



CITY OF LONE TREE
Resident Survey

Report of Results
December 2009

Prepared by:



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Executive Summary

Survey Background and Methods

The City of Lone Tree contracted with National Research Center, Inc. (NRC) to conduct a community-wide resident survey. The Lone Tree Resident Survey provides residents the opportunity to rate the quality of life in the city, community amenities, service delivery and their satisfaction with local government, including parks and recreation services. This is the second survey of Lone Tree residents conducted since 2006.

The survey was administered by mail in October 2009 to all households (approximately 4,196) within the city limits of Lone Tree. Of these, 3,964 were assumed to be delivered to occupied households. A total of 1,110 completed surveys were received, for a response rate of 28%.

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

Survey Findings

Overall, Lone Tree residents are happy with their quality of life and services and amenities provided by the City. Evaluations of different aspects of quality of life and community, City-provided services and parks and recreation facilities and programs generally were positive, and, in 2009, many saw significant improvements from the 2006 survey results. In fact, of the questions available for comparison to the 2006 survey results, 55 received higher assessments in 2009 and eight were given lower evaluations. In addition, in 2009, comparisons were made to Front Range jurisdictions in NRC's benchmark database. Of the 77 services, facilities and activities that were available for comparison, 71 received higher ratings than those given by residents in other Front Range communities, one was similar to the benchmark and five were lower than the benchmark.

Survey respondents gave high ratings to the different aspects of quality of life, with nearly all respondents saying the overall quality of life, Lone Tree as a place to live, as a place to raise children and their neighborhood as a place to live as "excellent" or "good." When Lone Tree's ratings were compared to ratings given by residents in other Front Range jurisdictions, each aspect was above the benchmark. Lone Tree as a place to retire was viewed more positively in 2009 than in 2006 when residents were first surveyed.

When rating the quality of 29 different characteristics of the community, survey respondents gave positive evaluations to the majority of characteristics. More than half of residents gave "excellent" or "good" ratings to 26 of the 29 characteristics. Of the 24 characteristics available for comparison to the Front Range benchmark, 23 were above the Front Range average and one, higher educational opportunities, was below. Ease of bike, car and pedestrian travel saw increases in quality ratings from 2006 to 2009, as did the preservation of community history, recreational opportunities and the overall quality of new development in the City.

Lone Tree residents felt safe from various types of crime in the City and in their neighborhoods and retail areas, with evaluations above the Front Range benchmarks. Lone Tree residents were active in their community and reported participating in a variety of recreation and leisure activities as well as community activities and events. Nearly all respondents said they would recommend living in Lone Tree to someone who asked and that they were "very" likely to remain in Lone Tree over the next five years.

Respondents gave favorable ratings to the overall quality of City services provided in Lone Tree. These ratings increased from 2006 to 2009 and were above ratings given in other Front Range jurisdictions. The 18 City services asked about on the survey also received high assessments with two-thirds or more of respondents giving “excellent” or “good” ratings to each of the 18 services. Of the 17 services that could be compared to the Front Range benchmark, all were above the benchmark. Sixteen services could be compared to the 2006 results, nine of which received higher marks in 2009 than in 2006, including but not limited to recycling, garbage collection, storm drainage, public information, street repair and animal control.

The survey also evaluated the quality of different parks and recreation services. Recreation facilities and activities received high quality ratings with more than three-quarters of respondents rating each as “excellent” or “good.” Six of the 14 facilities and programs were available for comparison to the Front Range benchmarks; five were above the average and one was similar. Eleven of the 14 recreation facilities and activities increased from 2006 to 2009, with ratings increasing by 19 percentage points, on average. Survey respondents also were asked to assess the importance of each of the 14 parks and recreation services, and each were thought to be “essential” or “very important” by two-thirds or more of respondents. For the most part, importance ratings remained stable over time. Outdoor swimming pool (Cook Creek) use increased from 2006 to 2009, and although five activities and facilities saw a decline in use (Summer Concert Series, individual activities, the Lone Tree Golf Course, adult golf programs and the Colorado Symphony Orchestra Performances), satisfaction of each of these remained high.

A Key Driver Analysis (KDA) was conducted with respondents’ evaluations of City services, including parks and recreation services. This analysis can be used to help guide City staff and officials with decisions on future resource allocation, and to help focus service improvement efforts on those services that most influence residents’ perceptions (key drivers) about overall City service quality. For 2009, seven services were identified as key drivers of overall City service ratings: parks overall, Lone Tree Recreation Center overall, public information, street cleaning, Lone Tree Library, street lighting and police services. All key drivers were above the Front Range benchmark and ratings for parks overall and public information increased from 2006 to 2009 and were the only drivers to change over time.

Typically, jurisdictions will want to think about improvements to any key driver services that are trending down or that are not at least similar to the benchmark. In Lone Tree, because no key drivers were declining in quality, it is recommended to focus on all key drivers to maintain their quality as key drivers sometimes have an unexpected influence on residents’ perceptions on the overall quality of City services. In addition, economic development was the only service that saw a drop in quality ratings over time, so this may be an area on which the City may want to focus its attention.

City employees were rated highly by the half of respondents who had contact with them in the last 12 months. Three out of five respondents or more gave “excellent” assessments to the employee’s knowledge, courtesy, responsiveness and their overall impression of the employee. These evaluations were higher than those given by residents in other jurisdictions across the Front Range. A majority of respondents also agreed with the six positive statements about the City government. Many were pleased with the overall direction of the City, believed that the City keeps them informed of community issues and values and that the City was on the right track regarding parks and recreation. Four of the six statements regarding public trust in the government were available for comparison to the Front Range benchmarks and all were given above average ratings.

Survey Background

Survey Purpose

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

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

This type of survey gets at the key services that local government controls to create a quality community. It is akin to private sector customer surveys that are used regularly by many corporations to monitor where there are weaknesses in product or service delivery before customers defect to competition or before other problems from dissatisfied customers arise.

This is the second iteration of the Lone Tree Resident Survey since the baseline study conducted in 2006.

Survey Methods

The survey was mailed to all households (approximately 4,196) within the city limits of Lone Tree. Households received two mailings; the first was a prenotification postcard announcing the upcoming survey and the second was the survey packet which was mailed a week after the postcard. About 5% of the surveys were returned because they either had incorrect addresses or were received by vacant housing units. Of these, 3,964 were assumed to be delivered to occupied households. A total of 1,110 completed surveys were received, for a response rate of 28%.

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

How the Results Are Reported

For the most part, frequency distributions (the percent of respondents giving each possible response to a particular question) are presented in the body of the report. In addition, the "percent positive" also is reported for some questions in the report body tables and charts. The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "strongly agree" and "somewhat agree," "very safe" and "somewhat safe"). A complete set of frequencies for each survey question is presented in *Appendix B: Responses to Survey Questions*.

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: Responses to Survey Questions* and is discussed in the body of this report if it is 20%

or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

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

Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (1,110). For comparisons among subgroups, the margin of error rises to approximately plus or minus 4% for sample sizes of 400 to plus or minus 10% for sample sizes of 100.

Comparing Survey Results Over Time

Because this survey was the second in a series of resident surveys, the 2009 results are presented along with past ratings when available. Differences between years can be considered “statistically significant” if they are greater than four percentage points. Trend data for 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.

Selected survey results were compared to certain demographic characteristics of survey respondents and are presented as *Appendix D: Responses to Selected Survey Questions by Respondent* .

Comparing Survey Results to Other Jurisdictions

Jurisdictions use the comparative information provided by benchmarks to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, and to measure local government performance. We do not know what is small or large without comparing. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up “good” citizen evaluations, we need to know how others rate their services to understand if “good” is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked. For example, how residents’ ratings of fire service compare to opinions about fire service in other communities is the real question.

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes, and keeps the crime rate low – still has a problem to fix if the residents in the city it intends to protect believe services are not very good compared to ratings given by residents in other cities to their own objectively “worse” departments.

Benchmark data can help that police department – or any City department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a

tournament without knowing what the other teams are scoring. Citizen opinion should be used in conjunction with other sources of data about budget, personnel, and politics to help managers know how to respond to comparative results.

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. These integration methods have been described thoroughly in *Public Administration Review*, *Journal of Policy Analysis and Management*, and in NRC's first book on conducting and using citizen surveys, *Citizen Surveys: how to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA). Scholars who specialize in the analysis of citizen surveys regularly have relied on our work [e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341]. The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in our proprietary databases.

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

Comparison of Lone Tree to the Benchmarking Database

Front Range benchmark comparisons have been included in the report when available. Jurisdictions to which Lone Tree was compared in the Front Range can be found in *Appendix F. Jurisdictions Included in Benchmark Comparisons*. 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. Where comparisons are available, Lone Tree results are noted as being "above/more" the benchmark, "below/less" the benchmark or "similar" to the benchmarks. This evaluation of "above/more," "below/less" or "similar" comes from a statistical comparison of Lone Tree's rating to the benchmark.

Survey Results

Quality of Life and Community

Residents were asked to rate the quality of life in Lone Tree in six different areas and to assess 29 different characteristics of the community. Survey respondents also were asked what single most significant thing the City could do to improve their quality of life. Other survey questions evaluated the rates of different types of growth in the City, resident's likelihood of recommending living in Lone Tree and remaining in the City themselves and the frequency with which they participated in a variety of activities and programs in Lone Tree.

Quality of Life

When asked to evaluate a variety of aspects of quality of life in Lone Tree, survey respondents gave high marks, with more than one-third rating each as "excellent." More than 90% of respondents said that Lone Tree as a place to raise children (94%), their neighborhood as a place to live (94%), Lone Tree as a place to live (98%) and the overall quality of life in Lone Tree (98%) were "excellent" or "good." Three-quarters of respondents believed that Lone Tree as a place to retire (77%) and as a place to work (77%) were "good" or better.

Please note that more than 20% of respondents selected "don't know" when rating Lone Tree as a place to retire and as a place to work. The ratings shown in the report are for those respondents who had an opinion. (A complete set of responses to each question, including don't know, can be found in *Appendix B: Responses to Survey Questions*.)

Comparisons were made to the Front Range jurisdictions in NRC's benchmark database. When compared to ratings given by residents in other Front Range communities, Lone Tree was above the benchmark for all aspects of quality of life.

Ratings for the different aspects of quality of life were compared by select respondent demographics. Overall, residents who had lived in Lone Tree for more than five years gave higher ratings to the City as a place to live, raise children and the overall quality of life than did those who lived in Lone Tree less than five years. Renters and those living in attached housing units tended to give less favorable ratings to aspects of quality of life than did homeowners and those living in detached housing units. See *Appendix D: Responses to Selected Survey Questions by Respondent Demographics* for more information.

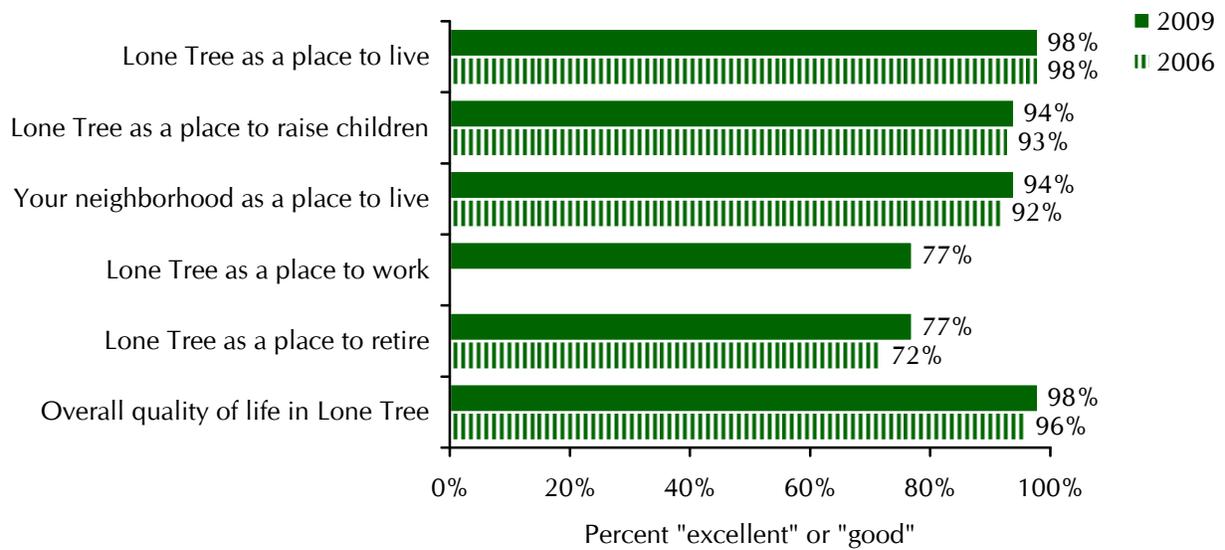
Table 1: Aspects of Quality of Life

Please rate each of the following aspects of quality of life in Lone Tree.	Excellent	Good	Fair	Poor	Total	Comparison to Front Range benchmark
Overall quality of life in Lone Tree	57%	41%	2%	0%	100%	Above
Lone Tree as a place to work*	36%	41%	18%	5%	100%	Above
Lone Tree as a place to retire	42%	35%	19%	4%	100%	Above
Lone Tree as a place to raise children	62%	32%	5%	1%	100%	Above
Your neighborhood as a place to live	55%	39%	5%	0%	100%	Above
Lone Tree as a place to live	69%	28%	2%	0%	100%	Above

*New question in 2009

The 2009 survey results were compared to those given in 2006. Ratings for all aspects of quality of life remained stable over time, except Lone Tree as a place to retire which increased from 2006 to 2009 (72% said "excellent" or "good" versus 77%, respectively).

Figure 1: Quality of Life Ratings Compared Over Time



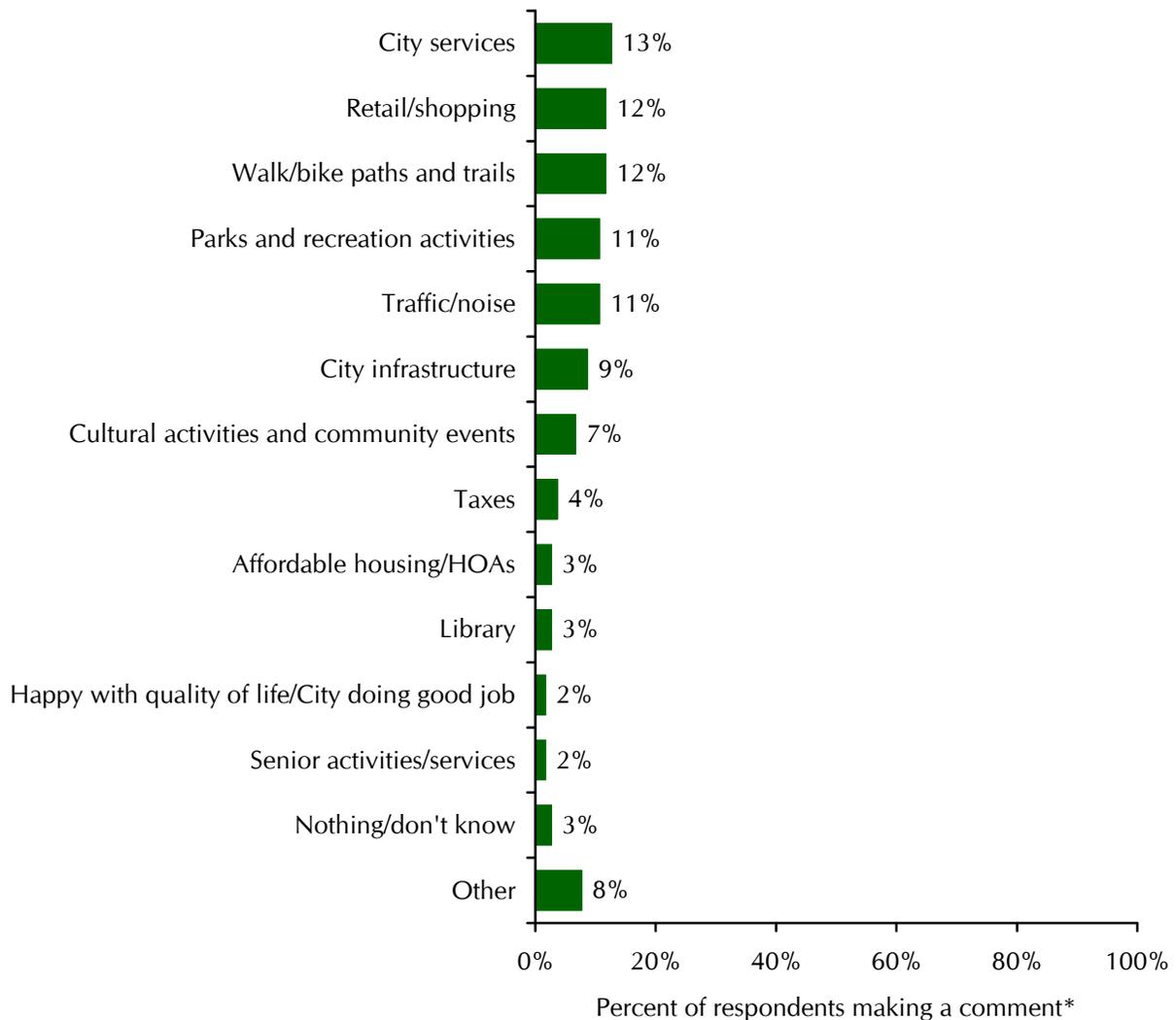
Improving the Quality of Life in Lone Tree

A new question was added to the 2009 survey asking respondents to write in the single most significant program, service or type of business the City could do or add to improve their quality of life. Of those responding to the survey, 705 chose to write in a response. Of those making a comment, the majority of statements pertained to the following:

- adding or changing City services (13%),
- creating more walking/biking paths and trails (12%),
- adding or changing retail and shopping (12%),
- reducing traffic/noise (11%)
- and adding or changing parks and recreation activities (11%).

Ten percent or less mentioned any of the other items listed in the chart and table below. A complete set of verbatim responses can be found in *Appendix C: Verbatim Responses to Open-ended Survey Questions*.

Figure 2: Suggestions for Improving the Quality of Life in Lone Tree



*Includes only the 705 who responded to question 3.

Table 2: Suggestions for Improving the Quality of Life in Lone Tree

What is the single most significant thing (program, service or type of business) the City of Lone Tree could do to improve your quality of life in Lone Tree?	Percent of respondents*	Percent of respondents making a comment
No comment made	36%	--
City services	8%	13%
Retail/shopping	8%	12%
Walk/bike paths and trails	8%	12%
Parks and recreation activities	7%	11%
Traffic/noise	7%	11%
City infrastructure	6%	9%
Cultural activities and community events	4%	7%
Taxes	2%	4%
Affordable housing/HOAs	2%	3%
Library	2%	3%
Happy with quality of life/City doing good job	1%	2%
Senior activities/services	1%	2%
Nothing/don't know	2%	3%
Other	5%	8%

*The column labeled "Percent of respondents" includes all respondents to the survey. The column labeled "Percent of respondents making a comment" includes only the 705 residents who responded to question 3.

Community Characteristics

As in 2006, residents were provided a list of different characteristics of the community and asked to rate the quality of each. However, 16 of the 29 characteristics asked about were new to the list in 2009. More than half of residents gave “excellent” or “good” ratings to 26 of the 29 characteristics (see the table on the following page). Those that received the highest evaluations included the overall appearance of Lone Tree (97% said “excellent” or “good”), cleanliness of Lone Tree (97%), shopping opportunities (97%) and the overall image/reputation of Lone Tree (96%). The availability of affordable quality housing (44% “good” or better), employment opportunities (41%) and higher educational opportunities (40%) received the lowest ratings. One-quarter of respondents said that higher educational opportunities were “poor.”

Please note that between 23% and 66% of respondents selected “don’t know” when rating the quality of the following characteristics: the availability of affordable quality child care, ease of bus travel in Lone Tree, employment opportunities, higher educational opportunities, preservation of community history, opportunities to volunteer and the availability of affordable quality health care. Responses shown in the report body are only for those who had an opinion. (See *Appendix B: Responses to Survey Questions* for a complete set of responses to each question.)

Twenty-four of the 29 community characteristics were available for comparison to the Front Range benchmark (see *Table 3* on the following page). Of those, 23 were above the benchmark and one, higher educational opportunities, was below. Comparisons were not available for preservation of community history, cleanliness of Lone Tree, overall quality of business and service establishments in Lone Tree, ease of rail travel in Lone Tree and availability of paths and walking trails.

Residents living in Lone Tree less than five years were more likely to give higher marks to the majority of community characteristics than were those who lived in the City for more than five years. Those 18 to 24 years old were less likely to give positive evaluations to the different community characteristics than were older residents. In general, households with children under 18 and those with adults age 55 or older tended to give more favorable ratings to community characteristics than did households without children under 18 and adults over 55. See *Appendix D: Responses to Selected Survey Questions by Respondent Demographics* for more information.

Table 3: Quality of Community Characteristics

Please rate the quality of each characteristic as they relate to Lone Tree as a whole.	Excellent	Good	Fair	Poor	Total	Comparison to Front Range benchmark
Overall appearance of Lone Tree	62%	35%	3%	1%	100%	Above
Cleanliness of Lone Tree*	66%	31%	2%	0%	100%	NA
Shopping opportunities*	70%	27%	3%	1%	100%	Above
Overall image/reputation of Lone Tree	53%	43%	4%	1%	100%	Above
Overall quality of business and service establishments in Lone Tree*	35%	53%	11%	1%	100%	NA
Air quality*	30%	58%	11%	1%	100%	Above
Quality of overall natural environment in Lone Tree*	34%	53%	11%	2%	100%	Above
Ease of rail travel in Lone Tree*	48%	37%	12%	2%	100%	NA
Ease of walking in Lone Tree	42%	43%	12%	3%	100%	Above
Ease of car travel in Lone Tree	35%	48%	14%	2%	100%	Above
Overall quality of new development in Lone Tree	37%	46%	13%	4%	100%	Above
Availability of paths and walking trails*	43%	40%	13%	4%	100%	NA
Recreational opportunities	37%	45%	17%	2%	100%	Above
Availability of affordable quality health care*	33%	46%	16%	5%	100%	Above
Sense of community	24%	53%	18%	5%	100%	Above
Opportunities to participate in community matters*	27%	49%	19%	5%	100%	Above
Opportunities to participate in social events and activities*	21%	53%	23%	3%	100%	Above
Ease of bicycle travel in Lone Tree	30%	45%	18%	7%	100%	Above
Opportunities to attend cultural activities	23%	48%	24%	4%	100%	Above
Variety of housing options*	25%	48%	23%	5%	100%	Above
Opportunities to volunteer*	21%	52%	21%	7%	100%	Above
Openness and acceptance of the community towards people of diverse backgrounds	24%	47%	21%	8%	100%	Above
Preservation of community history	18%	47%	29%	6%	100%	NA
Traffic flow on major streets*	13%	46%	31%	10%	100%	Above
Availability of affordable quality child care*	12%	45%	34%	9%	100%	Above
Ease of bus travel in Lone Tree	20%	35%	29%	16%	100%	Above
Availability of affordable quality housing*	7%	36%	38%	18%	100%	Above
Employment opportunities*	10%	30%	43%	16%	100%	Above
Higher educational opportunities	10%	30%	35%	25%	100%	Below

*New question in 2009

Where available, comparisons were made to the 2006 survey results. Of the 13 items that could be compared, seven were given similar ratings in 2009 than in 2006. Six received higher ratings:

- ease of bicycle travel in Lone Tree (57% “excellent” or “good” in 2006 versus 74% in 2009),
- preservation of community history (48% versus 65%),
- recreational opportunities (66% versus 81%),
- ease of car travel in Lone Tree (73% versus 84%),
- overall quality of new development in Lone Tree (76% versus 83%)
- and ease of walking in Lone Tree (79% versus 85%).

Table 4: Ratings of Quality of Community Characteristics Compared Over Time

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

Percent “excellent” or “good”

Growth in Lone Tree

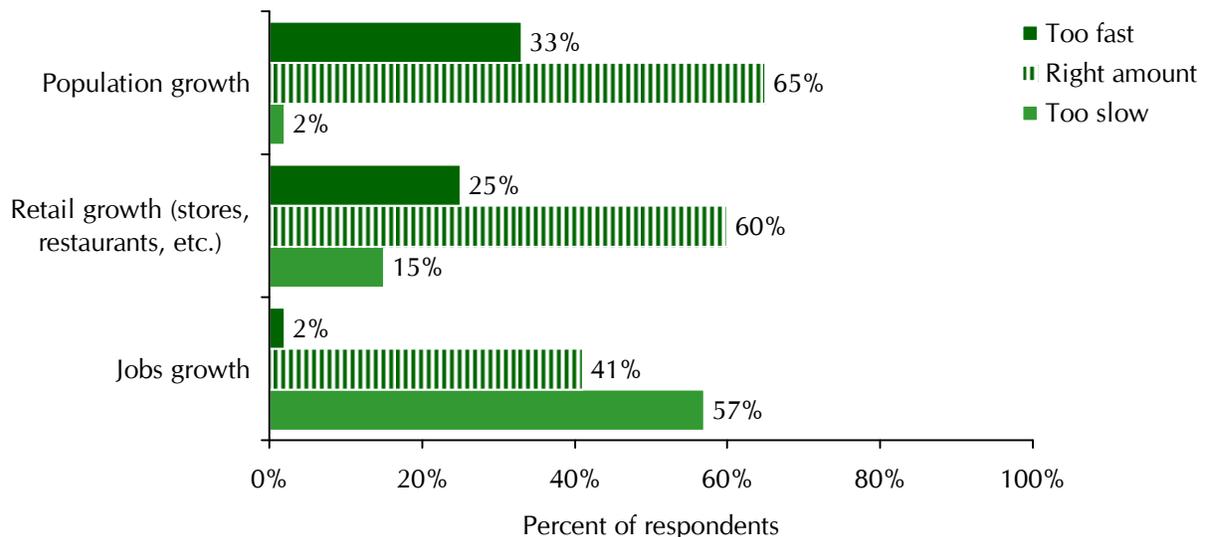
Also new to the 2009 survey was a question asking survey respondents to rate the speed of population, retail and job growth as it related to Lone Tree over the past two years. More than half (57%) felt that job growth was “too slow,” 4 in 10 said it was the “right amount” and 2% said “too fast.” While population and retail growth was believed to be the “right amount” by a majority of respondents (60% or more), between one-quarter and one-third said these two types of growth were “too fast.” Please note that 51% of respondents answered “don’t know” when assessing the rate of job growth in Lone Tree.

