CITIZEN SURVEY
REPORT OF RESULTS

July 2012

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Table of Contents

Executive Summary 1

Survey Background 5

Survey Results 8

Quality of Life in Castle Pines 8
Community Characteristics 10
Participation in Community Activities 13
Shopping in Castle Pines 15
City Services 19
City Employees 23
Government Performance 25
Sources of Information about Castle Pines 27
Community Activities and Events 28
Castle Pines Recreation Facilities and Amenities 30
Private Trash and Recycling 33
Challenges and Priorities 34

Appendix A: Complete Set of Survey Frequencies 36

Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence 71

Appendix C: Comparison of Select Questions by Respondent Characteristics 82

Appendix D: Verbatim Responses to Open-ended Questions 93

Appendix E: Detailed Survey Methodology 95

Appendix F: Jurisdictions Included in Benchmark Comparisons 97

Appendix G: Survey Instrument 102

List of Figures

Figure 1: Overall Quality of Life....8
Figure 2: Aspects of Quality of Life....9
Figure 3: Quality of Life Benchmarks....9
Figure 4: Community Characteristics of Castle Pines....11
Figure 5: Community Characteristics Benchmarks....11
Figure 6: Characteristics Respondents Liked Most about Castle Pines....12
Figure 7: Participation in Castle Pines Activities....13
Figure 8: Participation in Community Activities Benchmarks....14
Figure 9: Importance of Shopping in Castle Pines....15
Figure 10: Items and Services Purchased in Castle Pines in the Last 6 Months....16
Figure 11: Purchases Made in the City Versus in Surrounding Areas....17
Figure 12: Stores and Services Desired in Castle Pines....18
Figure 13: Overall Quality of Services in Castle Pines....19
Figure 14: Top Rated Services....20
Figure 15: Quality of Services in Castle Pines....20
Figure 16: 2012 Castle Pines Action Chart™....22
Figure 17: Contact with City Office Employees....23
Figure 18: Overall Impression of City Office Employees....23
Figure 19: Perceptions of City Office Employee Characteristics....24
Figure 20: Perceptions of City Office Employee Characteristics Benchmarks....24
Figure 21: Overall Direction the City is Taking....25
Figure 22: Castle Pines City Government Performance....26
Figure 23: Government Performance Benchmarks....26
Figure 24: Sources of Information about Castle Pines....27
Figure 25: Castle Pines Arts Commission Community Activities and Events....28
Figure 26: Likelihood of Attending Classes and Lectures....29
Figure 27: Additional Recreational Facilities....30
Figure 28: Use of Planned Recreation Center Amenities....31
Figure 29: Recreation Center in Castle Pines....32
Figure 30: Funding Options for Recreation Center....32
Figure 31: Funding Options by Support for a Recreation Center in Castle Pines....33
Figure 32: Private Trash and Recycling Program....33
Figure 33: Challenges Facing Castle Pines....34
Figure 34: Metro District Priorities....35

Executive Summary

Survey Purpose and Methods

The City of Castle Pines contracted with National Research Center, Inc. (NRC) to conduct its first community-wide resident survey. This type of survey addresses the key services that local governments provide to create a quality community.

In April and May of 2012, the Castle Pines Citizen Survey was conducted online, though residents who preferred a printed copy could request one. Approximately 3,148 households on the City's community mailing list were mailed an invitation, and email invitations and reminders were sent by the City to everyone who opted in to the City's email distribution list (over 2,700 email addresses). Additionally, the City's Master Homeowner's Association sent an email reminder to residents to complete the Web survey. The City also publicized the survey in its *News and Notes* e-newsletter.

The survey instructions encouraged all adult residents 18 or older to complete the survey, though the list sources for the invitations generally included homeowners only. With 1,406 completed surveys, the approximate response rate is 20-23%.

Summary of Survey Findings

Quality of Life

- **Respondents to the 2012 Castle Pines Citizen Survey rated most aspects of quality of life and neighborhoods highly.**
  - More than 9 out of every 10 Castle Pines survey respondents rated Castle Pines as a place to live, Castle Pines as a place to raise children, their neighborhood as a place to live and the overall quality of life in the city as either "excellent" or "good."
  - Many respondents did not have an opinion of Castle Pines as a place to work (42%). Of those that did have an opinion, only 4 in 10 thought Castle Pines was an "excellent" or "good" place to work.

Community Characteristics

- **More than half of respondents rated 11 of 15 community characteristics positively. Most of these were higher than ratings in communities across the nation and in the Front Range.**
  - Over 80% of respondents rated the following six characteristics of Castle Pines as either "excellent" or "good."
    - The overall natural environment in Castle Pines
    - The overall image/reputation of Castle Pines
    - The availability of paths and walking trails
    - The overall appearance of Castle Pines
    - The availability of open space
    - The ease of walking in Castle Pines
  - When asked what they liked most about Castle Pines, the most popular response was Castle Pines' location. Safety and the overall image/reputation of Castle Pines rounded out the top three responses. Very few respondents indicated cost of living as what they liked most about living in Castle Pines.

Participation in Community Activities

- **Castle Pines respondents reported participating in community activities much more frequently than residents in other communities across the nation, on average.**
  - At least 9 out of 10 respondents had read the City's newsletter, visited a neighborhood park or visited the City's Web site in the last year.

Shopping in Castle Pines

- **Shopping locally in Castle Pines as opposed to other areas was either "essential" or "very important" for most survey respondents and all respondents had made purchases in Castle Pines in the last six months. Futhermore, more than half of respondents would like to see more breakfast/cafes and hardware stores in Castle Pines.**
  - Over two-thirds of respondents had purchased groceries or personal items in Castle Pines either "frequently" or "always" in the last six months.
  - Respondents most commonly shopped in Castle Pines when compared to the surrounding communities or areas in the last 6 months. Lone Tree was the second most common destination followed by Highlands Ranch, Founders/Factory outlets, another city or town, Downtown Castle Rock and Parker.

City Services

- **City Services in Castle Pines generally were rated positively by survey respondents. In addition, most services were rated above those in other communities across the nation.**
  - Over 80% of respondents rated Fire District/EMT services, drinking water, parks, open space, the local library, Sheriff's services (response to calls) and street signage as "excellent" or "good."
  - Of the 15 services that could be compared to national benchmark data, seven city services were rated above the national benchmark, three were similar and five were below.
  - Of the 13 services that could be compared to other Front Range communities, drinking water and traffic signal timing were rated higher, eight services were rated lower than the Front Range benchmark and three were rated similar.

City Employees

- **Respondent perceptions of City office employees generally were below both national and Front Range comparisons.**
  - Just over one-third of respondents reported having had contact with a City office employee in the 12 months prior to the survey.
  - While most employee characteristics received positive ratings from respondents who had contact, they were similar to or below the benchmark comparisons.

Government Performance

- **Survey respondent evaluations of the overall direction the City is taking were much lower in comparison to other jurisdictions in the Front Range and across the nation.**
  - Half of respondents (49%) thought the overall direction the City was taking was "excellent" or "good." The remaining 51% thought the overall direction was either "fair" or "poor."

- The top four government performance areas received "excellent" or "good" ratings from at least half of respondents: parks and recreation (74% "excellent" or "good"), communicating with residents (65%), the quality of services provided by the City's street repair contractors (55%) and opportunities to participate in City government decisions (52%).
- Six of 11 aspects of government performance could be compared to other communities across the nation; communicating with residents was rated above the benchmark. The other five aspects were below the national benchmarks. Similarly, the three aspects that could be compared to other Front Range communities were all rated lower in Castle Pines.

Sources of Information about Castle Pines

❖ **The *Castle Pines Connection* newspaper was the most commonly used source for information on Castle Pines for survey respondents. Other popular sources of information about Castle Pines were word of mouth and the City's quarterly newsletter (*The Castle Pines Citizen*).**

- The following seven sources were never used by a majority of survey respondents:
  - Castle Pines Chamber of Commerce emails
  - City Council meeting minutes online
  - Social networking sites (i.e., Facebook, MySpace, Twitter, etc.)
  - Castle Pines Chamber of Commerce Web site (www.castlepineschamber.com)
  - City Council meetings (in-person)
  - Master Association Board meetings
  - Metro District Board meetings

Community Activities and Events

❖ **Opportunities to attend cultural activities was rated relatively poorly by Castle Pines respondents. When provided the opportunity to indicate their support for or opposition to a variety of cultural activities, respondents mostly were supportive.**

- A majority of respondents supported five of the six Castle Pines Arts Commission's proposed activities and events. The acquisition of public sculptures by the Arts Commission showed comparable levels of support and opposition (51% support vs. 49% oppose).
- Of the eight classes and lectures asked about on the survey, only one (lectures by culinary artists) generated interest from a majority of respondents.

Castle Pines Recreation Facilities

❖ **Recreational opportunities in Castle Pines received less favorable evaluations from respondents than other services provided in the city. In response to a lack of recreational opportunities, most respondents supported a recreation center in Castle Pines as well as most of the other recreation facilities listed in the survey.**

- A majority of respondents supported ten of the 11 proposed recreational facilities, a skate park was the exception.
- Over three-quarters of respondents supported a recreation center in Castle Pines. A similar percentage said they would use an exercise room or a swimming pool at least once a month at this facility.
- When asked how the City should fund a recreation center, a clear majority of respondents were in support of user fees or some combination of user fees. Respondents were nearly split over the use of a sales tax increase (55% support) and over two-thirds (69%) opposed a property tax increase.

Challenges and Priorities

- **Respondents commonly indicated that securing reliable, long-term renewable water was a vital challenge for the community as well as a top priority for the Metro District.**
  - Additional challenges that respondents saw facing Castle Pines included road and street maintenance and the management of growth and development. Over 80% of respondents indicated that it was "essential" or "very important" for Castle Pines to address these priorities.
  - Reducing water, wastewater and storm water utility costs was the only Metro District priority, other than securing reliable, long-term renewable water, that a majority of respondents indicated was most vital.

IN SUMMARY

As one of Colorado's newest communities, overall ratings in Castle Pines' first citizen survey were generally positive. Overall quality of life, the image and reputation of Castle Pines and the city as a place to live and raise children all were rated favorably. However, survey results revealed several areas in which respondents were not fully satisfied. For example, several areas of government performance received relatively low ratings when compared to other aspects measured on the survey and were rated below both national and Front Range benchmarks. Only Castle Pines' performance in communicating with residents rose to a level that was above the national benchmark. Furthermore, respondents rated recreational and cultural opportunities lower than other communities in the nation. A majority of respondents supported the creation of a Castle Pines recreation center as well as several other recreational facilities. Residents were satisfied with the overall quality of City services. Comparisons to other jurisdictions showed that there were several areas where there may be opportunity for the City to strengthen resident appreciation of local services and community quality.

Survey Background

Survey Purpose

The City of Castle Pines contracted with National Research Center, Inc. (NRC) to conduct its first community-wide resident survey. The Castle Pines Citizen Survey serves as a consumer report card for Castle Pines 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 gives residents a chance to provide feedback to City leaders 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 Castle Pines city government, helping to assure maximum service quality over time.

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

Methods

The 2012 Castle Pines Citizen Survey was conducted online, though residents who preferred a printed copy could request one. An invitation letter was mailed by the City of Castle Pines to just over 3,100 households at the beginning of April 2012. About one week later, an email invitation was sent by the City to everyone who opted in to the City's email distribution list (over 2,700 email addresses). A reminder email was sent to the same list of subscribers at the end of April. The City's Master Homeowner's Association also sent out an email message to its members at the end of April reminding residents to complete the Web survey. Additionally, the City publicized the survey in its *News and Notes* e-newsletter mid-April. Data collection ended the first week in May.

The survey instructions encouraged all adult residents 18 or older to complete the survey. Exceptionally few renters completed the survey (approximately 1%), and though renters are less likely than owners to respond to surveys, this very small rate of participation suggests that renters generally were not represented by the email and physical mailing lists. Because the sample was nearly entirely homeowners, the results are not generalizable to renters in Castle Pines.

The nature of the sampling and response patterns precludes the calculation of a precise response rate, though one can be approximated. Given that 1,406 respondents completed surveys (four of which were completed via a printed survey), that there are 6,876 adults age 18 years and 86% of housing units are owned (both according to the 2010 Census), the response rate is 20-23%.

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). The 95 percent confidence interval for this survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire primarily homeowner sample (1,406 completed surveys).

See *Appendix E: Detailed Survey Methodology* for more detail about the survey methodology.

HOW THE RESULTS ARE REPORTED

For the most part, the "percent positive" and the percent of respondents giving each possible response to a particular question are presented in the body of the report. The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good").

On many of the questions in the survey, respondents could give an answer of "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix A: Complete Set of Survey Frequencies* 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 those who had an opinion about a specific item.

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

Comparing Survey Results by Geographic and Demographic Subgroups

Most of the survey results were compared by geographic area of residence (Ward) while select survey results were compared by demographic characteristics of survey respondents. These breakdowns are discussed throughout the body of the report (a full set of these results can be found in *Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence* and *Appendix C: Comparison of Select Questions by Respondent Characteristics*). Where estimates are given for subgroups, they are less precise. Generally the 95% confidence interval ranges from plus or minus five percentage points for samples of about 400 to plus or minus 10 percentage points for samples as small as 100. For smaller sample sizes (i.e., 50), the margin of error rises to 14%.

Comparing Survey Results to Other Jurisdictions

Taking the pulse of the community has less meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, it is necessary to know how others rate their services to understand if "good" is good enough or if most other communities are "excellent." Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than fire protection. More illuminating is how residents' ratings of fire service compare to opinions about fire service in other communities and to resident ratings over time.

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

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from over 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 NRC's work [e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341]. The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases.

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

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

Comparison of Castle Pines to the Benchmarking Database

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. National and Front Range benchmark comparisons have been included in the report when available. Jurisdictions to which Castle Pines was compared can be found in *Appendix F: Jurisdictions Included in Benchmark Comparisons*. Benchmark comparisons have been provided when similar questions on the Castle Pines 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 jurisdictions across the country.

Where comparisons for quality ratings were available, the City of Castle Pines' results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, residents contacting the City in the last 12 months). In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of Castle Pines' rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "above," "below," "more," or "less" if the difference between Castle Pines' rating and the benchmark is greater the margin of error; and "much above," "much below," "much more" or "much less" if the difference between Castle Pines' rating and the benchmark is more than twice the margin of error.

Survey Results

Quality of Life in Castle Pines

The 2012 Castle Pines Citizen Survey measured resident opinions about a variety of aspects of the community including the quality of life in the city. According to survey respondents, Castle Pines is a great place to live and retire. Almost all respondents (95% said "excellent" or "good") had a positive opinion of the overall quality of life in Castle Pines. Most survey respondents also indicated that Castle Pines was an "excellent" or "good" place to live, raise children and retire. The city as a place to work received the lowest evaluation for aspects of quality of life with only 42% of respondents giving an "excellent" or "good" rating.

While most respondents had opinions about the other aspects of the quality of life in Castle Pines, many respondents had no opinion of Castle Pines as a place to work (42% indicated "don't know" to this item, see *Appendix A: Complete Set of Survey Frequencies* page 36).

All of the aspects of quality of life were rated much above both national and Front Range benchmarks, except Castle Pines as a place to work, which was much below both sets of comparisons (see Figure 3 on the following page).

While respondents from all three Wards generally rated the quality Castle Pines similarly in terms of as a place to live, raise children, work and overall, respondents from Ward 2 tended to rate Castle Pines more positively as a place to retire (see *Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence*). Respondents without children rated Castle Pines as a place to retire more positively than respondents with children. Those who had lived in Castle Pines for five years or less were more likely to give higher ratings than those who lived in the city for a longer period of time to Castle Pines as a place to live, their neighborhood as a place to live and the overall quality of life in Castle Pines (see *Appendix C: Comparison of Select Questions by Respondent Characteristics*).

