	1-2 times	3-12 times	13-26 times	More than 26 times	Total
The Lone Tree Voice	22%	14%	31%	14%	19%	100%
Timberlines (the City's quarterly newsletter)	18%	21%	48%	7%	6%	100%
Denver Post	41%	14%	15%	8%	21%	100%
Electronic email blasts	50%	12%	21%	11%	7%	100%
The City's Web site (www.cityoflonetree.com)	27%	31%	33%	6%	3%	100%
The Lone Tree Arts Center Web site (www.lonetreeartscenter.org)	58%	21%	16%	3%	2%	100%
Electronic message board at major road intersections within Lone Tree	33%	17%	27%	14%	10%	100%
Lone Tree special event postcards	34%	29%	29%	5%	2%	100%
Blog sites	95%	3%	1%	0%	0%	100%
Social networking sites (Facebook, Twitter)	88%	6%	3%	1%	2%	100%
Yourhub.com	80%	8%	7%	2%	3%	100%
Radio news	80%	11%	4%	1%	4%	100%
Television news	68%	16%	7%	2%	7%	100%
Word of mouth	20%	29%	35%	10%	6%	100%

Table 34: Question 17

In the summer of 2011, the Lone Tree City Council established a set of seven budget priorities for the community. How familiar, if at all, are you with the Council's budget priorities?	Percent of respondents
Very familiar	1%
Somewhat familiar	20%
Not at all familiar	78%
Total	100%

Table 35: Question 18

Thinking about what you currently know regarding each of the following Council budget priorities, please indicate whether you feel the City should apply more effort, the same amount of effort or less effort toward each.	More effort	Same effort	Less effort	Total
Economic Vibrancy: A diverse, dynamic and prosperous local economy that sustains our community	34%	60%	6%	100%
Safe Community: A community that feels and is safe and secure anytime, anywhere	24%	72%	4%	100%
Multimodal Transportation: A comprehensive transportation network that provides reliable options to move people and goods to their destinations	29%	59%	12%	100%
Enriched Community: A community that promotes a culture of social belonging and healthy lifestyles	22%	71%	8%	100%
Attractive and Sustainable Environment: A distinctive and well-designed community that respects and preserves our natural resources	34%	63%	3%	100%
Municipal Stewardship: A responsive, professionally managed and collaborative government that provides services with excellence, integrity and care	19%	76%	5%	100%
Capital Investment in the Future: A proactive and forward-thinking government that addresses multi-generational needs through strategic investments	33%	61%	6%	100%

Complete Set of Frequencies Including “Don’t Know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents.

Table 36: Question 1

Please rate each of the following aspects of quality of life in Lone Tree.	Excellent		Good		Fair		Poor		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Lone Tree as a place to live	73%	843	25%	291	1%	15	0%	1	0%	2	100%	1,152
Your neighborhood as a place to live	60%	692	35%	405	4%	47	0%	4	0%	1	100%	1,150
Lone Tree as a place to raise children	50%	570	26%	299	2%	27	0%	3	21%	243	100%	1,143
Lone Tree as a place to retire	35%	396	26%	293	12%	141	2%	26	25%	289	100%	1,144
Lone Tree as a place to work	25%	290	24%	278	8%	97	3%	32	39%	441	100%	1,138
Overall quality of life in Lone Tree	59%	680	38%	437	2%	22	0%	5	0%	1	100%	1,146

Table 37: Question 2

Please rate the quality of each characteristic as they relate to Lone Tree as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Sense of community	27%	303	49%	560	17%	190	3%	34	4%	47	100%	1,134
Openness and acceptance of the community towards people of diverse backgrounds	20%	224	37%	416	21%	237	4%	50	18%	204	100%	1,130
Preservation of community history	14%	154	29%	330	16%	181	2%	25	39%	438	100%	1,127
Overall appearance of Lone Tree	60%	692	35%	407	4%	45	0%	1	0%	2	100%	1,147
Cleanliness of Lone Tree	66%	759	31%	357	2%	27	0%	3	0%	1	100%	1,147
Overall quality of new development in Lone Tree	35%	400	44%	507	13%	150	4%	51	4%	41	100%	1,149
Variety of housing options	27%	314	43%	487	22%	253	4%	47	4%	43	100%	1,144
Overall quality of business and service establishments in Lone Tree	38%	438	48%	554	12%	134	1%	8	1%	16	100%	1,150
Shopping opportunities	66%	750	27%	314	6%	65	1%	9	0%	3	100%	1,142
Opportunities to attend cultural activities	36%	413	41%	468	14%	159	2%	19	7%	85	100%	1,143
Recreational opportunities	42%	477	43%	497	8%	96	3%	31	4%	43	100%	1,144
Employment opportunities	7%	77	20%	228	22%	251	7%	83	44%	505	100%	1,144
Higher educational opportunities	6%	65	15%	167	18%	202	12%	134	50%	567	100%	1,134
Opportunities to participate in social events and activities	27%	310	45%	513	17%	198	3%	30	8%	96	100%	1,147
Opportunities to volunteer	18%	210	32%	365	13%	146	3%	30	34%	394	100%	1,145
Opportunities to participate in community matters	21%	243	39%	438	14%	155	2%	27	24%	271	100%	1,135
Ease of car travel in Lone Tree	38%	438	43%	491	14%	161	4%	42	1%	11	100%	1,143
Ease of bus travel in Lone Tree	8%	89	15%	166	13%	151	9%	103	56%	635	100%	1,144
Ease of rail travel in Lone Tree	38%	428	36%	405	10%	114	3%	33	14%	157	100%	1,138
Ease of bicycle travel in Lone Tree	25%	282	35%	398	13%	145	6%	74	22%	249	100%	1,147
Ease of walking in Lone Tree	44%	504	40%	460	11%	121	4%	41	1%	15	100%	1,140
Availability of paths and walking trails	47%	541	38%	438	11%	130	2%	18	2%	20	100%	1,147

Please rate the quality of each characteristic as they relate to Lone Tree as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Traffic flow on major streets	16%	185	46%	528	27%	310	10%	109	0%	4	100%	1,136
Availability of affordable quality housing	12%	139	30%	346	30%	340	13%	150	14%	165	100%	1,141
Availability of affordable quality child care	6%	71	13%	149	8%	95	3%	30	70%	790	100%	1,134
Availability of affordable quality health care	31%	350	33%	373	10%	115	2%	28	24%	278	100%	1,143
Air quality	34%	385	49%	561	11%	122	1%	11	5%	61	100%	1,140
Quality of overall natural environment in Lone Tree	39%	449	48%	544	10%	119	2%	17	1%	14	100%	1,144
Overall image/reputation of Lone Tree	54%	624	41%	466	3%	35	0%	3	2%	20	100%	1,148

Table 38: Question 3

What is the single most significant thing (program, service or type of business) the City of Lone Tree could do to improve your quality of life in Lone Tree?	Percent of respondents	Number	Percent of respondents who made a comment*	Number
No response	31%	355	-	-
Improve traffic and light timing/reduce traffic noise	5%	61	8%	61
Increase amount and accessibility of pedestrian and bicycle paths	7%	78	10%	78
Expand and improve parks and recreation services/reduce costs	8%	92	11%	92
Provide more and better (upscale) retail, shopping and dining	11%	132	17%	132
Expand senior activities and services/affordable housing	2%	23	3%	23
Improve City infrastructure	4%	44	5%	44
Improve City services	7%	80	10%	80
Expand cultural activities, community events and services	3%	36	5%	36
Reduce cost of living (e.g., affordable housing, lower taxes)	4%	45	6%	45
Happy with quality of life/City doing good job	2%	18	2%	18
Nothing/can't think of anything	2%	20	3%	20
Too much development/growth	5%	62	8%	62
More job/volunteer opportunities and business development	4%	43	5%	43
Other	4%	45	6%	45
Don't know	2%	19	2%	19
Total	100%	1,154	100%	799

**Percentages represent the 759 respondents who wrote in a comment for question 3.*

Table 39: Question 4

Please indicate the rate of growth in the following categories in Lone Tree over the past 2 years:	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Population growth	0%	5	1%	15	47%	532	27%	309	9%	107	15%	173	100%	1,140
Retail growth (stores, restaurants, etc.)	1%	16	14%	159	60%	683	12%	132	5%	56	8%	95	100%	1,141
Job growth	6%	71	18%	209	16%	180	1%	12	0%	3	58%	661	100%	1,135

Table 40: Question 5

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Recommend living in Lone Tree to someone who asks	73%	836	23%	267	2%	24	1%	16	0%	3	100%	1,147
Remain in Lone Tree for the next five years	61%	706	26%	300	6%	74	4%	44	2%	24	100%	1,148

Table 41: Question 6

In the past 12 months, about how often, if ever, have you or other household members done each of the following in Lone Tree?	Never		1-2 times		3-12 times		13-26 times		More than 26 times		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Walked on trails or sidewalks	3%	39	4%	50	17%	191	21%	237	55%	628	100%	1,145
Ran on trails or sidewalks	39%	451	9%	100	17%	194	11%	131	24%	269	100%	1,144
Biked on trails or sidewalks	40%	448	10%	117	18%	205	11%	124	20%	229	100%	1,123
Used trails or sidewalks for commuting/shopping, etc.	37%	421	15%	166	23%	264	13%	142	12%	134	100%	1,127
Used light rail	24%	272	24%	276	32%	370	7%	83	12%	139	100%	1,139
Attended a City Council meeting	89%	1,012	9%	102	2%	18	0%	4	1%	6	100%	1,143
Attended a public meeting about City matters	83%	950	12%	142	3%	36	1%	8	1%	7	100%	1,143
Contacted City Council	88%	1,003	9%	104	2%	24	0%	3	1%	6	100%	1,140
Volunteered your time to some group/activity in Lone Tree	68%	779	15%	173	9%	107	3%	31	4%	49	100%	1,139
Participated in a recreation program	42%	481	21%	242	20%	233	7%	82	9%	108	100%	1,145
Participated in a cultural program	54%	610	25%	282	17%	196	3%	34	1%	11	100%	1,132
Visited the Lone Tree Arts Center	51%	577	30%	345	15%	173	3%	29	1%	14	100%	1,137
Attended a City-sponsored event	27%	312	40%	457	31%	349	2%	20	1%	7	100%	1,145

Table 42: Question 7

Please rate how safe or unsafe you feel from the following in Lone Tree:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Violent crime (rape, assault, robbery)	69%	797	26%	304	3%	34	1%	7	0%	1	1%	7	100%	1,149
Property crimes (burglary, theft)	40%	456	47%	541	8%	96	4%	43	0%	6	1%	8	100%	1,150
Environmental hazards, including toxic waste	66%	757	22%	254	5%	63	1%	8	0%	2	5%	63	100%	1,147

Table 43: Question 8

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
In your neighborhood during the day	85%	975	13%	150	1%	15	0%	5	0%	1	0%	2	100%	1,148
In your neighborhood after dark	51%	590	42%	478	5%	53	1%	14	0%	4	1%	10	100%	1,148
In Lone Tree's retail areas during the day	80%	921	17%	194	2%	22	0%	5	0%	1	1%	6	100%	1,149
In Lone Tree's retail areas after dark	45%	515	44%	503	8%	87	2%	19	0%	4	2%	22	100%	1,150

Table 44: Question 9

Please rate the quality of each of the following services provided by the City of Lone Tree.	Excellent		Good		Fair		Poor		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Garbage collection	66%	751	26%	290	3%	34	1%	10	5%	51	100%	1,136
Recycling	55%	627	28%	318	6%	73	3%	33	8%	90	100%	1,141
Street repair	28%	313	48%	543	19%	215	3%	37	2%	28	100%	1,136
Street cleaning	29%	328	51%	585	12%	137	2%	28	5%	60	100%	1,138
Street lighting	29%	334	48%	544	17%	193	5%	54	1%	9	100%	1,133
Snow removal	26%	297	42%	478	19%	210	7%	78	6%	72	100%	1,135
Sidewalk maintenance	26%	290	52%	586	14%	161	6%	64	3%	35	100%	1,136
Storm drainage	29%	325	46%	521	12%	139	2%	22	11%	127	100%	1,134
Traffic enforcement	30%	337	49%	554	13%	146	3%	38	5%	59	100%	1,135
Crime prevention	36%	411	47%	537	6%	70	1%	6	10%	112	100%	1,136
Police services	41%	470	42%	474	6%	71	2%	23	8%	94	100%	1,133
Land use, planning and zoning	20%	227	35%	397	17%	193	8%	89	20%	227	100%	1,134
Building permits and inspections	16%	176	24%	269	8%	87	3%	36	50%	560	100%	1,128
Code enforcement (weeds, signs, etc.)	17%	195	36%	404	15%	173	5%	57	27%	300	100%	1,129
Animal control	17%	197	35%	391	13%	146	6%	66	29%	332	100%	1,131
Economic development	21%	234	41%	467	12%	138	2%	25	24%	268	100%	1,132
Public information	27%	304	43%	486	13%	144	2%	20	16%	175	100%	1,130
Municipal court	9%	101	14%	158	3%	36	1%	6	73%	830	100%	1,132

Table 45: Question 10 - Quality

Please rate the quality of the following recreation facilities and/or programs in Lone Tree.	Excellent		Good		Fair		Poor		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Accessibility of parks	57%	636	35%	395	6%	65	1%	8	2%	18	100%	1,123
Appearance/maintenance of parks	52%	588	40%	453	5%	54	1%	6	2%	23	100%	1,124
Parks overall	49%	547	43%	474	6%	62	0%	1	2%	21	100%	1,106
Recreation programs or classes	27%	300	36%	407	7%	84	1%	12	28%	316	100%	1,118
Range/variety of recreation programs and classes	24%	264	36%	400	13%	139	2%	18	26%	287	100%	1,109
Accessibility of the recreation center	44%	490	36%	400	8%	84	2%	18	11%	125	100%	1,116
Appearance of the recreation center	45%	494	36%	404	6%	63	1%	7	13%	142	100%	1,110
Lone Tree Recreation Center overall	37%	418	39%	433	8%	90	1%	14	14%	159	100%	1,114
Recreation trails	38%	425	44%	485	9%	103	0%	5	8%	94	100%	1,113
Athletic fields	23%	255	34%	374	8%	91	2%	20	34%	373	100%	1,112
Lone Tree Golf Course	32%	350	30%	337	4%	47	0%	4	33%	371	100%	1,109
Tennis courts	27%	300	24%	268	4%	46	0%	3	44%	494	100%	1,111
Playgrounds	31%	342	35%	390	6%	62	0%	2	28%	310	100%	1,106
Cook Creek Pool	38%	425	25%	283	3%	38	1%	7	33%	363	100%	1,116
Lone Tree Arts Center	41%	462	24%	267	2%	21	1%	10	32%	356	100%	1,116
Lone Tree Library	44%	489	32%	359	9%	104	1%	15	14%	155	100%	1,123

Table 46: Question 10 - Importance

Please rate the importance of the following recreation facilities and/or programs in Lone Tree.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Accessibility of parks	43%	437	39%	392	16%	161	1%	10	1%	8	100%	1,007
Appearance/maintenance of parks	44%	443	45%	456	9%	93	1%	8	1%	5	100%	1,005
Parks overall	45%	445	44%	439	9%	93	0%	4	1%	7	100%	988
Recreation programs or classes	21%	211	42%	412	24%	240	5%	51	8%	77	100%	992
Range/variety of recreation programs and classes	21%	204	42%	409	25%	246	5%	50	8%	76	100%	984
Accessibility of the recreation center	27%	270	45%	445	20%	197	3%	34	5%	45	100%	992
Appearance of the recreation center	29%	289	45%	449	18%	178	2%	18	5%	53	100%	987
Lone Tree Recreation Center overall	33%	322	42%	419	17%	170	2%	17	6%	61	100%	989
Recreation trails	43%	433	39%	387	13%	134	1%	13	3%	31	100%	998
Athletic fields	20%	202	36%	358	26%	253	5%	48	13%	128	100%	988
Lone Tree Golf Course	23%	225	32%	321	21%	204	12%	114	13%	127	100%	992
Tennis courts	18%	173	27%	265	26%	250	13%	125	17%	164	100%	977
Playgrounds	37%	365	33%	325	13%	126	5%	50	12%	118	100%	985
Cook Creek Pool	33%	321	34%	334	16%	159	5%	46	13%	127	100%	987
Lone Tree Arts Center	26%	252	35%	350	22%	214	8%	76	10%	97	100%	990
Lone Tree Library	52%	526	32%	320	10%	98	2%	16	5%	45	100%	1,005

Table 47: Question 11

Please rate the overall quality of services provided in the City of Lone Tree.	Percent of respondents	Number
Excellent	48%	541
Good	47%	529
Fair	3%	37
Poor	0%	1
Don't know	1%	15
Total	100%	1,123

Table 48: Question 12

Have you had any in-person or phone contact with an employee of the City of Lone Tree within the last 12 months (including police, receptionists, planners, Arts Center staff or any others)?	Percent of respondents	Number
No	47%	529
Yes	53%	599
Total	100%	1,127

Table 49: Question 13

What was your impression of the employee(s) of the City of Lone Tree in your most recent contact? (Rate each characteristic below.)	Excellent		Good		Fair		Poor		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Knowledge	55%	329	36%	213	5%	32	2%	13	1%	7	100%	594
Responsiveness	62%	370	26%	155	8%	45	4%	22	1%	6	100%	598
Courtesy	65%	390	25%	151	6%	38	2%	14	1%	3	100%	596
Overall impression	60%	358	29%	173	8%	45	3%	17	1%	4	100%	597

Asked only of those who reported having contact with a City employee in the 12 months prior to the survey.

Table 50: Question 14 - Frequency of Use

Please indicate whether you or anyone in your household have participated in an activity or used a facility in the last 12 months.	Never		1-4 times		5-14 times		15 times or more		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Outdoor swimming pools (Cook Creek)	51%	579	26%	299	14%	162	8%	89	100%	1,129
Adult sports leagues (softball, basketball, volleyball, etc.)	92%	1,036	5%	53	2%	18	2%	19	100%	1,126
Youth sports leagues (basketball, softball, baseball, etc.)	82%	917	10%	110	4%	41	4%	47	100%	1,115
Teen activities	92%	1,037	5%	56	2%	25	1%	7	100%	1,125
Annual Lone Tree Art Exhibition	75%	842	24%	264	1%	14	0%	1	100%	1,120
Annual Lone Tree Photographic Art Show	84%	948	14%	162	1%	12	0%	1	100%	1,123
Fitness and wellness programs	66%	735	18%	198	6%	73	10%	114	100%	1,119
Tennis courts	75%	833	15%	162	7%	80	3%	39	100%	1,114
Lone Tree Golf Course	57%	640	24%	271	12%	137	7%	80	100%	1,128
Lone Tree Recreation Center	33%	375	26%	297	17%	186	24%	266	100%	1,123
Independence Day Event	40%	453	53%	595	6%	63	1%	15	100%	1,126
Summer Concert Series	48%	538	46%	523	5%	55	1%	11	100%	1,127
Lone Tree Arts Center	57%	636	33%	374	8%	94	2%	19	100%	1,124
Passport to Culture or Seedlings performances	90%	1,010	9%	101	0%	6	0%	5	100%	1,122
Skate parks	92%	1,028	5%	57	2%	18	1%	15	100%	1,118
Individual activities (road and mountain biking, hiking, etc.)	27%	301	19%	211	19%	212	36%	403	100%	1,127

Table 51: Question 14 - Satisfaction

If you have participated in an activity or used a facility one or more times in the last 12 months, please rate your level of satisfaction.	Mostly satisfied		Neutral		Mostly dissatisfied		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Outdoor swimming pools (Cook Creek)	90%	452	8%	43	2%	10	100%	505
Adult sports leagues (softball, basketball, volleyball, etc.)	71%	56	27%	22	1%	1	100%	79
Youth sports leagues (basketball, softball, baseball, etc.)	73%	127	25%	43	2%	4	100%	175
Teen activities	70%	51	26%	19	4%	3	100%	73
Annual Lone Tree Art Exhibition	80%	190	19%	45	1%	1	100%	237
Annual Lone Tree Photographic Art Show	85%	123	13%	19	2%	2	100%	144
Fitness and wellness programs	85%	281	14%	47	1%	4	100%	333
Tennis courts	87%	216	12%	30	1%	4	100%	250
Lone Tree Golf Course	87%	356	12%	48	1%	3	100%	407
Lone Tree Recreation Center	84%	557	12%	81	4%	24	100%	662
Independence Day Event	86%	521	11%	67	2%	15	100%	602
Summer Concert Series	89%	458	10%	53	1%	3	100%	514
Lone Tree Arts Center	89%	364	9%	38	2%	6	100%	408
Passport to Culture or Seedlings performances	90%	86	7%	7	2%	2	100%	96
Skate parks	84%	56	14%	10	2%	1	100%	66
Individual activities (road and mountain biking, hiking, etc.)	87%	646	12%	87	1%	9	100%	742

This question was asked only of residents who had used an activity or facility at least once in the last 12 months.