Assessments for the rate of growth in each of the three areas were available for comparison ratings given by residents in other Front Range jurisdictions. Fewer Lone Tree residents rated population growth as “too fast” than residents in other communities in the Front Range. Fewer respondents in Lone Tree assessed retail and job growth as “too slow” than did other respondents in other Front Range jurisdictions.

Table 5: Rate of Growth in Lone Tree

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	Comparison to Front Range benchmark
Population growth	0%	2%	65%	25%	8%	100%	Less
Retail growth (stores, restaurants, etc.)	2%	13%	60%	18%	7%	100%	Less
Jobs growth	14%	43%	41%	1%	1%	100%	Less

Figure 3: Rate of Types of Growth in Lone Tree



Living in Lone Tree

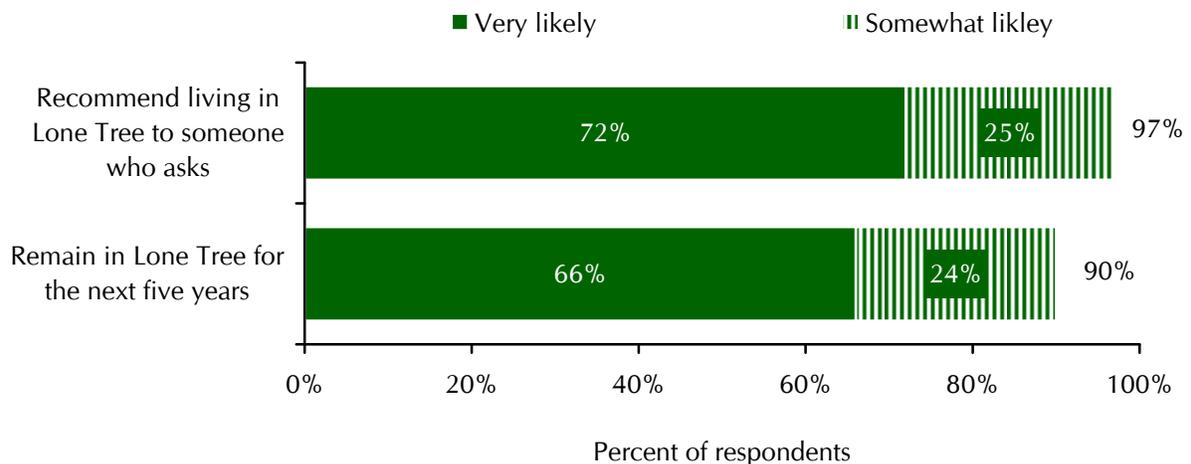
Residents were asked how likely or unlikely they would be to recommend living in Lone Tree to someone who asked and the likelihood of them remaining in Lone Tree over the next five years. Nearly all respondents (97%) said they would be “very” or “somewhat” likely to recommend living in Lone Tree to someone who asked and 90% said they would be at least “somewhat” likely to remain in Lone Tree for the next five years. At least two-thirds of respondents said they would be “very” likely to do each.

When compared to ratings given by residents in other jurisdictions across the Front Range, Lone Tree residents gave assessments above the benchmark for both of these questions.

Table 6: Living in Lone Tree Now and in the Future

Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total	Comparison to Front Range benchmark
Recommend living in Lone Tree to someone who asks	72%	25%	2%	2%	100%	Above
Remain in Lone Tree for the next five years	66%	24%	5%	5%	100%	Above

Figure 4: Likelihood of Recommending Living in and Retiring in Lone Tree



Safety in Lone Tree

Questions asking about respondent's feelings of safety were added to the 2009 Resident Survey. Overall, more than 80% of respondents reported feeling "very" or "somewhat" safe from the various types of crimes or hazards and in the different areas throughout Lone Tree.

Seventy percent of residents said they felt "very" safe from environmental hazards, two-thirds felt "very" safe from violent crime and about two in five said they felt "very" safe from property crimes. Three-quarters or more of participants reported feeling "very" safe in their neighborhood (84%) and in Lone Tree's retail areas (77%) during the day. A smaller proportion of respondents said they felt "very" safe in their neighborhood (47%) and in Lone Tree's retail areas (42%) after dark. Less than 10% of respondents reported feeling "very" unsafe from each type of crime and in the various areas around Lone Tree.

Front Range comparisons could be made to each of the seven different assessments of safety. Lone Tree residents gave higher ratings of safety to all areas than residents in other Front Range communities.

Table 7: Safety in Lone Tree from Various Crimes

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	Comparison to Front Range benchmark
Violent crime (e.g., rape, assault, robbery)	66%	29%	3%	1%	0%	100%	Above
Environmental hazards, including toxic waste	70%	22%	6%	1%	0%	100%	Above
Property crimes (e.g., burglary, theft)	37%	48%	8%	6%	1%	100%	Above

Table 8: Safety in Different Areas in Lone Tree

Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total	Comparison to Front Range benchmark
In your neighborhood during the day	84%	14%	1%	0%	0%	100%	Above
In Lone Tree's retail areas during the day	77%	21%	2%	0%	0%	100%	Above
In your neighborhood after dark	47%	44%	5%	3%	0%	100%	Above
In Lone Tree's retail areas after dark	42%	46%	8%	4%	0%	100%	Above

Figure 5: Ratings of Safety from Various Crimes

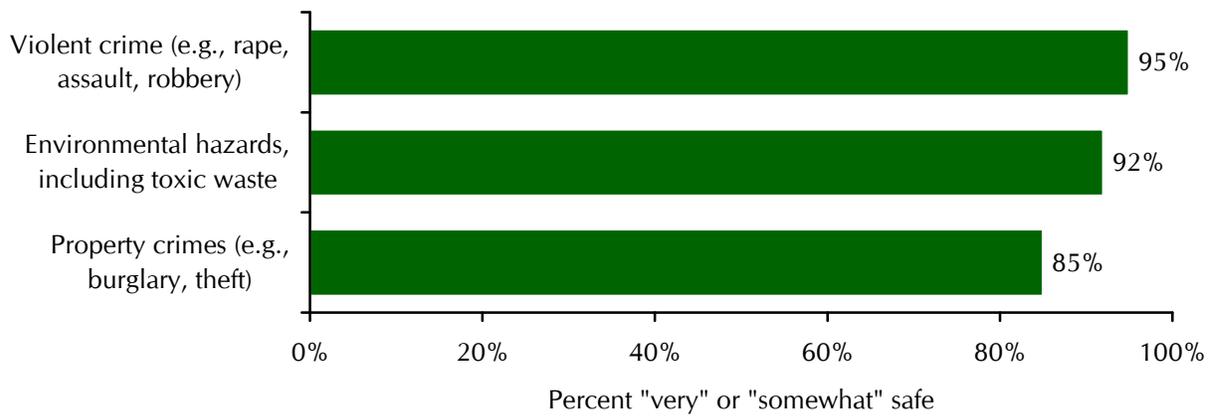
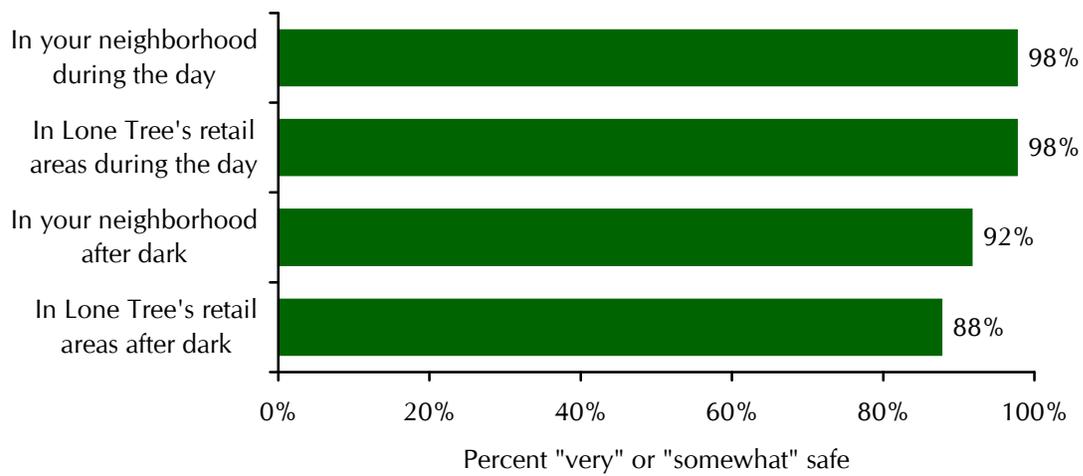


Figure 6: Safety Ratings in Various Areas



City Services and Government

Residents were asked to rate the quality general services provide by the City, the quality of specific recreation facilities and programs in Lone Tree and the overall quality of City services. The importance of the specific recreation facilities and programs also was assessed.

Overall Quality of City Services

Nearly all respondents (95%) reported that the overall quality of services provided in Lone Tree was “excellent” or “good,” with equal amounts saying they were “excellent” (48%) or “good” (48%). Four percent felt the overall quality of services was fair and no one reported it as “poor.” This rating was above the Front Range benchmark and was higher than the rating given in 2006.

Respondents over age 34 and those living in detached housing units were more likely to give positive ratings to the overall quality of City services than were their counterparts. See *Appendix D: Responses to Selected Survey Questions by Respondent Demographics* for more information.

Figure 7: Overall Quality of City Services

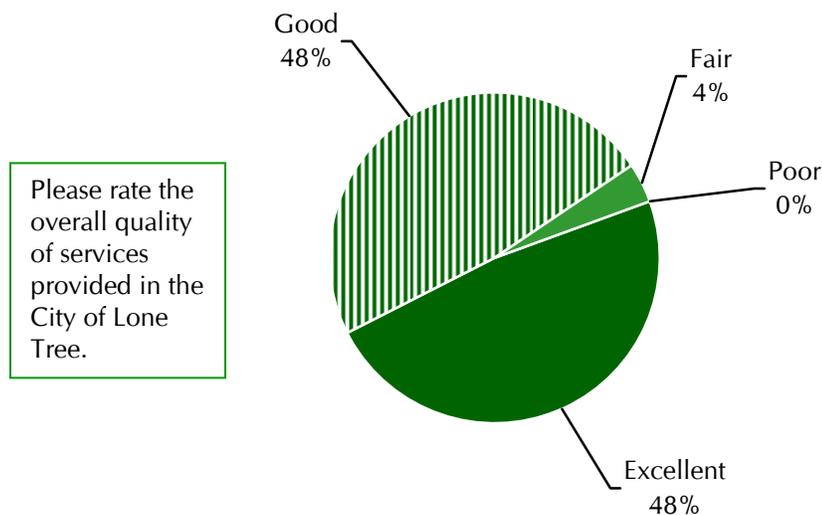
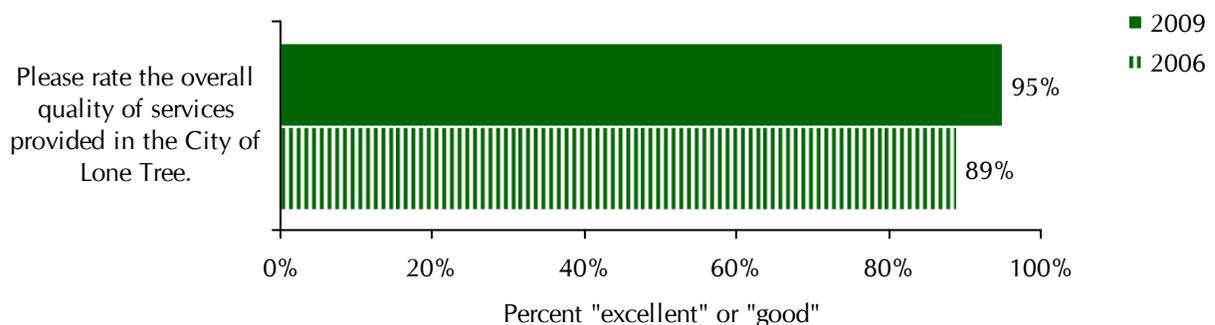


Figure 8: Rating of Overall Quality of City Services Compared Over Time



City Services

The 2009 survey provided respondents with a list of 18 different services provided by the City of Lone Tree and asked them to evaluate the quality of each. Overall, two-thirds or more of respondents gave “excellent” or “good” ratings to each of the 18 services (see *Table 9* on the following page). Garbage collection (96% said “excellent” or “good”), police services (91%) and crime prevention (89%) received the highest assessments. Seventy percent of residents rated garbage collection as “excellent,” recycling received “excellent” evaluations from 57% of respondents and police services was thought of as “excellent” by half of respondents. The services that were given the lowest quality ratings, although still positive, were land use, planning and zoning (73%) and code enforcement (weeds, signs, etc; 68%).

Please note that a high proportion of respondents said “don’t know” when rating the quality of the following services: municipal court (70%), building permits and inspections (54%), animal control (28%), code enforcement (27%) and economic development (21%). Responses shown in the body of the report are for those who had an opinion. (A complete set of responses for each question, including don’t know, can be found in *Appendix B: Responses to Survey Questions*.)

All of the City services were available for comparison to the Front Range benchmarks except building permits and inspections. All services that could be compared received ratings higher than those given in other Front Range communities.

Lone Tree residents who had lived in the City for more than five years were more likely to give higher ratings to garbage collection, recycling, snow removal and storm drainage than were those who lived in Lone Tree less than five years. Overall, respondents age 18 to 34 tended to give less favorable ratings to the quality of City services than did older respondents. Renters tended to give substantially lower ratings to garbage collection, recycling, street repair, street cleaning, street lighting, snow removal and storm drainage than did those who owned their home. See *Appendix D: Responses to Selected Survey Questions by Respondent Demographics* for more information.

Table 9: Quality of City Services

Please rate the quality of each of the following services provided by the City of Lone Tree.	Excellent	Good	Fair	Poor	Total	Comparison to Front Range benchmark
Garbage collection	70%	26%	4%	1%	100%	Above
Police services	50%	41%	7%	2%	100%	Above
Crime prevention	41%	48%	9%	2%	100%	Above
Storm drainage	33%	52%	13%	2%	100%	Above
Recycling	57%	27%	10%	7%	100%	Above
Street cleaning*	36%	47%	15%	2%	100%	Above
Traffic enforcement	33%	50%	13%	4%	100%	Above
Public information	31%	50%	17%	2%	100%	Above
Sidewalk maintenance	32%	48%	17%	4%	100%	Above
Street repair	31%	48%	17%	4%	100%	Above
Municipal court	26%	52%	19%	3%	100%	Above
Building permits and inspections*	29%	49%	19%	3%	100%	--
Economic development	22%	53%	22%	3%	100%	Above
Animal control	24%	50%	19%	8%	100%	Above
Snow removal	32%	42%	21%	5%	100%	Above
Street lighting	28%	46%	20%	6%	100%	Above
Land use, planning and zoning	25%	48%	22%	5%	100%	Above
Code enforcement (weeds, signs, etc)	23%	45%	24%	8%	100%	Above

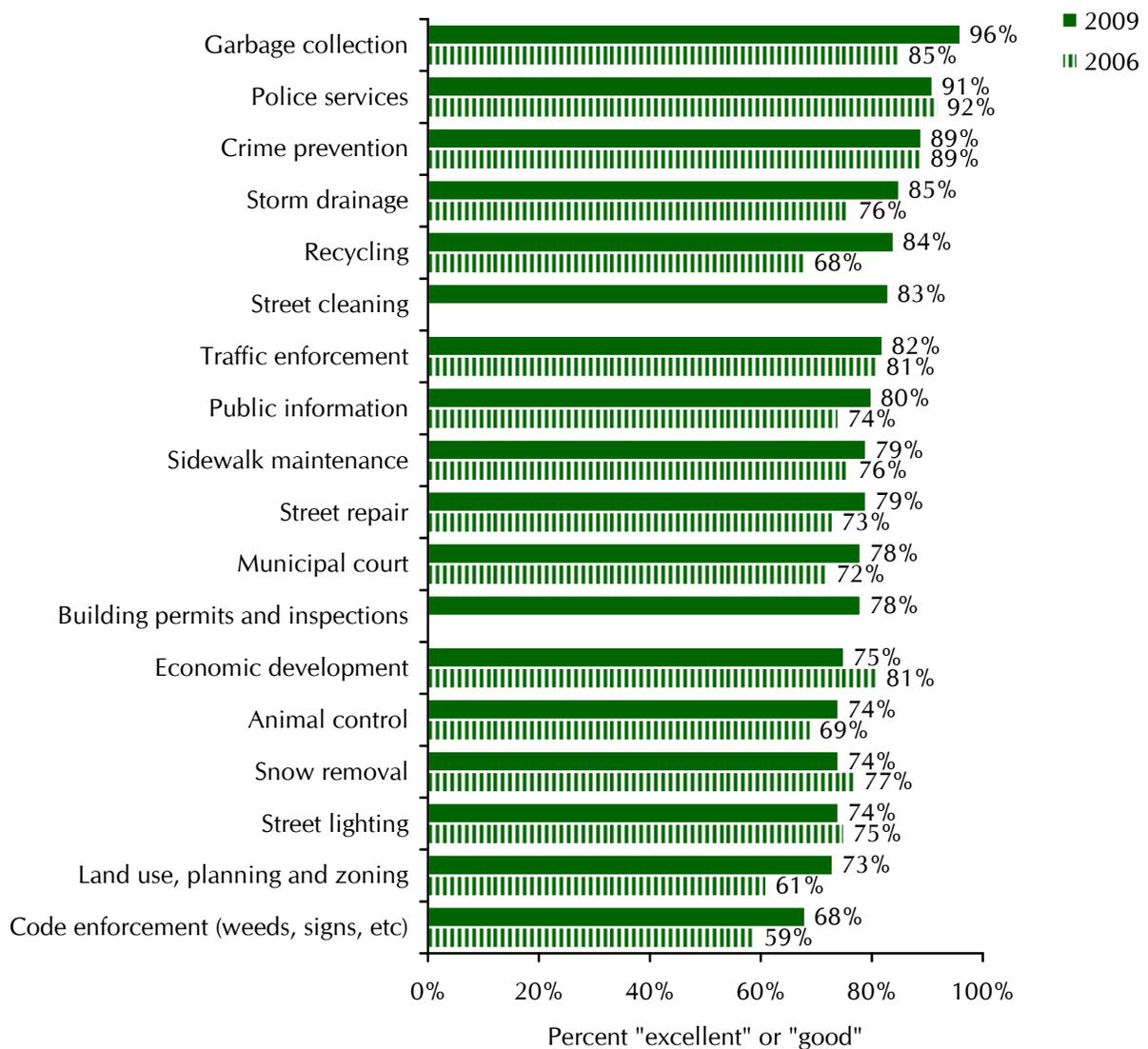
*New question in 2009

When compared to 2006, nine of the 16 services available for comparison were given higher marks in 2009 (see *Figure 9* below):

- recycling (68% “excellent” or “good” in 2006 versus 84% in 2009),
- land use, planning and zoning (61% versus 73%),
- garbage collection (85% versus 96%),
- code enforcement (weeds, signs, etc) (59% versus 68%),
- storm drainage (76% versus 85%),
- public information (74% versus 80%),
- street repair (73% versus 79%),
- municipal court (72% versus 78%)
- and animal control (69% versus 74%).

Economic development received a lower evaluation in 2009 than in 2006 (75% versus 81%, respectively). Ratings for all other services remained stable over time.

Figure 9: City Services Ratings Compared Over Time



Parks and Recreation Services

Also evaluated on the survey was a list of 14 different recreation facilities or programs in Lone Tree. Residents were first asked to rate the quality of the 14 facilities or programs and then were asked to rate the importance of each. Recreation facilities and activities received high quality ratings with more than three-quarters of respondents rating each as “excellent” or “good” (see *Table 10* on the following page). Ninety percent or more of respondents said that the Lone Tree Golf Course (95% “good” or better), Cook Creek Pool (95%), the appearance/maintenance of parks (94%), the appearance of the recreation center (94%), parks overall (93%) and the accessibility of parks (90%) was “good” or better. Half or more of respondents gave “excellent” evaluations to the following:

- the Cook Creek Pool (57%),
- the Lone Tree Golf Course (49%),
- the appearance of the recreation center (52%),
- the appearance/maintenance of parks (48%),
- the accessibility of parks (50%)
- and the Lone Tree Recreation Center overall (47%).

Though still favorable, the lowest evaluations were given to recreation programs or classes (83%), athletic fields (82%) and the range/variety of recreation programs and classes (78%). Please note that 20% or more of respondents said “don’t know” when rating the quality of the following facilities and programs: athletic fields, Lone Tree Golf Course, Cook Creek Pool, recreation programs or classes, range/variety of recreation programs and classes and playgrounds. (See *Appendix B: Responses to Survey Questions* for a complete set of survey responses, including don’t know.)

Six of the 14 facilities and programs were available for comparison to the Front Range benchmarks. The appearance/maintenance of parks, parks overall, recreation programs or classes, the Lone Tree Recreation Center overall and the Lone Tree Library each received ratings above the Front Range benchmark. Recreation trails was given a rating similar to ratings given in other communities in the Front Range.

Older respondents (age 55+) were more likely to give positive assessments to the accessibility of parks, the variety of recreation programs and classes, the accessibility of the recreation center and the Lone Tree Library than were younger respondents. In general, homeowners tended to give higher ratings to the different recreation facilities and activities than did renters. See *Appendix D: Responses to Selected Survey Questions by Respondent Demographics* for more information.