Figure 1: Overall Quality of Life

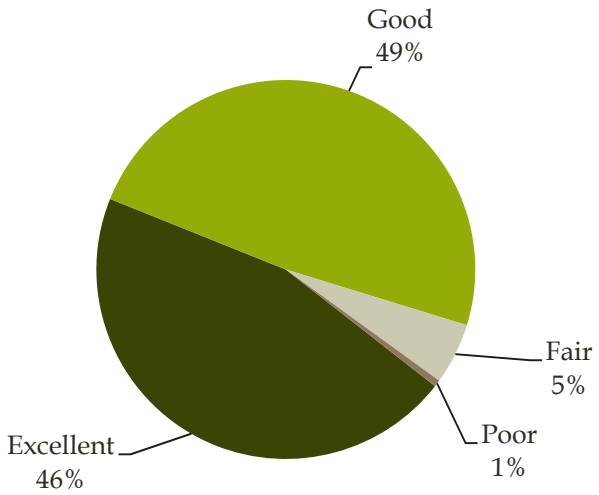


Figure 2: Aspects of Quality of Life

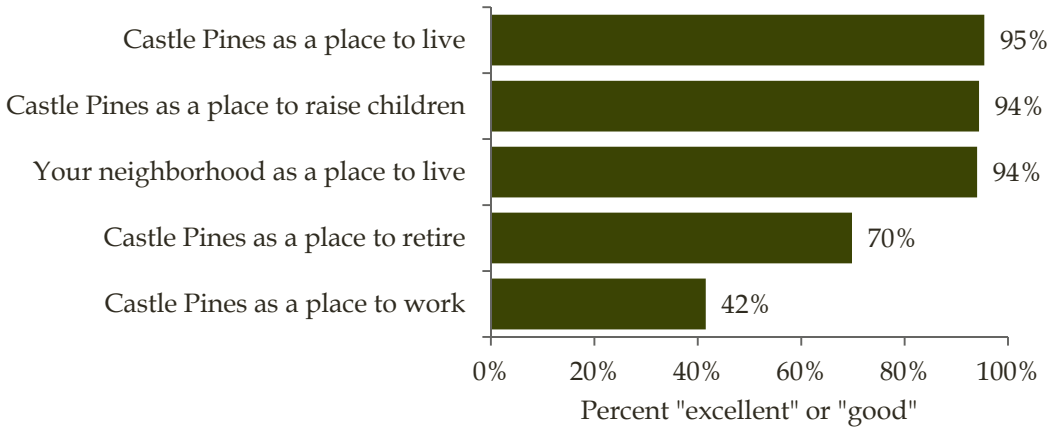


Figure 3: Quality of Life Benchmarks

Please rate each of the following aspects of quality of life in Castle Pines:	National comparison	Front Range comparison
Castle Pines as a place to live	Much above	Much above
Castle Pines as a place to raise children	Much above	Much above
Your neighborhood as a place to live	Much above	Much above
Castle Pines as a place to retire	Much above	Much above
Castle Pines as a place to work	Much below	Much below
The overall quality of life in Castle Pines	Much above	Much above

COMMUNITY CHARACTERISTICS

Survey respondents were asked to assess various characteristics of the community as they related to Castle Pines as a whole (see Figure 4 on the following page). Over half of respondents indicated that 11 of the 15 characteristics listed were either "excellent" or "good" and over 80% of respondents rated the following six characteristics as either "excellent" or "good:"

- The overall natural environment in Castle Pines
- The overall image/reputation of Castle Pines
- The availability of paths and walking trails
- The overall appearance of Castle Pines
- The availability of open space
- The ease of walking in Castle Pines

Opportunities to attend cultural events and opportunities for older adult activitieswere rated as "excellent" or "good" by less than 20% of respondents (see *Appendix A: Complete Set of Survey Frequencies* on page 36 for a full set of responses).

Opportunities for older adult activities was one of three characteristics with a high proportion of "don't know" responses. Opportunities to volunteer and handicap access on sidewalks and crosswalks also saw high proportions of "don't know" responses (see *Appendix A: Complete Set of Survey Frequencies* on page 36 for a full set of responses including "don't know").

Eleven of the 15 characteristics included in the Castle Pines survey could be compared to national and Front Range benchmarks. Seven of Castle Pines' community characteristics were either much above or above both the national and Front Range benchmarks. The four characteristics that were much below both sets of benchmark comparisons related to cultural activities, recreational and volunteer opportunities and the quality of business and service establishments (see Figure 5 on the following page).

Respondents from Ward 2 gave lower ratings to opportunities to attend family oriented-events/activities, ease of walking and biking, availability of paths and walking trails and the overall image/reputation of Castle Pines than those in other Wards (see *Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence*). Respondents with no children under age 18 and households with adults age 55 or older gave higher rating to the overall quality of business and service establishments and recreational opportunities in Castle Pines than those with children under age 18 and without older adults (age 55 or older). Respondents who had lived in Castle Pines for five years or less rated the sense of community and overall appearance of Castle Pines higher than those respondents who had lived in Castle Pines longer (see *Appendix C: Comparison of Select Questions by Respondent Characteristics*).

Figure 4: Community Characteristics of Castle Pines

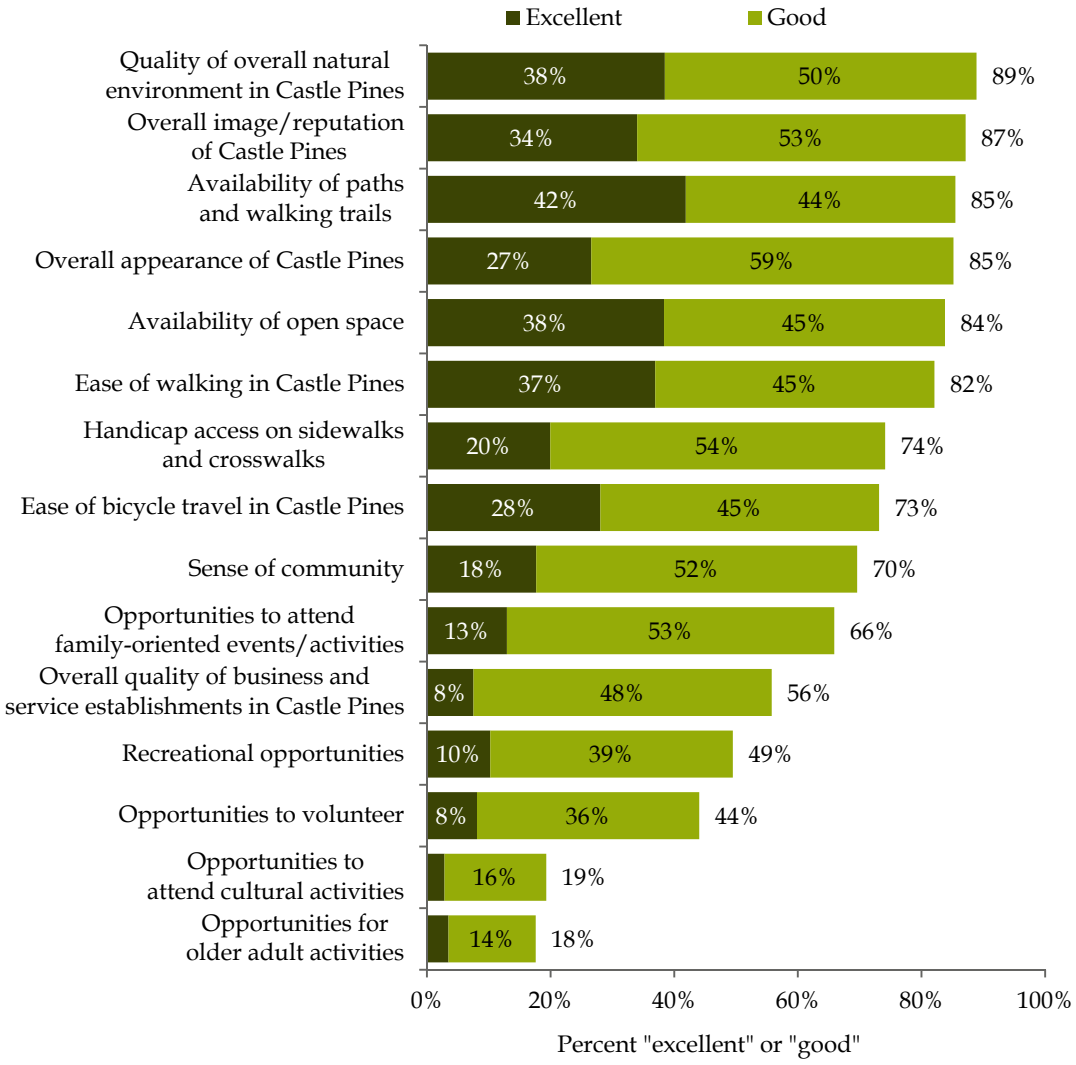


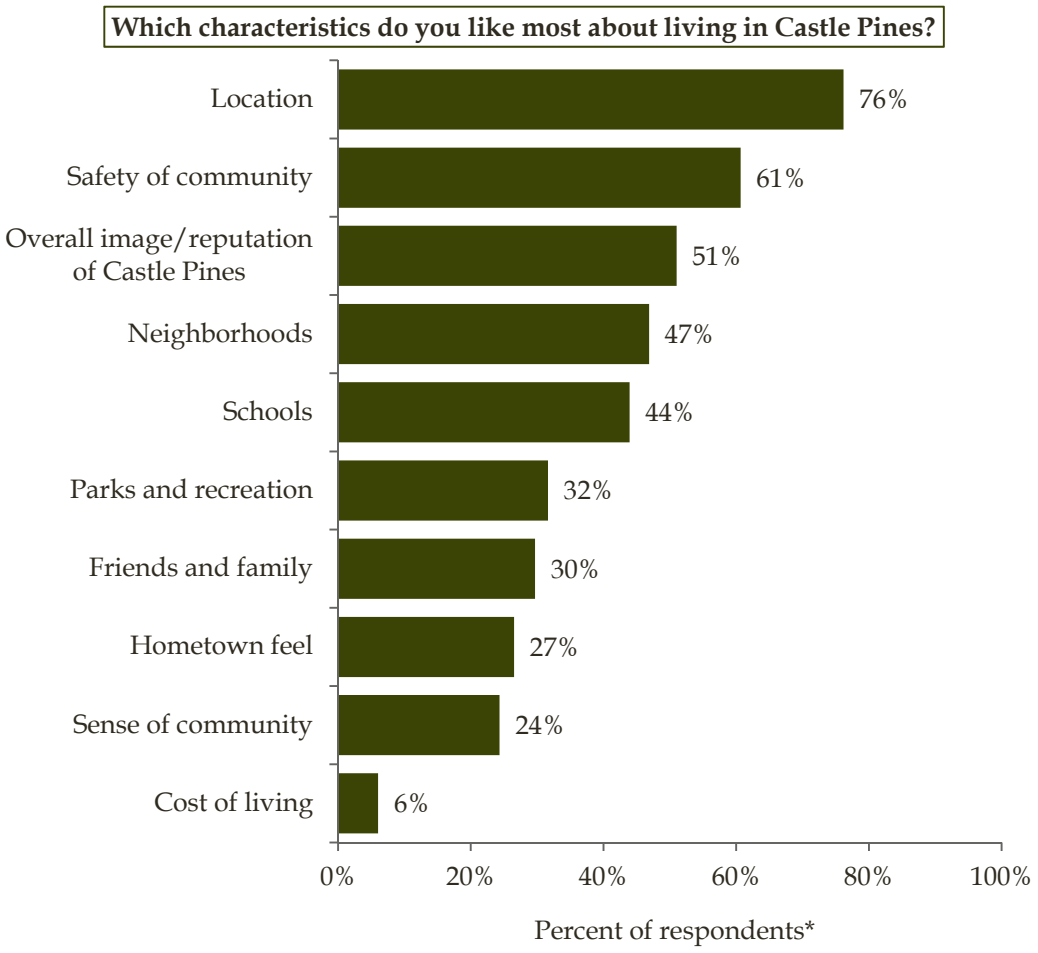
Figure 5: Community Characteristics Benchmarks

Please rate the following characteristics as they relate to Castle Pines as a whole.	National comparison	Front Range comparison
Quality of overall natural environment in Castle Pines	Much above	Much above
Overall image/reputation of Castle Pines	Much above	Much above
Availability of paths and walking trails	Much above	Much above
Overall appearance of Castle Pines	Much above	Much above
Ease of walking in Castle Pines	Much above	Much above
Ease of bicycle travel in Castle Pines	Much above	Much above
Sense of community	Above	Much above
Overall quality of business and service establishments in Castle Pines	Much below	Much below
Recreational opportunities	Much below	Much below
Opportunities to volunteer	Much below	Much below
Opportunities to attend cultural activities	Much below	Much below

Respondents were asked to select which characteristics they liked most about living in Castle Pines. They could identify more than one characteristic. Castle Pines' location was the most commonly selected trait (76% of respondents). Safety and the overall image/reputation of Castle Pines were chosen by over half of respondents (61% and 51% respectively). Least commonly identified as most-liked attributes of the City were parks and recreation (32%), friends and family (30%), hometown feel (27%), sense of community (24%) and cost of living (6%).

Although differences were not statistically significant, when looking at responses to this question by Ward, respondents from Ward 2 were less likely to select "schools" and "hometown feel" as what they liked most about living in the city than were respondents from Wards 1 and 3. Respondents from all three Wards tended to select the other characteristics of Castle Pines in a comparable manner (see *Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 6: Characteristics Respondents Liked Most about Castle Pines



**Total exceeds 100% as respondents could select multiple responses.*

PARTICIPATION IN COMMUNITY ACTIVITIES

The survey included a variety of civic and information activities and asked respondents about their participation. In the year prior to completing the survey, a majority of respondents reported having done all but one of the community activities listed on the survey. Nearly all respondents had read the City's newsletter (97% said they had done this at least one time in the previous 12 months), visited a neighborhood park (92%), visited the City's Web site (89%) or used the public library or its services (76%). Roughly half had participated in a recreation program or activity or attended a Castle Pines Chamber of Commerce event and 39% had attended a local elected officials or other public meeting.

All activities but attending a Chamber of Commerce event could be compared to national and Front Range benchmarks. At the national level, respondents from Castle Pines participated in all of these activities much more often than residents in other communities across the country. Results were mixed, however, when compared to other Front Range communities. Respondents from Castle Pines were much more likely to have read their City's newsletter, visited their City's Web site and attended a local meeting than their Front Range peers. Respondents were as likely to have visited a neighborhood park or have used the public library, and much less likely to have participated in a recreation program or activity when compared to other Front Range communities.