Table 52: Question 15

Please rate the following statements by circling the number that most clearly represents your opinion about the City of Lone Tree:	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
The City keeps me informed of community issues and values	38%	432	43%	490	12%	131	3%	34	1%	9	4%	40	100%	1,135
I am pleased with the overall direction of the City	40%	457	39%	446	10%	111	4%	45	1%	13	6%	65	100%	1,137
The City government welcomes citizen involvement	32%	362	28%	313	14%	158	4%	43	0%	4	22%	255	100%	1,135
The City government listens to citizens	21%	243	26%	299	16%	176	5%	53	1%	15	31%	347	100%	1,132
The City is on the right track regarding parks and recreation	38%	426	39%	447	11%	125	3%	29	2%	18	8%	89	100%	1,134
The City is on the right track regarding cultural activities	38%	435	34%	383	13%	147	3%	39	1%	13	10%	119	100%	1,137

Table 53: Question 16

In the last 12 months, about how many times, if ever, have you or other household members used the following sources of information for news about Lone Tree?	Never		1-2 times		3-12 times		13-26 times		More than 26 times		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
The Lone Tree Voice	22%	253	14%	158	31%	350	14%	159	19%	211	100%	1,132
Timberlines (the City's quarterly newsletter)	18%	209	21%	233	48%	544	7%	78	6%	68	100%	1,131
Denver Post	41%	464	14%	160	15%	171	8%	89	21%	240	100%	1,124
Electronic email blasts	50%	557	12%	135	21%	231	11%	121	7%	78	100%	1,122
The City's Web site (www.cityoflonetree.com)	27%	308	31%	352	33%	374	6%	67	3%	30	100%	1,131
The Lone Tree Arts Center Web site (www.lonetreeartscenter.org)	58%	657	21%	235	16%	179	3%	38	2%	20	100%	1,130
Electronic message board at major road intersections within Lone Tree	33%	369	17%	187	27%	299	14%	162	10%	107	100%	1,125
Lone Tree special event postcards	34%	388	29%	329	29%	330	5%	54	2%	25	100%	1,125
Blog sites	95%	1,068	3%	39	1%	7	0%	2	0%	4	100%	1,120
Social networking sites (Facebook, Twitter)	88%	992	6%	63	3%	36	1%	14	2%	25	100%	1,130
Yourhub.com	80%	904	8%	90	7%	76	2%	26	3%	29	100%	1,125
Radio news	80%	902	11%	129	4%	45	1%	13	4%	40	100%	1,129
Television news	68%	758	16%	182	7%	76	2%	25	7%	77	100%	1,119
Word of mouth	20%	228	29%	326	35%	393	10%	116	6%	66	100%	1,130

Table 54: Question 17

In the summer of 2011, the Lone Tree City Council established a set of seven budget priorities for the community. How familiar, if at all, are you with the Council's budget priorities?	Percent of respondents	Number
Very familiar	1%	15
Somewhat familiar	20%	229
Not at all familiar	78%	889
Total	100%	1,133

Table 55: Question 18

Thinking about what you currently know regarding each of the following Council budget priorities, please indicate whether you feel the City should apply more effort, the same amount of effort or less effort toward each.	More effort		Same effort		Less effort		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Economic Vibrancy: A diverse, dynamic and prosperous local economy that sustains our community	24%	261	44%	468	5%	49	27%	290	100%	1,068
Safe Community: A community that feels and is safe and secure anytime, anywhere	20%	213	58%	625	3%	31	20%	211	100%	1,080
Multimodal Transportation: A comprehensive transportation network that provides reliable options to move people and goods to their destinations	22%	235	45%	479	9%	95	25%	265	100%	1,073
Enriched Community: A community that promotes a culture of social belonging and healthy lifestyles	17%	183	55%	595	6%	66	21%	231	100%	1,074
Attractive and Sustainable Environment: A distinctive and well-designed community that respects and preserves our natural resources	27%	293	50%	541	2%	25	20%	217	100%	1,077
Municipal Stewardship: A responsive, professionally managed and collaborative government that provides services with excellence, integrity and care	15%	158	58%	620	4%	39	24%	259	100%	1,076
Capital Investment in the Future: A proactive and forward-thinking government that addresses multi-generational needs through strategic investments	25%	265	45%	483	4%	44	27%	285	100%	1,076

Table 56: Question D1

About how long have you lived in Lone Tree?	Percent of respondents	Number
Five years or less	46%	526
6 to 10 years	21%	234
11 to 15 years	20%	224
16 to 20 years	10%	115
More than 20 years	3%	37
Total	100%	1,136
<i>Average</i>	<i>7.8 years</i>	

Table 57: Question D2

How many people (including yourself) live in your household?	Percent of respondents	Number
1	17%	189
2	39%	450
3	15%	166
4	21%	242
5	6%	72
6 or more	2%	21
Total	100%	1,141
<i>Average</i>	<i>2.7 people</i>	

Table 58: Question D3

How many children age 12 or younger live in your household?	Percent of respondents	Number
0	71%	798
1	12%	136
2	13%	148
3	3%	35
4 or more	1%	7
Total	100%	1,124

Table 59: Question D4

How many people (including yourself) live in your household?	Percent of respondents	Number
0	83%	925
1	12%	129
2	5%	52
3	1%	12
Total	100%	1,117

Table 60: Question D5

How many household members (including yourself) are 55 years or older?	Percent of respondents	Number
0	61%	685
1	16%	185
2	22%	249
3	1%	8
4 or more	0%	3
Total	100%	1,131

Table 61: Question D6

In which type of housing unit do you live?	Percent of respondents	Number
Detached single family home	65%	739
Condominium or townhouse	17%	200
Apartment	18%	204
Total	100%	1,143

Table 62: Question D7

Do you own or rent your residence?	Percent of respondents	Number
Own	73%	837
Rent	27%	307
Total	100%	1,143

Table 63: Question D8

How much was your household's total income before taxes in 2011?	Percent of respondents	Number
Less than \$25,000	2%	21
\$25,000 to \$34,999	3%	29
\$35,000 to \$49,999	8%	88
\$50,000 to \$74,999	14%	153
\$75,000 to \$99,999	11%	112
\$100,000 to \$149,999	22%	233
\$150,000 to \$199,999	16%	173
\$200,000 or more	24%	249
Total	100%	1,058

Table 64: Question D9

What is your level of education?	Percent of respondents	Number
0-11 years	0%	2
High school graduate	3%	33
Some college, no degree	12%	140
Associate degree	6%	68
Bachelors degree	44%	501
Graduate or professional degree	35%	397
Total	100%	1,141

Table 65: Question D10

What is your race?	Percent of respondents	Number
White/European American/Caucasian	93%	1,054
Black or African American	2%	21
Asian or Pacific Islander	5%	57
American Indian, Eskimo or Aleut	1%	8
Other	3%	31

**Total may exceed 100% as respondents were able to select more than one response.*

Table 66: Question D11

Are you Hispanic/Spanish/Latino?	Percent of respondents	Number
Yes	5%	53
No	95%	1,064
Total	100%	1,118

Table 67: Question D12

What category includes your age?	Percent of respondents	Number
18-24	3%	30
25-34	18%	203
35-44	19%	213
45-54	30%	337
55-64	17%	190
65-74	11%	122
75+	4%	43
Total	100%	1,138

Table 68: Question D13

What is your gender?	Percent of respondents	Number
Female	52%	594
Male	48%	541
Total	100%	1,135

Table 69: Geographic Area of Residence

	Percent of respondents	Number
Outside RidgeGate	87%	1,000
Inside RidgeGate	13%	154
Total	100%	1,154

Appendix C: Verbatim Responses to Open-ended Survey Questions

Following are verbatim responses to the open-ended question on the survey. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. Within each category the responses are in alphabetical order.

Question 3: What is the single most significant thing (program, service or type of business) the City of Lone Tree could do to improve your quality of life in Lone Tree?

Improve traffic and light timing/reduce traffic noise

- Better traffic light cordination on Lincoln
- Better traffic management
- Better traffic signal timing
- Better trafic flow
- Bring back left turn signals at Yosemite and Lone Tree Parkway
- Cabellas? Who's idea was that? Dont look fwd. to traffic congestion, at Ridge/I25. Move Ridgagate commercial development upscale. Encourage fine dining and shops. Discourage fast foods, chains, lobby to rid our community of the hideous looking IKEA store! (with Centennial)
- Change the way the lights are synchronized on Yosemite so it's not necessary to stop at every light between Lincoln and 470 - both directions.
- Control traffic especially at Yosemite Lone Tree Parkway - a left turn traffic light for people exiting Lone Tree Parkway onto Yosemite would be excellent.
- Cut down on traffic or move traffic more efficiently. You let RidgeGate happen-now deal w/it
- Deal with the ever increasing traffic density & volume
- Develope an economical cross over or tunnel across Lincoln at commons
- Do something about the traffic - too many cars - not enough roads
- Ease traffic flow on Lincoln
- East ramp to C470 from Yosemite
- Eliminate 40+ buses a day traveling noisily down our residential (RidgeGate CIR Street- you should be ashamed!
- Get tougher on nuisances e.g. Fireworks, loud motorcycles & cars, speeders
- Have a left turn signal from Fairview to Lincoln.
- Having lived in Lone Tree since 1997, and as a real estate and construction executive, Lone Tree is an overall excellent example of growth and development. The one issue that has remained constant is the seeming inability of the city to require convenient access, exit and traffic flow among commercial developments. The limited ingress and egress to most all of the city's shopping centers - especially in the the Park Meadows area - is laughable - e.g., Entertainment District, Starbucks/ Pasta Jay's, Target center, Pier One/Barnes and Noble - pretty much every retail development in the city. And really...you couldn't line up the lanes crossing Lincoln, from the Target center to the Safeway center? That particular intersection is an accident waiting to happen, and the part of the liability any accident there will lie with the city. Lone Tree is a highly desirable destination for commerce, and while I understand the city's reluctance to burden developers and businesses with too many regulations and requirements, the net benefit to shoppers, and ultimately Lone Tree businesses and city coffers would outweigh the perceived costs. So why not volunteer to serve on the planning committee? My work and travel schedule does not allow for it at this time, but I would certainly be willing to serve in the future.
- I'm concerned about traffic due to denseness of RidgeGate
- Improve programming of traffic lights so flow thru is better.
- Improve street at intersection of Fairview Dr & Lincoln Ave, going north.

- Improve the exit from I-25 south onto Lincoln going west. They "fixed" it a couple years ago, and it is still a mess. I'm uncomfortable exiting there and going west because the lane you end up in is actually a right turn lane with lots of cars coming from the east that need to move over into that lane. How many accidents have happened there?
- Improve the flow of traffic along Yosemite, particularly around Park Meadows
- Improve the traffic pattern at the Park Meadows Drive & Lincoln intersection.
- Improve traffic around Park Meadows and Lincoln and I-25
- Improve traffic flow
- Improve traffic flow at Lincoln & Lone Tree Parkway
- Improve traffic flow on Lincoln
- Improve traffic flow on Lincoln and add bike lanes.
- Improving traffic flow
- Make Highlands Ranch residents access I-25 by using Quebec (North) to C-470, then to I-25, instead of creating traffic jams on Lincoln thru our town. Stop building high, densely populated, condensed areas with town homes and condos and apt. Bldgs., creates too much traffic in one condensed area.
- Maximize traffic flow as the city grows
- Monitor traffic on Lincoln, there seems to be many accidents around Lincoln & Yosemite and people drive very aggressively and fast.
- More involvement/leadership in C-470 traffic issues.
- Reduce our noise over Lone Tree.
- Reduce traffic on roads during peak hours
- Remove heavy traffic on S. Yosemite
- Slow down traffic on Yosemite
- Slow down/break traffic on RidgeGate Parkway
- Stabilize traffic speed on Yosemite
- Stop Light at Lincoln And Lone Tree Parkway
- Streets too congested@ rush hour - bumper to bumper. Walking paths inadequately shoveled when it snows-very poorly kept clear of snow.
- Synchronize lights on Yosemite, raise speed limit on Park Meadows Dr & Yosemite, do away with speed traps
- Synchronize the street lights on Yosemite. Stop building tennis courts that just sit idle.
- Synchronize traffic lights on major streets (Lincoln Hr Pkwy)
- Synchronize traffic signals, especially on Yosemite between Lincoln & County Line
- This growing city needs to improve the overall traffic flow on major streets, as well as around Park Meadows. Traveling on side streets is fine, but on major thoroughfares traffic is too heavy, and street light don't seem well coordinated to keep traffic flowing smoothly.
- Time the stop lights on Yosemite for better traffic flow
- Time the traffic lights to allow better flow of traffic and increase gas mileage. Especially on Yosemite and on Lincoln over I-25
- Traffic
- TRAFFIC
- Traffic control - cars going 60 mph on Lincoln Ave no cars parked on street overnight (or indefinite)
- Traffic control is Lincolns Park M. Dr. Yosemite North to C- 470 very bad.
- Traffic flow - 3min. "eternal lights"
- Traffic flow (Lincoln I-25 to Quebec, Yosemite Pk Meadows to Chester)
- Traffic flow could be improved
- Traffic flow on Lincoln
- Traffic flow, Lincoln, Yosemite, University
- Traffic flow-Lincoln is a disaster. Need more lanes.
- Traffic in & out of Park Meadows Mall
- Traffic light flow-too much traffic!
- Traffic lights are red for too long
- Traffic noise walls on south side of golf course. stop trying to improve traffic flow that cost so much money.

- Traffic pattern studies at major intersections, improve flow specifically Park Meadows Drive and Lincoln.
- Traffic problem at 1-25 & Lincoln
- Traffic with IKEA, Hospital, Kaijer, Mail Yosemite/Lincoln too busy

Increase amount and accessibility of pedestrian and bicycle paths

- A way to cross Lincoln by foot or bike without crossing the actual street (underground)
- Add bike lanes on major streets, particularly on Lincoln Avenue adjoining the Highlands Ranch and Parker bike lanes, and especially over the ever-dangerous I25 bridge and interchange (where a bicycle death is a lawsuit waiting to happen).
- Add more off-street bike paths
- Add/increase/improve the number of walking and biking trails throughout the city (no more excuses).
- Better and more walking trails
- Better bike lanes
- Better bike lanes; A town center!
- Better bike path - (tunnel for walk/bike to cross Lincoln)
- Bike lanes
- Bike lanes & paths
- Bike lanes on major roads
- Bike lanes on Yosemite, Lincoln, promote bike to work
- Bike lanes/paths-Highlands Ranch is great, and as soon as you get to Lone Tree, there are no dedicated lanes
- Bike paths
- Bike stop
- Bike trail to lightrail station
- Bike trail underpass for crossing Lincoln Blvd
- Bike trails and dog park
- Build bridges on c470 trail over busy streets-make move pedestrian friendly-pedestrian friendly retail-connect shopping areas
- Build hiking trails
- Consistent bike lanes and/or pedestrian/bike crossovers on Lincoln.
- Construct tunnels below Lincoln so RidgeGate is accessible by foot and bikes
- Continue connecting trails to other communities/parts of city to avoid having to cross busy streets.
- Continue to expand walking trails & safe bike trails
- Continue to upgrade and connect bike/walking trails.
- Create a bike trail from Lone-Tree to Parker RidgeGate
- Create a functional down town with walking to stores eliminate panhandling.
- Create a pedestrian/cycling tunnel under Lincoln Ave.
- Expansion of bike & walking paths, especially to/from commercial/shopping areas
- Finish the sidewalks on Parkmeadows drive, between Lincoln and Yosemite.
- Have a safer pedestrian/bicycle route north/south over (or under) Lincoln Avenue. Preferably two locations near the majority of our neighborhoods - @ LT Parkway on the West, & @ the Heritage Hills south entrance.
- Have more activities trails "things" for tweeners. Only seem to accommodate the senior crowd and little kids.
- I wish I could safely walk or ride my bike to more shops & restaurants. The town is too car dependent.
- I wish there was a way to be able to walk to local restaurants and I wish there were local shops, not chain stores.
- I wish there were "real" bike lanes on main roads -like Yosemite. I wish there was adult swim times at Cook Creek-am sucks week days may be! I would love to swim without a "million kids" - pool open earlier would help
- I would love to see better bike paths through the community. Perhaps even routing them over or under busy roads like Yosemite and Lincoln. This would be significantly safer for cyclists and not disrupt traffic flow of cars.

- Improve bicycle access to light rail stations. Youth </6yrs old are at a disadvantage. Safe route to stations opens access to much of Denver.
- Improve bicycle! pedestrian access to! through/around the entertainment district! p.m. Mall
- Improve trails and bike paths-major thoroughfares are dangerous
- Improve trails/trail connections
- Improve walking paths to shopping
- Install underpass under Lincoln at bike path
- Keep trails and open space in good shape.
- Lack of walkable "downtown"
- Make it a bit easier to walk around the mall - outdoor sidewalks and back & forth 470
- Make it more pedestrian and bicycle friendly.
- Make it safe to cross busy streets so people can walk & ride bikes more
- More bike lanes
- More bike paths/trails for walking/add an overhead path @ Yosemite & Park Meadows where Sears outlet and Petsmart are
- More bike trails - paved trails - w/provision for busy traffic crossings. Bringing Great Harvest Bread.
- More choices of running trails
- More cycling/hiking paths
- More hiking opportunities
- More hiking trails
- More paths away from busy streets
- More prominent walking lines/crosswalks at intersections - even with the walking signs I feel like drivers assume they have the right of way and forget to look for walkers/bikers/runners.
- More recreation trails & update that rec center! The Art Center is terrible. The seats are too close together!
- More running trails & bike lanes
- More safety on Yosemite and Lincoln Sts (you could get kill crossing sts)
- More shaded & quality walking/bike paths and more public input on outdoor city art work!
- More walking trails
- More walking trails, In and Out Burger. Lone Star Grill.
- Path over Lincoln are to allow bikes easier access to rec center
- Pedestrian bridge tunnel across Lincoln Ave
- Pedestrian walkway over/under Lincoln Ave.
- Pedestrian walkway under Lincoln Avenue for access to RidgeGate recreation and shopping
- Plan for/develop outdoor pedestrian mall (is. Pearl St/Boulder, Lodo, S Gaylord/Denver)
- Promote more recreation. Walking paths that don't just dead end and sidewalks everywhere. Some sidewalks just end like in the fairways.
- Sidewalk in front of Lincoln light rail
- Stop all motorized traffic on the walking path between Lone Tree & Acres Green
- Traffic flow with bike paths/exp Park Meadows and RidgeGate are dangerous
- Tree lined walking paths. As a retired person, I find that lack of shade trees along most streets and paths in the Ridgegate West area to be boring and hot. Why is South Suburban planting trees that don't grow canopies to shade the sidewalks? Also, why has the gravel trail that runs from Belvedere to Lincoln been allowed to deteriorate (within a year of construction)?
- Walkable shopping /entertainment
- Walking paths to retail - safe paths, lit well- now to walk to mall area is not safe /non pedestrian freindly
- Walking/bicycle trails

Expand and improve parks and recreation services/reduce costs

- (Ice ink) & free admission to a full service rec center no more tennis carts! more baseball, football fields
- A dog park!
- A free recreational center included in fees
- A shooting range!

