

City of Lone Tree, CO

Resident Survey 2009

Prepared by:



NATIONAL
RESEARCH
C E N T E R I N C.

Survey Background

- Assess resident satisfaction with community characteristics, amenities and the local government
- Understand resident priorities
- Second community-wide survey
- Compare to other cities in Front Range

Survey Methods

- Mailed survey to all households (4,196) in October 2009
- 1,110 households responded
- Response rate was 28%
- Survey results were weighted by age, gender and housing unit type
- Margin of error was +/- 3%

Quality of Life and Community

Quality of Life

Overall quality of life in Lone Tree

98%

Lone Tree as a place to live

Your neighborhood as a place to live

94%

Lone Tree as a place to raise children

Lone Tree as a place to retire

77%

Lone Tree as a place to work

All above the Front Range benchmarks

Percent "excellent" or "good"

Ways to Improve Quality of Life

Adding or
changing City
services

13%

Creating
more
walking/biki
ng paths
and trails

12%

Adding or
changing retail
and shopping

12%

Reducing
traffic/noise

11%

Adding or
changing
parks and
recreation
activities

11%

Percent of respondents

Community Characteristics

Overall appearance of Lone Tree



97%

Cleanliness of Lone Tree

NA

97%

Shopping opportunities



97%

Overall image/reputation of Lone Tree



96%

Highest Rated

Lowest Rated

Ease of bus travel in Lone Tree



56%

Availability of affordable quality housing



44%

Employment opportunities



41%

Higher educational opportunities



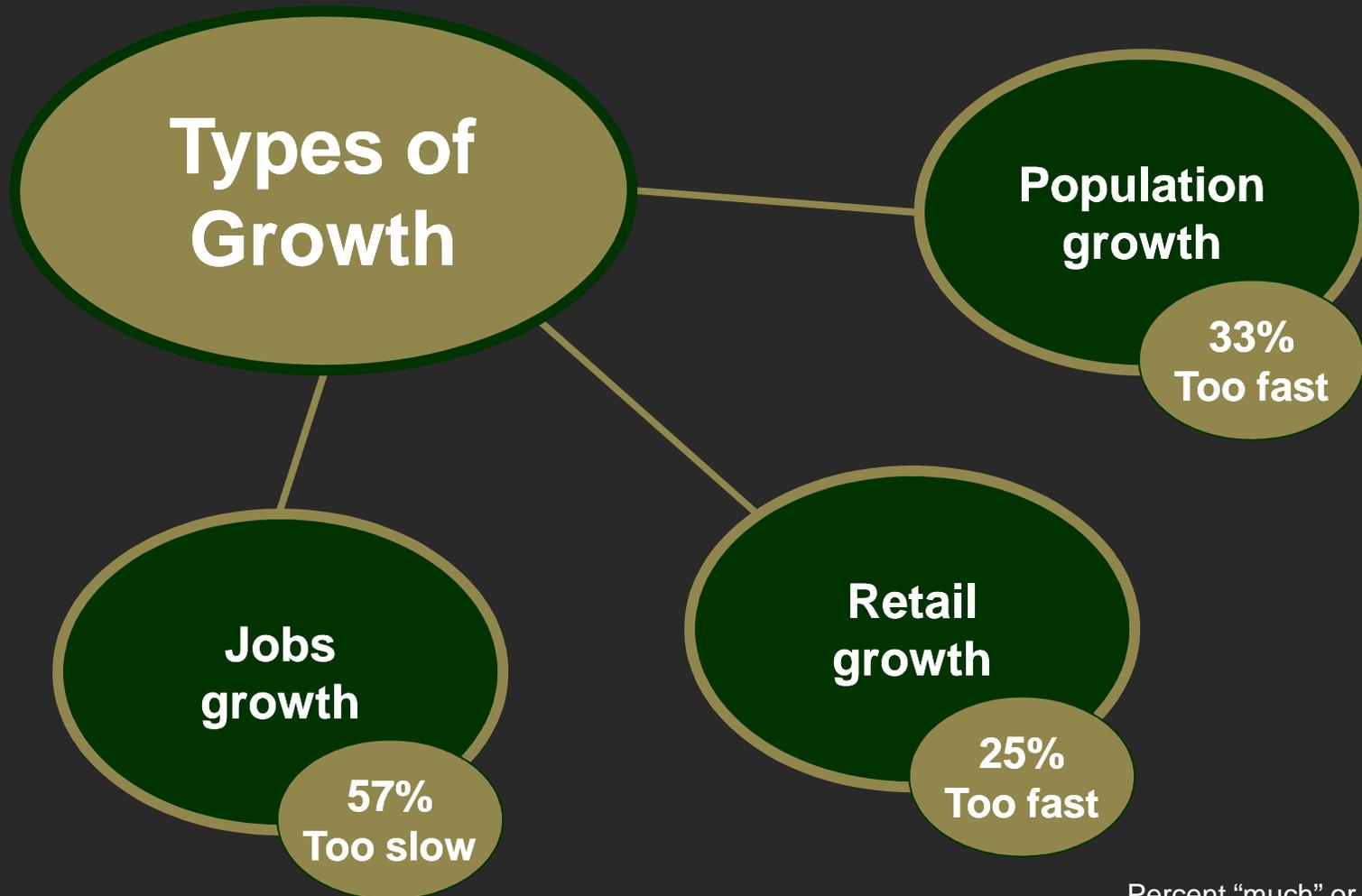
40%



= Front Range benchmark comparison

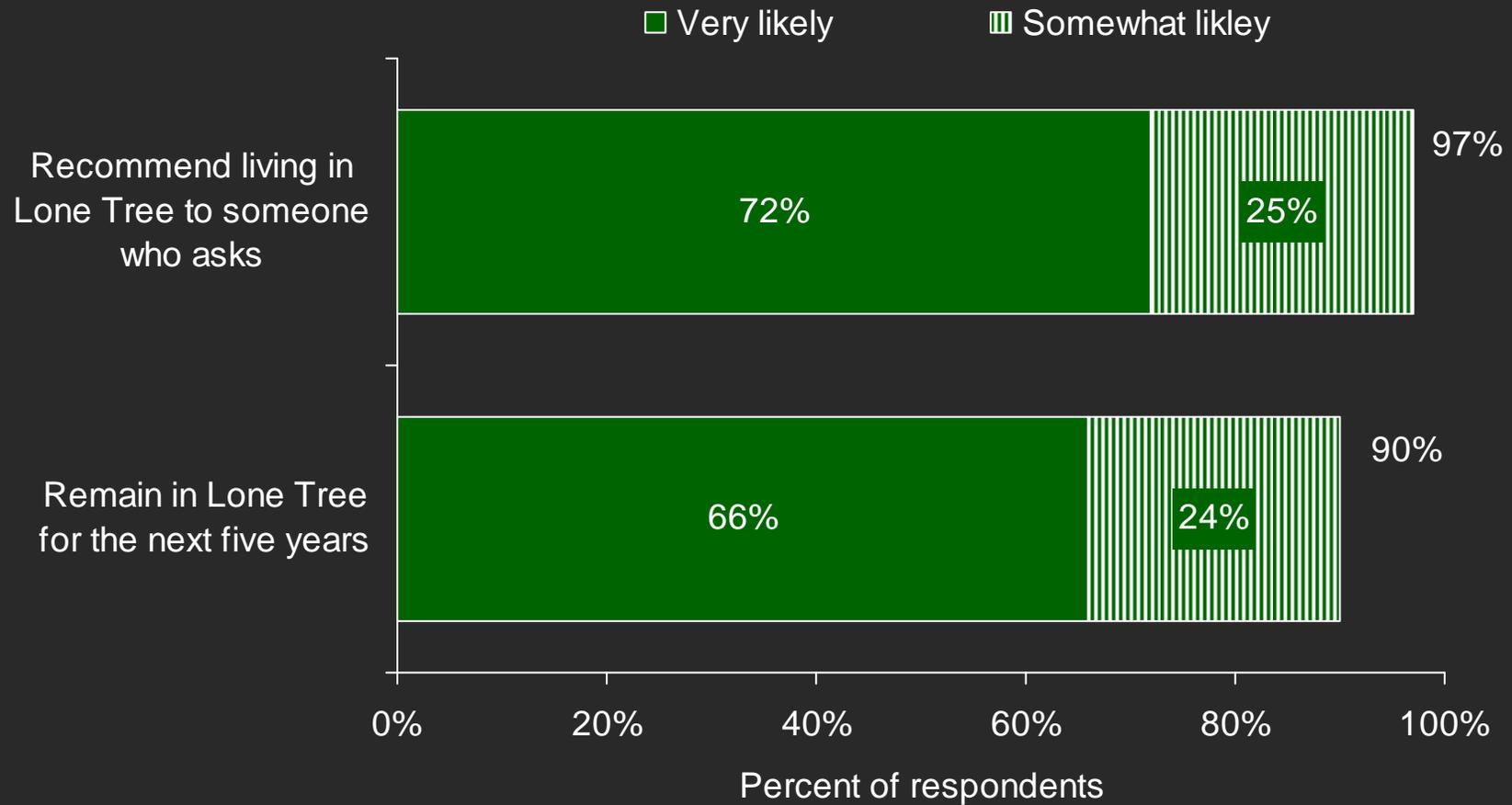
Percent "excellent" or "good"