Respondents in Ward 2 were less likely to have participated in a recreation program or activity, visited a neighborhood park or attended a Castle Pines Chamber of Commerce event in the last year than those in Wards 1 and 3. Residents in all Wards, however, were equally as likely to have read the City's newsletter in the last year (see *Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 7: Participation in Castle Pines Activities

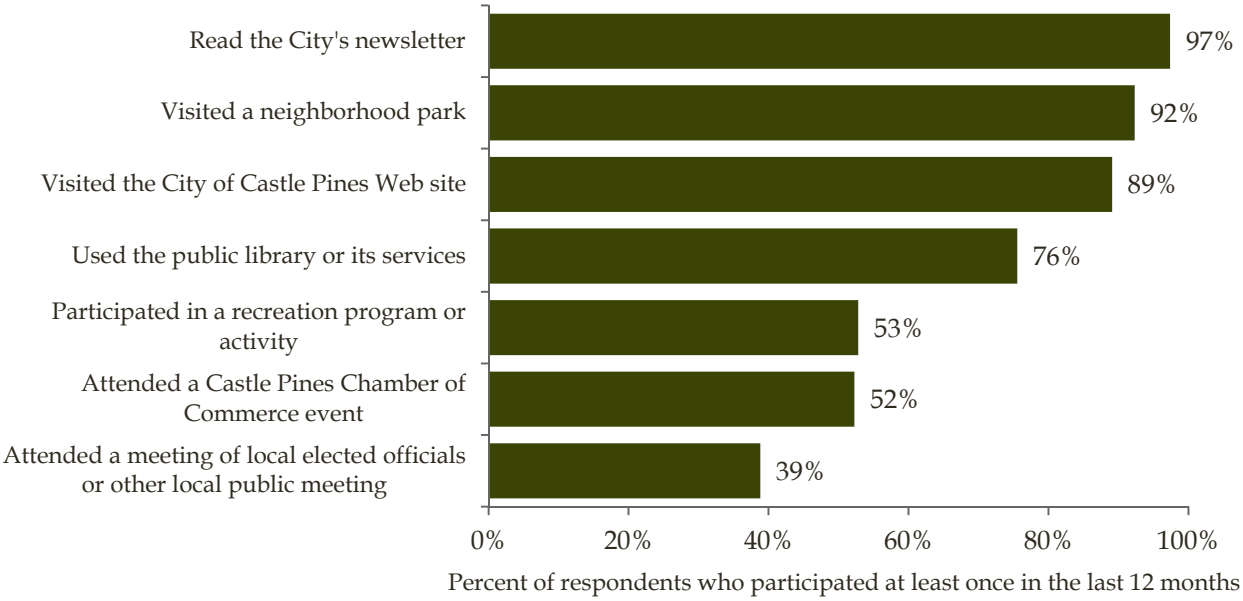


Figure 8: Participation in Community Activities Benchmarks

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Castle Pines?	National comparison	Front Range comparison
Read the City's newsletter	Much more	Much more
Visited a neighborhood park	Much more	Similar
Visited the City of Castle Pines Web site (at www.castlepinesgov.com)	Much more	Much more
Used the public library or its services	Much more	Similar
Participated in a recreation program or activity	Much more	Much less
Attended a meeting of local elected officials or other local public meeting	Much more	Much more

SHOPPING IN CASTLE PINES

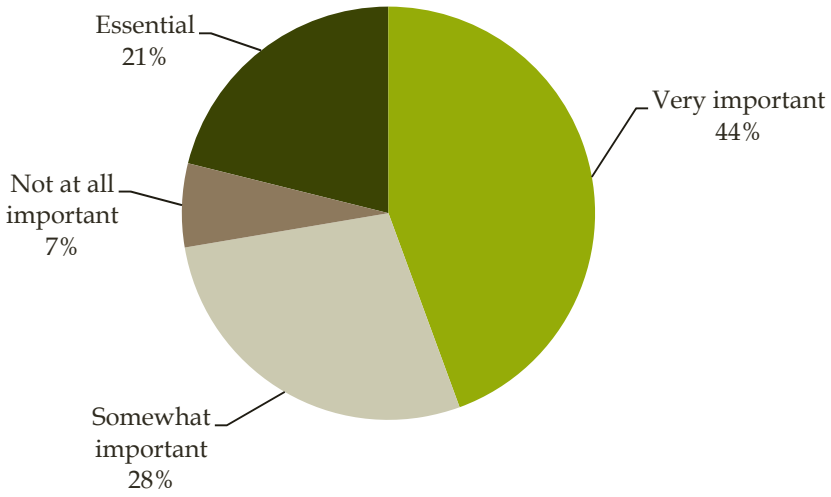
The availability of a variety of retail opportunities promotes economic vitality within a community. A number of questions on the 2012 survey assessed how Castle Pines residents viewed the importance of keeping their dollars in Castle Pines as well as the types of retail and shopping opportunities they would like to see available to them.

Approximately two-thirds of respondents considered shopping locally (in Castle Pines) to be either "essential" or "very important." Less than 10% of respondents considered shopping locally to not be important at all.

Similar proportions of respondents indicated that shopping in Castle Pines was "essential" or "very important," regardless of geographic location, gender, length of residency or whether or not there were children or older adults in the household (see *Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence* and *Appendix C: Comparison of Select Questions by Respondent Characteristics*).

Figure 9: Importance of Shopping in Castle Pines

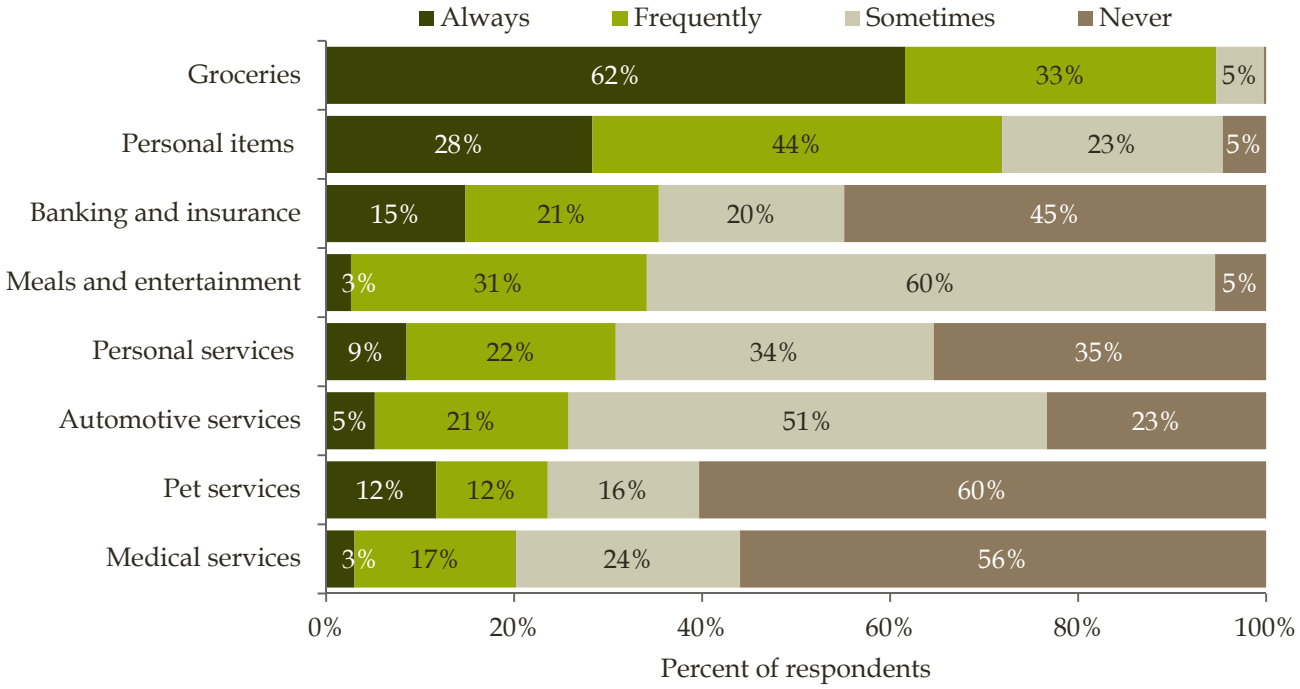
Please rate how important, if at all, it is to you to shop in Castle Pines.



Groceries and personal items were the items most commonly purchased in Castle Pines. Nearly all respondents (95%) "always" or "frequently" purchased groceries in the city in the last six months and 72% said the same of personal items. Over half of respondents had "never" purchased pet services or medical services in Castle Pines in the last six months.

Respondents from Ward 3 were more likely to buy personal items, banking and insurance, personal services, automotive services and pet services in Castle Pines than were respondents from Wards 1 and 2 (see *Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence*).

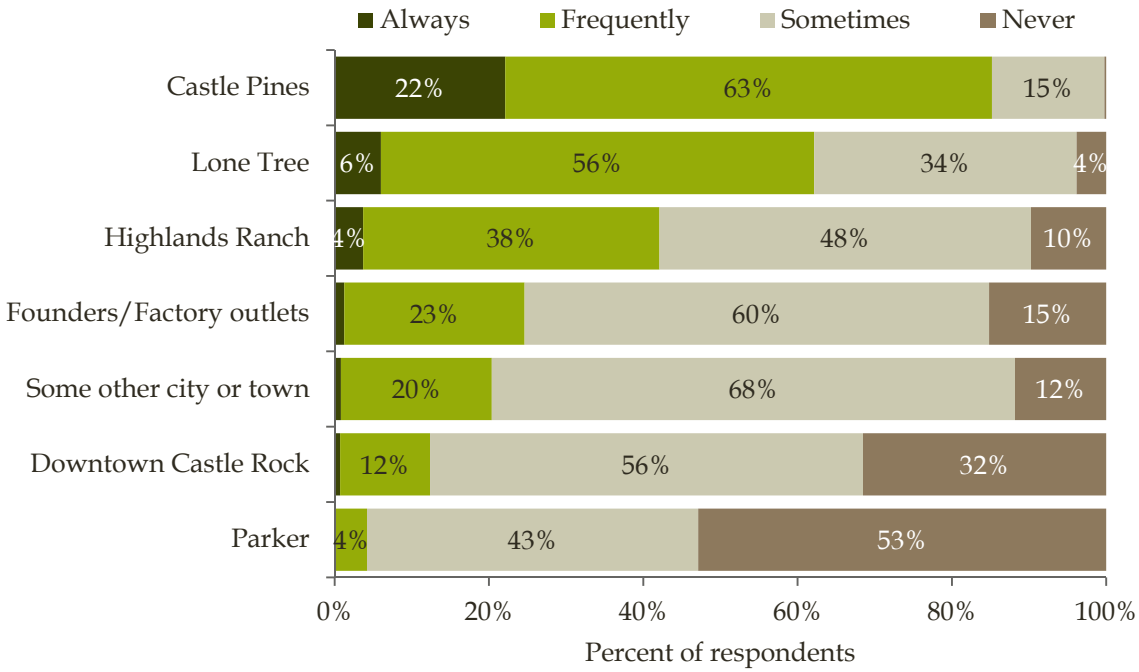
Figure 10: Items and Services Purchased in Castle Pines in the Last 6 Months



Survey respondents were asked to indicate how often they had made purchases of any kind in Castle Pines and other areas in the last six months. Respondents most commonly shopped in Castle Pines in the last six months. Lone Tree was the second most common destination for shopping among survey respondents followed by Highlands Ranch, Founders/Factory outlets, some other city or town, Downtown Castle Rock and Parker.

Respondents across all Wards were equally likely to have made purchases in Castle Rock, Lone Tree, Founders/Factory outlets, Parker or some other city or town. Respondents from Ward 1 were more likely to have made purchases in Highlands Ranch but less likely to have made purchases in downtown Castle Rock compared to those living in the other two Wards (see *Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 11: Purchases Made in the City Versus in Surrounding Areas

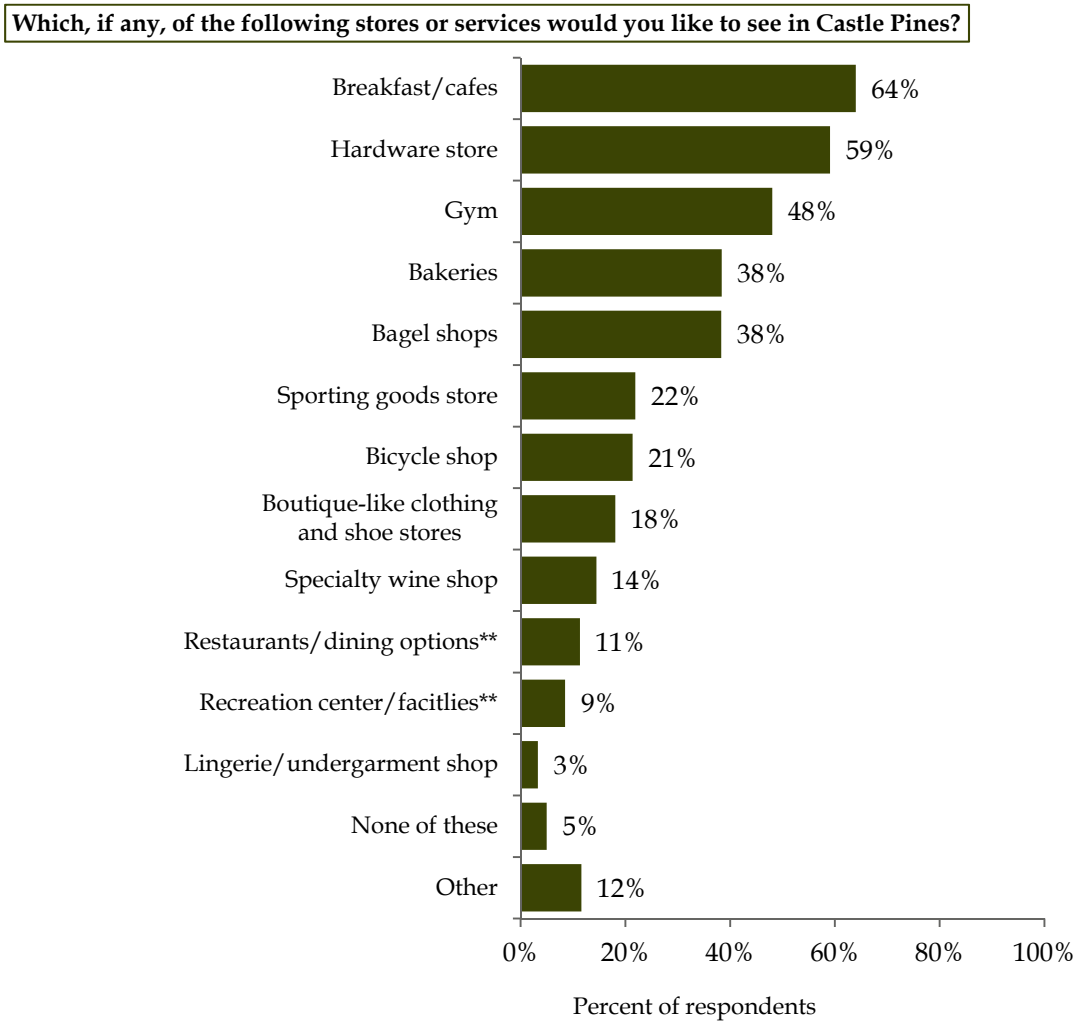


As Castle Pines considers possible future commercial development, City leaders would like to know where the community's interests lay. When asked which stores and services they would like to see in Castle Pines, breakfast/cafés was the most popular response (64% of respondents) followed by hardware stores (59%) and a gym (48%). Less than 5% of respondents indicated that they would like to see a lingerie/undergarment shop in Castle Pines.

Respondents also were given the opportunity to write in a store or service that was not listed on the survey. The "other" responses were reviewed and two additional types of stores or services were created: restaurant or dining options (11% of respondents wrote in this type of service) and recreation center or facility (9%). These two services are represented as their own categories in Figure 12 below. Twelve percent of respondents listed some "other" store or service that could not be grouped into an existing or new store or service. For a complete list of these responses see *Appendix D: Verbatim Responses to Open-ended Questions*.

Crosstabulations by Ward for this question can be found in *Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence*. Respondents from the various Wards showed little difference in how often they selected each of the options.

Figure 12: Stores and Services Desired in Castle Pines



** Categories do not total to 100%. Respondents could select more than one store or service.*

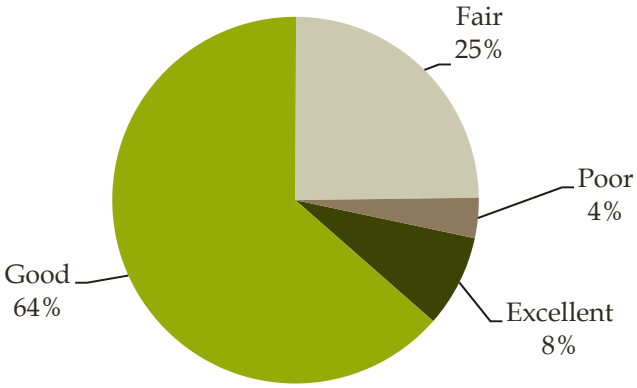
*** These categories were drawn from "other, please specify" responses and were not listed on the survey instrument.*

CITY SERVICES

The survey asked respondents to evaluate a 20 individual services in Castle Pines as well as the overall quality of services. Approximately three-quarters of respondents indicated that the overall quality of services in Castle Pines was "excellent" or "good." One-quarter felt the overall quality of services in the city was "fair" and 4% thought it was "poor." These ratings were lower than the national benchmark and much lower than the Front Range benchmark.

The overall quality of services in Castle Pines was rated more positively by respondents with children age 17 or younger than those without children (see *Appendix C: Comparison of Select Questions by Respondent Characteristics*).

Figure 13: Overall Quality of Services in Castle Pines



Respondents were asked to evaluate 20 different individual services in Castle Pines (see Figure 14 on the next page). The five most highly rated services included the fire district/EMT services (94% "excellent" or "good"), drinking water (86%), parks (85%), open space (83%) and the local library (83%).