- A state of the art park for kids, thinking along the lines of the new park in Centennial (has long slides and water fountains for kids to play in)
- Add a dog park w/ shade.
- Adult activities, such as Adult Softball leagues, for example
- Amount of fee charged for recreational facility is just ridiculous. If you can't make these facilities available to the residents at a very reasonable cost, its just hypocritical to brag about what a great rec. facility Lone Tree has.
- Another soccer field for kids
- Better classes at Lone Tree rec center
- Better indoor swimming pool
- Better recreational facilities that support growth.
- Build the new indoor pool for competition / rehab with diving boards for competitive diving
- Build world class swimming pool maining facility
- Cheaper cost at rec centers
- City rec center
- Community garden / Also, eliminate bus service on RidgeGate Parkway, nobody is ever on the bus.
- Community garden.
- Community recreational center free for Lone Tree residents
- Community swimming pools much like willow creek
- Continue to expand open space
- Divorce South Suburban
- Do not purchase the golf course, Cook Creek or rec. Center!
- Even more affordable rec center
- Find a way to finance and build Olympic swimming pool facility
- Get rid of South Suburban - Lone Tree should control it now.
- Get rid of South Suburban
- Give Lone Tree their own discount @ the pool & rec center.
- Have free membership to rec. Center
- Heat up the pool!
- I hope Lone Tree can provide free recreation center services to Lone Tree citizens, like Highlands Ranch.
- I would like for the Cook Creek Pool to be open only to Lone Tree Residents and their guests to reduce the crowding.
- I would like to see a rec center and indoor tennis for Lone Tree residents not part of the SSPRD. I often use Highlands Ranch rec centers for my children due to location and variety of classes offered. Some SSPRD class listings are in Sheridan and Englewood which are too far to drive to on a weekly basis. Lone Tree has a huge tennis community, an indoor facility would be beneficial.
- Improve or build a new recreation center.
- Improve our recreation center cardio; weight area.
- Improve recreational opportunities.
- Improve, expand, refurbish Lone Tree rec. Ctr.
- Increase of variety of adult recreational sports leagues
- Indoor tennis courts.
- Install a sound barrier/brick wall on south side of Lincoln at Centennial Ridge Park field.
- Invest in products/services that affect broad populations (recreation, ball fields) as opposed to special interest groups (e.g., the performing Arts Center)
- Keep the Golf Course owned/managed by South Suburban
- Keep the golf course top notch
- Keep the pool (Cook Creek) and fitness center on sat. Weekends evenings open longer. It is ridiculous it closes so early in the summer!
- Lake or pond in a park
- Lone Tree only pool (no sspr)
- Lone Tree residents dont have to pay to get into the rec center and so the SSB pools
- Lower resident cost to communities/Pools/rec center

- Maintain open spaces for public
- Maintain services @ lt-rec.center
- Make Cook Creek Pool private not a public pool. Also, crime increased with light rail - how do we prevent?
- Make sure SSPR continues to service Lone Tree
- Make the rec ctr more affordable
- Making trails & parks safer by stronger coyote control
- Minor league sport(s) - baseball, hockey, basketball
- More activities/options at rec center
- More fields for baseball and football
- More green space
- More outdoor recreation
- More parks
- More recreation trails/centers
- More than one community pool
- More trees!
- Move out of South Suburban. Have Lone Tree owned facilities.
- Off leash dog walk (park)
- Offer community steam room, sauna facilities in the recreational center
- Outdoor pool in RidgeGate area
- Parks & recreation
- Pool with residence membership-part of hoa instead of part of parks and rec. Like Stonegate in Parker.
- Prettier flowers
- Private = golf club
- Provide more high back chairs at Cook Creek Pool! (I need the oppty To provide more written comments on this survey)
- Rec center- golf- tennis - pool - should not be run by sspr - the city should own and maintain - Have those wanting to use and city residents - pay yearly fee like a contry club and have unlimited use (golf might a fee to use) but to have some tennis courts free - ones @LTGC charge
- Recreation
- Recreation education
- Recreational Sports Youth
- Reduce fees at rec centers, more senior activities
- Roller skating rink
- Share info on trail system. I see them, but not sure where they go.
- Skateboard park!
- Soccer fields, bike trails, more business improve tax base
- Sporting event venue
- Stay with South Suburban!
- Stop spending on art, bronze, statues, etc instead work a deal to partially reduce the cost for South Suburban amenities for Lone Tree residents
- Thats a tough one, better avaiability of mouth classes at LT Rec Center
- While everything is excellent, having a free exercise facility for residents will entice people to exercise and this enhance their physical health.

Provide more and better (upscale) retail, shopping and dining

- 1 Coffee shop in RidgeGate 2 Bike trail to light rail.
- 1) Higher end restaraunt near Arts Center 2) Home town bakery
- A central district - shopping, food, etc. Similar to streets of Southglen
- A coffee shop on south side of Lincoln -Rturn in and out to Lincoln
- A Neiman Marcus in Park Meadows
- Add a wider variety of restaurants to the area
- Add newer Safeway/King Soopers
- Add some new restaurant rather than more banks

- An additional major restaurant, sports bar south of Park Meadows e.g. Old Chicago
- Attract independent (non-chain) good restaurants
- Bagel/breakfast/coffee shop at RidgeGate shops
- Better grocery store such as Whole Foods or a Tony's
- Better restaurants (like the tavern)
- Better restaurants (not chain)
- Better restaurants near the Arts Center
- Better restaurants
- Breakfast establishment or bar & grill
- Breakfast restaurant
- Develop unique (1 of a kind) restaurants & shops. In other words get away from the big chains.
- Downtown area w/ independent, higher end restaurants & bars that makes it feel 'local' example - Littleton
- Eating, fine dining establishments
- Einstein's Bagel
- Encourage & incentivize more retailers (eg a coffee shop) by sprouts Also need more bike lanes. Encourage diversity of population.
- Entertainment - more pubs and restaurants (not boring cookie cutter fast food)
- Entertainment district redeveloped to a small shops, walking/as a Cherry Creek trio is an eyesore
- Family-owned, non-chain restaurants above casual level
- Fill or eliminate all the empty retail/ business buildings.
- Fill the empty restaurants
- Fine Dining
- Fine dining restaurants
- Gas station by RidgeGate exit
- Get a Walgreens. Lower the taxes. Rain sensors on public sprinkling systems
- Get more small quality restaurants (a park) and more simple architecture or continued building
- Get non-chain restaurants, do more mixed use development. Don't put everything in a commercial mall.
- Getting Trader Joe's to Lone Tree!
- Good bicycle shop
- Greater variety of businesses/shopping
- Have a King Soopers
- Have more nice restaurants
- Help establish/bring in retail and restaurants with history of success in communities like ours.
- High end restaurants oriented towards adults not families
- High restaurants in RidgeGate, poor planning on hotel location in RidgeGate
- Higher end restaurants, entertainment small music venues, improve Bike Paths.
- Higher end retail
- Higher Quality restaurants
- Higher quality restaurants.
- I believe I have the highest quality of life in it however, 1-3 more nice restaurants (esp. Around the Arts Center) would be ideal.
- I do not like all the "chain" restaurant
- Improve the farmers market
- Increase amount of shops, local and restaurants.
- Independent restaurants
- Invite/encourage "Quality" restaurants instead of "fast food mecca" and encourage quality stops/stores.
- Keep food establishments open one hour longer (i.e., until 10pm)
- King Soopers grocery store
- Local artisan shop
- More "healthy" fast food restaurants
- More "non-chain" restaurants
- More "upscale" restaurants

- More growth in RidgeGate-shops/restaurants.
- More high quality restaurants; no more fast food options
- More local, quality restaurants & a local coffee shop
- More moderate restaurants. Have high end at Meadow more by Art Center.
- More nice restaurants
- More of a town center/main street w/shops-like Parker has
- More quality restaraunts (not fast food or chains)
- More restaurants
- More restaurants
- More restaurants in walking distance (high end not fast food) to hostage hill area
- More restaurants of all \$ levels
- More restaurants outside of the Park Meadows Mall (too congested at times).
- More small independent business / restaurants
- More upscale restaurants
- More upscale restaurants
- More upscale restaurants - (Too many family oriented restarants & fast food places)
- More upscale restaurants as opposed to chains / fast food. Also needs a bagel place! Get Moe's.
- Move food establishments
- Move upscale eating establishments
- Need better non-chain restaurants
- Need better selection of fast food restaurants. -Newer shops-other communities more creative shopping i.e. Southglen Mall.
- Need more higher end restraurants
- Need more unique dining establishments, e.g., via baci.
- Non-chain restaurants/bars
- Open a baker street grill where it includes live bands and a dance floor; in and outdoor patio w/food service. Complete w/greenwood village by having coffee houses and restaurants/bars stay open all night.
- Organic Farm & Ranch with an onsite grocery store/food co-op. Could also include high density residential & recreation trails on farm.
- Organic farm + ranch w/grocery store/food co-op. Could also include high density residential + recreation trails on farm
- Organic supermarket like Whole Foods!
- Preserve more open space-fewer big box stores
- Promote non-chain restaurants and businesses
- Recruit more now-retail businesses
- Recruit Trader Joes to open up in Lone Tree.
- Renovate the Lone Tree self club clubhouse & restaurant
- Restaurants, social things
- Resturant more food.
- Ridgagate town center. Need "neighborhood" restaurants w/ outdoor seating, shops better atmosphere
- Santiagos (Mexican restaurant) Dunkin Donuts
- Sprouts grocery store
- Stop Building so much brick & Mortar stores! (More balance of open space-that is usable) (we didnt need Target or Cabellas)
- The only thing that comes to mind is a Sonic Drive-in or Texas de Brazil.
- Too many fast food restaurants. Not enough upscale restaurants. Not good plan in Entertainment District. Should look like Southglen or Southlands Need ? for Boxing or Ice Skating as center of activity. Need Benches by Bus Stops.
- Trader Joe in the trhyo building
- Trader Joes
- Trader Joes
- Unique businesses
- Unique restaurants in RidgeGate & other businesses

- Upscale to midscale local restaurant, larger library more programs for adults to meet one another.
- Very nice restaurant, increase of small boutique shops
- We need a few more options for dining/fast food. No many choices, other than the standard fare Chili's/Mcdonalds, etc.
- Wendy's restaurant in Lone Tree
- Whole Foods or Trader Joe's
- Wine bar - not in the mall. With local taxi / limo service for fee.
- Wine bar in RidgeGate

Expand senior activities and services/affordable housing

- Affordable activities for seniors
- Affordable housing for retirees
- Affordable rental housing for seniors
- Affordable senior housing/Reduce property taxes projects
- Assisted living facility
- Build one level living for retirees(patio ranch style)
- Bus service with close enough stops so older people don't have to walk too far and going to the various shopping and health care centers.
- Get medical services that accept medicare.
- Hospice facility for alzheimer patients
- Housing for retirees low upkeep, ranch
- It does well. Perhaps a nursing home living would be nice.
- More adult education locally part-time jobs for seniors
- More affordable housing for retirement
- More affordable patio or ranch style homes for seniors wanting to downsize
- More free senior services
- More Housing f/retired - i.e. Patio homes - assisted liv fac small single story homes
- More programs affordable to senior on service security
- More retirement facilities - cando's, apts, homes
- More services for seniors
- More volunteer opportunities for seniors
- Night life for seniors
- Offer more social events for the over 50 crowd
- One level affordable housing for people over 60+.
- Our community is aging. More people retiring need a network of reliable, scheduled transportation (buses) will be needed that passes through each sub division connecting all ages with every part of Lone Tree. (something like Vail or Summit County has and its free !!!)
- Over 55 community-neighborhood
- Patio homes for 55 age and above.
- Plan a community of single stay homes w/basement and affordable for seniors
- Programs + services geared to retirees.
- Provide senior services
- Retirement homes-independent living over age 60 patio homes, affordable
- Retirement housing under 200k
- Senior center
- Senior center
- Senior exercise programs at lt rec. Center traffic congestion
- Senior housing = ratio homes/ affordable
- Senior independent living community with cottages (not just appartments)
- Senior programs. Affordable housing
- Singles dating program for over 50
- The ability to age in Lone Tree : senior center, housing, etc.

Improve City infrastructure

- 1 Widen Lincoln Ave 2 Fix the turn lanes north bound Lincoln + Yosemite 3 annex, land & business east of i-25 and north of Lincoln.
- Add 2 more speed bumps on Lone Tree Parkway
- Add better pedestrian lighting on Timberline Lone Tree Pkwy to lodge poll and other dark streets.
- Add lighting to Belveder Park!
- Adding another rail station to RidgeGate
- Another e-w route
- Better bus transportation
- Better public transportation
- Better street lighting in residential neighborhoods to promote safety from wildlife, falls/injeries and crime
- Bring light rail to Skyridge Hospital.
- Crosswalk illuminated / warning signs for pedestrians
- Development of town square to give sense of community Southglen, old town Littleton, South Gaylord.
- Either paint street curbs or make street lights brighter-night driving can be difficult
- Ensure that the road infrastructure keeps pace with the population growth.
- Expand Light Rail Line
- Expand light rail South, construct athletic facility that incorporates steam room/hot tub/outdoor pool, solicit more restaurants and bakeries in Ridgegate area
- Express train to DIA, Centennial traffic needs to fly further south to gain altitude before turning west.
- Extend light rail to L.T./ hospital
- Extension of Light Rail
- Fix street light's when they burn out, but not wait for 6 months to fix them.
- Fix the bump on Licoln on the on-ramp to North-Bound I-25.
- Fix the roads
- Fix the western-most fence or replace it to make it look nice - biggest eyesore of Lt.
- Get RTD to improve light Rail. It's too expensive and slow
- Improve I-25 Lincoln interchange
- Improve the round-abouts to 1 lane-almost get hit weekly-still very dangerous
- Maintain & execute goals of the 10 year strategic plan including moving forward with annex of meridian to Stone Gate
- Make the C470/Yosemite interchange in all directions.
- Mow the weed belt behind my house more often. Allow privacy fences along weed belts.
- Provide trash cans
- Put on ramp at c-470 and Yosemite to go to I-25
- Quality of new development. Need to have a good master plan.
- Regional public transportation
- Remove all concrete on the roads (terrible even when "fixed" & replace with asphalt
- Repair/Replace broken street lights on Lincoln between Rosemont and Fairview
- Replace all wooden fences
- Replace dilapitated wood fencing with brick
- Replace the dead trees along RidgeGate Pkwy & RidgeGate Cir Repaint crosswalk lines at round abouts (1 of 10 will stop) Allow 55 to continue to operate rec center & golf course.
- See front page please Make Fairview more accessible from the west! Take out the accursed no u turn that prevents us from getting home!
- Street/sidewalk repair & maintenance in RidgeGate area
- Take better care of vegetation along pathways. Better signage for Park Meadows Mall area. There are always unfamiliar drivers to worry about around the mall.
- The damaged concrete crosswalks in RidgeGate are very dangeruos
- Widen Lincoln between Yosemite and Lone Tree Parkway

- Would like to see less money spent on redoing the traffic medians. Especially when they are changed from low or zero maintenance to ones that require mowing, watering and weeding this creates more financial obligations with a zero return for the money invested.

Improve City services

- "Small" transit a few of my staff members don't have cars the small "green" bus that goes around town ends at 7pm (private co.)
- A better handle on barking dogs!!! Rental homes that do not observe covenants.
- Better communication of activities
- Better communication of upcoming projects happening in the City by the City or by one of the metro districts.
- Better communication regarding change of events (e.g. Fireworks)
- Better police reporting for accidents, less cost at rec center. Open job positions to all individuals instead of select few.
- Better snow removal in subdivisions-especially cul de sac areas
- Better snow removal on sidewalks including sidewalk to street across
- Better snow removal on the north facing side of the streets
- Bus service availability
- Bus service from rail on Fri, Sat & Sun nites until midnight!!!
- Clean up the trash along roads & trails. Never used to look like this. Liquor bottles, beercans, etc.
- Continue Call N Ride transportation available especially to seniors
- Continue to update landscaping
- Cops do not have anything to do but pull you over for nothing!
- Correct & enforce roundabouts on RidgeGate parkway-speeding!! - need traffic arrestors!!
- Correctly snow plowed (to the middle of the street not towards the sidewalks)
- Dogs too many; too much noise!
- Don't kill all the wild life in the city.
- Encourage residents to keep up their yards & not let their dog pee in yards!
- Enforce leash laws for all dogs
- Enforce traffic violations/not overbuild RidgeGate
- Environmental improvement programs
- Expand bus service, lower speed limits.
- Extend light rail
- Have a bus stop close to my home : Hillston St & RidgeGate Circle and for the public have a bus stop at the Lone Tree Arts Center
- Have more frequent bus service (#403)
- Health care assistance - Home assistant learning
- I don't think this has anything to do w/Lone Tree but on Bluffmont Dr, its a problem that cars park on both sides of the road thus limiting visibility
- Improve (two-way) & communications between citizens and city.
- Improve recycling
- Improve surroundings by having residents keep their property in good shape.
- Improvement to light rail schedule to downtown Denver.
- Increased police surveillance in cul-de-sacs
- It would be nice to have some more law offices in Lone Tree
- Keep roads nice, better snow removal.
- Keep the streets in good repair, and plow them after a snow storm.
- Maybe a little local bus service
- Minamant at RidgeGate has dog poop everywhere, gross.
- Monitor the speeding on RidgeGate parkway!!! If you are walking you can get killed in the cross walks!!!
- More animal control - too much dog poop on trails and sidewalks, and too many dogs off leashes.
- More effort to keep trash picked up off street and grassy areas.
- More house hold clean up opportunities. Such as chemical round ups. More per year.

