

# City of Lone Tree, CO

---

## 2016 Resident Survey

Report of Results

January 2017

Prepared by:



**NRC**  
National Research Center Inc

2955 Valmont Road, Suite 300  
Boulder, CO 80531  
n-r-c.com | 303-444-7863

## Contents

Executive Summary .....	1
Survey Background .....	4
Survey Results.....	6
Quality of Life and Community .....	6
Safety in Lone Tree .....	13
City Services and Government Performance .....	15
Recreation and Leisure Services .....	20
Priorities and Planning .....	28
Community Participation .....	29
Information Sources .....	30
Appendix A: Respondent Characteristics .....	31
Appendix B: Complete Set of Survey Responses .....	35
Appendix C: Verbatim Responses to Open-ended Questions .....	51
Appendix D: Comparisons of Select Questions by Respondent Characteristics .....	76
Appendix E: Benchmark Comparisons .....	86
Appendix F: Survey Methodology .....	100
Appendix G: Survey Instrument.....	103

## Executive Summary

### Survey Background and Methods

In an effort to determine citizen attitudes about City services and pending local policy, City leaders regularly conduct a resident survey. The City of Lone Tree contracted with National Research Center, Inc. (NRC) to implement this survey with its residents to monitor community sentiment about local service delivery. The 2016 survey was the fourth iteration.

A postcard was mailed to all 5,731 Lone Tree households notifying residents that they had been chosen to participate in the survey. A survey followed in the mail one week later. There were 1,213 survey respondents, including 147 surveys completed online, yielding a response rate of 22%. The results were weighted to reflect the demographic profile of all residents in the City of Lone Tree. The margin of error is plus or minus three percentage points around any given percentage for all respondents (1,213).

The 2016 survey results were compared to previous survey results, when available, 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.

### Key Findings

#### **Lone Tree residents report a high quality of life and are happy with various aspects of the community.**

- Nearly all respondents rated the overall quality of life in the city as excellent or good, a rating that was similar to previous survey years and was much higher than the national and Front Range benchmark comparisons.
- Aspects of quality of life also were rated favorably with at least 8 in 10 respondents giving excellent or good ratings to the city as a place to live, raise children, work, retire and their neighborhood as a place to live. These ratings were much higher than both benchmark comparisons and generally remained stable from 2012. However, fewer respondents in 2016 compared to 2012 felt that the city was an excellent or good place to raise children.
- Most characteristics of the community received positive reviews from Lone Tree residents, with 21 of the 24 characteristics receiving excellent or good ratings from at least two-thirds of residents. Those rated most highly were the cleanliness of Lone Tree, overall appearance of Lone Tree and overall image/reputation of Lone Tree.
- When compared to the benchmarks, most community characteristics were rated much higher than the national and Front Range averages. However, traffic flow on major streets was rated similar to the national benchmark and higher educational opportunities and preservation of community history were rated lower. The ease of bicycle travel and traffic flow on major streets were rated similar to the Front Range comparison and higher educational opportunities was rated much lower.
- Overall, a majority of residents would recommend living in Lone Tree to someone who asks (96% likely) and are likely to remain in Lone Tree for the next five years (86%).

**Overall, survey respondents are pleased with City services, although a number of ratings fluctuated from 2012 to 2016.**

- Ninety-five percent of Lone Tree residents gave excellent or good ratings to the overall quality of services provided by the City. This rating was similar to previous years and was much higher than the national and Front Range comparisons.
- The 17 individual services asked about on the survey were rated favorably by at least 7 in 10 respondents, with the highest excellent or good ratings going to ambulance/EMS services, fire services, garbage collection, police services and street cleaning. Where benchmark comparisons were available, Lone Tree residents gave ratings that were much higher than those given by residents in other communities across the nation and in the Front Range.
- While evaluations for many of the services remained stable from 2012 to 2016, there were a number of differences observed. Increases in ratings from 2012 to 2016 were seen for street cleaning, storm drainage, animal control and building permits and inspections. Crime prevention, recycling, public information and traffic enforcement were given slightly lower ratings in 2016 compared to 2012.

**Residents are concerned about population growth in the city and the challenges that come with it, including traffic congestion and development.**

- Population growth continued to be a concern for residents, with 74% feeling it was too fast over the last two years. This was a significant increase from assessments given in 2012. About 6 in 10 respondents felt that retail and job growth was the right amount.
- Growing cities often experience growing pains, as is the case in Lone Tree and many communities in Colorado's Front Range. When asked to write in their own words the single most significant thing the City could do to improve their quality of life, the most frequently mentioned changes included improving traffic and concerns with the type and amount of development. Additionally, improving the City's infrastructure was the third most frequently mentioned way to improve residents' quality of life.
- Evaluations of traffic flow on major streets was one of the lowest rated characteristics of the community (46% gave excellent or good ratings) and decreased substantially from 2012 to 2016. However, it was rated similar to both the national and Front Range averages. Ease of car travel and traffic enforcement also saw declines in excellent or good ratings across the two survey administrations.
- Development-related activities, including the overall quality of new development and the variety of housing options, saw declines in quality ratings from 2012 to 2016 (about five percentage points on average), however these were rated much higher than both the national and Front Range benchmarks.
- When asked if the City should increase, decrease or maintain the current resources devoted to a number of services and activities in the community, 60% of respondents wanted to see more resources allocated towards alleviating traffic congestion and 29% wanted more resources put towards exploring new public transportation solutions.

**While residents generally give favorable evaluations to City employees and government performance, they want to see more communication with the community.**

- As in 2012, respondents in 2016 gave positive reviews to their interactions with City employees, with at least 92% giving excellent or good ratings to the employees courtesy, knowledge, responsiveness and their overall impression of the interaction. These ratings generally remained stable from 2012 to 2016 and were much higher when compared to the national and Front Range benchmarks.

- At least 6 in 10 residents gave high marks to various aspects of the local government's performance, including keeping them informed of community issues, being pleased with the overall direction of the City, welcoming citizen involvement and listening to citizens. These assessments also were much higher than both benchmarks. However, 2016 ratings for each aspect of government performance decreased from 2012.
- Ratings for public information decreased slightly from 2012 to 2016, though these ratings were still much higher than the national and Front Range averages.
- When asked how the City could improve their quality of life, a number of respondents mentioned increasing communications about government and community activities.
- Use of various information sources to gain news about the City decreased from 2012 to 2016, which presents a challenge for City staff in increasing its communications. Word of mouth, Timberlines, the City's website and the Lone Tree Voice remained the most frequently used sources for information about Lone Tree.

**Respondents continue to rate recreation and leisure services and facilities positively and view most facilities and programs as important.**

- Overall, in 2016 about half of respondents reported using 4 to 7 of the 10 different facilities asked about on the survey, and one-third used 1 to 3 facilities.
- Recreational opportunities were given excellent or good ratings from 85% of respondents, a rating that was similar to 2012 and was much higher than the national and Front Range averages.
- Residents most frequently used more passive recreation facilities, including recreation trails (77% used at least once in the last 12 months) and the Bluffs Regional Park and Trail System (76%). About 6 in 10 reported using the Lone Tree Recreation Center and the new Lone Tree Library. Fewer respondents reported using tennis courts and Schweiger Ranch at least once in the 12 months prior to the survey (18% and 10%, respectively).
- Users of the 10 facilities asked about on the survey rated them positively, with at least 8 in 10 giving excellent or good ratings. The new Lone Tree Library, tennis courts, Bluffs Regional Park and Trail System and recreation trails received excellent or good evaluations from at least 95% of respondents.
- Survey participants also were asked to rate the quality and importance of an additional 16 recreation facilities and community programs in Lone Tree. Overall, more than three-quarters of respondents gave excellent or good ratings to all but one (teen activities in the community) of the items asked about on the survey, including the Lone Tree Arts Center, parks overall and the Police Department Open House.
- Most of the 16 facilities and programs were believed to be essential or very important by at least half of respondents. The appearance/maintenance of parks, parks overall and the accessibility of parks were rated as the most important recreation facilities and services.
- When comparing the quality and importance ratings for each of the 16 facilities and programs, teen and senior activities in the community were the services identified as being relatively higher in importance and lower in quality. Therefore, these may represent potential areas of investigation and improvement for the City.

## Survey Background

### Survey Purposes

The City of Lone Tree contracted with National Research Center, Inc. (NRC) to implement the 2016 community-wide survey, in an effort to determine attitudes about City services and pending local policy. The first survey of residents was conducted in 2006, with subsequent implementations in 2009 and 2012; the 2016 survey marks the fourth iteration of the survey.

The survey permitted residents an opportunity 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 quality of service delivery helps Council, staff and the public set priorities for budget decisions and lays the groundwork for tracking community opinions about the core responsibilities of the City government, helping to assure maximum service quality over time.

This type of survey gets at the key services that local government control to create a quality community. This survey generates a reliable foundation of resident opinion that can be monitored periodically over the coming years, like taking the community pulse, as the City changes and grows.

### Survey Administration

The five-page City of Lone Tree Resident Survey was administered by mail to all households within City boundaries (5,731) in October 2016. Respondents also could complete the survey online, if desired. Of the 5,465 households receiving the survey (due to the fact that some addresses were vacant), 1,213 completed the survey (including 147 online responses), providing a response rate of 22%.

The survey results were weighted so that the gender, age, housing unit type (detached or attached) and housing tenure (rent or own) of respondents were represented in the demographic proportions reflective of the entire city. (For more information see *Appendix F: Survey Methodology*.)

### How the Results are Reported

For the most part, frequency distributions and the “percent positive” are presented in the body of the report. The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “strongly agree” and “somewhat agree”).

On many of the questions in the survey, 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: Complete Set of Survey Responses* 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 figures in the body of the report display the responses from respondents who had an opinion about a specific item.

When a figure for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded 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” and accompanying “confidence interval” (or margin of error). The 95 percent confidence interval for this survey is generally no greater than plus or minus three percentage points around any given percent reported for all survey respondents (1,213). For comparisons among subgroups, the margin of error rises to approximately plus or minus 5% for subgroups of 400 to plus or minus 10% for subgroups of 100.

## Comparing Survey Results by Respondent Subgroups

Select survey results were compared by demographic characteristics of survey respondents as well as the geographic location of respondent households. These comparisons are discussed throughout the body of the report, when applicable. The full set of results by demographic characteristics and geographic area can be found in *Appendix D: Comparisons of Select Questions by Respondent Characteristics*.

## Comparing Survey Results over Time

Because this survey was the fourth in a series of citizen surveys, the 2016 results are presented along with past ratings when available. Differences between years can be considered “statistically significant” if they are four percentage points or more around any given percent. Trend data for the City of Lone Tree represent important comparisons and should be examined for improvements or declines. Deviations from stable trends over time especially represent opportunities for understanding how local policies, programs or public information may have affected residents’ opinions.

## Comparing Survey Results to Other Communities

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from more than 600 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 included in the report when available. 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, including jurisdictions to which Lone Tree was compared nationally and in the Front Range, can be found in *Appendix E: Benchmark Comparisons*.

Where comparisons for ratings were available, Lone Tree’s results were generally noted as being “higher” than the benchmark, “lower” than 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 lower” or “much higher”). 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 (two points or less on the 100-point scale); “higher” or “lower” if the difference between Lone Tree’s rating and the benchmark is greater than the margin of error (greater than two points but four points or less); and “much higher” or “much lower” if the difference between Lone Tree’s rating and the benchmark is more than twice the margin of error (greater than four points). Data for a number of items on the survey is not available in the benchmark database (e.g., some of the services or aspects of the community or quality of life). These items are excluded from the benchmark tables.

# Survey Results

## Quality of Life and Community

Several aspects of the quality of life in Lone Tree were measured on the survey, along with the quality of 24 different community characteristics. The speed of different types of growth in the City, residents' likelihood of recommending living in and remaining in the City and the frequency with which they participated in a variety of activities and programs in Lone Tree also were assessed. Additionally, respondents provided feedback about the single most significant thing the City could do to improve their quality of life.

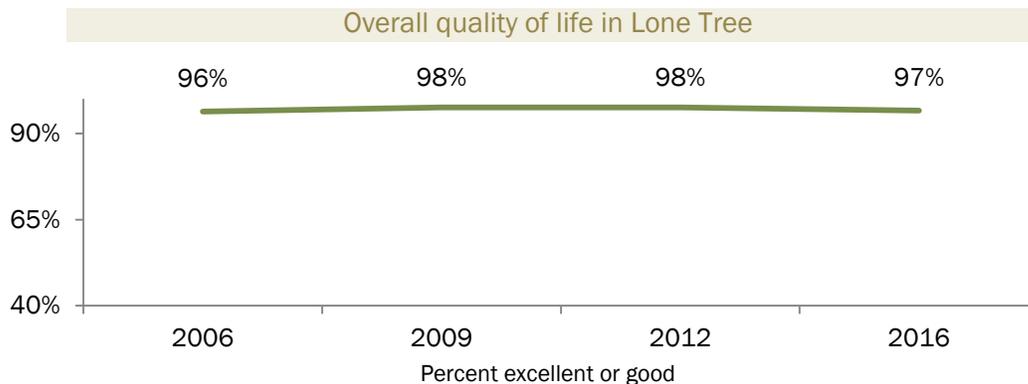
### Quality of Life

Lone Tree residents gave high marks to the quality of life in Lone Tree, with 61% saying it was excellent and 35% saying it was good. Only 3% 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 have remained stable over time. Evaluations 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. Lone Tree received ratings much higher than both benchmark comparisons (see *Appendix E: Benchmark Comparisons* for more detail on the benchmarks).

Figure 1: Overall Quality of Life in Lone Tree, 2016



Figure 2: Overall Quality of Life Compared Over Time



Most survey respondents also gave favorable ratings to the various aspects of quality of life in the community, with at least 8 in 10 giving excellent or good evaluations to each. Nearly all felt that Lone Tree was an excellent or good place to live (99%). More than 9 in 10 said the city as a place to raise children (92%) and their neighborhood as a place to live (95%) were excellent or good. Eight in 10 felt that the city as a place to work and to retire was at least good. Generally, ratings were similar in 2016 when compared to 2012, except for Lone Tree as a place to raise children, which decreased slightly (97% in 2012 versus 92% in 2016).

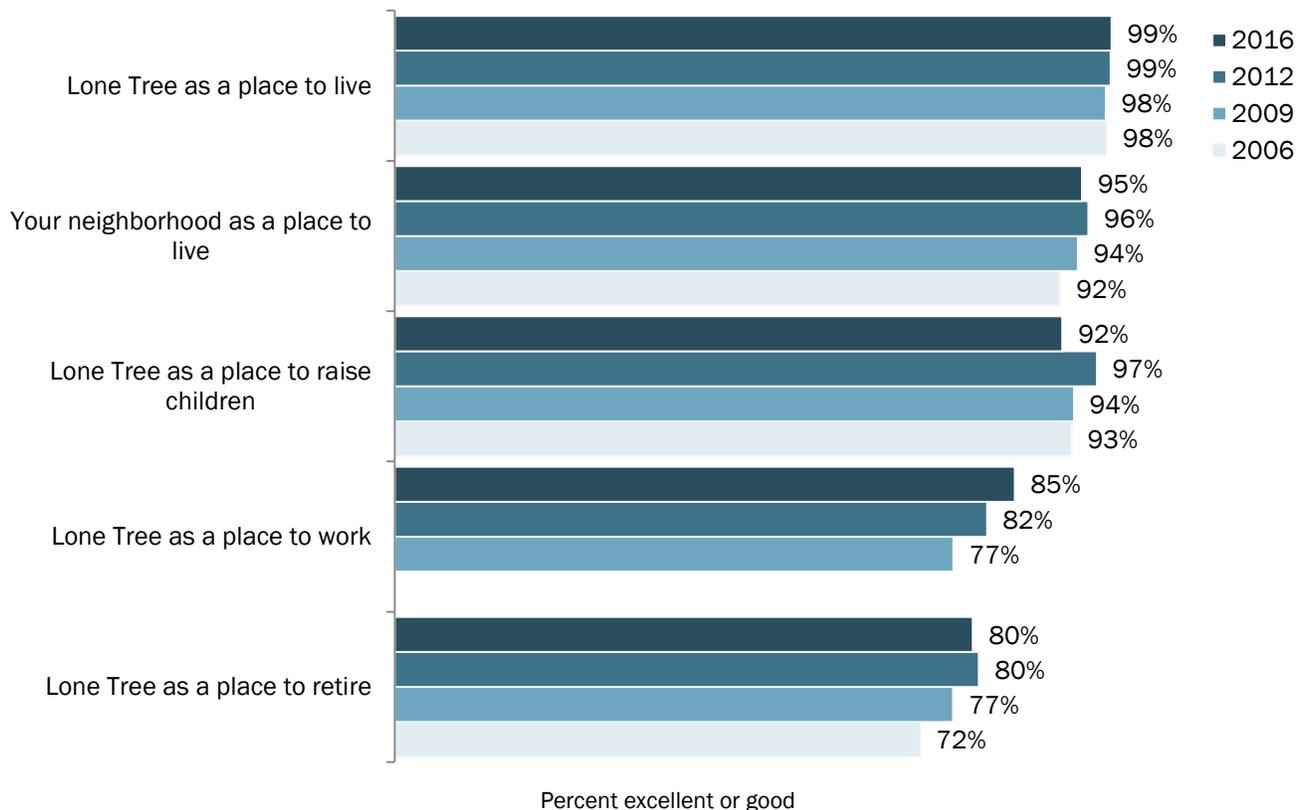
It should be noted that more than 20% of respondents selected “don’t know” when rating Lone Tree as a place to raise children, retire and work. The ratings presented in the body of the report are for those respondents who had an opinion. (A complete set of responses to each question, including “don’t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

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

The 2016 survey results were compared by respondent demographic subgroups, as well as the geographic location of the respondent’s household. Residents who owned their homes, were age 55 or older or were female tended to give more positive ratings to most aspects of quality of life. Respondents who had lived in Lone Tree for more than five years, were age 35 or older or lived in detached housing tended to give higher ratings to Lone Tree as a place to live and as a place to raise children (see *Appendix D: Comparisons of Select Questions by Respondent Characteristics*).

Figure 3: Aspects of Quality of Life Compared Over Time

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

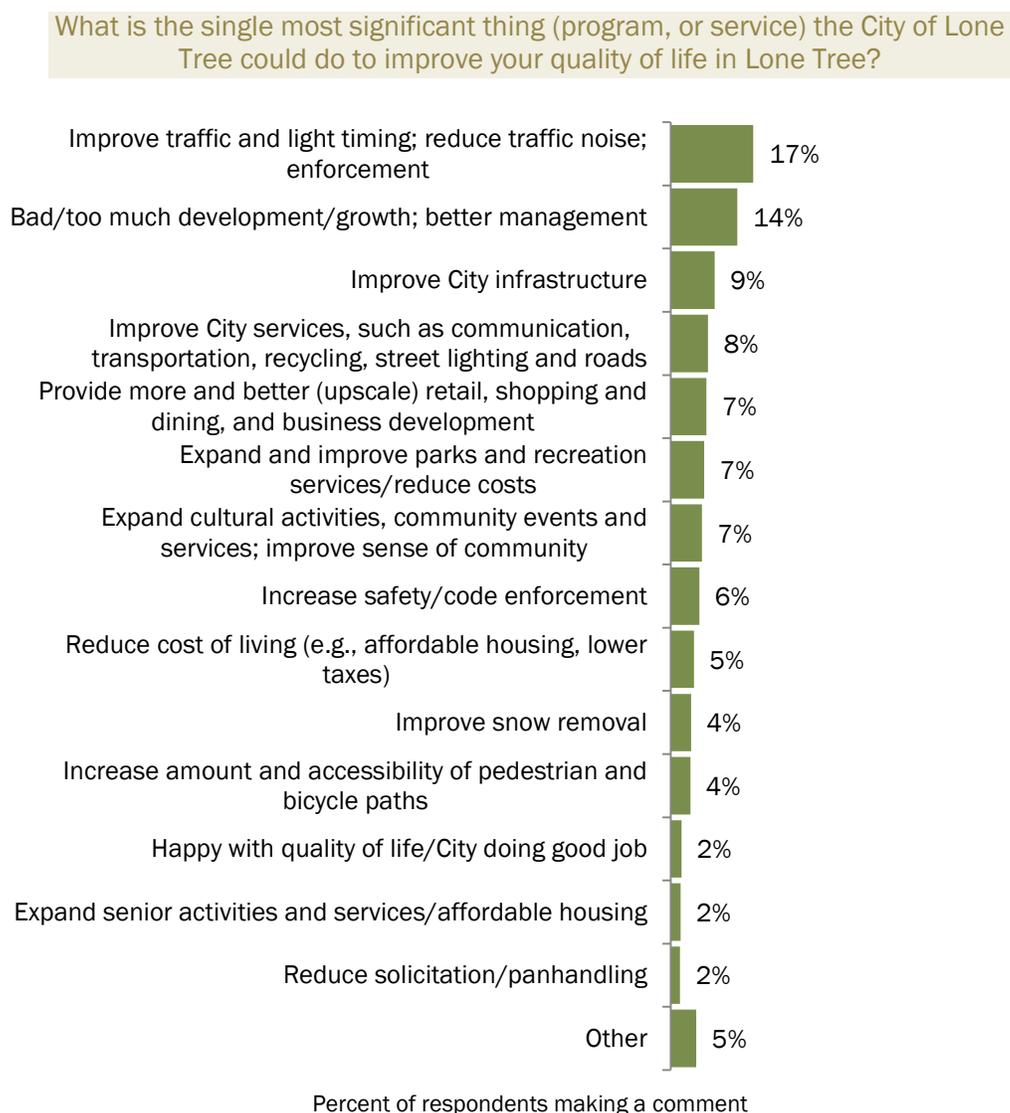


Survey respondents were asked to describe, in their own words, the single most significant service, program or type of business the City could implement, improve or attract to increase their quality of life. The 900 written comments were reviewed and grouped thematically into categories, which are presented in Figure 5 below. Of those who responded to the question, the most frequently mentioned ways to improve respondents’ quality of life were:

- improve traffic and light timing (17%),
- improve/reduce development activities (14%),
- improve City infrastructure (9%) and
- improve City services, such as communication, transportation, recycling street lighting and roads (8%).

Fewer than 8% 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 Questions*.

Figure 4: Suggestions for Improving the Quality of Life in Lone Tree



Percentages represent the 900 respondents wrote in a response to question 17.

## Community Characteristics

Of the 24 characteristics of Lone Tree evaluated on the survey, most received excellent or good ratings from at least two-thirds of residents (see Figure 5 on page 10). The cleanliness of Lone Tree (95% excellent or good), the overall appearance of Lone Tree (94%), the overall image/reputation of Lone Tree (94%), shopping opportunities (89%) and ease of light rail travel in Lone Tree (87%) were given the highest evaluations. Less than half of respondents gave positive marks to traffic flow on major streets (46%) and higher educational opportunities (42%). Between 13% and 24% rated each of these characteristics as “poor” (see *Appendix B: Complete Set of Survey Responses* for a full set of responses to each question).

Most ratings of community characteristics remained stable in 2012 compared to 2009. However, several differences in ratings were observed. Employment opportunities increased from 48% excellent or good in 2012 to 68% in 2016 and ease of bus travel in Lone Tree increased from 50% to 58%. Ratings for the following characteristics saw decreases over the last two survey administrations: shopping opportunities (93% excellent or good in 2012 to 89% in 2016), ease of walking (86% versus 82%), sense of community (79% versus 75%), overall quality of new development (82% versus 75%), ease of car travel (82% versus 72%), variety of housing options (73% versus 69%), ease of bicycle travel (76% versus 69%) and traffic flow on major streets (63% versus 46%).

Between 22% and 49% 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 and ease of bicycle travel in Lone Tree (see *Appendix B: Complete Set of Survey Responses* for a full set of responses, including “don’t know”).

All 24 characteristics could be compared to the national benchmarks (see *Appendix E: Benchmark Comparisons* for more detail). Twenty-one were rated much higher than the national comparison, including the overall quality of new development, variety of housing options and ease of car travel. One characteristic was rated similar (traffic flow on major streets) and two were rated lower than the national benchmark (higher educational opportunities and preservation of community history).

Of the 23 characteristics that could be compared to the Front Range benchmarks, 20 were given ratings that were higher or much higher (including shopping opportunities and sense of community). The ease of bicycle travel and traffic flow on major streets were rated similar to the Front Range comparison, while higher educational opportunities was rated much lower. (A Front Range comparison was not available for preservation of community history).

Broadly, residents who had lived in Lone Tree for more than five years, those ages 55 or older, females, those who owned their homes or lived in detached housing tended to give more positive ratings to general community characteristics than did their counterparts. RidgeGate residents tended to rate the overall quality of new development in Lone Tree, ease of car travel and the availability of paths and walking trails more positively than those who lived outside of RidgeGate; however, RidgeGate residents tended to give lower ratings to the sense of community, shopping opportunities and opportunities to volunteer (see *Appendix D: Comparisons of Select Questions by Respondent Characteristics*).

Figure 5: 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)	2016	2012	2009	2006
Cleanliness of Lone Tree	95%	97%	97%	NA
Overall appearance of Lone Tree	94%	96%	97%	93%
Overall image/reputation of Lone Tree	94%	97%	96%	92%
Shopping opportunities	89%	93%	97%	NA
Ease of light rail travel in Lone Tree	87%	85%	86%	NA
Recreational opportunities	85%	88%	81%	66%
Quality of overall natural environment in Lone Tree	85%	88%	87%	NA
Overall quality of business and service establishments in Lone Tree	84%	87%	88%	NA
Opportunities to attend cultural activities	84%	83%	72%	75%
Availability of paths and walking trails	84%	87%	83%	NA
Ease of walking in Lone Tree	82%	86%	85%	79%
Opportunities to participate in social events and activities	76%	78%	74%	NA
Opportunities to volunteer	76%	77%	72%	NA
Opportunities to participate in community matters	76%	79%	76%	NA
Sense of community	75%	79%	78%	74%
Overall quality of new development in Lone Tree	75%	82%	83%	76%
Ease of car travel in Lone Tree	72%	82%	84%	73%
Preservation of community history	70%	70%	65%	48%
Variety of housing options	69%	73%	72%	NA
Ease of bicycle travel in Lone Tree	69%	76%	74%	57%
Employment opportunities	68%	48%	41%	NA
Ease of bus travel in Lone Tree	58%	50%	56%	53%
Traffic flow on major streets	46%	63%	59%	NA
Higher educational opportunities	42%	41%	40%	36%

### Growth in Lone Tree

Lone Tree’s population has more than doubled over the last decade and continues to climb, 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. In 2016, three-quarters of respondents felt that the rate of population growth was too fast over the last two years and about one-quarter said it was the right amount. The proportion of residents who felt population growth was too fast significantly increased from 2012 to 2016, and has been increasing steadily since 2009. About 6 in 10 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 (22%) or too fast (21%). More respondents in 2016 than in 2012 felt that the rate of retail growth was too slow.

When thinking about the last two years, 59% of respondents felt that the rate of job growth was the right amount, 31% said it was too slow and only 10% said it was too fast. The proportion of residents indicating that the rate of job growth was the right amount increased from 2012 to 2016, while those who felt it was too slow decreased. These perceptions align with the increase in positive ratings for employment opportunities in the community, as previously discussed. (Fifty-one 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: Complete Set of Survey Responses.*)

Figure 6: Rate of Growth in Lone Tree Compared Over Time

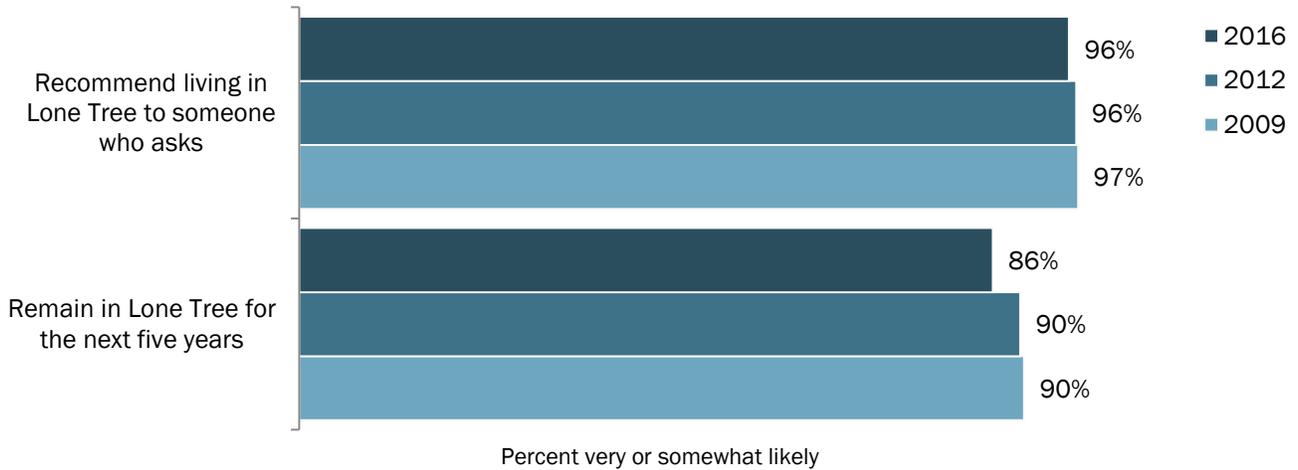
Please indicate the rate of growth in the following categories in Lone Tree over the past 2 years:		2016	2012	2009
Population growth	Too slow	0%	2%	2%
	Right amount	26%	55%	65%
	Too fast	74%	43%	33%
	Total	100%	100%	100%
Retail growth (stores, restaurants, etc.)	Too slow	22%	17%	15%
	Right amount	57%	65%	60%
	Too fast	21%	18%	25%
	Total	100%	100%	100%
Job growth	Too slow	31%	59%	57%
	Right amount	59%	38%	41%
	Too fast	10%	3%	2%
	Total	100%	100%	100%

### Living in Lone Tree

As in 2012, nearly all respondents (96%) indicated that they would be very or somewhat likely to recommend living in Lone Tree to someone who asks. Eighty-six percent felt that they were very or somewhat likely to remain in Lone Tree for the next five years, a slight decrease from 2012. When compared to the national and Front Range benchmarks, Lone Tree residents were more likely to recommend living in Lone Tree and to remain in Lone Tree than were residents in other communities (see *Appendix E: Benchmark Comparisons*).

Figure 7: Likelihood of Remaining in and Recommending Lone Tree Compared Over Time

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

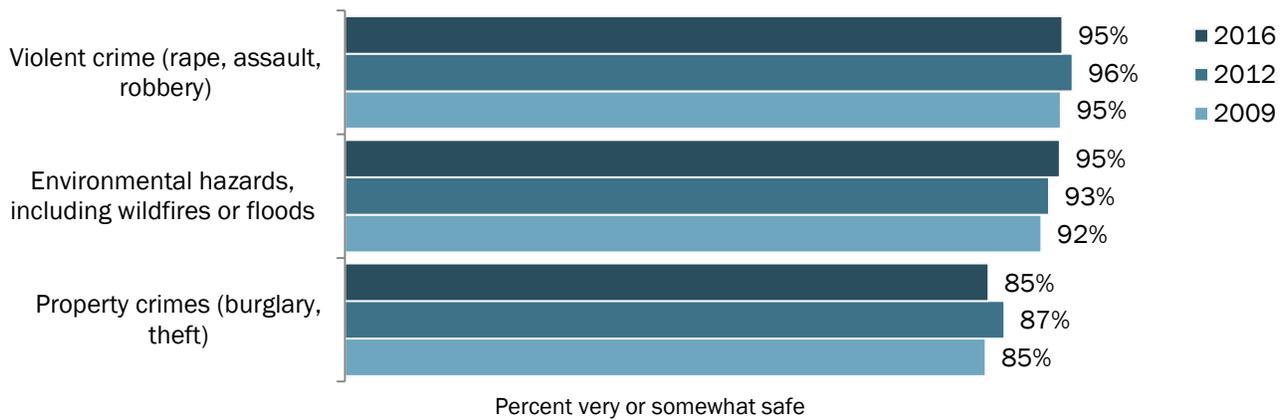


### Safety in Lone Tree

Lone Tree residents felt safe 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 (95%) and environmental hazards (95%). Eighty-five percent reported feeling at least somewhat safe from property crimes in Lone Tree. Less than 9% of respondents reported feeling unsafe from each of these types of crimes or hazards (see *Appendix B: Complete Set of Survey Responses*). These safety evaluations were similar to what was reported in 2016. When compared to the national and Front Range benchmarks, Lone Tree residents’ ratings of safety from various crimes or hazards were much higher than both (see *Appendix E: Benchmark Comparisons* for more detail).