Snow removal (50% "excellent" or "good"), building permits/inspections (48%) and land use planning and zoning (45%) received the lowest service ratings. Between 10% and 24% of respondents described the following services as "poor:" traffic enforcement, bike lanes, traffic signal timing, municipal court, reliable, long-term renewable water, animal control (i.e., domestic pets not wildlife), street maintenance or repair, snow removal, building permits/inspections and land use planning and zoning.

It is important to note that 10 of the 20 services listed received a high proportion of "don't know" responses. Between 23% and 81% of respondents indicated "don't know" to the following 10 items: municipal court, building permits/inspections, sheriff's services (response to calls), animal control (i.e., domestic pets not wildlife), fire district/EMT services, land use planning and zoning, waste water, storm water, reliable, long-term renewable water and traffic enforcement. For a full list of "don't know" responses see *Appendix A: Complete Set of Survey Frequencies*.

Fifteen of the 20 services included in the survey could be compared to national benchmark data. Castle Pines' ratings were more commonly above the national benchmark (seven services were above or much above) than below (five services were below or much below). Three services were similar to the national benchmark.

Of the 13 services that could be compared to other Front Range communities, drinking water and traffic signal timing were above the Front Range benchmarks, eight services were rated lower than

the Front Range benchmark and three were rated similar (see Figure 15 on the following page).

While the majority of services were rated similarly across all Wards, several differences are worth noting. Ward 1 gave higher ratings to traffic signal timing, bike lanes, Sheriff's services and traffic enforcement than those in the other Wards. Ward 3, on the other hand, gave the lowest ratings to snow removal, Sheriff's services and traffic enforcement (see *Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 14: Top Rated Services

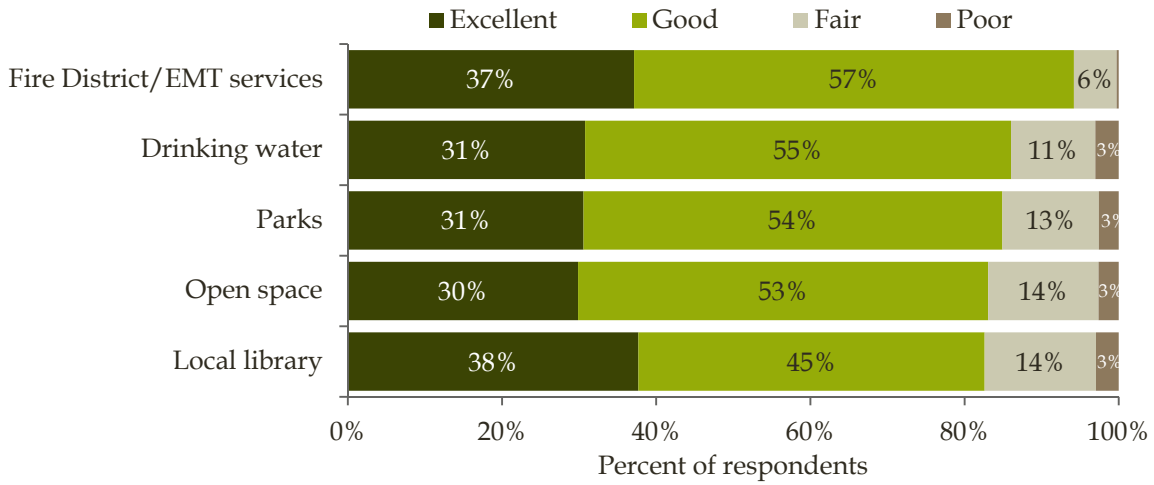


Figure 15: Quality of Services in Castle Pines

Please rate the quality of each of the following services:	Excellent	Good	Fair	Poor	National comparison	Front Range comparison
Fire District/EMT services	37%	57%	6%	0%	Above	NA
Drinking water	31%	55%	11%	3%	Much above	Much above
Parks	31%	54%	13%	3%	Above	Below
Open space	30%	53%	14%	3%	Much above	Much below
Local library	38%	45%	14%	3%	Similar	Similar
Sheriff's services (response to calls)	23%	58%	14%	5%	NA	NA
Street signage	12%	69%	17%	3%	Above	NA
Waste water	15%	60%	21%	3%	Similar	Below
Storm water	14%	61%	21%	4%	Much above	Similar
Public safety agencies' (i.e., fire and Sheriff) visibility in the community	15%	56%	23%	6%	NA	NA
Traffic enforcement	8%	56%	26%	11%	Much below	Much below
Bike lanes	9%	50%	31%	10%	NA	NA
Traffic signal timing	7%	50%	26%	18%	Similar	Above
Municipal Court	7%	48%	28%	17%	Much below	Much below
Reliable, long-term renewable water	12%	42%	32%	15%	NA	NA
Animal control (i.e., domestic pets not wildlife)	6%	48%	28%	18%	Much below	Much below
Street maintenance or repair	8%	44%	33%	15%	Above	Similar
Snow removal	10%	40%	30%	20%	Much below	Much below
Building permits/inspections	5%	43%	28%	24%	NA	NA
Land use planning and zoning	6%	39%	34%	21%	Below	Much below

Key Driver Analysis

Knowing where to focus limited resources to improve services or communication, and therefore also residents' opinions of local government, requires information that targets the service areas that are most important to residents. In local government, core services – like fire protection or others directed at safety – invariably land at the top of the list created when residents are asked about the most important City services. While these are essential, and should remain the focus of continuous monitoring and improvement where necessary, they are unlikely to fully explain residents' opinions of the city.

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

By using KDA, NRC's approach digs deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services.

A KDA was conducted for the City of Castle Pines by examining the relationships between ratings of each service and ratings of the City of Castle Pines' 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 Castle Pines can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality.

The 2012 City of Castle Pines Action Chart™ on the following page combines two dimensions of performance:

- Comparison to the national 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.

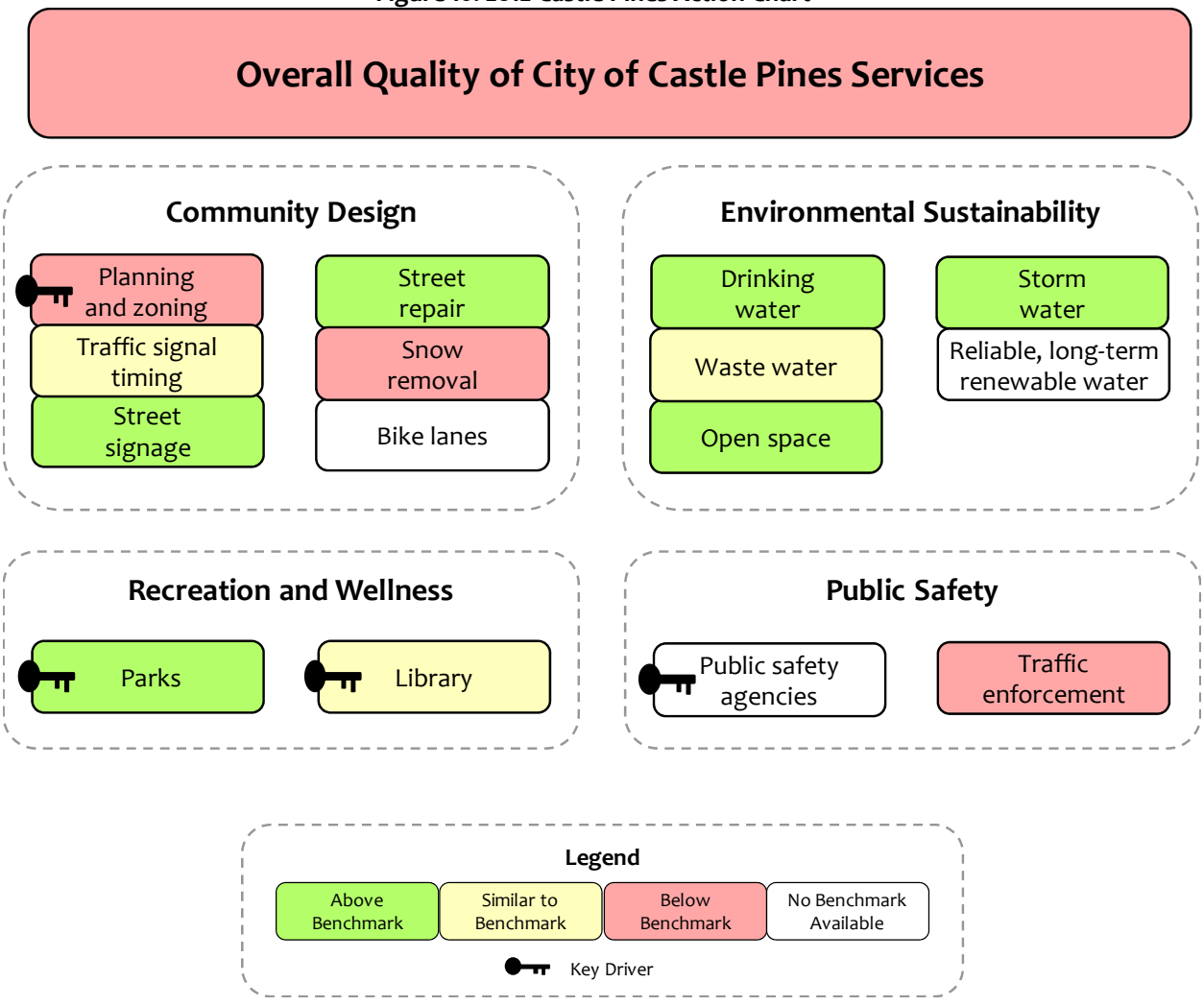
Since this is the first general resident survey for Castle Pines, comparisons to previous survey results were not available. Results from future Castle Pines survey administrations will permit the addition of a third dimension of performance to be included in the Action Chart – arrows indicating whether results are trending up or down.

Fifteen services were included in the KDA for the City of Castle Pines. Four of these services were identified as key drivers for the City: land use planning and zoning, local library, public safety agencies' (i.e., fire and Sheriff) visibility in the community and parks. In Castle Pines, parks was rated higher than the national benchmark, the local library was similar to the benchmark and land use planning and zoning was below the benchmark. A benchmark comparison was not available for public safety agencies' visibility in the community.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are not at least similar to the benchmark. In Castle Pines, land use planning and zoning was below the benchmark. Therefore, this is a service that the City may want to focus on to improve ratings as ratings for this service could impact ratings given to the overall government performance. Since the local library was similar to the benchmark and no comparison was available for the visibility of public safety agencies, these are services on which the City may want to keep a watchful eye to potentially improve ratings of the overall quality of City services.

Services with a high percent of respondents answering "don't know" (i.e., more than 40%) were excluded from the analysis and were considered services that would be less influential. See *Appendix A: Complete Set of Survey Frequencies* for the percent "don't know" responses for each service.

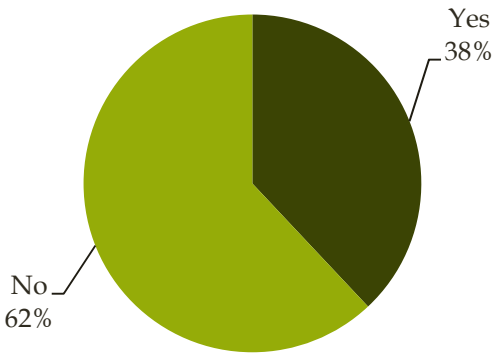
Figure 16: 2012 Castle Pines Action Chart™



CITY EMPLOYEES

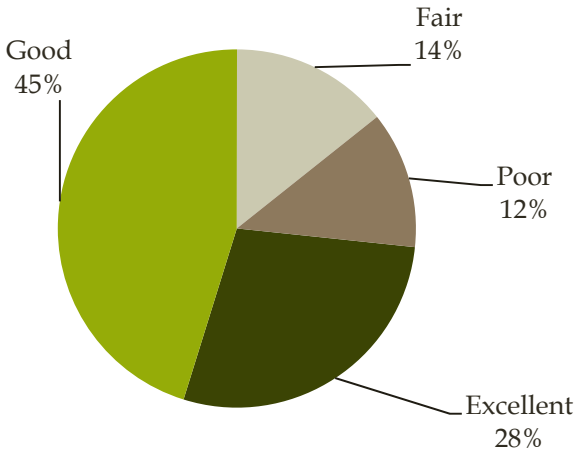
Approximately one in three respondents reported having had contact with an office employee of the City of Castle Pines within the past year. This level of contact was much lower than both the national and Front Range benchmarks.

Figure 17: Contact with City Office Employees



Of those respondents who had contact with a City office employee, most rated their overall impression was either "excellent" or "good," which was much below both benchmarks (see Figure 20 on page 24).

Figure 18: Overall Impression of City Office Employees



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

Respondents who had an interaction with an office employee of the City were asked to rate several characteristics of that employee. More than 6 in 10 respondents rated the employees' courtesy, knowledge, responsiveness, timeliness and follow-up as "excellent" or "good."

Castle Pines City employees' timeliness and follow-up were similar to other communities across the nation but below or much below these communities in terms of courtesy, knowledge and responsiveness. These three characteristics also were much below other communities in the Front Range. Castle Pines City employees scored much above the Front Range benchmark in terms of follow-up.

When looking at ratings of employee characteristics by Ward, respondents from each Ward tended to evaluate City employees in a similar manner (see *Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 19: Perceptions of City Office Employee Characteristics

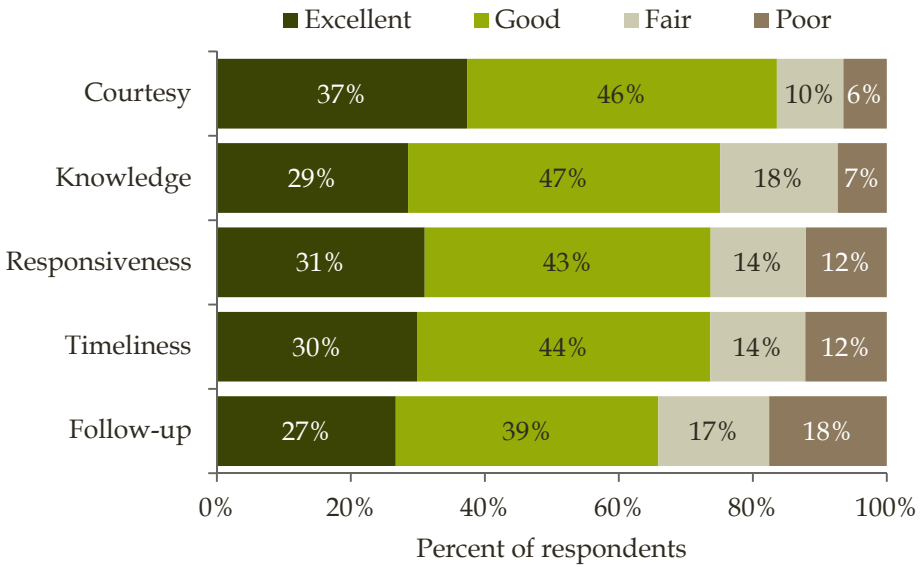


Figure 20: Perceptions of City Office Employee Characteristics Benchmarks

What was your impression of the office employee(s) of the City of Castle Pines in your most recent contact?	National comparison	Front Range comparison
Courtesy	Below	Much below
Knowledge	Much below	Much below
Responsiveness	Much below	Much below
Timeliness	Similar	NA
Follow-up	Similar	Much above

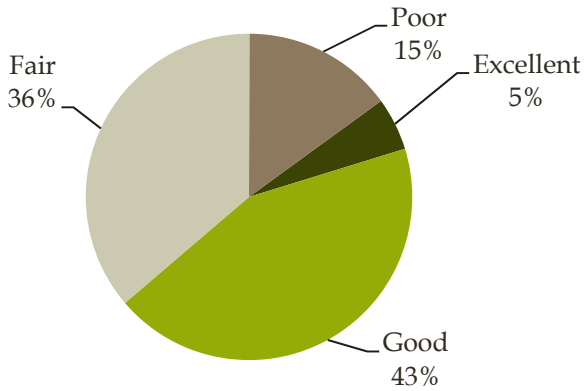
Asked only of those who reported having contact with a City office employee in the 12 months prior to the survey.