- Move emphasis on making LT green e.g. Weekly recycling-programs for switching out light bulbs, etc.
- Number of dogs and their waste is out of control!
- Pick up recycling once a week-not every other week.
- Pick-up litter
- Plow the streets in a more timely manner in the winter and clean the streets in the summer.
- Police are too aggressive relating to minor moving violations
- Police inforce parking laws - winter (snow) summer rear visibility
- Prohibit all fireworks displays/events including those sponsored or permitted by the City. They are too loud, too late, obnoxious, wasteful and unsafe.
- Provide better access to RTD buses.
- Provide better snow removal
- Provide wifi
- Public transportation
- Recycling weekly
- Reduce cost of local services to residence i.e. Golf for \$20 for residents only
- Reduce the presence of the police, particularly around Park Meadows and Yosemite
- Relocate coyotes
- Replace dying trees please/replace Bahama Breeze blding lease out coyote removal
- Shovel sidewalks of snow on Yosemite in timely fashion improve traffic flow @ the mall at Christmas time
- Shuttle service
- Snow removal
- Snow removal & street lights !!!
- Snow removal of heavy snow.
- Some cars havent been moved for 6 Mos! Install street sweeping "No Parking" Signs, one day per month on Ridgeway Circle and "fine" if cars are not moved!
- Some changes in law enforcement officers (starting to fear police) some are too mean, un-leniant, eqotistic (some are great)
- Sorry, there are several: 1) Remove/relocate more coyotes 2) Improve rec center classes & add outdoor pool / spin classes 3) Attract more boutique high-end restaurants and stores less chain
- Start educating dog owners on their responsibility of staying off other citizens yards & picking up after their dogs. This is a very important problem!
- Stronger enforcement of traffic violations
- Transportation
- We live in a cul-de-sac and the snow plows don't plow us out. We need to be plowed out too. We are big on recycling. Is it possible to have recycling services every week instead of every other week?
- We need recycling every week. I have 4X the amount of recycling that I do regular garbage. My recycling can is overflowing (and I have a large can). It would be nice to get it emptied every week.
- We need to do the little things before we take on by things. There is no such thing as a stop sign in the city of Lone Tree. Red lites are optional. No parking signs mean nothing. Small maintenance is ignored.
- Weekly recycling
- Weekly recycling

Expand cultural activities, community events and services

- Arts center
- Bigger library (and build more affordable housing for seniors (single land) so we and stay here!)
- Build a larger library
- Build a new library
- Child care options.
- Childrens fair
- Classes similar to cfu - art, dance etc.
- Community "Hang art" like southglen, spending an evening walking-window shopping, eating
- Community social events

- Create a better community environment near the Arts Center and surrounding businesses. I was under the impression that area would be developed more like the streets at South Glenn, walkable access and beautiful landscaping. It turned out to be another retail area full of parking lots. No charm or flow. Very disappointing.
- Culture/diversity education programs
- Do more to support the fine arts. Have a place where the residents can go to work on glass, pottery, woodwork etc.
- Encourage more community involvement. More attention to charities for example have a food drive throughout the community and equally distribute the food collected to all charitable organizations in Lone Tree who help to feed the families ex The Pantry
- Enlarge the Library so that it has more to offer in terms of books and functions. Although not directly controlled by the city but Douglas County the library should be a little bit larger
- Establish a "down town" or main streets for parades, events, activities.
- Family / kids activities
- If the Art's Center could have a calendar of events going out further
- Improve quality of performers at summer concert series
- Keep focused on building a sense of community or "downtown". I know this is a priority and difficult to achieve in a suburban community. But some type of central park with outdoor restaurants and activities would be ideal. We are still too much a parking lot and restaurant community. Not sure this is economically reasonable or if the restaurants could survive and make money in this environment but it would be nice if doable.
- Larger library with more parking
- Library improvement
- Lone Tree Arts Center heads the list of reasons why we're thought of as a snobbish community-high prices, high fees, cost for summer concerts where we're surrounded by free concerts in Highlands Ranch/Greenwood Village, Littleton, Englewood (but thanks for your free concerts in Sweetwater Park.) There are no season ticket fees at the Arvada Center or the town hall Arts Center in Littleton, but huge fees at the LTAC. Even DCPA no fees if tickets are picked up personally. We paid less at Arvada Center than if we had gone to the same show at LTAC
- Make the Liberty Dash 4th of July run start earlier
- More active historical society.
- More churches
- More community activities for kids.
- More community activities, i.e., festivals, better farmer's market, etc.
- More cultural activities expand light trail
- More cultural events
- More local offerings for young children (not all @ Goodson, etc.) and diverse
- More programs for moms with small children
- More theatre events
- Music
- New library

Reduce cost of living (e.g., affordable housing, lower taxes)

- Affordable housing
- Affordable housing options
- Attract builders for affordable patio homes for services!
- Better enforcement of parking regulations. Too many households allowed to fill their garage w/junk and park their cars in their driveways or on the street, need better enforcement of parking cars and RVs in residential areas.
- Build affordable ranch style retirement homes like Heritage Eagle Bend
- Build more affordable homes. Build smaller houses suitable for seniors. One level-one or two bedrooms
- Contract single unit, small ranch homes (Not so many apartments.)
- Decrease cost of living

- Diversity housing opportunities
- Get rid of hoa's!
- Get rid of our HOA people
- Hide front yard utility boxes
- Hoa improvement
- Lower housing costs
- Lower property taxes
- Lower rent prices
- Lower rental rates of apartments
- Lower sales taxes.
- Lower taxes
- Lower taxes
- Lower taxes
- Make housing in the area more affordable.
- More affordable housing
- More affordable housing,
- More affordable single family homes.
- More affordable single family housing. New developments are very expensive.
- Need affordable apts - too expensive!
- Pay my property taxes
- Ranch style homes
- We love Lone Tree. The only issue is our Fairways HOA. They are unresponsive and unreasonable. They may simple projects more complex and haphazardly nit-pick properties.
- Work on providing more affordable single family homes (in the lower 300s range).

Happy with quality of life/City doing good job

- Cant think of any. Live happy as I am
- Continuation of excellent medical care
- Continue to maintain the high standards for the city that have existed to date.
- Everything I want is right here in Lone Tree
- Everything we require is excellently available.
- I am a happy and pleased inhabitant of 'the tree'...no specific recommendations.
- I feel that all of this needs are met very well
- I find everything I need here.
- I'm extremely satisfied w/ life in Lone Tree.
- It all seems excellent - very glad we moved here.
- Keep on path, Lone Tree is always growing
- Keep up the good work of dedication!
- Keep up the trails- love them
- Living here is a pleasure
- Lone Tree provider all of my current needs.
- Not a thing, I feel that Lone Tree is extremely livable.
- Not sure, love how everything is within walking distance - movies shopping, park, pool etc.
- Nothing I'm happy with Lone Tree
- We are totally happy here!

Too much development/growth

- 1) Stop bringing in businesses to Lone Tree. Our area has become too commercialized - too many apartments, family housing stores. Cabellas is too close to residents
- Be mindful of too fast growth of apartments
- Carefully choose the type of development in RidgeGate. The hotel & rental units are invasive and too large for space traffic will be impacted

- Complete the past projects, they never end. Stay out of recreation!
- Cut out - density shaddy residential construction (i.e. Pulte); eliminate urban sprawl - too much growth!
- Decrease the number of new dwellings that increase population and congest I-25 and 470
- Do a better quality control of appearance of new construction.
- Do not build any more apartments or condos. We are starting to look like Aurora.
- Do not over-develop every inch of land; keep open space
- Do protect our open spaces!
- Don't allow builders to destroy views/enviornment by crowding homes/apts and over buildings.
- Don't develop Ridge to south
- Don't grow too fast.
- Eliminate such huge amounts of high density development! south of Lincoln
- Get a new builders in town. Century quality is poor
- Good growth management-building too many multi-family, apartments in RidgeGate and near hospital.
- I'm concerned about multi family growth and hotels near already busy intersections. (1-25+ Lincoln) and its future effect on traffic.
- It seems like Lone Tree is putting homes, businesses, and retail in every available piece of land which creates traffic congestion and a big city feel rather than a nice suburb. Don't keep building . . . increasing revenue and lining the pockets of developers is not needed!
- It seems like several construction projects have stalled
- Keep growth in check.
- Keep the bluffs area open, no more building!
- Keep the city small
- Less construction, slower growth
- Less development
- Less housing going up! Its getting crowded and housing keeps getting packed into every open spot.
- Limit high density housing growth
- Limit the massive development of multiple apartment dwellings
- Limit unwanted development/growth & keep open spaces available for public use.
- More open space, more trees
- No more apartment developments.
- No more apartments - No matter what the planners say, they ultimately deteriorate in demographics and appearance.
- Pay more attention to apartment & high density in terms of maintenance and crime keep taxes, metro dist fees steady and keep balanced budget.
- Preserve the foothills
- Quiet places-too dense no peaceful places left
- Quit building apartments & low end retail.
- Re-evaluate some of the current planning and development in the RidgeGate area and eventual development along the I25 south of Lincoln. Density, use, setbacks etc. I believe we are losing some of the natural beauty of our City. Unfortunate one of the main entrances to the City from the I25 wasn't developed to be more welcoming. Instead we have the development of the Hampton Inn, minimal setback, blocking out the sun and view of the bluffs. Hopefully Cabela's is designed with better "curb appeal"
- Remove unsightly telephone poles and fences in the open space.
- Slow down construction of houses & commercial sites
- Slow down growth, especially apartment building.
- Slow down new construction (housing, hotels, etc.)
- Slow down the building of office buildings!
- Slow down the high density housing - building too close to the roadway (Target & now motel)
- Stop allowing huge ugly retail buildings to be built so visibly! Ikea (eyesore) Cabellas (tore the beautiful hillside up)
- Stop building
- Stop building apartments
- Stop building apartments & cheap hotels / condos/ etc.

- Stop building apartments/town homes/condos
- Stop building new when many buildings remain vacant
- Stop cramming so many houses, apt, etc. In the new Ridgate / Bluff area - way over built!
- Stop development near the bluffs park. Its sad to see homes instead of the natural landscape.
- Stop high density housing
- Stop high-density housing in RidgeGate - too much too soon ->traffic impact on schools impact to property values.
- Stop housing development
- Stop intensive development
- Stop the building of so many apartments
- Stop the continuous developement
- Stronger review of landscape of business
- The biggest downside to Lone Tree, is that it lives up to its name. Given it is a newer development area, there is a severe lack of foliage/trees. This is what makes Cherry Creek, for example, a more beautiful environment than Lone Tree.
- The RidgeGate development is a hodge podge-
- Too much growth with housing, apartments and condos.
- We moved here 6 yrs ago anticipating a Cherry Creek north. Please pursue this. Dont really care for all the retailers that have or will move in.
- Zoning laws to significantly reduce the number of new apartment complexes. Enough is enough. The roads are clogged with traffic and growing worie.

More job/volunteer opportunities and business development

- Attract business to construct multistory commercial office space & hire employees to cite Time Warner. Build high quality affordable patio homes & a high quality facility like "via" in Highlands Ranch or Holly Creek. As our population ages-east of I-25.
- Attract more corporate businesses
- Better job opportunities for people w/ degrees.
- Bring more jobs to the area better acess to highways
- Build a technology center where professional biz is connected
- Create a few more city jobs such as additional police officers. It would appear the high quality staff they have now are over-worked.
- Develop area around Super Target & Arts Center to be move like streets of Southglen (Araporse & University)
- Diversity job opportunities -manufacturing
- Employment opportunities
- Employment opportunities/welcome package to CO & Lone Tree would be nice
- Encourage more independent small business
- Entry level jobs / programs for young adults hoping to find a job and reside in Lone Tree
- Get more corporations to move here - (websites)
- Hire minority cops.
- I am an attorney, and I wish Lone Tree had more professional job opportunities. I would love to work in the City of Lone Tree, but there are not many options for my career field.
- Lower business taxes
- More independent businesses rather than chains
- More individual small businesses versus large corporate businesses
- More job opportunies outside of retail & medical
- More job opportunities
- More job opportunities, more housing opportunities high cost!!
- More small business opportunities; (i.e. I am a small general contractor)
- More smaller businesses
- More volunteer opportunities
- Need commercial office space large corporate office complex to engage corporate clients

- Promote /attract more buisness
- Provide more employment opportunities; must know someone! (to get in)
- Recruit more daycare facilities.
- Rent or redevelop empty restaurants/bldgs in Lone Tree
- Small associations w/in Lone Tree is too small. Need to blend with another
- There are too many empty business on Park Meadows i.e. Treo has been empty for years
- Vacant properties filled or leveled "trio" it has been years

Nothing/can't think of anything

- Cannot think of anything
- Cannot answer-Sense of community in general in the US is gone or fading
- Can't really think of anything right now.
- Can't think of anything
- Can't think of anything
- Can't think of anything
- Can't think of anything at the moment.
- Do not have one @ this time.
- I can't think of anything.
- No change - keep people informed!
- None
- None
- None
- None I know
- Not sure
- Not sure
- Nothing I can think of!
- Nothing in particular comes to mind
- Nothing that I am aware of
- Nothing that I can think of.

Other

- A change is needed at city mgr. Need a fresh perspective with all of the growth and facilities
- All cotton wood trees need to go-even if an individual residence
- Allow me to shoot the damn rabbits taking over my yard. They crap all over & carry disease. I cannot trap them and the city does nothing to help.
- Attract a major institution of higher learning.
- Better schools, the ratings of schools in Lone Tree is no where in top schools in Denver region for all 3 categories - elementary, middle and high. Lack of good private schools. Most of the good private schools are in Denver or DTC.
- Build a middle and high school.
- Cheaper child care
- Cut the top-heavy police force (city gone wild)
- Decrease goverment of private individuals
- Diversity
- Do not leave South Suburban district!! Just moved 1 year ago
- Don't try to become Boulder South
- Education H.S. In Lone Tree (3) adult education programs e.g. Olli
- Educational opportunities locally
- Establish 2 Lone Tree middle school & high school
- Get rid of rabbits, airport noise, Park Meadows-in/out access
- Get rid of the city manager
- Get rid of the power lines on the west boundary of Lone Tree.

- Help improve the DCSD School District. Lone Tree needs to recognize that the quality of our public schools is being compromised by the school board's reckless decisions.
- High school/ middle school
- HOA
- I don't expect any gov't to do that -I expect these to stay out of it
- I would like to see a monument to military
- Improve education (Primary level)
- Improve school & district to equal Cherry Creek
- Keep military aircraft out of Centennial Airport. Control take-off's to the West.
- Less air traffic from Centennial airport
- Let Heritage Hills have a garage sale
- Lone Tree needs to improve/establish a partnership with the public schools in its city limits.
- Make Lone Tree a safer place to live/cut down on robberies, etc.
- Make sure properties are in good repair make the guy who denied the brick fence to maintain his own wood fence!
- Marijauna dispensary
- Media coverage
- Medical marijuana shop
- More control of flight restrictions from Centennial airport. Sometimes very noisy
- Pls. Get rid of sidewalk sign people
- Program
- Quality schools-improve their budget
- Redistrict from Douglas County and make a Lone Tree school district. Trust me. It would do wonders!
- Reduce/eliminate container airplane noise bet midnight and 6am.
- Rehire Cheif Hastler - bad decision - fire j.h.!
- Stop getting letters saying something is wrong in garden. Failure to respond to request for a meeting to stop this continuous harrasement
- Stronger Public Schools within Lone Tree Boundaries.
- The "Entertainment" section of Lone Tree is a muddle of roads, parking lots, standalone restaurants, and other services. The area from Park Meadows Drive and Yosemite to the Park Meadows Mall is unattractive and an embarrassment. It is tumble of buildings, traffic, signage, and minimal landscaping. Please enhance the area.
- The most negative thing about Lone Tree is being in Douglas County schools. I am seriously concerned about the state of education in Douglas Co.
- We recently moved back to Colorado from California-yea-
- Wish we had a "streets of Southglen" area!
- Would it be advantageous for Lone Tree to annex the parcel of Doug Co land on both sides of Park Meadows Drive, north of Lincoln?

Appendix D: Benchmark Comparisons

NRC has innovated a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. These integration methods have been described thoroughly in *Public Administration Review*, *Journal of Policy Analysis and Management*, and in NRC's first book on conducting and using citizen surveys, *Citizen Surveys: how to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA). Scholars who specialize in the analysis of citizen surveys regularly have relied on NRC's work [e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341]. The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases.

Jurisdictions in NRC's benchmark database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to all jurisdictions in the database or to a subsets of jurisdictions (within a given region or population category such as Front Range jurisdictions), as in this report. Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources, and practices vary, the objective in every community is to provide services that are so timely, tailored, and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

While benchmarks help set the basis for evaluation, citizen opinion should be used in conjunction with other sources of data about budget, population demographics, personnel, and politics to help managers know how to respond to comparative results.

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The City of Lone Tree's survey results were compared to the entire nation as well as to jurisdictions in the Front Range.

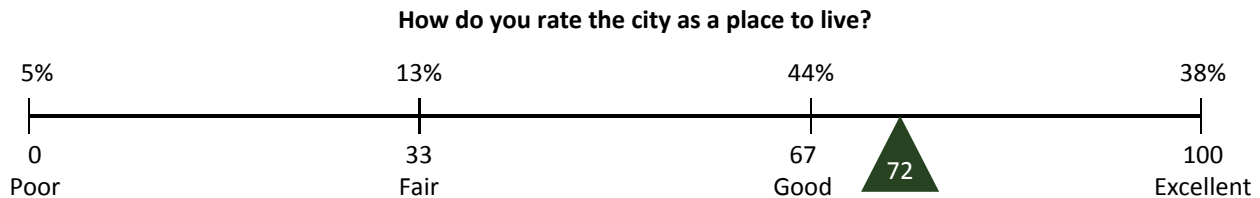
Putting Evaluations onto the 100-point Scale

Although responses to many of the evaluative questions were made on a four-point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. For Lone Tree's 2012 results, the 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus two points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, “excellent”=100, “good”=67, “fair”=33 and “poor”=0. If everyone reported “excellent,” then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor,” the result would be 0 on the 100-point scale. If half the respondents gave a score of “excellent” and half gave a score of “poor,” the average would be in the middle of the scale (like the center post of a teeter totter) between “fair” and “good.” An example of how to convert survey frequencies into an average rating appears below.

Example of Converting Responses to the 100-point Scale

How do you rate the city as a place to live?						
Response option	Total with “don’t know”	Step 1: Remove the percent of “don’t know” responses	Total without “don’t know”	Step 2: Assign scale values	Step 3: Multiply the percent by the scale value	Step 4: Sum to calculate the average rating
Excellent	36%	$=36 \div (100-5)=$	38%	100	$=38\% \times 100 =$	38
Good	42%	$=42 \div (100-5)=$	44%	67	$=44\% \times 67 =$	30
Fair	12%	$=12 \div (100-5)=$	13%	33	$=13\% \times 33 =$	4
Poor	5%	$=5 \div (100-5)=$	5%	0	$=5\% \times 0 =$	0
Don’t know	5%		--			
Total	100%		100%			72



Interpreting the Results

Average ratings are compared when questions similar to those asked in the Lone Tree survey are included in NRC’s database, and there are at least five jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is Lone Tree’s rating on the 100-point scale. The second column is the rank assigned to Lone Tree’s rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth column shows the comparison of Lone Tree’s average rating (column one) to the benchmark.

Where comparisons for quality ratings were available, the City of Lone Tree’s results were noted as being “above” the benchmark, “below” the benchmark or “similar” to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as “more,” “similar” or “less” (for example, the percent residents reporting having had contact with a City employee.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much less” or “much above”). These labels come from a statistical comparison of Lone Tree’s rating to the benchmark where a rating is considered “similar” if it is within the margin of error; “above,” “below,” “more” or “less” if the difference between Lone Tree’s rating and the benchmark is greater than the margin of error; and “much above,” “much below,” “much more” or “much less” if the difference between Lone Tree’s rating and the benchmark is more than twice the margin of error. Data for a number of items on the survey is not available in the

benchmark database (e.g., some of the city services or aspects of government performance). These items are excluded from the benchmark tables.