Figure 8: Safety from Various Crimes or Hazards Compared Over Time

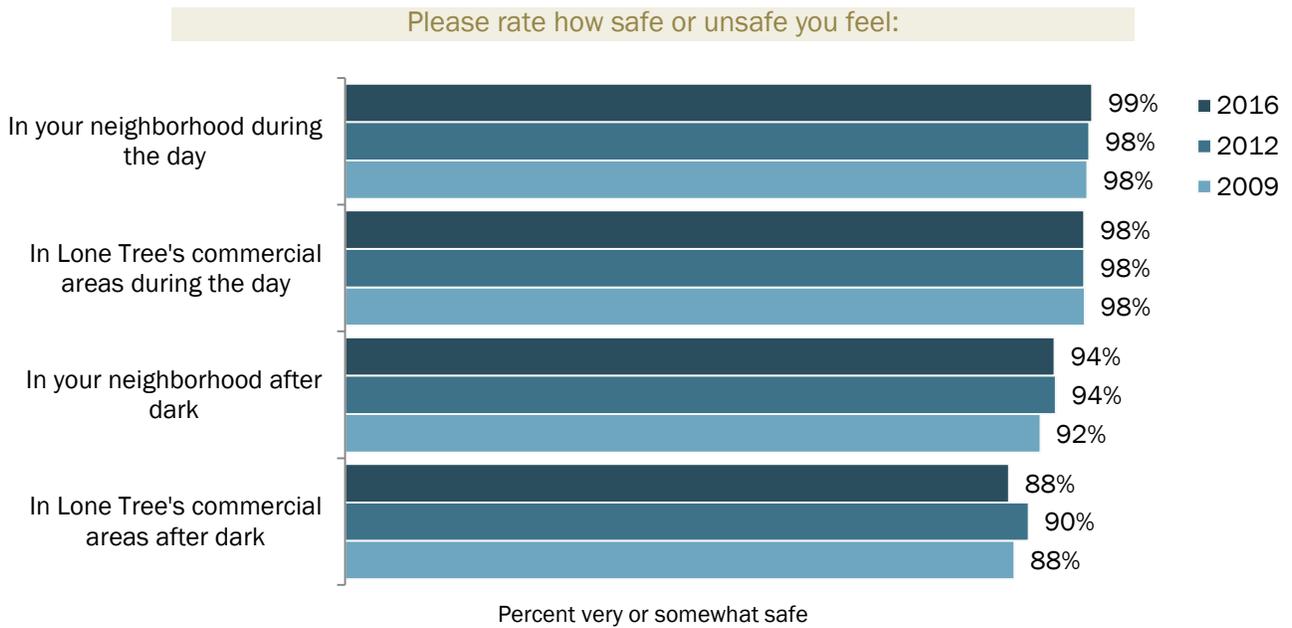
Please rate how safe or unsafe you feel from the following in Lone Tree:



Prior to the 2016 survey, “Environmental hazards, including wildfires or floods” was “Environmental hazards, including toxic waste.”

When evaluating how safe they felt during the day and after dark in their neighborhoods and in retail areas in Lone Tree, 9 in 10 respondents reported feeling very or somewhat safe in most areas, which was similar to 2012. As might be expected, residents tended to feel safer during the day than after dark in their neighborhood and in Lone Tree’s retail areas. Evaluations for these four aspects of safety were much higher than the national and Front Range benchmark comparisons (see *Appendix E: Benchmark Comparisons*).

Figure 9: Safety in Various Areas in the City Compared Over Time



## City Services and Government Performance

A number of questions on the 2016 survey measured residents’ perspectives on the quality of City services. Additionally, opinions about the performance of and trust in the local government were collected. The importance of parks and recreation services also was assessed, which is discussed later in the report.

### Overall Quality of Services

Almost all Lone Tree residents gave excellent or good ratings to the overall quality of City services, with an equal proportion of residents giving each of these evaluations. Only 5% of respondents felt that the overall quality of services in Lone Tree was fair and no one felt it was poor. This high evaluation was much higher than the national and Front Range benchmarks (see *Appendix E: Benchmark Comparisons*) and was similar to ratings given in 2012.

Few differences in opinion for the overall quality of City services were observed between demographic subgroups. However, Lone Tree residents who were age 35 or older, owned their homes, or had children in the household tended to rate the overall quality of City services more favorably than their counterparts (see *Appendix D: Comparisons of Select Questions by Respondent Characteristics*).

Figure 10: Overall Quality of City Services, 2016

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

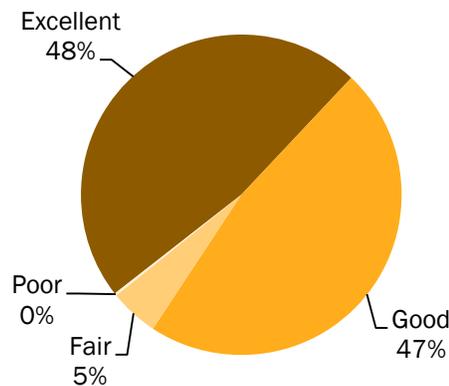
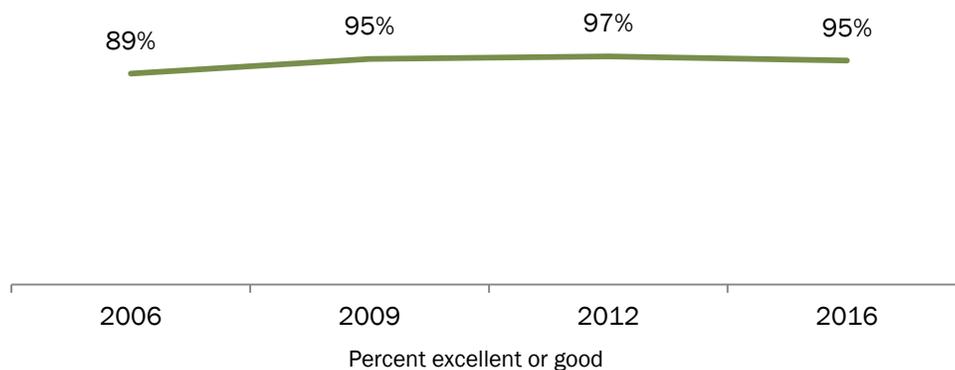


Figure 11: Overall Quality of City Services Compared Over Time

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



## City Services

Survey respondents were provided a list of 17 services provided in the City and were asked to rate the quality of each (see Figure 12 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 ambulance/EMS services, fire services, garbage collection, police services and street cleaning, with each receiving positive reviews from at least 9 in 10 residents. Snow removal and code enforcement received relatively lower quality ratings (70% excellent or good and 69%, respectively). About 1 in 10 evaluated each of these lower-rated services as poor (see *Appendix B: Complete Set of Survey Responses* for the full set of responses).

A number of differences in ratings were observed for the individual services. Increases in excellent or good ratings from 2012 to 2016 were seen for street cleaning, storm drainage, animal control and building permits and inspections. Crime prevention, recycling, public information and traffic enforcement were given slightly lower ratings in 2016 compared to 2012. Evaluations for all other services remained stable from 2012 to 2016.

Between 22% and 72% of respondents selected “don’t know” when rating each of the following services: building permits and inspections; code enforcement (weeds, signs, etc.); animal control; fire services; ambulance/EMS services; and the municipal court. (A full set of responses for each question, including “don’t know,” can be found in *Appendix B: Complete Set of Survey Responses*).

All services but one (building permits and inspections) could be compared to the national and Front Range benchmarks (see *Appendix E: Benchmark Comparisons* for more detail on the benchmark data). Of the 16 services that could be compared, all were rated much higher than both benchmarks.

Differences in opinion by resident demographic characteristics tended to vary. Homeowners in Lone Tree tended to give higher ratings to garbage collection, recycling, sidewalk maintenance and public information, while renters tended to rate animal control and municipal court more positively. Residents who had lived in Lone Tree for five years or less tended to rate street lighting and animal control more favorably than those who had lived in the city for a longer period of time, but tended to give lower ratings to garbage collection, street cleaning and public information. Residents of RidgeGate were more likely than their counterparts to positively rate City services, while households with adults ages 55-64 were less likely to do so (see *Appendix D: Comparisons of Select Questions by Respondent Characteristics*).

Figure 12: Quality of City Services Compared Over Time

Please rate the quality of each of the following services provided in the City of Lone Tree. (Percent excellent or good)	2016	2012	2009	2006
Ambulance/EMS services	97%	NA	NA	NA
Fire services	96%	NA	NA	NA
Garbage collection	95%	96%	96%	85%
Police services	92%	91%	91%	92%
Street cleaning	90%	85%	83%	NA
Municipal court	89%	86%	78%	72%
Storm drainage	88%	84%	85%	76%
Crime prevention	88%	93%	89%	89%
Recycling	86%	90%	84%	68%
Animal control	85%	73%	74%	69%
Building permits and inspections	82%	78%	78%	NA
Sidewalk maintenance	81%	80%	79%	76%
Public information	79%	83%	80%	74%
Traffic enforcement	79%	83%	82%	81%
Street lighting	76%	78%	74%	75%
Snow removal	70%	73%	74%	77%
Code enforcement (weeds, signs, etc.)	69%	72%	68%	59%

### 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 2012 and much higher than the rate of contact in other communities across the nation and in the Front Range (see *Appendix E: Benchmark Comparisons*).

Those who had contact were asked to evaluate various characteristics of the employee during their most recent interaction. As in previous survey years, residents gave high marks to their interactions with City employees, with more than 9 in 10 giving excellent or good ratings to the employee’s knowledge, courtesy, responsiveness and their overall impression. Overall, interactions with City employees in 2016 were similar to 2012; however, employee courtesy and the overall impression received slightly higher evaluations in 2016.

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

Figure 13: Contact with City Employees Compared Over Time

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)?

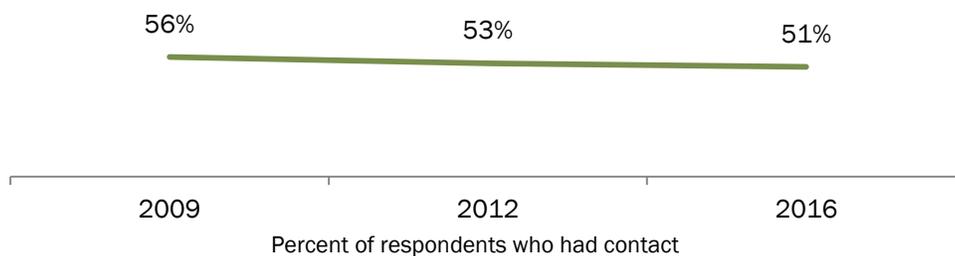
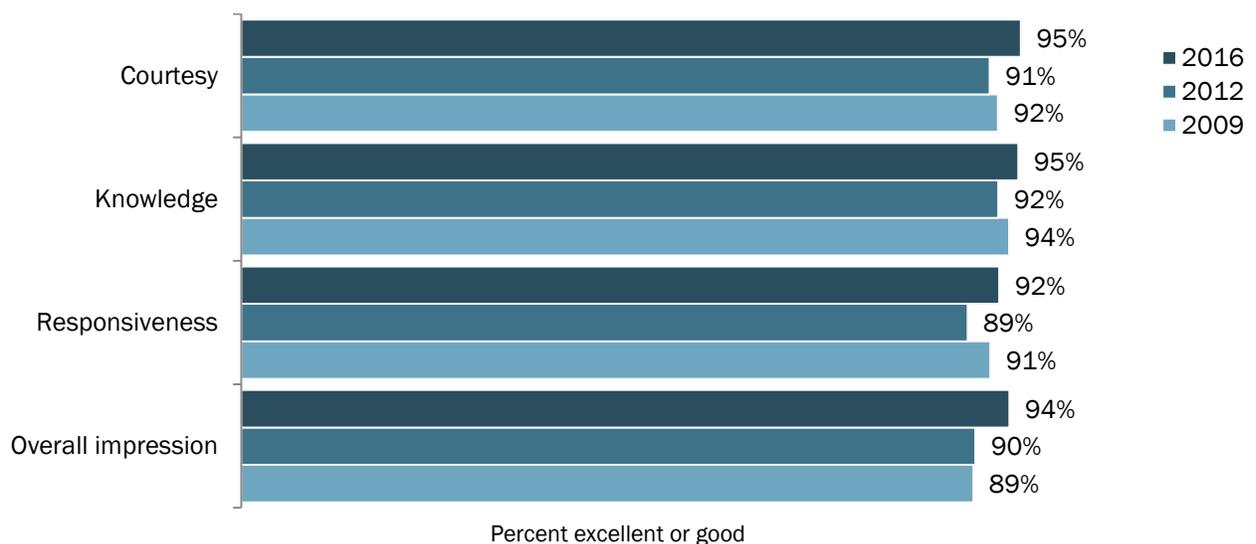


Figure 14: Employee Characteristics Compared Over Time

What was your impression of the employee(s) of the City of Lone Tree in your most recent contact?



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

Lone Tree residents were provided with four positive statements regarding the City government and asked if they agreed or disagreed with each. At least 6 in 10 residents strongly or somewhat agreed with each statement. About three-quarters of residents agreed with the following statements: “I am pleased with the overall direction of the City” (78%), “the City keeps me informed of community issues and values” (78%) and “the City welcomes citizen involvement” (73%). About two-thirds agreed that “the City government listens to citizens” (63%). Fewer than 12% disagreed with each statement (see *Appendix B: Complete Set of Survey Responses*).

When compared to 2012, ratings for each aspect of government performance decreased, dipping back towards the ratings given in 2006.

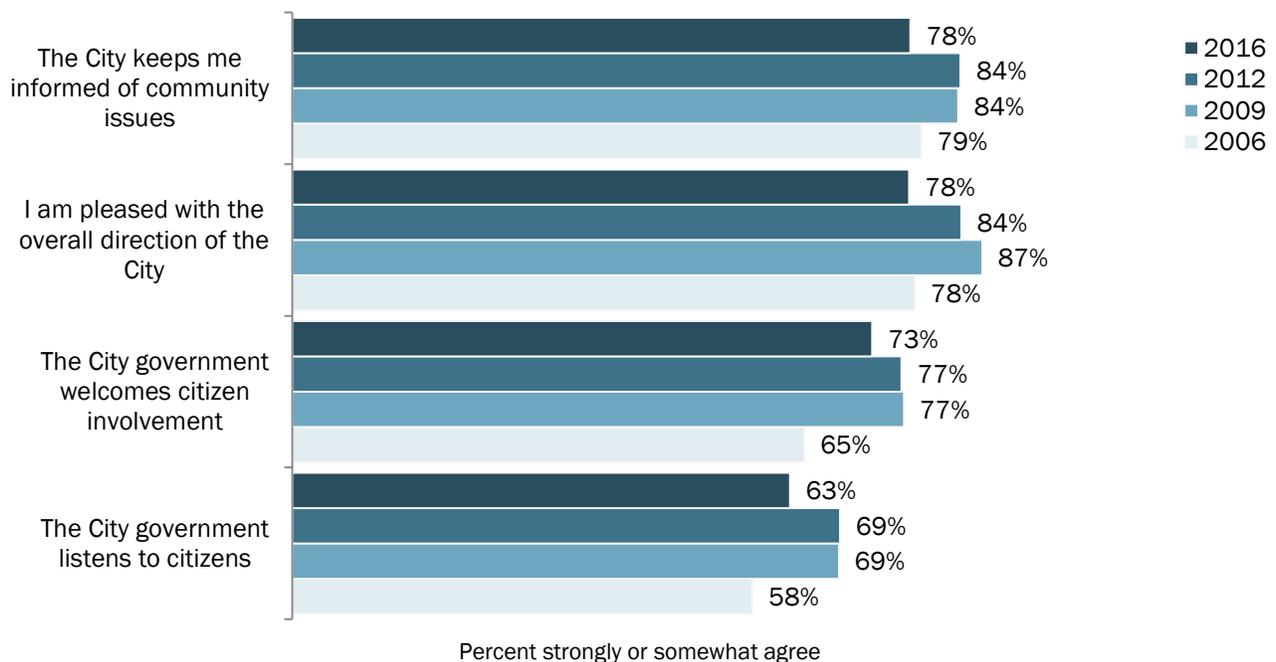
More than 20% of respondents selected “don’t know” when assessing their level of agreement with the following statements: “the City government welcomes citizen involvement” (24%) and “the City government listens to citizens” (32%). The full set of responses, including “don’t know,” can be found in *Appendix B: Complete Set of Survey Responses*.

All four aspects of the City government could be compared to the national and Front Range benchmarks and each was rated much higher than both benchmarks (see *Appendix E: Benchmark Comparisons* for more information on the benchmark data).

Residents who had lived in Lone Tree for more than five years, were age 55 or older, owned their homes or lived in detached housing generally gave more positive ratings to most aspects of government performance than their counterparts. RidgeGate residents were more likely to agree that they were pleased with the overall direction of the City, but less likely to agree that the City keeps them informed of community issues. Respondent households with adults age 65 or older were more likely to agree that the City keeps them informed of community issues and that the City government listens to citizens (see *Appendix D: Comparisons of Select Questions by Respondent Characteristics*).

Figure 15: Aspects of Government Performance Compared Over Time

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

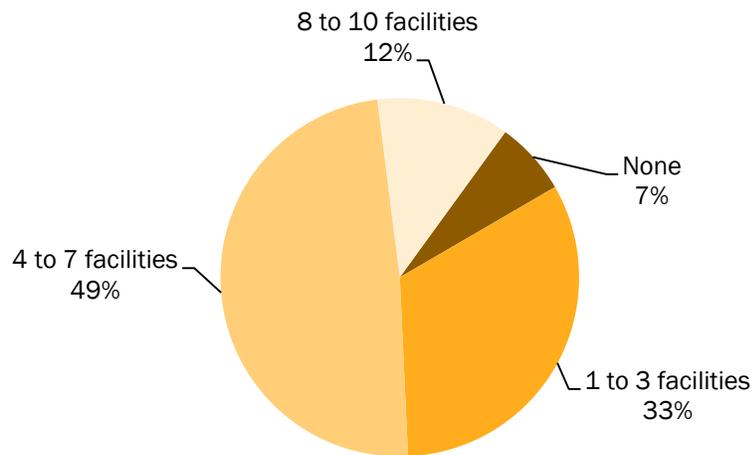


### Recreation and Leisure Services

Survey respondents were provided with a list of 10 different 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 each. Then, if they had used it at least once, they were asked rate the quality of the facility.

Overall, one-third of respondents had used 1 to 3 facilities, and about half said they had used 4 to 7. One in 10 residents said they had used 8 to 10 facilities and 7% had not used any facility in the 12 months prior to the survey. On average, respondents used about four facilities in the last year.

Figure 16: Total Number of Facilities Residents Reported Using



Residents most frequently used recreation trails (77% had used at least once in the 12 months prior to the survey) and Bluffs Regional Park and Trail System (76%). About 6 in 10 reported using the Lone Tree Recreation Center and the new Lone Tree Library, while about 4 in 10 reported using playgrounds and the Cook Creek swimming pool. One-third or less reported using or visiting the Lone Tree Golf Course (36%), athletic fields (32%), tennis courts (18%) and Schweiger Ranch (10%).

About half of the facilities listed on the survey were new in 2016; therefore, comparisons to previous survey administrations were not available. Where comparisons were available to the 2012 survey, fewer respondents reported using each facility in 2016, including the recreation center, swimming pool, golf course and tennis courts. Differences may be due, in part, to changes in question wording and structure.

Figure 17: Frequency of Use of Parks and Recreation Facilities Compared Over Time

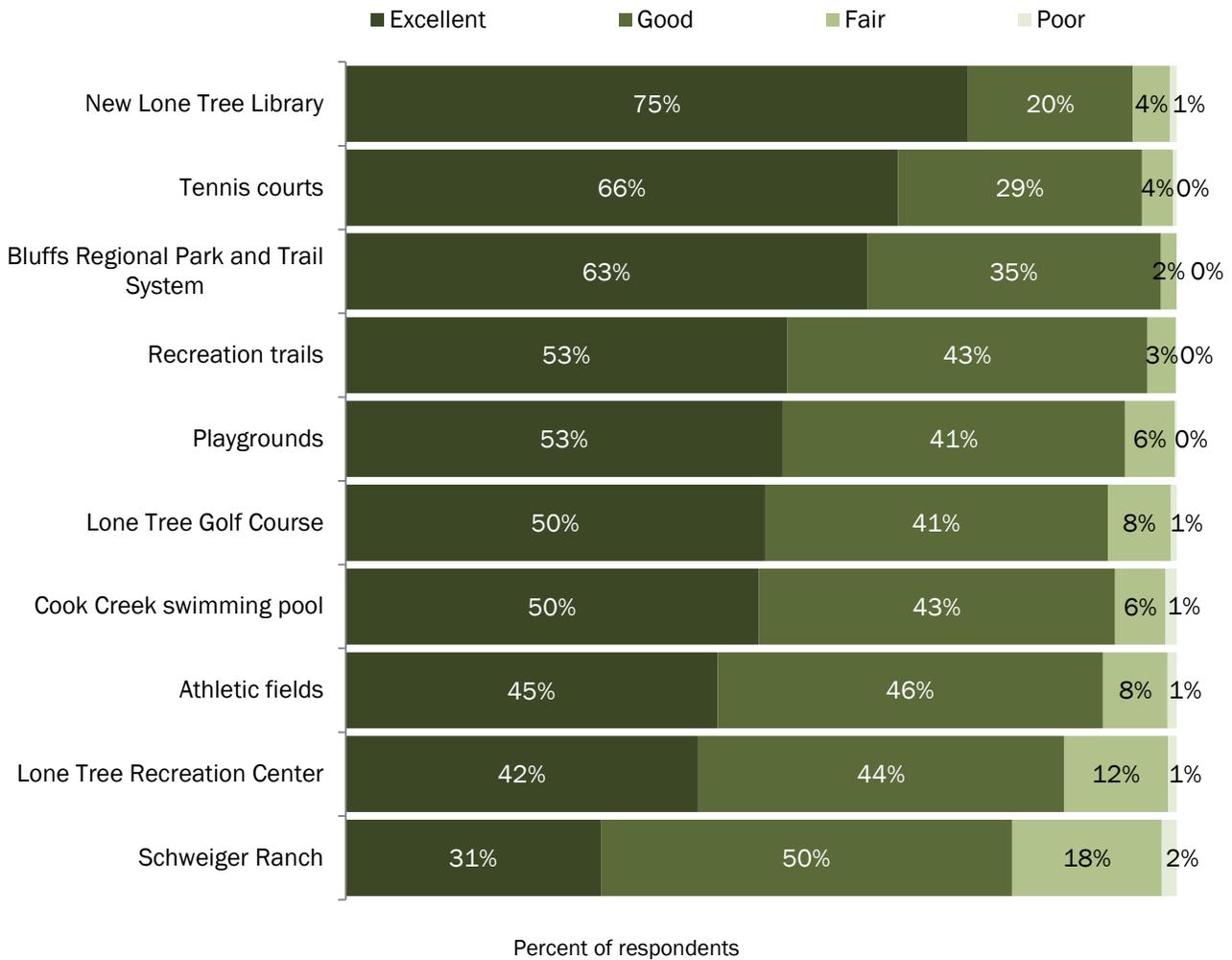
Please indicate whether you or anyone in your household have participated in an activity or used a facility in the last 12 months. (Percent who had used or participated in each at least once in the last 12 months)	2016	2012	2009	2006
Recreation trails	77%	NA	NA	NA
Bluffs Regional Park and Trail System	76%	NA	NA	NA
Lone Tree Recreation Center	60%	66%	70%	67%
New Lone Tree Library	58%	NA	NA	NA
Playgrounds	43%	NA	NA	NA
Cook Creek swimming pool	39%	48%	46%	34%
Lone Tree Golf Course	36%	43%	46%	55%
Athletic fields	32%	NA	NA	NA
Tennis courts	18%	25%	20%	22%
Schweiger Ranch	10%	NA	NA	NA

\*In 2012, “Cook Creek swimming pool” was “Outdoor swimming pools (Cook Creek).” 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 used a facility at least once in the 12 months prior to the survey were asked to rate the quality of each. Of those who had used a facility, between 80% and 98% of residents gave excellent or good ratings to each. The new Lone Tree Library, tennis courts, Bluffs Regional Park and Trail System and recreation trails received excellent or good ratings from at least 95% of respondents who had used them, with at least half of respondents giving excellent ratings to each. Schweiger Ranch received the lowest ratings; however, 81% of respondents still rated this facility as excellent or good.

Figure 18: Quality of Parks and Recreation Facilities

If you have participated in an activity or used a facility one or more times, please rate the quality of each.



“This question was asked only of residents who had used an activity or facility at least once in the last 12 months. Prior to 2016, a number of items in this question were asked on the scale “mostly satisfied,” “neutral,” “mostly dissatisfied”, while others were asked of all respondents (not only users). Due to the change in scale and question wording, direct comparisons to previous survey administrations were not made.

In addition to assessing the facilities previously mentioned, survey participants also were asked to rate the quality and importance of 16 different recreation facilities and community programs in Lone Tree. Overall, more than three-quarters of respondents gave excellent or good ratings to all but one of the items asked about on the survey (see Figure 19 on the following page). The facilities and services given the most favorable ratings included appearance/maintenance of parks, parks overall, Lone Tree Arts Center, accessibility of parks and the Police Department Open House, with each receiving excellent or good marks from at least 9 in 10 residents. Teen activities in the community were felt to be of lower quality, with about half of respondents giving positive ratings.

Four of the 16 facilities or programs asked about in 2016 could be compared to 2012. Quality ratings given in 2016 for the appearance/maintenance of parks, parks overall, Lone Tree Arts Center and accessibility of parks were similar to 2012.

Between 33% and 94% of respondents said “don’t know” when evaluating the quality of most of the recreation facilities and community programs, including programming for various groups at the Lone Tree Arts Center, Arbor Day, teen and senior activities in the community and the Independence Day Event. (A full set of responses for each question, including “don’t know,” can be found in *Appendix B: Complete Set of Survey Responses*).

Three of the 16 facilities and programs could be compared to the national benchmarks; the accessibility of parks, appearance/maintenance of parks and parks overall were all rated much higher than the national average (see *Appendix E: Benchmark Comparisons*).

Only two of the 16 facilities and programs could be compared to the Front Range benchmarks. Lone Tree residents rated the appearance/maintenance of parks and parks overall much higher than residents in other Front Range communities.

Respondents who were age 35 and older or female tended to give higher ratings to recreation facilities and community programs than residents who were younger or male. Homeowners were more likely to positively evaluate park-related aspects and the Summer Concert Series than were renters, but were less likely to give favorable marks to children’s and senior programs at the Lone Tree Arts Center or to teen activities in the community. Respondent households with children rated Arbor Day more highly, but teen activities in the community less positively, than did households without children (see *Appendix D: Comparisons of Select Questions by Respondent Characteristics*).

Figure 19: Quality of Recreation Facilities and Community Programs Compared Over Time

Please rate the quality of the following recreation facilities and/or community programs in Lone Tree. (Percent excellent or good)	2016	2012	2009	2006
Appearance/maintenance of parks	96%	95%	94%	77%
Parks overall	96%	94%	93%	74%
Lone Tree Arts Center	96%	96%	NA	NA
Accessibility of parks	95%	93%	90%	68%
Police Department Open House	91%	NA	NA	NA
Independence Day Event	89%	NA	NA	NA
Wag-n-Romp	89%	NA	NA	NA
Children's programs at the Lone Tree Arts Center	88%	NA	NA	NA
Summer Concert Series at Sweetwater Park	88%	NA	NA	NA
Senior programs at the Lone Tree Arts Center	86%	NA	NA	NA
Autism-friendly programming at the Lone Tree Arts Center	84%	NA	NA	NA
Lone Tree Art Exhibits	84%	NA	NA	NA
Arbor Day	83%	NA	NA	NA
Schweiger Ranch Fall Festival	81%	NA	NA	NA
Senior activities in the community	77%	NA	NA	NA
Teen activities in the community	52%	NA	NA	NA

The importance of the same 16 recreation facilities and community programs also was assessed on the survey. Most services were thought to be essential or very important by at least half of respondents. The appearance/maintenance of parks (94% essential or very important), parks overall (94%) and the accessibility of parks (88%) were believed to be the most important recreation facilities and services, with about half rating each as essential (see *Appendix B: Complete Set of Survey Responses*). The facilities and programs believed to be relatively less important included Arbor Day (44%), Schweiger Ranch Fall Festival (43%) and Wag-n-Romp (39%).

Between 27% and 51% of respondents said “don’t know” when evaluating the importance of most of the recreation facilities and community programs, including Lone Tree Art Exhibits, Summer Concert Series, Schweiger Ranch Fall Festival and Police Department Open House. (A full set of responses for each question, including “don’t know,” can be found in *Appendix B: Complete Set of Survey Responses*).

Four of the 16 facilities and programs could be compared to 2012. The appearance/maintenance of parks, parks overall and accessibility of parks were seen as slightly more important in 2016 than in 2012. The importance of the Lone Tree Arts Center remained stable across the two survey administrations.

Figure 20: Importance of Recreation Facilities and Community Programs Compared Over Time

Please rate the importance of the following recreation facilities and/or community programs in Lone Tree. (Percent essential or very important)	2016	2012	2009	2006
Appearance/maintenance of parks	94%	90%	92%	94%
Parks overall	94%	90%	92%	94%
Accessibility of parks	88%	83%	85%	90%
Independence Day Event	73%	NA	NA	NA
Summer Concert Series at Sweetwater Park	70%	NA	NA	NA
Lone Tree Arts Center	68%	68%	NA	NA
Teen activities in the community	67%	NA	NA	NA
Senior activities in the community	65%	NA	NA	NA
Children's programs at the Lone Tree Arts Center	64%	NA	NA	NA
Senior programs at the Lone Tree Arts Center	61%	NA	NA	NA
Police Department Open House	61%	NA	NA	NA
Autism-friendly programming at the Lone Tree Arts Center	52%	NA	NA	NA
Lone Tree Art Exhibits	49%	NA	NA	NA
Arbor Day	44%	NA	NA	NA
Schweiger Ranch Fall Festival	43%	NA	NA	NA
Wag-n-Romp	39%	NA	NA	NA

### *Balancing Quality and Importance*

The 16 recreation facilities and community programs 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 21 on the next page). Services were classified as “more important” if at least 65% of respondents indicated they were “essential” or “very important.” Services were rated as “less important” if less than 65% of respondents gave such a rating. Services receiving a quality evaluation of “excellent” or “good” from at least 88% of respondents were considered of “higher quality” and those receiving such ratings from less than 88% of respondents were considered of “lower quality.” This classification divided the services in half.