GOVERNMENT PERFORMANCE

Survey respondents were asked to evaluate 11 aspects of local government performance. About half (49%) thought the overall direction was "excellent" or "good" while the remaining 51% thought the overall direction was either "fair" or "poor." These ratings were much below both national and Front Range benchmarks.

Respondents who had lived in Castle Pines for ten years or more were less likely to think the overall direction the City was taking was "excellent" or "good" than were those who had lived in the city for a shorter period of time (see *Appendix C: Comparison of Select Questions by Respondent Characteristics*).

Figure 21: Overall Direction the City is Taking



More than half of respondents rated the following four categories of Castle Pines government performance as either "excellent" or "good":

- Parks and recreation
- Communicating with residents
- The quality of services provided by the City's street repair contractors
- Opportunities to participate in City government decisions

More than 20% of respondents selected "don't know" when assessing government performance in 6 of the 10 remaining areas (see *Appendix A: Complete Set of Survey Frequencies* for a full set of responses including "don't know").

Of the six categories of government performance that could be compared to other communities across the nation, only one (communicating with residents) was rated above the benchmark. The other five categories were below the national benchmarks. Similarly, the three categories that could be compared to other Front Range communities were all rated lower Castle Pines.

Ratings of government performance were similar across Wards in most categories. Respondents from Ward 2, however, rated street repair contractors higher than respondents from other the Wards. Respondents without children under age 18 or with an older adult (age 55+) living in the household gave higher ratings to the City's snow removal contractors than their counterparts. In addition, respondents who had lived in Castle Pines for five years or less tended to give higher ratings to several areas of government performance than did those residing in the city for a longer period of time (See *Appendix C: Comparison of Select Questions by Respondent Characteristics*). Respondents who had lived in Castle Pines for five years or less generally tended to give more

positive ratings to government performance compared to those who had lived in Castle Pines for more than five years.

Figure 22: Castle Pines City Government Performance

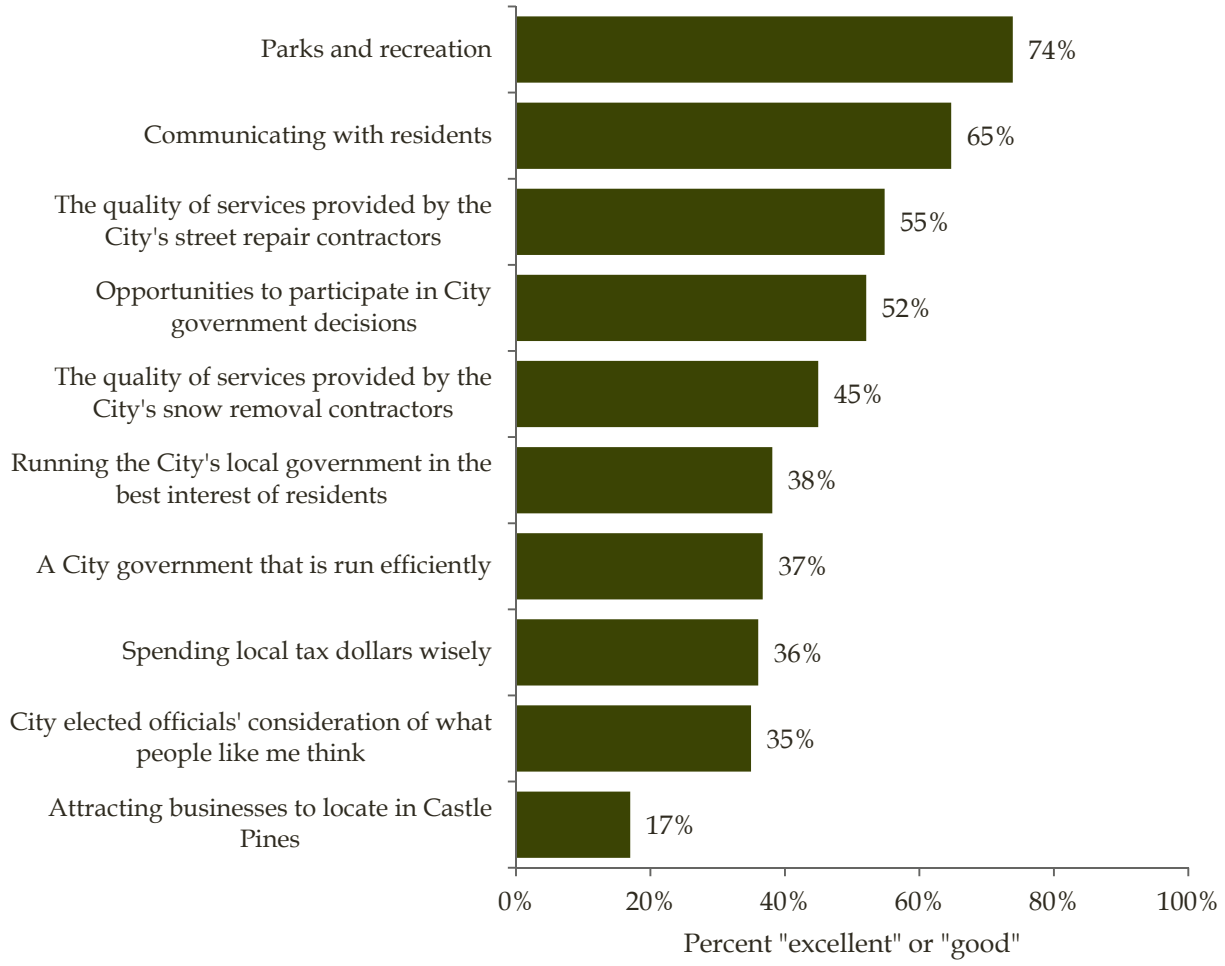


Figure 23: Government Performance Benchmarks

Please rate the following categories of Castle Pines City government performance.	National comparison	Front Range comparison
Communicating with residents	Above	Below
Spending local tax dollars wisely	Much below	NA
Opportunities to participate in City government decisions	Below	NA
City elected officials' consideration of what people like me think	Much below	Much below
Running the City's local government in the best interest of residents	Much below	Much below
The overall direction the City is taking	Much below	Much below

SOURCES OF INFORMATION ABOUT CASTLE PINES

The *Castle Pines Connection* newspaper was the most commonly used source of information on Castle Pines for survey respondents. Other popular sources of information about Castle Pines were word of mouth and the City's quarterly newsletter (*The Castle Pines Citizen*). Unlike these commonly used sources of information, the following seven sources were never used by a majority of survey respondents:

- Castle Pines Chamber of Commerce emails
- City Council meeting minutes online
- Social networking sites (i.e., Facebook, MySpace, Twitter, etc.)
- Castle Pines Chamber of Commerce Web site (www.castlepineschamber.com)
- City Council meetings (in-person)
- Master Association Board meetings
- Metro District Board meetings

The *Douglas County News Press* newspaper was most popular among respondents from Ward 3. On the other hand, the Castle Pines Chamber of Commerce Web site was least popular among respondents from Ward 2 (see *Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 24: Sources of Information about Castle Pines

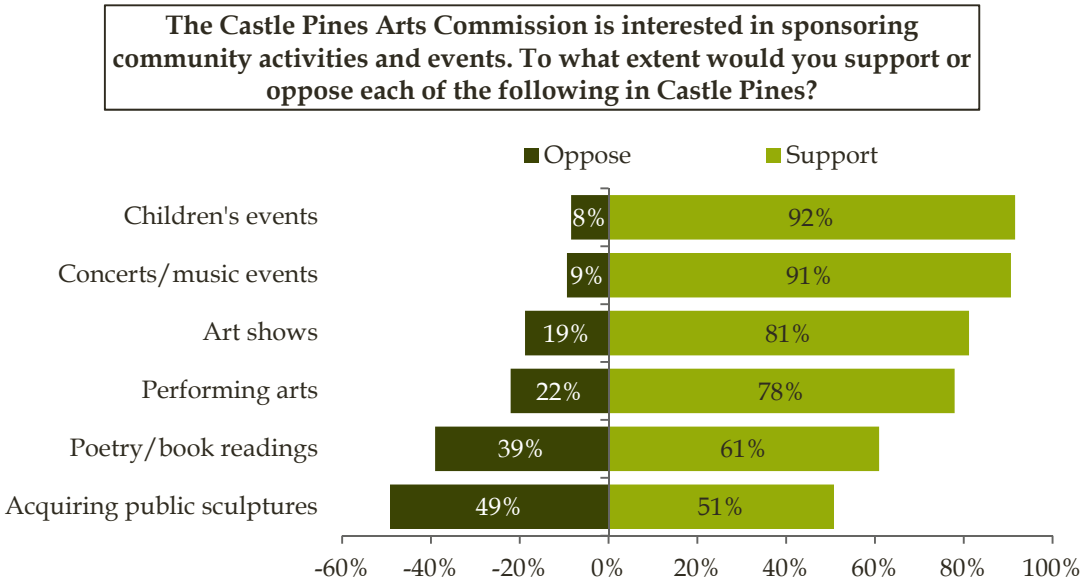
How frequently, if ever, do you use the following sources to gain information about Castle Pines?	Always	Frequently	Sometimes	Never
Castle Pines Connection newspaper	40%	36%	19%	5%
Word of mouth	8%	40%	46%	6%
The City's quarterly newsletter (*The Castle Pines Citizen*)	19%	36%	34%	11%
The City's Web site (www.castlepinesgov.com)	4%	21%	60%	16%
City emails	11%	33%	38%	19%
Master Association emails	11%	29%	40%	20%
Master Association Web site (www.cpnhoa.org)	4%	21%	50%	25%
Metro District emails	7%	23%	40%	30%
Douglas County News Press newspaper	11%	23%	36%	30%
Denver Post	26%	21%	20%	33%
Metro District Web site (www.cpnmd.org)	3%	17%	45%	35%
Castle Pines Chamber of Commerce emails	4%	8%	26%	61%
City Council meeting minutes online	1%	6%	28%	66%
Social networking sites (i.e., Facebook, MySpace, Twitter, etc.)	5%	10%	18%	67%
Castle Pines Chamber of Commerce Web site (www.castlepineschamber.com)	1%	5%	26%	69%
City Council meetings (in-person)	0%	3%	21%	76%
Master Association Board meetings	1%	3%	18%	78%
Metro District Board meetings	0%	3%	18%	79%

COMMUNITY ACTIVITIES AND EVENTS

Survey respondents were provided with a list of six potential community activities and events that the Castle Pines Arts Commission was interested in sponsoring. A majority of respondents supported five of the community activities and events. Children's events and concerts/music were almost universally supported with about 9 in 10 supporting each (and half of respondents "strongly" supported these two activities; see *Appendix A: Complete Set of Survey Frequencies*). Art shows and performing arts were supported by most respondents (about three-quarters or more), and poetry/book readings were supported by about 6 in 10 respondents. Respondents were equally split on the acquisition of public sculptures; however, more than twice as many "strongly" opposed this activity as "strongly" supported it.

Levels of support for each activity and event generally were the same across all Wards in Castle Pines. Poetry/book readings, however, were slightly more popular among respondents from Ward 3 (see *Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence*).

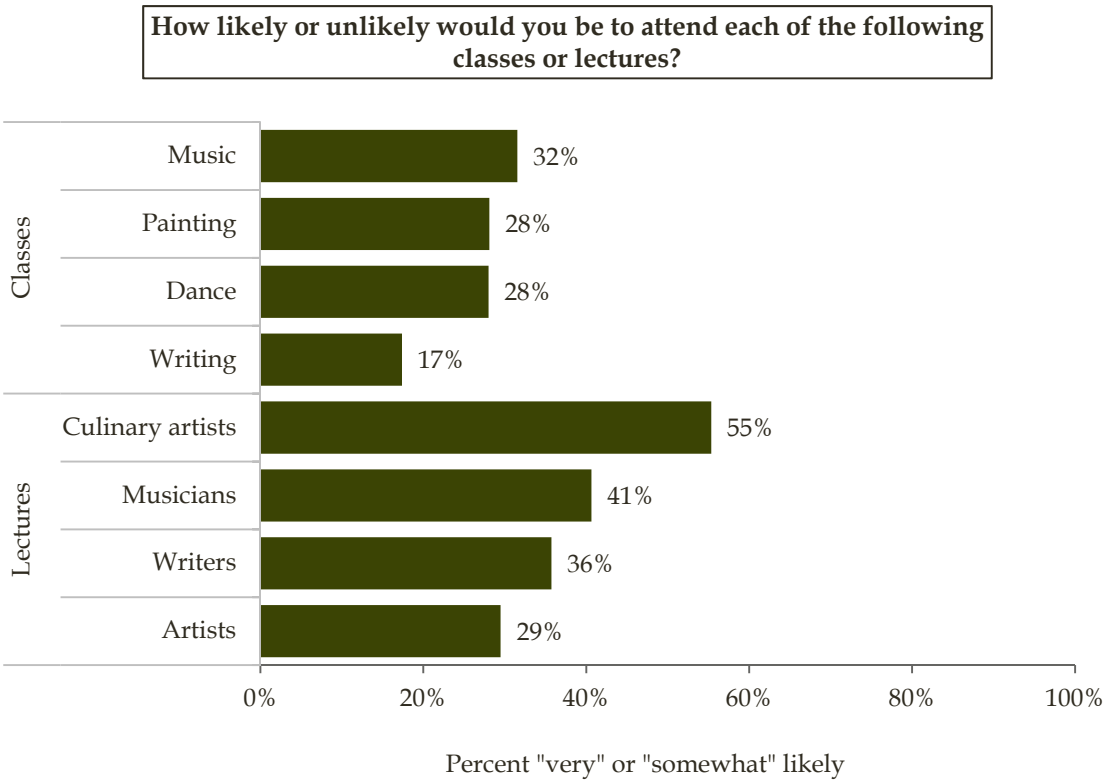
Figure 25: Castle Pines Arts Commission Community Activities and Events



Respondents also were asked how likely they would be to attend a variety of classes or lectures. In general, lectures generated more interest than classes among respondents and most respondents said they would not be likely to attend seven of the eight topic areas listed. Only lectures by culinary artists managed to generate interest from a slight majority of respondents (55% were "very" or "somewhat" likely to attend).

While there was less interest in music classes among Ward 2 respondents, in general, interest in the other classes and lectures was similar across Wards in Castle Pines (see *Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 26: Likelihood of Attending Classes and Lectures



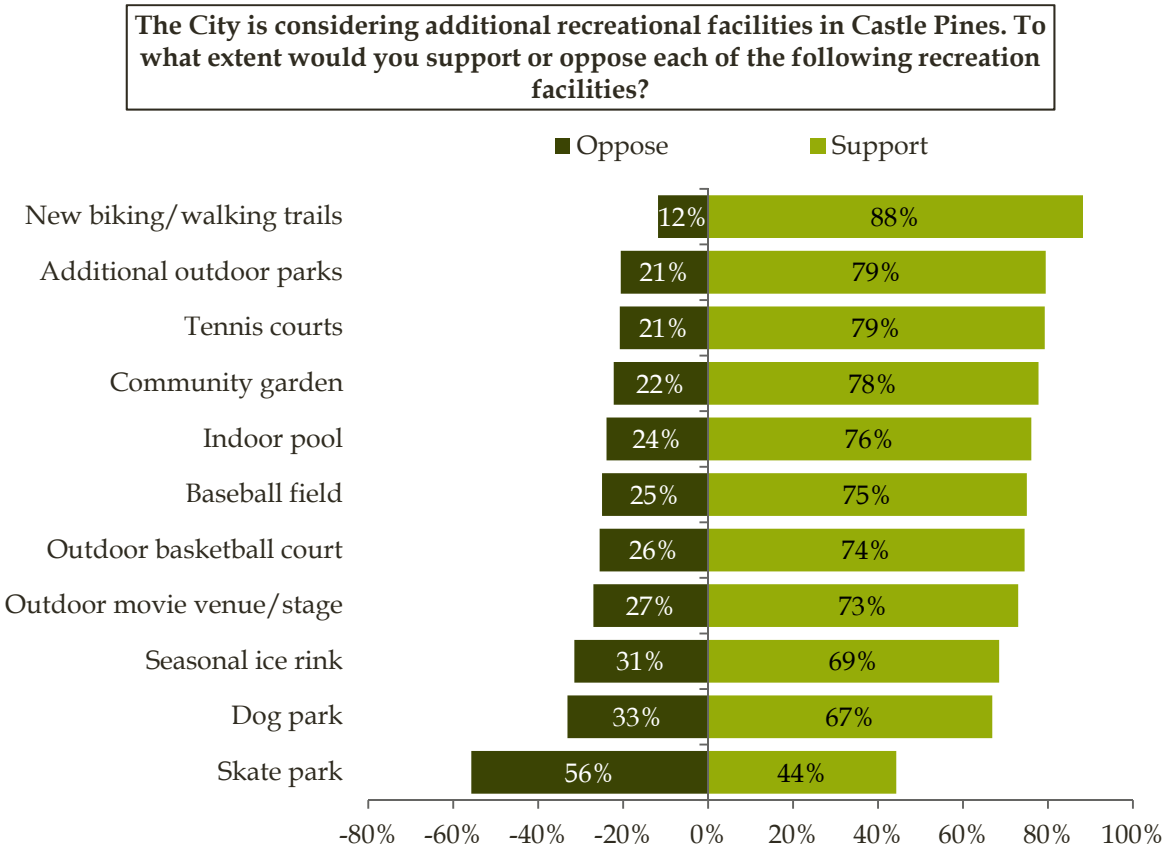
CASTLE PINES RECREATION FACILITIES AND AMENITIES

The survey described that the City was considering 11 additional recreational facilities in Castle Pines and respondents were asked if they would support or oppose each. A majority of respondents supported 10 of the 11 proposed recreational facilities.