Growth in Lone Tree



Percent "much" or "somewhat"

Living in Lone Tree



Safety in Lone Tree

Percent "very" or "somewhat" safe

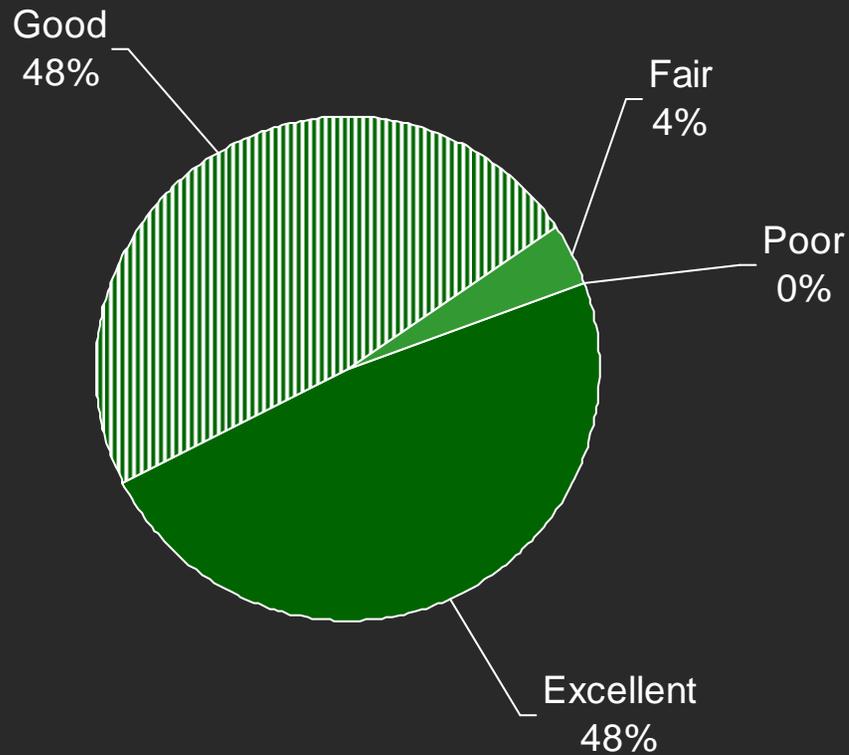
In Lone Tree's retail areas during the day	98%
In your neighborhood during the day	98%
Violent crime (e.g., rape, assault, robbery)	95%
Environmental hazards, including toxic waste	92%
In your neighborhood after dark	92%
In Lone Tree's retail areas after dark	88%
Property crimes (e.g., burglary, theft)	85%



= Front Range benchmark comparison

City Services and Government

Overall Quality of Services



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

City Services

Garbage collection



96%

Police services



91%

Crime prevention



89%

Highest Rated

Lowest Rated

**Land use,
planning and
zoning**



73%

**Code enforcement
(weeds, signs,
etc)**



68%

Percent "excellent" or "good"