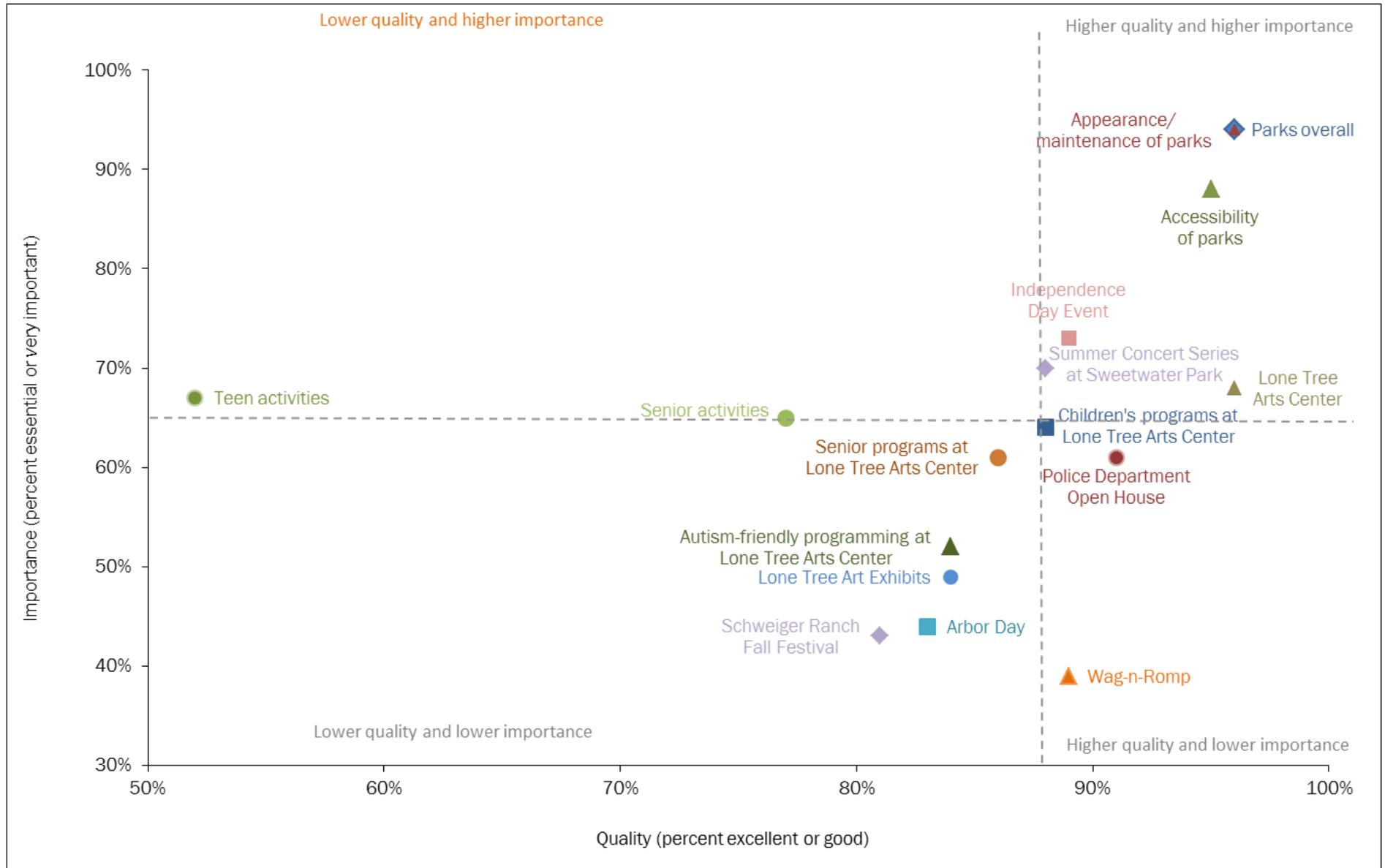
Typically, services that are rated relatively higher in importance and lower in quality represent potential areas of improvement for the City; teen activities and senior activities met these criteria.

Recreation facilities and programs that were categorized as higher in importance and higher in quality were: the appearance/maintenance of parks, parks overall, accessibility of parks, Independence Day Event, Summer Concert Series at Sweetwater Park and the Lone Tree Arts Center.

Those services rated lower in importance and higher in quality were: children’s programs at Lone Tree Arts Center, Police Department Open House and Wag-n-Romp.

Services that rated lower in importance and lower in quality were: Senior programs at Lone Tree Arts Center, autism-friendly programming at Lone Tree Arts Center, Lone Tree Art Exhibits, Arbor Day and Schweiger Ranch Fall Festival.

Figure 21: Balancing Quality and Importance of Recreation Facilities and Programs in Lone Tree

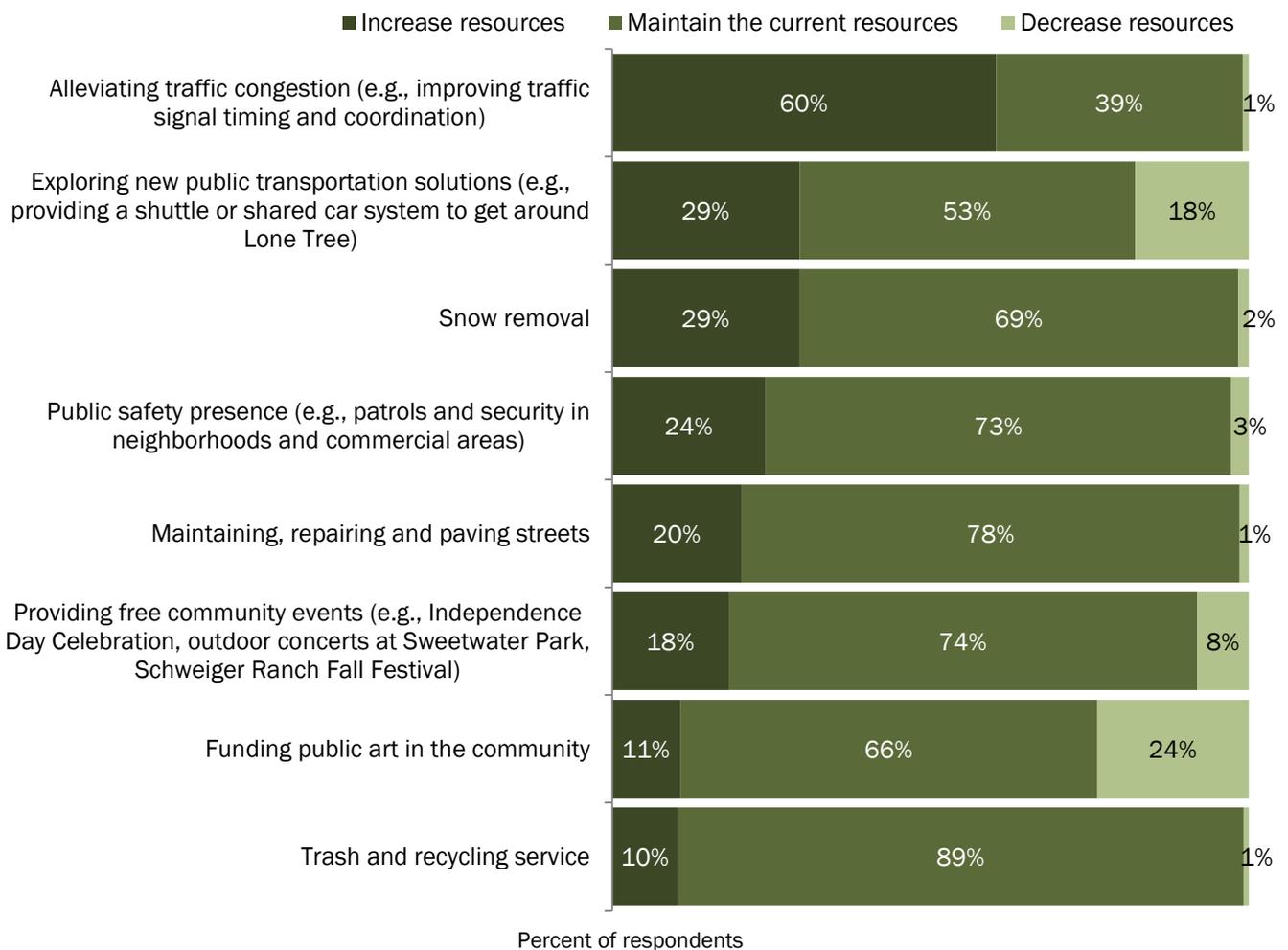


### Priorities and Planning

A new question was added to the 2016 survey asking residents to help prioritize funding for the City. Respondents were provided a list of eight different services or areas of concern and asked if the City should increase, decrease or maintain the same amount of resources for each. Overall, respondents largely wanted the City to maintain the current resources allocated to each service or area; between 53% and 89% of respondents selected this option. However, while only 39% of respondents wanted the City to maintain the current resources allocated to alleviating traffic congestion, 60% would like to see the City increase the resources devoted to this service. About one-third of respondents would like to see an increase in City resources for exploring new public transportation solutions and snow removal. In general, less than 1 in 10 residents suggested decreasing resources for most of the services or areas of concern, except for exploring new public transportation solutions (18% said to decrease resources) and funding public art in the community (24% decrease resources).

Figure 22: Funding Priorities

City Council and staff must make decisions about funding priorities. To what extent do you feel the City should increase, decrease or maintain the same amount of resources put towards each of the following as it considers residents' current and future needs:



### Community Participation

Survey respondents were asked to indicate how often, if ever, they or another household member had participated in 12 different activities in Lone Tree in the 12 months prior to the survey. Nearly all (98%) said that they had walked on trails or sidewalks in Lone Tree and three-quarters of respondents said they had used light rail (77%). One-quarter or less reported attending a public meeting about City matters (14%), a children’s program at the Lone Tree Arts Center (15%) or a senior program at the Lone Tree Arts Center (8%).

There were several changes in levels of participation in the various community activities and events from 2012 to 2016. More residents in 2016 than in 2012 had visited the Lone Tree Arts Center and had attended a public meeting about City matters. Fewer residents reported attending a City-sponsored event, biking on trails or sidewalks, participating in a recreation program and volunteering their time to some group/activity in Lone Tree.

Three of the 12 activities could be compared to the national and Front Range benchmarks (see *Appendix E: Benchmark Comparisons*). Lone Tree residents were equally as likely as residents in other communities across the nation and in the Front Range to attend a public meeting about City matters. Respondents 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. Respondents reported similar rates of participation in recreation programs compared to the nation but lower rates compared to the Front Range.

Figure 23: Participation in Community Activities and Events Compared Over Time

In the past 12 months, about how often, if ever, have you or other household members done each of the following in Lone Tree? (Percent who participated at least once in the last 12 months)	2016	2012	2009
Walked on trails or sidewalks	98%	97%	98%
Used light rail	77%	76%	80%
Used trails or sidewalks for commuting/shopping, etc.	66%	63%	62%
Attended a City-sponsored event	60%	73%	73%
Ran on trails or sidewalks	59%	61%	63%
Biked on trails or sidewalks	55%	60%	64%
Visited the Lone Tree Arts Center	55%	49%	NA
Participated in a recreation program	47%	58%	61%
Volunteered your time to some group/activity in Lone Tree	27%	32%	34%
Attended a public meeting about City matters	24%	17%	23%
Attended children's programs at the Lone Tree Arts Center	15%	NA	NA
Attended senior programs at the Lone Tree Arts Center	8%	NA	NA

## Information Sources

The 2016 survey asked respondents how often, if ever, they used various sources to get information about Lone Tree in the 12 months prior to the survey. As in previous years, word of mouth (74% had used at least once in the last 12 months), Timberlines (71%), the City's website (70%) and the Lone Tree Voice (70%) were the most frequently used sources of information about the City. Less common sources of information for residents were radio news, the City's Facebook page, Yourhub.com and the City's Twitter account, with less than one in five respondents having used these at least once in the last 12 months.

Overall, compared to 2012, in 2016 residents reported using each source less often. Where comparisons were available, the following sources saw decreases in use: word of mouth, Timberlines (the City's quarterly newsletter), the Lone Tree Voice, Lone Tree special event postcards, Denver Post, electronic email blasts, television news and Yourhub.com. However, the Lone Tree Arts Center website saw an increase in use for information about Lone Tree.

Figure 24: Use of Information Sources Compared Over Time

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? (Percent who used information source at least once in the last 12 months)	2016	2012	2009
Word of mouth	74%	80%	78%
Timberlines (the City's quarterly newsletter)	71%	82%	82%
The City's Web site (www.cityoflonetree.com)	70%	73%	72%
The Lone Tree Voice	70%	78%	80%
Electronic message boards at major road intersections within Lone Tree	66%	67%	77%
Lone Tree special event postcards	58%	66%	78%
The Lone Tree Arts Center Web site (www.lonetreeartscenter.org)	47%	42%	NA
Denver Post	42%	59%	60%
Electronic email blasts	39%	50%	50%
Television news	27%	32%	42%
Nextdoor.com (an online social media platform for your neighborhood)	25%	NA	NA
Radio news	17%	20%	26%
The City's Facebook page	16%	NA	NA
Yourhub.com	10%	20%	21%
The City's Twitter account	6%	NA	NA

## Appendix A: Respondent Characteristics

The following tables display the weighted demographic characteristics of those responding to the 2016 Community Survey including frequency of responses and the number of respondents.

Table 1: Question D1

About how long have you lived in Lone Tree?	Percent	Number
Five years or less	53%	634
6 to 10 years	15%	184
11 to 15 years	13%	151
16 to 20 years	13%	157
More than 20 years	6%	77
Total	100%	1,203
<i>Average number of years lived in Lone Tree</i>		8 years

Table 2: Question D2

How many people (including yourself) live in your household?	Percent	Number
1	21%	253
2	40%	486
3	14%	168
4	17%	209
5	6%	67
6	2%	22
Total	100%	1,205
<i>Average number of people living in households</i>		2.5 people

Table 3: Question D3

Do any household members (including you) fall into any of the following age groups?	Yes		No		Total	
17 or under	34%	407	66%	790	100%	1,197
55 to 64	23%	280	77%	917	100%	1,197
65 to 74	15%	180	85%	1,017	100%	1,197
75 or older	6%	74	94%	1,123	100%	1,197

Table 4: Question D4

In which type of housing unit do you live?	Percent	Number
Detached single family home	54%	655
Condominium or townhouse	23%	279
Apartment	23%	275
Total	100%	1,209

Table 5: Question D5

Do you own or rent your residence?	Percent	Number
Own	71%	861
Rent	29%	347
Total	100%	1,208

Table 6: Question D6

How much was your household's total income before taxes in 2015?	Percent	Number
Less than \$25,000	1%	11
\$25,000 to \$34,999	2%	21
\$35,000 to \$49,999	6%	71
\$50,000 to \$74,999	13%	140
\$75,000 to \$99,999	14%	158
\$100,000 to \$149,999	19%	217
\$150,000 to \$199,999	13%	144
\$200,000 or more	31%	349
Total	100%	1,112

Table 7: Question D7

What is your level of education?	Percent	Number
High school graduate	3%	38
Some college, no degree	9%	108
Associate degree	6%	67
Bachelor's degree	45%	543
Graduate or professional degree	37%	447
Total	100%	1,203

Table 8: Question D8

Which ONE of the following areas best describes where you work? (Please check only one.)	Percent	Number
Lone Tree	15%	176
Douglas County (outside of Lone Tree)	11%	129
Denver	13%	155
East of Denver	2%	24
North of Denver	1%	12
West of Denver	3%	39
Colorado Springs	1%	10
Denver Tech Center area	15%	184
All over Metro area	3%	31
Other	5%	66
I work from home	13%	152
I do not work (student, homemaker, retired, etc.)	19%	223
Total	100%	1,201

Table 9: Question D9

What is your race?	Percent	Number
White/European American/Caucasian	89%	1,060
Black or African American	2%	28
East Indian	1%	17
Chinese	2%	28
Vietnamese	0%	2
Other Asian or Pacific Islander	4%	44
American Indian, Eskimo or Aleut	1%	14
Other	4%	48

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

Table 10: Question D10

Are you Hispanic/Spanish/Latino?	Percent	Number
Yes	5%	57
No	95%	1,120
Total	100%	1,177

Table 11: Question D11

What category includes your age?	Percent	Number
18-24	4%	44
25-34	19%	224
35-44	18%	216
45-54	29%	349
55-64	14%	162
65-74	12%	145
75+	5%	57
Total	100%	1,197

Table 12: Question D12

What is your gender?	Percent	Number
Female	51%	612
Male	49%	581
Total	100%	1,194

Table 13: Geographic Area of Residence

	Percent	Number
City excluding RidgeGate	70%	843
RidgeGate only	30%	370
Total	100%	1,213

## Appendix B: Complete Set of Survey Responses

### 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 14: 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	71%	856	28%	335	1%	15	0%	0	100%	1,207
Your neighborhood as a place to live	63%	754	32%	388	5%	61	0%	3	100%	1,206
Lone Tree as a place to raise children	61%	568	31%	291	7%	70	1%	5	100%	934
Lone Tree as a place to retire	48%	435	32%	292	16%	148	4%	38	100%	914
Lone Tree as a place to work	53%	417	33%	257	13%	103	2%	12	100%	790
Overall quality of life in Lone Tree	61%	738	35%	428	3%	40	0%	1	100%	1,206

Table 15: 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	29%	334	46%	528	21%	241	4%	44	100%	1,148
Preservation of community history	24%	186	46%	361	23%	181	7%	58	100%	786
Overall appearance of Lone Tree	55%	666	39%	469	5%	61	0%	6	100%	1,202
Cleanliness of Lone Tree	60%	714	36%	426	4%	51	1%	8	100%	1,198
Overall quality of new development in Lone Tree	33%	387	42%	489	18%	207	7%	82	100%	1,165
Variety of housing options	26%	305	43%	497	22%	254	9%	107	100%	1,163
Overall quality of business and service establishments in Lone Tree	37%	437	47%	554	13%	159	2%	29	100%	1,178
Shopping opportunities	57%	688	31%	375	10%	119	1%	17	100%	1,199
Opportunities to attend cultural activities	39%	430	45%	498	13%	138	3%	33	100%	1,100
Recreational opportunities	40%	473	45%	524	13%	156	2%	18	100%	1,171
Employment opportunities	23%	165	45%	324	28%	204	4%	29	100%	723
Higher educational opportunities	14%	85	28%	170	37%	221	21%	128	100%	605
Opportunities to participate in social events and activities	27%	302	48%	529	22%	238	3%	30	100%	1,099
Opportunities to volunteer	30%	253	46%	385	19%	160	5%	38	100%	836
Opportunities to participate in community matters	30%	278	46%	433	19%	181	4%	40	100%	932
Ease of car travel in Lone Tree	30%	359	42%	501	21%	245	7%	86	100%	1,191
Ease of bus travel in Lone Tree	26%	127	32%	160	29%	145	13%	63	100%	495
Ease of light rail travel in Lone Tree	46%	479	41%	421	11%	113	2%	24	100%	1,037
Ease of bicycle travel in Lone Tree	29%	263	40%	367	22%	202	8%	76	100%	908

Please rate the quality of each characteristic as they relate to Lone Tree as a whole.	Excellent		Good		Fair		Poor		Total	
Ease of walking in Lone Tree	44%	516	38%	445	14%	167	4%	46	100%	1,174
Availability of paths and walking trails	48%	571	35%	418	14%	161	3%	33	100%	1,183
Traffic flow on major streets	13%	151	34%	406	38%	457	16%	187	100%	1,201
Quality of overall natural environment in Lone Tree	33%	398	52%	620	13%	156	2%	19	100%	1,193
Overall image/reputation of Lone Tree	55%	656	39%	471	5%	64	0%	4	100%	1,194

Table 16: Question 3

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	0%	0	0%	3	26%	284	44%	484	30%	332	100%	1,103
Retail growth (stores, restaurants, etc.)	3%	35	19%	210	57%	647	15%	164	6%	72	100%	1,129
Job growth	6%	36	25%	145	59%	340	8%	47	2%	12	100%	581

Table 17: Question 4

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	67%	812	28%	341	4%	44	1%	10	100%	1,207
Remain in Lone Tree for the next five years	63%	729	24%	274	7%	79	7%	83	100%	1,166

Table 18: Question 5

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	2%	24	6%	75	17%	211	15%	186	59%	711	100%	1,206
Ran on trails or sidewalks	41%	485	9%	103	14%	164	11%	137	26%	307	100%	1,196
Biked on trails or sidewalks	45%	535	10%	117	19%	230	10%	125	16%	185	100%	1,192
Used trails or sidewalks for commuting/shopping, etc.	34%	405	16%	189	25%	301	13%	151	12%	144	100%	1,191
Used light rail	23%	272	28%	326	32%	385	9%	107	8%	95	100%	1,186
Attended a public meeting about City matters	76%	913	18%	213	5%	61	1%	7	0%	3	100%	1,197
Volunteered your time to some group/activity in Lone Tree	73%	879	15%	179	7%	80	3%	31	3%	30	100%	1,200
Participated in a recreation program	53%	639	19%	228	15%	180	6%	72	7%	80	100%	1,199
Visited the Lone Tree Arts Center	45%	538	34%	414	17%	200	3%	33	1%	17	100%	1,201
Attended children's programs at the Lone Tree Arts Center	85%	1,023	11%	132	3%	34	0%	2	1%	7	100%	1,196
Attended senior programs at the Lone Tree Arts Center	92%	1,107	5%	57	2%	25	1%	6	0%	6	100%	1,200
Attended a City-sponsored event	40%	485	36%	430	22%	269	1%	10	0%	6	100%	1,200

Table 19: Question 6

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	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Violent crime (rape, assault, robbery)	73%	883	22%	261	3%	36	2%	22	0%	2	100%	1,204
Property crimes (burglary, theft)	44%	530	41%	494	7%	82	7%	81	1%	14	100%	1,201
Environmental hazards, including wildfires or floods	71%	852	23%	278	4%	52	1%	9	0%	2	100%	1,193

Table 20: Question 7

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
In your neighborhood during the day	84%	1,014	15%	177	1%	10	0%	5	0%	2	100%	1,207
In your neighborhood after dark	53%	631	41%	494	3%	41	2%	30	0%	5	100%	1,202
In Lone Tree's commercial areas during the day	75%	902	22%	266	1%	16	1%	13	0%	0	100%	1,197
In Lone Tree's commercial areas after dark	45%	526	43%	498	8%	94	4%	45	0%	6	100%	1,169

Table 21: Question 8

Please rate the quality of each of the following services provided in the City of Lone Tree.	Excellent		Good		Fair		Poor		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count
Garbage collection	72%	844	23%	265	4%	52	0%	3	100%	1,164
Recycling	62%	693	24%	270	8%	87	6%	70	100%	1,120
Street cleaning	45%	521	45%	522	9%	104	2%	18	100%	1,166
Street lighting	35%	422	41%	484	19%	223	5%	63	100%	1,193
Snow removal	30%	326	40%	434	21%	228	9%	94	100%	1,083
Sidewalk maintenance	31%	361	50%	579	16%	184	3%	35	100%	1,160
Storm drainage	38%	396	50%	518	10%	99	3%	29	100%	1,042
Building permits and inspections	36%	163	46%	205	12%	54	6%	25	100%	447
Code enforcement (weeds, signs, etc.)	24%	197	45%	366	23%	189	8%	66	100%	818
Public information	31%	331	49%	527	18%	193	3%	33	100%	1,084
Traffic enforcement	29%	312	50%	548	15%	159	7%	74	100%	1,093
Crime prevention	40%	426	48%	508	10%	105	2%	20	100%	1,060
Police services	51%	561	41%	443	6%	71	2%	18	100%	1,092
Fire services	58%	546	38%	359	3%	32	0%	1	100%	938
Ambulance/EMS services	58%	456	39%	306	3%	22	0%	2	100%	786
Animal control	40%	299	45%	334	10%	77	5%	37	100%	747
Municipal court	45%	152	43%	145	10%	32	2%	5	100%	334

Table 22: Question 9

Please rate the overall quality of services provided in the City of Lone Tree.	Percent	Number
Excellent	48%	561
Good	47%	558
Fair	5%	58
Poor	0%	3
Total	100%	1,180

Table 23: Question 10

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	Number
Yes	51%	605
No	49%	573
Total	100%	1,178

Table 24: Question 11

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	61%	367	33%	200	3%	21	2%	11	100%	598
Responsiveness	64%	386	28%	168	5%	31	2%	14	100%	600
Courtesy	71%	424	24%	145	4%	23	1%	7	100%	599
Overall impression	65%	393	28%	171	5%	27	2%	11	100%	602

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

Table 25: Question 12 - 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	
Lone Tree Recreation Center	40%	474	23%	272	17%	199	21%	245	100%	1,190
Schweiger Ranch	90%	1,065	10%	118	0%	4	0%	3	100%	1,190
Bluffs Regional Park and Trail System	24%	290	19%	221	17%	205	40%	473	100%	1,190
Recreation trails	23%	271	22%	266	19%	230	36%	422	100%	1,190
Athletic fields	68%	804	16%	185	9%	105	8%	96	100%	1,190
Lone Tree Golf Course	64%	756	20%	234	10%	121	7%	80	100%	1,190
Tennis courts	82%	975	10%	114	5%	59	4%	42	100%	1,190
Playgrounds	57%	675	17%	198	12%	140	15%	177	100%	1,190
Cook Creek swimming pool	61%	731	21%	251	12%	144	5%	65	100%	1,190
New Lone Tree Library	42%	500	23%	273	21%	246	14%	170	100%	1,190

Table 26: Question 12 - Quality

If you have participated in an activity or used a facility one or more times in the last 12 months, please rate the quality of each.	Excellent		Good		Fair		Poor		No response		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Lone Tree Recreation Center	42%	286	44%	298	12%	84	1%	7	0%	0	100%	676
Schweiger Ranch	31%	35	50%	56	18%	20	2%	2	0%	0	100%	113
Bluffs Regional Park and Trail System	63%	531	35%	299	2%	16	0%	0	0%	0	100%	847
Recreation trails	53%	459	43%	374	3%	30	0%	1	0%	0	100%	864
Athletic fields	45%	158	46%	164	8%	28	1%	4	0%	0	100%	353
Lone Tree Golf Course	50%	202	41%	166	8%	30	1%	3	0%	0	100%	401
Tennis courts	66%	137	29%	60	4%	8	0%	1	0%	0	100%	206
Playgrounds	53%	253	41%	198	6%	29	0%	1	0%	0	100%	481
Cook Creek swimming pool	50%	217	43%	187	6%	26	1%	6	0%	0	100%	437
New Lone Tree Library	75%	488	20%	129	4%	29	1%	5	0%	0	100%	652

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

Table 27: Question 13 - Quality

Please rate the quality of the following recreation facilities and/or community programs in Lone Tree.	Excellent		Good		Fair		Poor		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count
Accessibility of parks	54%	613	41%	460	5%	52	1%	8	100%	1,132
Appearance/maintenance of parks	52%	587	44%	500	3%	39	0%	4	100%	1,131
Parks overall	51%	573	44%	499	4%	48	0%	2	100%	1,122
Lone Tree Arts Center	64%	500	32%	251	3%	26	0%	3	100%	780
Children's programs at the Lone Tree Arts Center	49%	117	38%	91	10%	23	3%	6	100%	238
Senior programs at the Lone Tree Arts Center	45%	67	41%	62	11%	17	2%	4	100%	150
Autism-friendly programming at the Lone Tree Arts Center	54%	36	30%	20	15%	10	1%	1	100%	68
Lone Tree Art Exhibits	30%	112	53%	198	15%	55	2%	6	100%	371
Independence Day Event	52%	380	37%	266	9%	67	2%	13	100%	726
Summer Concert Series at Sweetwater Park	43%	285	45%	297	11%	69	1%	8	100%	660
Arbor Day	36%	92	48%	122	16%	40	1%	3	100%	257
Wag-n-Romp	49%	107	41%	89	8%	18	2%	5	100%	219
Schweiger Ranch Fall Festival	32%	54	48%	81	16%	26	4%	6	100%	167
Police Department Open House	42%	73	49%	85	7%	12	2%	4	100%	174
Teen activities in the community	24%	29	28%	35	29%	36	19%	23	100%	122
Senior activities in the community	32%	52	46%	75	18%	30	4%	7	100%	164

Table 28: Question 13 - Importance

Please rate the importance of the following recreation facilities and/or community programs in Lone Tree.	Essential		Very important		Somewhat important		Not at all important		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count
Accessibility of parks	47%	517	40%	442	11%	119	2%	17	100%	1,094
Appearance/maintenance of parks	49%	542	45%	488	5%	55	1%	11	100%	1,095
Parks overall	51%	547	43%	458	6%	59	1%	11	100%	1,075
Lone Tree Arts Center	26%	239	42%	383	26%	241	5%	47	100%	909
Children's programs at the Lone Tree Arts Center	24%	142	40%	234	25%	144	11%	65	100%	585
Senior programs at the Lone Tree Arts Center	22%	119	39%	211	25%	135	14%	78	100%	543
Autism-friendly programming at the Lone Tree Arts Center	18%	83	34%	156	29%	134	18%	84	100%	457
Lone Tree Art Exhibits	15%	103	34%	229	43%	293	8%	57	100%	682
Independence Day Event	34%	292	39%	333	23%	196	5%	39	100%	860
Summer Concert Series at Sweetwater Park	25%	204	46%	378	25%	204	5%	43	100%	828
Arbor Day	14%	76	29%	152	38%	201	18%	94	100%	524
Wag-n-Romp	13%	69	26%	134	35%	181	25%	131	100%	515
Schweiger Ranch Fall Festival	11%	51	31%	142	41%	183	17%	75	100%	451
Police Department Open House	21%	121	40%	226	29%	166	9%	52	100%	564
Teen activities in the community	25%	139	41%	227	23%	124	11%	60	100%	550
Senior activities in the community	24%	141	40%	238	24%	140	12%	68	100%	587

Table 29: Question 14

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	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
The City keeps me informed of community issues	35%	412	43%	500	15%	181	6%	65	1%	13	100%	1,172
I am pleased with the overall direction of the City	35%	407	43%	493	12%	137	8%	91	3%	30	100%	1,157
The City government welcomes citizen involvement	42%	385	31%	285	19%	179	7%	63	1%	5	100%	917
The City government listens to citizens	31%	254	31%	254	26%	213	8%	63	3%	26	100%	811

Table 30: Question 15

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	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
The City's Web site (www.cityoflonetree.com)	30%	360	32%	386	31%	369	5%	61	1%	16	100%	1,192
The City's Facebook page	84%	1,002	9%	111	4%	44	1%	15	1%	16	100%	1,188
The City's Twitter account	94%	1,115	2%	25	2%	29	1%	8	1%	12	100%	1,188
Electronic email blasts	61%	726	11%	129	18%	207	7%	79	3%	40	100%	1,181

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 Arts Center Web site (www.lonetreeartscenter.org)	53%	623	24%	282	19%	223	3%	41	1%	15	100%	1,184
Yourhub.com	90%	1,069	4%	42	4%	43	1%	14	1%	16	100%	1,185
Nextdoor.com (an online social media platform for your neighborhood)	75%	892	5%	54	6%	71	5%	64	9%	103	100%	1,184
Timberlines (the City's quarterly newsletter)	29%	339	13%	151	46%	539	8%	98	5%	56	100%	1,184
The Lone Tree Voice	30%	358	14%	171	31%	367	11%	134	13%	158	100%	1,189
Denver Post	58%	689	11%	131	10%	120	6%	68	15%	179	100%	1,187
Electronic message boards at major road intersections within Lone Tree	34%	407	14%	171	25%	295	14%	162	13%	148	100%	1,185
Lone Tree special event postcards	42%	496	21%	245	28%	335	5%	59	3%	41	100%	1,176
Radio news	83%	984	9%	102	5%	55	1%	7	3%	38	100%	1,185
Television news	73%	868	12%	136	8%	95	2%	25	5%	59	100%	1,181
Word of mouth	26%	313	25%	300	33%	392	11%	127	5%	56	100%	1,188

Table 31: Question 16

City Council and staff must make decisions about funding priorities. To what extent do you feel the City should increase, decrease or maintain the same amount of resources put towards each of the following as it considers residents' current and future needs:	Increase resources		Maintain the current resources		Decrease resources		Total	
Maintaining, repairing and paving streets	20%	235	78%	905	1%	17	100%	1,157
Snow removal	29%	327	69%	768	2%	18	100%	1,113
Trash and recycling service	10%	119	89%	1,023	1%	9	100%	1,151
Alleviating traffic congestion (e.g., improving traffic signal timing and coordination)	60%	707	39%	455	1%	11	100%	1,173
Providing free community events (e.g., Independence Day Celebration, outdoor concerts at Sweetwater Park, Schweiger Ranch Fall Festival)	18%	210	74%	845	8%	93	100%	1,148
Public safety presence (e.g., patrols and security in neighborhoods and commercial areas)	24%	282	73%	856	3%	33	100%	1,171
Exploring new public transportation solutions (e.g., providing a shuttle or shared car system to get around Lone Tree)	29%	316	53%	566	18%	192	100%	1,074
Funding public art in the community	11%	117	66%	719	24%	261	100%	1,097

Table 32: Question 17

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	Number	Percent who made a comment*	Number
No response	26%	307	--	--
Improve traffic and light timing; reduce traffic noise; enforcement	13%	154	17%	154
Increase amount and accessibility of pedestrian and bicycle paths	3%	37	4%	37
Expand and improve parks and recreation services/reduce costs	5%	63	7%	63
Provide more and better (upscale) retail, shopping and dining, and business development	6%	67	7%	67
Expand senior activities and services/affordable housing	2%	19	2%	19
Improve City infrastructure	7%	82	9%	82
Improve City services, such as communication, transportation, recycling, street lighting and roads	6%	70	8%	70
Expand cultural activities, community events and services; improve sense of community	5%	58	7%	58
Reduce cost of living (e.g., affordable housing, lower taxes)	4%	44	5%	44
Happy with quality of life/City doing good job	2%	20	2%	20
Bad/too much development/growth; better management	10%	125	14%	125
Increase safety/code enforcement	4%	54	6%	54
Reduce solicitation/panhandling	1%	18	2%	18
Improve snow removal	3%	38	4%	38
Other	4%	48	5%	48
Total	100%	1,203	100%	896

\*Percentages represent the respondents who wrote in a comment for question 17.