New biking/walking trails was the most popular option on this list. Only a skate park generated opposition from a majority of respondents (56% opposed) in a clear departure from the other facilities listed.

Respondents from Ward 1 tended to be more supportive of most of the proposed recreational facilities than were those in the other two Wards. Respondents from Ward 3 were more likely to support a community garden than were those living in the other Wards (see *Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence* for more detail). No differences were seen across demographic subgroups.

Figure 27: Additional Recreational Facilities

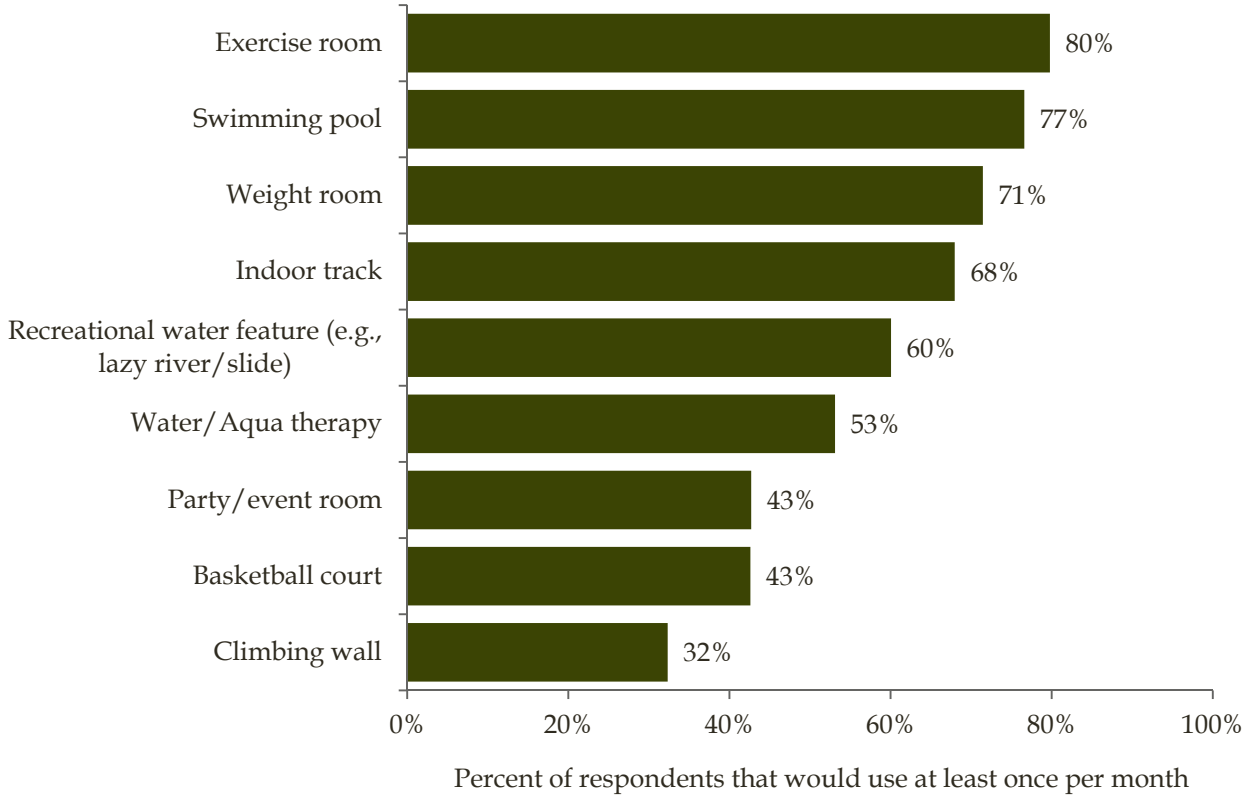


Since Castle Pines does not currently have a recreation center but could in the future, respondents were asked how often during a typical month they would use nine different amenities at a hypothetical recreation center. Respondents indicated that an exercise room and swimming pool would get the most use, with about 8 in 10 respondents indicating that they would use these two amenities at least once a month. About half of respondents (54%) indicated they would use an exercise room at least a few times a week (see *Appendix A: Complete Set of Survey Frequencies*).

Less than half of respondents indicated that they would use a party/event room or a basketball court at all in a typical month, while two-thirds said they would never use a climbing wall.

Respondents from Ward 1 were more likely to indicate that they would use most of the potential amenities of a recreation center at least once in a typical month than those living in Wards 2 or 3 (see *Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence*).

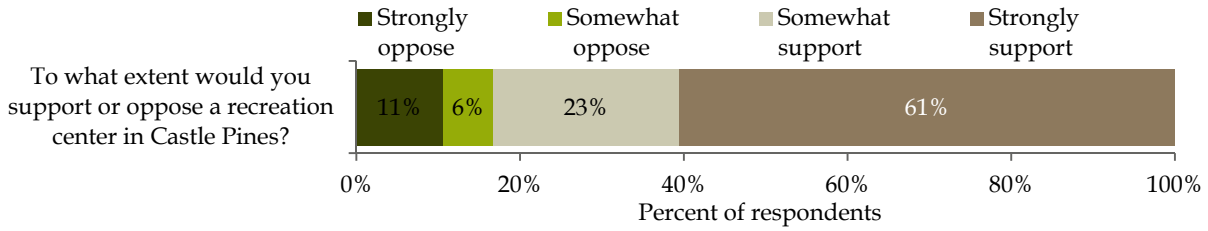
Figure 28: Use of Planned Recreation Center Amenities



In addition to rating their likely use of various recreation center amenities, survey recipients were asked to indicate their support for or opposition to a possible recreation center in Castle Pines. A large majority of respondents supported a recreation center, with 61% saying they "strongly" supported such a facility and 23% "somewhat" supporting it. This finding echoes the common write-in response for desired stores/services in Castle Pines.

Support was stronger among respondents living in Ward 1, female respondents, respondents in households with children 17 or under and among respondents who have lived in Castle Pines for 10 years or less than among their counterparts (see *Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence* and *Appendix C: Comparison of Select Questions by Respondent Characteristics*).

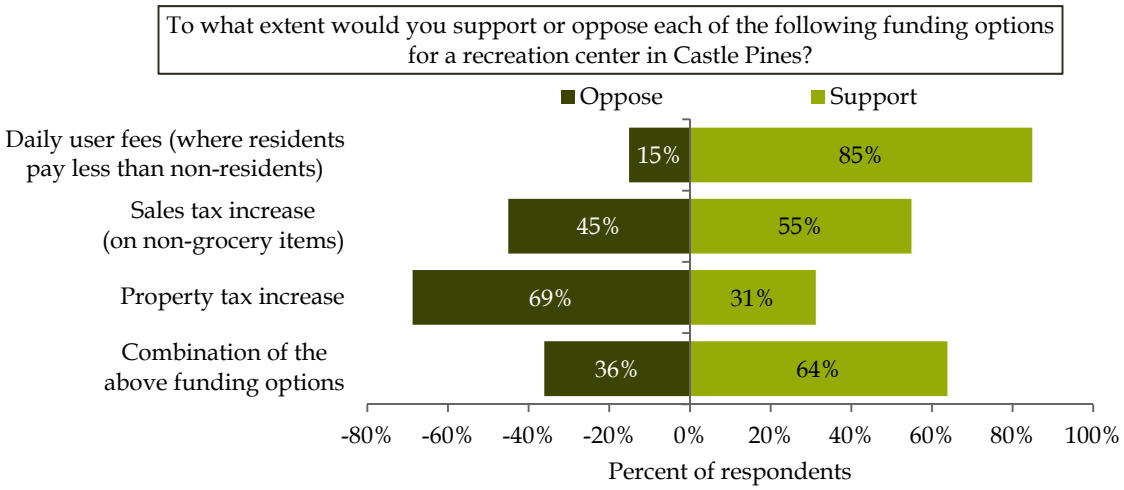
Figure 29: Recreation Center in Castle Pines



Respondents were then asked to rate their support for or opposition to four funding options for a potential recreation center in Castle Pines. The most popular funding option was the use of daily user fees where Castle Pines residents would receive a discount (85% support, with 53% "strongly" support). A slight majority supported a sales tax on non-grocery items (55%), while a property tax increase was opposed by about two-thirds (69%) of respondents. Five times as many respondents "strongly" opposed a property tax increase as "strongly" supported it (see *Appendix A: Complete Set of Survey Frequencies* for a full set of responses to this question). A combination of these three options, however, was supported by almost two-thirds of respondents and received the second highest level of support after user fees.

Respondents living in Ward 1 were much more likely to support a sales tax increase or a combination of the various funding options to finance a recreation center in Castle Pines (see *Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 30: Funding Options for Recreation Center



Of those who opposed the creation of a recreation center, 51% supported funding through daily user fees. Those who supported the creation of a recreation center were significantly more likely to support all of the possible funding options, though a minority still gave only limited support to a property tax increase.

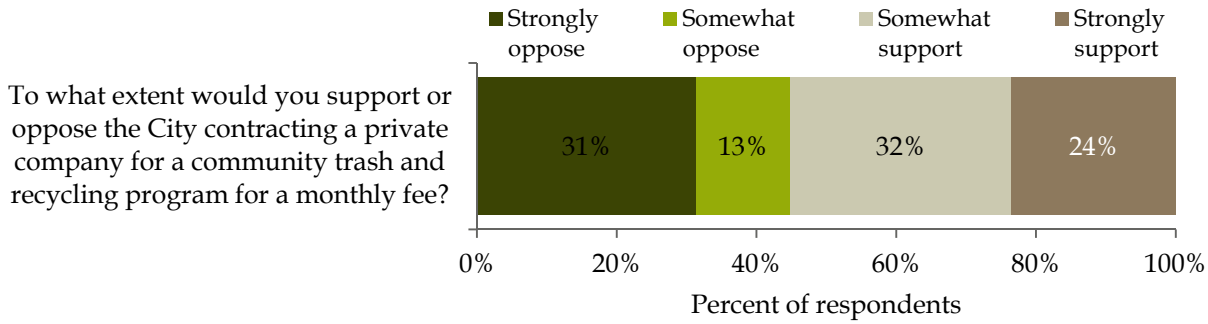
Figure 31: Funding Options by Support for a Recreation Center in Castle Pines

To what extent would you support or oppose each of the following funding options for a recreation center in Castle Pines?	"Somewhat" or "strongly" oppose recreation center	"Somewhat" or "strongly" support recreation center	Overall support
Daily user fees (where residents pay less than non-residents)	51%	92%	85%
Sales tax increase (on non-grocery items)	2%	66%	55%
Property tax increase	1%	38%	31%
Combination of the above funding options	5%	76%	64%
Overall	17%	84%	--

PRIVATE TRASH AND RECYCLING

When asked the extent to which they would support or oppose the City contracting with a private company for a community trash and recycling program for a monthly fee, respondents were split evenly on this issue. A slight majority (56%) of respondents indicated they would support such an initiative, but more respondents strongly opposed than strongly supported it.

Figure 32: Private Trash and Recycling Program



CHALLENGES AND PRIORITIES

Respondents were asked to think about the challenges facing Castle Pines residents over the next few years. They were first asked rate how important each challenge was for the community to address and then to select the two they felt were the most vital (see Figure 33). Respondents believed that securing reliable, long-term renewable water was the most important challenge for the Castle Pines community to address, with almost two-thirds of respondents indicating that it was "essential" for Castle Pines to address. Furthermore, a majority of respondents indicated that this was one of the most "vital" challenges facing Castle Pines.

About 9 in 10 respondents also indicated that it was "essential" or "very important" for Castle Pines to address road and street maintenance and 84% said the same of managing growth and development. Reducing taxes (59%) and providing additional recreational opportunities (51%) received the next highest priority ratings.

Addressing traffic problems and reducing user fees appeared to lesser concerns for respondents; less than 10% of respondents indicated that these were "vital" challenges facing Castle Pines.

While the importance of maintaining roads and streets and securing reliable, long-term renewable water was consistently high across all Wards, ratings of several of the other items varied by Ward. Managing growth and development and addressing traffic problems were more important for respondents in Wards 2 and 3. Reducing taxes and encouraging a viable business district were more important for respondents in Wards 1 and 2 (see *Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence*).

Generally, older adults (age 55+) were more likely to believe that these challenges were important than were younger adults (see *Appendix C: Comparison of Select Questions by Respondent Characteristics*). Respondents who had lived in the city for more than 10 years tended to feel that reducing taxes and encouraging a viable business district were less important challenges than did those who had lived in the city for a shorter period of time.

Figure 33: Challenges Facing Castle Pines

Thinking about the challenges facing Castle Pines residents over the next few years, first, please tell us how important, if at all, it is to you that our community addresses each of the following. Then, in the last column, please indicate which TWO (2) are the most vital to you.	Essential	Very important	Somewhat important	Not at all important	Total	Most vital challenges facing Castle Pines*
Securing reliable, long-term renewable water	62%	29%	8%	1%	100%	57%
Maintaining roads and streets	48%	44%	8%	0%	100%	34%
Managing growth and development	41%	43%	15%	2%	100%	27%
Reducing taxes	29%	30%	32%	10%	100%	26%
Providing additional recreational opportunities	23%	28%	32%	16%	100%	24%
Encouraging a viable business district	26%	38%	26%	10%	100%	22%
Addressing traffic problems	22%	40%	32%	6%	100%	7%
Reducing user fees	17%	27%	39%	16%	100%	3%

** Column does not total to 100%. Respondents could select up to two challenges as most vital.*

A similar question on the survey asked respondents to think about the existing Metro District priorities, to rate the importance of each and then select the three most vital. Securing reliable, long-term renewable water also was the top Metro District priority for respondents. More than two-thirds of respondents indicated that this was the most "essential" priority, and about 9 in 10 thought this was one of the most "vital" priorities for the Metro District. Reducing water, wastewater, and storm water utility costs was the only other priority that half of respondents indicated was most "vital."

Additionally, a majority of respondents also indicated that the following priorities were either "essential" or "very important."

- Weaning the community's reliance on the Denver Basin Aquifer System (64%)
- Continuing to pre-pay the existing $15.06 million in 1990s-era 'legacy debt' (58%)

Approximately one in five respondents indicated that expanding the household appliance water conservation rebate program and expanding the outdoor irrigation water conservation rebate program were "vital" Metro District priorities.

