



CITY OF LONE TREE
Resident Survey

Benchmark Report
December 2009

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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.

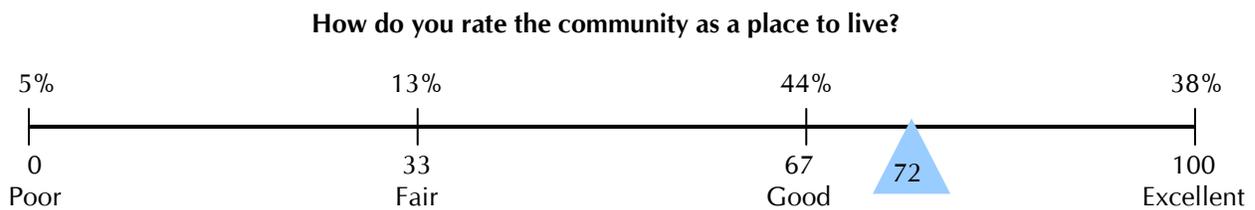
Putting Evaluations onto the 100-point Scale

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% | $= 36 \div (100-5) =$ | 38% | 100 | $= 38\% \times 100 =$ | 38 |
| Good | 42% | $= 42 \div (100-5) =$ | 44% | 67 | $= 44\% \times 67 =$ | 30 |
| Fair | 12% | $= 12 \div (100-5) =$ | 13% | 33 | $= 13\% \times 33 =$ | 4 |
| Poor | 5% | $= 5 \div (100-5) =$ | 5% | 0 | $= 5\% \times 0 =$ | 0 |
| Don’t know | 5% | | -- | | | |
| Total | 100% | | 100% | | | 72 |



Interpreting the Results

Average ratings are compared when 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*