## 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 33: Question 1

Please rate each of the following aspects of quality of life in Lone Tree.	Excellent		Good		Fair		Poor		Don't know		Total	
Lone Tree as a place to live	71%	856	28%	335	1%	15	0%	0	0%	0	100%	1,207
Your neighborhood as a place to live	63%	754	32%	388	5%	61	0%	3	0%	0	100%	1,206
Lone Tree as a place to raise children	48%	568	24%	291	6%	70	0%	5	22%	261	100%	1,194
Lone Tree as a place to retire	36%	435	24%	292	12%	148	3%	38	24%	284	100%	1,198
Lone Tree as a place to work	35%	417	22%	257	9%	103	1%	12	34%	399	100%	1,188
Overall quality of life in Lone Tree	61%	738	35%	428	3%	40	0%	1	0%	1	100%	1,207

Table 34: 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	
Sense of community	28%	334	44%	528	20%	241	4%	44	4%	46	100%	1,194
Preservation of community history	16%	186	30%	361	15%	181	5%	58	34%	407	100%	1,193
Overall appearance of Lone Tree	55%	666	39%	469	5%	61	0%	6	0%	0	100%	1,202
Cleanliness of Lone Tree	60%	714	36%	426	4%	51	1%	8	0%	1	100%	1,199
Overall quality of new development in Lone Tree	32%	387	41%	489	17%	207	7%	82	3%	31	100%	1,196
Variety of housing options	25%	305	41%	497	21%	254	9%	107	3%	40	100%	1,203
Overall quality of business and service establishments in Lone Tree	36%	437	46%	554	13%	159	2%	29	2%	23	100%	1,200
Shopping opportunities	57%	688	31%	375	10%	119	1%	17	0%	1	100%	1,200
Opportunities to attend cultural activities	36%	430	42%	498	12%	138	3%	33	8%	96	100%	1,196
Recreational opportunities	39%	473	44%	524	13%	156	1%	18	3%	31	100%	1,202
Employment opportunities	14%	165	27%	324	17%	204	2%	29	40%	477	100%	1,200
Higher educational opportunities	7%	85	14%	170	19%	221	11%	128	49%	588	100%	1,193
Opportunities to participate in social events and activities	25%	302	44%	529	20%	238	3%	30	8%	98	100%	1,198
Opportunities to volunteer	21%	253	32%	385	13%	160	3%	38	30%	361	100%	1,198
Opportunities to participate in community matters	23%	278	36%	433	15%	181	3%	40	22%	262	100%	1,194
Ease of car travel in Lone Tree	30%	359	42%	501	20%	245	7%	86	1%	12	100%	1,203
Ease of bus travel in Lone Tree	11%	127	14%	160	12%	145	5%	63	58%	691	100%	1,186
Ease of light rail travel in Lone Tree	40%	479	35%	421	9%	113	2%	24	13%	159	100%	1,197
Ease of bicycle travel in Lone Tree	22%	263	31%	367	17%	202	6%	76	24%	279	100%	1,187
Ease of walking in Lone Tree	43%	516	37%	445	14%	167	4%	46	2%	30	100%	1,204

Please rate the quality of each characteristic as they relate to Lone Tree as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Availability of paths and walking trails	48%	571	35%	418	13%	161	3%	33	1%	16	100%	1,199
Traffic flow on major streets	13%	151	34%	406	38%	457	16%	187	0%	1	100%	1,202
Quality of overall natural environment in Lone Tree	33%	398	52%	620	13%	156	2%	19	0%	3	100%	1,196
Overall image/reputation of Lone Tree	55%	656	39%	471	5%	64	0%	4	1%	6	100%	1,201

Table 35: Question 3

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	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Population growth	0%	0	0%	3	23%	284	40%	484	28%	332	9%	105	100%	1,208
Retail growth (stores, restaurants, etc.)	3%	35	18%	210	54%	647	14%	164	6%	72	6%	73	100%	1,202
Job growth	3%	36	12%	145	28%	340	4%	47	1%	12	51%	617	100%	1,198

Table 36: Question 4

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	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Recommend living in Lone Tree to someone who asks	67%	812	28%	341	4%	44	1%	10	0%	2	100%	1,209
Remain in Lone Tree for the next five years	60%	729	23%	274	7%	79	7%	83	4%	46	100%	1,212

Table 37: Question 5

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	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Walked on trails or sidewalks	2%	24	6%	75	17%	211	15%	186	59%	711	100%	1,206
Ran on trails or sidewalks	41%	485	9%	103	14%	164	11%	137	26%	307	100%	1,196
Biked on trails or sidewalks	45%	535	10%	117	19%	230	10%	125	16%	185	100%	1,192
Used trails or sidewalks for commuting/shopping, etc.	34%	405	16%	189	25%	301	13%	151	12%	144	100%	1,191
Used light rail	23%	272	28%	326	32%	385	9%	107	8%	95	100%	1,186
Attended a public meeting about City matters	76%	913	18%	213	5%	61	1%	7	0%	3	100%	1,197
Volunteered your time to some group/activity in Lone Tree	73%	879	15%	179	7%	80	3%	31	3%	30	100%	1,200
Participated in a recreation program	53%	639	19%	228	15%	180	6%	72	7%	80	100%	1,199
Visited the Lone Tree Arts Center	45%	538	34%	414	17%	200	3%	33	1%	17	100%	1,201
Attended children's programs at the Lone Tree Arts Center	85%	1,023	11%	132	3%	34	0%	2	1%	7	100%	1,196
Attended senior programs at the Lone Tree Arts Center	92%	1,107	5%	57	2%	25	1%	6	0%	6	100%	1,200
Attended a City-sponsored event	40%	485	36%	430	22%	269	1%	10	0%	6	100%	1,200

Table 38: Question 6

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	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Violent crime (rape, assault, robbery)	73%	883	22%	261	3%	36	2%	22	0%	2	0%	4	100%	1,208
Property crimes (burglary, theft)	44%	530	41%	494	7%	82	7%	81	1%	14	0%	5	100%	1,206
Environmental hazards, including wildfires or floods	71%	852	23%	278	4%	52	1%	9	0%	2	1%	13	100%	1,205

Table 39: Question 7

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
In your neighborhood during the day	84%	1,014	15%	177	1%	10	0%	5	0%	2	0%	0	100%	1,207
In your neighborhood after dark	52%	631	41%	494	3%	41	2%	30	0%	5	0%	3	100%	1,204
In Lone Tree's commercial areas during the day	75%	902	22%	266	1%	16	1%	13	0%	0	1%	7	100%	1,205
In Lone Tree's commercial areas after dark	44%	526	41%	498	8%	94	4%	45	0%	6	3%	39	100%	1,208

Table 40: Question 8

Please rate the quality of each of the following services provided in the City of Lone Tree.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Garbage collection	70%	844	22%	265	4%	52	0%	3	4%	43	100%	1,207
Recycling	57%	693	22%	270	7%	87	6%	70	7%	86	100%	1,206
Street cleaning	43%	521	43%	522	9%	104	2%	18	3%	36	100%	1,202
Street lighting	35%	422	40%	484	19%	223	5%	63	1%	7	100%	1,199
Snow removal	27%	326	36%	434	19%	228	8%	94	10%	119	100%	1,202
Sidewalk maintenance	30%	361	48%	579	15%	184	3%	35	3%	37	100%	1,197
Storm drainage	33%	396	43%	518	8%	99	2%	29	13%	157	100%	1,198
Building permits and inspections	14%	163	17%	205	5%	54	2%	25	63%	748	100%	1,195
Code enforcement (weeds, signs, etc.)	17%	197	31%	366	16%	189	6%	66	31%	376	100%	1,193
Public information	28%	331	44%	527	16%	193	3%	33	9%	109	100%	1,194
Traffic enforcement	26%	312	46%	548	13%	159	6%	74	9%	102	100%	1,195
Crime prevention	36%	426	42%	508	9%	105	2%	20	11%	137	100%	1,197
Police services	47%	561	37%	443	6%	71	1%	18	9%	106	100%	1,199
Fire services	46%	546	30%	359	3%	32	0%	1	22%	260	100%	1,199
Ambulance/EMS services	38%	456	26%	306	2%	22	0%	2	34%	403	100%	1,190
Animal control	25%	299	28%	334	6%	77	3%	37	37%	445	100%	1,192
Municipal court	13%	152	12%	145	3%	32	0%	5	72%	862	100%	1,195

Table 41: Question 9

Please rate the overall quality of services provided in the City of Lone Tree.	Percent	Number
Excellent	47%	561
Good	47%	558
Fair	5%	58
Poor	0%	3
Don't know	1%	7
Total	100%	1,187

Table 42: Question 10

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	Number
Yes	51%	605
No	49%	573
Total	100%	1,178

Table 43: Question 11

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	
Knowledge	60%	367	33%	200	3%	21	2%	11	1%	9	100%	607
Responsiveness	64%	386	28%	168	5%	31	2%	14	1%	8	100%	607
Courtesy	70%	424	24%	145	4%	23	1%	7	1%	6	100%	605
Overall impression	65%	393	28%	171	5%	27	2%	11	1%	4	100%	606

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

Table 44: Question 12 - 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	
Lone Tree Recreation Center	40%	474	23%	272	17%	199	21%	245	100%	1,190
Schweiger Ranch	90%	1,065	10%	118	0%	4	0%	3	100%	1,190
Bluffs Regional Park and Trail System	24%	290	19%	221	17%	205	40%	473	100%	1,190
Recreation trails	23%	271	22%	266	19%	230	36%	422	100%	1,190
Athletic fields	68%	804	16%	185	9%	105	8%	96	100%	1,190
Lone Tree Golf Course	64%	756	20%	234	10%	121	7%	80	100%	1,190
Tennis courts	82%	975	10%	114	5%	59	4%	42	100%	1,190
Playgrounds	57%	675	17%	198	12%	140	15%	177	100%	1,190
Cook Creek swimming pool	61%	731	21%	251	12%	144	5%	65	100%	1,190
New Lone Tree Library	42%	500	23%	273	21%	246	14%	170	100%	1,190

Table 45: Question 12 - Quality

If you have participated in an activity or used a facility one or more times in the last 12 months, please rate the quality of each.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Lone Tree Recreation Center	42%	286	43%	298	12%	84	1%	7	2%	11	100%	687
Schweiger Ranch	29%	35	46%	56	17%	20	2%	2	6%	8	100%	120
Bluffs Regional Park and Trail System	62%	531	35%	299	2%	16	0%	0	1%	11	100%	858
Recreation trails	52%	459	43%	374	3%	30	0%	1	1%	12	100%	876
Athletic fields	43%	158	45%	164	8%	28	1%	4	4%	14	100%	367
Lone Tree Golf Course	50%	202	41%	166	7%	30	1%	3	1%	6	100%	407
Tennis courts	66%	137	29%	60	4%	8	0%	1	1%	2	100%	208
Playgrounds	51%	253	40%	198	6%	29	0%	1	2%	11	100%	492
Cook Creek swimming pool	49%	217	42%	187	6%	26	1%	6	1%	6	100%	442
New Lone Tree Library	74%	488	20%	129	4%	29	1%	5	1%	5	100%	657

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

Table 46: Question 13 - Quality

Please rate the quality of the following recreation facilities and/or community programs in Lone Tree.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Accessibility of parks	52%	613	39%	460	4%	52	1%	8	4%	43	100%	1,175
Appearance/maintenance of parks	50%	587	43%	500	3%	39	0%	4	4%	44	100%	1,175
Parks overall	49%	573	43%	499	4%	48	0%	2	4%	43	100%	1,165
Lone Tree Arts Center	43%	500	22%	251	2%	26	0%	3	33%	383	100%	1,164
Children's programs at the Lone Tree Arts Center	10%	117	8%	91	2%	23	1%	6	79%	920	100%	1,158
Senior programs at the Lone Tree Arts Center	6%	67	5%	62	1%	17	0%	4	87%	1,012	100%	1,162
Autism-friendly programming at the Lone Tree Arts Center	3%	36	2%	20	1%	10	0%	1	94%	1,092	100%	1,160
Lone Tree Art Exhibits	10%	112	17%	198	5%	55	1%	6	68%	787	100%	1,158
Independence Day Event	33%	380	23%	266	6%	67	1%	13	38%	440	100%	1,166
Summer Concert Series at Sweetwater Park	24%	285	25%	297	6%	69	1%	8	43%	508	100%	1,167
Arbor Day	8%	92	11%	122	3%	40	0%	3	78%	901	100%	1,158
Wag-n-Romp	9%	107	8%	89	2%	18	0%	5	81%	937	100%	1,156
Schweiger Ranch Fall Festival	5%	54	7%	81	2%	26	1%	6	86%	992	100%	1,158
Police Department Open House	6%	73	7%	85	1%	12	0%	4	85%	986	100%	1,160
Teen activities in the community	2%	29	3%	35	3%	36	2%	23	90%	1,040	100%	1,161
Senior activities in the community	4%	52	6%	75	3%	30	1%	7	86%	1,001	100%	1,164

Table 47: Question 13 - Importance

Please rate the importance of the following recreation facilities and/or community programs in Lone Tree.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Accessibility of parks	47%	517	40%	442	11%	119	2%	17	1%	14	100%	1,108
Appearance/maintenance of parks	49%	542	44%	488	5%	55	1%	11	1%	13	100%	1,108
Parks overall	50%	547	42%	458	5%	59	1%	11	2%	19	100%	1,094
Lone Tree Arts Center	23%	239	37%	383	23%	241	5%	47	12%	123	100%	1,032
Children's programs at the Lone Tree Arts Center	15%	142	25%	234	15%	144	7%	65	38%	353	100%	938
Senior programs at the Lone Tree Arts Center	13%	119	23%	211	14%	135	8%	78	42%	392	100%	934
Autism-friendly programming at the Lone Tree Arts Center	9%	83	17%	156	15%	134	9%	84	50%	455	100%	911
Lone Tree Art Exhibits	11%	103	24%	229	31%	293	6%	57	27%	258	100%	940
Independence Day Event	29%	292	33%	333	19%	196	4%	39	16%	162	100%	1,023
Summer Concert Series at Sweetwater Park	20%	204	37%	378	20%	204	4%	43	18%	182	100%	1,010
Arbor Day	8%	76	16%	152	22%	201	10%	94	44%	405	100%	928
Wag-n-Romp	7%	69	15%	134	20%	181	14%	131	44%	406	100%	921
Schweiger Ranch Fall Festival	6%	51	16%	142	20%	183	8%	75	51%	462	100%	913
Police Department Open House	13%	121	25%	226	18%	166	6%	52	38%	345	100%	909
Teen activities in the community	15%	139	25%	227	14%	124	6%	60	40%	366	100%	916
Senior activities in the community	15%	141	26%	238	15%	140	7%	68	36%	333	100%	921

Table 48: Question 14

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	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
The City keeps me informed of community issues	34%	412	42%	500	15%	181	5%	65	1%	13	3%	31	100%	1,203
I am pleased with the overall direction of the City	34%	407	41%	493	11%	137	8%	91	2%	30	4%	47	100%	1,205
The City government welcomes citizen involvement	32%	385	24%	285	15%	179	5%	63	0%	5	24%	285	100%	1,202
The City government listens to citizens	21%	254	21%	254	18%	213	5%	63	2%	26	32%	389	100%	1,200

Table 49: Question 15

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	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
The City's Web site (www.cityoflonetree.com)	30%	360	32%	386	31%	369	5%	61	1%	16	100%	1,192
The City's Facebook page	84%	1,002	9%	111	4%	44	1%	15	1%	16	100%	1,188
The City's Twitter account	94%	1,115	2%	25	2%	29	1%	8	1%	12	100%	1,188
Electronic email blasts	61%	726	11%	129	18%	207	7%	79	3%	40	100%	1,181
The Lone Tree Arts Center Web site (www.lonetreeartscenter.org)	53%	623	24%	282	19%	223	3%	41	1%	15	100%	1,184
Yourhub.com	90%	1,069	4%	42	4%	43	1%	14	1%	16	100%	1,185
Nextdoor.com (an online social media platform for your neighborhood)	75%	892	5%	54	6%	71	5%	64	9%	103	100%	1,184
Timberlines (the City's quarterly newsletter)	29%	339	13%	151	46%	539	8%	98	5%	56	100%	1,184
The Lone Tree Voice	30%	358	14%	171	31%	367	11%	134	13%	158	100%	1,189
Denver Post	58%	689	11%	131	10%	120	6%	68	15%	179	100%	1,187
Electronic message boards at major road intersections within Lone Tree	34%	407	14%	171	25%	295	14%	162	13%	148	100%	1,185
Lone Tree special event postcards	42%	496	21%	245	28%	335	5%	59	3%	41	100%	1,176
Radio news	83%	984	9%	102	5%	55	1%	7	3%	38	100%	1,185
Television news	73%	868	12%	136	8%	95	2%	25	5%	59	100%	1,181
Word of mouth	26%	313	25%	300	33%	392	11%	127	5%	56	100%	1,188

Table 50: Question 16

City Council and staff must make decisions about funding priorities. To what extent do you feel the City should increase, decrease or maintain the same amount of resources put towards each of the following as it considers residents' current and future needs:	Increase resources		Maintain the current resources		Decrease resources		Don't know		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count
Maintaining, repairing and paving streets	20%	235	75%	905	1%	17	4%	43	100%	1,200
Snow removal	27%	327	64%	768	2%	18	7%	87	100%	1,200
Trash and recycling service	10%	119	86%	1,023	1%	9	3%	40	100%	1,191
Alleviating traffic congestion (e.g., improving traffic signal timing and coordination)	59%	707	38%	455	1%	11	2%	27	100%	1,199
Providing free community events (e.g., Independence Day Celebration, outdoor concerts at Sweetwater Park, Schweiger Ranch Fall Festival)	17%	210	70%	845	8%	93	5%	55	100%	1,202
Public safety presence (e.g., patrols and security in neighborhoods and commercial areas)	24%	282	71%	856	3%	33	2%	29	100%	1,200
Exploring new public transportation solutions (e.g., providing a shuttle or shared car system to get around Lone Tree)	26%	316	47%	566	16%	192	11%	127	100%	1,201
Funding public art in the community	10%	117	60%	719	22%	261	9%	108	100%	1,204

Table 51: Question 17

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	Number	Percent who made a comment*	Number
No response	25%	307	--	--
Improve traffic and light timing; reduce traffic noise; enforcement	13%	154	17%	154
Increase amount and accessibility of pedestrian and bicycle paths	3%	37	4%	37
Expand and improve parks and recreation services/reduce costs	5%	63	7%	63
Provide more and better (upscale) retail, shopping and dining, and business development	6%	67	7%	67
Expand senior activities and services/affordable housing	2%	19	2%	19
Improve City infrastructure	7%	82	9%	82
Improve City services, such as communication, transportation, recycling, street lighting and roads	6%	70	8%	70
Expand cultural activities, community events and services; improve sense of community	5%	58	6%	58
Reduce cost of living (e.g., affordable housing, lower taxes)	4%	44	5%	44
Happy with quality of life/City doing good job	2%	20	2%	20
Bad/too much development/growth; better management	10%	125	14%	125
Increase safety/code enforcement	4%	54	6%	54
Reduce solicitation/panhandling	1%	18	2%	18
Improve snow removal	3%	38	4%	38
Other	4%	48	5%	48
Don't know	1%	10	1%	10
Total	100%	1,213	100%	906

\*Percentages represent the respondents who wrote in a comment for question 17.

## Appendix C: Verbatim Responses to Open-ended Questions

Following are verbatim responses to the open-ended questions 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. The responses are grouped by category and are in alphabetical order.

### Question 17: 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; enforcement

- 1 Decrease traffic congestion on Yosemite around 470 & Park Meadows. 2 Also, Rec center pool is way too cold. No sun shelter over playground equipment.
- 1) Traffic light at Heritage Hills Pkwy & Lincoln/left turn into HH Pkwy without arrow (get rid of red arrow). 2) Recycling every week.
- 1. Stop speed/traffic traps.2. Stop or slow the ridiculous increase in high density development that increases crowding on streets, freeways, stores!
- Add a left turn arrow on traffic light at Yosemite & (eastbound Lone Tree Pkwy). Lone Tree Pkwy for residents coming out of the Charter/the Vista/ etc. This always backs up & Heritage Hills residents have right of way ridiculous since far more residents live on Lone Tree Pkwy.
- Add in speed bumps to slow cars down in the neighborhoods.
- ADD TRAFFIC LIGHTS ON RIDGEGATE PARKWAY & BELLWETHER STREET. As one of many Schwab employees who live near the Bluffs, I walk to work everyday and crossing the street is not safe. I've written twice using Lone Tree's website and do not have any indicatin that it was received. It is dangerous as cars don't stop even though I am walking on the crosswalk. Accidents could be fatal. Please do not wait for it to happen before the City does something. Thank you!
- Alieve traffic congestion at rush hours?
- All private traffic.
- Alleviate congestion.
- Alleviate traffic congestion
- Alleviate traffic congestion at Yosemite/Park Meadows and at Lincoln/Park Meadows. It's very difficult to get at certain times at the week.
- Alleviate traffic issues if possible.
- Alleviate traffic through better traffic light timing. Road maintenance etc.
- Alleviate traffic.
- Alleviating traffic congestion.
- Amazing city!!! Traffic congestion.
- Better noise barrier on Yosemite.
- Better qa at RidgeGate related to building of new residences concerns about roads and traffic control.
- Better traffic control.
- Better traffic enforcement: speed, stop signs, 3tt to pass law, distracted driving is an issue.
- Better traffic flow out of Park Meadows, especially to access I 25
- Better traffic flow.
- Better traffic on Yosemite south of Park Meadows.
- Coordinate traffic lights.
- Conduct traffic survey about putting in a stop light at intersections of Yosemite & Fairview.
- Congestion is excessive control architectural nightmare.
- Continue to improve traffic flow, control and monitor speed. Some people make illegal u turns after choosing the wrong exit on the roundabouts.
- Continue to monitor growth traffic.
- Control traffic
- Control traffic around Sky Ridge and RidgeGate.

- Control traffic during rush hours.
- Coordination of traffic lights. Shorter stop light wait times at non peak hours.
- Correcting lights on Park Meadows Dr and bus stop Stopping traffic!
- Dealing with the increased traffic on Lincoln Ave going west around 5pm due to the Highlands Ranch traffic going through Lone Tree.
- Decrease the speed on Park Meadows drive to 35 mph. Too many turns in the road and access points to businesses and housing for 40mph.
- Decrease traffic congestion on Yosemite and near Park Meadows Mall.
- Decrease traffic congestion, better access to public transportation and more trails/open space, bridge over Lincoln near Heritage Hills.
- Decrease traffic congestion.
- Decrease traffic congestion.
- Decrease traffic congestion.
- Decrease traffic flow along Lincoln.
- Do not overbuild, monitor traffic on RidgeGate. Too many people using an alternative to I25 Lincoln Ave exit.
- Expand lanes Eastbound off 1255 east on to main street by Cabela's Traffic is horrible Mon Friday.
- Finished road construction!
- Fix traffic flow/congestion by synchronizing the traffic signals on major roads.
- Fix traffic on North Bound Yosemite.
- Fix west bound Lincoln traffic between Yosemite & post office.
- Focus on traffic congestion improvement.
- Get control of the traffic.
- Get people to slow down on the street I live on. La Quinta Dr Terra Ridge.
- Get these traffic signals calibrated for the amount of traffic here!
- I feel so blessed to say this (first world problems!--maybe the timing of traffic signals? I go up Colorado Blvd. to work, and Yosemite northbound at Park Meadows is the worst signal on my drive in the morning--it is so long. :) But I had to wrack my brain to think of something! I LOVE living in Lone Tree. It is a beautiful and prosperous city. Thank you for the effort you all put in to make it such a lovely and growing place to live!
- I think there doing a great job. Maybe more stop signs or signals where congestion.
- I'm not sure how easily this can be done, but we need to improve the flow of traffic - especially along Lincoln from I-25 to Highlands Ranch Parkway.
- Improve access more roads to match increase in population.
- Improve the traffic around the mall, especially at holidays. Also fix the Harrid brick walls that are crumbling.
- Improve traffic congestion due to increase in population.
- Improve traffic congestion with the new Schwab campus
- Improve traffic congestion, if possible. Traffic light needs to be installed at Yosemite and Fairview! Can't turn left from Fairview onto Lincoln and at certain times, it is impossible to turn left Fairview onto Yosemite.
- Improve traffic flow and I 25/470 access.
- Improve traffic flow at off ramp from I-25 to RidgeGate Pkwy
- Improve traffic flow b/w Lincoln & County Line on Yosemite & Chester. The traffic around the mall is too congested & pedestrians/bicycles can't safely cross at the intersection of Yosemite & Park Meadows Center Drive.
- Improve traffic flow from Lincoln to Yosemite via PMD the I25 exit on Lincoln makes it really dangerous to get to PMD if traveling west on Lincoln.
- Improve traffic flow on Lincoln & Yosemite.
- Improve traffic flow on Lincoln going west in the late afternoon/early evening - sometimes it can take 20 mins to get from I-25 to Lone Tree Parkway - which is way too long. This may require coordination with Highlands Ranch as the intersection of Quebec and Lincoln/University seems to be a major back-up.
- Improve traffic flow on Lincoln, Yosemite and Heritage Hills Parkway.
- Improve traffic flow! There is too much traffic congestion on major routes.
- Improve traffic flow.
- Improve traffic flow.
- Improve traffic flow. Better maintenance of medians. Better planning.

- Improve traffic light management and traffic flow on Yosemite between County Line Road and Lincoln. The current situation is ridiculous and at some point will cause us to leave the area. Not a real difficult issue, it just needs government to care and be accountable.
- Improve traffic on Lincoln Avenue.
- Improve traffic patterns on Lincoln Ave
- Improve traffic, particularly on Lincoln.
- Improve, widen roads! Traffic congestion's. Lone Trees biggest problem.
- Increase lanes on Lincoln between Yosemite & Quebec. The traffic is horrendous.
- Increase traffic control, particularly during peak a.m and p.m periods.
- Increase traffic lights. By target!
- Increased traffic & speed controls in RidgeGate neighborhood. Speeding is common, failure to yield to pedestrians & confusion over roundabouts. Increasing hazardous to be a pedestrian.
- It may sound silly, but traffic circle education :)
- Less traffic congestion on Lincoln.
- Lincoln Ave & Yosemite Ave traffic control.
- Lincoln Ave from I 25 to Yosemite has become the Colorado Blvd. of Lone Tree Schwab? Oops, countless new apartments and condos? Oops, traffic congestion & population densities have grown to have a material adverse impact on the quality of life in Lone Tree. Solution?
- Lincoln traffic is getting congested around 3:30 6:30 weekdays.
- "Lone Tree has a wonderful library and staff!
- Lincoln Ave is really crazy at rush hour.
- The street to Skyridge is not very safe with the roundabouts."
- make sure traffic management and supporting infrastructure keeps up with population/traffic increases.
- Manage traffic flow & lights.
- Manage traffic flow and improve street signage.
- Management of traffic during busy commute hours.
- Mitigate traffic lines. Pave bike trails; connector across Lincoln.
- Monitor & reduce speeding traffic, especially around golf course entrance road.
- Noise abatement, street cleaning, snow removal.
- Noise reduction/control Fly from airplanes (low flying) (Centennial??) and helicopters (Sky Ridge??).
- North Bound Yosemite St is a "disgrace". The city of Lone Tree & mayor should be ashamed, of the waste time on congestion it has caused!!!!
- Overall traffic management, circulation, access to public transportation. A transportation master plan.
- Provide communication for teens, trick or treat programs, Lincoln & Yosemite bottle neck work on at rush hour.
- Reduce traffic backups.
- Reduce traffic congestion
- Reduce traffic esp. on Lincoln.
- Reduce traffic on Yosemite. Especially when doing repairs and street is down to one lane, need police to direct traffic since lights turn red after 2 3 cars go thru, and all during Christmas. Need police out on Yosemite directing traffic since everyone has cell phone in their car!
- Rush hour traffic on Lincoln.
- Similar to what the City of Littleton does after ~10:00 at night, convert left turn signals and other less traveled intersections to flashing yellow lights on the resting green light roadways.
- Slow down or enforce traffic (decrease speed) on RidgeGate circle People drive way too fast.
- Somehow decrease traffic congestion.
- Something needs to be done about the rush hour traffic on Lincoln last night 15 min to go less than 1 mile.
- Sounds silly but traffic flow...red arrows are silly at most intersections (PM Drive/Lincoln and Lincoln a notable exception)...why not flashing arrows?
- Speed limits on Timberline Noise from cars without matters. Fireworks year around coming from Highlands Ranch. Need to install speed bumps on Timberline before someone gets killed & more cops or have them set up speed traps to stop speeders.
- Speed limits on Yosemite are over zealously enforced. Almost a speed trap! And no I have not gotten a ticket!
- Street safety speed bumps are desperately needed on Bluffmont drive before someone gets hit & killed.
- The afternoon rush trying to get onto 125 from RidgeGate!!!

- The bad & aggressive drivers need to go. Also, stop the theft! We've had our hand made wooden park bench stolen from our front porch in the middle of the day while we were home & we always worry because neighbors get stuff stolen from them too.
- The city is exploding and traffic is non stop! We need lanes not "bike" lanes, traffic signals are messed up!
- The increase of traffic.
- The noise pollution on Park Meadows Dr is awful. Due to a large part of the road being residential, this probably affects lots of people. Solution: Restrict hot rod cars (or fine them) motorcycles & large trucks. Divert to Yosemite or Lincoln.
- The roundabouts in Ridge Gate are frightening I don't think co drivers understand how they work. Police need to increase surveillance of Roundabouts. The city should consider traffic lights instead people speed nearly hit pedestrians they are hazard.
- The traffic. Lincoln is becoming very congested. Getting out of Carriage Club is becoming harder (at the exit with no light). It is dangerous. A lot of speeding in the neighborhood. Would like to vote on how money is spent. Many people in the community feel too much money is being spent on the bridge.
- This is already being worked on which is great. Traffic flow on Yosemite and Lincoln Ave.
- Time traffic lights to improve flow.
- Timing of stop lights.
- Traffic alleviation and anticipation of future impacts
- Traffic around mall & on Lincoln Blvd is getting massive. Plan to manage better.
- Traffic because of population grows. Public work department is doing excellent job in planning & maintaining streets & transportation areas.
- Traffic concern of over building of apartment buildings.
- Traffic congestion due to higher population demands.
- Traffic congestion is horrendous, speeding and enforcement is lacking.
- Traffic congestion is terrible. Must add more lanes for a highway/expressway through Highlands Ranch/Lone Tree.
- Traffic congestion to and around the mall. Access to the mall from I-25 should be easier than having to go by way of Park Meadows Drive from Lincoln. There needs to be a straight access to and from the mall from I-25.
- Traffic congestion, especially in work zones. Don't close off lanes during rush hours. Speed up construction. Idiots now control lane closures.
- Traffic congestion.
- Traffic congestion.
- Traffic congestion.
- Traffic control as city grows.
- Traffic control congestion.
- Traffic control, light timing.
- Traffic control, signal timing.
- Traffic control. Lone Tree has excelled as a community over the years. Very receptive to all community needs.
- Traffic enforcement. Speeding through roundabouts. Poor visibility at bottom of Bellwether Ln and RidgeGate Pkwy.
- Traffic enforcement. Too many cars run red lights (including red arrows), too many don't yield to peds, or they stop in crosswalks, too many speed, especially on Lincoln and on RidgeGate Pkwy.
- traffic flow
- Traffic flow
- Traffic flow and control.
- Traffic flow Street lights aren't coordinated especially Yosemite & Troon Village. Also can pool at S.S. Rec be salt water. Chlorine is too strong.
- Traffic flow, round abouts & exit off Lincoln & RidgeGate.
- Traffic flow.
- Traffic flow.
- Traffic flow/re time the traffic lights. It is absolutely ridiculous on Yosemite's.
- Traffic help!
- Traffic is horrible plus we need a King Soopers in Lone Tree plus another swimming pool. Cooks Pool is so crowded you can't enjoy it.