While respondents from each Ward rated the top two priorities similarly highly, the remaining five priorities saw differences among respondents from each Ward. Weaning the community's reliance on the Denver Basin Aquifer System was more important for respondents in Wards 2 and 3 than in Ward 1. Implementing more aggressive water-conservation strategies, continuing to pre-pay the existing $15.06 million in 1990s-era "legacy debt," expanding the outdoor irrigation water conservation rebate program and expanding the household appliance water conservation rebate program were rated less important in Ward 1 and more important among respondents from Ward 3 (see *Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 34: Metro District Priorities

Thinking about the existing Metro District priorities, first, please rate each of the following. Then, in the last column, please indicate which THREE (3) are the most vital to you.	Essential	Very important	Somewhat important	Not at all important	Total	Most vital Metro District priorities*
Securing reliable, long-term renewable water	68%	24%	7%	1%	100%	89%
Reducing water, wastewater, and storm water utility costs	25%	43%	29%	3%	100%	51%
Weaning the community's reliance on the Denver Basin Aquifer System	22%	40%	33%	5%	100%	37%
Continuing to pre-pay the existing $15.06 million in 1990s-era 'legacy debt'	23%	35%	32%	10%	100%	31%
Implementing more aggressive water-conservation strategies	20%	35%	36%	9%	100%	29%
Expanding the household appliance water conservation rebate program	11%	32%	43%	14%	100%	19%
Expanding the outdoor irrigation water conservation rebate program	12%	33%	43%	12%	100%	18%

** Column does not total to 100%. Respondents could select up to three priorities as the most vital.*

Appendix A: Complete Set of Survey Frequencies

RESPONSES EXCLUDING "DON'T KNOW"

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

Question 1					
Please rate each of the following aspects of quality of life in Castle Pines.	**Excellent**	**Good**	**Fair**	**Poor**	**Total**
Castle Pines as a place to live	53%	42%	4%	0%	100%
Your neighborhood as a place to live	53%	41%	5%	1%	100%
Castle Pines as a place to raise children	56%	38%	5%	1%	100%
Castle Pines as a place to retire	31%	39%	23%	7%	100%
Castle Pines as a place to work	15%	26%	30%	29%	100%
The overall quality of life in Castle Pines	46%	49%	5%	1%	100%

Question 2					
Please rate the following characteristics as they relate to Castle Pines as a whole.	**Excellent**	**Good**	**Fair**	**Poor**	**Total**
Sense of community	18%	52%	25%	6%	100%
Overall appearance of Castle Pines	27%	59%	13%	2%	100%
Overall quality of business and service establishments in Castle Pines	8%	48%	36%	9%	100%
Recreational opportunities	10%	39%	36%	15%	100%
Opportunities to attend family-oriented events/activities	13%	53%	29%	5%	100%
Opportunities to attend cultural activities	3%	16%	41%	40%	100%
Opportunities for older adult activities	3%	14%	46%	36%	100%
Opportunities to volunteer	8%	36%	40%	15%	100%
Ease of walking in Castle Pines	37%	45%	14%	4%	100%
Ease of bicycle travel in Castle Pines	28%	45%	21%	6%	100%
Handicap access on sidewalks and crosswalks	20%	54%	20%	6%	100%
Availability of paths and walking trails	42%	44%	12%	2%	100%
Availability of open space	38%	45%	13%	3%	100%
Quality of overall natural environment in Castle Pines	38%	50%	10%	1%	100%
Overall image/reputation of Castle Pines	34%	53%	10%	3%	100%

Question 3	
Which characteristics do you like most about living in Castle Pines?	**Percent of respondents***
Hometown feel	27%
Location	76%
Neighborhoods	47%
Schools	44%
Overall image/reputation of Castle Pines	51%
Friends and family	30%
Cost of living	6%
Safety of community	61%
Sense of community	24%
Parks and recreation	32%

**Total exceeds 100% as respondents could select multiple responses*

Question 4						
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Castle Pines?	**Never**	**Once or twice**	**3 to 12 times**	**13 to 26 times**	**More than 26 times**	**Total**
Used the public library or its services	24%	18%	24%	14%	19%	100%
Participated in a recreation program or activity	47%	30%	15%	5%	3%	100%
Visited a neighborhood park	8%	23%	38%	19%	13%	100%
Attended a Castle Pines Chamber of Commerce event (Oktoberfest, Halloween Street, Business Ribbon Cuttings)	48%	40%	11%	1%	0%	100%
Attended a meeting of local elected officials or other local public meeting	61%	25%	11%	2%	1%	100%
Read the City's newsletter	3%	8%	60%	17%	12%	100%
Visited the City of Castle Pines Web site (at www.castlepinesgov.com)	11%	32%	46%	8%	4%	100%

Question 5					
	Essential	**Very important**	**Somewhat important**	**Not at all important**	**Total**
Please rate how important, if at all, it is to you to shop in Castle Pines.	21%	44%	28%	7%	100%

Question 6					
In the last 6 months, how frequently, if at all, have you purchased the following items or services IN the City of Castle Pines?	**Always**	**Frequently**	**Sometimes**	**Never**	**Total**
Groceries	62%	33%	5%	0%	100%
Personal items (e.g., toiletries, etc.)	28%	44%	23%	5%	100%
Meals and entertainment	3%	31%	60%	5%	100%
Banking and insurance	15%	21%	20%	45%	100%
Personal services (e.g., hair, nails, massage etc.)	9%	22%	34%	35%	100%
Medical services (e.g., chiropractic, dentist, orthodontics, physicians, etc.)	3%	17%	24%	56%	100%
Automotive services	5%	21%	51%	23%	100%
Pet services	12%	12%	16%	60%	100%

Question 7					
In the last 6 months, how frequently, if at all, have you made purchases in each of the following areas?	**Always**	**Frequently**	**Sometimes**	**Never**	**Total**
Castle Pines	22%	63%	15%	0%	100%
Lone Tree	6%	56%	34%	4%	100%
Founders/Factory outlets	1%	23%	60%	15%	100%
Downtown Castle Rock	1%	12%	56%	32%	100%
Highlands Ranch	4%	38%	48%	10%	100%
Parker	0%	4%	43%	53%	100%
Some other city or town	1%	20%	68%	12%	100%

Question 8	
Which, if any, of the following stores or services would you like to see in Castle Pines? (Please select all that apply.)	**Percent of respondents***
Gym	48%
Boutique-like clothing and shoe stores	18%
Bicycle shop	21%
Lingerie/undergarment shop	3%
Sporting goods store	22%
Hardware store	59%
Specialty wine shop	14%
Breakfast/cafes	64%
Bakeries	38%
Bagel shops	38%
None of these	5%
Other, please specify**	31%

**Total exceeds 100% as respondents could select multiple responses*

***See* Appendix D: Verbatim Responses to Open-ended Questions for verbatim responses to this question.

Question 9					
Please rate the quality of each of the following services.	**Excellent**	**Good**	**Fair**	**Poor**	**Total**
Snow removal	10%	40%	30%	20%	100%
Street maintenance or repair	8%	44%	33%	15%	100%
Street signage	12%	69%	17%	3%	100%
Traffic signal timing	7%	50%	26%	18%	100%
Bike lanes	9%	50%	31%	10%	100%
Sheriff's services (response to calls)	23%	58%	14%	5%	100%
Traffic enforcement	8%	56%	26%	11%	100%
Fire District/EMT services	37%	57%	6%	0%	100%
Public safety agencies' (i.e., fire and Sheriff) visibility in the community	15%	56%	23%	6%	100%
Drinking water	31%	55%	11%	3%	100%
Reliable, long-term renewable water	12%	42%	32%	15%	100%
Waste water	15%	60%	21%	3%	100%
Storm water	14%	61%	21%	4%	100%
Open space	30%	53%	14%	3%	100%
Parks	31%	54%	13%	3%	100%
Municipal Court	7%	48%	28%	17%	100%
Land use planning and zoning	6%	39%	34%	21%	100%
Building permits/inspections	5%	43%	28%	24%	100%
Animal control (i.e., domestic pets not wildlife)	6%	48%	28%	18%	100%
Local library	38%	45%	14%	3%	100%
Overall quality of services in Castle Pines	8%	64%	25%	4%	100%

Question 10			
	No	**Yes**	**Total**
Have you had any email, in-person or phone contact with an office employee of the City of Castle Pines	62%	38%	100%

Question 11					
What was your impression of the office employee(s) of the City of Castle Pines in your most recent contact?*	**Excellent**	**Good**	**Fair**	**Poor**	**Total**
Knowledge	29%	47%	18%	7%	100%
Responsiveness	31%	43%	14%	12%	100%
Follow-up	27%	39%	17%	18%	100%
Courtesy	37%	46%	10%	6%	100%
Timeliness	30%	44%	14%	12%	100%
Overall Impression	28%	45%	14%	12%	100%

**Asked only of those who had contact with a City employee in the last 12 months*

Question 12					
Please rate the following categories of Castle Pines City government performance.	**Excellent**	**Good**	**Fair**	**Poor**	**Total**
Communicating with residents	12%	52%	26%	9%	100%
Spending local tax dollars wisely	2%	34%	38%	26%	100%
Opportunities to participate in City government decisions	6%	46%	32%	16%	100%
City elected officials' consideration of what people like me think	4%	31%	36%	29%	100%
Running the City's local government in the best interest of residents	4%	34%	36%	26%	100%
A City government that is run efficiently	3%	34%	38%	25%	100%
The quality of services provided by the City's snow removal contractors	7%	38%	30%	25%	100%
The quality of services provided by the City's street repair contractors	9%	45%	32%	14%	100%
Attracting businesses to locate in Castle Pines	2%	15%	43%	40%	100%
Parks and recreation	18%	56%	20%	6%	100%
The overall direction the City is taking	5%	43%	36%	15%	100%

Question 13					
How frequently, if ever, do you use the following sources to gain information about Castle Pines?	**Always**	**Frequently**	**Sometimes**	**Never**	**Total**
The City's Web site (www.castlepinesgov.com)	4%	21%	60%	16%	100%
City emails	11%	33%	38%	19%	100%
City Council meetings (in-person)	0%	3%	21%	76%	100%
City Council meeting minutes online	1%	6%	28%	66%	100%
The City's quarterly newsletter (*The Castle Pines Citizen*)	19%	36%	34%	11%	100%
Metro District Web site (www.cpnmd.org)	3%	17%	45%	35%	100%
Metro District emails	7%	23%	40%	30%	100%
Metro District Board meetings	0%	3%	18%	79%	100%
Master Association Web site (www.cpnhoa.org)	4%	21%	50%	25%	100%
Master Association emails	11%	29%	40%	20%	100%
Master Association Board meetings	1%	3%	18%	78%	100%
Castle Pines Chamber of Commerce Web site (www.castlepineschamber.com)	1%	5%	26%	69%	100%
Castle Pines Chamber of Commerce emails	4%	8%	26%	61%	100%
Douglas County News Press newspaper	11%	23%	36%	30%	100%
Castle Pines Connection newspaper	40%	36%	19%	5%	100%
Denver Post	26%	21%	20%	33%	100%
Social networking sites (i.e., Facebook, MySpace, Twitter, etc.)	5%	10%	18%	67%	100%
Word of mouth	8%	40%	46%	6%	100%

Question 14					
The Castle Pines Arts Commission is interested in sponsoring community activities and events. To what extent would you support or oppose each of the following in Castle Pines?	**Strongly support**	**Somewhat support**	**Somewhat oppose**	**Strongly oppose**	**Total**
Acquiring public sculptures	12%	39%	22%	27%	100%
Performing arts	30%	48%	11%	11%	100%
Concerts/music events	48%	42%	5%	5%	100%
Art shows	28%	53%	11%	8%	100%
Poetry/book readings	11%	50%	23%	16%	100%
Children's events	50%	42%	4%	4%	100%

Question 15						
How likely or unlikely would you be to attend each of the following classes or lectures?		**Very likely**	**Somewhat likely**	**Somewhat unlikely**	**Very unlikely**	**Total**
Classes	Painting	8%	20%	16%	55%	100%
	Dance	8%	20%	17%	55%	100%
	Music	7%	24%	17%	52%	100%
	Writing	4%	13%	19%	63%	100%
Lectures	Artists	7%	23%	17%	53%	100%
	Writers	10%	26%	17%	48%	100%
	Musicians	10%	30%	16%	44%	100%
	Culinary artists	20%	35%	12%	33%	100%

Question 16					
The City is considering additional recreational facilities in Castle Pines. To what extent would you support or oppose each of the following recreation facilities?	**Strongly support**	**Somewhat support**	**Somewhat oppose**	**Strongly oppose**	**Total**
Additional outdoor parks	44%	36%	12%	8%	100%
New biking/walking trails	55%	33%	8%	4%	100%
Skate park	12%	32%	28%	28%	100%
Seasonal ice rink	27%	42%	15%	17%	100%
Outdoor basketball court	27%	48%	14%	11%	100%
Baseball field	27%	48%	15%	9%	100%
Tennis courts	33%	46%	12%	9%	100%
Indoor pool	49%	27%	9%	15%	100%
Community garden	31%	46%	11%	11%	100%
Outdoor movie venue/stage	35%	38%	14%	13%	100%
Dog park	33%	34%	15%	18%	100%

Question 17						
In a typical month, how frequently, if at all, would you use each of the following amenities at a recreation center?	**Never**	**Once or twice a month**	**A few times a month**	**A few times a week**	**Everyday**	**Total**
Climbing wall	68%	18%	10%	4%	0%	100%
Exercise room	20%	9%	17%	41%	13%	100%
Basketball court	57%	18%	15%	9%	1%	100%
Weight room	29%	8%	17%	36%	10%	100%
Indoor track	32%	12%	20%	29%	6%	100%
Swimming pool	23%	13%	24%	30%	9%	100%
Recreational water feature (e.g., lazy river/slide)	40%	15%	21%	19%	5%	100%
Water/Aqua therapy	47%	16%	16%	17%	4%	100%
Party/event room	57%	35%	5%	2%	1%	100%

Question 18					
	Strongly support	**Somewhat support**	**Somewhat oppose**	**Strongly oppose**	**Total**
To what extent would you support or oppose a recreation center in Castle Pines?	61%	23%	6%	11%	100%

Question 19					
To what extent would you support or oppose each of the following funding options for a recreation center in Castle Pines?	**Strongly support**	**Somewhat support**	**Somewhat oppose**	**Strongly oppose**	**Total**
Sales tax increase (on non-grocery items)	21%	34%	11%	34%	100%
Property tax increase	10%	21%	16%	53%	100%
Daily user fees (where residents pay less than non-residents)	53%	32%	6%	9%	100%
Combination of the above funding options	37%	27%	9%	27%	100%

Question 20					
	Strongly support	**Somewhat support**	**Somewhat oppose**	**Strongly oppose**	**Total**
To what extent would you support or oppose the City contracting a private company for a community trash and recycling program for a monthly fee?	24%	32%	13%	31%	100%

Question 21					
Thinking about the challenges facing Castle Pines residents over the next few years, first, please tell us how important, if at all, it is to you that our community addresses each of the following.	**Essential**	**Very important**	**Somewhat important**	**Not at all important**	**Total**
Maintaining roads and streets	48%	44%	8%	0%	100%
Securing reliable, long-term renewable water	62%	29%	8%	1%	100%
Managing growth and development	41%	43%	15%	2%	100%
Addressing traffic problems	22%	40%	32%	6%	100%
Providing additional recreational opportunities	23%	28%	32%	16%	100%
Reducing taxes	29%	30%	32%	10%	100%
Reducing user fees	17%	27%	39%	16%	100%
Encouraging a viable business district	26%	38%	26%	10%	100%

Question 21b	
Please indicate which TWO (2) are the most vital to you	**Percent of respondents***
Maintaining roads and streets	34%
Securing reliable, long-term renewable water	57%
Managing growth and development	27%
Addressing traffic problems	7%
Providing additional recreational opportunities	24%
Reducing taxes	26%
Reducing user fees	3%
Encouraging a viable business district	22%