Parks and Recreation Services

Lone Tree golf course

NA 95%

Cook Creek Pool

NA 95%

The appearance/
maintenance of
parks

↑ 94%

The appearance
of the recreation
center

NA 94%

Highest Rated

Lowest Rated

Recreation
programs or
classes

↑ 83%

Athletic fields

NA 82%

The range/variety
of recreation
programs and
classes

NA 78%

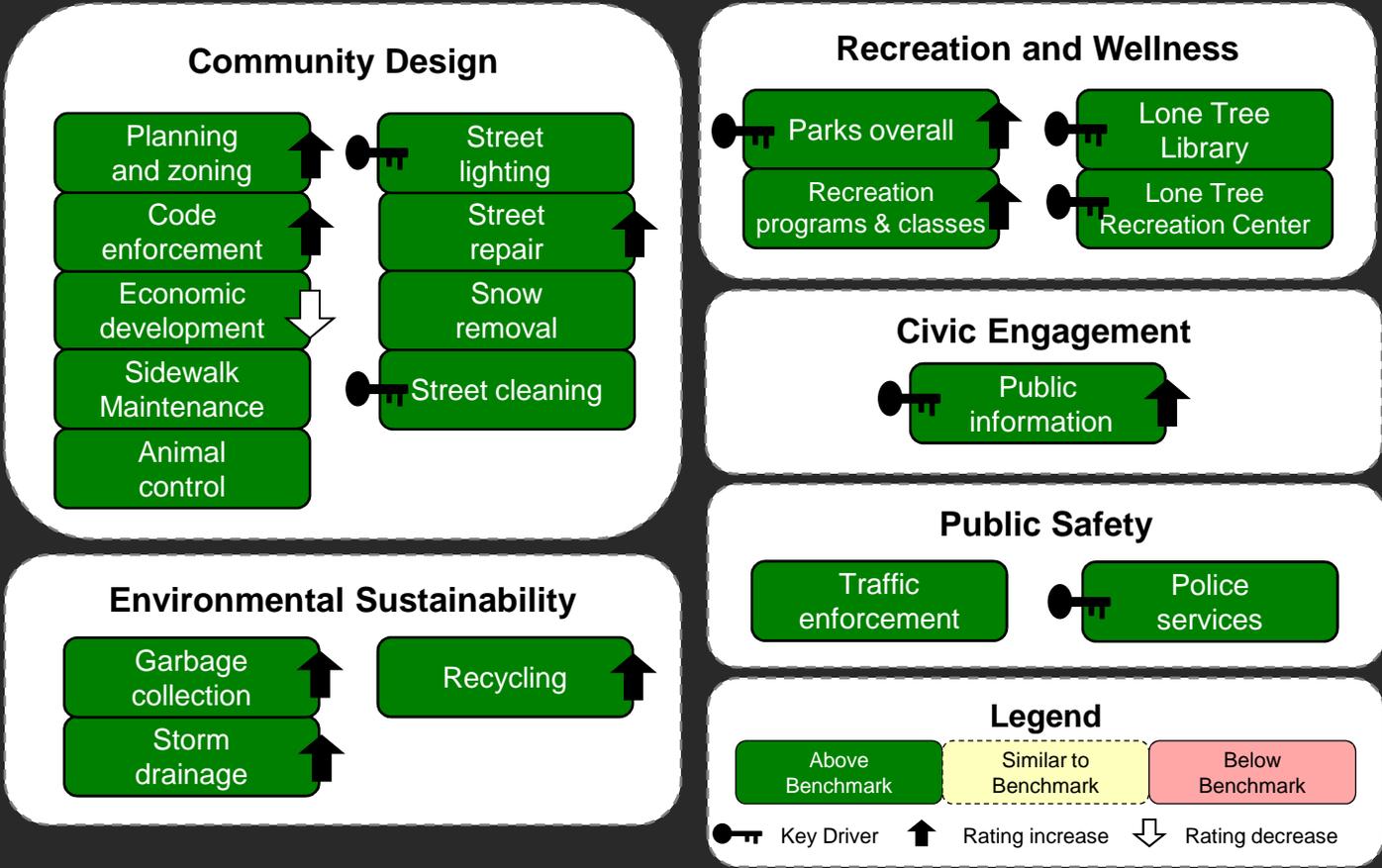
Percent "excellent" or "good"