National Benchmarks

Table 70: Quality of Life Benchmarks

Please rate each of the following aspects of quality of life in Lone Tree.	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to National Benchmark
Lone Tree as a place to live	91	6	337	Much above
Your neighborhood as a place to live	85	7	272	Much above
Lone Tree as a place to raise children	87	15	333	Much above
Lone Tree as a place to retire	75	21	319	Much above
Lone Tree as a place to work	73	18	301	Much above
Overall quality of life in Lone Tree	86	11	398	Much above

Table 71: Community Characteristics Benchmarks

For each characteristic, please rate the quality of each characteristic as they relate to Lone Tree as a whole.	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to National Benchmark
Sense of community	68	38	277	Much above
Openness and acceptance of the community towards people of diverse backgrounds	63	60	253	Much above
Preservation of community history	63	4	11	Above
Overall appearance of Lone Tree	85	4	309	Much above
Cleanliness of Lone Tree	88	4	208	Much above
Overall quality of new development in Lone Tree	71	10	252	Much above
Variety of housing options	66	19	201	Much above
Overall quality of business and service establishments in Lone Tree	75	3	196	Much above
Shopping opportunities	86	5	260	Much above
Opportunities to attend cultural activities	74	3	276	Much above
Recreational opportunities	76	15	271	Much above
Employment opportunities	49	35	275	Much above
Higher educational opportunities	43	213	239	Much below
Opportunities to participate in social events and activities	68	21	193	Much above
Opportunities to volunteer	67	81	200	Above
Opportunities to participate in community matters	68	19	201	Much above

For each characteristic, please rate the quality of each characteristic as they relate to Lone Tree as a whole.	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to National Benchmark
Ease of car travel in Lone Tree	72	9	269	Much above
Ease of bus travel in Lone Tree	49	69	194	Much above
Ease of rail travel in Lone Tree	75	7	55	Much above
Ease of bicycle travel in Lone Tree	66	20	266	Much above
Ease of walking in Lone Tree	76	18	260	Much above
Availability of paths and walking trails	78	9	205	Much above
Traffic flow on major streets	57	38	260	Much above
Availability of affordable quality housing	50	85	272	Much above
Availability of affordable quality child care	59	14	222	Much above
Availability of affordable quality health care	74	2	223	Much above
Air quality	74	24	215	Much above
Quality of overall natural environment in Lone Tree	75	25	209	Much above
Overall image/reputation of Lone Tree	84	8	294	Much above

Table 72: Rates of Growth Benchmarks

Please indicate the rate of growth in the following categories in Lone Tree over the past 2 years:	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to National Benchmark
Population growth (too fast)	43	95	228	Much more
Retail growth (too slow)	17	214	228	Much less
Job growth (too slow)	59	210	230	Much less

Table 73: Likelihood of Recommending and Remaining in City Benchmarks

Please indicate how likely or unlikely you are to do each of the following:	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to National Benchmark
Recommend living in Lone Tree to someone who asks	89	16	207	Much above
Remain in Lone Tree for the next five years	83	55	207	Much above

Table 74: Safety from Crime and Hazards Benchmarks

Please rate how safe or unsafe you feel from the following in Lone Tree:	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to National Benchmark
Violent crime (rape, assault, robbery)	91	9	264	Much above
Property crimes (burglary, theft)	81	8	265	Much above
Environmental hazards, including toxic waste	90	2	201	Much above

Table 75: Safety in Neighborhood and Retail Areas Benchmarks

Please rate how safe or unsafe you feel:	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to National Benchmark
In your neighborhood during the day	96	18	305	Much above
In your neighborhood after dark	86	18	295	Much above
In Lone Tree's retail areas during the day	94	25	260	Much above
In Lone Tree's retail areas after dark	83	20	265	Much above

Table 76: Overall Quality of City Services Benchmarks

Please rate the overall quality of services provided in the City of Lone Tree.	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to National Benchmark
Overall quality of City services	82	3	370	Much above

Table 77: City Services Benchmarks

Please rate the quality of each of the following services provided by the City of Lone Tree.	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to National Benchmark
Garbage collection	88	2	312	Much above
Recycling	82	5	307	Much above
Street repair	67	13	389	Much above
Street cleaning	71	10	262	Much above
Street lighting	68	12	286	Much above
Snow removal	64	55	255	Much above
Sidewalk maintenance	67	8	250	Much above
Storm drainage	71	5	323	Much above
Traffic enforcement	70	9	327	Much above
Crime prevention	77	8	308	Much above
Police services	78	35	378	Much above
Land use, planning and zoning	61	12	271	Much above
Code enforcement (weeds, signs, etc.)	63	11	324	Much above
Animal control	63	47	284	Much above
Economic development	68	3	257	Much above
Public information	71	12	250	Much above
Municipal court	72	4	177	Much above

Table 78: Parks and Recreation Services Benchmarks

Please rate the quality of the following recreation facilities and/or programs in Lone Tree.	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to National Benchmark
Accessibility of parks	83	1	69	Much above
Appearance/maintenance of parks	82	2	115	Much above
Parks overall	81	21	283	Much above
Recreation programs or classes	75	19	290	Much above
Range/variety of recreation programs and classes	70	9	48	Much above
Appearance of the recreation center	81	2	37	Much above
Lone Tree Recreation Center overall	77	10	244	Much above
Recreation trails	77	6	31	Much above
Athletic fields	72	3	33	Much above
Lone Tree Golf Course	80	2	21	Much above
Playgrounds	78	2	10	Much above
Cook Creek Pool	83	2	36	Much above
Lone Tree Library	79	53	302	Much above

Table 79: Contact with City Employee Benchmarks

Have you had any in-person or phone contact with an employee of the City of Lone Tree within the last 12 months (including police, receptionists, planners, Arts Center staff or any others)?	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to National Benchmark
Contact with a City employee in the last 12 months	53	118	264	Similar

Table 80: Perceptions of City Employees Benchmarks

What was your impression of the employee(s) of the City of Lone Tree in your most recent contact? (Rate each characteristic below.)	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to National Benchmark
Knowledge	82	8	297	Much above
Responsiveness	82	8	296	Much above
Courtesy	85	5	72	Much above
Overall impression	82	4	334	Much above

Asked only of those who reported having contact with a City employee in the 12 months prior to the survey.

Table 81: Public Trust Benchmarks

Please rate the following statements by circling the number that most clearly represents your opinion about the City of Lone Tree:	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to National Benchmark
The City keeps me informed of community issues and values	80	1	56	Much above
I am pleased with the overall direction of the City	80	7	298	Much above
The City government welcomes citizen involvement	78	21	290	Much above
The City government listens to citizens	72	7	131	Much above

Table 82: Community Participation Benchmarks

In the past 12 months, about how often, if ever, have you or other household members done each of the following in Lone Tree?	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to National Benchmark
Volunteered your time to some group/activity in Lone Tree	32	194	228	Much less
Participated in a recreation program	58	32	220	Much more

Front Range Benchmarks

Table 83: Quality of Life Benchmarks

Please rate each of the following aspects of quality of life in Lone Tree.	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Front Range Benchmark
Lone Tree as a place to live	91	2	29	Much above
Your neighborhood as a place to live	85	2	26	Much above
Lone Tree as a place to raise children	87	2	27	Much above
Lone Tree as a place to retire	75	4	28	Much above
Lone Tree as a place to work	73	2	26	Much above
Overall quality of life in Lone Tree	86	2	33	Much above

Table 84: Community Characteristics Benchmarks

For each characteristic, please rate the quality of each characteristic as they relate to Lone Tree as a whole.	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Front Range Benchmark
Sense of community	68	2	23	Much above
Openness and acceptance of the community towards people of diverse backgrounds	63	5	19	Much above
Preservation of community history	63	Not available	Not available	Not available
Overall appearance of Lone Tree	85	1	21	Much above
Cleanliness of Lone Tree	88	1	11	Much above
Overall quality of new development in Lone Tree	71	1	16	Much above
Variety of housing options	66	1	15	Much above
Overall quality of business and service establishments in Lone Tree	75	1	13	Much above
Shopping opportunities	86	1	20	Much above
Opportunities to attend cultural activities	74	1	20	Much above
Recreational opportunities	76	4	23	Much above
Employment opportunities	49	3	25	Much above
Higher educational opportunities	43	14	16	Much below
Opportunities to participate in social events and activities	68	2	11	Much above
Opportunities to volunteer	67	4	14	Much above
Opportunities to participate in community matters	68	2	13	Much above
Ease of car travel in Lone Tree	72	2	23	Much above
Ease of bus travel in Lone Tree	49	10	19	Similar
Ease of rail travel in Lone Tree	75	2	6	Much above
Ease of bicycle travel in Lone Tree	66	4	21	Much above
Ease of walking in Lone Tree	76	2	20	Much above

For each characteristic, please rate the quality of each characteristic as they relate to Lone Tree as a whole.	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Front Range Benchmark
Availability of paths and walking trails	78	1	15	Much above
Traffic flow on major streets	57	5	18	Much above
Availability of affordable quality housing	50	4	19	Much above
Availability of affordable quality child care	59	1	15	Much above
Availability of affordable quality health care	74	2	15	Much above
Air quality	74	4	18	Much above
Quality of overall natural environment in Lone Tree	75	5	16	Much above
Overall image/reputation of Lone Tree	84	2	21	Much above

Table 85: Rates of Growth Benchmarks

Please indicate the rate of growth in the following categories in Lone Tree over the past 2 years:	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Front Range Benchmark
Population growth (too fast)	43	6	13	More
Retail growth (too slow)	17	13	13	Much less
Job growth (too slow)	59	13	13	Much less

Table 86: Likelihood of Recommending and Remaining in City Benchmarks

Please indicate how likely or unlikely you are to do each of the following:	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Front Range Benchmark
Recommend living in Lone Tree to someone who asks	89	1	14	Much above
Remain in Lone Tree for the next five years	83	4	14	Much above

Table 87: Safety from Crime and Hazards Benchmarks

Please rate how safe or unsafe you feel from the following in Lone Tree:	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Front Range Benchmark
Violent crime (rape, assault, robbery)	91	3	17	Much above
Property crimes (burglary, theft)	81	3	17	Much above
Environmental hazards, including toxic waste	90	1	13	Much above

Table 88: Safety in Neighborhood and Retail Areas Benchmarks

Please rate how safe or unsafe you feel:	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Front Range Benchmark
In your neighborhood during the day	96	3	19	Much above
In your neighborhood after dark	86	3	19	Much above
In Lone Tree's retail areas during the day	94	4	15	Much above
In Lone Tree's retail areas after dark	83	3	15	Much above

Table 89: Overall Quality of City Services Benchmarks

Please rate the overall quality of services provided in the City of Lone Tree.	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Front Range Benchmark
Overall quality of City services	82	1	26	Much above

Table 90: City Services Benchmarks

Please rate the quality of each of the following services provided by the City of Lone Tree.	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Front Range Benchmark
Garbage collection	88	1	11	Much above
Recycling	82	1	15	Much above
Street repair	67	1	29	Much above
Street cleaning	71	1	20	Much above
Street lighting	68	2	15	Much above
Snow removal	64	3	29	Much above
Sidewalk maintenance	67	1	11	Much above
Storm drainage	71	3	20	Much above
Traffic enforcement	70	2	27	Much above
Crime prevention	77	1	20	Much above
Police services	78	1	26	Much above
Land use, planning and zoning	61	2	20	Much above
Code enforcement (weeds, signs, etc.)	63	2	28	Much above
Animal control	63	2	22	Much above
Economic development	68	1	17	Much above
Public information	71	1	11	Much above
Municipal court	72	1	22	Much above

Table 91: Parks and Recreation Services Benchmarks

Please rate the quality of the following recreation facilities and/or programs in Lone Tree.	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Front Range Benchmark
Accessibility of parks	83	Not available	Not available	Not available
Appearance/maintenance of parks	82	1	8	Much above
Parks overall	81	3	18	Much above
Recreation programs or classes	75	1	21	Much above
Range/variety of recreation programs and classes	70	Not available	Not available	Not available
Appearance of the recreation center	81	Not available	Not available	Not available
Lone Tree Recreation Center overall	77	2	17	Much above
Recreation trails	77	4	5	Below
Athletic fields	72	Not available	Not available	Not available
Lone Tree Golf Course	80	Not available	Not available	Not available
Playgrounds	78	Not available	Not available	Not available
Cook Creek Pool	83	Not available	Not available	Not available
Lone Tree Library	79	2	17	Much above

Table 92: Contact with City Employee Benchmarks

Have you had any in-person or phone contact with an employee of the City of Lone Tree within the last 12 months (including police, receptionists, planners, Arts Center staff or any others)?	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Front Range Benchmark
Contact with a City employee in the last 12 months	53	8	17	Much more

Table 93: Perceptions of City Employees Benchmarks

What was your impression of the employee(s) of the City of Lone Tree in your most recent contact? (Rate each characteristic below.)	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Front Range Benchmark
Knowledge	82	2	26	Much above
Responsiveness	82	2	22	Much above
Courtesy	85	2	10	Much above
Overall impression	82	2	28	Much above

Asked only of those who reported having contact with a City employee in the 12 months prior to the survey.

Table 94: Public Trust Benchmarks

Please rate the following statements by circling the number that most clearly represents your opinion about the City of Lone Tree:	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Front Range Benchmark
The City keeps me informed of community issues and values	80	1	8	Much above
I am pleased with the overall direction of the City	80	1	26	Much above
The City government welcomes citizen involvement	78	2	24	Much above
The City government listens to citizens	72	2	11	Much above

Table 95: Community Participation Benchmarks

In the past 12 months, about how often, if ever, have you or other household members done each of the following in Lone Tree?	Lone Tree Average Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Front Range Benchmark
Volunteered your time to some group/activity in Lone Tree	32	10	11	Much less
Participated in a recreation program	58	6	12	More

Jurisdictions Included in Benchmark Comparisons

Listed below are the jurisdictions included in the National benchmark comparisons provided for the City of Lone Tree followed by the 2010 population according to the U.S. Census. At the end of this section are listed the jurisdictions included in the Front Range benchmark comparisons.

National Benchmark Comparison

Abilene, KS..... 6,844
 Adams County, CO..... 441,603
 Airway Heights, WA 6,114
 Albany, GA 77,434
 Albany, OR 50,158
 Albemarle County, VA 98,970
 Albert Lea, MN 18,016
 Alpharetta, GA..... 57,551
 Altoona, IA 14,541
 Ames, IA..... 58,965
 Andover, MA 8,762
 Ankeny, IA..... 45,582
 Ann Arbor, MI..... 113,934
 Annapolis, MD 38,394
 Apple Valley, CA 69,135
 Arapahoe County, CO 572,003
 Archuleta County, CO 12,084
 Arkansas City, KS..... 12,415
 Arlington County, VA 207,627
 Arlington, TX..... 365,438
 Arvada, CO 106,433
 Asheville, NC..... 83,393

Ashland, OR 20,078
 Ashland, VA..... 7,225
 Aspen, CO..... 6,658
 Auburn, AL 53,380
 Auburn, WA 70,180
 Aurora, CO..... 325,078
 Austin, TX 790,390
 Baltimore County, MD..... 805,029
 Baltimore, MD..... 620,961
 Barnstable, MA..... 45,193
 Batavia, IL..... 26,045
 Battle Creek, MI 52,347
 Bedford, MA..... 12,595
 Bellevue, WA 122,363
 Beltrami County, MN 44,442
 Benbrook, TX 21,234
 Bend, OR..... 76,639
 Benicia, CA 26,997
 Bettendorf, IA 33,217
 Billings, MT 104,170
 Blaine, MN 57,186
 Bloomington, IL 76,610

Bloomington, MN.....	82,893	Collier County, FL.....	321,520
Blue Ash, OH.....	12,114	Collinsville, IL.....	25,579
Blue Springs, MO.....	52,575	Colorado Springs, CO.....	416,427
Boise, ID.....	205,671	Columbia, MO.....	108,500
Botetourt County, VA.....	33,148	Columbus, WI.....	4,991
Boulder County, CO.....	294,567	Commerce City, CO.....	45,913
Boulder, CO.....	97,385	Concord, CA.....	122,067
Bowling Green, KY.....	58,067	Concord, MA.....	17,668
Bozeman, MT.....	37,280	Conyers, GA.....	15,195
Branson, MO.....	10,520	Cookeville, TN.....	30,435
Brea, CA.....	39,282	Coon Rapids, MN.....	61,476
Brevard County, FL.....	543,376	Cooper City, FL.....	28,547
Brisbane, CA.....	4,282	Coronado, CA.....	18,912
Broken Arrow, OK.....	98,850	Corpus Christi, TX.....	305,215
Brookline, NH.....	4,991	Corvallis, OR.....	54,462
Broomfield, CO.....	55,889	Coventry, CT.....	2,990
Brownsburg, IN.....	21,285	Craig, CO.....	9,464
Bryan, TX.....	76,201	Cranberry Township, PA.....	28,098
Burlingame, CA.....	28,806	Crested Butte, CO.....	1,487
Burlington, MA.....	24,498	Crystal Lake, IL.....	40,743
Cabarrus County, NC.....	178,011	Cumberland County, PA.....	235,406
Cambridge, MA.....	105,162	Cupertino, CA.....	58,302
Cape Coral, FL.....	154,305	Dade City, FL.....	6,437
Cape Girardeau, MO.....	37,941	Dakota County, MN.....	398,552
Carson City, NV.....	55,274	Dallas, TX.....	1,197,816
Cartersville, GA.....	19,731	Dania Beach, FL.....	29,639
Carver County, MN.....	91,042	Davidson, NC.....	10,944
Cary, NC.....	135,234	Davis, CA.....	65,622
Casa Grande, AZ.....	48,571	Daytona Beach, FL.....	61,005
Casper, WY.....	55,316	De Pere, WI.....	23,800
Castle Pines, CO.....	3,614	Decatur, GA.....	19,335
Castle Rock, CO.....	48,231	DeKalb, IL.....	43,862
Cedar Falls, IA.....	39,260	Delaware, OH.....	34,753
Cedar Rapids, IA.....	126,326	Delray Beach, FL.....	60,522
Centennial, CO.....	100,377	Denton, TX.....	113,383
Centralia, IL.....	13,032	Denver, CO.....	600,158
Chambersburg, PA.....	20,268	Des Moines, IA.....	203,433
Chandler, AZ.....	236,123	Destin, FL.....	12,305
Chanhassen, MN.....	22,952	Dewey-Humboldt, AZ.....	3,894
Charlotte County, FL.....	159,978	Dorchester County, MD.....	32,618
Charlotte, NC.....	731,424	Dothan, AL.....	65,496
Chesapeake, VA.....	222,209	Douglas County, CO.....	285,465
Chesterfield County, VA.....	316,236	Dover, DE.....	36,047
Cheyenne, WY.....	59,466	Dover, NH.....	29,987
Chippewa Falls, WI.....	13,661	Dublin, CA.....	46,036
Citrus Heights, CA.....	83,301	Dublin, OH.....	41,751
Clark County, WA.....	425,363	Duluth, MN.....	86,265
Clay County, MO.....	221,939	Duncanville, TX.....	38,524
Clayton, MO.....	15,939	East Providence, RI.....	47,037
Clear Creek County, CO.....	9,088	Eau Claire, WI.....	65,883
Clearwater, FL.....	107,685	Edina, MN.....	47,941
Clive, IA.....	15,447	Edmond, OK.....	81,405
Cococino County, AZ.....	134,421	Edmonds, WA.....	39,709
College Station, TX.....	93,857	El Cerrito, CA.....	23,549
Colleyville, TX.....	22,807	El Paso, TX.....	649,121