- Traffic is increasingly congested in Lone Tree. We do not need more apartments or businesses around Park Meadows Mall.
- Traffic is terrible People run red lights, text & drive, not focused on their driving.
- Traffic know you asked for 1, but we couldn't trash decide.
- Traffic light at Lone Tree Parkway (east entrance) & Lincoln Add swimming pool & club house etc south of Lincoln between I 25 & Quebec.
- Traffic light of Fairview & Yosemite!!
- Traffic lights & traffic some lights are way too short and back up traffic. (e.g. Yosemite & Lincoln). Nothing major!
- Traffic lights consistently hot timed correctly and using old teak[?]. Lone Tree needs an adaptive traffic light system.
- Traffic lights over by target/sprouts/Art Center/library Getting very busy over there.
- Traffic lights timing improvement on Park Meadows Dr as it does not have alternate way of exit once on that street.
- Traffic management.
- Traffic mitigation, insufficient roads to accommodate traffic Eastbound RidgeGate at I25.
- Traffic on Lincoln.
- Traffic People don't stop at red lights. Stop signs and are extremely aggressive. Makes it hard to enjoy walking around the city. Sidewalks are in disrepair.
- Traffic svcs increased has become problematic with the amount of high density housing built & road construction.
- traffic traffic traffic and bikes
- Traffic!
- Traffic! because of all the high density housing being built!
- Traffic.
- Traffic.
- Traffic.
- Traffic/light timing could and should be greatly improved.
- Way to control all the new traffic with the influx of apartments.
- With growth comes (traffic).
- with the increase in the construction of high density living (ie. town homes, condos, apartments), the number of cars increases dramatically (a 200 condo complex means at least 200 more cars), the flow of traffic and light timing is critical especially around the Lincoln-I25 area (where much of the high density living is being constructed). Bringing in more people without FIRST expanding infrastructure to accommodate this is frustrating. Typically the powers that be wait until AFTER the people move in and traffic, parking, etc., become a problem. Classic example, east Arapahoe road and Aurora! Waiting until after it becomes a problem is the problem. Lets not be like Aurora. Start expansions now while the traffic/parking volume is as low as it will ever e.
- Work on traffic congestion.
- Work to minimize traffic congestion.

### **Increase amount and accessibility of pedestrian and bicycle paths**

- Ability to walk to mall and shopping safely.
- Accessibility to public transport within the L.T community.
- Additional bridges or tunnels so bicycles can avoid major roads in Lone Tree, especially Yosemite and Lincoln.
- Better bike lanes on all Lone Tree roads.
- Bike paths especially by RidgeGate to C 470 and easier access from neighborhood to main streets on bike paths.
- Bike paths near the new pedestrian bridge.
- Bike paths or bike lanes. The bike lane put on Yosemite is inadequate & dangerous.
- Blinking yellow arrows for turning!! Increase resources to make Lone Tree a pedestrian friendly city (again). More x walks mandatory stops of cars to wait for pedestrians.
- Build a pedestrian bridge across Lincoln (by target etc).
- Expand trail system (and add trail cars).
- Get that pedestrian bridge built ever Lincoln Ave seems to be taking forever!! overall great job.
- Handicap access
- I am a pedestrian, and I feel like I am always surrounded by wide streets & heavy traffic. It's noisy here.
- I think some consideration should be given to finding a way for people to access Park Meadows by foot (crosswalks/lights) on the road encircling the mall.

- Improve pedestrian walking control as cars do not stop to allow pedestrians to pass. This is especially around Lone Tree Parkway.
- Increase safety at cross walks by upgrading current system to a system for the vision improved. Hard to cross the street at all intersections in RidgeGate and around Lone Tree Arts Center and across Lincoln.
- Install a walking light on a RidgeGate by Ovation. We need a nice restaurant by the new apts so many going up but we have to drive a long way to get to a nice restaurant.
- Keep working on walking trails & safe road crossings for pedestrians.
- Make it safer to cross Yosemite & Lincoln (Just to get to Leaf Bridge).
- Make Park Meadows Drive between Lincoln and Yosemite bicycle friendly. I suggest widening the sidewalks to accommodate both pedestrians and bicycles.
- Make sure the sidewalks along Yosemite from Heritage Hills Parkway to Heritage Hills Center are plowed after it snows, and the ones along Lincoln in Lone tree. There are a lot of times they never get done.
- Make the city more accessible by bicycle and walking.
- More bike trails.
- Need to provide a safe way to cross Lincoln on the West side of Lone Tree (North and South Lone Tree west of Yosemite). It's nice that we are spending millions of dollars to build a walkway so that the Heritage Hills neighborhood can access the restaurants. It would be nice if our kids that are west of Yosemite didn't have to dodge cars across Lincoln to get to the Cook Creek pool (South to North) or to the Bluffs (North to South). Someone will get seriously injured or killed one day crossing Lincoln - ll because we didn't want to inconvenience the golfers with an underground walkway and/or build a safe passage that didn't depend on cars obeying traffic laws when pedestrians are crossing.
- Provide a bike lane on Lincoln Ave from the Highlands Ranch Border to Yosemite.
- Provide a sidewalk over I 25 (bike path).
- Put a crosswalk at RidgeGate and Beibeder put in speed bumps or put a street limit sign in.
- Review the location of pedestrian bridge crossing Lincoln. To be used effectively, it should be located at Park Meadows Drive!
- Take out bike lanes on Yosemite Bikers lane is between cars that are going straight and those that are turning very dangerous to hard to watch cars and try to find bicyclists also.
- Today we can take a long walk one mile each way to the Entertainment District, but as we get older it would be great to drive golf carts in Lone Tree, especially since you can never get the call n ride during rush hours (happy hour).
- Walking, biking safety crossing Lincoln & Yosemite.

### **Expand and improve parks and recreation services/reduce costs**

- (For the kid) A splash park I will provide photos Nov 17th.
- 50 meter swimming pool somewhere in Douglas County, why not Lone Tree? Hard to believe there's no such facility in South Metro Denver!
- A Lone Tree only pool cook creek is too crowded so we never go. Winter snow removal on cul de sacs I know it's hard to get to those, but the snow was always pushed into a pile 5 ft from one driveway.
- A new basketball court at Sweetwater Park.
- A public toilet facility at La Quinta Park. Make good use of the old library (e.g: restaurant) and develop the entertainment area!
- Add a covered tennis facility.
- Add a dog park.
- Add a nice, big dog park.
- Add outdoor pickleball courts.
- Additional outdoor and indoor. Sports Rec / also, evening walking paths. We need to slow traffic on Lincoln: RidgeGate Parkway.
- Build a dog park
- Build an outdoor pool at Lone Tree Rec Center. There is high density housing surrounding the LTRC and it would be well attended.
- Clear creek pool. Keep open longer in the year.
- Create new parks, improve the old ones, create new trails, new open spaces, recreation facilities all for family activities.
- Dedicate space for dog park so that community does not use ballpark or other rec areas for dogs.

- Enlarge Rec Center.
- Extend hours for Cook Creek pool. May Sept and 9 am 7:30 pm. Early & late for residents only /limit non resident groups.
- Free (or much cheaper) membership to Rec Center like H.R.
- I love Lone Tree, but would love more kids activities small kids under 10.
- I would like a retirement community with tennis and golf and activities. Provide more hazardous waste removal.
- I would love more dirt trails.
- I'd like to see outdoor pickleball courts, the closest is Santa Fe & Mineral (Cornerstone Park). It's too far and always full. Very nice, lighted courts. I think we should have voted on the pedestrian bridge. I would have said no.
- Improve adult programs at UT Rec center Pickleball, Spin cycle class.
- Improve quality of Rec facilities (not offerings but bathrooms, keeping pools truly clean etc.) and better music when having events. We've heard worse than high school bands in the park!
- Improve Rec Center pool, more lap lanes and better times for working people to swim. (4pm 6pm, 7 X week).
- Improve South Suburban Rec Center Make it more user friendly and especially people friendly! Golf course is great!
- Improve walking trails.
- Increase # and size of parks. Provide more dog friendly places. Provide more outdoor dining.
- Increase dog posts with bags & receptacles. Some residents are letting pets run and defecate in playing fields where children participate in sports.
- Increase open space/parks.
- Increase park for kids between Lincoln & Lincoln Ave on Lone Tree Pkwy south of Lincoln Ave.
- Keep up the good work with park and trails. My family utilizes this the most.
- Leave more space open so that our kids recognize the value of nature.
- Maintain open space & walking/running/biking trails.
- Maintain playground equipment. Express light rail from Lincoln to down town no stops!!
- Make a larger Recreation Center.
- Make the Rec Center free to residents of LT!! Baseball field with minor league games. Prairie Sky's field has turned into a dog park full of feces and in poor condition.
- More affordable places to workout indoors.
- More open space & paths. More police presence to reduce non violent theft in residential areas & reduce panhandlers/ transients.
- More outdoor options like Phillip S Miller Park in Castle Rock. We go there often.
- New Recreation Center.
- Not much our Rec Center is to small on the pool side and the gym always has events very little time for open gym the pool sucks.
- Only 1 rec center? Look at what Highlands Ranch does. Slow residential building, including apartments & condos. All the building in Lone Tree has not reduced taxes but is taxing services such as police & fire.
- Outdoor pickleball courts.
- Park, trail, safety.
- "Plant trees, flowers and beautify our neighborhoods.
- Park Meadows Drive, where I live is a bald, barren industrial-looking
- Thoroughfare and needs landscaping. Please. There are pockets of land that could be made into
- Little mini parks and the 'Entertainment District' is so unappealing.
- Preserve & improve open space.
- Preserve more open space. New development (housing mostly)is too crowded. Loving too much green space.
- Protect open and natural space. Maintain constructive working relationship with So Suburban Parks and Rec.
- Provide a fenced off leash dog park.
- Provide extended hours at the pool during the summer and have those extended hours be for adults only. It is difficult to use the pool as it is generally crowded with children (which is not a bad thing, just not a crowd I choose to be with as I am retired
- Provide indoor tennis courts, add a park facility as Castle Rock have done with the incline, uncut venue etc. Housing in the low \$200K \$300K for retired people.
- Put in a dog park with an area dedicated to small dogs.
- Rec Center shouldn't charge as much for residents improve facility. Event announcements.
- Recreational swimming pools.

- Trails & quality of trails! Keep improving.
- Walking paths with access to nature (eg trees & landscaping) & retail (outdoor, cafe, shops) throughout the entertainment district. It is currently difficult to walk from P Meadows Mall to other shopping, etc. heavily. Reference NYC's "Highline" canal.
- We really wished Cook Creek Pool wasn't always so crowded. They bus in schools and day cares all summer and we can't even go because it's so crowded.
- We think some type of signage on the top of the Bluffs trails would make it less confusing and easier to navigate where you want to go in the area.
- Work on the overall grooming and agricultural look of Lone Tree. All the construction has left a lot of ugly spaces.
- Work with Douglas County to improve the Bluffs Trail. With erosion over time parts of the trail have severe side slope making it difficult to walk. Drainage needs to be improved as well. After rains or during snow melts, parts of the trail remain muddy and impassable for long periods of time. This trail is very heavily used so improvements would benefit many residents.

### **Provide more and better (upscale) retail, shopping and dining, and business development**

- 1) More patio home/maintenance free type living we only have enclave that is one level much style. 2) More small, local restaurants.
- A Trader Joe's!
- Add a better and more food and drink options. (Restaurants, bars, etc.).
- Add a good Diner!
- Add better quality restaurants, similar to PFC or Seasons 52 South side of Lincoln.
- Additional restaurants at the sprouts area.
- Attract better restaurants. More outdoor/walkable shopping malls.
- Bagel shop, More open space & trails.
- Being a few state college campus to our city ( outreach campus).
- Better non chain upscale restaurants.
- Better restaurants!!! Please. Also, our road (RidgeGate Circle) never gets swept. Put up signs for once a month road cleaning. Our gutters are disgusting.
- Bring in King Soopers
- Build a King Soopers. The King Soopers near Quebec and County Line (which I believe is actually in Highlands Ranch) is not a good store-dirty, outdated and often low on many products. Since I don't care for Safeway, I end up shopping at the Kings in Castle Pines North.
- Build more commercial businesses on the east side of Lincoln (near the apts where I live) i.e. liquor stores, grocery, restaurants, retail shops, etc.
- City is doing a good job. I would like to see more/better restaurants, especially non chains.
- City manning is lacking. The restaurant & shopping area's (ex. P. Meadows) poorly developed. Get rid of "Treo" building & redevelop!!
- Community Circulator for shopping/light rail/restaurants.
- Community volunteering activities & community events.
- Create a walkable city center with shopping restaurants, public spaces/park.
- Decent upscale restaurants.
- Decrease amount of attention given to the elderly. The old library for example should be a place for our youth so that we attract younger generations with families that are growing. These people will contribute to our community and make it a more attractive place to live in.
- Decrease apartments and increase nice dining/retail options in common areas.
- Develop an area to walk shops/restaurants/events. There is a lack of Community "Center". Also more often recycling pick up please!
- Develop an outdoor walkable retail area (such as at Park Meadows, but larger, such as Pearl Street)
- Encourage more non national chain restaurants to open in Lone Tree
- I feel we were misled when we bought in Lone Tree. We thought there would be more shopping/restaurants (walkability) in the target/sprouts area. Instead we got more codes and businesses.
- I love that Lone Tree is growing; however, what development that occurs isn't always relevant to MY family; for example, I'd love some new restaurants/pubs to go to, but what is being built here feels very "high end" to me, and I

don't desire to go to those types of places. Quite frankly, they feel a little bit stuffy to me; I just like something reasonable with a good neighborhood feel.

- I would love to see Lone Tree invest in a town square, similar to Jackson NYC/Sonoma CA. It brings a sense of community and commerce.
- Improve the area by the shops and area by Target. Was boring for more of a Southglenn Mall feel. Ice skating, pubs, private owned stores, theatre, etc. We have catered to the over 50 60 rich people. We are a stuffy community!
- Improve the Entertainment District & trails.
- Improve/renovate the entertainment district & area near it. (Business restaurants around the movie theaters). Sears outlet and Treo need to go. More independent restaurants. Live music venue/ bar would be nice too.
- Include new independent restaurants, pubs, boutiques in the Ridge Gate area. No more chain fast food restaurants. Let's beautify the Ridge Gate commercial area providing places for community to gather. Example: Southglenn shopping area
- Increase bars, restaurants, coffee shops, artisan shopping. Enforce speeding on RidgeGate Cir.
- Increase number of restaurants and entertainment venues to keep sales tax here and enjoy activities close to home.
- Increase the number of dining options within walking distance.
- Increase the retail footprint at RidgeGate and at Lincoln. It's happening but the Tour Center East of I25 will be amazing!! Keep it up.
- It would be fabulous to have more family owned restaurants and less big chain restaurants. Great job overall!!!
- Less "strip mall" type set up. The original walkable plan for RidgeGate was changed. It is very disappointing to have parking lots first and foremost.
- Less chain restaurants. More mom & pop. Less police sitting out with radar guns looking to give tickets to residents who already pay exorbitant amounts in property taxes.
- Less chain stores/restaurants, more individual business opportunities. too many apartment buildings! Looks like no consideration of overall community's person[?].
- Maintain a balance of business and residential development to insure that growth is managed properly. City planning should require that services and infrastructure do not suffer due to increases in population and economic development. We should be very careful to protect what little open space and natural beauty that we possess. Turning dirt into concrete is not always progress. Plant more trees, not fast food restaurants and high density housing.
- More good restaurants/night life.
- More neighborhood restaurants & independent shops in RidgeGate.
- More restaurant choices in RidgeGate neighborhood Upscale options with late night options around the LTAC.
- More restaurants not at mall, not chain, not fast casual.
- More restaurants that serve breakfasts!
- More restaurants.
- More retail options, still go to Highlands Ranch for many services but would like to stay in LT.
- More variety in locally owned businesses.
- More, independent restaurants.
- Need for 1 or 2 nice restaurants. We have too many fast food restaurants.
- Need more restaurants.
- Open a Trader Joe's.
- Open a whole foods or natural grocers!
- Redevelop Treo site. Property has been vacant for numerous years and city should incite developer to integrate with existing entertainment district.
- Restaurants are overwhelmingly chains, forcing us to eat out outside of Lone Tree. Need better choices to L.T. and a breakfast dive would be good too. The LTAC also takes few risks in performance selections, and might favor drama over farce.
- See that nice restaurants and a better quality area be built in the RidgeGate area. 5 guys, Starbucks etc. So disappointed it's not more like Southglenn area. Sad.
- Sell/ demo/ rebuild UA Theatre Complex/Mall. It is atrocious and revolving door at businesses. Sell/demo Treo Bldg.
- Solicit higher quality (more diverse) restaurants. Too many chain restaurants now.
- Some higher end restaurants near Sprouts area. Wine bar and tapas place. Other.
- Some quality restaurants.

- We need a King Sooper's!!
- “We sure could use more restaurants with a bar along Lincoln.
- A King Soopers would be nice to have.”
- Work towards making the Target Plaza more of a pedestrian mall like South Glen or Aurora (Smoke Hills Rd & C 470).

### **Expand senior activities and services/affordable housing**

- !! An affordable housing & health care for retired seniors and disabled humans!! Price of an apartment went up 100% in the last 8 years!!!
- “1. Have more senior's programs at nite or on weekends. Many people still work so they are unable to attend activities.
- 2. Send the survey electronically to save the trees.”
- Affordable senior housing.
- Affordable senior living condo with garage and street level entry and living area.
- Although there are many apartment buildings in Lone Tree & the new Morning Star facility, there are not many apartments for senior citizens.
- Can't think of anything single seniors activities.
- Free transportation for elderly.
- Have more senior citizen programs and activities.
- Housing at reasonable prices for seniors. Not everyone in Lone Tree is rich!
- Housing for seniors.
- I would like more info on programs and services for seniors!
- I would like to see a single family community (patio homes) for people 55+.
- I would like to see ranch style homes being built for seniors.
- I would like to see Senior Center in Lone Tree that is separate from the Rec. Center.
- Improve senior activities.
- It would be nice to have a senior center available
- Little focus is devoted to preparing for aging in our city. We will not be prepared when it hits us if we don't give it more attention.
- Lone Tree is not preparing for the many “Baby Boomers” who will need housing. Main floor master bedrooms, main floor laundry etc. The prices are high and there is so little selection We may not be able to retire here after 24 years and raising family You are concerned with younger adults.
- Long term care.
- Long term care/senior living facility?
- Lower rents senior programs.
- Make the old library into a Senior Center & other activities. We have no Senior Center Oriented Center.
- More info on volunteerism and senior programs.
- Not all retirees have high income, would like reasonable affording housing such a patio homes. Build a Community Center similar to Highlands Ranch water feature, etc.
- Program services are great. Re improvement in activities/events for the large demographic of 50 we're not senior citizens but do not wish to do family activities either.
- Senior fitness programs starting at age 60!!
- Senior gym, improved traffic flow on Yosemite.
- Senior housing is very expensive in Lone Tree. Need a builder (not Century) to build affordable homes for seniors.
- Senior transportation system for mother when visiting.
- Seniors services.
- To have more information available, regarding events for seniors and children.

### **Improve City infrastructure**

- 1) Not at all excited about new “leaf” bridge, 2) Bring in housing & services that bring up our community (too many multi unit housing projects and inexpensive hotels) 3) Arts Center bring in entertainment for a younger age group. Today it's very senior oriented, it seems to me.
- 1) Weekly recycling. 2) Get rid of those horrible snow mounds piled in the cul de sac during winter months it's ridiculous never saw anything like that anywhere!!

- “1. Provide resident parking on RidgeGate Pkwy in 92xx block, in front of Lincoln Park courtyard homes just east of traffic circle. A previous plan provided for parking on 1 side, but current striping does not allow for parking. 2. Flashing warning lights at crosswalks when pedestrians are present. (It's the Law for drivers to stop.) 3. Lower speed limit on RidgeGate pkwy between traffic circles.”
- 1. Manage the street construction projects much more effectively the current Yosemite widening has been ridiculous!!2. Increase police presence in neighborhoods and on crooked stick trail leading to bluffs parking lot. At night speeding is terrible.
- Add more street lights on side streets many are too dark. Increase snow removal, the current program is good but it could improve. Get out sooner, clean the streets curb to curb every where.
- Add street lights for walkers on Timberline/from Lone Tree Parkway west to city limits. It is very dark in the winter months. (Lower lights would not hamper residents facing street).
- Add talking crosswalk instructions I have macular degeneration.
- Address parking issues where apartments and private residences “collide”. Post signs when parking is private and mark streets with proper spacing, “yellow” where parking is not permitted.
- Assess and monitor the non commercial air traffic over the city.
- Bring back our old library at Yosemite and Lone Tree Parkway
- Build the bridge over Lincoln.
- Change the parking area on RidgeGate (south side) east of Bellwether. You must now pull out into the east bound lanes to see any bound traffic. Very dangerous.
- De Annex from South Suburban, district does not have the same standards as the city, city should purchase and improve, clubhouse maintain parks, etc. Keep our tax dollars in the city.
- Decrease day time street construction. Seem to always have some street torn up. Yosemite project has taken too long, too much congestion right at the mall area.
- Do not like the "single sided" parking requirements in the newer neighborhoods. Why aren't the streets wide enough to accommodate parking on both sides? Big mistake!
- Do road repairs overnight rather than the busiest time of the day.
- Don't build a ped bridge to nowhere. Stop using way to much salt on our roads in winter
- Eliminate road work on Yosemite during rush hour traffic.
- Ensure Street Lights are operational & not burned out.
- Fever (or none) of the tall street lights it can be hard to sleep when it's so bright outside the more quaint, traditional style lights are more than adequate. Also need more/safer bike lanes.
- Fix my streets and curbs.
- Fix the light in the left hand turn lane from Lincoln to Heritage Hills Cir to a yellow arrow, not red.
- Fix the light timing at Park Meadows & Lincoln to let more turning traffic into schools on one turn.
- Fix the light timing between Yosemite and I 25 going East. When you leave Yosemite you always get a red light at Heritage Hills Circle.
- Fix the parking on RidgeGate issues the cars are causing for visibility from side streets like bellwether lane & Common Wealth.
- Follow an excellent multi-year growth plan that ensures that the city will have balanced growth at a reasonable rate over the next ten to twenty years while preserving natural assets.
- Have construction across the street start later in the day and end earlier in the evening.
- I love living here. Keep up the good work. I really enjoy the events at Sweetwater park. On the downside, I really dislike that we are spending a lot of money on a bridge. It is probably necessary, but the design is way over the top.
- I think the leaf bridge is an unwise investment in our community. I would take that money and apply elsewhere.
- Improve parking conditions in RidgeGate area. There does not seem to be adequate parking for all the new construction. It has affected the residents and seems it will get worse when nursing Lone opens. The city planning has been very disappointing.
- Improve ratio of parking spots for new developments less handicap, more public non restriction.
- In RidgeGate area limit parking on street. It's hard to see when turning & more unique restaurants & shopping off RidgeGate. Dog parks! off leash.
- Increase street lighting along Greentrail Circle.
- Increased road repair More timely and consistent attention paid to all areas LT. (\*2nd Repurpose or remove building formally, Treo Restaurant).
- Install a turn lane from Taos subdivision to North Bound Yosemite.
- Lighting on Greensview Cr. Decrease traffic sound on Lincoln. Brick Wall Extend/Flagstone is crap. Stop building.

- Maintain and add to the aesthetics of our community (i.e. maintenance & additional green islands & blvds, ensuring infrastructure doesn't look old, faded or in disrepair, cleanliness of streets & parks).
- Maintain city roads and sidewalks.
- Maintain streets, increase snow removal, enforce traffic signals. Remind Jubilee Church. This a quiet residential area, not a playground with screaming kids. Also they need to control the noise on Thursday night and cut their weeds.
- Maintain the city government's close relationship with its citizens.
- Maintaining, paving, & cleaning of streets.
- Make Yosemite/Lincoln left turn on green arrow only. Make left Lone Tree parking (east intersection) no left turn.
- Make your city mgr more responsive. I email & called asking that our street light repaired. He told me to call Xcel no number, no contact info dead end & it pissed me off.
- Monitor parking in areas ticket cars parked over 24 hr. on streets Continue to be aggressive re: Marijuana smokers, growers, etc those breaking laws.
- More lights on streets because kids are having to walk to the school bus in the dark. Also, quit building apartments everywhere.
- More lights to help people cross the streets.
- More street lights because I walk everywhere and my shopping is done at night (and I'm a girl soooo...).
- Move the library back to Cook Creek.
- new Library
- Night lighting is too bright to view stars adopt "dark sky" lighting.
- Overall maintenance.
- Pave/ Repave. All residential Streets, not just the ones that city council members live on.
- Place street lights along Crooked Stick. The RidgeGate and Bluffs neighborhoods have been cited as walkable to services and stores. Walking from Bluffmont Estates Condominium neighborhood to a target or the library or the arts center is spooky because there are no street lights along Crooked Stick. I did it once, but I did not feel safe because it was so dark.
- Please install more signals and signs for pedestrian crossings in RidgeGate. With traffic increasing it is becoming unsafe.
- Please install stop signs Reduce, improve speed limits RidgeGate Pkwy too fast Stop signs no cars stop Not good to cross streets. Parking is bad from so many apt. buildings next to homes Townhomes, condos keep apt complex's separate from homes. So many cars on streets speeding no police ever seen help.
- Put a stoplight at Taos Trail & Yosemite; it's ridiculous trying to make a left onto Yosemite there.
- Put a traffic light at Fairview & Yosemite.
- Put a traffic signal at the target intersection at RidgeGate!!
- Put a yield sign from Lincoln Ave (East) to RidgeGate Parkway (South). Have seen a lot of near accidents happen due to distracted drivers with other cars and pedestrians.
- Put back the left turn signal on Lone Tree Parkway turning North onto Yosemite.
- Put street lights along Bluffmont Drive.
- Quicker road repair.
- Reduce light pollution in the city. Numerous areas have very bright lights on the entire night such as the LT Rec. Center and single family homes with extensive lighting. Review the city of Westcliff community for ideas on how to reduce light pollution.
- Remove grasses and bushes at intersections and medians that obstruct view in driving.
- Remove roundabouts!
- Repair &/or increase number of street lights in my neighborhood Terra Ridge and better snow removal!!!
- Road construction.
- Stop light at Yosemite & Fairview. Better traffic flow to Park Meadows i.e. access to C470 I25 South Bound.
- Stop spending and donating to 'Arts', bridge over Lincoln, making rules/regs such as size of signs, & B.S.
- Stop spending money on street lights. Help the local schools.
- Stop tearing up medians and replacing them with the exact same plantings which were previously there. What an incredible waste of money !!!
- Street cleaning & repair, code enforcement.
- Street repair & snow removal.

- The new apt building the corner of RidgeGate Pkwy and Bellwether Lane (Ovation Apts). Cars are parking so far into the intersections that we have to pull out so far into oncoming lanes to see if we can make a turn I have almost gotten into accidents multiple times.
- This is not a “most” significant thing. Stop signs do not exist in this city. They are ignored, in subdivisions. Won't be an issue until something bad happens.
- When a street light goes out in your neighborhood you should not have to wait a year to get another light bulb replacement. Service is extremely slow. Calling the city to report such a need for a new light, is the run around tactic. Very frustrating! Street lights provide safety. Why not fix them quickly?

### **Improve City services, such as communication, transportation, recycling, street lighting and roads**

- Advertise cultural events more.
- Better public transportation.
- Bigger recycle bins, more bike lanes, more restaurants.
- Clean my street in the summer & plow my street in the winter. Slow down the growth.
- Communication.
- Continue making transportation easier and easier.
- Do a better job maintaining side walk and weed control.
- Enhance & expand call & ride services to a dependable status.
- Extended light rail and bus hours.
- Free bus/van between neighborhoods, shopping, light rail & Park Meadows Mall.
- Get light rail completed.
- Have employees empty the trash can outside the gate of Cook Creek pool every night before closing while the pool is open. I live in Taos condos and walk by that pool almost every day. This summer the trash can was overflowing several times per week with trash blowing around the nature preserve and making a mess. Also, the landscaping company responsible for mowing around Cook Creek pool and the trails to Sweetwater Park didn't collect or blow grass clippings from sidewalks and trails. I found both to be sloppy, careless work that left a sizeable eyesore to anyone visiting Lone Tree this summer to enjoy the pool or park.
- Have recycling pick up once a week like the regular trash. Every two weeks is not enough.
- Hoping for more recycling, more variety of materials that can be recycled.
- I didn't know that some of these services existed until this survey. “Sources of information for news”. May be a provide a list of these resources so we can use them on our own initiative to increase resident participation.
- I would love an easy way to get from my house to Lincoln Station to ride light rail to the airport when R Line is running.
- I'm not sure if it's actually something that the City controls, but in my apartment complex the common recycle bin is far too small, and we recycle much more than we put in the trash. Again, this is probably a function of the management company. Other than that, Lone Tree itself is a great place!
- Increase recycling frequency.
- Increase recycling pickup to more than once every 2 weeks.
- Increase the recycling pick up to weekly, start a compost pick up program
- Increases recycling to weekly.
- Keep good police service! Thank you LTPD for the work you do! To improve, offer weekly recycling pick up.
- Keep weeds under control as else is great.
- Light rail extension, foot bridge over Lincoln more trails.
- Local bus transportation.
- Local shuttle to shopping.
- Lone Tree has a serious litter problem! Businesses and individuals should be fined, more trash cans, repair broken trash cans. Improve lighting as well. There's been a broken street light on Yosemite by Enclave for over a year!
- Longer hours on the Call-N-Ride or alternatives to get from train to home after 6:00pm (like extending the LINK to more of Lone Tree)
- Make sure new residents are aware of the sources of information (#15).
- Make the gutter drains (or storm drainage) have smaller holes that children can't fit through. I'm always worried my babies will accidentally fall in.
- Maybe more training, education & preparation for natural & man made disasters? (family training?).

- More frequent garbage collection & recycling.
- More info on development.
- More information about new projects, particularly in the Rampart Range Development.
- More recycling opportunities.
- Need to have a grass/trimmings/leaves separate trash can to limit land fills.
- Offer weekly recycling pick up.
- Ongoing maintenance & planning.
- Plow our side of the street, it's either down the middle or the opposite side.
- Provide "welcome wagon" mailing or visit with all resources. Also, ensure Lone Tree administration, etc. has our email to contact each home.
- Public transportation & recreational facilities, housing for retirees that is affordable.
- Public transportation to the Park Meadows Mall & the light rail station for residents at Yosemite St.
- Publicize the Lone Tree Arts Center events via e blasts.
- Recycle bus in public areas.
- Recycle pickup weekly. As with most of our environmentally conscious neighbors, we generate more recycle waste than trash each week (outside of fall leaves). Would be nice to not have so much recycle built up over two weeks.
- Recycle weekly!
- Recycling more often and/or composting.
- Recycling once a week.
- RTD call and ride bus service to Arapahoe Village Center for DIA. Seniors cannot take bus, train to Arapahoe Village Center to go to DIA.
- Shuttles to light rail, mall, restaurants.
- Spot check use of handicap parking. Better transportation for non drivers (seniors).
- The outdoor pool is freezing! We don't enjoy going because of it. Heat the water a bit, please.
- The quality of life here is wonderful. I can't think of anything the city could do to improve it. I would, however, like to see a city wide composting program & expansion of the garden allotments.
- Update the club house at the Lone Tree golf course.
- Very small ask: have recycling be weekly.
- Work with light rail to provide express service to downtown Denver.