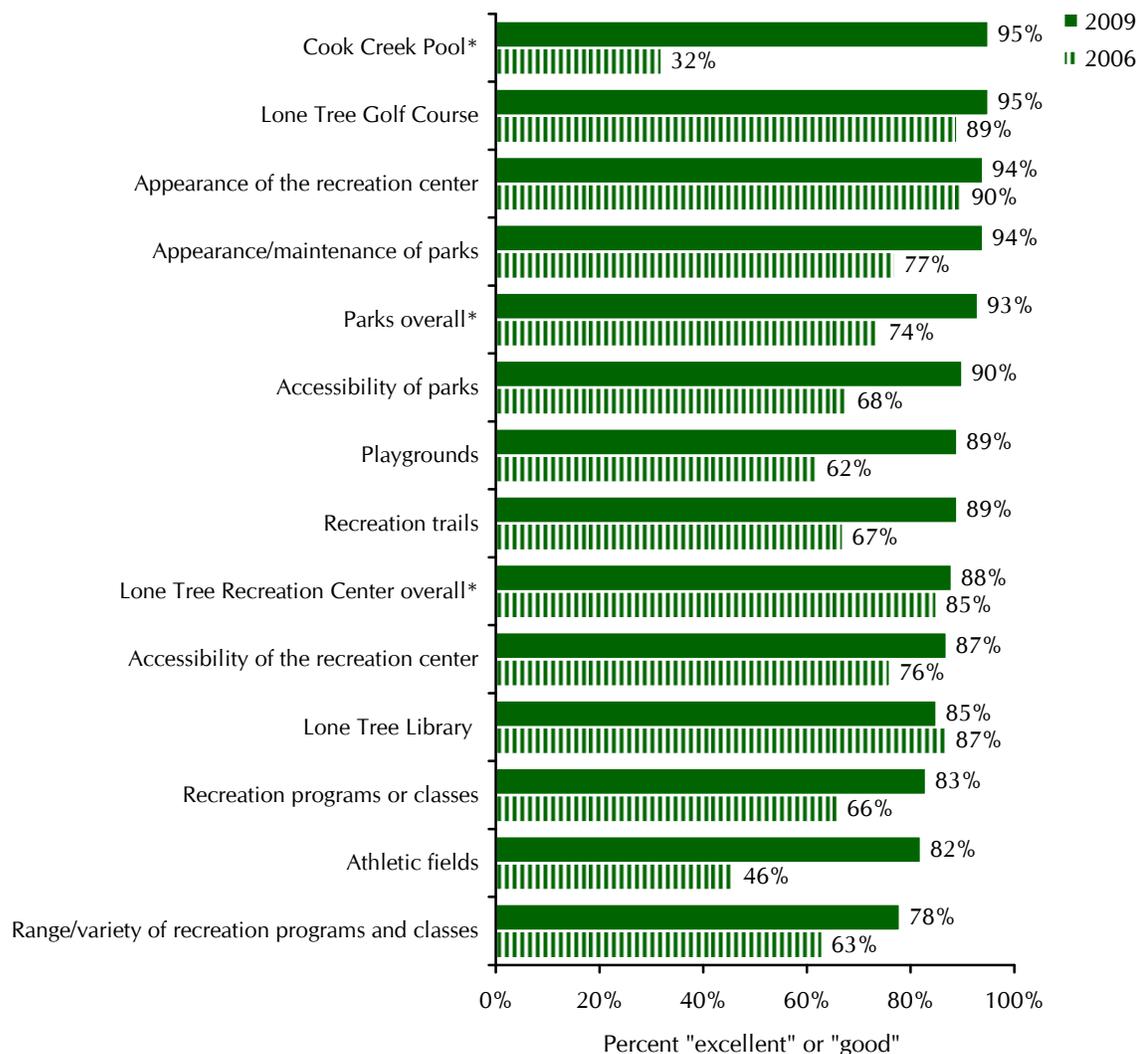
Table 10: Quality of Parks and Recreation Services

Please rate the quality of the following recreation facilities and/or programs in Lone Tree.	Excellent	Good	Fair	Poor	Total	Comparison to Front Range benchmark
Cook Creek Pool	67%	28%	5%	1%	100%	NA
Lone Tree Golf Course	49%	46%	4%	1%	100%	NA
Appearance of the recreation center	52%	41%	6%	0%	100%	NA
Appearance/maintenance of parks	48%	46%	5%	1%	100%	Above
Parks overall	46%	46%	6%	1%	100%	Above
Accessibility of parks	50%	40%	8%	2%	100%	NA
Playgrounds	35%	54%	10%	1%	100%	NA
Recreation trails	38%	51%	11%	1%	100%	Similar
Lone Tree Recreation Center overall	47%	41%	10%	2%	100%	Above
Accessibility of the recreation center	45%	42%	9%	3%	100%	--
Lone Tree Library	45%	39%	13%	3%	100%	Above
Recreation programs or classes	28%	56%	15%	2%	100%	Above
Athletic fields	32%	50%	15%	4%	100%	NA
Range/variety of recreation programs and classes	29%	49%	19%	3%	100%	NA

The 2009 survey showed that the City made significant headway in the quality of recreation facilities and programs when compared to 2006, with ratings increasing by 19 percentage points, on average. While ratings for three of the 14 facilities and programs stayed the same from 2006 to 2009, 11 items saw an increase in quality over time:

- Cook Creek Pool (32% “excellent” or “good” in 2006 versus 95% in 2009),
- athletic fields (46% versus 82%),
- playgrounds (62% versus 89%),
- accessibility of parks (68% versus 90%),
- recreation trails (67% versus 89%),
- parks overall (74% versus 93%),
- appearance/maintenance of parks (77% versus 94%),
- recreation programs or classes (66% versus 83%),
- range/variety of recreation programs and classes (63% versus 78%),
- accessibility of the recreation center (76% versus 87%)
- and Lone Tree Golf Course (89% versus 95%)

Figure 10: Ratings of Quality of Parks and Recreation Services Compared Over Time



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

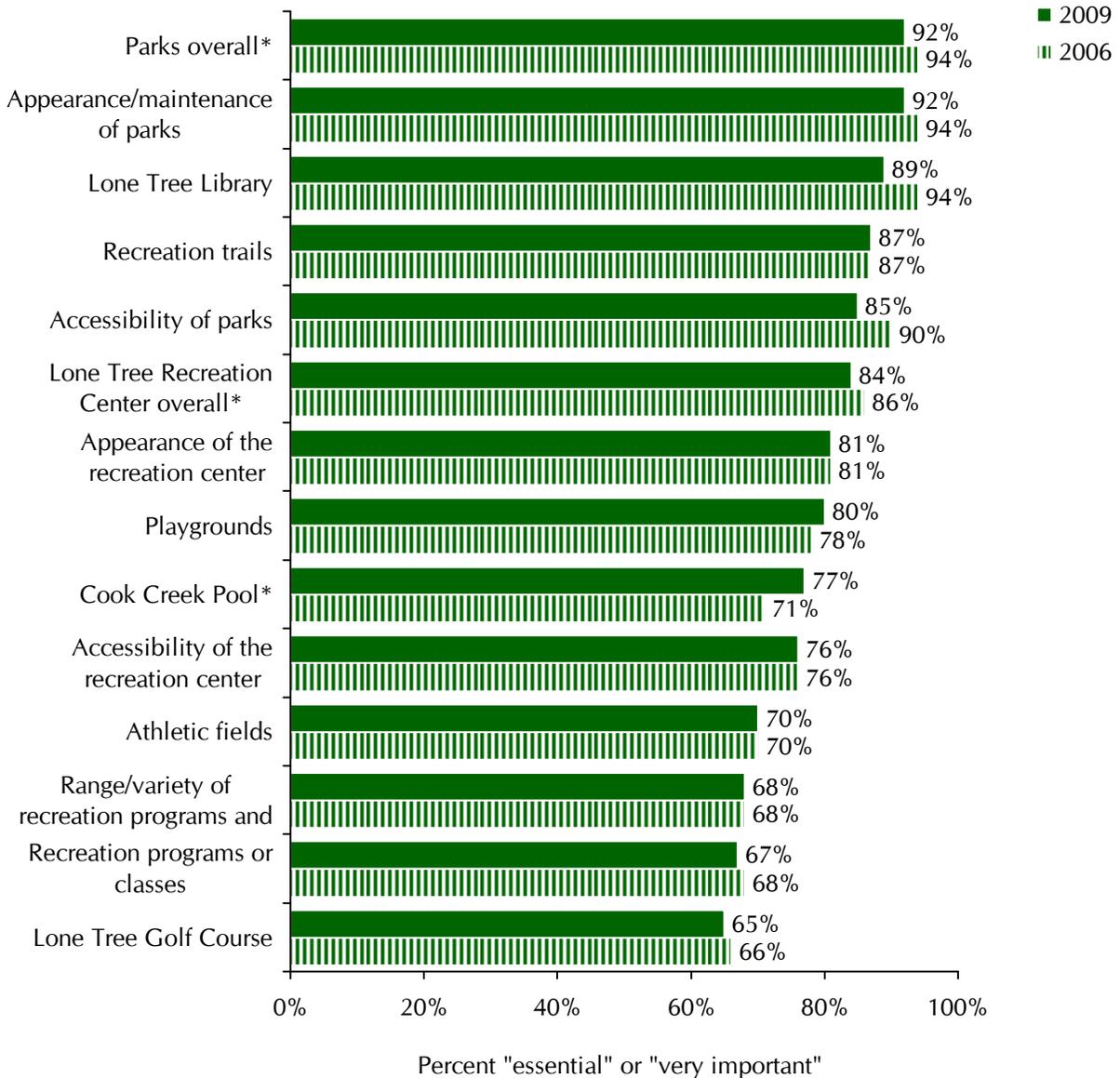
The importance of each of the 14 recreation facilities and programs also was obtained from the survey. Each of the 14 facilities and programs were thought to be “essential” or “very important” by two-thirds or more of respondents. Those considered to be the most important were the appearance/maintenance of parks (92% said “essential” or “very important”), parks overall (92%), the Lone Tree Library (89%) and recreation trails (87%). Although still important, the range/variety of recreation programs and classes (68%), recreation programs or classes (68%) and the Lone Tree Golf Course (66%) were felt to be the least important, with 10% saying the Golf Course was “not at all important.”

Table 11: Importance of Parks and Recreation Services

Please rate the importance of the following recreation facilities and/or programs in Lone Tree.	Essential	Very important	Somewhat important	Not at all important	Total
Parks overall	48%	43%	8%	0%	100%
Appearance/maintenance of parks	44%	47%	8%	0%	100%
Lone Tree Library	57%	32%	10%	1%	100%
Recreation trails	43%	44%	11%	2%	100%
Accessibility of parks	43%	43%	14%	1%	100%
Lone Tree Recreation Center overall	36%	48%	14%	2%	100%
Appearance of the recreation center	31%	50%	18%	2%	100%
Playgrounds	37%	43%	14%	5%	100%
Cook Creek Pool	38%	39%	17%	6%	100%
Accessibility of the recreation center	31%	45%	21%	3%	100%
Athletic fields	26%	44%	24%	6%	100%
Range/variety of recreation programs and classes	22%	46%	26%	6%	100%
Recreation programs or classes	24%	43%	28%	6%	100%
Lone Tree Golf Course	28%	38%	24%	10%	100%

When compared to 2006 ratings, the Cook Creek Pool was thought to be more important in 2009 (71% “essential” or “very important” in 2006 versus 77% in 2009). The Lone Tree Library (89% in 2009 versus 94% in 2006) and the accessibility of parks (85% versus 90%) were rated as less important in 2009 than in 2006.

Figure 11: Ratings of Importance of Parks and Recreation Services Compared Over Time



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

Balancing Quality and Importance of Recreation Facilities and Programs

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

Ratings of importance were compared to ratings of quality (see *Figure 12* on the next page). Services were classified as “more important” if they were 81% or higher. Services were rated as “less important” if they received ratings less than 81%. Services receiving a quality evaluation of 89% or higher were considered of “higher quality” and those with a rating lower than 89% as “lower quality.” This classification divided the services in half.

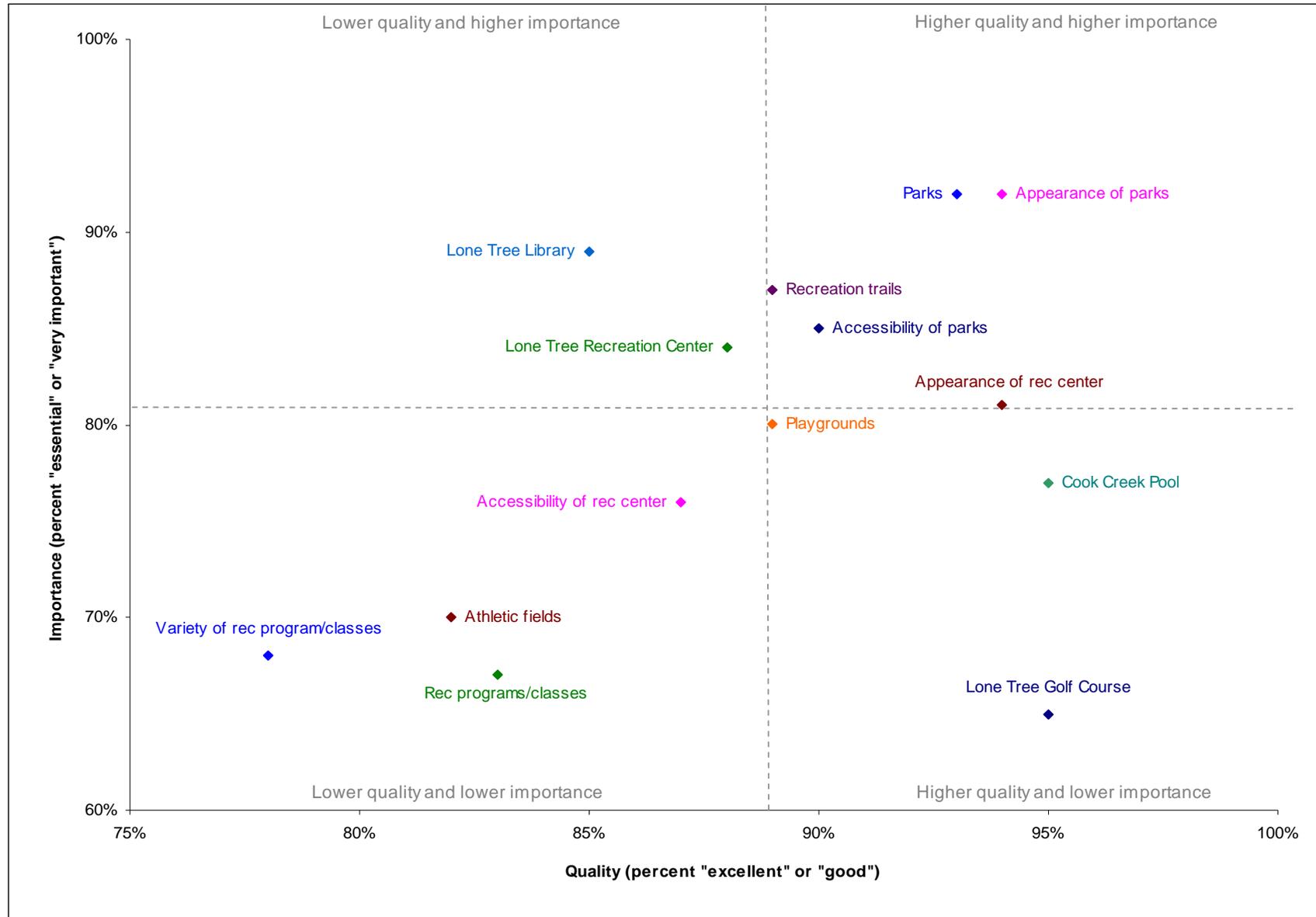
Parks and recreation services which were categorized as higher in importance and higher in quality were: recreation trails, accessibility of parks, appearance of recreation centers/facilities, parks overall and appearance/maintenance of parks.

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

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

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

Figure 12: Balancing Quality and Importance of Recreation Facilities and Programs in Lone Tree



Key Driver Analysis

Knowing where to focus limited resources to improve residents' opinions of local government requires information that targets the services that are most important to residents. However, when residents are asked what services are most important, they rarely stray beyond core services – those directed to save lives and improve safety.

In market research, identifying the most important characteristics of a transaction or product is called Key Driver Analysis. The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions.

In local government, core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important City services. And core services are important. But the Key Driver Analysis digs deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services. Because services focused directly on life and safety remain essential to quality government, it is suggested that core services should remain the focus of continuous monitoring and improvement where necessary – but monitoring core services or asking residents to identify important services is not enough.

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

The 2009 City of Lone Tree Action Chart™ on the following page combines three dimensions of performance:

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

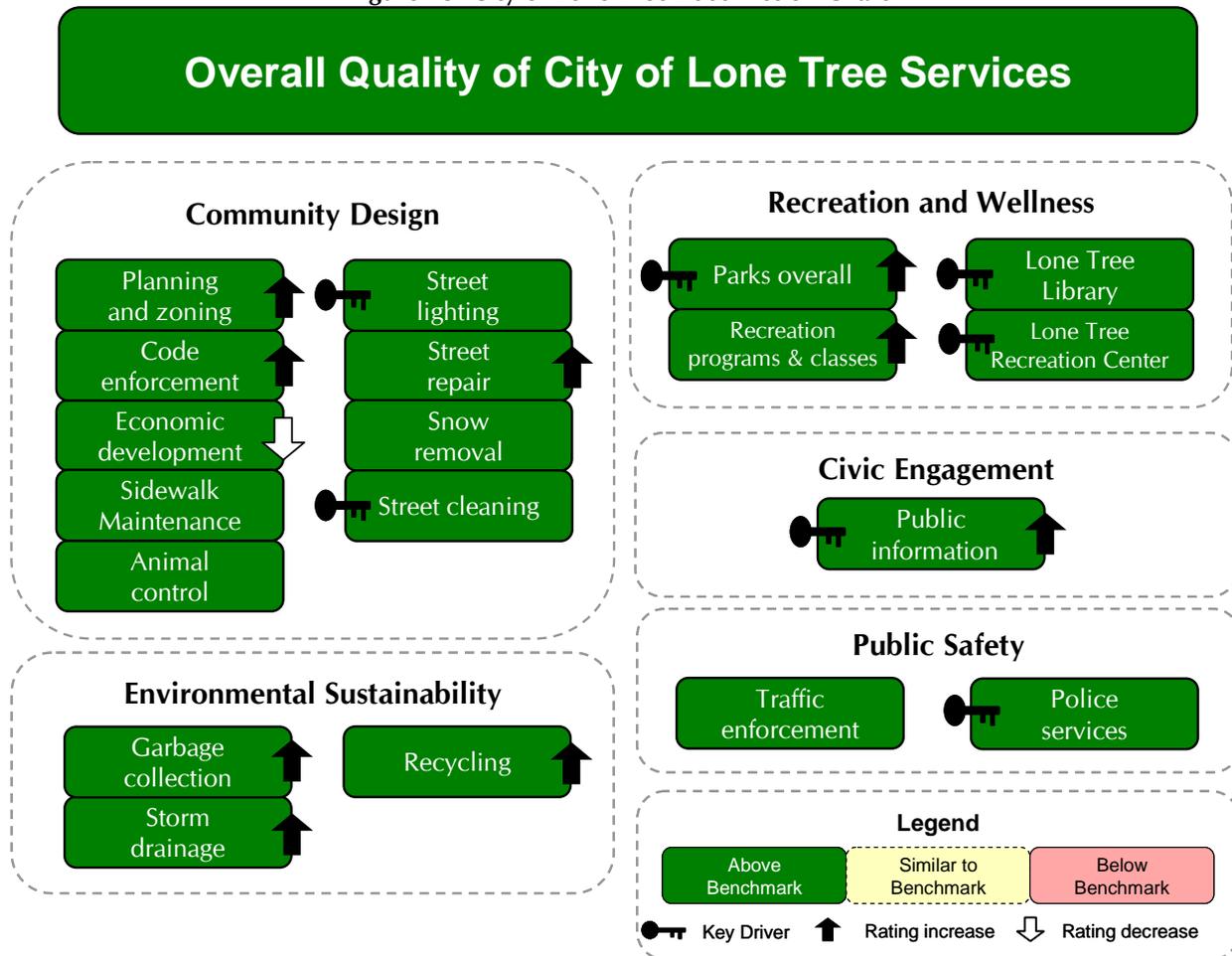
From the list of items in questions 9 and 10 on the survey, 19 services were included in the KDA for the City of Lone Tree. Seven of these services were identified as key drivers for the City: parks overall, Lone Tree Recreation Center overall, public information, street cleaning, Lone Tree Library, street lighting and police services. All key drivers were above the Front Range benchmark. Parks overall and public information received higher ratings in 2009 than in 2006. Although not a key driver, economic development saw a decrease in quality ratings from 2006 to 2009.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to think about improvements to any key driver services that are trending down or that are not at least

similar to the benchmark. In Lone Tree, because no key drivers were declining in quality, it is recommended to focus on all key drivers to maintain their quality as key drivers sometimes have an unexpected influence on residents' perceptions on the overall quality of City services. In addition, economic development was the only service that saw a drop in quality ratings over time, so this may be an area on which the City may focus its attention.

Services with a high percent of respondents answering "don't know" (i.e., more than 30%) were excluded from the analysis and were considered services that would be less influential. See *Appendix B: Responses to Survey Questions* for the percent "don't know" for each service.

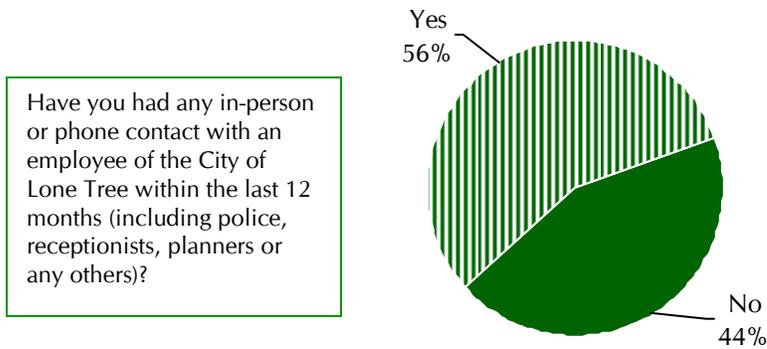
Figure 13: City of Lone Tree 2009 Action Chart™



City Employees

For the first time in 2009, Lone Tree residents were given the opportunity to evaluate City employees with whom they had contact in the last 12 months. Just over half of survey respondents (56%) reported having had contact with a Lone Tree City employee in the previous 12 months. A larger percentage of Lone Tree residents reported having contact with City employees than observed, on average, in other jurisdictions in the Front Range.

Figure 14: Contact with City Employees



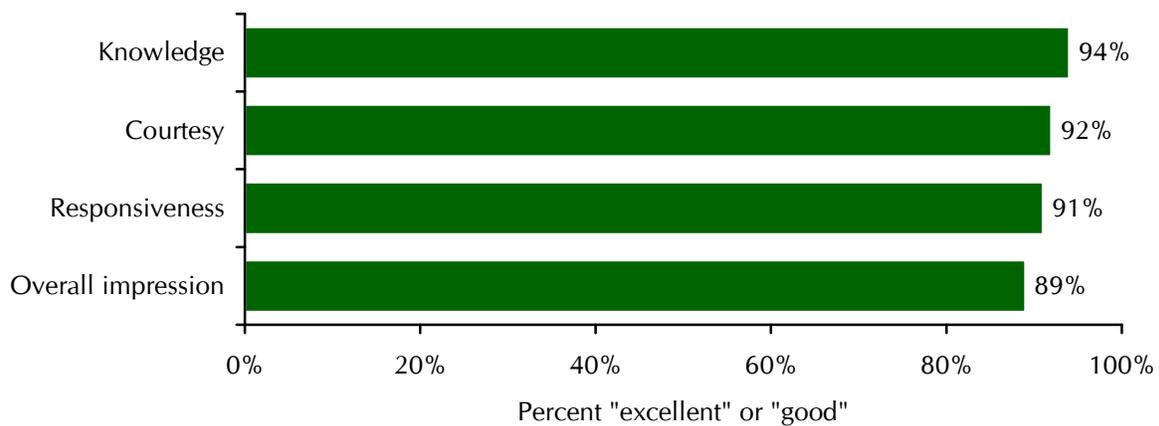
Those who had contact with an employee were asked to rate four different characteristics of the interaction. Of those who had contact, 9 in 10 rated the employee’s knowledge (94%), courtesy (92%), responsiveness (91%) and their overall impression of the interaction (89%) as “excellent” or “good.” Three out of five respondents or more gave “excellent” assessments to each employee characteristic.

All employee characteristics were available for comparison to the Front Range benchmark and were higher than the Front Range average.

Table 12: Employee Characteristics

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	Comparison to Front Range benchmark
Knowledge	57%	37%	4%	2%	100%	Above
Courtesy	66%	26%	5%	3%	100%	Above
Responsiveness	61%	30%	6%	3%	100%	Above
Overall impression	61%	28%	8%	3%	100%	Above

Figure 15: Ratings of Employee Characteristics



Public Trust

As in 2006, survey respondents were asked to what extent they agreed or disagreed with a series of positive statements about the City of Lone Tree government. More than four out of five residents “strongly” or “somewhat” agreed that they were pleased with the overall direction of the City (87%), that the City was on the right track regarding parks and recreation (84%) and that the City kept them informed of community issues and values (84%). Three-quarters of respondents agreed that the City government welcomes citizen involvement (77%) and that the City is on the right track regarding cultural activities (74%). Sixty-nine percent said that they at least “somewhat” agreed that the City government listens to citizens. Less than 10% of respondents disagreed with each statement. (Please note that 25% of respondents said “don’t know” when evaluating if the City government listens to citizens.)

Four of the six statements regarding public trust in the government were available for comparison to the Front Range benchmarks and all were given above average ratings. Comparisons were not available for the following statements: the City is on the right track regarding cultural activities and the City is on the right track regarding parks and recreation.

Residents who lived in Lone Tree less than five years were more likely to agree that the City was on the right track regarding parks and recreation and cultural activities than were those who had lived in the City longer. Younger residents (18 to 34) were less likely to agree that the City keeps them informed of community issues and values, welcomes citizen involvement and that the City government listens to citizens than were older residents (35+). Respondents living in attached housing units were less likely to agree with each statement about the City government than were those living in detached housing units. In general, households with children under 18 were more likely to agree with each statement regarding public trust than were households without children. See *Appendix D: Responses to Selected Survey Questions by Respondent Demographics* for more information.