Elk Grove, CA.....	153,015	Hartford, CT.....	124,775
Elk River, MN.....	22,974	Henderson, NV.....	257,729
Ellisville, MO.....	9,133	Hermiston, OR.....	16,745
Elmhurst, IL.....	44,121	Herndon, VA.....	23,292
Englewood, CO.....	30,255	High Point, NC.....	104,371
Escambia County, FL.....	297,619	Highland Park, IL.....	29,763
Escanaba, MI.....	12,616	Highlands Ranch, CO.....	96,713
Estes Park, CO.....	5,858	Hillsborough County, FL.....	1,229,226
Evanston, IL.....	74,486	Hillsborough, NC.....	6,087
Fairway, KS.....	3,882	Holden, MA.....	17,346
Farmington Hills, MI.....	79,740	Honolulu, HI.....	953,207
Farmington, NM.....	45,877	Hoquiam, WA.....	8,726
Fayetteville, AR.....	73,580	Houston, TX.....	2,099,451
Federal Way, WA.....	89,306	Howell, MI.....	9,489
Fishers, IN.....	76,794	Hudson, CO.....	2,356
Flagstaff, AZ.....	65,870	Hudson, OH.....	22,262
Florence, AZ.....	25,536	Hudsonville, MI.....	7,116
Flower Mound, TX.....	64,669	Huntersville, NC.....	46,773
Flushing, MI.....	8,389	Hurst, TX.....	37,337
Forest Grove, OR.....	21,083	Hutchinson, MN.....	14,178
Fort Collins, CO.....	143,986	Hutto, TX.....	14,698
Fort Smith, AR.....	86,209	Indian Trail, NC.....	33,518
Fort Worth, TX.....	741,206	Indianola, IA.....	14,782
Fredericksburg, VA.....	24,286	Jackson County, MI.....	160,248
Freeport, IL.....	25,638	Jackson County, OR.....	203,206
Freeport, ME.....	1,485	James City County, VA.....	67,009
Fremont, CA.....	214,089	Jefferson City, MO.....	43,079
Fridley, MN.....	27,208	Jefferson County, CO.....	534,543
Fruita, CO.....	12,646	Jerome, ID.....	10,890
Gainesville, FL.....	124,354	Johnson County, KS.....	544,179
Gaithersburg, MD.....	59,933	Jupiter, FL.....	55,156
Galt, CA.....	23,647	Kalamazoo, MI.....	74,262
Garden City, KS.....	26,658	Keizer, OR.....	36,478
Gardner, KS.....	19,123	Kennett Square, PA.....	6,072
Geneva, NY.....	13,261	Kettering, OH.....	56,163
Georgetown, CO.....	1,034	Kirkland, WA.....	48,787
Georgetown, TX.....	47,400	Kutztown Borough, PA.....	5,012
Germantown, TN.....	38,844	La Plata, MD.....	8,753
Gig Harbor, WA.....	7,126	La Porte, TX.....	33,800
Gilbert, AZ.....	208,453	La Vista, NE.....	15,758
Gillette, WY.....	29,087	Lafayette, CO.....	24,453
Gladstone, MI.....	4,973	Laguna Beach, CA.....	22,723
Goodyear, AZ.....	65,275	Laguna Hills, CA.....	30,344
Grand County, CO.....	14,843	Lake Oswego, OR.....	36,619
Grand Island, NE.....	48,520	Lakewood, CO.....	142,980
Greeley, CO.....	92,889	Lane County, OR.....	351,715
Green Valley, AZ.....	21,391	Larimer County, CO.....	299,630
Greer, SC.....	25,515	Lawrence, KS.....	87,643
Gulf Shores, AL.....	9,741	League City, TX.....	83,560
Gunnison County, CO.....	15,324	Lebanon, NH.....	13,151
Hailey, ID.....	7,960	Leduc, Canada.....	25,482
Hamilton, OH.....	62,477	Lee County, FL.....	618,754
Hampton, VA.....	137,436	Lee's Summit, MO.....	91,364
Hanover County, VA.....	99,863	Lewiston, ME.....	36,592
Harrisonville, MO.....	10,019	Lexington, VA.....	7,042

Lincoln, NE	258,379	Naperville, IL.....	141,853
Lincolnwood, IL.....	12,590	Nashville, TN.....	601,222
Little Rock, AR.....	193,524	Needham, MA.....	28,886
Littleton, CO	41,737	New Orleans, LA	343,829
Livermore, CA	80,968	New York City, NY.....	8,175,133
Lodi, CA	62,134	Newport Beach, CA.....	85,186
Lone Tree, CO	10,218	Newport News, VA	180,719
Long Beach, CA	462,257	Newport, RI	24,672
Longmont, CO	86,270	Noblesville, IN	51,969
Los Alamos County, NM.....	17,950	Nogales, AZ	20,837
Louisville, CO.....	18,376	Norfolk, VA.....	242,803
Lower Providence Township, PA	25,436	Normal, IL.....	52,497
Lyme, NH	1,716	Norman, OK.....	110,925
Lynchburg, VA.....	75,568	North Las Vegas, NV	216,961
Lynnwood, WA	35,836	North Palm Beach, FL.....	12,015
Lyons, IL	10,729	Northglenn, CO.....	35,789
Madison, WI	233,209	Novi, MI	55,224
Mankato, MN	39,309	O'Fallon, IL	28,281
Maple Grove, MN	61,567	Oak Park, IL	51,878
Maple Valley, WA.....	22,684	Oakland Park, FL	41,363
Marana, AZ.....	34,961	Oakland Township, MI.....	16,779
Maricopa County, AZ.....	3,817,117	Ocala, FL.....	56,315
Marin County, CA.....	252,409	Ocean City, MD	7,102
Marion, IA	33,309	Ogdensburg, NY	11,128
Maryland Heights, MO.....	27,472	Oklahoma City, OK.....	579,999
Mayer, MN.....	1,749	Olathe, KS	125,872
McAllen, TX	129,877	Olmsted County, MN.....	144,248
McDonough, GA.....	22,084	Orange Village, OH.....	3,323
McKinney, TX	131,117	Orland Park, IL	56,767
McMinnville, OR.....	32,187	Oshkosh, WI.....	66,083
Mecklenburg County, NC.....	919,628	Otsego County, MI.....	24,164
Medford, OR.....	74,907	Oviedo, FL.....	33,342
Menlo Park, CA	32,026	Palatine, IL	68,557
Meridian Charter Township, MI.....	39,688	Palm Bay, FL.....	103,190
Meridian, ID	75,092	Palm Beach County, FL.....	1,320,134
Merrill, WI.....	9,661	Palm Coast, FL	75,180
Mesa County, CO	146,723	Palm Springs, CA	44,552
Mesa, AZ.....	439,041	Palo Alto, CA.....	64,403
Miami Beach, FL.....	87,779	Panama City, FL	36,484
Midland, MI	41,863	Papillion, NE.....	18,894
Minneapolis, MN	382,578	Park City, UT	7,558
Mission Viejo, CA	93,305	Park Ridge, IL.....	37,480
Mission, KS	9,323	Parker, CO	45,297
Missoula, MT.....	66,788	Pasadena, CA.....	137,122
Montgomery County, MD.....	971,777	Pasco County, FL	464,697
Montgomery County, VA	94,392	Pasco, WA	59,781
Montpelier, VT.....	7,855	Peachtree City, GA	34,364
Montrose, CO.....	19,132	Peoria County, IL.....	186,494
Mooresville, NC	32,711	Peoria, AZ	154,065
Morristown, TN.....	29,137	Peters Township, PA	21,213
Moscow, ID	23,800	Petoskey, MI	5,670
Mountlake Terrace, WA.....	19,909	Phoenix, AZ.....	1,445,632
Munster, IN.....	23,603	Pinal County, AZ	375,770
Muscatine, IA.....	22,886	Pinellas County, FL.....	916,542
Nanaimo, Canada.....	83,810	Piqua, OH	20,522

Plano, TX.....	259,841	Savage, MN.....	26,911
Platte City, MO.....	4,691	Savannah, GA.....	136,286
Pocatello, ID.....	54,255	Scarborough, ME.....	4,403
Port Huron, MI.....	30,184	Scott County, MN.....	129,928
Port Orange, FL.....	56,048	Scottsdale, AZ.....	217,385
Port St. Lucie, FL.....	164,603	Seaside, CA.....	33,025
Portland, OR.....	583,776	SeaTac, WA.....	26,909
Post Falls, ID.....	27,574	Sedona, AZ.....	10,031
Prescott Valley, AZ.....	38,822	Sherman, IL.....	4,148
Provo, UT.....	112,488	Shorewood, IL.....	15,615
Pueblo, CO.....	106,595	Shorewood, MN.....	7,307
Purcellville, VA.....	7,727	Shrewsbury, MA.....	35,608
Queen Creek, AZ.....	26,361	Sioux Falls, SD.....	153,888
Radford, VA.....	16,408	Skokie, IL.....	64,784
Radnor Township, PA.....	30,878	Smyrna, GA.....	51,271
Rapid City, SD.....	67,956	Snellville, GA.....	18,242
Raymore, MO.....	19,206	Snoqualmie, WA.....	10,670
Redmond, WA.....	54,144	South Haven, MI.....	4,403
Rehoboth Beach, DE.....	1,327	South Lake Tahoe, CA.....	21,403
Reno, NV.....	225,221	South Portland, ME.....	25,002
Renton, WA.....	90,927	Southborough, MA.....	9,767
Richmond Heights, MO.....	8,603	Southlake, TX.....	26,575
Richmond, CA.....	103,701	Sparks, NV.....	90,264
Rifle, CO.....	9,172	Spokane Valley, WA.....	89,755
Rio Rancho, NM.....	87,521	Spotsylvania County, VA.....	122,397
Riverdale, UT.....	8,426	Springboro, OH.....	17,409
Riverside, IL.....	8,875	Springfield, OR.....	59,403
Riverside, MO.....	2,937	Springville, UT.....	29,466
Roanoke, VA.....	97,032	Squamish, Canada.....	17,158
Rochester, MI.....	12,711	St. Cloud, FL.....	35,183
Rock Hill, SC.....	66,154	St. Louis County, MN.....	200,226
Rockville, MD.....	61,209	Stallings, NC.....	13,831
Roeland Park, KS.....	6,731	State College, PA.....	42,034
Rolla, MO.....	19,559	Stillwater, OK.....	45,688
Roswell, GA.....	88,346	Stockton, CA.....	291,707
Round Rock, TX.....	99,887	Sugar Grove, IL.....	8,997
Rowlett, TX.....	56,199	Summit, NJ.....	21,457
Saco, ME.....	18,482	Sunnyvale, CA.....	140,081
Salida, CO.....	5,236	Surprise, AZ.....	117,517
Salt Lake City, UT.....	186,440	Suwanee, GA.....	15,355
Sammamish, WA.....	45,780	Tacoma, WA.....	198,397
San Carlos, CA.....	28,406	Takoma Park, MD.....	16,715
San Diego, CA.....	1,307,402	Temecula, CA.....	100,097
San Francisco, CA.....	805,235	Tempe, AZ.....	161,719
San Jose, CA.....	945,942	Temple, TX.....	66,102
San Juan County, NM.....	130,044	The Woodlands, TX.....	93,847
San Luis Obispo County, CA.....	269,637	Thornton, CO.....	118,772
San Marcos, TX.....	44,894	Thousand Oaks, CA.....	126,683
San Rafael, CA.....	57,713	Titusville, FL.....	43,761
Sandy Springs, GA.....	93,853	Tomball, TX.....	10,753
Sandy, UT.....	87,461	Tualatin, OR.....	26,054
Sanford, FL.....	53,570	Tulsa, OK.....	391,906
Santa Clarita, CA.....	176,320	Tuskegee, AL.....	9,865
Santa Monica, CA.....	89,736	Twin Falls, ID.....	44,125
Sarasota, FL.....	51,917	Umatilla, OR.....	6,906

Upper Arlington, OH.....	33,771
Upper Merion Township, PA.....	28,395
Urbandale, IA.....	39,463
Vail, CO.....	5,305
Valdez, AK.....	3,976
Vancouver, WA.....	161,791
Vestavia Hills, AL.....	34,033
Virginia Beach, VA.....	437,994
Visalia, CA.....	124,442
Wahpeton, ND.....	7,766
Wake Forest, NC.....	30,117
Walnut Creek, CA.....	64,173
Washington City, UT.....	18,761
Washington County, MN.....	238,136
Washoe County, NV.....	421,407
Watauga, TX.....	23,497
Wauwatosa, WI.....	46,396
Wentzville, MO.....	29,070
West Carrollton, OH.....	13,143
West Chester, PA.....	18,461
West Des Moines, IA.....	56,609
West Kelowna, Canada.....	117,312
West Richland, WA.....	11,811

Westerville, OH.....	36,120
Westlake, TX.....	992
Westminster, CO.....	106,114
Wheat Ridge, CO.....	30,166
White House, TN.....	10,255
Whitewater Township, MI.....	2,467
Wichita, KS.....	382,368
Williamsburg, VA.....	14,068
Wilmington, IL.....	5,724
Wilmington, NC.....	106,476
Wilsonville, OR.....	19,509
Wind Point, WI.....	1,723
Windsor, CO.....	18,644
Windsor, CT.....	29,014
Winston-Salem, NC.....	229,617
Winter Garden, FL.....	34,568
Woodbury, MN.....	61,961
Woodland, WA.....	5,509
Yakima, WA.....	91,067
York County, VA.....	65,464
Yuma County, AZ.....	195,751
Yuma, AZ.....	93,064

Front Range Benchmark Comparison

Adams County, CO.....	441,603
Arapahoe County, CO.....	572,003
Arvada, CO.....	106,433
Aurora, CO.....	325,078
Boulder County, CO.....	294,567
Boulder, CO.....	97,385
Broomfield, CO.....	55,889
Castle Pines, CO.....	3,614
Castle Rock, CO.....	48,231
Centennial, CO.....	100,377
Clear Creek County, CO.....	9,088
Colorado Springs, CO.....	416,427
Commerce City, CO.....	45,913
Denver, CO.....	600,158
Douglas County, CO.....	285,465
Englewood, CO.....	30,255
Estes Park, CO.....	5,858
Fort Collins, CO.....	143,986

Greeley, CO.....	92,889
Highlands Ranch, CO.....	96,713
Jefferson County, CO.....	534,543
Lafayette, CO.....	24,453
Lakewood, CO.....	142,980
Larimer County, CO.....	299,630
Littleton, CO.....	41,737
Lone Tree, CO.....	10,218
Longmont, CO.....	86,270
Louisville, CO.....	18,376
Northglenn, CO.....	35,789
Parker, CO.....	45,297
Pueblo, CO.....	106,595
Thornton, CO.....	118,772
Westminster, CO.....	106,114
Wheat Ridge, CO.....	30,166
Windsor, CO.....	18,644

Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography

The following appendix compares the key survey responses by respondent demographic characteristics as well as the geographic location of households (inside or outside of RidgeGate). ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Cells shaded grey indicate statistically significant differences ($p \leq .05$) between at least two of the subgroups.

Table 96: Question 1 by Length of Residency, Age and Gender

Please rate each of the following aspects of quality of life in Lone Tree. (Percent "excellent" or "good")	Length of residency		Age			Gender		Overall
	Five years or less	More than five years	18-34	35-54	55+	Female	Male	
Lone Tree as a place to live	98%	99%	96%	99%	99%	99%	98%	99%
Your neighborhood as a place to live	94%	97%	93%	96%	95%	96%	95%	96%
Lone Tree as a place to raise children	97%	97%	98%	97%	95%	96%	97%	97%
Lone Tree as a place to retire	80%	81%	77%	77%	87%	85%	76%	80%
Lone Tree as a place to work	82%	81%	86%	78%	85%	80%	84%	82%
Overall quality of life in Lone Tree	97%	98%	96%	98%	97%	99%	96%	98%

Table 97: Question 1 by Tenure, Housing Unit Type and Location of Residence

Please rate each of the following aspects of quality of life in Lone Tree. (Percent "excellent" or "good")	Rent or own		Housing unit type		Area of residence		Overall
	Own	Rent	Detached	Attached	Outside RidgeGate	Inside RidgeGate	
Lone Tree as a place to live	98%	99%	100%	97%	98%	100%	99%
Your neighborhood as a place to live	97%	91%	96%	94%	95%	97%	96%
Lone Tree as a place to raise children	97%	96%	97%	95%	97%	97%	97%
Lone Tree as a place to retire	80%	82%	80%	81%	79%	92%	80%
Lone Tree as a place to work	81%	82%	79%	85%	82%	77%	82%
Overall quality of life in Lone Tree	97%	98%	99%	96%	97%	100%	98%

Table 98: Question 1 by Types of Household Members

Please rate each of the following aspects of quality of life in Lone Tree. (Percent "excellent" or "good")	Under age 12		Age 13-17		Under age 18		55 years or older		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	
Lone Tree as a place to live	98%	100%	98%	99%	98%	99%	99%	98%	99%
Your neighborhood as a place to live	95%	95%	95%	97%	95%	96%	95%	96%	96%
Lone Tree as a place to raise children	97%	97%	97%	97%	97%	97%	97%	96%	97%
Lone Tree as a place to retire	83%	74%	81%	78%	83%	76%	76%	85%	80%
Lone Tree as a place to work	85%	74%	83%	73%	86%	74%	80%	85%	82%
Overall quality of life in Lone Tree	97%	99%	97%	99%	97%	99%	98%	97%	98%

Table 99: Question 2 (Select Items) by Length of Residency, Age and Gender

Please rate each of the following characteristics as they relate to Lone Tree as a whole. (Percent "excellent" or "good")	Length of residency		Age			Gender		Overall
	Five years or less	More than five years	18-34	35-54	55+	Female	Male	
Sense of community	75%	83%	74%	79%	84%	81%	78%	79%
Overall quality of new development in Lone Tree	87%	78%	91%	81%	78%	84%	80%	82%
Variety of housing options	70%	74%	65%	74%	75%	73%	73%	73%
Overall quality of business and service establishments in Lone Tree	89%	86%	93%	85%	89%	89%	87%	87%
Shopping opportunities	90%	96%	92%	93%	96%	94%	93%	93%
Employment opportunities	50%	45%	53%	44%	49%	52%	43%	48%
Higher educational opportunities	41%	39%	46%	33%	50%	43%	38%	41%
Opportunities to participate in social events and activities	77%	80%	80%	77%	80%	80%	77%	78%
Opportunities to volunteer	70%	80%	73%	75%	81%	73%	80%	77%
Opportunities to participate in community matters	73%	83%	74%	80%	82%	81%	78%	79%
Availability of paths and walking trails	86%	88%	88%	86%	89%	88%	86%	87%
Traffic flow on major streets	67%	60%	67%	62%	63%	66%	61%	63%
Availability of affordable quality housing	44%	55%	40%	53%	53%	53%	46%	50%

Table 100: Question 2 (Select Items) by Tenure, Housing Unit Type and Location of Residence

Please rate each of the following characteristics as they relate to Lone Tree as a whole. (Percent "excellent" or "good")	Rent or own		Housing unit type		Area of residence		Overall
	Own	Rent	Detached	Attached	Outside RidgeGate	Inside RidgeGate	
Sense of community	79%	81%	82%	75%	80%	79%	79%
Overall quality of new development in Lone Tree	81%	86%	82%	82%	82%	81%	82%
Variety of housing options	77%	61%	77%	64%	71%	84%	73%
Overall quality of business and service establishments in Lone Tree	86%	92%	88%	87%	88%	82%	87%
Shopping opportunities	94%	91%	95%	90%	95%	84%	93%
Employment opportunities	45%	53%	43%	54%	48%	45%	48%
Higher educational opportunities	40%	41%	37%	48%	41%	41%	41%
Opportunities to participate in social events and activities	80%	74%	81%	73%	79%	73%	78%
Opportunities to volunteer	78%	71%	79%	70%	76%	79%	77%
Opportunities to participate in community matters	79%	81%	82%	74%	79%	82%	79%
Availability of paths and walking trails	86%	89%	89%	83%	86%	90%	87%
Traffic flow on major streets	63%	64%	64%	61%	63%	64%	63%
Availability of affordable quality housing	56%	36%	60%	34%	50%	47%	50%