### **Expand cultural activities, community events and services; improve sense of community**

- 1) Rent Lone Tree Arts Center to residents for less (not for profit use). 2) Ticket price to be reduced (considerably) to residents. 3) Open old library facility for residents for events & personal gatherings at \$.
- Better bands for Sweetwater Concert series.
- Create more of a feeling of community. Nobody is very friendly around here. I miss Parker.
- Family run on July 4th.
- Help me get involved. I want to help, but don't know how.
- Increase free concerts at Sweetwater Park.
- Lone Tree is great for families, but there are very few programs or activities for young, single working professionals.
- Maintain community programs & the security of neighborhood.
- Make events at Arts Center more affordable.
- More community events.
- More community events.
- More daytime art and musical events.
- More diversity. Without all the colors how do you expect me to make art? =P
- More emphasis on Public Art, programs for senior. Not happy with proposed use for old library. Actually not "proposed", council made decision with no real input from residents.
- More events....
- More for the 11 17 age group. Kids don't have places to go. Lone Tree needs a skate park. More for seniors and ways to volunteer!
- More free activities.
- More health & Wellness Programs. Recent housing has lowered our overall average sale prices per square ft.
- more opportunities for community citizens to gather, get to know each other
- More options for older single adults need along Lincoln especially by open spaces.

- Need more teenage programs because they need it!
- Neighborhood connections/meetings/get togethers.
- Offer more arts, etc. We have a 6 yr old and drive to DPAC often for classes, shows, etc & it's a very long drive. It would be helpful to have more options at LTAC.
- Offer more cultural events/opportunities for people of color. Volunteer opportunities as well.
- Offer things for teens!!! You only have little kid stuff & senior stuff. You are missing the boat on the biggest demographic in Lone Tree. 40's 50's with teenagers!
- Please ask the Arts Center to lower prices for seniors. I paid \$84.00 to take my granddaughter to "The nutcracker".
- Provide more activities for seniors and baby boomers.
- Provide more free concerts during the year.
- Provide venue for local artists.
- Really wish there was more events for young children (under 5). There were a lot of questions about children's events at the Arts Center I did not even know they had them better advertising.
- Sense of community.
- Summer concert series outdoors.
- Sweetwater summer concerts that appeal to a variety of age groups not just "rock"/noise!
- Teen programs.
- The new library is nice but has left a void of things to do in the old neighborhood. At the old location more people could walk to this location. It was great to be able to walk to it or to see kids riding bikes to it or watching young families pushing strollers with young kids to it. Because of the distance, most people now have to drive to the new library which is inconvenient as well as increasing traffic. Further there have been times when there has been no parking available so one had to park in a lose by business. Don't think they appreciate this. The new library, although nice, is located in commercial business area not a neighbor area. Also what is happening to the old building????
- There is a lack of ambience, community downtown area There is nothing just boring drive to restaurants (franchise). Lone Tree needs a unique identity like Cherry Creek where safe to walk shop, eat & enjoy the beautiful surroundings. Wipe out Treo start there make it special like our Park meadows mall.
- Unsure, having only lived here for approximately. But, it would be nice to have young adult mixer/social events, being new to the area and looking to meet new people and all.
- Youth and kids social activities such as ball (dance) and such a Christmas Party.

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

- Affordable housing Ranch Style home for people who live in Lone Tree that can swap our larger homes for a ranch style What we have now is cashe rock options.
- Build affordable housing.
- Cheaper housing.
- Contact cost of rent & housing in Lone Tree, it is unaffordable for a single professional.
- Down the fees to use the Rec Center... It is old and dirty.
- Free days at the Rec Center.
- Free recycle/e-cycle dump days
- I would be very excited about the Rec Center being free for residents.
- I would like to see the Lone Tree Arts Center reduce it's pricing. I feel it is too high. Not really accessible to all residents especially with children. It's not Community theater pricing. I'd like to go often with my family but have not been there once.
- I'm sure that you get this a lot but: affordable housing options that are single family homes for sale in the high 200's to upper 400's. I love Lone Tree but could not afford to live here if I wasn't giving \$25,000+ per year to a landlord. I also think th community would benefit from having a designated off leash dog park that is extremely well maintained and grassy.
- Lone Tree property taxes, specifically RidgeGate area are outrageous. This single factor is enough to make us consider moving.
- Lone Tree Recreation Center should be free to Lone Tree residents (similar to Highlands Ranch setup).
- Lower income housing.
- Lower mill levy on property taxes.
- Lower recreation center fees.
- Lower taxes.

- More affordable housing options
- More affordable housing without compromising the safety and cleanliness of our community, I live here for safety however the \$'s are about to force my out.
- More affordable real estate.
- More reasonable apartment rent rates.
- Property tax is going up too fast.
- Reduce number of taxes, fee, franchise fees, that he city imposes on residents.
- Reduce property tax.
- Reduce taxes and don't spend money on a bridge that tax money goes to pay for a limited number of a users when other options are available. Thanks!
- Reduce/eliminate fee for Rec Ctr. As a resident, I feel we should not have to pay to use the facility.
- Taxes are crazy high in Lone Tree...more triple what i paid in Castle Rock (Plum Creek). Although Lone Tree does a nice job with services I can't say it is 3 x better than CR which was excellent as well. The primary reason we moved here was for my wife' job.
- The costs of apartments has really stretched us then. Provide more affordable apartments. Too old to buy a home! Almost cheaper than rent.

### **Happy with quality of life/City doing good job**

- All in all Lone Tree provides a great quality of life for its citizens.
- Can't think of anything. We're quite content.
- Couldn't think of anything to list. Nice job every one.
- Development of the trail system so far excellent.
- Doing a good job!
- Great place to live. Quiet, clean, easy access to freeway and light rail. Friendly people, city does a good job.
- I am happy living here. The citizens need to help more!!
- I am thrilled to call Lone Tree home for 30 yrs, the development of LT far exceeds my expectations! I travel on Lincoln & Yosemite at select times because of heavy traffic!
- I don't know how to improve living here. We think Lone Tree is the best place to live.
- If I have to think about it, it must be good.
- I really think it's been a great place to live in for 12 yrs. Clean areas everything looks good around my neighborhood.
- Keep doing what we are doing.
- Keep the city manager & city council. They are great!
- Keep up the good work! Mostly snow removal.
- Lone Tree Art Center - love it
- Maintaining an excellent job.
- No issues. My family and I love living in Lone Tree.
- None that I can think of!
- Not much keep what you are doing.
- Not sure what you could improve but the Lone Tree link was my primary reason for moving to Lone Tree this is a fantastic service. Keep it up!!
- Nothing I love it here!
- Only lived here a few years, everything seems to be just fine.
- We have lived here for only 5 months so far, everything is above our expectations.
- We love Lone Tree.
- We're quite pleased with Lone Tree as it is.

### **Bad/too much development/growth; better management**

- (1) Need to control retax increases for residents on fixed income. Current rate of growth of property value will prevent fixed income residents from living in Lone Tree. Lone Tree is benefiting from the growth, but fixed income residents are being forced to sell their home because they cannot afford retax!
- 1) Cut back on high density housing requests in RidgeGate. 2) Encourage Univ. of Colo. growth in Lone Tree.
- 1) Stop building! No more new projects. 2) Get library parking lot cleared up so flow of traffic goes better.
- 1) Stop the massively congested housing construction South of Lincoln. 2) Quit destroying the Bluffs with construction. What are you thinking?

- 1) There are too many multifamily homes in Lone Tree (RidgeGate). They create too much traffic. 2) The bridge over Lincoln Ave seems very unnecessary and wasted revenue. Hardly see pedestrians crossing over across Lincoln. Seems as if residents from Heritage Hills are ones who design this, why weren't rest of residents involved in voting on this just the council?!
- 1) We are very concern with high density housing being built. 2) Would like to add mid level quality restaurants to area.
- Approve less apartment buildings.
- Ban unethical developers, Century communities, From building in Lone Tree, also any unethical businesses from operating in our community.
- Be careful that the increase in population density due to the increasing number of multi-family housing areas does not overwhelm the capacity of the city's roads and services. Also, find some new entertainment/restaurant business to replace Bahama Breeze!
- Be very selective on what new construction occurs.
- Better looking commercial buildings.
- Better planning on types of housing around Redegate. The area is getting top crowded with multi dwellings, with limited commercial/shopping and downgrade of residency.
- Better planning/design of shopping and entertainment areas. The facilities are segmented and require crossing busy roads.
- Bldgs too crowded. Maintain an architectural control on new blgs & renovations New library looks like a K Mart! This community should be unique! Do not cheapen this area.
- Bridge over Lincoln a total waste of money.
- Build single level homes. Snow removal needs big improvement. Snow removers plow the driveways full after residents have shoveled out!!!!
- Can't programs that improve "image" & "qly of life" in Lone Tree. Stop!! Sears outlet, Donation Centers. Have a plan for vacant large business (Sears, Treo/ Bahama Breeze).
- Care about residents/owners & not let the developers be in charge of city, need enforcement of parking with apts.
- Close growth my god, we are busting at the seams. Condensed housing is taking over.
- Communications about developments. (or at least where to go to learn more).
- Consider the current residences in Lone Tree above new development. This has never been done!
- Contain growth to keep transportation from being overwhelmed.
- Contain growth.
- Control growth : Too many multiple dwelling units pipping up and traffic is getting out of control.
- Control growth to maintain the lifestyle many of us moved to Lone Tree like
- Control growth.
- Control growth.
- Control the growth in the community and stop or reduce the number of apartments or condominiums in Lone Tree along with construction of a park at the northwest corner of Yosemite and Park Meadow Drive all the way to Furniture Row.
- Cut back the construction & the super fast growth.
- Decrease high density living.
- Decrease the addition of major commercial retail opportunities, and increase small business retail opportunities IN EXISTING buildings to give Lone Tree a unique destination feel.
- Decrease the new apartments around the area. Reduce rent rates are too expensive!
- Decrease the number of any new apartment buildings. The streets Lincoln & Yosemite are very congested now.
- Decrease the number of attaching housing units in Lone Tree/RidgeGate
- Decrease the rapid multifamily housing projects in RidgeGate. Conform better to building guidelines (who approved the ugly Charles Schwab Buildings???). Better traffic monitoring. Get more frequent input on stupid projects like the Leaf Bridge.
- Decrease urbanization and stop home and condo development.
- Do everything possible to limit development on/near the Bluffs!
- Do less residential development.
- Do not built more apartment complex in Lone Tree.
- Do not continue building on every square foot of now vacant land!
- Do not continue to allow development of the bluffs (Ref: Tract GG Century Communities) make a park!

- Do not continue to encourage population/retail growth.
- Don't put tall buildings near neighborhoods i.e. on Yosemite. Too many apartment complexes. Getting too congested.
- Fewer multi family dwellings Too much traffic.
- Get control of growth! No more unsightly factories like Schwab and their sign overload.
- Growing too quickly; decrease bldg permits & construction op apartment units.
- Have better architectural control. Buildings on Park Meadows Dr. cheapen the area, colors are horrible.
- Have new buildings appear less modern. Would like to have more charm with a downtown feel.
- High density is eroding Lone Tree as it was. Don't destroy all the trees in new housing area on other side of I25 & Lincoln lower density.
- I don't know if this fits in, but I think there is way too many multiple housing developments.
- Improve quality of housing & less construction.
- Keep the remaining open space open. No more growth and loss of habitat/space. Too much congestion. Please don't add more.
- Less development. Roads jammed. Less density. Put the brakes on!
- Less high density housing.
- Less low income housing.
- Less new buildings that sit empty try harder to utilize what exists already.
- Limit growth of apartment buildings. No more apartment buildings.
- Limit growth. Keep what growth allowed to High/Excellent growth.
- Limit high density housing severely.
- Limit/minimize the amount of residential development; the amount of building near the new library is way too much.
- Lone Tree is a great community but there's too much building/growth.
- Lone Tree should slow down the construction of more house/apartments, office building, etc. We're run out of open fields.
- Lower density housing and profile. Stop blocking views to Bluffs, Front Range, etc.
- Lower density of housing in RidgeGate, Fix Rowndabouts Too few people understand them.
- Lower high density building.
- Maintain small city feel. Do not over build on the open space. Stop building to the south.
- Maintain small town feel to many apartments.
- Maintain status quo.
- Maintain what is here.
- Maintaining the beautiful area. Maybe more zoning for businesses, some of the older business building are not attractive, zoning them in to provide a nice and common brick aesthetic for the community.
- Make sure it doesn't get over populated please.
- Make sure the city does not become so overcrowded that it impacts quality of life.
- Manage residential growth responsibly. We are not a very large city and we could rapidly feel overcrowded. And with this growth, management of traffic is essential.
- manage the growth and all the issues (traffic, crime, congestion, and city services) the will impact the high quality of life we have here
- Manage the growth that you have unleashed too quickly and address the. resulting issues that have negatively impacted community life including traffic, homeless, crime and crowding. It is no longer a joy to walk through Lonetree.. someone is going to get killed at the crosswalk at Lincoln Avenue as the crosswalk light is not long enough to get across. The city will have to pay for lawsuits - it needs to be addressed.
- My major concern is that Lone Tree not allow a housing unit at the Treo site.
- No more apartments!
- Not a program or service really, but ensuring that the new develop. on east side of 25 draws new people (supporting current local bus) because of the great selection of shopping & dining and easibility of access. It could be a great thing.
- Not build the 50 some homes adjacent to Cabelas-I think it is going to ruin an absolutely beautiful hiking are and will detract from the cities commitment to open space.
- Not continue down the same path in planning & developing the town center to match the current layout. Fire guys/ Qdoba/ Chateau/ Sprint. Small blocks of shops very unpleasant to walk around the area (or drive).

- Oppose all future multifamily housing. And incentives to attract independent restaurants.
- Plan for the HUGE increase of residents with all these new apartment buildings (tooooo many apartments!) such as traffic, etc.
- Planning commercial locations carefully so they can't negatively affect already congested areas of Lone Tree, not allowing an offensive business, Hooters Restaurant, in Lone Tree, and not spending excessive money like on artwork on future pedestrian bridge and landscaping in median near Sports Authority Store.
- PLEASE DO NOT build a ped/bike bridge over Lincoln Ave. This will be an unnecessary expenditure. Return the money to funding sources. This is not Lone Tree's legacy as it has been publicly called by a former mayor.
- Please do not put apartments or condos in the land where TREO used to be, no residential, please.
- Please Stop selling out to used cars shows and Hooters/Centennial border. Less urban sprawl of chains, more upscale boutique, local stores with trees, green grass. Target/RidgeGate is a cemented disappointment.
- Population is expanding faster than the city can handle. Offer solutions to congestion (i.e. pool overcrowding).
- Proactively manage [residential] growth/development in Lone Tree. Development has increased, exponentially; to the point that our small, sought after community has erupted into a mini Highlands Ranch. Our once evenly dispersed open spaces, residential and commercial landscapes are now deluged by a sea of condos and townhouses. Cautious, prospective manage is necessary in order to maintain our property and overall market value. Along those lines, please do not add incline stairs to the bluff's regional park. Castle Rock created a very well-thought out recreational area, including a parking infrastructure and multiple activities that cover a vast area. The Bluffs will not support such an addition and will adversely impact the beauty of what currently exists. Increased congestion, including neighborhood foot traffic, may undermine home values in the area as well as cycling and equestrian enthusiasts.
- Probably too late, but city has allowed excessive density in zoning of RidgeGate. Pretty soon you will not be able to see the sun half the time when walking the streets in RidgeGate.
- Quit building apartments, & fast food rest.
- Reduce growth.
- Reduce the amount of high density development (it's way too dense in RidgeGate).
- Reduce the density of construction in new areas RidgeGate is awful!
- Reduce the number of apartment buildings being built. Slow the growth of increased population, which would help traffic congestion.
- Reduce the number of apartments & townhomes being built in our community way too much rental property ultimately decreases our home values!
- Regarding question #14 Eliminate the absurdly expensive leaf going the bridge. A monument to a few people's egos.
- Resist the planning of RidgeGate this area is already too congested and not pedestrian friendly. We wish it was more like Southglenn!
- Rethink zoning along I 25 corridor. There seems to be many medical buildings and apartments going up detracting from beautiful views. This often hurting the nice established residential areas surrounding it.
- Slow down growth don't over populate.
- Slow down the construction of multi family units such as large apartment complexes.
- Slow, deliberate growth. Think about how growth effects our schools(they are full!), trails, traffic, walkability, noise and all aspects of our lives. Diversity is good.
- Smart growth, preserve open space and don't grow too quickly Plan!
- Smart planning and zoning.
- So many condos/apartments. Traffic is a mess.
- Stay the course for master plan for high commercial/residential density for East Side of I 25
- Stop all the development!!!! We arrived in Lone Tree in June 2010 and purchased an existing home. Since then there has been not stop building and development. Enough is enough. We don't need more Starbucks, more restaurants, more shopping. Whats with the high density housing in RidgeGate? Is there even enough space to park their cars? If individuals want to live in a city then move to Denver, don't re-create Denver in Lone Tree. "Urban" Lone Tree is a mistake. While I don't live in RidgeGate, my brief assessment is basically no one there walks to restaurants or shopping as the developers said people would. Heck, I don't even see anyone walking to the Performing Arts Center for the summer outdoor concerts. The idea of high density housing was people want to walk so lets make housing tight. I just see everyone driving cars and crowding the streets.
- Stop all the new development, or certainly slow it down. The Lincoln Corridor is jammed with traffic. And the people entering our community are changing our lifestyle.
- Stop allowing contracts to builders of apartments & condos.

- Stop approving apartment construction, it takes away the sense community, & traffic, ugly large buildings.
- Stop building (over building) on every piece of available land. Set backs from road should be increased. No theme or direction or plan. Entertainment district looks terrible! Too much fast food. Too many chains.
- Stop building apartment buildings.
- Stop building apartments add condos.
- Stop building commercial buildings like the Skydive building Leave some open space!
- Stop building high density housing and focus on more police presence for crime prevention (car break ins, drugs, etc).
- Stop building multi family (apartments) buildings.
- Stop building multi family housing. Be cognizant of city aesthetics in bldg allowed.
- Stop building on every single piece of unused land. Lone Tree used to be a nice community that had great living, retail, and a fair amount of business opportunities. It was a pleasant, stress-free place to live. That has changed and I have decided that this is not the place for me to retire when I do within the next eight to 10 years. The traffic is horrible anymore. I work on the East side of I-25 off of Lincoln. My two mile commute took 25 minutes last night. Sure the solution is to widen roads, etc. but that just makes Lone Tree more of a city with pavement and concrete. I think my comments are too late though because the ridge gate area and from the light rail towards the movie theatre are already highly densely populated areas. The only saving grace is the bluffs area, but hotels and homes so close that a person could see in their neighbors window without going outside are encroaching on this space.
- Stop building so many apartments.
- Stop building so many multi family housing units. These developments tend to be of poor quality and greatly increased population density. Prefer that increases in housing be mainly up scale single family houses.
- Stop building!! Apartments are ridiculous and have ruined in Lone Tree community! Too much retail!
- Stop Building. When we first moved in, The master plan showed that it would be like Cherry Creek north our shopping center is not attractive not Cherry Creek north & cant hold a candle to South Glenn.
- Stop dense building projects Yosemite almost always congested.
- Stop developing the Bluffs!
- Stop developing. Keep some open/ undevelop area (Ridgate sad)!!
- Stop development of more & more apartments & multi dwelling units. LT is also AKA city of apartments. Quit spending tax \$ on California beauties. AKA Palm Springs, Wannabee City. A \$1.6 million pedestrian bridge is excessive! Can't imagine new municipal Hq make Hearst Castle look petty....
- Stop giving builders permission to change zoning. Stop building apartments!!!!
- Stop growth.
- Stop high density housing & business (schools) growth. Lone Tree is no longer easy to commute.
- Stop massive and/or condensed housing projects.
- Stop new apartments from being built bridge is a waste!
- Stop or slow the growth. Lone Tree's expansion seems to be too fast and poorly planned. Please slow way down!
- Stop putting in more apartments. Looking forward to the damn project near Castle Pines so we can have recreational water nearby.
- Stop putting so much commercial businesses and fast food restaurants in areas that could have been built up more to keep people in neighborhood. Lost big opportunity by performing Arts and Library. Very ugly design of area.
- Stop the apartment building. RidgeGate & Park Meadows Drive have became much too dense. Everyone will always have a car despite these T.D.D's. Annex the remaining Douglas County property on Park Meadows so Lone Tree can control zoning/building.
- Stop the building of property along the Bluff!
- Stop the building the beauty of living in this area has been compromised by all the building. Zero natural beauty! The planning committee this area!!!
- Stop the development of Century homes being built in the canyon!!!
- Stop the high density housing around RidgeGate. Need more quality, fun restaurants in that area not apartments. (Way to congested!!).
- Stop the urban sprawl. Too many back to back close in alternative housing. Too dense.
- Stop trying to fill every inch of undeveloped space with offices, retail, and cheap multi-family housing.
- Stop up monitoring of residential home builders to ensure compliance with plans (setbacks, common area design, etc).
- Street construction Need contractors that are efficient coordinate street cont project with HR, so all road going the same way are not under const at same time.

- The business district by the library & Arts Center is very chaotic a lack of vision on what it could have been versus a collection of buildings (disjointed at that).
- The City needs to return to its original housing commitment of providing lower density housing. Originally there were supposed to be primarily single family patio homes behind Target. Now we have huge multi-family apartments, condos and townhomes that are high density and are causing traffic congestion. These types of housing units also have a tendency to attract the wrong demographic and ultimately lowering the living standards of those developments. TOO LATE ALREADY??? Probably!
- The increase in apartments being built has reduced property values and will bring transient residence and higher crime rates to Lone Tree. (Remember Aurora CO 30 years ago).
- The overall growth of commercial & housing in LT is too much It is adding traffic congestion, homeless, pollution, crime & unwanted growth. LT now resembles Centennial than a quiet suburb we moved here for.
- To improve quality of living in Lone Tree perhaps the city could not approve inappropriately signed buildings for lots that are undersized. i.e. Morning Star, Century Communities as a builder should be held accountable for quality of building & mtg codes. City approves defective work.
- Too many apartments being built. Roads too narrow between new buildings.
- Too many town homes and apartment buildings during now in Lone Tree, which has increased parking on residential streets and added to traffic congestion. It's setting more difficult by day to drive around Lone Tree and deal with traffic.
- Two things: I think the new bridge is unnecessary that money could have been used for a better cause. Secondly, Lone Tree is getting too big. Way too much new growth. Slow it down.
- Very dissatisfied with the zoning & building of residential & business projects.
- Watch for over building without attention to infrastructure issues/concerns. Deal with the growing homeless population "camping" out.
- Way too busy! Way too much growth!
- We have lived in Lone Tree for over 15 years. PLEASE STOP THE GROWTH! Just because we can does not mean we should. The bridge was a terrible decision and a blight to our landscape. It was not needed. What happened to just having open space. It has become so dense by the new library and hospital we now need to visit that area at specific times to avoid the traffic congestion. Lone Tree used to be like Cherry Hills Village now it has become like Highlands Ranch. Too many apartments near residential homes. This drives the value of our homes down. We have friends who have been trying to sell their home for almost 5 months and cannot because of the nearby apartment complex. This is not what we envisioned when we moved to Lone Tree. We appreciate all that our City Council members do but Lone Tree is a viable city without having to continue to build. Please take this account when making decisions. Thank you.
- Wish there were "patio" homes.

### **Increase safety/code enforcement**

- 1. Monitor and reduce dog barking that exceeds code.2. Catch and fine dog owners that leave dog excellent in public.3. Enforce leash laws All animal rented to irresponsible dog owners.
- Act on complaints regarding lack of maintenance, and barking dogs. The covenants are not enforced.
- Barking Dogs - Having a contact that is only available during week days is useless as most people are at work during those hours so not really disturbed. The real issue is when dogs are barking through the night or on weekends when people are home and trying to sleep. Every police officer should be able to respond to and investigate barking dog complaints and issue citations/warnings at any time of the day or night.
- Better crime prevention, more affordable housing.
- Better patrolling of public areas such as Bluffs and driveway/parking lots around Cabella's various vehicles (all hours of the night), seem to dark or loiter around the area. Some have had kids or groups of people that were noisy or sitting in cars.
- Better policing of fireworks especially on the Golf Course. It is dangerous & illegal & the police do nothing to enforce.
- Control (stop) barking dogs in the housing area and actively fine owners as well as people who walk their dogs off their leash! I own 2 dogs and a abide!
- Crack down on all the cars/trucks with loud exhaust and/or pass laws against them. They really are a nuisance and are increasing.
- Create ordinance to stop MJ use and grow.
- Crime prevention & safety for our children.
- Decreasing burglary in our neighborhood.

- Develop a program/service to provide protection for ourselves and pets from coyotes attacking and killing our pets.
- Don't trust police they make small things big & don't watch for big problems. They lied to us.
- DUI, red light enforcement, aggressive driving enforcement. Running red lights is out of control.
- Encourage neighbors to take care of outside their home & dogs. Too many dogs are roaming & barking. Lone Tree golf course needs help with staff menu & club house.
- Enforce leash laws and dog-waste cleanup requirements for owners both in Lone Tree and The Bluffs Regional Park. Many dog owners do not leash their dogs and don't clean up after their dogs.
- Enforce leash laws and monitor dogs shitting on lawns & public walkways.
- Enforce parking issues in town homes.
- Enforce speed limits and stop signs.
- Enforce speeding laws in Heritage Hills. People speed through the main street - don't stop at stop signs - underage kids driving electric golf carts unsafely. Although a number of neighbors have told me they have complained to the HOA and city – nothing has been done. Residents think the rules don't apply in Heritage Hills and it seems they are correct. Is it going to take a tragic accident to correct this?
- Enforce street parking codes. Our neighborhood constantly has campers RVs & multiple cars parked regularly on the street. If a house has a 3 car garage, at least (2) cars should be able to park in it! Campers, RVs & boats should be ticketed.
- Enforce traffic laws. Frequently see commercial trucks running red light at Lincoln & Park Meadows.
- enforcement of traffic laws: stopping before turning on red, cell phone usage while driving, maintaining proper usage of lanes (e.g. when turning)
- Expand citizens police according[?].
- Find a way to eliminate dog poop everywhere. None people be able to take pictures of pool dog parents and post them online.
- Get rid of the coyotes! They do we have to live here and always be in fear about our dogs. The gold course is off limits and there was even a coyote on our street!!
- I have lived in Lone Tree for 20 yrs. I have never felt unsafe here, but last October 2015 my garage was broken in to and 2 very expensive & sentimental bikes were stolen. They were never recovered. I filed a police report. I do not feel safe here as I did before the robbery. I worry about my house being broken in to everyday. My garage doors were shut. I never leave them open, not even for one minute. I always noticed that Lone Tree had a lot of patrol cars before my house was robbed but where were they last morning? It happened at 6:20 am as I left for work. I saw someone parked in front of my home but didn't think twice about it because I have lived in this neighborhood for so long & never was suspicious of people. Now I am.
- I hope that the teen court helps: I don't think the Lone Tree PD is fair to teen boys, especially. The city attorney is awful!! (female).
- improve safety , traffic flow and reduce density. way too much high density
- Improve the LT Police Dept. They are useless. Broken into (my town home this year twice). Didn't do anything!!! and once into my car parked in my driveway. If you need help call Douglas County Sheriff!
- Increase police staff.
- Increase security in high rise apartments.
- Increased 24 hour security patrol. We have had one attempted robbery and one actual robbery. Also, more green belts would be fun and safe. Extended walks/bike rides to Kaiser/Lincoln Station would be super practical and healthy. We live in Terra Ridge. Thanks!
- Keep abandoned cars off the streets.
- Keep the city of Lone Tree free from the increased presence of transient/pan handling individuals at every major and minor intersections in our city.
- Law enforcement, (speeding noise).
- Living in RidgeGate (a lot of growth) there is more trash blowing around and dog waste stops not picked up enough.
- Maintain building code enforcement. I think the multiple family apartments and condo's push the limits of existing codes. Signage is also given a break IKEN sign is an abomination.
- Maintain police & fire protection.
- Maintain public safety.
- Maintain the safety of the city, Rec Center options & trails.
- Make sure that our police department is well funded.

- Make the police department more friendly. They scare me and my children. They have turned into a militia and are either overfunded or don't have enough to do with their time. Many of the officers lack experience and are not a 'fit' with our community.
- Manage and control dog leash laws!
- Monitor my neighbors lack of interest in keeping up their yards/gardens.
- Monitor speed on RidgeGate Parkway at circles several times almost hit by drivers.
- More speed control by police i.e., Park Meadows Dr, Lone Tree Parkway, Yosemite.
- More speed control on RidgeGate Parkway. Traffic is heavy & exceeds speed limits!!! Street noise is extreme and increasing.
- More time spent ticketing speeding on Yosemite and red light runners! Speed limit 40 MPH on Yosemite much to HIGH for a residential community!
- Not a thing. It's virtually perfect except for any crime. Men are sinners all of us are!
- Police & security.
- Police (more).
- Police patrol for non residents who have drug use by Safeway and other commercial areas.
- Police presence sends a strong message throughout the community. I love being a police car drive through the neighborhood!
- Property maintenance by homeowners.
- Public safety presence.
- Public safety.
- Round about etiquette enforced.
- Stronger police presence & ticketing of driving and speeding offenders in neighborhoods, especially main subdivision streets.
- The Charter subdivision has become the worst part of Lone Tree. There is no enforcement of RV's, & boats, trailers, campers parked in front of homes or yards. Torn up lawns that are left that way for years. (Example 7953 Eagle Feather Way). Why can't even minimal standards be enforced? Do something please!!!
- There are a number of car break ins happening. We need: more cameras, more sharing of info from police to public. More details, a text service to give real time crime updates. More block captains.
- Tougher policy on dogs barking & feces in parks where humans play, walk.

### **Reduce solicitation/panhandling**

- Because recreational Marijuana is legal, I have seen an increase of "drifters" (homeless) in our neighborhoods. I would like to see this issue more aggressively addressed.
- Beggars are increasing in Lone Tree, some are scary, is there anything police can do?
- Eliminate panhandling. Increase security along trails, Bluffs Regional parking lot. Clean overgrown trees, grasses along Willow Creek, fire hazard.
- Eliminate solicitation.
- Enforce no solicitation law. Empty public trash cans on a more regular basis.
- I am concerned of the number of panhandlers in Target. Parking lot and Safeway. When there are more than 5 in each area seems like I'm in a minority of people complaining. Stores don't seem concerned when I mainly need that I was approached by more than 2 for money.
- I am concerned with the increase in panhandlers in Lone Tree. What can be done to minimize this?
- I do not like the homeless around the Safeway gas station area. Makes me afraid.
- I don't want to see any panhandlers! Police need to be more vigilant with this!
- Please get the homeless people out less beggars at intersections Please get homeless to shelters but not Lone Tree.
- Reduce homelessness and pan handlers.
- Remove beggars/homeless.
- Started seeing panhandlers in some intersections. We could advice residents not to encourage them by giving but perhaps have some kind of directions to inform them with options to help them turn around their condition.
- Stop Solicitation (Unwanted)!
- There is an increasing number of homeless people out at night in commercial and recreation areas. This is a huge issue as most come down from Denver on the light rail to panhandle. This need to be corrected.
- There pan handlers off the sidewalks!!! Get rid of them! Denver police should not be landing out light rail passes so they can come to Lone Tree!!!

- You must eliminate the homeless population. It will only increase as public transportation and light rail services increase. This is of utmost importance to preserve Lone Tree!!