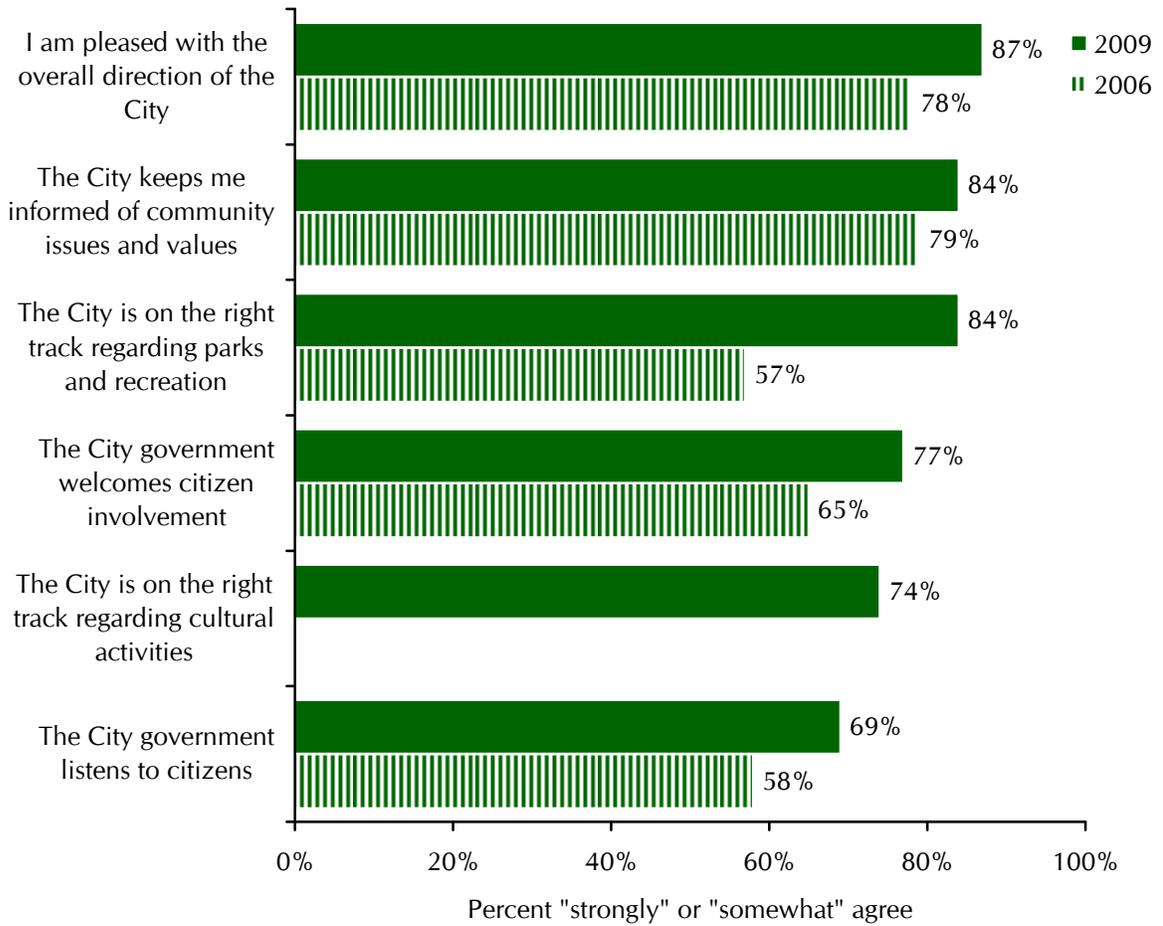
Table 13: Aspects of Public Trust

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	Comparison to Front Range benchmark
I am pleased with the overall direction of the City	43%	44%	10%	2%	1%	100%	Above
The City keeps me informed of community issues and values	41%	43%	10%	5%	2%	100%	Above
The City is on the right track regarding parks and recreation	43%	40%	11%	4%	2%	100%	--
The City government welcomes citizen involvement	43%	34%	18%	4%	1%	100%	Above
The City is on the right track regarding cultural activities*	38%	36%	18%	5%	3%	100%	--
The City government listens to citizens	33%	36%	24%	5%	2%	100%	Above

*New question in 2009

When comparisons were available over time, respondents voiced more agreement with each statement in 2009 than in 2006 and ratings were, on average, 13 percentage points higher.

Figure 16: Ratings of Aspects of Public Trust Compared Over Time



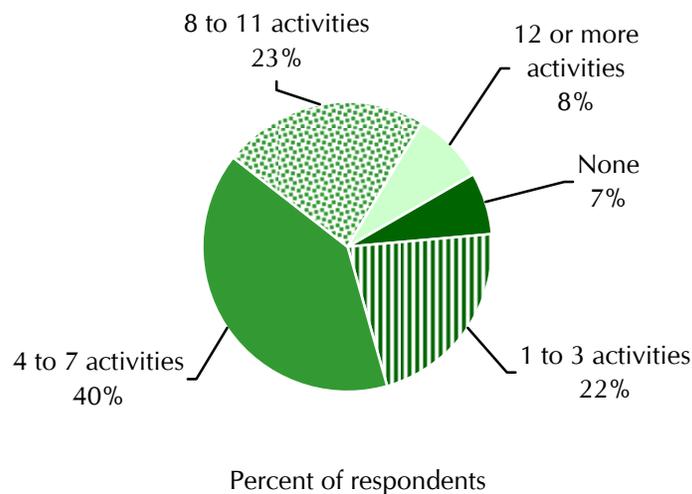
Recreation and Leisure Services

In 2009, as in 2006, Lone Tree residents were given a list of 25 recreation and leisure services and asked to indicate how often they had used a facility or participated in an activity in the past 12 months. If their household had used a service at least once in the past year, residents were then asked to rate their satisfaction with the service or facility.

Frequency of Use

Across all 25 facilities or activities listed on the survey, 7% of respondents reported never having used any of the facilities or programs. About 1 in 5 residents had participated in 1 to 3 activities, 40% said they had used or participated in 4 to 7 activities and 23% reported participating in 8 to 11 activities. Eight percent of those responding to the survey reported having participated in 12 or more activities in the past 12 months.

Figure 17: Total Number of Activities in Which Residents Reported Participating



Half or more of respondents said that they or a household member participated in the following activities at least once in the last 12 months:

- Lone Tree Recreation Center (71% participating at least once),
- individual activities (road and mountain biking, hiking, etc.) (66%),
- Independence Day Event (62%),
- Summer Concert Series (55%),
- outdoor swimming pools (Cook Creek; 47%),
- and Lone Tree Golf Course (47%).

Those services for which households reported participating in or using 15 or more times were individual activities (33%), the Lone Tree Recreation Center (25%) and the Lone Tree Golf Course (10%). Adult sports leagues (softball, basketball, volleyball, etc.), adult tennis programs and adult swimming lessons were the programs used the least by residents, with 95% or more reporting never having participated in these activities.

Table 14: Frequency of Use of Parks and Recreation Activities and Facilities

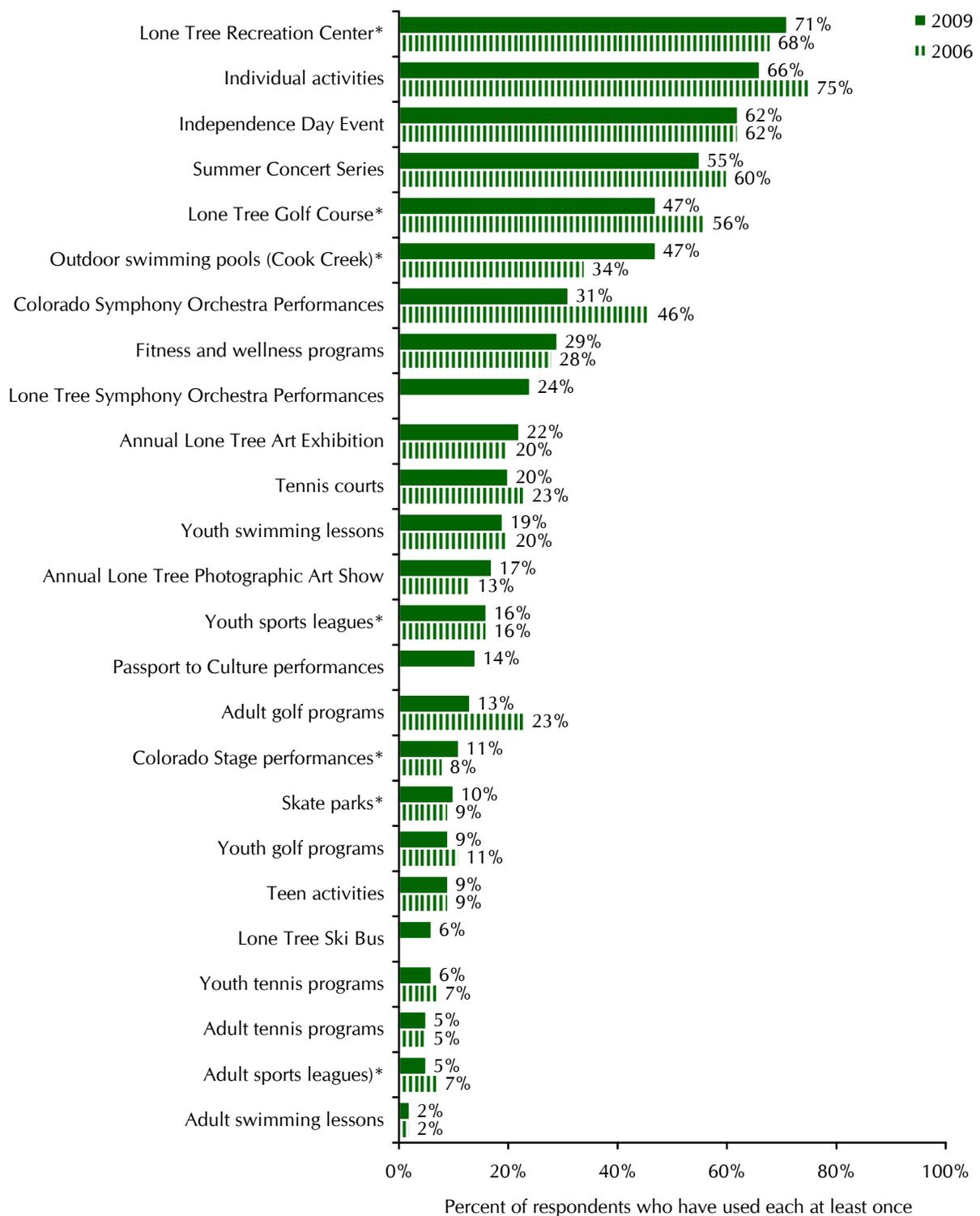
Please indicate whether you or anyone in your household have participated in an activity or used a facility in the last 12 months.	Never	1-4 times	5-14 times	15 or more times	Total
Lone Tree Recreation Center	29%	23%	23%	25%	100%
Individual activities (road and mountain biking, hiking, etc.)	34%	15%	18%	33%	100%
Independence Day Event	38%	54%	7%	2%	100%
Summer Concert Series	45%	47%	7%	2%	100%
Lone Tree Golf Course	53%	25%	13%	10%	100%
Outdoor swimming pools (Cook Creek)	53%	23%	14%	9%	100%
Colorado Symphony Orchestra Performances	69%	28%	2%	0%	100%
Fitness and wellness programs	71%	14%	7%	7%	100%
Lone Tree Symphony Orchestra Performances*	76%	22%	2%	0%	100%
Annual Lone Tree Art Exhibition	78%	22%	0%	0%	100%
Tennis courts	80%	10%	6%	4%	100%
Youth swimming lessons	81%	10%	6%	3%	100%
Annual Lone Tree Photographic Art Show	83%	16%	0%	0%	100%
Youth sports leagues (basketball, softball, baseball, etc.)	84%	8%	5%	3%	100%
Passport to Culture performances*	86%	12%	1%	0%	100%
Adult golf programs	87%	7%	3%	3%	100%
Colorado Stage performances	89%	9%	1%	1%	100%
Skate parks	90%	6%	3%	2%	100%
Youth golf programs	91%	6%	2%	1%	100%
Teen activities	91%	8%	1%	1%	100%
Lone Tree Ski Bus*	94%	5%	1%	0%	100%
Youth tennis programs	94%	4%	2%	1%	100%
Adult tennis programs	95%	2%	1%	1%	100%
Adult sports leagues (softball, basketball, volleyball, etc.)	95%	3%	1%	1%	100%
Adult swimming lessons	98%	1%	0%	0%	100%

*New question in 2009

Use of the outdoor swimming pools (Cook Creek) increased from 2006 to 2009 (34% using at least once in the last 12 months versus 47%, respectively). The use of five activities and facilities declined from 2006 to 2009 (see *Figure 18* on the following page):

- Summer Concert Series (60% participating at least once in 2006 versus 55% in 2009),
- Individual activities (road and mountain biking, hiking, etc.; 75% versus 66%),
- Lone Tree Golf Course (56% versus 47%),
- Adult golf programs (23% versus 13%),
- and the Colorado Symphony Orchestra Performances (46% versus 31%).

Figure 18: Frequency of Use of Parks and Recreation Activities and Facilities Compared Over Time



*In 2009, wording for several survey questions changed from 2006: "Outdoor swimming pools (Cook Creek)" was "Outdoor swimming pools (Cook Creek, Country Club)"; "Adult sports leagues (softball, basketball, volleyball, etc.)" was "Adult sports leagues (softball, basketball, volleyball, lacrosse, etc.)"; "Youth sports leagues (basketball, softball, baseball, etc.)" was "Youth sports leagues (basketball, softball, baseball, lacrosse, etc.)"; "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)"; "Colorado Stage Performances" was "Colorado Stage"; "Skate parks" was "Skate parks (South Suburban)".

Satisfaction with Parks and Recreation Facilities and Activities

Residents who had reported using a recreation facility or participating in an activity at least once in the past 12 months were asked to rate their satisfaction with that facility or activity. If a resident had reported never having used a service, they were asked to skip to the next question. Of those who rated their satisfaction with the 25 activities and facilities in Lone Tree, residents were “mostly satisfied” with the Colorado Symphony Orchestra Performances (95%), the Lone Tree Symphony Orchestra Performances (93%), Colorado Stage performances (93%), Summer Concert Series (91%) and the Lone Tree Ski Bus (91%). While no more than 15% of those who participated in each of the activities or used a facility reported dissatisfaction, youth swimming lessons and tennis courts were the activities and facilities with which respondents were “mostly dissatisfied” (12% and 11%, respectively). Five percent or less reported being “mostly dissatisfied” with the other facilities and activities.

Table 15: Satisfaction with Parks and Recreation Facilities and Activities

If you have participated in an activity or used a facility one or more times, please rate your level of satisfaction.	Mostly satisfied	Neutral	Mostly dissatisfied	Total
Colorado Symphony Orchestra Performances	95%	5%	1%	100%
Colorado Stage performances*	93%	5%	1%	100%
Lone Tree Symphony Orchestra Performances**	93%	6%	1%	100%
Lone Tree Ski Bus**	91%	6%	3%	100%
Summer Concert Series	91%	8%	0%	100%
Independence Day Event	89%	10%	1%	100%
Lone Tree Golf Course*	88%	8%	3%	100%
Outdoor swimming pools (Cook Creek)*	88%	10%	2%	100%
Passport to Culture performances**	87%	13%	0%	100%
Adult sports leagues (softball, basketball, volleyball, etc.)*	87%	10%	2%	100%
Individual activities (road and mountain biking, hiking, etc.)	86%	13%	2%	100%
Annual Lone Tree Art Exhibition	84%	16%	0%	100%
Teen activities	84%	15%	1%	100%
Lone Tree Recreation Center*	83%	14%	3%	100%
Annual Lone Tree Photographic Art Show	81%	19%	0%	100%
Skate parks*	80%	15%	5%	100%
Adult golf programs	80%	16%	4%	100%
Fitness and wellness programs	80%	18%	3%	100%
Adult swimming lessons	80%	20%	0%	100%
Youth sports leagues (basketball, softball, baseball, etc.)*	79%	19%	2%	100%
Youth golf programs	76%	20%	4%	100%
Adult tennis programs	71%	26%	2%	100%
Youth tennis programs	66%	29%	4%	100%
Youth swimming lessons	66%	22%	12%	100%
Tennis courts	62%	27%	11%	100%

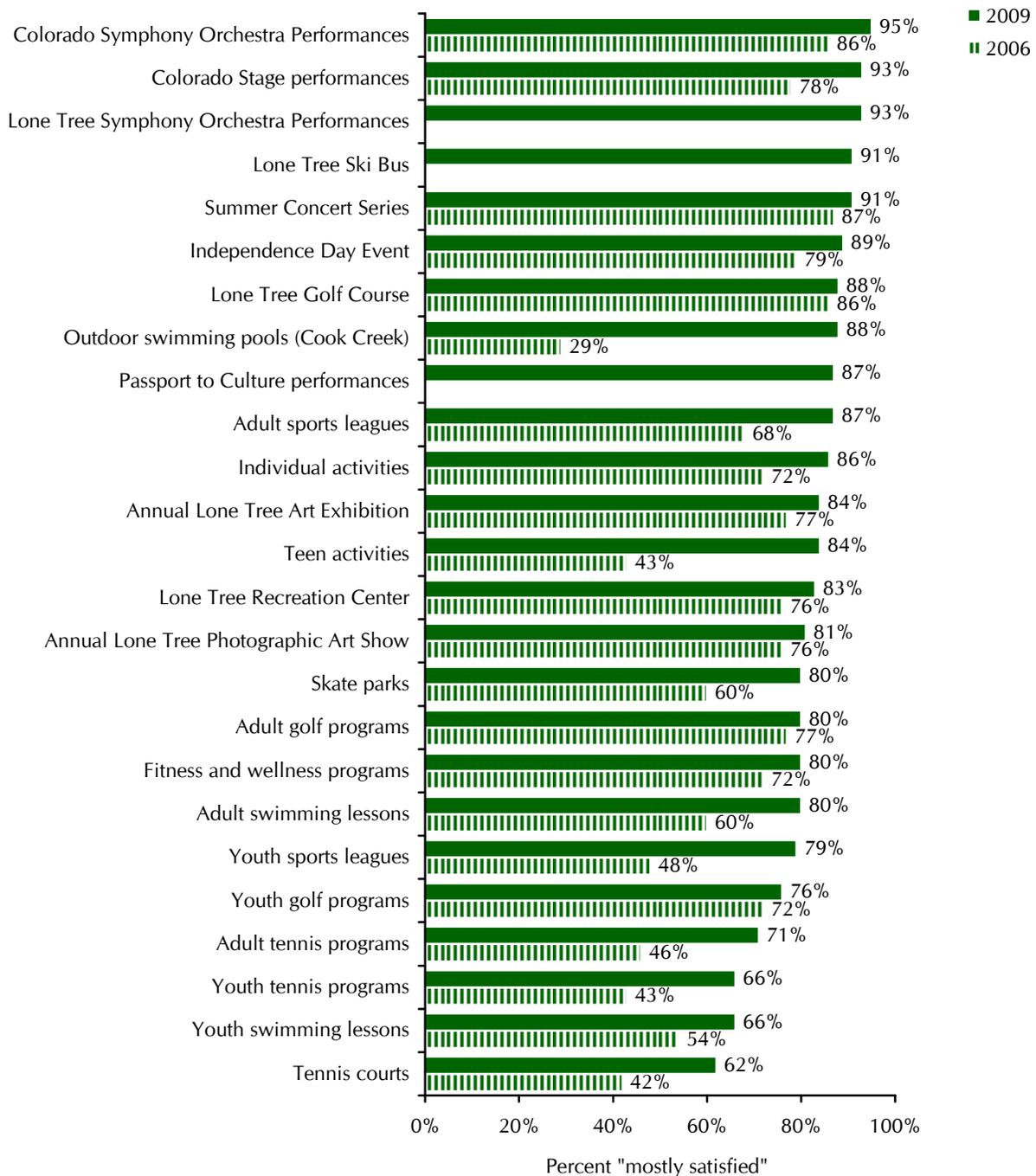
This question was asked only of residents who had used an activity or facility at least once.

**In 2009, wording for several survey questions changed from 2006: "Outdoor swimming pools (Cook Creek)" was "Outdoor swimming pools (Cook Creek, Country Club)"; "Adult sports leagues (softball, basketball, volleyball, etc.)" was "Adult sports leagues (softball, basketball, volleyball, lacrosse, etc.)"; "Youth sports leagues (basketball, softball, baseball, etc.)" was "Youth sports leagues (basketball, softball, baseball, lacrosse, etc.)"; "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)"; "Colorado Stage Performances" was "Colorado Stage"; "Skate parks" was "Skate parks (South Suburban)".*

***New question in 2009*

Twenty-two of the 25 facilities and activities could be compared to the 2006 survey results. In 2009, survey respondents gave higher satisfaction ratings to 18 of the 22 facilities and activities by 16 percentage points, on average, than in 2006. The largest increases in satisfaction ratings were seen for the outdoor swimming pools (Cook Creek; 88% “mostly satisfied” in 2009 versus 29% in 2006), teen activities (84% versus 43%), youth sports leagues (basketball, softball, baseball, etc.; 79% versus 48%), adult tennis programs (71% versus 46%) and youth tennis programs (66% versus 43%).

Figure 19: Satisfaction with Parks and Recreation Facilities and Activities Compared Over Time



This question was asked only of residents who had used an activity or facility at least once.

Likelihood of Participation

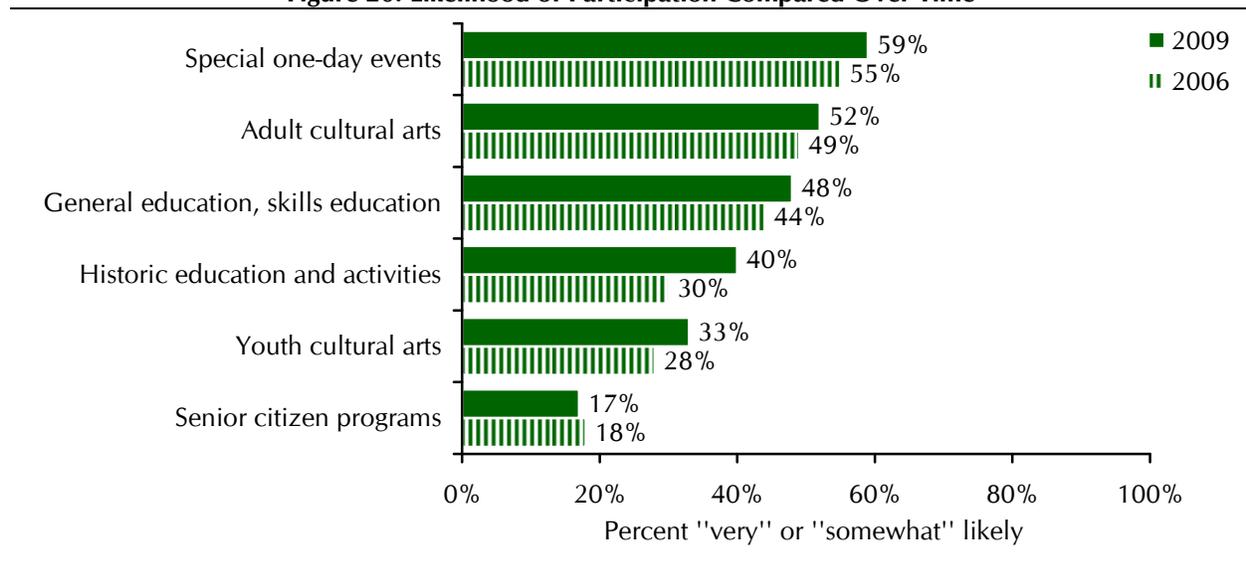
When asked how likely they would be to participate in a variety of cultural and social activities or events, half or more of respondents said they would be “very” or “somewhat” likely to participate in special one-day events (trail running races, a Daddy and Me Golf Day, sports clinics, etc.; 59%), adult cultural arts (dance, photography, theater, pottery, etc.; 52%) and general education, skills education (computer classes, cooking, babysitting, etc.; 48%). Two in five said they would be likely to participate in historic education and activities, 33% reported interest in youth cultural arts (dance, photography, theater, pottery, etc.) and 17% said they were likely to participate in senior citizen programs. More than 50% of respondents said that they would be “very” unlikely to participate in youth cultural arts and senior citizen programs.

Table 16: Likelihood of Participation

Please indicate how likely or unlikely you would be to participate in each of the following activities in or around Lone Tree.	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Special one-day events (trail running races, a Daddy and Me Golf Day, sports clinics, etc.)	24%	36%	16%	25%	100%
Adult cultural arts (dance, photography, theater, pottery, etc.)	17%	35%	17%	31%	100%
General education, skills education (computer classes, cooking, babysitting, etc.)	15%	33%	20%	32%	100%
Historic education and activities	9%	31%	26%	34%	100%
Youth cultural arts (dance, photography, theater, pottery, etc.)	11%	22%	13%	54%	100%
Senior citizen programs	6%	11%	9%	74%	100%

More participants in 2009 than in 2006 voiced interest in historic education and activities (30% “very” or “somewhat” likely in 2006 versus 40% in 2009) and youth cultural arts (dance, photography, theater, pottery, etc.; 28% versus 33%). The likelihood of participation in the other activities remained stable over time.

Figure 20: Likelihood of Participation Compared Over Time



Community Participation

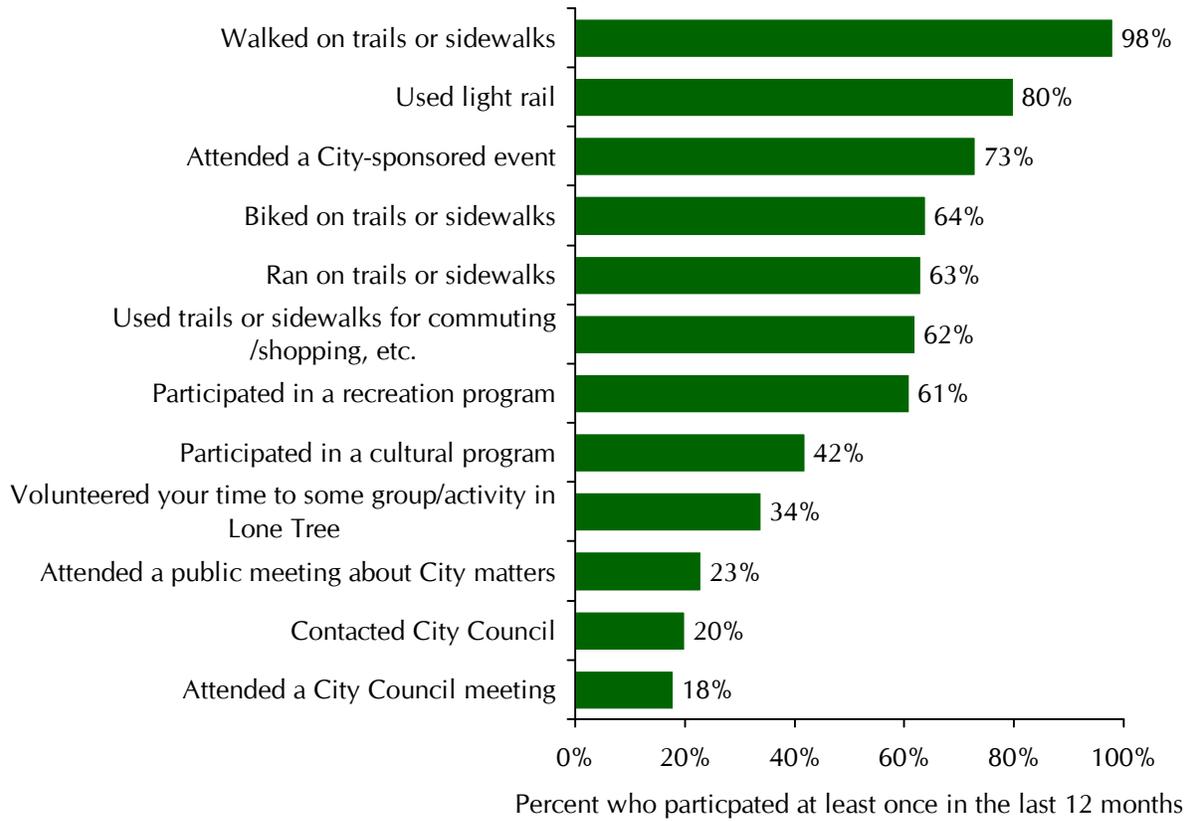
A new question was asked on the 2009 survey to gauge resident participation in a variety of community activities and events. Almost all respondents said they had walked on trails or sidewalks in Lone Tree in the past 12 months (98% reported having done this at least once), with 53% saying they had done this more than 26 times. Two in five reported having used light rail and three-quarters said they attended a City-sponsored event at least once in the last 12 months. Less than one-quarter of residents said they attended a public meeting about City matters (23%), contacted City Council (20%) and attended a City Council meeting (18%).