Table 101: Question 2 (Select Items) by Types of Household Members

Please rate each of the following characteristics as they relate to Lone Tree as a whole. (Percent "excellent" or "good")	Under age 12		Age 13-17		Under age 18		55 years or older		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	
Sense of community	79%	81%	79%	79%	79%	80%	77%	84%	79%
Overall quality of new development in Lone Tree	80%	87%	82%	86%	80%	86%	85%	77%	82%
Variety of housing options	69%	82%	71%	80%	67%	81%	72%	73%	73%
Overall quality of business and service establishments in Lone Tree	87%	91%	88%	89%	86%	90%	87%	89%	87%
Shopping opportunities	93%	95%	93%	95%	93%	95%	92%	96%	93%
Employment opportunities	47%	48%	48%	44%	48%	46%	47%	50%	48%
Higher educational opportunities	43%	34%	42%	34%	44%	35%	37%	46%	41%
Opportunities to participate in social events and activities	79%	80%	80%	76%	79%	79%	78%	80%	78%
Opportunities to volunteer	78%	75%	77%	78%	78%	76%	74%	82%	77%
Opportunities to participate in community matters	78%	83%	79%	82%	77%	83%	79%	81%	79%
Availability of paths and walking trails	87%	88%	87%	87%	86%	88%	86%	88%	87%
Traffic flow on major streets	61%	68%	63%	63%	61%	67%	63%	64%	63%
Availability of affordable quality housing	46%	58%	49%	55%	45%	57%	50%	51%	50%

Table 102: Question 9 by Length of Residency, Age and Gender

Please rate the quality of each of the following services provided by the City of Lone Tree. (Percent "excellent" or "good")	Length of residency		Age			Gender		Overall
	Five years or less	More than five years	18-34	35-54	55+	Female	Male	
Garbage collection	92%	99%	91%	96%	99%	97%	95%	96%
Recycling	82%	96%	81%	90%	96%	90%	89%	90%
Street repair	78%	77%	75%	79%	77%	80%	75%	77%
Street cleaning	87%	83%	95%	84%	80%	84%	85%	85%
Street lighting	79%	77%	77%	79%	79%	76%	81%	78%
Snow removal	71%	74%	76%	71%	74%	72%	74%	73%
Sidewalk maintenance	82%	78%	88%	79%	75%	81%	78%	80%
Storm drainage	83%	85%	86%	83%	85%	81%	87%	84%
Traffic enforcement	82%	83%	85%	83%	83%	84%	82%	83%
Crime prevention	93%	92%	94%	91%	94%	91%	94%	93%
Police services	90%	92%	90%	91%	91%	93%	89%	91%
Land use, planning and zoning	74%	65%	80%	66%	67%	70%	68%	69%
Building permits and inspections	80%	78%	85%	77%	78%	79%	79%	78%
Code enforcement (weeds, signs, etc.)	78%	68%	78%	74%	66%	74%	71%	72%
Animal control	76%	72%	81%	73%	69%	73%	74%	73%
Economic development	81%	81%	82%	81%	81%	81%	82%	81%
Public information	82%	83%	83%	82%	85%	84%	82%	83%
Municipal court	86%	85%	98%	82%	83%	88%	85%	86%

Table 103: Question 9 by Tenure, Housing Unit Type and Location of Residence

Please rate the quality of each of the following services provided by the City of Lone Tree. (Percent "excellent" or "good")	Rent or own		Housing unit type		Area of residence		Overall
	Own	Rent	Detached	Attached	Outside RidgeGate	Inside RidgeGate	
Garbage collection	97%	93%	98%	90%	97%	92%	96%
Recycling	94%	78%	95%	79%	91%	84%	90%
Street repair	76%	81%	77%	78%	77%	79%	77%
Street cleaning	82%	92%	83%	87%	84%	86%	85%
Street lighting	78%	77%	79%	76%	79%	71%	78%
Snow removal	74%	70%	73%	71%	73%	75%	73%
Sidewalk maintenance	77%	86%	78%	82%	79%	82%	80%
Storm drainage	84%	85%	85%	81%	85%	79%	84%
Traffic enforcement	82%	85%	83%	82%	83%	81%	83%
Crime prevention	92%	93%	92%	93%	92%	98%	93%
Police services	91%	92%	91%	90%	90%	96%	91%
Land use, planning and zoning	67%	77%	66%	75%	68%	75%	69%
Building permits and inspections	78%	83%	80%	76%	79%	76%	78%
Code enforcement (weeds, signs, etc.)	67%	89%	69%	80%	72%	78%	72%
Animal control	71%	83%	72%	76%	74%	71%	73%
Economic development	80%	86%	82%	80%	82%	79%	81%
Public information	82%	85%	84%	80%	84%	77%	83%
Municipal court	82%	94%	84%	88%	86%	87%	86%

Table 104: Question 9 by Types of Household Members

Please rate the quality of each of the following services provided by the City of Lone Tree. (Percent "excellent" or "good")	Under age 12		Age 13-17		Under age 18		55 years or older		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	
Garbage collection	95%	97%	96%	98%	95%	98%	94%	99%	96%
Recycling	88%	94%	89%	92%	87%	94%	86%	96%	90%
Street repair	76%	81%	77%	78%	75%	81%	78%	76%	77%
Street cleaning	85%	85%	85%	83%	84%	86%	88%	81%	85%
Street lighting	76%	83%	78%	78%	76%	82%	78%	78%	78%
Snow removal	72%	76%	73%	72%	72%	75%	73%	72%	73%
Sidewalk maintenance	77%	86%	80%	81%	77%	85%	82%	76%	80%
Storm drainage	84%	84%	84%	85%	83%	85%	83%	85%	84%
Traffic enforcement	82%	86%	83%	85%	81%	87%	82%	84%	83%
Crime prevention	93%	91%	93%	93%	93%	92%	92%	93%	93%
Police services	91%	92%	91%	91%	90%	93%	90%	93%	91%
Land use, planning and zoning	69%	70%	69%	69%	69%	70%	71%	65%	69%
Building permits and inspections	79%	80%	80%	79%	78%	81%	79%	78%	78%
Code enforcement (weeds, signs, etc.)	72%	73%	73%	72%	72%	74%	75%	69%	72%
Animal control	75%	71%	74%	72%	75%	72%	74%	72%	73%
Economic development	81%	82%	82%	80%	81%	82%	81%	81%	81%
Public information	82%	85%	84%	79%	82%	85%	82%	84%	83%
Municipal court	89%	82%	87%	87%	88%	86%	89%	82%	86%

Table 105: Question 10 by Length of Residency, Age and Gender

Please rate the quality of each of the following recreation facilities and/or programs in Lone Tree. (Percent "excellent" or "good")	Length of residency		Age			Gender		Overall
	Five years or less	More than five years	18-34	35-54	55+	Female	Male	
Accessibility of parks	92%	95%	88%	94%	96%	96%	91%	93%
Appearance/maintenance of parks	96%	94%	93%	95%	95%	97%	92%	95%
Parks overall	96%	93%	92%	94%	95%	96%	92%	94%
Recreation programs or classes	88%	88%	91%	87%	90%	87%	89%	88%
Range/variety of recreation programs and classes	79%	82%	70%	81%	88%	82%	80%	81%
Accessibility of the recreation center	89%	90%	90%	89%	92%	92%	88%	90%
Appearance of the recreation center	91%	94%	91%	93%	94%	93%	93%	93%
Lone Tree Recreation Center overall	91%	88%	90%	87%	92%	88%	90%	89%
Recreation trails	88%	91%	88%	90%	90%	92%	87%	89%
Athletic fields	87%	83%	84%	85%	87%	90%	80%	85%
Lone Tree Golf Course	94%	92%	92%	93%	94%	94%	93%	93%
Tennis courts	87%	95%	89%	92%	94%	94%	91%	92%
Playgrounds	93%	91%	92%	91%	94%	93%	91%	92%
Cook Creek Pool	92%	95%	93%	94%	96%	94%	95%	94%

Table 106: Question 10 by Tenure, Housing Unit Type and Location of Residence

Please rate the quality of each of the following recreation facilities and/or programs in Lone Tree. (Percent "excellent" or "good")	Rent or own		Housing unit type		Area of residence		Overall
	Own	Rent	Detached	Attached	Outside RidgeGate	Inside RidgeGate	
Accessibility of parks	93%	94%	95%	90%	93%	99%	93%
Appearance/maintenance of parks	94%	97%	94%	95%	94%	97%	95%
Parks overall	93%	98%	94%	94%	94%	98%	94%
Recreation programs or classes	87%	90%	89%	86%	88%	89%	88%
Range/variety of recreation programs and classes	79%	85%	83%	76%	80%	83%	81%
Accessibility of the recreation center	88%	94%	90%	89%	90%	91%	90%
Appearance of the recreation center	92%	95%	93%	92%	93%	93%	93%
Lone Tree Recreation Center overall	87%	96%	89%	90%	89%	91%	89%
Recreation trails	89%	92%	91%	86%	89%	93%	89%
Athletic fields	84%	88%	85%	85%	84%	92%	85%
Lone Tree Golf Course	92%	96%	92%	96%	92%	100%	93%
Tennis courts	94%	84%	95%	85%	92%	95%	92%
Playgrounds	91%	95%	93%	90%	92%	95%	92%
Cook Creek Pool	95%	92%	94%	94%	94%	97%	94%

Table 107: Question 10 by Types of Household Members

Please rate the quality of each of the following recreation facilities and/or programs in Lone Tree. (Percent "excellent" or "good")	Under age 12		Age 13-17		Under age 18		55 years or older		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	
Accessibility of parks	92%	96%	94%	92%	92%	95%	92%	95%	93%
Appearance/maintenance of parks	95%	96%	96%	91%	96%	94%	95%	94%	95%
Parks overall	94%	96%	95%	92%	94%	94%	94%	95%	94%
Recreation programs or classes	88%	89%	89%	84%	89%	87%	87%	90%	88%
Range/variety of recreation programs and classes	81%	81%	80%	82%	81%	81%	78%	84%	81%
Accessibility of the recreation center	90%	89%	90%	87%	90%	90%	88%	92%	90%
Appearance of the recreation center	93%	93%	94%	91%	93%	92%	92%	94%	93%
Lone Tree Recreation Center overall	90%	88%	91%	82%	92%	86%	88%	91%	89%
Recreation trails	89%	91%	90%	88%	89%	91%	90%	89%	89%
Athletic fields	84%	87%	87%	79%	86%	84%	86%	85%	85%
Lone Tree Golf Course	94%	91%	92%	96%	94%	92%	93%	93%	93%
Tennis courts	93%	90%	91%	96%	92%	92%	92%	92%	92%
Playgrounds	91%	94%	93%	88%	93%	91%	91%	94%	92%
Cook Creek Pool	95%	93%	94%	95%	95%	94%	93%	95%	94%

Table 108: Question 11 by Length of Residency, Age and Gender

(Percent "excellent" or "good")	Length of residency		Age			Gender		Overall
	Five years or less	More than five years	18-34	35-54	55+	Female	Male	
Please rate the overall quality of services provided in the City of Lone Tree.	96%	97%	95%	97%	97%	97%	96%	97%

Table 109: Question 11 by Tenure, Housing Unit Type and Location of Residence

(Percent "excellent" or "good")	Rent or own		Housing unit type		Area of residence		Overall
	Own	Rent	Detached	Attached	Outside RidgeGate	Inside RidgeGate	
Please rate the overall quality of services provided in the City of Lone Tree.	96%	97%	97%	95%	96%	99%	97%

Table 110: Question 11 by Types of Household Members

(Percent "excellent" or "good")	Under age 12		Age 13-17		Under age 18		55 years or older		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	
Please rate the overall quality of services provided in the City of Lone Tree.	96%	99%	96%	97%	95%	98%	96%	97%	97%

Table 111: Question 15 by Length of Residency, Age and Gender

Please rate the following statements by circling the number that most clearly represents your opinion about the City of Lone Tree: (Percent "strongly" or "somewhat" agree)	Length of residency		Age			Gender		Overall
	Five years or less	More than five years	18-34	35-54	55+	Female	Male	
The City keeps me informed of community issues and values	79%	90%	73%	86%	90%	84%	86%	85%
I am pleased with the overall direction of the City	86%	84%	87%	86%	84%	84%	87%	85%
The City government welcomes citizen involvement	73%	80%	70%	78%	81%	75%	79%	77%
The City government listens to citizens	70%	71%	70%	69%	74%	70%	71%	70%
The City is on the right track regarding parks and recreation	87%	83%	90%	83%	86%	86%	85%	85%
The City is on the right track regarding cultural activities	80%	82%	79%	80%	86%	83%	80%	81%

Table 112: Question 15 by Tenure, Housing Unit Type and Location of Residence

Please rate the following statements by circling the number that most clearly represents your opinion about the City of Lone Tree: (Percent "strongly" or "somewhat" agree)	Rent or own		Housing unit type		Area of residence		Overall
	Own	Rent	Detached	Attached	Outside RidgeGate	Inside RidgeGate	
The City keeps me informed of community issues and values	89%	73%	89%	77%	86%	80%	85%
I am pleased with the overall direction of the City	85%	86%	86%	85%	85%	88%	85%
The City government welcomes citizen involvement	77%	77%	80%	71%	77%	78%	77%
The City government listens to citizens	69%	75%	72%	66%	70%	71%	70%
The City is on the right track regarding parks and recreation	84%	87%	86%	84%	84%	91%	85%
The City is on the right track regarding cultural activities	83%	77%	84%	78%	80%	92%	81%

Table 113: Question 15 by Types of Household Members

Please rate the following statements by circling the number that most clearly represents your opinion about the City of Lone Tree: (Percent "strongly" or "somewhat" agree)	Under age 12		Age 13-17		Under age 18		55 years or older		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	
The City keeps me informed of community issues and values	84%	87%	85%	87%	84%	87%	81%	91%	85%
I am pleased with the overall direction of the City	84%	88%	85%	85%	84%	87%	86%	84%	85%
The City government welcomes citizen involvement	75%	83%	77%	81%	75%	82%	77%	79%	77%
The City government listens to citizens	69%	77%	71%	71%	69%	74%	71%	72%	70%
The City is on the right track regarding parks and recreation	85%	87%	87%	80%	85%	86%	86%	85%	85%
The City is on the right track regarding cultural activities	81%	84%	83%	78%	81%	83%	78%	87%	81%

Table 114: Question 17 by Length of Residency, Age and Gender

(Percent "not at all familiar")	Length of residency		Age			Gender		Overall
	Five years or less	More than five years	18-34	35-54	55+	Female	Male	
In the summer of 2011, the Lone Tree City Council established a set of seven budget priorities for the community. How familiar, if at all, are you with the Council's budget priorities?	86%	72%	86%	80%	71%	83%	74%	78%

Table 115: Question 17 by Tenure, Housing Unit Type and Location of Residence

(Percent "not at all familiar")	Rent or own		Housing unit type		Area of residence		Overall
	Own	Rent	Detached	Attached	Outside RidgeGate	Inside RidgeGate	
In the summer of 2011, the Lone Tree City Council established a set of seven budget priorities for the community. How familiar, if at all, are you with the Council's budget priorities?	73%	94%	74%	86%	78%	83%	78%

Table 116: Question 17 by Types of Household Members

(Percent "not at all familiar")	Under age 12		Age 13-17		Under age 18		55 years or older		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	
In the summer of 2011, the Lone Tree City Council established a set of seven budget priorities for the community. How familiar, if at all, are you with the Council's budget priorities?	78%	81%	79%	76%	78%	80%	84%	71%	78%

Table 117: Question 18 by Length of Residency, Age and Gender

Thinking about what you currently know regarding each of the following Council budget priorities, please indicate whether you feel the City should apply more effort, the same amount of effort or less effort toward each. (Percent "more effort")	Length of residency		Age			Gender		Overall
	Five years or less	More than five years	18-34	35-54	55+	Female	Male	
Economic Vibrancy	35%	32%	34%	37%	28%	32%	36%	34%
Safe Community	25%	24%	22%	24%	27%	28%	21%	24%
Multimodal Transportation	37%	24%	42%	26%	26%	26%	32%	29%
Enriched Community	25%	19%	20%	23%	21%	23%	20%	22%
Attractive and Sustainable Environment	37%	32%	34%	34%	33%	30%	38%	34%
Municipal Stewardship	18%	20%	11%	21%	22%	19%	20%	19%
Capital Investment in the Future	33%	33%	27%	38%	31%	30%	37%	33%

Table 118: Question 18 by Tenure, Housing Unit Type and Location of Residence

Thinking about what you currently know regarding each of the following Council budget priorities, please indicate whether you feel the City should apply more effort, the same amount of effort or less effort toward each. (Percent "more effort")	Rent or own		Housing unit type		Area of residence		Overall
	Own	Rent	Detached	Attached	Outside RidgeGate	Inside RidgeGate	
Economic Vibrancy	31%	42%	31%	40%	32%	42%	34%
Safe Community	25%	24%	26%	21%	25%	19%	24%
Multimodal Transportation	25%	42%	23%	43%	28%	35%	29%
Enriched Community	21%	25%	20%	25%	22%	22%	22%
Attractive and Sustainable Environment	35%	31%	34%	34%	35%	31%	34%
Municipal Stewardship	19%	20%	20%	17%	20%	13%	19%
Capital Investment in the Future	35%	29%	34%	32%	34%	28%	33%

Table 119: Question 18 by Types of Household Members

Thinking about what you currently know regarding each of the following Council budget priorities, please indicate whether you feel the City should apply more effort, the same amount of effort or less effort toward each. (Percent "more effort")	Under age 12		Age 13-17		Under age 18		55 years or older		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	
Economic Vibrancy	36%	30%	33%	37%	34%	33%	36%	29%	34%
Safe Community	24%	26%	25%	24%	24%	25%	22%	29%	24%
Multimodal Transportation	30%	27%	29%	30%	29%	29%	30%	28%	29%
Enriched Community	22%	20%	21%	24%	22%	22%	20%	24%	22%
Attractive and Sustainable Environment	33%	36%	33%	36%	33%	35%	32%	37%	34%
Municipal Stewardship	20%	16%	19%	20%	20%	17%	18%	22%	19%
Capital Investment in the Future	34%	31%	32%	42%	32%	35%	32%	35%	33%

Appendix F: Survey Methodology

The City of Lone Tree 2012 Resident survey was developed to provide an accurate assessment and interpretation of resident opinion about important community issues. Results offer insight into residents' perspectives about local government performance and are intended to help City leaders with strategic planning and communication with residents.

Survey Validity

The question of survey validity has two parts: 1) how can a jurisdiction be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the entire population completed the survey? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire jurisdiction. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents twice to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member, thus appealing to the recipients' sense of civic responsibility.
- Providing a self-addressed, postage-paid return envelope.
- Using the most recent available information about the characteristics of jurisdiction residents to weight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How close survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving

habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as are predictions of reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Whether or not some research confirms the relationship between what residents think about a community and what can be seen "objectively" in a community, NRC has argued that resident opinion is a perspective that cannot be ignored by government administrators. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Developing the Questionnaire

General citizen surveys, such as this one, ask recipients their perspectives about the quality of life in the city, use of city amenities, opinions on policy issues facing the city and assessments of city service delivery. The Lone Tree Resident Survey was first administered in 2006 and the second iteration was administered in 2009. The survey instrument for the City of Lone Tree was developed through an iterative process between City and NRC staff. The process started with City of Lone Tree staff reviewing the 2009 version of the survey and creating lists of questions related to new issues in the City. Question topics that were less salient to current City issues or policies were eliminated from the survey. New questions were created and all questions were prioritized so that an optimal composition of topics and questions were included. The survey draft was given to City Council for final approval. Through this iterative process a final five-page questionnaire was created for 2012.