= Front Range benchmark comparison

Key Driver Analysis

Overall Quality of City of Lone Tree Services



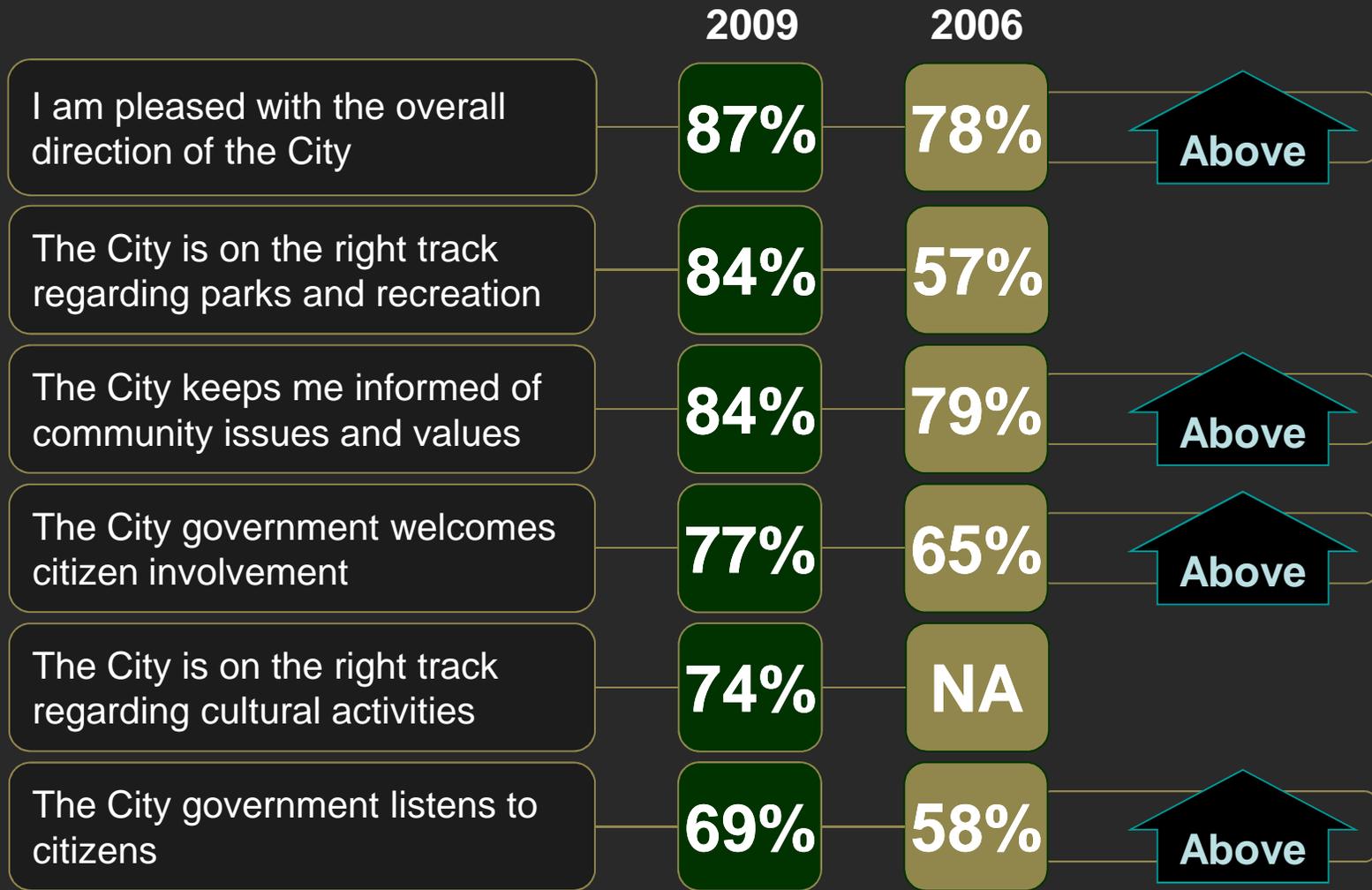
City Employees



All above the Front Range benchmarks

Percent "excellent" or "good"

Public Trust



↕ = Front Range benchmark comparison

Percent "strongly" or "somewhat agree"

Lone Tree

Use and User Perspectives of Recreation and Leisure Services

Use of Recreation Facilities and Activities

Lone Tree
Recreation
Center

71%

Individual
activities (road
and mountain
biking, hiking,
etc.)