### **Improve snow removal**

- 1) Improve the snow removal. 2) Alleviate traffic congestion.
- 1) Snow removal plow entire street, not 1 path. 2) Traffic congestion along Lincoln, Yosemite, Mall.
- Better removal process of snow & do not pile it on our entrance to driveway!
- Better snow removal & better rabbit removal, tied!
- Better snow removal & more street lights on main thorough fares. Walking at night is dangerous!(i.e. Sunningdale).
- Better snow removal, utilize the electronic speed signs that can be moved from location to location, better public transportation around Lone Tree especially to Park Meadows and the light rail station.
- Better snow removal.
- Better snow removal. One pass down the street is not enough. Do not push my shoveled snow back in front of my driveway or sidewalk.
- Better storm drainage in our cul de sac. Frozen snow and water creates major ice hazard. We're on Fairview Place.
- Clear the snow sooner with fairness to cul de sacs and without creating "drifts" in front of driveways.
- During the winter months snow removal is poor on the sidewalk on the south side of Lincoln along Heritage Estates towards Target. Also, in the summer/spring the sprinklers are programmed during the early evening making it so pedestrians are unable to use the sidewalks.
- Everything is pretty good here to be honest, but if I had to say one thing, better snow removal on residential streets. It's not bad, but the person hired to do our roads doesn't seem to have a good plan or grasp on how to efficiently clear roads for traffic. I've seen him go back and forth multiple time, pushing the same pile around and not really clearing the road well. Maybe hire someone else or audit his performance.
- Get better about snow removal, it's gotten worse in recent years.
- I am tired of having my drive way blocked for snow plows!! I am tired of having to shovel the street to get my car out! Every winter snow is piled in front of my driveway. Last winter it was large chunks of ice!
- Improve snow removal.
- Improve snow removal. Our cars were damaged as a result of poor snow removal.
- Improvement the snow removable, maintain the lawns. The watering needs should be increased.
- Lone Tree is the best town & have lived in during 73 years! Snow removal is the only Improvement. Great job Lone Tree.
- Snow plowing in neighborhoods in a timely manner.
- Snow removal
- Snow removal almost yearly we call to complain how snow is plowed and left in front of our driveway making is more difficult to get out of the neighborhood.
- Snow removal Clearing both the sidewalks and streets in a timely manner, currently it takes almost a full day for them to be safe for driving & walking.
- Snow removal earlier especially on the side streets.
- Snow removal improvement plowing to curbs instead of narrow path in middle of road.
- Snow removal in residential areas. Instead of piling snow by drive ways, pile them in the middle.
- Snow removal is crucial and has been very good. As long as I have lives here 4 years.
- Snow removal is my pet peeve.
- Snow removal is terrible. Always the plows block my driving, complaints go unanswered.
- Snow removal on side streets & fixing cracked street (asphalt).
- Snow removal on side streets.
- Snow removal the snow is "piled" in the middle of our cul de sac so we have trouble leaving our driveway!!!
- Snow removal without this I am unable to get to work very important!
- Snow removal, especially in front of drive ways.
- Snow removal, more frequent street sweeping.
- Snow removal.
- Stop dumping snow in front of my driveway after I have shoveled it out. Keep LT Bus Service. Build more single family ranch homes. The homes being built are useless for seniors. And they are ugly Morningstar looks hideous from outside.

## Other

- #15. A LT resident with a P.O. Box should be invited to register with Colt to have mail such as Timberlines, questionnaires, addressed and mailed to his P.O. Box.
- Allocate resources for more schools.
- Build a new elementary school for the influx of students due to growth.
- Collect household food waste for composting.
- Eliminate traffic court at the Lone Tree Civic Center.
- Exert more influence on Douglas City School District.
- Getting responses, answers, actions from Lone Tree Listens.
- Have more teens.
- Have the ability to join in “Silver Sneakers” program. My health insurance does not participate in this and that means I can't even pay to join.
- How stupid is it that this survey has concerns about jobs yet this is being returned to New Jersey! You farmed out your survey!!!!???
- I am concerned about the middle school & high school ratings. Would like to see an improvement in school system.
- I would like to see the pit bull ban removed. It is a black mark on Lone Tree.
- Irrigation in RidgeGate is poor Only area of Lone Tree where grass is brown, dry and has weeds.
- Keep Kristen Knoll. She's been a great “living and Aging Well in LT” liaison.
- Less airplane and jet noise.
- Mini incline situated on the Bluffs.
- Please allow all kinds of privately owned non motorized watercraft on Reuter. Hess reservoir not just rentals.
- Provide free Cell Based Bin.
- Push back against Federal programs/mandates that attempt to socially engineer our community with regard to our demographic profile.
- Quality and maintenance of elementary schools, which seem to be forgotten in this area particularly acres green. This is not a City of Lone Tree problem specifically, but it does effect Lone Tree residents & their desire to live in this area.
- Quality of life.
- Reduce the HVAC noise from the Safeway complex at Lincoln & Yosemite.
- Remove the no parking sign from in front of my house (9498 Southern Hills Circle).
- Remove the Treo defunct restaurant.
- Replace old fencing with newer.
- Schools.
- Set standards for fences around development (i.e. no wood fences preferably brick).
- Stop spraying toxic chemicals in open space and green belts due to witnessed decline in bees and witnessed death of birds afterwards and resulting in asthma attacks. It would be nice to smell spring instead of noxious chemicals.
- The single most important service is much better postal service. In the 'overlook', we have below standards! I have lived here 1 year and it was bad and remains bad!!
- The use of animal/child friendly pesticides and chemicals at walking parks and sports fields.
- There are way too many overpaid supervisors, administrators and directors of superfluous departments that appear to view the city as an ATM. Label me a not... That's your right!
- Too long.
- We are looking forward to the bridge across Lincoln. Great idea!
- We are very close (or we may already be) to becoming “the people's republic of Lone Tree”.
- We have lived here 25 yrs in the Charter. Now retired we liked our quiet neighborhood but do not partake in many of other activities. Stay involved with surrounding neighbors.
- We need a communal garden. Could be at the school and can used to teach kids about healthy eating.
- Work to increase school options like have middle/high school in Lone Tree.

## Appendix D: Comparisons of Select Questions by Respondent Characteristics

The tables on the following pages show responses to select questions compared by respondent demographic characteristics as well as area of residence. Shading indicates statistically significant differences in responses between respondents ( $p \leq .05$ ).

Table 52: 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		Respondent age			Respondent gender		Overall
	Five years or less	More than five years	18-34	35-54	55+	Female	Male	
Lone Tree as a place to live	99%	99%	98%	99%	99%	99%	98%	99%
Your neighborhood as a place to live	93%	96%	92%	96%	96%	96%	94%	95%
Lone Tree as a place to raise children	88%	96%	81%	96%	93%	95%	89%	92%
Lone Tree as a place to retire	77%	82%	76%	76%	87%	87%	73%	80%
Lone Tree as a place to work	84%	87%	79%	86%	91%	87%	84%	85%
Overall quality of life in Lone Tree	96%	97%	95%	97%	97%	98%	95%	97%

Table 53: 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	City excluding RidgeGate	RidgeGate only	
Lone Tree as a place to live	99%	98%	99%	98%	99%	99%	99%
Your neighborhood as a place to live	96%	92%	97%	92%	95%	93%	95%
Lone Tree as a place to raise children	95%	83%	97%	85%	93%	89%	92%
Lone Tree as a place to retire	83%	68%	81%	78%	80%	78%	80%
Lone Tree as a place to work	88%	80%	86%	84%	86%	85%	85%
Overall quality of life in Lone Tree	97%	95%	97%	96%	97%	97%	97%

Table 54: 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)	Household has children under age 18		Household has adults ages 55-64		Household has adults ages 65 or older		Overall
	Yes	No	Yes	No	Yes	No	
Lone Tree as a place to live	99%	98%	99%	99%	99%	99%	99%
Your neighborhood as a place to live	94%	95%	94%	95%	96%	94%	95%
Lone Tree as a place to raise children	96%	89%	92%	92%	93%	92%	92%
Lone Tree as a place to retire	74%	83%	82%	79%	85%	78%	80%
Lone Tree as a place to work	86%	85%	89%	84%	88%	85%	85%
Overall quality of life in Lone Tree	97%	97%	95%	97%	97%	97%	97%

Table 55: 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		Respondent age			Respondent gender		Overall
	Five years or less	More than five years	18-34	35-54	55+	Female	Male	
Sense of community	70%	81%	68%	75%	81%	79%	72%	75%
Overall quality of new development in Lone Tree	79%	71%	79%	74%	75%	75%	76%	75%
Variety of housing options	68%	70%	68%	69%	70%	69%	69%	69%
Overall quality of business and service establishments in Lone Tree	83%	86%	84%	82%	89%	86%	82%	84%
Shopping opportunities	86%	92%	86%	87%	93%	91%	87%	89%
Opportunities to attend cultural activities	81%	88%	73%	85%	91%	86%	82%	84%
Employment opportunities	70%	65%	63%	69%	71%	70%	66%	68%
Higher educational opportunities	37%	47%	33%	41%	53%	52%	33%	42%
Opportunities to participate in social events and activities	73%	78%	70%	77%	79%	77%	75%	76%
Opportunities to volunteer	72%	80%	71%	75%	81%	79%	73%	76%
Opportunities to participate in community matters	73%	79%	72%	76%	80%	77%	77%	76%
Ease of car travel in Lone Tree	77%	66%	82%	72%	67%	75%	70%	72%
Availability of paths and walking trails	83%	85%	83%	82%	86%	85%	82%	84%
Traffic flow on major streets	51%	41%	52%	46%	44%	49%	43%	46%

Table 56: 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	City excluding RidgeGate	RidgeGate only	
Sense of community	78%	68%	79%	71%	78%	68%	75%
Overall quality of new development in Lone Tree	73%	80%	73%	78%	72%	82%	75%
Variety of housing options	74%	56%	73%	64%	68%	72%	69%
Overall quality of business and service establishments in Lone Tree	85%	83%	83%	85%	85%	82%	84%
Shopping opportunities	91%	83%	90%	87%	90%	85%	89%
Opportunities to attend cultural activities	86%	79%	87%	81%	86%	82%	84%
Employment opportunities	67%	69%	67%	68%	68%	66%	68%
Higher educational opportunities	42%	43%	42%	43%	42%	44%	42%
Opportunities to participate in social events and activities	78%	70%	79%	72%	75%	76%	76%
Opportunities to volunteer	79%	68%	80%	71%	79%	70%	76%
Opportunities to participate in community matters	78%	71%	78%	74%	76%	76%	76%
Ease of car travel in Lone Tree	69%	80%	69%	76%	70%	76%	72%
Availability of paths and walking trails	85%	81%	85%	82%	82%	87%	84%
Traffic flow on major streets	45%	50%	44%	49%	45%	50%	46%

Table 57: 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)	Household has children under age 18		Household has adults ages 55-64		Household has adults ages 65 or older		Overall
	Yes	No	Yes	No	Yes	No	
Sense of community	73%	77%	74%	76%	82%	74%	75%
Overall quality of new development in Lone Tree	73%	77%	72%	77%	75%	75%	75%
Variety of housing options	73%	67%	70%	69%	67%	69%	69%
Overall quality of business and service establishments in Lone Tree	81%	86%	85%	84%	89%	83%	84%
Shopping opportunities	90%	88%	91%	88%	93%	88%	89%
Opportunities to attend cultural activities	87%	83%	89%	83%	92%	83%	84%
Employment opportunities	69%	67%	66%	68%	70%	67%	68%
Higher educational opportunities	41%	43%	44%	42%	57%	39%	42%
Opportunities to participate in social events and activities	77%	75%	75%	76%	79%	75%	76%
Opportunities to volunteer	76%	76%	78%	76%	82%	75%	76%
Opportunities to participate in community matters	74%	78%	74%	77%	81%	75%	76%
Ease of car travel in Lone Tree	72%	72%	68%	74%	67%	73%	72%
Availability of paths and walking trails	83%	84%	88%	82%	87%	83%	84%
Traffic flow on major streets	43%	48%	41%	48%	45%	47%	46%

Table 58: Question 8 by Length of Residency, Age and Gender

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

Table 59: Question 8 by Tenure, Housing Unit Type and Location of Residence

Please rate the quality of each of the following services provided in the City of Lone Tree. (Percent excellent or good)	Rent or own		Housing unit type		Area of residence		Overall
	Own	Rent	Detached	Attached	City excluding RidgeGate	RidgeGate only	
Garbage collection	99%	85%	99%	90%	98%	89%	95%
Recycling	92%	70%	90%	80%	89%	78%	86%
Street cleaning	89%	91%	89%	90%	90%	88%	90%
Street lighting	77%	74%	77%	75%	79%	69%	76%
Snow removal	73%	60%	73%	66%	72%	65%	70%
Sidewalk maintenance	81%	81%	80%	82%	81%	80%	81%
Storm drainage	88%	88%	87%	89%	88%	88%	88%
Building permits and inspections	83%	78%	84%	78%	84%	76%	82%
Code enforcement (weeds, signs, etc.)	69%	67%	69%	69%	69%	67%	69%
Public information	81%	73%	81%	77%	80%	78%	79%
Traffic enforcement	79%	78%	81%	76%	81%	73%	79%
Crime prevention	87%	91%	87%	90%	87%	90%	88%
Police services	92%	91%	92%	92%	92%	91%	92%
Fire services	96%	98%	96%	97%	96%	96%	96%
Ambulance/EMS services	97%	97%	97%	97%	97%	96%	97%
Animal control	83%	89%	83%	88%	84%	87%	85%
Municipal court	86%	96%	89%	89%	88%	92%	89%

Table 60: Question 8 by Types of Household Members

Please rate the quality of each of the following services provided in the City of Lone Tree. (Percent excellent or good)	Household has children under age 18		Household has adults ages 55-64		Household has adults ages 65 or older		Overall
	Yes	No	Yes	No	Yes	No	
Garbage collection	98%	94%	96%	95%	99%	94%	95%
Recycling	85%	86%	87%	85%	97%	83%	86%
Street cleaning	91%	89%	88%	90%	88%	90%	90%
Street lighting	77%	76%	76%	76%	80%	75%	76%
Snow removal	70%	71%	71%	70%	74%	69%	70%
Sidewalk maintenance	83%	81%	77%	82%	78%	82%	81%
Storm drainage	88%	88%	83%	90%	84%	89%	88%
Building permits and inspections	85%	81%	81%	83%	79%	83%	82%
Code enforcement (weeds, signs, etc.)	71%	68%	64%	71%	68%	69%	69%
Public information	82%	78%	78%	79%	82%	79%	79%

Please rate the quality of each of the following services provided in the City of Lone Tree. (Percent excellent or good)	Household has children under age 18		Household has adults ages 55-64		Household has adults ages 65 or older		Overall
	Yes	No	Yes	No	Yes	No	
Traffic enforcement	81%	77%	76%	80%	76%	79%	79%
Crime prevention	85%	90%	83%	90%	91%	87%	88%
Police services	93%	91%	88%	93%	92%	92%	92%
Fire services	96%	96%	96%	96%	97%	96%	96%
Ambulance/EMS services	97%	97%	97%	97%	97%	97%	97%
Animal control	86%	84%	78%	87%	78%	87%	85%
Municipal court	89%	88%	86%	90%	85%	89%	89%

Table 61: Question 9 by Length of Residency, Age and Gender

(Percent excellent or good)	Length of residency		Respondent age			Respondent 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.	94%	96%	92%	96%	96%	96%	94%	95%

Table 62: Question 9 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	City excluding RidgeGate	RidgeGate only	
Please rate the overall quality of services provided in the City of Lone Tree.	96%	92%	96%	94%	95%	93%	95%

Table 63: Question 9 by Types of Household Members

(Percent excellent or good)	Household has children under age 18		Household has adults ages 55-64		Household has adults ages 65 or older		Overall
	Yes	No	Yes	No	Yes	No	
Please rate the overall quality of services provided in the City of Lone Tree.	97%	94%	95%	95%	96%	95%	95%

Table 64: Question 13 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		Respondent age			Respondent gender		Overall
	Five years or less	More than five years	18-34	35-54	55+	Female	Male	
Accessibility of parks	95%	95%	92%	95%	96%	94%	95%	95%
Appearance/maintenance of parks	96%	96%	93%	97%	96%	96%	96%	96%
Parks overall	95%	96%	93%	96%	96%	95%	96%	96%
Lone Tree Arts Center	97%	96%	97%	95%	97%	97%	96%	96%
Children's programs at the Lone Tree Arts Center	90%	86%	81%	88%	91%	95%	79%	88%
Senior programs at the Lone Tree Arts Center	97%	82%	62%	88%	89%	92%	78%	86%
Autism-friendly programming at the Lone Tree Arts Center	88%	82%	57%	89%	90%	95%	69%	84%
Lone Tree Art Exhibits	86%	82%	72%	85%	86%	92%	74%	84%
Independence Day Event	91%	87%	88%	89%	89%	90%	87%	89%
Summer Concert Series at Sweetwater Park	90%	87%	83%	89%	90%	91%	85%	88%
Arbor Day	88%	81%	70%	86%	83%	88%	78%	83%
Wag-n-Romp	94%	87%	83%	92%	87%	93%	85%	89%
Schweiger Ranch Fall Festival	84%	78%	85%	77%	84%	86%	75%	81%
Police Department Open House	95%	89%	100%	92%	85%	93%	90%	91%
Teen activities in the community	69%	46%	68%	46%	59%	63%	42%	52%
Senior activities in the community	75%	79%	100%	79%	74%	76%	78%	77%

Table 65: Question 13 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	City excluding RidgeGate	RidgeGate only	
Accessibility of parks	96%	92%	94%	95%	94%	97%	95%
Appearance/maintenance of parks	97%	94%	97%	95%	96%	96%	96%
Parks overall	97%	93%	96%	95%	95%	96%	96%
Lone Tree Arts Center	96%	96%	96%	97%	96%	97%	96%
Children's programs at the Lone Tree Arts Center	85%	100%	88%	87%	87%	89%	88%
Senior programs at the Lone Tree Arts Center	84%	100%	87%	86%	83%	94%	86%
Autism-friendly programming at the Lone Tree Arts Center	80%	100%	93%	75%	84%	82%	84%
Lone Tree Art Exhibits	83%	86%	84%	84%	81%	91%	84%
Independence Day Event	89%	88%	90%	87%	91%	82%	89%
Summer Concert Series at Sweetwater Park	89%	81%	89%	86%	89%	85%	88%
Arbor Day	83%	86%	86%	77%	84%	79%	83%
Wag-n-Romp	89%	88%	93%	80%	89%	91%	89%
Schweiger Ranch Fall Festival	82%	73%	84%	75%	78%	86%	81%
Police Department Open House	91%	91%	91%	91%	89%	96%	91%
Teen activities in the community	46%	93%	48%	64%	48%	67%	52%
Senior activities in the community	76%	83%	79%	75%	81%	63%	77%

Table 66: Question 13 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)	Household has children under age 18		Household has adults ages 55-64		Household has adults ages 65 or older		Overall
	Yes	No	Yes	No	Yes	No	
Accessibility of parks	95%	94%	94%	95%	97%	94%	95%
Appearance/maintenance of parks	97%	95%	96%	96%	98%	96%	96%
Parks overall	96%	95%	95%	96%	98%	95%	96%
Lone Tree Arts Center	96%	96%	95%	97%	98%	96%	96%
Children's programs at the Lone Tree Arts Center	87%	88%	90%	87%	90%	87%	88%
Senior programs at the Lone Tree Arts Center	80%	88%	86%	86%	88%	84%	86%
Autism-friendly programming at the Lone Tree Arts Center	94%	80%	97%	79%	84%	83%	84%
Lone Tree Art Exhibits	86%	83%	84%	84%	87%	82%	84%
Independence Day Event	89%	89%	88%	90%	92%	88%	89%
Summer Concert Series at Sweetwater Park	91%	86%	88%	88%	89%	88%	88%
Arbor Day	90%	80%	89%	81%	80%	84%	83%
Wag-n-Romp	93%	87%	91%	89%	86%	90%	89%
Schweiger Ranch Fall Festival	79%	82%	80%	81%	83%	80%	81%
Police Department Open House	92%	91%	92%	91%	84%	94%	91%
Teen activities in the community	42%	64%	52%	52%	60%	51%	52%
Senior activities in the community	81%	76%	67%	80%	76%	80%	77%

Table 67: Question 14 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		Respondent age			Respondent 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	72%	84%	67%	79%	85%	80%	76%	78%
I am pleased with the overall direction of the City	81%	75%	82%	78%	75%	79%	77%	78%
The City government welcomes citizen involvement	67%	78%	63%	74%	78%	79%	68%	73%
The City government listens to citizens	56%	68%	53%	62%	71%	66%	61%	63%

Table 68: Question 14 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	City excluding RidgeGate	RidgeGate only	
The City keeps me informed of community issues	83%	66%	83%	72%	80%	73%	78%
I am pleased with the overall direction of the City	79%	75%	78%	78%	75%	85%	78%
The City government welcomes citizen involvement	78%	57%	76%	68%	72%	75%	73%
The City government listens to citizens	68%	45%	67%	56%	64%	59%	63%

Table 69: Question 14 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)	Household has children under age 18		Household has adults ages 55-64		Household has adults ages 65 or older		Overall
	Yes	No	Yes	No	Yes	No	
The City keeps me informed of community issues	79%	77%	82%	77%	84%	76%	78%
I am pleased with the overall direction of the City	80%	77%	72%	80%	75%	79%	78%
The City government welcomes citizen involvement	73%	73%	73%	73%	79%	72%	73%
The City government listens to citizens	61%	64%	61%	63%	70%	61%	63%

## Appendix E: Benchmark Comparisons

### Understanding the Benchmark Comparisons

Communities use the comparative information provided by benchmarks to help interpret their own resident survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government or organizational 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” resident 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 community 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 community 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 department – to understand how well citizens think it is doing.

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

### Comparison Data

NRC has designed 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.<sup>1,2</sup> The method described in those publications is refined regularly and statistically tested on a growing number of resident surveys in NRC’s proprietary databases.

Communities 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 communities in the database or to a subset. Despite the differences in characteristics across communities, all are in the business of providing services to residents. Though individual community 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 community, like SAT scores in any teen household, bring pride and a sense of accomplishment.

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from over 600 communities whose residents evaluated local government services and gave their

---

<sup>1</sup> 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.

<sup>2</sup> 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.

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 chose to have comparisons made to the entire database as well as to communities in the Front Range.

## 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 for quality ratings were available, the City of Lone Tree's results were noted as being "higher" than the benchmark, "lower" than 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 higher" or "much lower"). 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; "higher" or "lower" if the difference between Lone Tree's rating and the benchmark is greater the margin of error; and "much higher" or "much lower" if the difference between Lone Tree's rating and the benchmark is more than twice the margin of error.

Comparisons are provided at the national level and to other communities in Colorado's Front Range.

## National Benchmarks

Table 70: Quality of Life

Please rate each of the following aspects of quality of life in Lone Tree.	Percent positive	Rank	Number of communities in national comparison	Comparison to benchmark
Lone Tree as a place to live	99%	12	368	Much higher
Your neighborhood as a place to live	95%	8	288	Much higher
Lone Tree as a place to raise children	92%	47	355	Much higher
Lone Tree as a place to retire	80%	28	330	Much higher
Lone Tree as a place to work	85%	3	330	Much higher
Overall quality of life in Lone Tree	97%	11	432	Much higher

Table 71: Community Characteristics

For each characteristic, please rate the quality of each characteristic as they relate to Lone Tree as a whole.	Percent positive	Rank	Number of communities in national comparison	Comparison to benchmark
Sense of community	75%	52	286	Much higher
Preservation of community history	70%	5	7	Lower
Overall appearance of Lone Tree	94%	12	331	Much higher
Cleanliness of Lone Tree	95%	9	255	Much higher
Overall quality of new development in Lone Tree	75%	15	260	Much higher
Variety of housing options	69%	53	254	Much higher
Overall quality of business and service establishments in Lone Tree	84%	8	250	Much higher
Shopping opportunities	89%	8	270	Much higher
Opportunities to attend cultural activities	84%	19	269	Much higher
Recreational opportunities	85%	25	282	Much higher

For each characteristic, please rate the quality of each characteristic as they relate to Lone Tree as a whole.	Percent positive	Rank	Number of communities in national comparison	Comparison to benchmark
Employment opportunities	68%	9	289	Much higher
Higher educational opportunities	42%	72	76	Much lower
Opportunities to participate in social events and activities	76%	36	237	Much higher
Opportunities to volunteer	76%	66	242	Much higher
Opportunities to participate in community matters	76%	19	251	Much higher
Ease of car travel in Lone Tree	72%	64	278	Much higher
Ease of bus travel in Lone Tree	58%	8	64	Much higher
Ease of light rail travel in Lone Tree	87%	2	165	Much higher
Ease of bicycle travel in Lone Tree	69%	46	273	Much higher
Ease of walking in Lone Tree	82%	28	268	Much higher
Availability of paths and walking trails	84%	26	287	Much higher
Traffic flow on major streets	46%	158	327	Similar
Quality of overall natural environment in Lone Tree	85%	84	253	Much higher
Overall image/reputation of Lone Tree	94%	14	321	Much higher

Table 72: Recommend and Remain in Lone Tree

Please indicate how likely or unlikely you are to do each of the following:	Percent positive	Rank	Number of communities in national comparison	Comparison to benchmark
Recommend living in Lone Tree to someone who asks	96%	39	260	Much higher
Remain in Lone Tree for the next five years	86%	99	253	Higher

Table 73: Community Participation

In the past 12 months, about how often, if ever, have you or other household members done each of the following in Lone Tree?	Percent positive	Rank	Number of communities in national comparison	Comparison to benchmark
Attended a public meeting about City matters	24%	75	242	Similar
Volunteered your time to some group/activity in Lone Tree	27%	206	240	Much lower
Participated in a recreation program	47%	36	74	Similar

Table 74: Safety in Lone Tree

Please rate how safe or unsafe you feel:	Percent positive	Rank	Number of communities in national comparison	Comparison to benchmark
From violent crime (rape, assault, robbery)	95%	4	84	Much higher
From property crimes (burglary, theft)	85%	4	84	Much higher
From environmental hazards, including wildfires or floods	95%	1	66	Much higher
In your neighborhood during the day	99%	31	331	Much higher
In your neighborhood after dark	94%	13	121	Much higher
In Lone Tree's commercial areas during the day	98%	56	283	Much higher
In Lone Tree's commercial areas after dark	88%	11	97	Much higher

Table 75: Services Provided in Lone Tree

Please rate the quality of each of the following services provided by the City of Lone Tree.	Percent positive	Rank	Number of communities in national comparison	Comparison to benchmark
Garbage collection	95%	1	335	Much higher
Recycling	86%	15	339	Much higher
Street cleaning	90%	1	298	Much higher
Street lighting	76%	11	295	Much higher
Snow removal	70%	75	280	Much higher
Sidewalk maintenance	81%	3	304	Much higher
Storm drainage	88%	2	335	Much higher
Code enforcement (weeds, signs, etc.)	69%	31	351	Much higher
Public information	79%	34	266	Much higher
Traffic enforcement	79%	35	344	Much higher
Crime prevention	88%	26	330	Much higher
Police services	92%	31	428	Much higher
Fire services	96%	49	354	Much higher
Ambulance/EMS services	97%	34	327	Much higher
Animal control	85%	2	318	Much higher
Municipal court	89%	1	69	Much higher

Table 76: Overall Quality of Services

	Percent positive	Rank	Number of communities in national comparison	Comparison to benchmark
Please rate the overall quality of services provided in the City of Lone Tree.	95%	3	411	Much higher

Table 77: Contact with City Employee

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 positive	Rank	Number of communities in national comparison	Comparison to benchmark
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)?	51%	88	288	Much higher

Table 78: Perceptions of City Employees

What was your impression of the employee(s) of the City of Lone Tree in your most recent contact? (Rate each characteristic below.)	Percent positive	Rank	Number of communities in national comparison	Comparison to benchmark
Knowledge	95%	1	101	Much higher
Responsiveness	92%	3	100	Much higher
Courtesy	95%	1	24	Much higher
Overall impression	94%	3	345	Much higher

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

Table 79: Parks and Recreation Services

Please rate the quality of the following recreation facilities and/or community programs in Lone Tree.	Percent positive	Rank	Number of communities in national comparison	Comparison to benchmark
Accessibility of parks	95%	1	36	Much higher
Appearance/maintenance of parks	96%	1	69	Much higher
Parks overall	96%	19	312	Much higher

Table 80: Government Performance

Please rate the following statements by circling the number that most clearly represents your opinion about the City of Lone Tree:	Percent positive	Rank	Number of communities in national comparison	Comparison to benchmark
The City keeps me informed of community issues	78%	1	14	Much higher
I am pleased with the overall direction of the City	78%	20	293	Much higher
The City government welcomes citizen involvement	73%	30	292	Much higher
The City government listens to citizens	63%	4	18	Much higher

**Jurisdictions Included in National 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.

- Airway Heights city, WA..... 6,114
- Albany city, OR.....50,158
- Albemarle County, VA.....98,970
- Albert Lea city, MN.....18,016
- Alexandria city, VA..... 139,966
- Algonquin village, IL.....30,046
- Aliso Viejo city, CA.....47,823
- Altoona city, IA.....14,541
- American Canyon city, CA.....19,454
- Ames city, IA.....58,965
- Andover CDP, MA..... 8,762
- Ankeny city, IA.....45,582
- Ann Arbor city, MI..... 113,934
- Annapolis city, MD.....38,394
- Apache Junction city, AZ.....35,840
- Apple Valley town, CA.....69,135
- Arapahoe County, CO..... 572,003
- Arkansas City city, AR..... 366
- Arlington County, VA..... 207,627
- Arvada city, CO..... 106,433
- Asheville city, NC.....83,393
- Ashland city, OR.....20,078
- Ashland town, MA.....16,593
- Ashland town, VA..... 7,225
- Aspen city, CO..... 6,658
- Athens-Clarke County unified government (balance),..... 115,452
- Auburn city, AL.....53,380
- Auburn city, WA.....70,180
- Augusta CCD, GA..... 134,777
- Aurora city, CO..... 325,078
- Austin city, TX..... 790,390
- Avon town, CO..... 6,447
- Avondale city, AZ.....76,238
- Azusa city, CA.....46,361
- Bainbridge Island city, WA..... 23,025
- Baltimore city, MD.....620,961
- Bartonville town, TX..... 1,469
- Battle Creek city, MI..... 52,347
- Bay City city, MI.....34,932
- Baytown city, TX..... 71,802
- Bedford city, TX.....46,979
- Bedford town, MA..... 13,320
- Bellevue city, WA.....122,363
- Bellingham city, WA..... 80,885
- Beltrami County, MN..... 44,442
- Benbrook city, TX..... 21,234
- Bend city, OR..... 76,639
- Bettendorf city, IA..... 33,217
- Billings city, MT.....104,170
- Blaine city, MN..... 57,186
- Bloomfield Hills city, MI..... 3,869
- Bloomington city, MN..... 82,893
- Blue Springs city, MO..... 52,575
- Boise City city, ID.....205,671
- Boone County, KY.....118,811
- Boulder city, CO..... 97,385
- Bowling Green city, KY..... 58,067
- Bozeman city, MT..... 37,280
- Brentwood city, MO..... 8,055
- Brentwood city, TN.....37,060
- Brighton city, CO..... 33,352
- Brighton city, MI..... 7,444
- Bristol city, TN..... 26,702
- Broken Arrow city, OK.....98,850
- Brookfield city, WI.....37,920
- Brookline CDP, MA.....58,732
- Broomfield city, CO..... 55,889