Two of the 12 community activities and events could be compared to the Front Range benchmark. Fewer Lone Tree residents reported volunteering their time to some group/activity in Lone Tree than did residents in other Front Range communities and more said they had participated in a recreation program.

Table 17: 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?	Never	1-2 times	3-12 times	13-26 times	More than 26 times	Total	Comparison to Front Range benchmark
Walked on trails or sidewalks	2%	5%	19%	21%	53%	100%	--
Used light rail	20%	26%	34%	8%	11%	100%	--
Attended a City-sponsored event	27%	38%	33%	2%	0%	100%	--
Biked on trails or sidewalks	36%	13%	21%	13%	17%	100%	--
Ran on trails or sidewalks	37%	9%	17%	12%	25%	100%	--
Used trails or sidewalks for commuting /shopping, etc.	38%	19%	24%	10%	10%	100%	--
Participated in a recreation program	39%	21%	23%	7%	9%	100%	More
Participated in a cultural program	58%	25%	16%	1%	1%	100%	--
Volunteered your time to some group/activity in Lone Tree	66%	18%	10%	2%	4%	100%	Less
Attended a public meeting about City matters	77%	15%	5%	1%	1%	100%	--
Contacted City Council	80%	15%	3%	1%	1%	100%	--
Attended a City Council meeting	82%	13%	4%	1%	1%	100%	--

Figure 21: Participation in Community Activities and Events



Information Sources

In 2009, survey respondents were given a list of 15 different information sources and asked how many times, if ever, they had used each in the last 12 months to get news about Lone Tree. Fifty percent or more had used nine of the 15 sources of information at least once in the last 12 months. Seven in 10 or more reported using the following at least once:

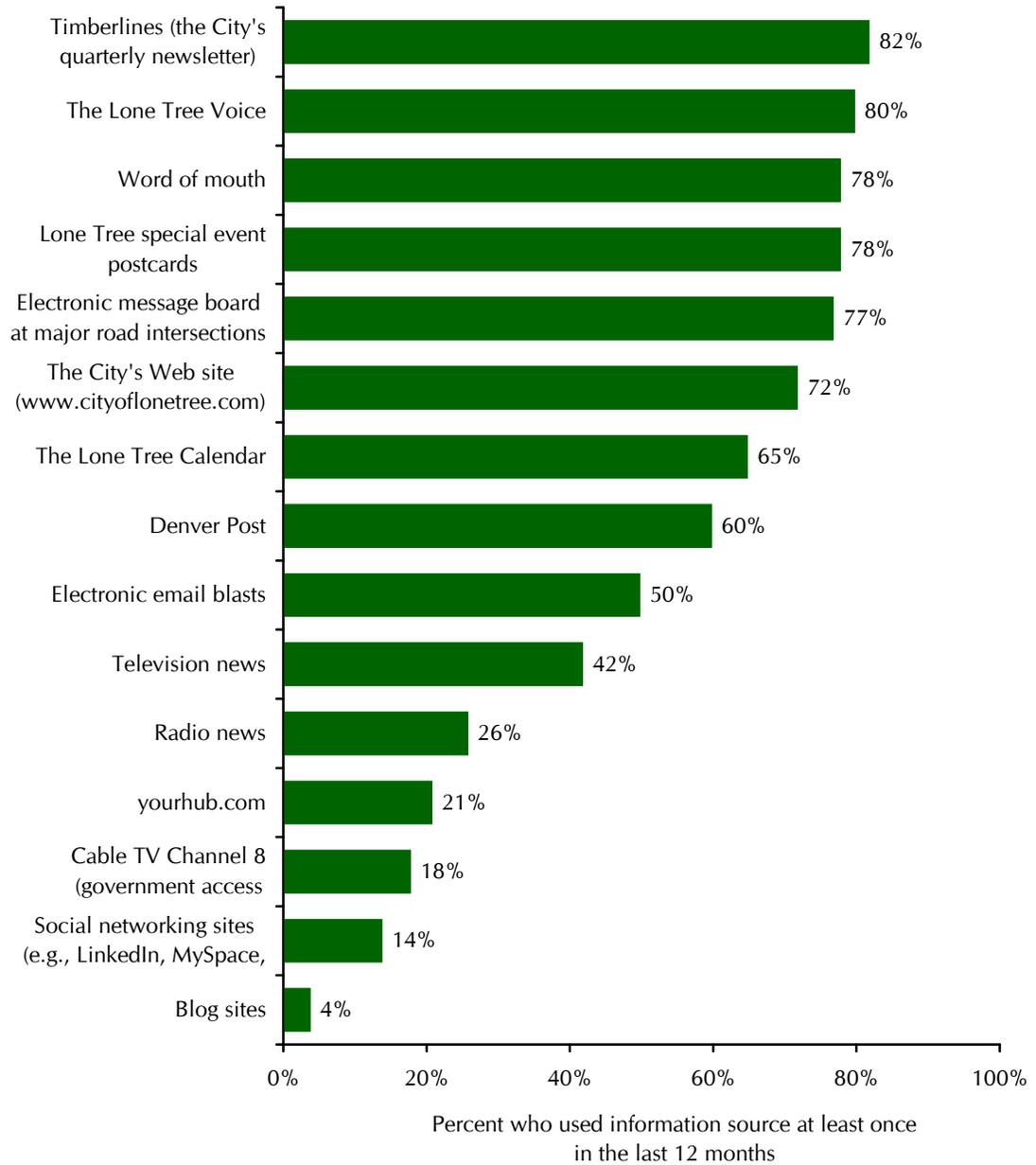
- *Timberlines* (the City's quarterly newsletter; 82%),
- *The Lone Tree Voice* (80%),
- Lone Tree special event postcards (78%),
- word of mouth (78%),
- electronic message board at major road intersections within Lone Tree (77%)
- and the City's Web site (www.cityoflonetree.com; 72%).

Twenty percent or more said they used the *Denver Post* and *The Lone Tree Voice* more than 26 times in the last 12 months for news about Lone Tree. Less than one in five mentioned using cable TV Channel 8 (government access channel; 18%), social networking sites (e.g., LinkedIn, MySpace, Facebook, Twitter; 14%) and blog sites (4%) for news about Lone Tree at least once in the last 12 months.

Table 18: Information Sources

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
Timberlines (the City's quarterly newsletter)	18%	19%	48%	8%	8%	100%
The Lone Tree Voice	20%	13%	30%	16%	21%	100%
Word of mouth	22%	24%	33%	12%	8%	100%
Lone Tree special event postcards	22%	23%	42%	10%	3%	100%
Electronic message board at major road intersections within Lone Tree	23%	20%	34%	15%	8%	100%
The City's Web site (www.cityoflonetree.com)	28%	27%	34%	9%	3%	100%
The Lone Tree Calendar	35%	21%	27%	9%	8%	100%
Denver Post	40%	14%	14%	8%	25%	100%
Electronic email blasts	50%	11%	20%	11%	8%	100%
Television news	58%	15%	11%	4%	11%	100%
Radio news	74%	10%	7%	2%	7%	100%
yourhub.com	79%	8%	7%	3%	3%	100%
Cable TV Channel 8 (government access channel)	82%	9%	6%	1%	2%	100%
Social networking sites (e.g., LinkedIn, MySpace, Facebook, Twitter)	86%	6%	2%	2%	5%	100%
Blog sites	96%	2%	1%	0%	0%	100%

Figure 22: Use of Information Sources



Appendix A: Respondent Demographics

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

Length of Residency	
About how long have you lived in Lone Tree?	Percent of respondents
Five years or less	50%
6 to 10 years	25%
11 to 15 years	17%
16 to 20 years	6%
More than 20 years	2%
Total	100%
<i>Average number of years</i>	<i>7.0 years</i>

Number of Household Members	
How many people (including yourself) live in your household?	Percent of respondents
1	16%
2	33%
3	18%
4	22%
5	8%
6 or more	2%
Total	100%
<i>Average number of household members</i>	<i>2.8 people</i>

Number of Household Members Under Age 12	
How many children age 12 or younger live in your household?	Percent of respondents
0	63%
1	16%
2	16%
3	4%
4 or more	1%
Total	100%

Number of Household Members Between Ages 13 and 17

How many people (including yourself) live in your household?	Percent of respondents
0	83%
1	11%
2	6%
3	0%
4 or more	0%
Total	100%

Number of Household Members Under 18

	Percent of respondents
1	71%
2	21%
3	6%
4	2%
5	0%
6 or more	0%
Total	100%

Number of Household Members Over 55

How many household members (including yourself) are 55 years or older?	Percent of respondents
0	76%
1	12%
2	11%
3	0%
4 or more	0%
Total	100%

Housing Unit Type

In which type of housing unit do you live?	Percent of respondents
Detached single family home	64%
Condominium or townhouse	22%
Apartment	14%
Mobile home	0%
Total	100%

Tenure	
Do you own or rent your residence?	Percent of respondents
Own	81%
Rent	19%
Total	100%

Total Household Income	
How much was your household's total income before taxes in 2008?	Percent of respondents
Less than \$25,000	2%
\$25,000 to \$34,999	3%
\$35,000 to \$49,999	8%
\$50,000 to \$74,999	10%
\$75,000 to \$99,999	11%
\$100,000 to \$149,999	25%
\$150,000 to \$199,999	18%
\$200,000 or more	23%
Total	100%

Respondent Education	
What is your level of education?	Percent of respondents
0-11 years	0%
High school graduate	3%
Some college, no degree	12%
Associate degree	4%
Bachelors degree	48%
Graduate or professional degree	33%
Total	100%

Respondent Race	
What is your race?	Percent of respondents
White/European American/Caucasian	91%
Black or African American	1%
Asian or Pacific Islander	6%
American Indian, Eskimo or Aleut	1%
Other	4%

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

Respondent Ethnicity

Are you Hispanic/Spanish/Latino?	Percent of respondents
Yes	6%
No	94%
Total	100%

Respondent Age

What category includes your age?	Percent of respondents
18-24	5%
25-34	21%
35-44	24%
45-54	34%
55-64	8%
65-74	6%
75+	2%
Total	100%

Respondent Gender

What is your gender?	Percent of respondents
Female	50%
Male	50%
Total	100%

Appendix B: Responses to Survey Questions

The following pages contain a complete set of responses to each question on the survey.

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	69%	28%	2%	0%	0%	100%
Your neighborhood as a place to live	55%	39%	5%	0%	0%	100%
Lone Tree as a place to raise children	50%	26%	4%	1%	19%	100%
Lone Tree as a place to retire	31%	26%	14%	3%	26%	100%
Lone Tree as a place to work	22%	25%	11%	3%	38%	100%
Overall quality of life in Lone Tree	56%	41%	2%	0%	0%	100%

Question 2

For each characteristic, 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	23%	52%	17%	4%	3%	100%
Openness and acceptance of the community towards people of diverse backgrounds	19%	39%	17%	7%	18%	100%
Preservation of community history	12%	32%	19%	4%	33%	100%
Overall appearance of Lone Tree	62%	35%	3%	1%	0%	100%
Cleanliness of Lone Tree	66%	31%	2%	0%	0%	100%
Overall quality of new development in Lone Tree	36%	44%	13%	4%	4%	100%
Variety of housing options	23%	46%	22%	4%	4%	100%
Overall quality of business and service establishments in Lone Tree	35%	52%	11%	1%	1%	100%
Shopping opportunities	70%	27%	3%	1%	0%	100%
Opportunities to attend cultural activities	21%	45%	22%	4%	8%	100%
Recreational opportunities	36%	44%	17%	2%	1%	100%
Employment opportunities	6%	18%	25%	9%	42%	100%
Higher educational opportunities	6%	18%	21%	15%	41%	100%
Opportunities to participate in social events and activities	19%	49%	21%	3%	7%	100%
Opportunities to volunteer	15%	37%	15%	5%	28%	100%
Opportunities to participate in community matters	23%	40%	16%	4%	17%	100%
Ease of car travel in Lone Tree	35%	48%	14%	2%	0%	100%
Ease of bus travel in Lone Tree	10%	17%	14%	8%	50%	100%
Ease of rail travel in Lone Tree	42%	32%	10%	2%	14%	100%
Ease of bicycle travel in Lone Tree	24%	37%	15%	6%	17%	100%
Ease of walking in Lone Tree	41%	43%	12%	3%	1%	100%
Availability of paths and walking trails	42%	40%	12%	4%	2%	100%
Traffic flow on major streets	13%	46%	31%	10%	0%	100%
Availability of affordable quality housing	6%	30%	32%	15%	17%	100%
Availability of affordable quality child care	4%	15%	11%	3%	66%	100%
Availability of affordable quality health care	26%	35%	12%	4%	23%	100%
Air quality	29%	55%	11%	1%	5%	100%
Quality of overall natural environment in Lone Tree	33%	52%	11%	2%	1%	100%
Overall image/reputation of Lone Tree	53%	42%	3%	1%	1%	100%

Question 4

Please indicate the rate of growth in the following categories in Lone Tree over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Don't know	Total
Population growth	0%	2%	55%	22%	6%	15%	100%
Retail growth (stores, restaurants, etc.)	2%	12%	55%	17%	6%	8%	100%
Jobs growth	7%	21%	20%	1%	0%	51%	100%

Question 5

Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know	Total
Recommend living in Lone Tree to someone who asks	71%	25%	2%	2%	1%	100%
Remain in Lone Tree for the next five years	64%	23%	5%	5%	3%	100%

Question 6

In the past 12 months, about how often, if ever, have you or other household members done each of the following in Lone Tree?	Never	1-2 times	3-12 times	13-26 times	More than 26 times	Total
Walked on trails or sidewalks	2%	5%	19%	21%	53%	100%
Ran on trails or sidewalks	37%	9%	17%	12%	25%	100%
Biked on trails or sidewalks	36%	13%	21%	13%	17%	100%
Used trails or sidewalks for commuting /shopping, etc.	38%	19%	24%	10%	10%	100%
Used light rail	20%	26%	34%	8%	11%	100%
Attended a City Council meeting	82%	13%	4%	1%	1%	100%
Attended a public meeting about City matters	77%	15%	5%	1%	1%	100%
Contacted City Council	80%	15%	3%	1%	1%	100%
Volunteered your time to some group/activity in Lone Tree	66%	18%	10%	2%	4%	100%
Participated in a recreation program	39%	21%	23%	7%	9%	100%
Participated in a cultural program	58%	25%	16%	1%	1%	100%
Attended a City-sponsored event	27%	38%	33%	2%	0%	100%

Question 7

Please rate how safe or unsafe you feel from the following in Lone Tree:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total
Violent crime (e.g., rape, assault, robbery)	65%	29%	3%	1%	0%	1%	100%
Property crimes (e.g., burglary, theft)	37%	48%	8%	6%	1%	1%	100%
Environmental hazards, including toxic waste	65%	20%	6%	1%	0%	7%	100%

Question 8

Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total
In your neighborhood during the day	84%	14%	1%	0%	0%	0%	100%
In your neighborhood after dark	47%	44%	5%	3%	0%	0%	100%
In Lone Tree's retail areas during the day	77%	21%	2%	0%	0%	0%	100%
In Lone Tree's retail areas after dark	41%	46%	7%	4%	0%	1%	100%

Question 9

Please rate the quality of each of the following services provided by the City of Lone Tree.	Excellent	Good	Fair	Poor	Don't know	Total
Garbage collection	68%	26%	4%	1%	2%	100%
Recycling	53%	25%	9%	6%	6%	100%
Street repair	31%	48%	17%	4%	1%	100%
Street cleaning	35%	46%	14%	2%	3%	100%
Street lighting	28%	46%	20%	6%	0%	100%
Snow removal	30%	40%	20%	5%	6%	100%
Sidewalk maintenance	31%	46%	16%	4%	3%	100%
Storm drainage	30%	48%	12%	2%	8%	100%
Traffic enforcement	31%	48%	13%	4%	4%	100%
Crime prevention	39%	46%	8%	2%	5%	100%
Police services	48%	39%	6%	2%	5%	100%
Land use, planning and zoning	21%	40%	18%	4%	18%	100%
Building permits and inspections	13%	23%	9%	1%	54%	100%
Code enforcement (weeds, signs, etc)	17%	33%	18%	6%	27%	100%
Animal control	17%	36%	13%	6%	28%	100%
Economic development	17%	42%	18%	2%	21%	100%
Public information	29%	46%	16%	2%	7%	100%
Municipal court	8%	15%	5%	1%	70%	100%

Question 10: Quality

Please rate the quality of the following recreation facilities and/or programs in Lone Tree.	Excellent	Good	Fair	Poor	Don't know	Total
Accessibility of parks	49%	40%	7%	2%	2%	100%
Appearance/maintenance of parks	46%	45%	5%	1%	3%	100%
Parks overall	45%	45%	6%	1%	2%	100%
Recreation programs or classes	21%	43%	11%	1%	23%	100%
Range/variety of recreation programs and classes	23%	38%	15%	2%	22%	100%
Accessibility of the recreation center	42%	39%	9%	3%	7%	100%
Appearance of the recreation center	48%	38%	6%	0%	8%	100%
Lone Tree Recreation Center overall	43%	38%	10%	2%	8%	100%
Recreation trails	35%	47%	10%	1%	8%	100%
Athletic fields	22%	34%	10%	3%	32%	100%
Lone Tree Golf Course	35%	32%	3%	1%	29%	100%
Playgrounds	28%	43%	8%	1%	20%	100%
Cook Creek Pool	48%	20%	3%	0%	27%	100%
Lone Tree Library	42%	37%	12%	2%	7%	100%

Question 10: Importance

Please rate the importance of the following recreation facilities and/or programs in Lone Tree.	Essential	Very important	Somewhat important	Not at all important	Don't know	Total
Accessibility of parks	43%	43%	14%	1%	0%	100%
Appearance/maintenance of parks	44%	47%	8%	0%	0%	100%
Parks overall	48%	43%	8%	0%	0%	100%
Recreation programs or classes	22%	41%	26%	5%	6%	100%
Range/variety of recreation programs and classes	20%	42%	24%	6%	8%	100%
Accessibility of the recreation center	30%	44%	21%	3%	2%	100%
Appearance of the recreation center	30%	49%	17%	2%	2%	100%
Lone Tree Recreation Center overall	35%	47%	14%	2%	2%	100%
Recreation trails	42%	44%	11%	2%	2%	100%
Athletic fields	23%	40%	22%	5%	10%	100%
Lone Tree Golf Course	25%	34%	22%	9%	9%	100%
Playgrounds	34%	40%	13%	5%	7%	100%
Cook Creek Pool	34%	35%	15%	6%	10%	100%
Lone Tree Library	56%	32%	10%	1%	1%	100%

Question 11

Please rate the overall quality of services provided in the City of Lone Tree.	Percent of respondents
Excellent	47%
Good	47%
Fair	4%
Poor	0%
Don't know	1%
Total	100%

Question 12

Have you had any in-person or phone contact with an employee of the City of Lone Tree within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents
No	44%
Yes	56%
Total	100%

Question 13

What was your impression of the employee(s) of the City of Lone Tree in your most recent contact? (Rate each characteristic below.)	Excellent	Good	Fair	Poor	Don't know	Total
Knowledge	57%	37%	4%	2%	0%	100%
Responsiveness	61%	30%	6%	3%	0%	100%
Courtesy	66%	26%	5%	3%	0%	100%
Overall impression	61%	28%	8%	3%	0%	100%

Question 14: Frequency of Use

Please indicate whether you or anyone in your household have participated in an activity or used a facility in the last 12 months.	Never	1-4 times	5-14 times	15 times or more	Total
Adult swimming lessons	98%	1%	0%	0%	100%
Youth swimming lessons	81%	10%	6%	3%	100%
Outdoor swimming pools (Cook Creek)	53%	23%	14%	9%	100%
Adult sports leagues (softball, basketball, volleyball, etc.)	95%	3%	1%	1%	100%
Youth sports leagues (basketball, softball, baseball, etc.)	84%	8%	5%	3%	100%
Teen activities	91%	8%	1%	1%	100%
Colorado Symphony Orchestra Performances	69%	28%	2%	0%	100%
Lone Tree Symphony Orchestra Performances	76%	22%	2%	0%	100%
Annual Lone Tree Art Exhibition	78%	22%	0%	0%	100%
Annual Lone Tree Photographic Art Show	83%	16%	0%	0%	100%
Fitness and wellness programs	71%	14%	7%	7%	100%
Adult tennis programs	95%	2%	1%	1%	100%
Youth tennis programs	94%	4%	2%	1%	100%
Tennis courts	80%	10%	6%	4%	100%
Adult golf programs	87%	7%	3%	3%	100%
Youth golf programs	91%	6%	2%	1%	100%
Lone Tree Golf Course	53%	25%	13%	10%	100%
Lone Tree Recreation Center	29%	23%	23%	25%	100%
Independence Day Event	38%	54%	7%	2%	100%
Summer Concert Series	45%	47%	7%	2%	100%
Colorado Stage performances	89%	9%	1%	1%	100%
Passport to Culture performances	86%	12%	1%	0%	100%
Skate parks	90%	6%	3%	2%	100%
Individual activities (road and mountain biking, hiking, etc.)	34%	15%	18%	33%	100%
Lone Tree Ski Bus	94%	5%	1%	0%	100%

Question 14: Satisfaction

If you have participated in an activity or used a facility one or more times in the last 12 months, please rate your level of satisfaction.	Mostly satisfied	Neutral	Mostly dissatisfied	Total
Adult swimming lessons	80%	20%	0%	100%
Youth swimming lessons	66%	22%	12%	100%
Outdoor swimming pools (Cook Creek)	88%	10%	2%	100%
Adult sports leagues (softball, basketball, volleyball, etc.)	87%	10%	2%	100%
Youth sports leagues (basketball, softball, baseball, etc.)	79%	19%	2%	100%
Teen activities	84%	15%	1%	100%
Colorado Symphony Orchestra Performances	95%	5%	1%	100%
Lone Tree Symphony Orchestra Performances	93%	6%	1%	100%
Annual Lone Tree Art Exhibition	84%	16%	0%	100%
Annual Lone Tree Photographic Art Show	81%	19%	0%	100%
Fitness and wellness programs	80%	18%	3%	100%
Adult tennis programs	71%	26%	2%	100%
Youth tennis programs	66%	29%	4%	100%
Tennis courts	62%	27%	11%	100%
Adult golf programs	80%	16%	4%	100%
Youth golf programs	76%	20%	4%	100%
Lone Tree Golf Course	88%	8%	3%	100%
Lone Tree Recreation Center	83%	14%	3%	100%
Independence Day Event	89%	10%	1%	100%
Summer Concert Series	91%	8%	0%	100%
Colorado Stage performances	93%	5%	1%	100%
Passport to Culture performances	87%	13%	0%	100%
Skate parks	80%	15%	5%	100%
Individual activities (road and mountain biking, hiking, etc.)	86%	13%	2%	100%
Lone Tree Ski Bus	91%	6%	3%	100%

Question 15

Please indicate how likely or unlikely you would be to participate in each of the following activities in Lone Tree.	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know	Total
Adult cultural arts (dance, photography, theater, pottery, etc.)	16%	34%	17%	30%	3%	100%
Youth cultural arts (dance, photography, theater, pottery, etc.)	10%	21%	12%	50%	8%	100%
Special one-day events (trail running races, a Daddy and Me Golf Day, sports clinics, etc.)	23%	34%	15%	24%	4%	100%
Senior citizen programs	6%	10%	8%	66%	11%	100%
General education, skills education (computer classes, cooking, babysitting, etc.)	14%	32%	19%	30%	5%	100%
Historic education and activities	8%	30%	25%	33%	4%	100%

Question 16

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
The City keeps me informed of community issues and values	40%	42%	10%	4%	2%	2%	100%
I am pleased with the overall direction of the City	41%	43%	9%	2%	1%	4%	100%
The City government welcomes citizen involvement	36%	29%	15%	4%	1%	16%	100%
The City government listens to citizens	24%	27%	18%	4%	1%	25%	100%
The City is on the right track regarding parks and recreation	41%	38%	10%	3%	2%	6%	100%
The City is on the right track regarding cultural activities	33%	32%	16%	5%	2%	11%	100%

Question 17

In the last 12 months, about how many times, if ever, have you or other household members used the following sources of information for news about Lone Tree?	Never	1-2 times	3-12 times	13-26 times	More than 26 times	Total
The Lone Tree Voice	20%	13%	30%	16%	21%	100%
Timberlines (the City's quarterly newsletter)	18%	19%	48%	8%	8%	100%
Denver Post	40%	14%	14%	8%	25%	100%
Electronic email blasts	50%	11%	20%	11%	8%	100%
The City's Web site (www.cityoflonetree.com)	28%	27%	34%	9%	3%	100%
Electronic message board at major road intersections within Lone Tree	23%	20%	34%	15%	8%	100%
Lone Tree special event postcards	22%	23%	42%	10%	3%	100%
The Lone Tree Calendar	35%	21%	27%	9%	8%	100%
Blog sites	96%	2%	1%	0%	0%	100%
Social networking sites (e.g., LinkedIn, MySpace, Facebook, Twitter)	86%	6%	2%	2%	5%	100%
yourhub.com	79%	8%	7%	3%	3%	100%
Radio news	74%	10%	7%	2%	7%	100%
Television news	58%	15%	11%	4%	11%	100%
Word of mouth	22%	24%	33%	12%	8%	100%
Cable TV Channel 8 (government access channel)	82%	9%	6%	1%	2%	100%

Appendix C: Verbatim Responses to Open-ended Survey Questions

Following are verbatim responses to 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. Within each category the responses are in alphabetical order.