66%

Independence
Day Event

62%

Summer Concert
Series

55%

Most frequently used

Least frequently used

Youth tennis
programs

6%

Adult sports
leagues (softball,
basketball,
volleyball, etc.)

5%

Adult tennis
programs

5%

Adult swimming
lessons

1%

Percent participating at least once

Satisfaction with Recreation Facilities and Activities

Colorado Symphony
Orchestra Performances

95%

Colorado Stage
performances

93%

Lone Tree
Symphony Orchestra
Performances

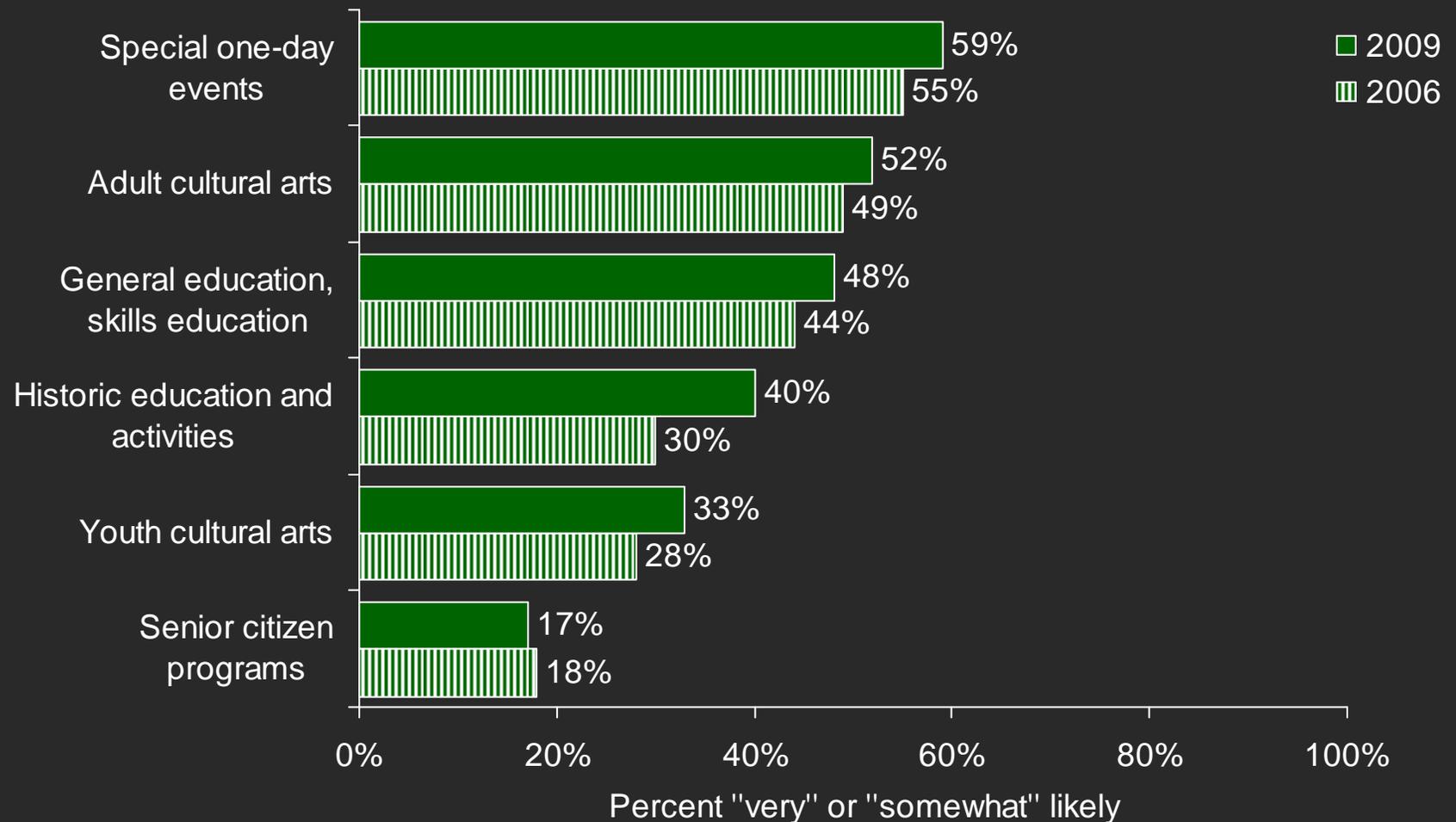
Lone Tree
Ski Bus

91%

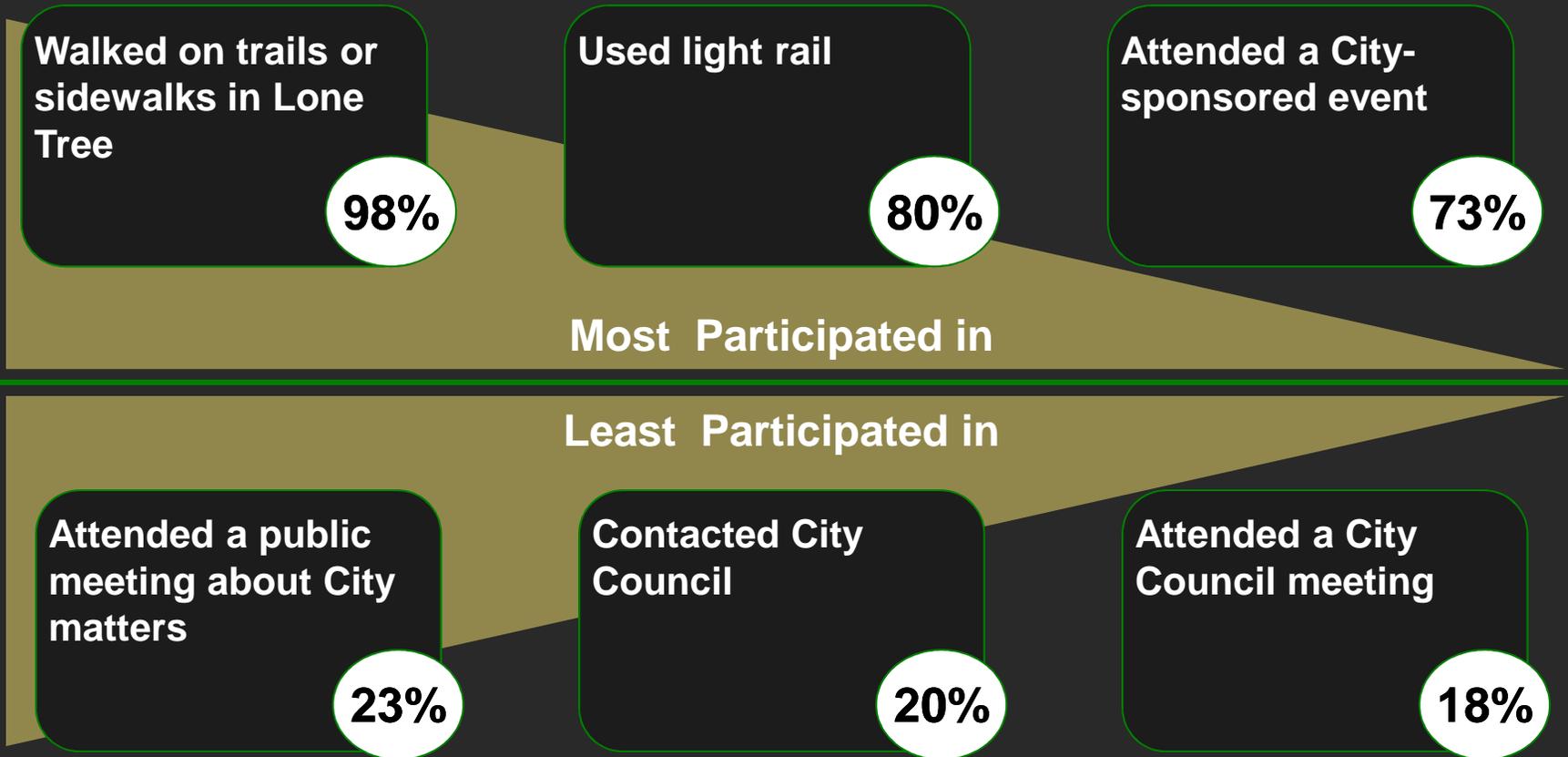
Summer Concert
Series

Percent mostly satisfied