Selecting Survey Recipients

All households (approximately 4,625) within the city limits of Lone Tree were asked to participate in the survey. Because local governments generally do not have inclusive lists of all the residences in the jurisdiction (tax assessor and utility billing databases often omit rental units), lists from the United States Postal Service (USPS), updated every three months, usually provide the best representation of all households in a specific geographic location. NRC used the USPS data (based on zip codes that serve Lone Tree) as the first step in selecting the households within the city.

All addresses falling into Lone Tree zip codes were "geocoded" to eliminate addresses from the list that were outside the study boundaries. Geocoding is a computerized process in which addresses are compared to electronically mapped boundaries and coded as inside or outside these boundaries. All addresses determined to be outside the study boundaries were eliminated from the

sample. The geocoded list of households was reviewed by City staff and compared to the list of households kept by the City. Any addresses that were outside of the city limits were removed and some households not included in the USPS list were added for a total of 4,625 addresses.

An individual within each household was randomly selected to complete the survey using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

Mail Survey Administration and Response

Each household was contacted twice. First, a prenotification announcement was sent, informing the household members that they had been selected to participate in the 2012 Lone Tree Resident Survey. Approximately one week later, each household was mailed a survey containing a cover letter signed by the mayor enlisting participation. The packet also contained a postage-paid return envelope in which the survey recipients could return the completed questionnaire to NRC. Additionally, the cover letters included a link to an online version of the survey where respondents could complete it, if they preferred.

The mailings were sent in September 2012 and completed surveys were collected over the following five weeks. About 5% (217) of the 4,625 household surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 4,408 households, 1,154 completed the survey (including 122 via the Web), providing a response rate of 26%; this was similar to the response to the 2009 survey (28%).

Confidence Interval and Margin of Error

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used for this report, is 95%. The 95% confidence interval quantifies the imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The confidence interval for the City of Lone Tree 2012 Resident Survey is no greater than plus or minus three percentage points around any given percent reported for the entire sample (1,154 completed surveys).

A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 72% of residents rate a service as “excellent” or “good,” then the 3% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire jurisdiction is between 69% and 75%. There are a number of sources of error that may affect any survey, including the non-response of residents with opinions different from survey responders.

For subgroups of responses (e.g., gender, age or location of residence), the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

Mailed surveys were submitted via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; staff would choose randomly two of the three selected items to be coded in the dataset.

Once cleaned and numbered, all surveys were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

Data from the Web surveys were automatically collected and stored while respondents answered the questions. The online survey data were downloaded, cleaned as necessary and appended to the mail survey data to create a final, complete dataset.

Weighting the Data

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the respondent demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable. Several different weighting “schemes” are tested to ensure the best fit for the data.

The demographic characteristics of the survey sample were compared to those of the 2010 Census and the American Community Survey 2005-2009. Sample results were weighted using these population norms to reflect the appropriate representation of resident characteristics in the city overall. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were respondent gender, age, tenure (rent versus own) and housing unit type (attached versus detached). This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in differences of opinion among subgroups
- The importance to the community of accurate demographic representation

The results of the weighting scheme are presented in the table on the following page.

Table 120: Lone Tree 2012 Resident Survey Weighting Table

Characteristic	Population Norm ¹	Unweighted Data	Weighted Data
Housing			
Rent home	30%	12%	27%
Own home	70%	88%	73%
Detached unit ²	62%	72%	65%
Attached unit ²	38%	28%	35%
Race and Ethnicity			
White	88%	92%	90%
Not white	12%	8%	10%
Not Hispanic	94%	96%	95%
Hispanic	6%	4%	5%
White alone, not Hispanic	84%	90%	87%
Hispanic and/or other race	16%	10%	13%
Sex and Age			
Female	51%	57%	52%
Male	49%	43%	48%
18-34 years of age	24%	7%	20%
35-54 years of age	46%	41%	48%
55+ years of age	30%	52%	31%
Females 18-34	12%	5%	12%
Females 35-54	24%	25%	25%
Females 55+	15%	27%	15%
Males 18-34	12%	2%	8%
Males 35-54	23%	17%	24%
Males 55+	15%	24%	16%

¹ Source: 2010 Census² Source: American Community Survey (ACS) 2005-2009

Analyzing the Data

The electronic dataset was analyzed by NRC staff using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions the percent positive (i.e., “excellent” or “good,” “strongly agree” or “somewhat agree,” “essential” or “very important”) are presented in the body of the report. On many of the questions in the survey, respondents could give an answer of “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix B: Responses to Survey Questions* and is discussed in the body of this report if it is 20% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

Also included are selected survey results by respondent demographic characteristics and location of residents (Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they have been marked with grey shading in the appendices.

Appendix G: Survey Materials

The following pages contain the mailing materials and survey instrument for the 2012 Resident Survey.

Dear Lone Tree Resident,

Your household has been selected to participate in an anonymous survey about the City of Lone Tree. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important study!

Sincerely,

A handwritten signature in cursive script, reading "James D. Gunning".

James D. Gunning, Mayor
City of Lone Tree

Dear Lone Tree Resident,

Your household has been selected to participate in an anonymous survey about the City of Lone Tree. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important study!

Sincerely,

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James D. Gunning, Mayor
City of Lone Tree

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Sincerely,

A handwritten signature in cursive script, reading "James D. Gunning".

James D. Gunning, Mayor
City of Lone Tree



CITY OF LONE TREE
9220 Kimmer Drive, Suite 100
Lone Tree, CO 80124

PRESORTED
FIRST CLASS MAIL
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PAID
BOULDER, CO
PERMIT NO. 94



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9220 Kimmer Drive, Suite 100
Lone Tree, CO 80124

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PERMIT NO. 94



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CITY OF LONE TREE
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PRESORTED
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US POSTAGE
PAID
BOULDER, CO
PERMIT NO. 94

Mayor
James D. Gunning

City Council
Harold Anderson
Jacqueline Millet
Kim R. Monson
Susan Squyer



CITY OF LONE TREE

9220 Kimmer Drive
Suite 100
Lone Tree, Colorado 80124

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www.cityoflonetree.com

Dear Lone Tree Resident:

We are very interested in your thoughts about your community and your local government. That is why you have been selected to participate in our 2012 Resident Survey.

Please take a few minutes to fill out the enclosed Resident Survey. Your answers will help us make decisions based on residents' priorities for the community. I urge you to participate. I think you will find the questions interesting and your answers will definitely be useful to us.

To get a scientifically reliable sample of Lone Tree residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. The year of birth of the adult does not matter.

Please encourage the appropriate member of the household to spend a few minutes answering all the questions and to return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

If you prefer, you may complete the survey online at the following Web address:
www.n-r-c.com/survey/lonetree2012.htm (please be sure to type the address exactly as it appears).

You are an important part of the Lone Tree community and we want to know what you think. Please help us make Lone Tree a great place to live!

Thank you for your participation.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim Gunning". The signature is fluid and cursive, with a large, sweeping "J" and "G".

James D. Gunning, Mayor
City of Lone Tree

2012 City of Lone Tree Resident Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Your responses are anonymous and will be reported in group form only. Thank you.

Quality of Life

1. Please rate each of the following aspects of quality of life in Lone Tree.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Lone Tree as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Lone Tree as a place to raise children	1	2	3	4	5
Lone Tree as a place to retire	1	2	3	4	5
Lone Tree as a place to work	1	2	3	4	5
Overall quality of life in Lone Tree	1	2	3	4	5

Community Characteristics

2. Please rate each of the following characteristics as they relate to Lone Tree as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Sense of community	1	2	3	4	5
Openness and acceptance of the community towards people of diverse backgrounds	1	2	3	4	5
Preservation of community history	1	2	3	4	5
Overall appearance of Lone Tree	1	2	3	4	5
Cleanliness of Lone Tree	1	2	3	4	5
Overall quality of new development in Lone Tree	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Overall quality of business and service establishments in Lone Tree	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Opportunities to attend cultural activities	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Higher educational opportunities	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Ease of car travel in Lone Tree	1	2	3	4	5
Ease of bus travel in Lone Tree	1	2	3	4	5
Ease of rail travel in Lone Tree	1	2	3	4	5
Ease of bicycle travel in Lone Tree	1	2	3	4	5
Ease of walking in Lone Tree	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Traffic flow on major streets	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Availability of affordable quality child care	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Air quality	1	2	3	4	5
Quality of overall natural environment in Lone Tree	1	2	3	4	5
Overall image/reputation of Lone Tree	1	2	3	4	5

3. What is the single most significant thing (program, service or type of business) the City of Lone Tree could do to improve your quality of life in Lone Tree?

4. Please indicate the rate of growth in the following categories in Lone Tree over the past 2 years:

	<u>Much too slow</u>	<u>Somewhat too slow</u>	<u>Right amount</u>	<u>Somewhat too fast</u>	<u>Much too fast</u>	<u>Don't know</u>
Population growth	1	2	3	4	5	6
Retail growth (stores, restaurants, etc.).....	1	2	3	4	5	6
Job growth	1	2	3	4	5	6

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

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Lone Tree to someone who asks	1	2	3	4	5
Remain in Lone Tree for the next five years.....	1	2	3	4	5

Community Participation

6. In the past 12 months, about how often, if ever, have you or other household members done each of the following in Lone Tree?

	<u>Never</u>	<u>1-2 times</u>	<u>3-12 times</u>	<u>13-26 times</u>	<u>More than 26 times</u>
Walked on trails or sidewalks	1	2	3	4	5
Ran on trails or sidewalks	1	2	3	4	5
Biked on trails or sidewalks	1	2	3	4	5
Used trails or sidewalks for commuting/shopping, etc.	1	2	3	4	5
Used light rail.....	1	2	3	4	5
Attended a City Council meeting.....	1	2	3	4	5
Attended a public meeting about City matters.....	1	2	3	4	5
Contacted City Council	1	2	3	4	5
Volunteered your time to some group/activity in Lone Tree	1	2	3	4	5
Participated in a recreation program.....	1	2	3	4	5
Participated in a cultural program.....	1	2	3	4	5
Visited the Lone Tree Arts Center	1	2	3	4	5
Attended a City-sponsored event.....	1	2	3	4	5

Safety in Lone Tree

7. Please rate how safe or unsafe you feel from the following in Lone Tree:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
Violent crime (rape, assault, robbery).....	1	2	3	4	5	6
Property crimes (burglary, theft)	1	2	3	4	5	6
Environmental hazards, including toxic waste.....	1	2	3	4	5	6

8. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day	1	2	3	4	5	6
In your neighborhood after dark.....	1	2	3	4	5	6
In Lone Tree's retail areas during the day.....	1	2	3	4	5	6
In Lone Tree's retail areas after dark	1	2	3	4	5	6

Quality of Services in Lone Tree

9. Please rate the quality of each of the following services provided by the City of Lone Tree.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Garbage collection.....	1	2	3	4	5
Recycling	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Police services.....	1	2	3	4	5
Land use, planning and zoning	1	2	3	4	5
Building permits and inspections.....	1	2	3	4	5
Code enforcement (weeds, signs, etc.)	1	2	3	4	5
Animal control.....	1	2	3	4	5
Economic development	1	2	3	4	5
Public information.....	1	2	3	4	5
Municipal court.....	1	2	3	4	5

10. Please rate the *quality* and *importance* of the following recreation facilities and/or programs in Lone Tree.

	<u>Quality</u>					<u>Importance</u>				
	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>	<u>Don't know</u>
Accessibility of parks	1	2	3	4	5	1	2	3	4	5
Appearance/maintenance of parks.....	1	2	3	4	5	1	2	3	4	5
Parks overall.....	1	2	3	4	5	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5	1	2	3	4	5
Range/variety of recreation programs and classes.....	1	2	3	4	5	1	2	3	4	5
Accessibility of the recreation center	1	2	3	4	5	1	2	3	4	5
Appearance of the recreation center.....	1	2	3	4	5	1	2	3	4	5
Lone Tree Recreation Center overall	1	2	3	4	5	1	2	3	4	5
Recreation trails	1	2	3	4	5	1	2	3	4	5
Athletic fields.....	1	2	3	4	5	1	2	3	4	5
Lone Tree Golf Course	1	2	3	4	5	1	2	3	4	5
Tennis courts	1	2	3	4	5	1	2	3	4	5
Playgrounds.....	1	2	3	4	5	1	2	3	4	5
Cook Creek Pool.....	1	2	3	4	5	1	2	3	4	5
Lone Tree Arts Center.....	1	2	3	4	5	1	2	3	4	5
Lone Tree Library.....	1	2	3	4	5	1	2	3	4	5

11. Please rate the overall quality of services provided in the City of Lone Tree.

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Don't know

12. Have you had any in-person or phone contact with an employee of the City of Lone Tree within the last 12 months (including police, receptionists, planners, Arts Center staff or any others)?

☐ No → Go to Question 14 ☐ Yes → Go to Question 13

13. What was your impression of the employee(s) of the City of Lone Tree in your most recent contact? (Rate each characteristic below.)

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy.....	1	2	3	4	5
Overall impression	1	2	3	4	5

Recreation and Leisure Services

14. Below is a list of activities and facilities in or around Lone Tree. Please indicate whether you or anyone in your household have participated in an activity or used a facility in the last 12 months. If you have participated in an activity or used a facility one or more times, please rate your level of satisfaction.

	Never	Frequency of Use			Satisfaction (If used more than once)		
		1-4 times	5-14 times	15 times or more	Mostly satisfied	Neutral	Mostly dissatisfied
Outdoor swimming pools (Cook Creek)	1	2	3	4	1	2	3
Adult sports leagues (softball, basketball, volleyball, etc.)	1	2	3	4	1	2	3
Youth sports leagues (basketball, softball, baseball, etc.)	1	2	3	4	1	2	3
Teen activities.....	1	2	3	4	1	2	3
Annual Lone Tree Art Exhibition.....	1	2	3	4	1	2	3
Annual Lone Tree Photographic Art Show	1	2	3	4	1	2	3
Fitness and wellness programs	1	2	3	4	1	2	3
Tennis courts	1	2	3	4	1	2	3
Lone Tree Golf Course	1	2	3	4	1	2	3
Lone Tree Recreation Center.....	1	2	3	4	1	2	3
Independence Day Event.....	1	2	3	4	1	2	3
Summer Concert Series	1	2	3	4	1	2	3
Lone Tree Arts Center.....	1	2	3	4	1	2	3
Passport to Culture or Seedlings performances	1	2	3	4	1	2	3
Skate parks	1	2	3	4	1	2	3
Individual activities (road and mountain biking, hiking, etc.) ...	1	2	3	4	1	2	3

Communication with Citizens

15. Please rate the following statements by circling the number that most clearly represents your opinion about the City of Lone Tree:

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know
The City keeps me informed of community issues and values.....	1	2	3	4	5	6
I am pleased with the overall direction of the City	1	2	3	4	5	6
The City government welcomes citizen involvement	1	2	3	4	5	6
The City government listens to citizens.....	1	2	3	4	5	6
The City is on the right track regarding parks and recreation ..	1	2	3	4	5	6
The City is on the right track regarding cultural activities	1	2	3	4	5	6

16. In the last 12 months, about how many times, if ever, have you or other household members used the following sources of information for news about Lone Tree?

	Never	1-2 times	3-12 times	13-26 times	More than 26 times
The Lone Tree Voice	1	2	3	4	5
Timberlines (the City's quarterly newsletter)	1	2	3	4	5
Denver Post.....	1	2	3	4	5
Electronic email blasts	1	2	3	4	5
The City's Web site (www.cityoflonetree.com)	1	2	3	4	5
The Lone Tree Arts Center Web site (www.lonetreeartscenter.org)	1	2	3	4	5
Electronic message board at major road intersections within Lone Tree ...	1	2	3	4	5
Lone Tree special event postcards	1	2	3	4	5
Blog sites	1	2	3	4	5
Social networking sites (Facebook, Twitter)	1	2	3	4	5
Yourhub.com	1	2	3	4	5
Radio news.....	1	2	3	4	5
Television news	1	2	3	4	5
Word of mouth	1	2	3	4	5

Community Planning and Prioritization

17. In the summer of 2011, the Lone Tree City Council established a set of seven budget priorities for the community. How familiar, if at all, are you with the Council's budget priorities?

- ☐ Very familiar ☐ Somewhat familiar ☐ Not at all familiar

18. Thinking about what you currently know regarding each of the following Council budget priorities, please indicate whether you feel the City should apply more effort, the same amount of effort or less effort toward each.

	More effort	Same effort	Less effort	Don't know
Economic Vibrancy: A diverse, dynamic and prosperous local economy that sustains our community.....	1	2	3	4
Safe Community: A community that feels and is safe and secure anytime, anywhere	1	2	3	4
Multimodal Transportation: A comprehensive transportation network that provides reliable options to move people and goods to their destinations	1	2	3	4
Enriched Community: A community that promotes a culture of social belonging and healthy lifestyles	1	2	3	4
Attractive and Sustainable Environment: A distinctive and well-designed community that respects and preserves our natural resources.....	1	2	3	4
Municipal Stewardship: A responsive, professionally managed and collaborative government that provides services with excellence, integrity and care	1	2	3	4
Capital Investment in the Future: A proactive and forward-thinking government that addresses multi-generational needs through strategic investments.....	1	2	3	4

Demographics

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. About how long have you lived in Lone Tree?

_____ Years (Write 0 if six months or less)

D2. How many people (including yourself) live in your household?

D3. How many children age 12 or younger live in your household?

D4. How many teenagers ages 13 to 17 live in your household?

D5. How many people (including yourself) age 55 or older live in your household?.....

D6. In which type of housing unit do you live?

- ☐ Detached single family home
☐ Condominium or townhouse
☐ Apartment

D7. Do you own or rent your residence?

- ☐ Own
☐ Rent

D8. How much was your HOUSEHOLD'S TOTAL INCOME BEFORE TAXES in 2011? Be sure to include income from all sources. Please check the appropriate box below.

- ☐ Less than \$25,000 ☐ \$75,000 to \$99,999
☐ \$25,000 to \$34,999 ☐ \$100,000 to \$149,999
☐ \$35,000 to \$49,999 ☐ \$150,000 to \$199,999
☐ \$50,000 to \$74,999 ☐ \$200,000 or more

D9. What is your level of education?

- ☐ 0-11 years
☐ High school graduate
☐ Some college, no degree
☐ Associate degree
☐ Bachelors degree
☐ Graduate or professional degree

D10. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- ☐ White/European American/Caucasian
☐ Black or African American
☐ Asian or Pacific Islander
☐ American Indian, Eskimo or Aleut
☐ Other

D11. Are you Hispanic/Spanish/Latino?

- ☐ Yes
☐ No

D12. Which category contains your age?

- ☐ 18-24 ☐ 45-54 ☐ 75 +
☐ 25-34 ☐ 55-64
☐ 35-44 ☐ 65-74

D13. What is your gender?

- ☐ Female
☐ Male

Thank you very much! Please return the completed survey in the postage-paid envelope provided to:
National Research Center, Inc.,
PO Box 549, Belle Mead, NJ 08502