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

Traffic/noise

- # 1 reduce air traffic noise, # 2 add more trails
- 1-2 nonstop light rail runs to downtown per day
- Airplanes over my house at 4 am in morning
- Apprehend aggressive drivers especially dangerous is turning left coming out of the Lone Tree library.
- Better synchronization of traffic flows & lights
- Better traffic patterns around the mall
- Better traffic planing.
- Better turn light from East bound Lincoln on to North bound Yosemite.
- Cancel all flights from Centennial airport
- Coordinate traffic lights on major streets.
- Discontinue red light violations through your photo installation
- Divert noise from I-25/C-470 and Centennial Airport - Noise barriers on highways
- Divert some of the "pass-through" traffic not visiting Lone Tree but just using our streets to get somewhere else.
- Don't let cars park on Lone Tree Parkway. Be too unsafe & dangerous.
- Ease traffic Lincoln
- Fix the I-25/Lincoln interchange to be continuous without stopping @ light to decrease congestion.
- Fix traffic problems
- Four way stop signs. Brook Lane and Lone Tree Parkway (library & pool crossing areas)
- Get the traffic lights in sink on Yosemite by Ranch Meadows Mall.
- Improve mass transit along Yosemite
- Improve traffic flow
- Improve traffic flow
- Improve traffic flow at Lincoln & I-25.
- Improve traffic flow at Lincoln and Park Meadows Dr
- Improve traffic flow on Lincoln/publicize activities for families better
- Improve traffic flow/timing of lights on Main Streets
- Improve traffic light timing to allow for smoother traffic especially around mall
- Improve traffic on Lincoln. Lights are poorly timed.
- Improve traffic on major streets
- In 2m. On way to work, Northbound on Yosemite at county line sometimes only lets one-three cars get through.
- Intersection light timing/sensing
- Limit Centennial Airport traffic noise
- More patrolling on Lone Tree Parkway - fast drivers & used as a "Cut through" from Lincoln to Yosemite.
- Over/under pass to connect Ridge gate with North side of Lincoln
- Readjust traffic lights to help traffic flow.
- Reduce severity of speed bumps - Lone Tree parking
- Reduce speed limitation Yosemite to 35 MPH from 40 MPH between Lincoln and Park Meadows

- Reduce traffic & create a town center that is pedestrian friendly with a non sport park like Highlands Ranch Town Center/New South Glenn Mall. It's not ped friendly to walk from my home to stores, parks, entertainment district & Park Meadows
- Reduce traffic congestion
- Replace stop light with roundabouts.
- Right hand turn lanes. Not having them creates traffic back ups, waste of gas and adds to pollution!
- Slow down growth and improve traffic control
- Slow traffic on Lone Tree Parkway, protect bluffs from development
- Slow traffic speeds on Yosemite
- Speed bumps in neighborhood
- Sync traffic light-use less gas-improve quality of air & Lone Tree police can generate more revenue from speeder.
- Synchronize the stop lights heading north on Yosemite in the morning - South in the afternoon. Norrason for residents to have to stop @ every light.
- Synchronize traffic lights Yosemite between County Line and Lincoln
- Thanks for increasing the speed limits on Yosemite returned Park Meadows. Put hours on the No U turn on Lincoln & Rosemont. The No U turn is a nuisance & no move a danger then making a left turn. It's difficult to make a left turn & get to Fairview going E on Lincoln.
- Time stop lights on Yosemite & Lincoln. You get a green light & just when you get to the next light it turns red.
- Time the street (traffic) lights on both Lincoln & Yosemite Streets.
- Time the traffic signals
- Time traffic lights
- Timing of traffic lights. Enforcement of stop signs - They are "Optional" in the city.
- To many traffic lights between Lincoln & County Line
- Traffic and noise from Lincoln is too loud. A noise barrier/wall needs to be created.
- Traffic around Park Meadows could be improved
- Traffic congestion
- Traffic control
- Traffic control
- Traffic control & modification of Sunningdale Blvd.
- Traffic enforcement (speeding)
- Traffic enforcement in the city, not on I-25 speeding is a major concern on Yosemite and almost no enforcement
- Traffic flow on Lincoln Ave & around the mall
- Traffic flow on Lincoln, Park Meadows Pkwy., And especially Park Meadows Mall.
- Traffic LT timing. Traffic flow speeding on Lincoln Ave
- Traffic mitigation - Traffic is constantly increasing & becoming more of a problem every day.
- Traffic on Lincoln
- Traffic on Lincoln as growth continues
- Traffic stop building on every corner! Same type restaurants, poor parking
- Traffic tends to get bogged low at major arteries due to long lights at Park Meadows & Lincoln and Lincoln & Yosemite.
- Traffic/law enforcement in Lone Tree is a bit overkill - back off!! Let us "Live" in our community. Stop be so arrogant.
- When you are creating the planters on the Main Streets they look good but the turn lanes are way too short. Ex. Go E. On Lincoln then north on Yosemite that turn lane always backs up into traffic.
- You need to put a double turn lane at Heritage Hills & Lincoln

Walk/bike paths and trails

- (1) Build pedestrian/bike tunnel or bridge over Lincoln Ave (2) Rezone schools for carriage club residence based on priority (for example we have to drive by several elementary schools to get to the school we are zoned for)

- A good trail system and a cultural center.
- A Lone Tree high schools more bike lanes!
- Ability to access walking paths from Park Meadows Dr.
- Access to existing bike paths & new bike paths
- Accessible bike corridor to DTC
- Add bike lanes on roads, more paved bike pathes and more sidewalks & walking trails
- Better bike experience; Lincoln is deadly!
- Better on-street back path, dirt running path and more adult swimming
- Better walking environment
- Bicycle lanes on major streets, esp. Yosemite & Lincoln
- Bicycle lanes on roads.
- Bicycle lanes, lose the speed traps, lower price for rec ctr
- Bike lanes
- Bike lanes on major roads
- Bike lanes on roads - 1. Lincoln Ave. 2. Yosemite St. 3. Park Meadows Drive.
- Bike paths and walking paths that connect.
- Bike paths from/across Yosemite to Target/bluffs area and Lone Tree Parkway. I am shocked we haven't had any accidents or facilities
- Bike trail tunnel under Lincoln Ave at the power lines!
- Bike trails, options for bicycles that are not on extremely busy streets.
- Bridge over Lincoln St at Lone Tree Pkwy - For bike/walkers.
- Build a tunnel under Lincoln so more people have pedestrian & bicycle access to the rec center & other Ridge gate attractions.
- Build overpass/underpass to be able to cross Lincoln on bike before someone gets killed crossing this busy Street.
- Build under pass path to cross Lincoln
- Bury unsightly power lines along walking/bike path
- Close the walking path between Lone Tree and acres green
- Continue to improve common areas & add some mountain bike trails
- Continue to improve trails, landscaping & add bike lanes
- Could have a park w/ paths & trails
- Create a continuous trail around Lone Tree so my kids can be safe while riding their bikes or walking to various businesses or activities within the city.
- Create more mountain bike trails up in hills behind Sky Ridge hospital
- Delineate bicycle lanes on roads
- Expand the trail system in the bluffs.
- I find it a bit difficult to find local athletic (T-ball, etc.) Teams for my young children in spring/summer.
- I run a lot and in winter the snow plows cover the sidewalks on Lincoln making the sidewalks unusable - Would like to see the sidewalks cleared.
- I want to be able to walk to stores, rec center, etc. Walking paths are lacking.
- I would like to be able to walk to Park Meadows Mall from the theatres
- I would love to see more trails and open space and more safe street. Crossings maybe an underpass street crossing at Yosemite & Lincoln?
- Improve bicycle lanes for commuting
- Improve bicycle trail access
- Improve bike trails/paths - several impossible intersections (Yosemite/C-470)
- Improve biking trails. If you could improve quality of H. R. High school, I would say that.
- Improve biking/hiking trails
- Improve pedestrian safety
- Improve pedestrian safety - i.e. Crossing Yosemite - No bikes onside walks
- Improve roads for cyclists. We risk our lives crossing intersection even when we wait for pedestrian traffic lights.
- Improve safety of bicycle commuting (good recreational riding available already) - Finish the new tennis courts!

- Improve walking & hiking trails
- Improved & safer pedestrian access to Park Meadows
- Increase # of runway/walking paths
- It would be nice to have a "real" pathway from Heritage Hills to the Lightrail station
- Keep sidewalks accessible during snow, etc. Especially Yosemite - Mall
- Maintain open spaces and walking trails/paths
- Make the areas around the entertainment district and the PM mall more walk-and bike-able.
- More bike paths.
- More bike trails in bluffs
- More bike walking paths/all underpass on Lincoln high end sally owned restaurants
- More connected trails, a tunnel under Lincoln St for walkers/bikers/kids. We have enough planted boulevarded Streets.
- More connecting biking trails i.e. From Heritage Hills over I-25 going East needs a continuous sidewalk to 24 hr. Fitness
- More hiking/biking trails that are easy to access - Like Willow creek trail
- More quality bike paths. Lower speed limit on Lincoln to reduce noise.
- More trails
- More trails removed from auto traffic that connect.
- More walking pathes (trails). Connect existing ones to form a more continuous path.
- More walking paths
- More walking poutro
- More walking trails a tea room
- Not just one single thing. Access to the parks for Heritage Hills w/out crossing major Streets!!! Playground, skate park etc. For the 10-15 yr. Old children!!
- Not sure at this time
- Off street bike trails - No dangerous intersections.
- Paved bike trails that connect to other trails
- Pedestrian/bike movement in city especially crossing busy corridors (Lincoln/Yosemite)
- Preserve open space, expand trails
- Safer sidewalks/crossings for pedestrians. Perhaps a mailer letting residents know pedestrians have the right of way
- Trail system expansion - dirt especially - love the expansion onto Mc Arthur Ranch! New maps would be good too!
- Tunnel under Lincoln for walk/bike. Path by power line - Bury/relocate power line
- Under path or bridge over major streets like Lincoln; better school.
- Walking access to light rail through Heritage Hills - Need sidewalk
- Walking paths
- Walking to high & rail is long & out of the way. Need a more direct route from Gosemitz to train station. Cut through Heritage Hills?

Parks and recreation activities

- "Free" membership to rec center, like Highlands Ranch.
- (1) Make the rec. Center free like Highlands Ranch (2) Ease up on the police. They are everywhere & becoming less nice.
- A. Keep improving recreational facilities B. Have a summer Lone Tree festival (with a theme).
- Add (2) out door in ground (large & lighted) hot tubs in pool area open 24x7 in Heritage Hills. No pool opportunities available for adults only - Too many screaming kids at pool
- Add a dog park
- Add a jazzercise class @ rec center
- Additional concerts & activities in the park
- Allow adult lap swimming at all hours. The new pool is open.
- Better indoor swimming pool
- Big water park like Water World (love Cook Creek Pool)

- Boys & Girls club
- Break away from South Suburban so our pools/rec ctr are private not public. Like Greenwood Village did.
- Construct another outdoor pool & 1st skate park
- Continue to improve recreational facilities - Too many people not enough facilities
- Create additional parks, open space, trails, natural environments
- Cultural center
- Decrease cost of recreation (pool; tennis; rec ctr)
- Develop more of a outdoors experience - Visit South Glen Mall it has been developed with the community in mind.
- Do not over spend on sports - Pool/Tennis
- Dog park
- Dog park!! Please!! Festivals, comm, get-together's
- Encourage use of rec centers.
- Free rec & pool facilities
- Free recreation centers - Can't compete with Highlands Ranch in this area & south suburban is a rip off.
- Give Lone Tree citizens free & reduced costs at rec. Center, pool, future cultural center
- Have a recreation facility that is near to people to use!
- Have a year - round swimming pool with swim lanes.
- I would like to see Lone Tree "Buy out" south suburban's interest in Cook Creek Pool and make it a "Private" pool that is free to residents of Lone Tree. Guests of residents can use the pool but must pay. P.S. Our police dept. Is fabulous!
- Improve program/affordability of LT residents to use LT rec center. Much like the HRLA program.
- Improve Taos open space - Allow no lessons or any opening of Cook Park Pool before 8:00 am
- Improve the quality/operations of the LT rec center. Great facility, but poorly managed. Consider separating from South Suburban Rec. District
- Improve the recreational facilities for family use (more fields/sports complexes) join mountain bike trails bluffs to Ridge gate.
- Include rec cent/pools memberships for residents.
- Include rec center dues in Hoa costs
- Indoor lap pool
- Indoor real rock climbing wall (not a kid one), stop over development & constant construction.
- Indoor tennis court
- Junior golf program, youth golf leagues, more sports fields so we don't have to leave Lone Tree to May sports
- Lease free exercise area for dogs
- Like Highlands Ranch - have its own rec centers
- Lone Tree community (not South Suburban) pool/rec cntr.
- Lower cost of pool and health club membership
- Make Lone Tree Golf Course more affordable for L. T. Residents especially juniors!
- Mature adult recreation activities
- Monthly passes to rec center at more affordable rates for LT residents. (Taxes in LT [property] are too high!) Light rail add'l stops will also add to LT's appeal!
- More child friendly age's 1-7 yrs. Example parks, sports and activities
- More clubs - walking, running, biking, losing weight
- More mini buses & schedules
- More outdoor pools
- More parks
- More parks and recreational activities
- More recreational facilities/rec programs/better outdoor trail system
- More tennis programs
- Moved to Lone Tree March of 2009 - Have public tennis courts
- Offer residents free access to LT rec. Center - Like Highlands Ranch offers!
- Open a community swimming pool
- Rec center geared more for Teens & pre - Teens

- Rec center upgrade to get the weights out of the "Hallway"
- Recreation
- Recreation
- Recreation
- Recreational
- Recreational programs
- Reimbursement program for recreational classes
- Remodel thru rec center and do not charge Lone Tree residents to use the LT rec center.
- Resident vote @ rec ctr. Should be lower - It's too expensive. It should be @ least competitive with 24 fitness.
- Soccer fields, cultural arts center, bike trails
- Sports complex
- Sports fields - Soccer, baseball complex
- Still would like more recreational fields!!! We drive all over H. R. Every Sat. For our children.
- Stop the construction of the tennis courts. They do not belong so near to Cypress Greens. Traffic will bad.
- The pool is great but attracts too many outside Lone Tree visitors.
- Towards the end of the "sale" time of the 4th of July tickets - If there are still available tickets - Sell them! It goes to a very good cause!
- We are a fat city. Park events are congestive & amazing. Lower our taxes or use that \$ to start & run a low-income health clinic in a part of the Denver area that could really use it. It's time to quit "Parking up" & give to those in need!! We would be blessed for it!
- We need free entrance to rec centers like Highlands Ranch. We pay just as much in fees.
- Would love to have a rec center that we could pay for by dues like Harlem Ranch. The Lone Tree Rec Center is great but very economic. Also would like a larger library.
- Youth recreational sports (i.e. Soccer/baseball) offered in Lone Tree vs Highlands Ranch (girls & boys)

Library

- Better library
- Better library
- Bigger library & parking by pool & civic center
- Build a bigger & better library.
- Build a bigger library
- Build or improve the library
- Douglas cd control library - Keep this library & build a new one! Much of this form concerns things that are done by south suburban?!
- Drive up book drop for library/reduction of entrance fees to rec center etc.
- Enlarge the library
- Enlarge the library (or add a 2nd one)
- Enlarged library
- Expand the library
- Expand the library - We often go to Castle Rock
- Improve the size of library & parking
- Larger library
- Larger library
- Larger library
- Larger library.
- New library
- New library
- Regional library

- Somehow figure out a way to independently improve library and stop high density housing
- We need a larger library

Retail/shopping

- A "Good times" hamburgers, RU Park.
- A couple more restaurants (probably impossible because of zoning?!)
- A few more upscale restaurants
- A local pub geared to middle aged people
- Add a trader Joe's
- Add a Walgreen's & King Scooper
- Add a whole foods store
- Attract diverse restaurants not just chain ones. Traffic light synchronization
- Better & more sporting goods supply
- Bring more large businesses to Lone Tree
- Create a "Main street" atmosphere in Ridge Gate w/ restaurants & place where people will go for dinner, & spend time together.
- Develop the entertainment district by attracting venues such' as "House of blues" that would complement & the area!
- Do not let so many of the same types of businesses open
- Easy shopping
- Einsteins Bagels - steak house (Sullivans)
- Encourage businesses to move into vacant restaurants - Bennisons/Beham Breeze
- Enhance pedestrian oriented shopping/dining/entertainment destination (s.)
- Facilitate new business, there are lots of empty office suites
- Get more business into the area.
- Have a # 2 King Scoopers; Repeal # 1 entertainment tax
- Help attract and retain quality businesses-preferably locally-owned
- In terms of restaurants businesses we seem to have everything i need an ice cream parlor like friendlys.
- Incorporate small "Mom & pop" restaurants
- Less chains, more local business/downtown-Littleton type area. Quaint & friendly.
- Less strip mall, box type stores - More moment pop neighborhood store
- Local restaurants (not chains)
- Local wine/Jazz Bar by Ridge gate
- Love all the great restaurants - beep them coming
- Make a "downtown"! There is no central area to go... No town square.
- More affordable restaurants
- More boutique's shopping vs chains
- More businesses in the Ridge gate area
- More diverse restaurants-like downtown Denver
- More diverse selection of (locally owned) restaurants.
- More entertainment - outdoor malls, walking to restaurants, etc. Like Cherry Creek or downtown.
- More mid-priced restaurants like Miyama, white chocolate etc.
- More restaurants
- More restaurants
- More restaurants
- More restaurants & shopping near Sky Ridge
- More restaurants & weekly recycling
- More restaurants (good)
- More restaurants, places to go out.
- More shopping (i.e. Kings Soopers)
- More small restaurants/fast food near housing so we don't have to deal with Park Meadows mall traffic.
- More taverns/bars - Social places
- More unique restaurants/non-chain/more & pop small business

- Need authentic NY bagel place (like Moe's); looking forward to cultural arts ctr & more restaurants
- Need shops built in Ridge gate/Lower Mill Levy in Ridge gate
- Old Chicago
- Open up a family style dinner theatre!
- Outback steakhouse/Applebee! restaurants
- Papa Murphy's pizza & sonic drive-in
- Pharmacy, more senior activities,
- Preventing business establishments from closing
- Promote and give incentives to locally - Owned businesses (i.e. Not chain restaurants)
- Quit opening chain restaurants, cleaners, etc. Open unique stores/restaurants
- Recruit company headquarters, regional offices, etc for greater job opportunities... Not just low paying retail and service positions
- Redevelop the entertainment district. The developer had horrible drab building design & cannot believe LT approved it!
- Remove fast food trash. Time stop lights better
- Restaurants
- Restaurants/nightlife
- Saks Fifth Ave & Neiman Marcus Stores at mall
- Shops/restaurants walking path area like 16th St. Downtown (maybe not or long!)
- Walgreen's, King Soopers
- We need a bagel shop (little to complain about)
- Work to develop a "Down Town" environment some where
- Would like a King Soopers - Have to go to one in Highlands Ranch each week
- Would like to have a King Scoopers closer/excited about sprouts!
- Would like to see businesses by target, such as the area @ Lucent Blvd in HR

Senior activities/services

- Accessibility for seniors assistance to handy man services
- Active adult affordable quality housing
- Adult learning opportunities/Old Chicago
- Decrease taxes for senior citizens
- Establish clubs and/or activities for "Empty Nesters" - A lot of the activities already in place are for families with children
- How to no cost senior services
- Jobs for seniors
- Live theater social groups for seniors. Less expensive sq footage for office space. A night spot with music for seniors.
- Lower taxes & give relief to senior citizens
- More activities for seniors/retires
- More affordable green fees for seniors (resident) on golf course.
- More emphasis on empty nesters!
- Programs for seniors
- Retired people find it difficult to use the Cook Creek Pool (as well as the indoor pool at the Rec. Center) because of so many children (bused in) taking up all the space. We quit going - it's not conducive to use either pool for older people. Perhaps special times could be set aside each day just for the older folks. The over 50 crowd live in Lone Tree too. Not just families!
- Senior center - Built by another name - Not senior
- Senior citizen 3 step housing such as Windcrest or other
- Senior citizen center
- Senior citizen services
- Senior services
- There is so much emphasis on things for kids - I don't have children. I would like to see more senior programs. I don't need them yet, but will in a few years.

- Veteran organizations/club, some city employees (police) are racist.
- Watch spending, as residents get older need lower taxes

City infrastructure

- Acquire if necessary and then maintain the landscape on the N & S sides of Lincoln. Many places along this stretch are ugly and ill maintained.
- Add a town square
- Add christmas lites equal to Heritage Hills at Yosemite - Lone Tree Parkway & Lone Tree Parkway & Lincoln - All 4 corners (1) Partner with So. Sub. Golf & add 2 landscaped medians on sunning dale (2) Replace trees & shrubs on north side sunning dale & 1/4 mid west side Lone Tree Parkway 1/4 mile north of sunning dale destroyed by wall construction 5 yr ago (3) My priorities # 1 to # 4 (4) A large library - Vs our "Kiddy library"
- Agriburbia Dev't in Ridge gate
- Better road conditions, reduce/quit tax money for art
- Better street lighting
- Brick fence along Lincoln (Between Lincoln and golf course at Heritage estates)
- Bridge on underpass to cross Lincoln
- Build a retirement village
- Build a 'walk able' town center
- Bury power lines between Lone Tree and Highlands Ranch
- Complete construction behind target - restaurants, shop - A downtown Lone Tree effect.
- Continue building town center at Lincoln commons
- Continue maintaining high standards for development
- Create a homeowner landscape program to help clue less people improve their scape on a budget
- Do not approve another development like the apartments by Sky Ridge hospital!
- Don't build anymore - Too many cars!
- Don't widen street - Lincoln St. But find ways to route traffic through other rates.
- Easier access/safer to Lone Tree Elementary from south side of Lincoln
- Expand schools to eliminate current or future year-round schedules
- Extend light rail to Sky Ridge hospital area
- Finish road repairs quickly; Do not allow them to drag on, and on.
- Fix/improve intersections @ Lincoln/I-25 and county line I-25
- Hard one - except I think we need to finish the brick fences.
- Increased city lighting in res'dl areas
- Keep closer attention on maintenance/paint of homes.
- Keep it classy - like it is. Don't compromise on building standards, I don't allow for a bunch of cided apartments, houses, etc...
- Keep open space - Do not build
- Landscaping/aesthetics
- Lighting on major streets.
- Limit population growth, especially high-density housing
- Lone Tree wastes money on some ugly fountains, lighting on Yosemite. Cut wasteful spending.
- Looks of the center islands on streets
- Maintain the Streets & Landscaping
- Maintains a high level of community development - Quality pedestrian ways, quality street scope, quality buildings, just keeping our neighborhoods excellent.
- Make a tunnel or bridge crossing over Lincoln Avenue.
- Make business follow architecture rules - Not ungle bldgs & colors - Unique city would be great a direction not Hap hazard
- Manage growth
- Minimize new development to match transportation capabilities - I-25 access from Lincoln is already over capacity.
- More gated communities

- More green belts
- More landscaping.
- More light rail stations
- More open space
- More parking at Park Meadows Mall
- More street lights on side-streets
- Near Highway
- New Middle school (additional)
- Overall appearance
- Pare road in front of house
- Plant big trees! Fix the movie theatre lack of landscaping. Take down TREO sign, fix tacky things.
- Plant more trees
- Poor street lighting must be improved
- Preservation of open space
- Preserving & expanding open space.
- Quicker completion of street improvement products
- Remove the medians on Lincoln Ave - Stupid idea!
- Remove the speed bump from in front of my house. We did not want it.
- Rezoning of Elementary Schools - We're closer to Lone Tree Elementary but will have to go to Acres Green.
- Slow building
- Stop building stone islands in the streets.... They are great places to hit on unplowed streets in a snow storm we hate them!
- Stop dense-housing developments - Too many people will need city services & auto traffic will increase
- Stop growth
- Street lighting.
- Street lights
- Take down the business (lighted) signs on the sides of the building - At night it makes our town ugly.
- Take power lines down (bury in ground) More trails or advertising of trails available adult only days (Sat. Or Sun) for Cook Creek Pool. 1 x/month would be nice.
- With new development - Keep trees, shrubs, flowers for outdoor shopping. Hoping it will be non-chain, similar to CC north.