• Brownsburg town, IN.....	21,285	• Dacono city, CO.....	4,152
• Burien city, WA.....	33,313	• Dade City city, FL.....	6,437
• Burlison city, TX.....	36,690	• Dakota County, MN.....	398,552
• Cabarrus County, NC.....	178,011	• Dallas city, OR.....	14,583
• Cambridge city, MA.....	105,162	• Dallas city, TX.....	1,197,816
• Cannon Beach city, OR.....	1,690	• Danville city, KY.....	16,218
• Cañon City city, CO.....	16,400	• Dardenne Prairie city, MO.....	11,494
• Canton city, SD.....	3,057	• Davenport city, IA.....	99,685
• Cape Coral city, FL.....	154,305	• Davidson town, NC.....	10,944
• Cape Girardeau city, MO.....	37,941	• Dayton city, OH.....	141,527
• Carlisle borough, PA.....	18,682	• Decatur city, GA.....	19,335
• Carlsbad city, CA.....	105,328	• Del Mar city, CA.....	4,161
• Carroll city, IA.....	10,103	• Delaware city, OH.....	34,753
• Cartersville city, GA.....	19,731	• Delray Beach city, FL.....	60,522
• Cary town, NC.....	135,234	• Denison city, TX.....	22,682
• Casper city, WY.....	55,316	• Denton city, TX.....	113,383
• Castine town, ME.....	1,366	• Denver city, CO.....	600,158
• Castle Pines North city, CO.....	10,360	• Derby city, KS.....	22,158
• Castle Rock town, CO.....	48,231	• Des Moines city, IA.....	203,433
• Cedar Hill city, TX.....	45,028	• Des Peres city, MO.....	8,373
• Cedar Rapids city, IA.....	126,326	• Destin city, FL.....	12,305
• Celina city, TX.....	6,028	• Dothan city, AL.....	65,496
• Centennial city, CO.....	100,377	• Douglas County, CO.....	285,465
• Chambersburg borough, PA.....	20,268	• Dover city, NH.....	29,987
• Chandler city, AZ.....	236,123	• Dublin city, CA.....	46,036
• Chandler city, TX.....	2,734	• Dublin city, OH.....	41,751
• Chanhassen city, MN.....	22,952	• Duluth city, MN.....	86,265
• Chapel Hill town, NC.....	57,233	• Duncanville city, TX.....	38,524
• Charles County, MD.....	146,551	• Durham city, NC.....	228,330
• Charlotte city, NC.....	731,424	• Durham County, NC.....	267,587
• Charlotte County, FL.....	159,978	• Eagan city, MN.....	64,206
• Charlottesville city, VA.....	43,475	• Eagle Mountain city, UT.....	21,415
• Chattanooga city, TN.....	167,674	• Eagle town, CO.....	6,508
• Chesterfield County, VA.....	316,236	• East Baton Rouge Parish, LA.....	440,171
• Chippewa Falls city, WI.....	13,661	• East Grand Forks city, MN.....	8,601
• Citrus Heights city, CA.....	83,301	• East Lansing city, MI.....	48,579
• Clackamas County, OR.....	375,992	• Eau Claire city, WI.....	65,883
• Clarendon Hills village, IL.....	8,427	• Eden Prairie city, MN.....	60,797
• Clayton city, MO.....	15,939	• Edgerton city, KS.....	1,671
• Clearwater city, FL.....	107,685	• Edgewater city, CO.....	5,170
• Cleveland Heights city, OH.....	46,121	• Edina city, MN.....	47,941
• Clinton city, SC.....	8,490	• Edmond city, OK.....	81,405
• Clive city, IA.....	15,447	• Edmonds city, WA.....	39,709
• Clovis city, CA.....	95,631	• El Cerrito city, CA.....	23,549
• College Park city, MD.....	30,413	• El Dorado County, CA.....	181,058
• College Station city, TX.....	93,857	• El Paso city, TX.....	649,121
• Colleyville city, TX.....	22,807	• Elk Grove city, CA.....	153,015
• Collinsville city, IL.....	25,579	• Elk River city, MN.....	22,974
• Columbia city, SC.....	129,272	• Elko New Market city, MN.....	4,110
• Columbia Falls city, MT.....	4,688	• Elmhurst city, IL.....	44,121
• Columbus city, WI.....	4,991	• Encinitas city, CA.....	59,518
• Commerce City city, CO.....	45,913	• Englewood city, CO.....	30,255
• Concord city, CA.....	122,067	• Erie town, CO.....	18,135
• Concord town, MA.....	17,668	• Escambia County, FL.....	297,619
• Coon Rapids city, MN.....	61,476	• Estes Park town, CO.....	5,858
• Copperas Cove city, TX.....	32,032	• Fairview town, TX.....	7,248
• Coronado city, CA.....	18,912	• Farmersville city, TX.....	3,301
• Corvallis city, OR.....	54,462	• Farmington Hills city, MI.....	79,740
• Cottonwood Heights city, UT.....	33,433	• Fayetteville city, NC.....	200,564
• Creve Coeur city, MO.....	17,833	• Fishers town, IN.....	76,794
• Cross Roads town, TX.....	1,563	• Flower Mound town, TX.....	64,669

• Forest Grove city, OR .....	21,083	• Hudsonville city, MI.....	7,116
• Fort Collins city, CO .....	143,986	• Huntersville town, NC.....	46,773
• Fort Lauderdale city, FL.....	165,521	• Huntley village, IL.....	24,291
• Fort Smith city, AR.....	86,209	• Hurst city, TX .....	37,337
• Fort Worth city, TX.....	741,206	• Hutchinson city, MN .....	14,178
• Fountain Hills town, AZ.....	22,489	• Hutto city, TX.....	14,698
• Franklin city, TN.....	62,487	• Hyattsville city, MD .....	17,557
• Fredericksburg city, VA .....	24,286	• Independence city, MO.....	116,830
• Fremont city, CA .....	214,089	• Indian Trail town, NC .....	33,518
• Friendswood city, TX .....	35,805	• Indianola city, IA.....	14,782
• Fruita city, CO .....	12,646	• Iowa City city, IA .....	67,862
• Gahanna city, OH .....	33,248	• Irving city, TX.....	216,290
• Gaithersburg city, MD .....	59,933	• Issaquah city, WA.....	30,434
• Galveston city, TX.....	47,743	• Jackson County, MI.....	160,248
• Gardner city, KS .....	19,123	• James City County, VA .....	67,009
• Geneva city, NY .....	13,261	• Jefferson County, NY .....	116,229
• Georgetown city, TX.....	47,400	• Jefferson Parish, LA.....	432,552
• Germantown city, TN.....	38,844	• Johnson City city, TN.....	63,152
• Gilbert town, AZ .....	208,453	• Johnston city, IA.....	17,278
• Gillette city, WY .....	29,087	• Jupiter town, FL.....	55,156
• Glendora city, CA.....	50,073	• Kansas City city, KS.....	145,786
• Glenview village, IL.....	44,692	• Kansas City city, MO.....	459,787
• Globe city, AZ.....	7,532	• Keizer city, OR.....	36,478
• Golden city, CO.....	18,867	• Kenmore city, WA .....	20,460
• Golden Valley city, MN .....	20,371	• Kennedale city, TX.....	6,763
• Goodyear city, AZ .....	65,275	• Kennett Square borough, PA .....	6,072
• Grafton village, WI.....	11,459	• Kent city, WA .....	92,411
• Grand Blanc city, MI.....	8,276	• Kettering city, OH.....	56,163
• Grand Island city, NE .....	48,520	• Key West city, FL.....	24,649
• Grants Pass city, OR.....	34,533	• King City city, CA .....	12,874
• Grass Valley city, CA.....	12,860	• King County, WA .....	1,931,249
• Greenville city, NC.....	84,554	• Kirkland city, WA.....	48,787
• Greenwich town, CT.....	61,171	• Kirkwood city, MO.....	27,540
• Greenwood Village city, CO.....	13,925	• Knoxville city, IA .....	7,313
• Greer city, SC.....	25,515	• La Mesa city, CA .....	57,065
• Guilford County, NC.....	488,406	• La Plata town, MD .....	8,753
• Gunnison County, CO .....	15,324	• La Porte city, TX .....	33,800
• Hailey city, ID.....	7,960	• La Vista city, NE .....	15,758
• Haines Borough, AK.....	2,508	• Lafayette city, CO.....	24,453
• Hallandale Beach city, FL.....	37,113	• Laguna Beach city, CA.....	22,723
• Hamilton city, OH .....	62,477	• Laguna Hills city, CA .....	30,344
• Hanover County, VA .....	99,863	• Laguna Niguel city, CA.....	62,979
• Harrisburg city, SD.....	4,089	• Lake Forest city, IL.....	19,375
• Harrisonburg city, VA.....	48,914	• Lake Oswego city, OR .....	36,619
• Harrisonville city, MO .....	10,019	• Lake Stevens city, WA .....	28,069
• Hayward city, CA.....	144,186	• Lake Worth city, FL.....	34,910
• Henderson city, NV.....	257,729	• Lake Zurich village, IL.....	19,631
• Herndon town, VA .....	23,292	• Lakeville city, MN.....	55,954
• High Point city, NC.....	104,371	• Lakewood city, CO .....	142,980
• Highland Park city, IL .....	29,763	• Lakewood city, WA.....	58,163
• Highlands Ranch CDP, CO .....	96,713	• Lane County, OR .....	351,715
• Holland city, MI.....	33,051	• Lansing city, MI.....	114,297
• Honolulu County, HI .....	953,207	• Laramie city, WY .....	30,816
• Hooksett town, NH.....	13,451	• Larimer County, CO.....	299,630
• Hopkins city, MN .....	17,591	• Las Vegas city, NV .....	583,756
• Hopkinton town, MA.....	14,925	• Lawrence city, KS .....	87,643
• Hoquiam city, WA .....	8,726	• Lee's Summit city, MO.....	91,364
• Horry County, SC .....	269,291	• Lehi city, UT.....	47,407
• Howard village, WI.....	17,399	• Lenexa city, KS .....	48,190
• Hudson city, OH.....	22,262	• Lewis County, NY .....	27,087
• Hudson town, CO .....	2,356	• Lewiston city, ID.....	31,894

• Lewisville city, TX.....	95,290	• Needham CDP, MA.....	28,886
• Libertyville village, IL.....	20,315	• New Braunfels city, TX.....	57,740
• Lincoln city, NE.....	258,379	• New Brighton city, MN.....	21,456
• Lindsborg city, KS.....	3,458	• New Hanover County, NC.....	202,667
• Little Chute village, WI.....	10,449	• New Orleans city, LA.....	343,829
• Littleton city, CO.....	41,737	• New Smyrna Beach city, FL.....	22,464
• Livermore city, CA.....	80,968	• New Ulm city, MN.....	13,522
• Lombard village, IL.....	43,165	• Newberg city, OR.....	22,068
• Lone Tree city, CO.....	10,218	• Newport city, RI.....	24,672
• Long Grove village, IL.....	8,043	• Newport News city, VA.....	180,719
• Longmont city, CO.....	86,270	• Newton city, IA.....	15,254
• Longview city, TX.....	80,455	• Noblesville city, IN.....	51,969
• Lonsdale city, MN.....	3,674	• Nogales city, AZ.....	20,837
• Los Alamos County, NM.....	17,950	• Norcross city, GA.....	9,116
• Los Altos Hills town, CA.....	7,922	• Norfolk city, VA.....	242,803
• Louisville city, CO.....	18,376	• North Port city, FL.....	57,357
• Lynchburg city, VA.....	75,568	• North Richland Hills city, TX.....	63,343
• Lynnwood city, WA.....	35,836	• Northglenn city, CO.....	35,789
• Macomb County, MI.....	840,978	• Novato city, CA.....	51,904
• Manhattan Beach city, CA.....	35,135	• Novi city, MI.....	55,224
• Manhattan city, KS.....	52,281	• O'Fallon city, IL.....	28,281
• Mankato city, MN.....	39,309	• O'Fallon city, MO.....	79,329
• Maple Grove city, MN.....	61,567	• Oak Park village, IL.....	51,878
• Maricopa County, AZ.....	3,817,117	• Oakland city, CA.....	390,724
• Marshfield city, WI.....	19,118	• Oakley city, CA.....	35,432
• Martinez city, CA.....	35,824	• Ogdensburg city, NY.....	11,128
• Marysville city, WA.....	60,020	• Oklahoma City city, OK.....	579,999
• Matthews town, NC.....	27,198	• Olathe city, KS.....	125,872
• McAllen city, TX.....	129,877	• Old Town city, ME.....	7,840
• McDonough city, GA.....	22,084	• Olmsted County, MN.....	144,248
• McKinney city, TX.....	131,117	• Olympia city, WA.....	46,478
• McMinnville city, OR.....	32,187	• Orland Park village, IL.....	56,767
• Menlo Park city, CA.....	32,026	• Oshkosh city, WI.....	66,083
• Mercer Island city, WA.....	22,699	• Oshtemo charter township, MI.....	21,705
• Meridian charter township, MI.....	39,688	• Otsego County, MI.....	24,164
• Meridian city, ID.....	75,092	• Oviedo city, FL.....	33,342
• Merriam city, KS.....	11,003	• Paducah city, KY.....	25,024
• Mesa County, CO.....	146,723	• Palm Beach Gardens city, FL.....	48,452
• Miami Beach city, FL.....	87,779	• Palm Coast city, FL.....	75,180
• Miami city, FL.....	399,457	• Palo Alto city, CA.....	64,403
• Middleton city, WI.....	17,442	• Papillion city, NE.....	18,894
• Midland city, MI.....	41,863	• Paradise Valley town, AZ.....	12,820
• Milford city, DE.....	9,559	• Park City city, UT.....	7,558
• Milton city, GA.....	32,661	• Parker town, CO.....	45,297
• Minneapolis city, MN.....	382,578	• Parkland city, FL.....	23,962
• Mission Viejo city, CA.....	93,305	• Pasadena city, CA.....	137,122
• Modesto city, CA.....	201,165	• Pasco city, WA.....	59,781
• Monterey city, CA.....	27,810	• Pasco County, FL.....	464,697
• Montgomery County, VA.....	94,392	• Payette city, ID.....	7,433
• Monticello city, UT.....	1,972	• Pearland city, TX.....	91,252
• Monument town, CO.....	5,530	• Peoria city, AZ.....	154,065
• Mooresville town, NC.....	32,711	• Peoria city, IL.....	115,007
• Moraga town, CA.....	16,016	• Peoria County, IL.....	186,494
• Morristown city, TN.....	29,137	• Pflugerville city, TX.....	46,936
• Morrisville town, NC.....	18,576	• Phoenix city, AZ.....	1,445,632
• Morro Bay city, CA.....	10,234	• Pinehurst village, NC.....	13,124
• Mountain Village town, CO.....	1,320	• Piqua city, OH.....	20,522
• Mountlake Terrace city, WA.....	19,909	• Pitkin County, CO.....	17,148
• Murphy city, TX.....	17,708	• Plano city, TX.....	259,841
• Naperville city, IL.....	141,853	• Platte City city, MO.....	4,691
• Napoleon city, OH.....	8,749	• Plymouth city, MN.....	70,576

• Pocatello city, ID.....	54,255	• Sarasota County, FL .....	379,448
• Polk County, IA .....	430,640	• Savage city, MN .....	26,911
• Pompano Beach city, FL .....	99,845	• Schaumburg village, IL .....	74,227
• Port Orange city, FL.....	56,048	• Scott County, MN.....	129,928
• Portland city, OR.....	583,776	• Scottsdale city, AZ .....	217,385
• Post Falls city, ID.....	27,574	• Seaside city, CA .....	33,025
• Powell city, OH.....	11,500	• Sevierville city, TN.....	14,807
• Prince William County, VA.....	402,002	• Shawnee city, KS.....	62,209
• Prior Lake city, MN.....	22,796	• Sheboygan city, WI .....	49,288
• Pueblo city, CO .....	106,595	• Sherborn town, MA.....	4,119
• Purcellville town, VA.....	7,727	• Shoreview city, MN .....	25,043
• Queen Creek town, AZ .....	26,361	• Shorewood city, MN.....	7,307
• Radnor township, PA.....	31,531	• Shorewood village, IL.....	15,615
• Ramsey city, MN .....	23,668	• Shorewood village, WI .....	13,162
• Raymond town, ME .....	4,436	• Sierra Vista city, AZ.....	43,888
• Raymore city, MO .....	19,206	• Sioux Center city, IA.....	7,048
• Redmond city, OR .....	26,215	• Sioux Falls city, SD.....	153,888
• Redmond city, WA.....	54,144	• Skokie village, IL.....	64,784
• Rehoboth Beach city, DE.....	1,327	• Snellville city, GA.....	18,242
• Reno city, NV .....	225,221	• South Lake Tahoe city, CA.....	21,403
• Reston CDP, VA .....	58,404	• Southborough town, MA.....	9,767
• Richmond city, CA .....	103,701	• Southlake city, TX .....	26,575
• Richmond Heights city, MO .....	8,603	• Spokane Valley city, WA .....	89,755
• Rifle city, CO .....	9,172	• Spring Hill city, KS .....	5,437
• Rio Rancho city, NM.....	87,521	• Springboro city, OH.....	17,409
• River Falls city, WI .....	15,000	• Springfield city, MO.....	159,498
• Riverside city, CA.....	303,871	• Springville city, UT.....	29,466
• Riverside city, MO .....	2,937	• St. Augustine city, FL .....	12,975
• Roanoke County, VA.....	92,376	• St. Charles city, IL .....	32,974
• Rochester Hills city, MI .....	70,995	• St. Cloud city, FL .....	35,183
• Rock Hill city, SC .....	66,154	• St. Cloud city, MN .....	65,842
• Rockville city, MD.....	61,209	• St. Joseph city, MO .....	76,780
• Roeland Park city, KS .....	6,731	• St. Louis County, MN .....	200,226
• Rogers city, MN .....	8,597	• St. Louis Park city, MN .....	45,250
• Rohnert Park city, CA .....	40,971	• Stallings town, NC.....	13,831
• Rolla city, MO .....	19,559	• State College borough, PA.....	42,034
• Roselle village, IL .....	22,763	• Steamboat Springs city, CO.....	12,088
• Rosemount city, MN.....	21,874	• Sterling Heights city, MI.....	129,699
• Rosenberg city, TX.....	30,618	• Sugar Grove village, IL.....	8,997
• Roseville city, MN.....	33,660	• Sugar Land city, TX .....	78,817
• Round Rock city, TX .....	99,887	• Suisun City city, CA .....	28,111
• Royal Oak city, MI.....	57,236	• Summit city, NJ .....	21,457
• Saco city, ME.....	18,482	• Summit County, UT.....	36,324
• Sahuarita town, AZ.....	25,259	• Summit village, IL .....	11,054
• Salida city, CO .....	5,236	• Sunnysvale city, CA.....	140,081
• Sammamish city, WA .....	45,780	• Surprise city, AZ .....	117,517
• San Anselmo town, CA.....	12,336	• Suwanee city, GA .....	15,355
• San Antonio city, TX .....	1,327,407	• Tacoma city, WA.....	198,397
• San Carlos city, CA .....	28,406	• Takoma Park city, MD .....	16,715
• San Diego city, CA.....	1,307,402	• Tamarac city, FL.....	60,427
• San Francisco city, CA.....	805,235	• Temecula city, CA .....	100,097
• San Jose city, CA .....	945,942	• Tempe city, AZ.....	161,719
• San Juan County, NM.....	130,044	• Texarkana city, TX.....	36,411
• San Marcos city, CA .....	83,781	• The Woodlands CDP, TX.....	93,847
• San Marcos city, TX.....	44,894	• Thornton city, CO .....	118,772
• San Rafael city, CA.....	57,713	• Thousand Oaks city, CA.....	126,683
• Sanford city, FL .....	53,570	• Tigard city, OR.....	48,035
• Sangamon County, IL.....	197,465	• Tracy city, CA.....	82,922
• Santa Clarita city, CA.....	176,320	• Trinidad CCD, CO .....	12,017
• Santa Fe County, NM.....	144,170	• Tualatin city, OR.....	26,054
• Santa Monica city, CA.....	89,736	• Tulsa city, OK .....	391,906

• Twin Falls city, ID.....	44,125	• West Des Moines city, IA.....	56,609
• Tyler city, TX.....	96,900	• Western Springs village, IL.....	12,975
• Umatilla city, OR.....	6,906	• Westerville city, OH.....	36,120
• University Park city, TX.....	23,068	• Westlake town, TX.....	992
• Upper Arlington city, OH.....	33,771	• Westminster city, CO.....	106,114
• Urbandale city, IA.....	39,463	• Weston town, MA.....	11,261
• Vail town, CO.....	5,305	• White House city, TN.....	10,255
• Vancouver city, WA.....	161,791	• Wichita city, KS.....	382,368
• Ventura CCD, CA.....	111,889	• Williamsburg city, VA.....	14,068
• Vernon Hills village, IL.....	25,113	• Willowbrook village, IL.....	8,540
• Vestavia Hills city, AL.....	34,033	• Wilmington city, NC.....	106,476
• Victoria city, MN.....	7,345	• Wilsonville city, OR.....	19,509
• Vienna town, VA.....	15,687	• Winchester city, VA.....	26,203
• Virginia Beach city, VA.....	437,994	• Windsor town, CO.....	18,644
• Wake Forest town, NC.....	30,117	• Windsor town, CT.....	29,044
• Walnut Creek city, CA.....	64,173	• Winnetka village, IL.....	12,187
• Washington County, MN.....	238,136	• Winston-Salem city, NC.....	229,617
• Washington town, NH.....	1,123	• Winter Garden city, FL.....	34,568
• Washougal city, WA.....	14,095	• Woodbury city, MN.....	61,961
• Watauga city, TX.....	23,497	• Woodland city, CA.....	55,468
• Wauwatosa city, WI.....	46,396	• Wrentham town, MA.....	10,955
• Waverly city, IA.....	9,874	• Wyandotte County, KS.....	157,505
• Weddington town, NC.....	9,459	• Yakima city, WA.....	91,067
• Wentzville city, MO.....	29,070	• York County, VA.....	65,464
• West Carrollton city, OH.....	13,143	• Yorktown town, IN.....	9,405
• West Chester borough, PA.....	18,461	• Yountville city, CA.....	2,933

## Front Range Benchmarks

Table 81: Quality of Life

Please rate each of the following aspects of quality of life in Lone Tree.	Percent positive	Rank	Number of communities in Front Range comparison	Comparison to benchmark
Lone Tree as a place to live	99%	1	26	Much higher
Your neighborhood as a place to live	95%	1	25	Much higher
Lone Tree as a place to raise children	92%	5	27	Much higher
Lone Tree as a place to retire	80%	4	28	Much higher
Lone Tree as a place to work	85%	1	27	Much higher
Overall quality of life in Lone Tree	97%	2	31	Much higher

Table 82: Community Characteristics

For each characteristic, please rate the quality of each characteristic as they relate to Lone Tree as a whole.	Percent positive	Rank	Number of communities in Front Range comparison	Comparison to benchmark
Sense of community	75%	5	23	Much higher
Preservation of community history	70%	NA	NA	NA
Overall appearance of Lone Tree	94%	1	22	Much higher
Cleanliness of Lone Tree	95%	1	15	Much higher
Overall quality of new development in Lone Tree	75%	1	16	Much higher
Variety of housing options	69%	1	16	Much higher
Overall quality of business and service establishments in Lone Tree	84%	1	17	Much higher
Shopping opportunities	89%	1	22	Much higher
Opportunities to attend cultural activities	84%	3	19	Much higher
Recreational opportunities	85%	5	23	Much higher
Employment opportunities	68%	1	24	Much higher
Higher educational opportunities	42%	8	8	Much lower
Opportunities to participate in social events and activities	76%	5	14	Much higher
Opportunities to volunteer	76%	4	15	Much higher
Opportunities to participate in community matters	76%	3	17	Much higher
Ease of car travel in Lone Tree	72%	7	23	Much higher
Ease of bus travel in Lone Tree	58%	2	7	Much higher
Ease of light rail travel in Lone Tree	87%	1	13	Much higher
Ease of bicycle travel in Lone Tree	69%	11	24	Similar
Ease of walking in Lone Tree	82%	4	22	Much higher
Availability of paths and walking trails	84%	3	18	Much higher
Traffic flow on major streets	46%	9	20	Similar
Quality of overall natural environment in Lone Tree	85%	7	17	Higher
Overall image/reputation of Lone Tree	94%	2	22	Much higher

Table 83: Recommend and Remain in Lone Tree

Please indicate how likely or unlikely you are to do each of the following:	Percent positive	Rank	Number of communities in Front Range comparison	Comparison to benchmark
Recommend living in Lone Tree to someone who asks	96%	1	17	Much higher
Remain in Lone Tree for the next five years	86%	8	17	Higher

Table 84: Community Participation

In the past 12 months, about how often, if ever, have you or other household members done each of the following in Lone Tree?	Percent positive	Rank	Number of communities in Front Range comparison	Comparison to benchmark
Attended a public meeting about City matters	24%	6	15	Similar
Volunteered your time to some group/activity in Lone Tree	27%	11	13	Much lower
Participated in a recreation program	47%	7	7	Much lower

Table 85: Safety in Lone Tree

Please rate how safe or unsafe you feel:	Percent positive	Rank	Number of communities in Front Range comparison	Comparison to benchmark
From violent crime (rape, assault, robbery)	95%	2	9	Much higher
From property crimes (burglary, theft)	85%	2	9	Much higher
From environmental hazards, including wildfires or floods	95%	1	5	Much higher
In your neighborhood during the day	99%	3	20	Much higher
In your neighborhood after dark	94%	4	11	Much higher
In Lone Tree's commercial areas during the day	98%	5	16	Much higher
In Lone Tree's commercial areas after dark	88%	3	9	Much higher

Table 86: Services Provided in Lone Tree

Please rate the quality of each of the following services provided by the City of Lone Tree.	Percent positive	Rank	Number of communities in Front Range comparison	Comparison to benchmark
Garbage collection	95%	1	16	Much higher
Recycling	86%	2	18	Much higher
Street cleaning	90%	1	20	Much higher
Street lighting	76%	2	17	Much higher
Snow removal	70%	2	26	Much higher
Sidewalk maintenance	81%	1	15	Much higher
Storm drainage	88%	2	20	Much higher
Code enforcement (weeds, signs, etc.)	69%	1	23	Much higher
Public information	79%	3	14	Much higher
Traffic enforcement	79%	3	24	Much higher
Crime prevention	88%	2	20	Much higher
Police services	92%	1	26	Much higher
Fire services	96%	2	19	Much higher
Ambulance/EMS services	97%	2	16	Much higher

Please rate the quality of each of the following services provided by the City of Lone Tree.	Percent positive	Rank	Number of communities in Front Range comparison	Comparison to benchmark
Animal control	85%	1	22	Much higher
Municipal court	89%	1	15	Much higher

Table 87: Overall Quality of Services

	Percent positive	Rank	Number of communities in Front Range comparison	Comparison to benchmark
Please rate the overall quality of services provided in the City of Lone Tree.	95%	1	27	Much higher

Table 88: Contact with City Employee

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 positive	Rank	Number of communities in Front Range comparison	Comparison to benchmark
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)?	51%	9	22	Much higher

Table 89: Perceptions of City Employees

What was your impression of the employee(s) of the City of Lone Tree in your most recent contact? (Rate each characteristic below.)	Percent positive	Rank	Number of communities in Front Range comparison	Comparison to benchmark
Knowledge	95%	1	15	Much higher
Responsiveness	92%	1	12	Much higher
Courtesy	95%	1	6	Much higher
Overall impression	94%	1	28	Much higher

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

Table 90: Parks and Recreation Services

Please rate the quality of the following recreation facilities and/or community programs in Lone Tree.	Percent positive	Rank	Number of communities in Front Range comparison	Comparison to benchmark
Accessibility of parks	95%	NA	NA	NA
Appearance/maintenance of parks	96%	1	5	Much higher
Parks overall	96%	5	23	Much higher

Table 91: Government Performance

Please rate the following statements by circling the number that most clearly represents your opinion about the City of Lone Tree:	Percent positive	Rank	Number of communities in Front Range comparison	Comparison to benchmark
The City keeps me informed of community issues	78%	1	5	Much higher
I am pleased with the overall direction of the City	78%	2	26	Much higher
The City government welcomes citizen involvement	73%	4	23	Much higher
The City government listens to citizens	63%	3	5	Much higher

### Jurisdictions Included in Front Range Benchmark Comparisons

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

- Arapahoe County, CO ..... 572,003
- Arvada city, CO ..... 106,433
- Aurora city, CO ..... 325,078
- Boulder city, CO ..... 97,385
- Brighton city, CO ..... 33,352
- Broomfield city, CO ..... 55,889
- Castle Pines North city, CO ..... 10,360
- Castle Rock town, CO ..... 48,231
- Centennial city, CO ..... 100,377
- Commerce City city, CO ..... 45,913
- Dacono city, CO ..... 4,152
- Denver city, CO ..... 600,158
- Douglas County, CO ..... 285,465
- Edgewater city, CO ..... 5,170
- Englewood city, CO ..... 30,255
- Erie town, CO ..... 18,135
- Fort Collins city, CO ..... 143,986
- Golden city, CO ..... 18,867
- Greenwood Village city, CO ..... 13,925
- Highlands Ranch CDP, CO ..... 96,713
- Lafayette city, CO ..... 24,453
- Lakewood city, CO ..... 142,980
- Larimer County, CO ..... 299,630
- Littleton city, CO ..... 41,737
- Longmont city, CO ..... 86,270
- Louisville city, CO ..... 18,376
- Monument town, CO ..... 5,530
- Northglenn city, CO ..... 35,789
- Parker town, CO ..... 45,297
- Pueblo city, CO ..... 106,595
- Thornton city, CO ..... 118,772
- Westminster city, CO ..... 106,114
- Windsor town, CO ..... 18,644

## Appendix F: Survey Methodology

### 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, with subsequent administrations in 2009, 2012 and 2016. The 2016 instrument for Lone Tree was developed through an iterative process between City and NRC staff and beginning with a review of the 2012 survey. City staff created lists of questions related to new issues in the City and questions that were less salient to current City issues or policies were eliminated from the survey. New questions were created and 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 2016.

### Selecting Survey Recipients

All households (approximately 5,731) within the city limits of Lone Tree were asked to participate in the survey. The City of Lone Tree provided a list addresses for all households within the city. All addresses were geocoded to ensure all addresses were within 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 mailing list.

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.

### 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 2016 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 October 2016 and completed surveys were collected over the following four weeks. About 5% of the 5,731 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 5,465 households, 1,213 completed the survey (including 147 via the Web), providing a response rate of 22%.

### 95% Confidence Intervals and Margins of Error

The 95% confidence interval (or “margin of error”) quantifies the “sampling error” or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any number of respondents, and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within three percentage points of the result that would be found if everyone in the population of interest was surveyed. The practical difficulties of conducting any resident survey

may introduce other sources of error in addition to sampling error. Despite best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (referred to as non-response error) and some eligible households may be unintentionally excluded from the listed sources for the mailing list (referred to as coverage error).

While the margin of error for the City of Lone Tree 2016 Resident Survey is no greater than plus or minus three percentage points around any given percent reported for all respondents (1,213 completed surveys), results for subgroups will have wider confidence intervals. Where estimates are given for subgroups, they are less precise.

### **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 demographic characteristics of the survey sample were compared to those found in the 2010 United States Census. Survey results were weighted using the population norms to reflect the appropriate percent of those residents in the city. Other discrepancies between the whole population and the respondents were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were respondent gender, age, housing unit type (detached or attached) and housing tenure (rent or own). 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 historical profile created and the desirability of consistently representing different groups over the years

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 sample 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 results of the weighting scheme are presented in the following table.

Table 92: Lone Tree 2016 Resident Survey Weighting Table

Characteristic	Population Norm <sup>1</sup>	Unweighted Data	Weighted Data
<b>Housing</b>			
Own home	70%	88%	71%
Rent home	30%	12%	29%
Detached unit <sup>2</sup>	53%	71%	54%
Attached unit <sup>2</sup>	47%	29%	46%
<b>Race and Ethnicity</b>			
White	88%	90%	86%
Not white	12%	10%	14%
Hispanic	6%	4%	5%
Not Hispanic	94%	96%	95%
White alone, not Hispanic <sup>3</sup>	84%	88%	83%
Hispanic and/or other race <sup>3</sup>	16%	12%	17%
<b>Sex and Age</b>			
Female	51%	57%	51%
Male	49%	43%	49%
18-34 years of age	24%	7%	22%
35-54 years of age	46%	34%	47%
55+ years of age	30%	59%	30%
Females 18-34	12%	5%	12%
Females 35-54	24%	21%	24%
Females 55+	15%	31%	15%
Males 18-34	12%	2%	11%
Males 35-54	23%	13%	23%
Males 55+	15%	28%	15%
<b>Area of the City</b>			
In RidgeGate	31%	23%	30%
Outside RidgeGate	69%	77%	70%

<sup>1</sup> Source: 2010 Census

<sup>2</sup> Source: American Community Survey (ACS) 2011 5-year estimates

<sup>3</sup> Source: American Community Survey (ACS) 2014 5-year estimates

## 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 and mean ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix B: Complete Set of Survey Responses*.

Also included are results by respondent characteristics (*Appendix D: Comparisons of Select Questions by Respondent Characteristics*). 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 Instrument

The 2016 survey instrument appears on the following pages.