Likelihood of Participation

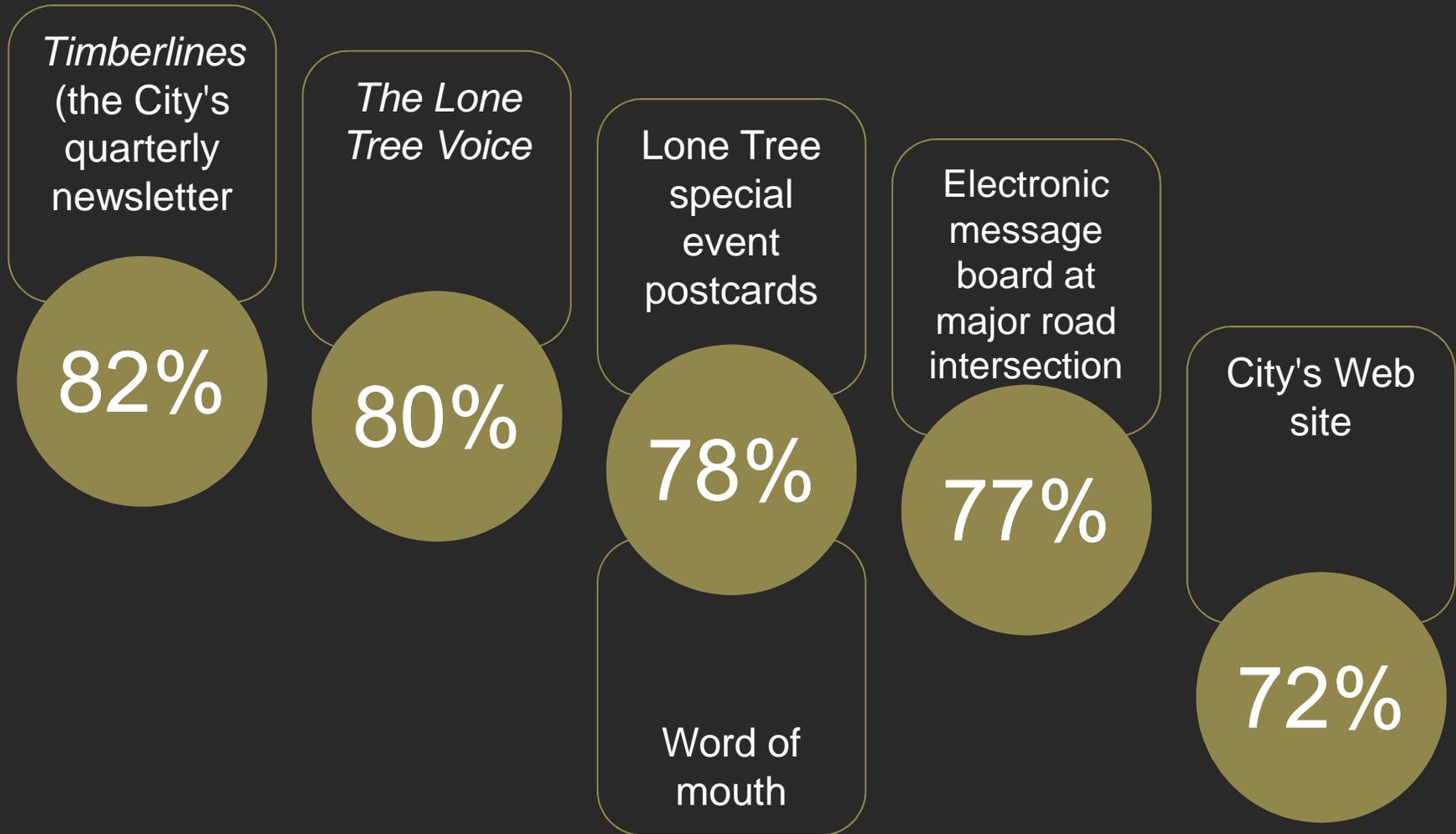


Community Participation



Percent participating at least once in the last 12 months

Information Sources



Lone Tree

Thank you!

Presenter:
Thomas Miller
303-444-7863 x106

Project Manager:
Laurie Urban
303-444-7863 x117