City Services

- (1) You way over do the application of de-icier on the streets in the winter. Creates filth and hurts air quality. I will likely move as a result. The streets are seldom cleared near my house. Very disappointing!!!
- (2) Pool is too noisy! Too much traffic!
- A regular scheduled Ski bus that travels to the Colorado Resorts!!!!
- Add a mulching collection program to recycling program
- All new services are focused on Ridge gate, don't forget the rest of us!!!
- Back off with the zealous police
- Better recycling program
- Bus service
- Bus service to light rail, regularly scheduled, not call & ride.
- Caring for green belts
- City develop policies that promote affordable housing resulting in greater diversity in our community.
- City government be cautious with current & future revenue used to provide services
- Continue excellent fiscal management.
- Control over barking dogs.
- Control wildlife-many neighbors have lost pets - We can't leave our dogs & small children outside-
- Could we have an occasional "Hazmat" drop-off location? (for-old paints, spray coins-etc)
- Cut police force in half. Too many cruisers, not enough crime. Waste of taxpayer \$\$.
- Day care programs

- Enforce animal control. (i.e. - barking dogs) (i.e. Bark collars)
- Enforce covenants on yards & maintenance of homes
- Enforce that dogs must be on a leash on public property (trails, open space, etc)
- Enforce the covenants - Get the multiple cars off the roads in front of the houses.
- Enforce the fireworks ban and control coyotes
- Enforcing accountability with regard to cleanliness. New communities are good but the Ridgemount area is a mess and no one knows where to turn to.
- Enforcing dog leash laws and pet clean up on trails
- Equal attention to all neighborhoods within Lone Tree. They all affect our entire community feel & value.
- Fewer coyotes
- Free call' n ride (first 5 times)
- Free shuttle from entertainment district (late night) to discourage drinking & driving!
- Get rid of the Lone Tree police dept and bring back the Douglas county sheriffs, speed traps abound. These guys are out of control. They are an embarrassment with their over zealousness
- Greater sense of community with civic leaders
- Have a dedicated animal control officer to catch the dogs running loose at the far south end of Colonnade Drive.
- Have neighbors with ugly yards be forced to keep them up to some standard (weeding, mom, etc.)
- Hire a service hunter. Get rid of the rabbits - They are pests - Leave droppings - Kill grass
- Hold down costs of city services
- I do not mind cleaning up after my dog, but I wish they had more trash cans to put the waste in on the trails and that they were emptied more often.
- Improve public transport.
- Improve quantity and frequency of recycling
- Improve the cleanliness of the Lone Tree rec center, and fix things that are broken (showers at entrance to pool)
- Improve weed control
- Increase hours of operation for local buses to & from residences to local establishments.
- Increase police patrols in neighborhoods.
- Keep dogs on paths, streets, sidewalks - not lawn
- Keep on public schools strap - Lack of busing for areas green is terrible. To make kids walk 0.8 miles to a bus stop terrible. I drive them now.
- Keep police presence
- Lobby for reduced train fares.
- Maintain security
- Maintain street maintenance - Reduce winter sanding clean up sand to reduce maintenance cost
- More community or police involvement w/ Cook Creek park to help it more safe and free from illegal activities
- More diversity on the city council (age and race)
- More public transportation-peak hours shuttle to & from bus or light rail stop
- More school bus service
- Neighborhood watch - I have worked with TED bath area on this in the past - Not enough frequency of crime bulleting
- Now that it is done, keep path at golf course plowed in winter - please
- Organize a group/bus for trips downtown such as to buch1 theater. Sometimes people want to go but don't have anyone to go with - It would be nice to find other like-minded people.
- Perhaps a convement shuttle to use in here of driving
- Place restrictions on dogs & dog owners. Dogs off leashes & barking at night are a huge problem in the charter. My 8-year old daughter has been charged at twice by large dogs off leashes. This happened in our own front yard. Dogs on silverweed bark day & night.
- Plow snow so one side doesn't get all the snow
- Police need to support & work with citizens - Too overbearing
- Police response to mental illness

- Police the coyotes - Lost our cat to one. Provide better walkway to the mall (clean up dead "Cats" on sidewalk) & into the mall-hard to walk to mall.
- Public transportation
- Recycle program, ever pool cities in southern Louisiana have recycling programs.
- Recycling opportunities in my apartment complex: The Crest
- Reduce the number of services provided and costs incurred
- Require business to cover trash bins.
- Require businesses and apartment buildings to recycle.
- Restrict Cook Creek to residents only. It is packed with outsiders that ruin the experience, and we paid for it.
- Road maintenance; traffic signal timing; enforce speed limits
- Road safety - Keep children from skateboarding in the Streets
- RTD bus going down Lincoln to Parker
- See patrolling police cars at night more frequently, flow cul-de-sacs
- Service
- Several years ago we had a severe snow storm. The city said they would offer a special tree limb/refuse pick up. Then they declined to provide the service. We need storm/emergency services!
- Snow removal, they don't plow our side. It's either the center or the opposite side.
- Snowplows plow into plowed driveways blocking in residence/loosen traffic enforcement away from schools
- Spend less on government - Police budget is excessive, cultural budget is excessive, lower sales tax
- Stop RTD buses in are area
- Stop wasting money on projects that have to be redone soon
- Take better care of the weeds!
- The police are too power hungry
- To improve police dept. Hire people who are not bias toward minorities groups.
- To many police giving tickets
- When plowing snow pay more attention to where it get piled up.
- Wildlife control
- Would like recycling @ apartments (crest) was told by property mgt. That they were having a hard time getting the ok from city.

Taxes

- (1) Property taxes in Lone Tree are extremely high, good budget controls need to be put in place to keep taxes from getting any higher. (2) Enforce dog poop pick-up rules. Grass areas in my neighborhood are disgusting!
- Create more city revenue from sales tax
- Cut taxes
- Keep city taxes low.
- Keep taxes low!
- Lower our taxes!
- Lower sales tax
- Lower taxes
- Lower taxes (especially Ridge gate & property taxes)
- Lower taxes!!! Decrease services
- Lower the taxes
- Lower the taxes
- Maintain current high quality-service-& price no new fees or taxes!
- More efficient use of the tax payer's money (i.e./man frivolous expense)
- More reasonable property taxes.

- Not a program service or business, but stop raising taxes!
- Nothing - but don't raise taxes!
- Property tax not going up all the time
- Quit wasting tax dollars on frivolous surveys such as this!
- Reduce property tax
- Reduce taxes - Douglas county property!
- Refund excess sales taxes to residents of L.T. City council is only thinking about how to spend all of the sales tax collected.
- Reimburse a percentage of property tax for residents
- Return the real estate tax break to slum citizens
- Stop spending and raising taxes
- Stop wasting my taxes on dumb projects like the road medians.
- Use my tax dollars wisely - Stop spending so much \$ on cultural things please

Cultural activities and community events

- (1) Development & availability of more plays music & culture activities (2) Would be nice to have more non chain restaurants
- Addition of new cultural center.
- Arts & cultural center (especially music oriented)
- Arts center
- Bag the cultural center - More taxes, unneeded! Take light rail downtown
- Bluffs are "da' bomb". Move forward w/ cultural opportunities (art music plugs) library support, parks, trails, hiking, running tracks
- Botanic garden
- Build a theater and bring great tairuts
- Build cultural center
- Build up cultural activities, build/improve better library
- Building cultural center
- Community events
- Community garden for individual plots
- Community interaction
- Completing the cultural center.
- Cultural
- Cultural activities
- Cultural activities
- Cultural activities and festivals
- Cultural activities,
- Cultural center
- Cultural center
- Cultural center - Which is being built!
- Family activities, culture & arts
- Finish the cultural center & get a nice deli in town
- Garden center
- Lack of fire arts programs for adults & lack of continuing educations classes/programs for adults.
- Less is more, don't offer too much! (Cultural, arts, against cultural center)
- Like the concerts and the plays - The passport program.
- More community events for children
- More community events.
- More concerts in Sweetwater Park, like there used to be Batsers, etc.
- More cultural activities
- More cultural events
- More cultural events/block parties
- More entertainment - Way too many restaurants

- More events, may be like a Lone Tree fair, a good one!
- More neighborhood events.
- Nightly entertainment
- Provide more cultural events
- Social events & activities
- State of the art performing arts center
- The city might consider a performing art's center separate from S. Sub. With out clear ice skating winter/roller skate in summer like Vail/blewer. This would also create jobs of adults & youth
- The new cultural/performance center will be important to me
- To have an event to make the city come together
- Waiting for the new cultural events center to be built!!
- We need more concerts in the park during the summer work to get HOA's under control. They have lost sight of their purpose and have become miro-managers
- When culture center is completed
- Would love to have a community garden that residents can use; would need sprinklers and way to keep animals out.

Affordable housing/HOAs

- Affordable house - I am moving out of Lone Tree to find a house.
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing.
- Allow personal choice in roof replacement. Take over this function from HOA's
- Build single family & single family retirement homes. Too high % of apartments!
- Cost of living is high.
- Do away with my Hoa (Carriage club)!
- Get rid of silly HOA rules/covenants - Such as keeping fire hazard wood shingles as opposed to 30 yr roof
- Have the HOA's back off on making everything look the same - The fairways HOA required all fences be the same stain - Looks like the Stepford Wives!!
- If possible, the HOA needs improvement in enforcing the covenants
- Limit or eliminate the powers of homeowner's associations to assess fees
- Lower hoa dues in carriage club - Less work on Lincoln
- More affordable housing opportunities
- More affordable housing, for 1st time buyers.
- More housing affordability
- More moderate priced housing besides apartments.
- Provide low cost housing.

Happy with quality of life/City doing good job

- Can't think of any one thing; Very content, happy & proud to live here parking for new Cook Creek Pool a problem I knew it would be I voted nay
- Continue espec. Leadership, cultural programs, police coverage, landscaping, street repair, garbage service continue as now!
- Desirable place to live
- Fine as is
- I am very happy with our city as is!
- I have no suggestions, as I am pleased with overall services and business available in Lone Tree.
- I think Lone Tree has everything our family needs
- I'm doing great in Lone Tree - Can't think of 1 thing
- I'm happy - Invite more churches to build here.

- I'm happy with my quality of life
- It's pretty good as is
- Keep doing what you are doing
- Keep doing what you are doing.
- Keep up the good work
- Lone Tree is a beautiful place to live. I am a renter and wish the housing was a little more affordable
- Nothing - doing a great job
- Nothing - Excellent as is.
- Satisfied with all
- We are very impressed with the quality of life here. Keep moving in the same direction

Nothing/don't know

- (?) Don't have any idea!
- ?
- ?
- Can't think of any
- Can't think of anything
- Can't think of anything that is lacking.
- Can't think of anything.
- Don't have any needs at this time
- Don't know
- Don't know
- Don't know.
- Don't know. Just moved here from G.V. Colorado
- N/A
- N/A
- No suggestions
- None
- None
- None
- None
- None that i can think of
- Not sure
- Not sure
- Not sure - I like Lone Tree but its definitely suburb - kind of boring.
- Nothing
- Service from management-??? Nada

Other

- Adult school
- Are amazing - I can't think of one thing culture are cuit-de sac was repaired-again. Excessive
- Attract businesses that will employ workers who will live in Lone Tree
- Attract national high tech employers
- Brick fizner for muinfird at Lone Tree
- Bring more white collar jobs to the area
- Cat on leash law/not allowed to run free
- Continue to involve the citizens in volunteer services
- Correcting mistakes
- Create, more job opportunities, bring in more human services
- Curtail home invasion
- Develop "home town" atmosphere.

- Develop a more cohousing sense of community
- Economic development, finish Ridge gate, Lone Tree marketing
- Elementary school in the carriage club area
- Employment opportunities
- Encourage religious (channel) groups to leater in Lone Tree
- Free W.F.
- Get rid of people holding signs (Ads) on streets. Yosemite is loaded
- Get rid of SSFFD!!!
- Give residents who own business more jobs Lone Tree
- Golf cart travel to shopping & services (Great for green)
- High insurance premium on cars & Medicare facility.
- High tech businesses
- Improve support of Douglas County Schools!
- Keep the bluffs
- Let kids be kids and play on our property
- Limit population growth
- Local jobs
- Lone Tree is not responsible for my quality of life!
- Maintain fore closure homes
- Map - They give addresses - We have no idea where they are
- More financial support for schools
- More information about groups, organizations in Lone Tree on website
- My only unhappiness here is the people and their pets. I clean up dog do 2-3 times per week. I also have counted 6 nearby homes where the barking goes on all day. If i were to confront these people, all i would get out of it is another problem.
- Pass bond elections for schools!
- Prevent door-to-door solicitations!!!
- Program
- Quit wasting money on surveys
- Remove the creepy golfer statue outside the Fairways entry
- Sky Ridge under different management.
- Slambak Court
- Some thing that would bring life to the Lone Tree
- Status Quo
- Stop allowing non-subscription news papers to be thrown on our driveways!!!
- The availability of higher education.
- Volunteer opportunities rarely satisfy my interests
- Work on homeless people recently seen around the city
- Work with the state to make talking on the cell phone while driving illegal.

Appendix D: Responses to Selected Survey Questions by Respondent Demographics

Responses to select survey questions are compared first by select respondent characteristics and second by households with children and adults age 55 and older in this appendix. Cells shaded grey indicate statistically significant differences ($p \leq .05$). The percentages shown in the tables below are the percent positive (i.e., the percent "excellent" or "good" and "strongly" or "somewhat" agree) for each question as noted under each table.

Crosstabulations by Respondent Characteristics

Question 1 by Length of Residency, Age and Gender										
Please rate each of the following aspects of quality of life in Lone Tree.	Length of residency			Age				Gender		
	Five years or less	More than five years	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Lone Tree as a place to live	96%	99%	98%	96%	99%	98%	98%	99%	97%	98%
Your neighborhood as a place to live	93%	95%	94%	93%	94%	96%	94%	96%	93%	94%
Lone Tree as a place to raise children	91%	96%	94%	86%	96%	95%	94%	94%	92%	93%
Lone Tree as a place to retire	78%	76%	77%	73%	75%	85%	77%	81%	73%	77%
Lone Tree as a place to work	79%	75%	77%	78%	75%	84%	77%	81%	73%	77%
Overall quality of life in Lone Tree	96%	99%	98%	96%	98%	98%	98%	98%	97%	98%

*Percent "excellent" or "good"

Question 1 by Tenure and Housing Unit Type						
Please rate each of the following aspects of quality of life in Lone Tree.	Rent or own			Housing unit type		
	Own	Rent	Overall	Detached	Attached	Overall
Lone Tree as a place to live	99%	95%	98%	99%	97%	98%
Your neighborhood as a place to live	95%	88%	94%	96%	91%	94%
Lone Tree as a place to raise children	95%	87%	94%	96%	87%	94%
Lone Tree as a place to retire	78%	72%	77%	77%	77%	77%
Lone Tree as a place to work	77%	76%	77%	76%	78%	77%
Overall quality of life in Lone Tree	98%	94%	98%	99%	95%	98%

*Percent "excellent" or "good"

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.	Length of residency			Age				Gender		
	Five years or less	More than five years	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Sense of community	75%	80%	78%	64%	83%	84%	78%	78%	78%	78%
Overall quality of new development in Lone Tree	88%	78%	83%	86%	83%	82%	83%	87%	81%	84%
Overall quality of business and service establishments in Lone Tree	90%	85%	88%	90%	87%	90%	88%	89%	87%	88%
Higher educational opportunities	42%	37%	40%	43%	38%	42%	40%	44%	36%	40%
Opportunities to participate in social events and activities	75%	73%	74%	71%	76%	72%	74%	76%	72%	74%
Opportunities to volunteer	73%	72%	72%	63%	75%	76%	73%	70%	75%	73%
Opportunities to participate in community matters	73%	78%	76%	64%	80%	78%	76%	76%	76%	76%
Availability of paths and walking trails	85%	81%	83%	83%	81%	89%	83%	81%	86%	83%
Traffic flow on major streets	63%	55%	59%	53%	60%	65%	59%	64%	54%	59%
Availability of affordable quality housing	41%	47%	44%	33%	49%	46%	44%	43%	46%	44%

*Percent "excellent" or "good"

Question 2 (Select Items) by Tenure and Housing Unit Type

Please rate each of the following characteristics as they relate to Lone Tree as a whole.	Rent or own			Housing unit type		
	Own	Rent	Overall	Detached	Attached	Overall
Sense of community	79%	71%	78%	81%	71%	78%
Overall quality of new development in Lone Tree	83%	84%	83%	84%	81%	83%
Overall quality of business and service establishments in Lone Tree	87%	93%	88%	86%	90%	88%
Higher educational opportunities	40%	40%	40%	36%	46%	40%
Opportunities to participate in social events and activities	75%	67%	74%	76%	70%	74%
Opportunities to volunteer	75%	56%	72%	74%	69%	72%
Opportunities to participate in community matters	79%	58%	76%	80%	69%	76%
Availability of paths and walking trails	83%	83%	83%	83%	84%	83%
Traffic flow on major streets	58%	63%	59%	61%	56%	59%
Availability of affordable quality housing	49%	24%	44%	50%	33%	44%

*Percent "excellent" or "good"

Question 9 by Length of Residency, Age and Gender

Please rate the quality of each of the following services provided by the City of Lone Tree.	Length of residency			Age				Gender		
	Five years or less	More than five years	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Garbage collection	94%	98%	96%	92%	97%	98%	96%	95%	96%	96%
Recycling	74%	93%	83%	59%	92%	92%	83%	83%	84%	83%
Street repair	77%	82%	79%	72%	83%	82%	80%	81%	79%	80%
Street cleaning	84%	83%	83%	81%	84%	81%	83%	86%	81%	83%
Street lighting	72%	76%	74%	66%	77%	76%	74%	77%	72%	74%
Snow removal	69%	79%	74%	57%	81%	76%	74%	73%	76%	74%
Sidewalk maintenance	80%	78%	79%	75%	82%	76%	80%	81%	79%	80%
Storm drainage	82%	88%	85%	78%	88%	87%	85%	83%	87%	85%
Traffic enforcement	85%	80%	82%	81%	83%	84%	83%	87%	79%	83%
Crime prevention	91%	88%	89%	87%	89%	94%	89%	90%	89%	90%
Police services	92%	91%	91%	89%	92%	94%	92%	93%	91%	92%
Land use, planning and zoning	78%	69%	73%	75%	73%	73%	74%	77%	71%	74%
Building permits and inspections	82%	76%	79%	80%	79%	81%	79%	79%	80%	79%
Code enforcement (weeds, signs, etc)	73%	64%	68%	77%	65%	66%	68%	69%	68%	69%
Animal control	76%	72%	74%	75%	74%	70%	74%	73%	75%	74%
Economic development	78%	72%	75%	72%	76%	80%	75%	78%	73%	76%
Public information	78%	82%	80%	68%	84%	88%	81%	83%	78%	81%
Municipal court	75%	81%	78%	70%	83%	83%	79%	81%	76%	79%

*Percent "excellent" or "good"

Question 9 by Tenure and Housing Unit Type

Please rate the quality of each of the following services provided by the City of Lone Tree.	Rent or own			Housing unit type		
	Own	Rent	Overall	Detached	Attached	Overall
Garbage collection	97%	89%	96%	98%	92%	96%
Recycling	92%	41%	84%	92%	66%	84%
Street repair	81%	72%	79%	82%	75%	79%
Street cleaning	85%	75%	83%	84%	81%	83%
Street lighting	75%	68%	74%	75%	72%	74%
Snow removal	78%	55%	74%	79%	65%	74%
Sidewalk maintenance	80%	78%	79%	80%	78%	79%
Storm drainage	87%	78%	85%	87%	81%	85%
Traffic enforcement	81%	87%	82%	83%	82%	82%
Crime prevention	89%	89%	89%	88%	91%	89%
Police services	92%	90%	91%	90%	93%	91%
Land use, planning and zoning	72%	80%	73%	72%	75%	73%
Building permits and inspections	77%	88%	79%	77%	82%	79%
Code enforcement (weeds, signs, etc)	66%	78%	68%	68%	68%	68%
Animal control	73%	78%	74%	74%	73%	74%
Economic development	74%	79%	75%	75%	74%	75%
Public information	83%	69%	80%	85%	73%	80%
Municipal court	80%	72%	78%	81%	74%	78%

*Percent "excellent" or "good"

Question 10 by Length of Residency, Age and Gender

Please rate the quality of each of the following recreation facilities and/or programs in Lone Tree.	Length of residency			Age				Gender		
	Five years or less	More than five years	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Accessibility of parks	89%	90%	90%	85%	91%	94%	90%	89%	91%	90%
Appearance/maintenance of parks	94%	93%	94%	94%	93%	96%	94%	95%	93%	94%
Parks overall	93%	92%	93%	92%	93%	93%	93%	93%	93%	93%
Recreation programs or classes	84%	83%	84%	81%	83%	87%	83%	86%	81%	84%
Range/variety of recreation programs and classes	77%	79%	78%	69%	79%	88%	78%	79%	77%	78%
Accessibility of the recreation center	86%	88%	87%	85%	87%	95%	87%	88%	86%	87%
Appearance of the recreation center	92%	95%	94%	94%	93%	96%	94%	93%	94%	94%
Lone Tree Recreation Center overall	89%	87%	88%	91%	86%	92%	88%	88%	88%	88%
Recreation trails	89%	88%	89%	86%	89%	92%	89%	88%	89%	89%
Athletic fields	87%	77%	82%	83%	81%	85%	82%	85%	79%	82%
Lone Tree Golf Course	95%	95%	95%	93%	96%	97%	95%	96%	95%	95%
Playgrounds	90%	87%	89%	87%	89%	93%	89%	91%	87%	89%
Cook Creek Pool	94%	95%	95%	91%	96%	95%	94%	95%	94%	95%
Lone Tree Library	82%	87%	85%	79%	86%	92%	85%	85%	85%	85%

*Percent "excellent" or "good"

Question 10 by Tenure and Housing Unit Type

Please rate the quality of each of the following recreation facilities and/or programs in Lone Tree.	Rent or own			Housing unit type		
	Own	Rent	Overall	Detached	Attached	Overall
Accessibility of parks	93%	79%	90%	92%	86%	90%
Appearance/maintenance of parks	94%	92%	94%	94%	92%	94%
Parks overall	93%	88%	93%	93%	91%	93%
Recreation programs or classes	83%	84%	84%	84%	83%	84%
Range/variety of recreation programs and classes	80%	69%	78%	79%	76%	78%
Accessibility of the recreation center	88%	82%	87%	87%	87%	87%
Appearance of the recreation center	94%	92%	94%	94%	92%	94%
Lone Tree Recreation Center overall	87%	92%	88%	86%	91%	88%
Recreation trails	90%	84%	89%	89%	88%	89%
Athletic fields	81%	88%	82%	79%	88%	82%
Lone Tree Golf Course	96%	90%	95%	96%	93%	95%
Playgrounds	90%	82%	89%	88%	90%	89%
Cook Creek Pool	95%	89%	95%	96%	91%	95%
Lone Tree Library	87%	75%	85%	85%	84%	85%

*Percent "excellent" or "good"

Question 11 by Length of Residency, Age and Gender

Please rate the overall quality of services provided in the City of Lone Tree.	Length of residency			Age				Gender		
	Five years or less	More than five years	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Please rate the overall quality of services provided in the City of Lone Tree.	94%	97%	95%	93%	97%	96%	96%	97%	95%	96%

*Percent "excellent" or "good"

Question 11 by Tenure and Housing Unit Type

Please rate the overall quality of services provided in the City of Lone Tree.	Rent or own			Housing unit type		
	Own	Rent	Overall	Detached	Attached	Overall
Please rate the overall quality of services provided in the City of Lone Tree.	96%	93%	95%	97%	92%	95%

*Percent "excellent" or "good"

Question 16 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:	Length of residency			Age				Gender		
	Five years or less	More than five years	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
The City keeps me informed of community issues and values	80%	88%	84%	75%	88%	88%	84%	84%	85%	84%
I am pleased with the overall direction of the City	88%	86%	87%	87%	87%	88%	87%	90%	86%	88%
The City government welcomes citizen involvement	75%	79%	77%	67%	80%	78%	77%	79%	75%	77%
The City government listens to citizens	70%	68%	69%	60%	72%	70%	69%	69%	69%	69%
The City is on the right track regarding parks and recreation	87%	80%	84%	85%	83%	82%	84%	84%	84%	84%
The City is on the right track regarding cultural activities	80%	69%	74%	76%	74%	74%	74%	75%	74%	74%

*Percent "strongly" or "somewhat" agree

Question 16 by Tenure and Housing Unit Type

Please rate the following statements by circling the number that most clearly represents your opinion about the City of Lone Tree:	Rent or own			Housing unit type		
	Own	Rent	Overall	Detached	Attached	Overall
The City keeps me informed of community issues and values	87%	71%	84%	89%	75%	84%
I am pleased with the overall direction of the City	88%	83%	87%	89%	83%	87%
The City government welcomes citizen involvement	80%	62%	77%	83%	67%	77%
The City government listens to citizens	70%	63%	69%	72%	63%	69%
The City is on the right track regarding parks and recreation	84%	83%	83%	86%	80%	83%
The City is on the right track regarding cultural activities	75%	69%	74%	75%	71%	74%

*Percent "strongly" or "somewhat" agree

Crosstabulations by Households with Children and Adults Age 55 or Older

Question 1 by Types of Household Members												
Please rate each of the following aspects of quality of life in Lone Tree.	Under age 12			Age 13-17			Under age 18			55 years or older		
	No	Yes	Overall	No	Yes	Overall	No	Yes	Overall	No	Yes	Overall
Lone Tree as a place to live	98%	97%	98%	98%	98%	98%	98%	97%	98%	98%	98%	98%
Your neighborhood as a place to live	92%	97%	94%	95%	91%	94%	92%	96%	94%	93%	97%	94%
Lone Tree as a place to raise children	92%	96%	93%	93%	96%	93%	91%	96%	93%	93%	97%	94%
Lone Tree as a place to retire	78%	74%	76%	77%	77%	77%	78%	74%	76%	73%	85%	77%
Lone Tree as a place to work	76%	79%	77%	77%	75%	77%	77%	77%	77%	77%	79%	77%
Overall quality of life in Lone Tree	97%	99%	97%	97%	98%	97%	96%	99%	97%	97%	98%	97%

*Percent "excellent" or "good"

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.	Under age 12			Age 13-17			Under age 18			55 years or older		
	No	Yes	Overall	No	Yes	Overall	No	Yes	Overall	No	Yes	Overall
Sense of community	75%	81%	77%	76%	85%	77%	73%	82%	78%	76%	82%	77%
Overall quality of new development in Lone Tree	81%	86%	83%	83%	81%	83%	82%	84%	83%	83%	82%	83%
Overall quality of business and service establishments in Lone Tree	88%	88%	88%	88%	86%	88%	88%	87%	88%	88%	87%	88%
Higher educational opportunities	41%	38%	40%	39%	41%	39%	42%	37%	39%	40%	41%	40%
Opportunities to participate in social events and activities	71%	78%	74%	73%	78%	74%	69%	78%	74%	74%	74%	74%
Opportunities to volunteer	70%	76%	72%	71%	76%	72%	69%	75%	72%	72%	75%	73%
Opportunities to participate in community matters	73%	80%	76%	75%	81%	76%	72%	80%	76%	75%	79%	76%
Availability of paths and walking trails	85%	80%	83%	83%	83%	83%	84%	81%	83%	83%	85%	83%
Traffic flow on major streets	55%	66%	59%	59%	59%	59%	55%	64%	59%	57%	65%	59%
Availability of affordable quality housing	40%	49%	44%	42%	53%	44%	39%	48%	44%	44%	44%	44%

*Percent "excellent" or "good"

Question 9 by Types of Household Members												
Please rate the quality of each of the following services provided by the City of Lone Tree.	Under age 12			Age 13-17			Under age 18			55 years or older		
	No	Yes	Overall	No	Yes	Overall	No	Yes	Overall	No	Yes	Overall
Garbage collection	95%	97%	96%	95%	97%	96%	95%	97%	96%	95%	98%	96%
Recycling	80%	88%	83%	81%	94%	83%	78%	89%	83%	81%	90%	83%
Street repair	78%	82%	80%	79%	81%	80%	78%	81%	80%	80%	79%	79%
Street cleaning	83%	85%	83%	84%	81%	83%	83%	84%	83%	84%	81%	83%
Street lighting	72%	77%	74%	73%	77%	74%	73%	75%	74%	73%	77%	74%
Snow removal	71%	79%	74%	73%	80%	74%	70%	79%	74%	73%	76%	74%
Sidewalk maintenance	81%	78%	80%	80%	77%	79%	81%	78%	79%	80%	76%	79%
Storm drainage	85%	86%	85%	84%	89%	85%	84%	86%	85%	85%	86%	85%
Traffic enforcement	80%	86%	82%	83%	82%	82%	81%	84%	82%	82%	84%	82%
Crime prevention	89%	89%	89%	90%	85%	89%	90%	88%	89%	88%	92%	89%
Police services	91%	92%	91%	92%	88%	91%	92%	90%	91%	91%	92%	91%
Land use, planning and zoning	72%	75%	73%	74%	72%	73%	72%	74%	73%	73%	73%	73%
Building permits and inspections	78%	80%	79%	78%	80%	79%	77%	80%	79%	79%	77%	78%
Code enforcement (weeds, signs, etc)	66%	71%	68%	69%	63%	68%	67%	69%	68%	69%	65%	68%
Animal control	75%	73%	74%	73%	78%	74%	73%	75%	74%	75%	70%	74%
Economic development	73%	79%	75%	76%	72%	75%	74%	76%	75%	75%	74%	75%
Public information	79%	83%	80%	80%	83%	80%	79%	82%	80%	79%	85%	80%
Municipal court	76%	80%	78%	75%	87%	78%	74%	81%	78%	77%	79%	78%

*Percent "excellent" or "good"

Question 10 by Types of Household Members												
Please rate the quality of each of the following recreation facilities and/or programs in Lone Tree.	Under age 12			Age 13-17			Under age 18			55 years or older		
	No	Yes	Overall	No	Yes	Overall	No	Yes	Overall	No	Yes	Overall
Accessibility of parks	89%	92%	90%	89%	93%	90%	88%	92%	90%	89%	93%	90%
Appearance/maintenance of parks	91%	97%	93%	93%	94%	93%	91%	96%	93%	94%	93%	93%
Parks overall	92%	93%	92%	92%	93%	92%	92%	93%	92%	92%	92%	92%
Recreation programs or classes	86%	80%	83%	84%	82%	83%	86%	82%	83%	82%	88%	83%
Range/variety of recreation programs and classes	79%	76%	78%	78%	77%	78%	79%	77%	78%	75%	86%	78%
Accessibility of the recreation center	88%	86%	87%	88%	85%	87%	89%	85%	87%	86%	92%	87%
Appearance of the recreation center	94%	93%	94%	94%	92%	94%	94%	93%	94%	93%	96%	94%
Lone Tree Recreation Center overall	88%	86%	88%	89%	83%	88%	89%	86%	88%	87%	90%	88%
Recreation trails	89%	88%	88%	89%	88%	89%	88%	89%	89%	88%	90%	89%
Athletic fields	82%	80%	81%	83%	78%	82%	85%	79%	82%	81%	83%	82%
Lone Tree Golf Course	95%	95%	95%	94%	96%	95%	94%	96%	95%	94%	96%	95%
Playgrounds	91%	85%	89%	89%	87%	89%	92%	86%	89%	88%	90%	89%
Cook Creek Pool	92%	97%	95%	94%	96%	95%	91%	97%	95%	95%	94%	94%
Lone Tree Library	85%	84%	85%	84%	87%	85%	85%	84%	85%	83%	90%	85%

*Percent "excellent" or "good"

Question 11 by Types of Household Members												
Please rate the overall quality of services provided in the City of Lone Tree.	Under age 12			Age 13-17			Under age 18			55 years or older		
	No	Yes	Overall	No	Yes	Overall	No	Yes	Overall	No	Yes	Overall
Please rate the overall quality of services provided in the City of Lone Tree.	95%	96%	95%	95%	96%	95%	95%	96%	95%	95%	95%	95%

*Percent "excellent" or "good"

Question 16 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:	Under age 12			Age 13-17			Under age 18			55 years or older		
	No	Yes	Overall	No	Yes	Overall	No	Yes	Overall	No	Yes	Overall
The City keeps me informed of community issues and values	82%	88%	84%	82%	92%	84%	80%	89%	84%	83%	86%	84%
I am pleased with the overall direction of the City	84%	92%	87%	86%	89%	87%	83%	91%	87%	88%	83%	87%
The City government welcomes citizen involvement	75%	81%	77%	76%	81%	77%	73%	81%	77%	76%	79%	77%
The City government listens to citizens	69%	69%	69%	69%	70%	69%	68%	70%	69%	69%	67%	69%
The City is on the right track regarding parks and recreation	81%	87%	83%	83%	86%	83%	80%	87%	83%	85%	78%	83%
The City is on the right track regarding cultural activities	73%	75%	74%	73%	76%	74%	72%	76%	74%	76%	68%	74%

*Percent "strongly" or "somewhat" agree

Appendix E: Survey Methodology

Developing the Questionnaire

The Lone Tree Resident Survey was first administered in 2006. General citizen surveys, such as this one, ask recipients their perspectives about the quality of life in the city, their use of city amenities, their opinion on policy issues facing the city and their assessment of city service delivery. The resident survey instrument for Lone Tree was developed by starting with the version from the previous implementation in 2006. While the 2006 instrument focused on parks and recreation, City staff wanted the 2009 survey to ask more general questions about the community so many new questions were added to the 2009 instrument. A list of topics was generated for new questions; topics and questions were modified to find those that were the best fit for the 2009 questionnaire. In an iterative process between City staff and NRC staff, a final five-page questionnaire was created.

Selecting Survey Recipients

All households (approximately 4,196) within the city limits of Lone Tree were asked to participate in the survey based on zip code. Because local governments generally do not have inclusive lists of all the residences in the jurisdiction (tax assessor and utility billing databases often omit rental units), lists from the United States Postal Service (USPS), updated every three months, usually provide the best representation of all households in a specific geographic location. NRC used the USPS data as the first step in selecting the households within the city.

All addresses falling into Lone Tree zip codes were “geocoded” to eliminate addresses from the list that were outside the study boundaries. Geocoding is a computerized process in which addresses are compared to electronically mapped boundaries and coded as inside or outside these boundaries. All addresses determined to be outside the study boundaries were eliminated from the sample. The geocoded list of households was reviewed by City staff and compared to the list of households kept by the City. Any addresses that were outside of the city limits were removed and some households not included in the USPS list were added for a total of 4,196 addresses.

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

Survey Administration and Response

Each household was contacted two times. First, a prenotification announcement, informing the household members that they had been selected to participate in the 2009 Lone Tree Resident Survey was sent. Approximately one week after mailing the prenotification, 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.

The mailings were sent in October 2009. Completed surveys were collected over the following five weeks. About 5% of the 4,196 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 3,964 households presumed to have received a survey, 1,110 completed the survey, providing a response rate of 28%.

95% Confidence Intervals

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 sample size, and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within \pm 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 our 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).

While the 95 percent confidence level for the survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample, results for subgroups will have wider confidence intervals. For each subgroup from the survey, the margin of error rises to as much as plus or minus 14% for a sample size of 50 to plus or minus 4% for 500 completed surveys.

Survey Processing (Data Entry)

Mailed surveys were returned to NRC 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 select one response out of a list of five, but the respondent checked two; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they 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.

Survey Analysis

Weighting the Data

The demographic characteristics of the survey sample were compared to those found in the 2000 Census estimates for adults in the city. Sample 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 sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were respondent gender, age and housing unit type. 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.

A special software program using mathematical algorithms is used to calculate the appropriate weights. A limitation of data weighting is that only 2-3 demographic variables can be adjusted in a single study. Several different weighting "schemes" are tested to ensure the best fit for the data. Knowing that residents in single family dwellings are more likely to respond to a mail survey, results must be weighted to recapture the proper representation of apartment dwellers.

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

2009 Lone Tree Resident Survey Weighting Table			
Characteristic	Percent in Population		
	Population Norm*	Unweighted Data	Weighted Data
Sex and Age			
18-34 years of age	25%	7%	26%
35-54 years of age	58%	48%	58%
55+ years of age	17%	45%	16%
Female	51%	53%	50%
Male	49%	47%	50%
Females 18-34	14%	4%	14%
Females 35-54	29%	27%	29%
Females 55+	8%	21%	6%
Males 18-34	11%	3%	12%
Males 35-54	28%	22%	29%
Males 55+	9%	23%	9%
Race and Ethnicity			
White	92%	92%	89%
Non-white	8%	8%	11%
Hispanic	4%	4%	6%
Not Hispanic	96%	96%	94%
White alone, not Hispanic	89%	90%	86%
Hispanic and/or other race	11%	10%	14%
Housing			
Own home	77%	92%	81%
Rent home	23%	8%	19%
Detached unit	64%	78%	64%
Attached unit	36%	22%	36%

*Source: 2000 Census

Analyzing the Data

The electronic dataset was analyzed by National Research Center, Inc. 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: Responses to Survey Questions*.

Also included are results by respondent characteristics (*Appendix D: Responses to Selected Survey Questions by Respondent*). 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 F. Jurisdictions Included in Benchmark Comparisons

Listed below are the jurisdictions included in the National comparisons provided for the City of Lone Tree followed by the 2000 population according to the U.S. Census. At the end of this section, are listed the jurisdictions included in the Front Range comparison.

Jurisdictions Included in Front Range Comparisons

Arapahoe County, CO	487,967
Arvada, CO	102,153
Aspen, CO	5,914
Aurora, CO	276,393
Boulder County, CO.....	291,288
Boulder, CO.....	94,673
Broomfield, CO.....	38,272
Castle Rock, CO.....	20,224
Colorado Springs, CO	360,890
Denver (City and County), CO	554,636
Denver Public Library, CO	NA
Douglas County, CO.....	175,766
Englewood, CO.....	31,727
Fort Collins, CO	118,652
Golden, CO	17,159
Greenwood Village, CO.....	11,035
Highlands Ranch, CO.....	70,931
Jefferson County, CO.....	527,056
Lakewood, CO	144,126
Larimer County, CO	251,494
Lone Tree, CO.....	10,041*
Longmont, CO	71,093
Louisville, CO	18,937
Loveland, CO.....	50,608
Northglenn, CO	31,575
Parker, CO	23,558
Thornton, CO.....	82,384
Westminster, CO.....	100,940
Wheat Ridge, CO	32,913

*Based on DRCOG 2006 estimates

Appendix G: Copy of Survey Questionnaire

The following pages contain a copy of the questionnaire that survey participants were asked to complete.

Mayor
James D. Gunning

City Council
Harold Anderson
Patricia Braden
Jacqueline Millet
Sharon Van Ramshorst



CITY OF LONE TREE

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October 2009

Dear Lone Tree Resident:

We are very interested in your thoughts about your community and your local government. That is why you have been selected to participate in our 2009 Resident Survey.

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

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

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

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

Thank you for your participation.

Sincerely,

A handwritten signature in black ink, appearing to read "James D. Gunning". The signature is written in a cursive, flowing style with a prominent initial "J".

James D. Gunning, Mayor
City of Lone Tree

2009 City of Lone Tree Resident Survey

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

Quality of Life

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

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

Community Characteristics

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

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

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

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

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

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

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

Community Participation

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

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

Safety in Lone Tree

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

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

8. Please rate how safe or unsafe you feel:

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

Quality of Services in Lone Tree

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

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

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

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

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

- Excellent
 Good
 Fair
 Poor
 Don't know

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

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

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

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

Recreation and Leisure Services

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

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

15. Please indicate how likely or unlikely you would be to participate in each of the following activities in Lone Tree.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Adult cultural arts (dance, photography, theater, pottery, etc.)	1	2	3	4	5
Youth cultural arts (dance, photography, theater, pottery, etc.).....	1	2	3	4	5
Special one-day events (trail running races, a Daddy and Me Golf Day, sports clinics, etc.)	1	2	3	4	5
Senior citizen programs.....	1	2	3	4	5
General education, skills education (computer classes, cooking, babysitting, etc.)	1	2	3	4	5
Historic education and activities.....	1	2	3	4	5

Communication with Citizens

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

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

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

	Never	1-2 times	3-12 times	13-26 times	More than 26 times
The Lone Tree Voice	1	2	3	4	5
Timberlines (the City's quarterly newsletter)	1	2	3	4	5
Denver Post	1	2	3	4	5
Electronic email blasts.....	1	2	3	4	5
The City's Web site (www.cityoflonetree.com)	1	2	3	4	5
Electronic message board at major road intersections within Lone Tree..	1	2	3	4	5
Lone Tree special event postcards.....	1	2	3	4	5
The Lone Tree Calendar	1	2	3	4	5
Blog sites.....	1	2	3	4	5
Social networking sites (LinkedIn, MySpace, Facebook, Twitter).....	1	2	3	4	5
Yourhub.com	1	2	3	4	5
Radio news	1	2	3	4	5
Television news.....	1	2	3	4	5
Word of mouth	1	2	3	4	5
Cable TV Channel 8 (government access channel)	1	2	3	4	5

Demographics

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

18. About how long have you lived in Lone Tree?
 _____ Years (Write 0 if six months or less)

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

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

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

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

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

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

24. Do you own or rent your residence?

- Own
- Rent

25. How much was your HOUSEHOLD'S TOTAL INCOME BEFORE TAXES in 2008? Be sure to include income from all sources. Please check the appropriate box below.

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

26. What is your level of education?

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

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

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

28. Are you Hispanic/Spanish/Latino?

- Yes
- No

29. Which category contains your age?

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

30. What is your gender?

- Female
- Male

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



CITY OF LONE TREE
Resident Survey

Benchmark Report
December 2009

Prepared by:



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Understanding the Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The City of Lone Tree chose to have comparisons made to jurisdictions in the Front Range. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Lone Tree survey was included in NRC’s database and there were at least five jurisdictions in which the question was asked.

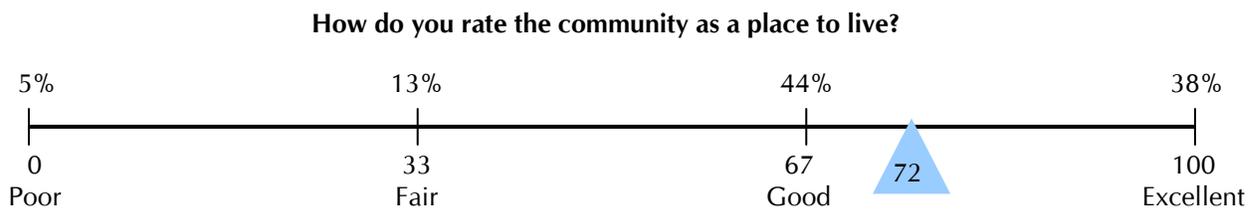
Putting Evaluations onto the 100-point Scale

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

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

Example of Converting Responses to the 100-point Scale

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



Interpreting the Results

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

The comparison: "above/more," "below/less" or "similar" comes from a statistical comparison of your jurisdiction's rating to the benchmark (the average rating from all the comparison jurisdictions where a similar question was asked). Differences of more than three points on the 100-point scale between your jurisdiction's ratings and the average based on the appropriate comparisons from the database are considered "statistically significant," and thus are marked as "above" or "below" the benchmark. When differences between your jurisdiction's ratings and the benchmarks are three points or fewer, they are marked as "similar to" the benchmark.

Front Range Benchmark Comparison

Quality of Life Benchmarks				
	Lone Tree average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Lone Tree as a place to live	89	1	20	Above
Your neighborhood as a place to live	83	1	18	Above
Lone Tree as a place to raise children	85	3	21	Above
Lone Tree as a place to retire	72	1	19	Above
Lone Tree as a place to work	69	1	13	Above
Overall quality of life in Lone Tree	85	4	26	Above

Percent "excellent" or "good"

Community Characteristics Benchmarks				
	Lone Tree average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	66	3	17	Above
Openness and acceptance of the community towards people of diverse backgrounds	62	2	13	Above
Preservation of community history	59	Not available	Not available	Not available
Overall appearance of Lone Tree	86	1	15	Above
Cleanliness of Lone Tree	88	Not available	Not available	Not available
Overall quality of new development in Lone Tree	72	1	8	Above
Variety of housing options	64	1	6	Above
Overall quality of business and service establishments in Lone Tree	74	Not available	Not available	Not available
Shopping opportunities	89	1	13	Above
Opportunities to attend cultural activities	63	4	17	Above
Recreational opportunities	72	7	14	Above
Employment opportunities	45	4	15	Above
Higher educational opportunities	41	8	9	Below
Opportunities to participate in social events and activities	64	1	6	Above
Opportunities to volunteer	62	3	6	Above
Opportunities to participate in community matters	66	1	6	Above
Ease of car travel in Lone Tree	72	2	15	Above
Ease of bus travel in Lone Tree	53	5	13	Above
Ease of rail travel in Lone Tree	77	Not available	Not available	Not available
Ease of bicycle travel in Lone Tree	66	4	12	Above
Ease of walking in Lone Tree	75	3	14	Above
Availability of paths and walking trails	74	Not available	Not available	Not available
Traffic flow on major streets	54	2	7	Above
Availability of affordable quality housing	44	5	15	Above
Availability of affordable quality child care	53	1	9	Above
Availability of affordable quality health care	69	1	10	Above
Air quality	72	1	12	Above
Quality of overall natural environment in Lone Tree	73	3	7	Above
Overall image/reputation of Lone Tree	83	1	9	Above

Percent "excellent" or "good"

Rates of Growth Benchmarks

	Lone Tree average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth ¹	33	6	7	Less
Retail growth (stores, restaurants, etc.) ²	15	5	7	Less
Jobs growth ²	57	7	8	Less

¹Percent "too fast"²Percent "too slow"**Living and Remaining in City Benchmarks**

	Lone Tree average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recommend living in Lone Tree to someone who asks	89	1	6	Above
Remain in Lone Tree for the next five years	84	1	6	Above

Percent "very" or "somewhat" likely

Community Participation Benchmarks

	Lone Tree average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Volunteered your time to some group/activity in Lone Tree	34	7	8	Less
Participated in a recreation program	61	2	6	More

Percent who participated at least once in the last 12 months

Safety Benchmarks

	Lone Tree average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Violent crime (e.g., rape, assault, robbery)	90	2	13	Above
Property crimes (e.g., burglary, theft)	78	2	13	Above
Environmental hazards, including toxic waste	90	1	7	Above
In your neighborhood during the day	95	1	16	Above
In your neighborhood after dark	84	1	13	Above
In Lone Tree's retail areas during the day	93	1	13	Above
In Lone Tree's retail areas after dark	81	3	13	Above

Percent "very" or "somewhat" safe

City Services Benchmarks

	Lone Tree average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Garbage collection	88	1	8	Above
Recycling	78	2	12	Above
Street repair	69	2	23	Above
Street cleaning	72	2	19	Above
Street lighting	65	2	11	Above
Snow removal	67	1	22	Above
Sidewalk maintenance	69	1	7	Above
Storm drainage	72	1	9	Above
Traffic enforcement	70	1	20	Above
Crime prevention	76	1	13	Above
Police services	80	2	21	Above
Land use, planning and zoning	65	1	14	Above
Code enforcement (weeds, signs, etc)	61	1	21	Above
Animal control	63	1	15	Above
Economic development	65	1	11	Above
Public information	70	1	10	Above
Municipal court	67	1	11	Above

Percent "excellent" or "good"

Parks and Recreation Benchmarks

	Lone Tree average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Accessibility of parks	79	Not available	Not available	Not available
Appearance/maintenance of parks	80	1	8	Above
Parks overall	79	3	15	Above
Recreation programs or classes	70	4	17	Above
Range/variety of recreation programs and classes	68	Not available	Not available	Not available
Appearance of the recreation center	82	Not available	Not available	Not available
Lone Tree Recreation Center overall	77	1	13	Above
Recreation trails	75	5	8	Similar
Athletic fields	70	Not available	Not available	Not available
Lone Tree Golf Course	81	Not available	Not available	Not available
Playgrounds	74	Not available	Not available	Not available
Cook Creek Pool	87	Not available	Not available	Not available
Lone Tree Library	76	3	11	Above

Percent "excellent" or "good"

Overall Quality of City Services Benchmark

	Lone Tree average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of services provided in the City	81	1	20	Above

Percent "excellent" or "good"

Contact with City Employee Benchmarks

	Lone Tree average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Contact with City employee in the last 12 months	56	3	8	More

Percent "yes"

City Employees Benchmarks

	Lone Tree average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	83	2	21	Above
Responsiveness	83	1	17	Above
Courtesy	85	2	11	Above
Overall impression	83	1	21	Above

Percent "excellent" or "good"

Public Trust Benchmarks

	Lone Tree average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
The City keeps me informed of community issues and values	79	1	6	Above
I am pleased with the overall direction of the City	81	1	19	Above
The City government welcomes citizen involvement	78	1	19	Above
The City government listens to citizens	73	1	11	Above

Percent "strongly" or "somewhat" agree

Jurisdictions Included in Front Range Benchmark Comparisons

List below are the jurisdictions included in the Front Range benchmark comparisons provided for the City of Lone Tree followed by its 2000 population according to the U.S. Census.

Arapahoe County, CO	487,967
Arvada, CO	102,153
Aspen, CO	5,914
Aurora, CO	276,393
Boulder County, CO.....	291,288
Boulder, CO.....	94,673
Broomfield, CO.....	38,272
Castle Rock, CO.....	20,224
Colorado Springs, CO	360,890
Denver (City and County), CO	554,636
Denver Public Library, CO	NA
Douglas County, CO	175,766
Englewood, CO.....	31,727
Fort Collins, CO	118,652
Golden, CO	17,159
Greenwood Village, CO.....	11,035
Highlands Ranch, CO.....	70,931
Jefferson County, CO.....	527,056
Lakewood, CO	144,126
Larimer County, CO	251,494
Lone Tree, CO.....	10,041 *
Longmont, CO	71,093
Louisville, CO	18,937
Loveland, CO.....	50,608
Northglenn, CO	31,575
Parker, CO	23,558
Thornton, CO.....	82,384
Westminster, CO.....	100,940
Wheat Ridge, CO	32,913

**Based on DRCOG 2006 estimates*