**Total exceeds 100% as respondents could select up to two responses*

Question 22					
Thinking about the existing Metro District priorities, first, please rate each of the following.	**Essential**	**Very important**	**Somewhat important**	**Not at all important**	**Total**
Securing reliable, long-term renewable water	68%	24%	7%	1%	100%
Implementing more aggressive water-conservation strategies	20%	35%	36%	9%	100%
Weaning the community's reliance on the Denver Basin Aquifer System	22%	40%	33%	5%	100%
Continuing to pre-pay the existing $15.06 million in 1990s-era "legacy debt"	23%	35%	32%	10%	100%
Expanding the outdoor irrigation water conservation rebate program	12%	33%	43%	12%	100%
Expanding the household appliance water conservation rebate program	11%	32%	43%	14%	100%
Reducing water, wastewater, and storm water utility costs	25%	43%	29%	3%	100%

Question 22b	
Please indicate which THREE (3) are the most vital to you:	**Percent of respondents***
Securing reliable, long-term renewable water	89%
Implementing more aggressive water-conservation strategies	29%
Weaning the community's reliance on the Denver Basin Aquifer System	37%
Continuing to pre-pay the existing $15.06 million in 1990s-era "legacy debt"	31%
Expanding the outdoor irrigation water conservation rebate program	18%
Expanding the household appliance water conservation rebate program	19%
Reducing water, wastewater, and storm water utility costs	51%

**Total exceeds 100% as respondents could select up to three responses*

Question D1	
What is your employment status?	**Percent of respondents**
Work full time/part time	65%
Homemaker	12%
Unemployed	1%
College student	0%
Retired	21%
Total	100%

Question D2	
If you work, which location or city do you work in or closest to?	**Percent of respondents**
Work at home	23%
Aurora	6%
Castle Pines	4%
Castle Rock	4%
Colorado Springs	1%
Denver	15%
Denver Tech Center	23%
DIA	2%
Golden	1%
Highlands Ranch	7%
Littleton	5%
Parker	1%
Other	7%
Total	100%

Question D3	
In which neighborhood or HOA do you live?	**Percent of respondents**
BrambleRidge	2%
BriarCliff	3%
BristleCone Single Family/Patio	4%
Canterbury Broadwick	2%
Castle Pointe	2%
Claremont Estates	1%
Coyote Crossing	0%
Crossings, The	1%
Daniels Ridge	2%
Esperanza	1%
Estates Buffalo Ridge	1%
Forest Park	9%
Glen Oaks	3%
GreenBriar	4%
HOA 1	14%
HOA 2	10%
Hamlet	2%
Hidden Pointe	6%
Huntington Ridge	1%
Lifestyle	0%
Lodge at Castle Pines	0%
North Lynx	4%

Question D3	
In which neighborhood or HOA do you live?	**Percent of respondents**
PineRidge	2%
Retreat	3%
Romar	3%
StoneCroft	3%
Tapestry Hills	4%
Turquoise Terrace	2%
Ventana Amber Ridge	1%
Villa Carriage	0%
Whisper Canyon	1%
WinterBerry	6%
Other	2%
Total	100%

Question D4	
How many years have you lived in Castle Pines?	**Percent of respondents**
Less than 1 year	3%
1-5 years	19%
6-10 years	37%
11-15 years	31%
More than 15 years	10%
Total	100%

Question D5	
How many people (including yourself) live in your household?	**Percent of respondents**
0	0%
1	5%
2	40%
3	13%
4	27%
5	11%
6	3%
7	0%
Total	100%

Question D6	
How many children 12 or younger live in your household?	**Percent of respondents**
0	59%
1	14%
2	20%
3	7%
4	1%
5	0%
Total	100%

Question D7	
How many teenagers ages 13 to 17 live in your household?	**Percent of respondents**
0	74%
1	16%
2	9%
3	1%
Total	100%

Question D8	
How many people (including yourself) age 55 or older live in your household?	**Percent of respondents**
0	53%
1	12%
2	34%
3	1%
4	0%
Total	100%

Question D9	
Which best describes the building you live in?	**Percent of respondents**
One family house detached from any other houses	95%
House attached to one or more houses	4%
Building with two or more apartments or condos	1%
Total	100%

Question D10	
Do you rent or own your home?	**Percent of respondents**
Rent	1%
Own	99%
Total	100%

Question D11	
In which category is your age?	**Percent of respondents**
18-24 years	0%
25-34 years	4%
35-44 years	25%
45-54 years	30%
55-64 years	21%
65-74 years	16%
75 years or older	4%
Total	100%

Question D12	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	**Percent of respondents**
Less than $24,999	0%
$25,000-$49,999	3%
$50,000-$99,999	20%
$100,000-$199,999	46%
$200,000-$299,999	21%
$300,000-$399,999	5%
$400,000 or more	5%
Total	100%

Question D13	
What is your gender?	**Percent of respondents**
Female	51%
Male	49%
Total	100%

Question D14	
Are you registered to vote in Castle Pines?	**Percent of respondents**
No	2%
Yes	98%
Total	100%

Question D15	
Did you vote in the 2011 general election?	**Percent of respondents**
No	10%
Yes	90%
Total	100%

Ward of Residence	
Ward	**Percent of respondents**
Ward 1	30%
Ward 2	39%
Ward 3	31%
Total	100%

RESPONSES INCLUDING "DON'T KNOW"

The following pages contain a complete set of responses to each question on the survey, including the "don't know" and "no opinion" responses. The percent of respondents giving a particular response is shown (%) followed by the number of respondents (N).

Question 1

Please rate each of the following aspects of quality of life in Castle Pines.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Castle Pines as a place to live	53%	741	42%	593	4%	61	0%	3	0%	0	100%	1398
Your neighborhood as a place to live	53%	750	41%	568	5%	70	1%	14	0%	0	100%	1402
Castle Pines as a place to raise children	47%	661	32%	452	4%	60	0%	6	16%	223	100%	1402
Castle Pines as a place to retire	25%	345	30%	426	19%	259	5%	74	21%	294	100%	1398
Castle Pines as a place to work	9%	123	15%	214	17%	240	17%	234	42%	580	100%	1391
The overall quality of life in Castle Pines	46%	635	49%	679	5%	73	1%	8	0%	0	100%	1395

Question 2												
Please rate the following characteristics as they relate to Castle Pines as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Sense of community	18%	236	52%	693	25%	330	6%	76	1%	9	100%	1344
Overall appearance of Castle Pines	27%	355	59%	783	13%	172	2%	26	0%	0	100%	1336
Overall quality of business and service establishments in Castle Pines	8%	102	48%	653	35%	482	9%	117	0%	6	100%	1360
Recreational opportunities	10%	136	38%	521	35%	473	15%	198	2%	30	100%	1358
Opportunities to attend family-oriented events/activities	11%	154	46%	630	25%	345	4%	61	12%	167	100%	1357
Opportunities to attend cultural activities	3%	34	15%	197	36%	492	35%	474	12%	160	100%	1357
Opportunities for older adult activities	2%	27	8%	109	26%	357	21%	280	43%	584	100%	1357
Opportunities to volunteer	6%	77	25%	342	29%	385	11%	147	30%	399	100%	1350
Ease of walking in Castle Pines	37%	501	45%	613	14%	194	4%	49	0%	4	100%	1361
Ease of bicycle travel in Castle Pines	24%	329	39%	529	18%	247	5%	68	13%	179	100%	1352
Handicap access on sidewalks and crosswalks	10%	138	28%	375	10%	137	3%	42	49%	657	100%	1349
Availability of paths and walking trails	42%	565	43%	588	12%	168	2%	28	0%	3	100%	1352
Availability of open space	38%	518	45%	614	13%	179	3%	40	1%	9	100%	1360
Quality of overall natural environment in Castle Pines	38%	520	50%	681	10%	136	1%	14	0%	0	100%	1351
Overall image/reputation of Castle Pines	34%	455	52%	711	10%	133	3%	39	1%	17	100%	1355

Question 3		
Which characteristics do you like most about living in Castle Pines?*	**%**	**N**
Hometown feel	27%	352
Location	76%	1011
Neighborhoods	47%	622
Schools	44%	583
Overall image/reputation of Castle Pines	51%	677
Friends and family	30%	394
Cost of living	6%	80
Safety of community	61%	805
Sense of community	24%	323
Parks and recreation	32%	420

**Total exceeds 100% as respondents could select multiple responses*

Question 4												
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Castle Pines?	**Never**		**Once or twice**		**3 to 12 times**		**13 to 26 times**		**More than 26 times**		**Total**	
	%	**N**	**%**	**N**	**%**	**N**	**%**	**N**	**%**	**N**	**%**	**N**
Used the public library or its services	24%	328	18%	236	24%	326	14%	190	19%	261	100%	1341
Participated in a recreation program or activity	47%	618	30%	391	15%	200	5%	59	3%	42	100%	1310
Visited a neighborhood park	8%	102	23%	302	38%	499	19%	249	13%	176	100%	1328
Attended a Castle Pines Chamber of Commerce event (Oktoberfest, Halloween Street, Business Ribbon Cuttings)	48%	638	40%	535	11%	152	1%	7	0%	5	100%	1337
Attended a meeting of local elected officials or other local public meeting	61%	818	25%	328	11%	152	2%	29	1%	10	100%	1337
Read the City's newsletter	3%	35	8%	112	60%	803	17%	233	12%	154	100%	1337
Visited the City of Castle Pines Web site (at www.castlepinesgov.com)	11%	146	32%	429	46%	611	8%	106	4%	47	100%	1339

Question 5

	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Please rate how important, if at all, it is to you to shop in Castle Pines.	21%	274	44%	577	28%	363	7%	85	0%	1	100%	1300

Question 6

In the last 6 months, how frequently, if at all, have you purchased the following items or services IN the City of Castle Pines?	Always		Frequently		Sometimes		Never		Total	
	%	N	%	N	%	N	%	N	%	N
Groceries	62%	805	33%	432	5%	66	0%	3	100%	1306
Personal items (e.g., toiletries, etc.)	28%	369	44%	568	23%	306	5%	60	100%	1303
Meals and entertainment	3%	35	31%	417	60%	801	5%	72	100%	1325
Banking and insurance	15%	195	21%	271	20%	260	45%	591	100%	1317
Personal services (e.g., hair, nails, massage etc.)	9%	113	22%	294	34%	447	35%	467	100%	1321
Medical services (e.g., chiropractic, dentist, orthodontics, physicians, etc.)	3%	40	17%	228	24%	316	56%	742	100%	1326
Automotive services	5%	69	21%	275	51%	679	23%	311	100%	1334
Pet services	12%	155	12%	157	16%	213	60%	798	100%	1323

Question 7

In the last 6 months, how frequently, if at all, have you made purchases in each of the following areas?	Always		Frequently		Sometimes		Never		Total	
	%	N	%	N	%	N	%	N	%	N
Castle Pines	22%	288	63%	822	15%	190	0%	3	100%	1303
Lone Tree	6%	78	56%	730	34%	442	4%	50	100%	1300
Founders/Factory outlets	1%	16	23%	302	60%	778	15%	196	100%	1292
Downtown Castle Rock	1%	9	12%	151	56%	726	32%	408	100%	1294
Highlands Ranch	4%	48	38%	501	48%	628	10%	127	100%	1304
Parker	0%	2	4%	52	43%	552	53%	680	100%	1286
Some other city or town	1%	10	20%	240	68%	832	12%	145	100%	1227

Question 8		
Which, if any, of the following stores or services would you like to see in Castle Pines? (Please select all that apply.)	**%***	**N**
Gym	48%	627
Boutique-like clothing and shoe stores	18%	236
Bicycle shop	21%	279
Lingerie/undergarment shop	3%	43
Sporting goods store	22%	286
Hardware store	59%	771
Specialty wine shop	14%	189
Breakfast/cafes	64%	835
Bakeries	38%	501
Bagel shops	38%	500
None of these	5%	65
Other, please specify**	31%	408

**Total exceeds 100% as respondents could select multiple responses*

***See* Appendix D: Verbatim Responses to Open-ended Questions *for verbatim responses to this question.*

Question 9												
	Excellent		Good		Fair		Poor		Don't know		Total	
Please rate the quality of each of the following services.	%	N	%	N	%	N	%	N	%	N	%	N
Snow removal	10%	127	39%	516	30%	394	20%	266	0%	5	100%	1308
Street maintenance or repair	8%	100	44%	571	33%	433	15%	197	0%	6	100%	1307
Street signage	12%	157	69%	890	17%	215	3%	33	0%	4	100%	1299
Traffic signal timing	6%	85	49%	646	26%	340	18%	232	1%	8	100%	1311
Bike lanes	7%	94	43%	556	26%	342	9%	112	15%	196	100%	1300
Sheriff's services (response to calls)	11%	140	26%	345	6%	82	2%	30	54%	711	100%	1308
Traffic enforcement	6%	76	43%	560	20%	261	9%	111	23%	294	100%	1302
Fire District/EMT services	21%	274	32%	421	3%	41	0%	2	43%	561	100%	1299
Public safety agencies" (i.e., fire and Sheriff) visibility in the community	14%	176	50%	647	20%	264	5%	70	11%	144	100%	1301
Drinking water	30%	394	54%	707	11%	140	3%	39	2%	29	100%	1309
Reliable, long-term renewable water	9%	115	30%	389	23%	295	10%	136	28%	367	100%	1302
Waste water	10%	130	40%	520	14%	182	2%	28	34%	443	100%	1303
Storm water	10%	126	42%	541	14%	182	3%	37	32%	413	100%	1299
Open space	30%	386	53%	688	14%	185	3%	34	1%	12	100%	1305
Parks	30%	391	53%	695	12%	160	3%	33	2%	24	100%	1303
Municipal Court	1%	18	9%	119	5%	69	3%	41	81%	1053	100%	1300
Land use planning and zoning	4%	46	25%	322	21%	274	13%	174	37%	486	100%	1302
Building permits/inspections	2%	24	15%	191	10%	124	8%	106	66%	845	100%	1290
Animal control (i.e., domestic pets not wildlife)	3%	41	26%	338	15%	200	10%	130	46%	597	100%	1306
Local library	31%	396	37%	472	12%	152	2%	31	18%	235	100%	1286
Overall quality of services in Castle Pines	8%	101	63%	789	25%	307	4%	44	1%	8	100%	1249

Question 10						
	No		Yes		Total	
	%	N	%	N	%	N
Have you had any email, in-person or phone contact with an office employee of the City of Castle Pines	62%	814	38%	499	100%	1313

Question 11												
What was your impression of the office employee(s) of the City of Castle Pines in your most recent contact?*	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Knowledge	27%	133	44%	217	16%	82	7%	34	6%	31	100%	497
Responsiveness	29%	144	40%	198	13%	66	11%	56	6%	32	100%	496
Follow-up	22%	105	32%	154	13%	65	14%	69	19%	94	100%	487
Courtesy	35%	173	43%	214	9%	46	6%	30	6%	32	100%	495
Timeliness	27%	133	40%	194	13%	63	11%	54	10%	47	100%	491
Overall Impression	27%	132	43%	212	14%	67	12%	58	5%	23	100%	492

**Asked only of those who had contact with a City employee in the last 12 months.*

Question 12												
Please rate the following categories of Castle Pines City government performance.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Communicating with residents	12%	149	49%	624	25%	312	9%	109	6%	76	100%	1270
Spending local tax dollars wisely	2%	24	26%	336	30%	381	20%	258	21%	270	100%	1269
Opportunities to participate in City government decisions	5%	62	35%	448	24%	309	13%	160	23%	285	100%	1264
City elected officials" consideration of what people like me think	3%	36	23%	293	27%	343	21%	269	26%	323	100%	1264
Running the City's local government in the best interest of residents	3%	44	27%	340	29%	366	20%	257	21%	260	100%	1267
A City government that is run efficiently	2%	23	25%	310	28%	349	18%	225	27%	343	100%	1250
The quality of services provided by the City's snow removal contractors	7%	87	37%	471	29%	375	24%	308	3%	37	100%	1278
The quality of services provided by the City's street repair contractors	9%	116	44%	554	30%	386	13%	166	4%	50	100%	1272
Attracting businesses to locate in Castle Pines	1%	15	11%	139	31%	393	28%	359	29%	368	100%	1274
Parks and recreation	17%	214	54%	686	19%	245	6%	73	4%	52	100%	1270
The overall direction the City is taking	5%	60	39%	498	33%	416	13%	171	10%	122	100%	1267

Question 13										
How frequently, if ever, do you use the following sources to gain information about Castle Pines?	Always		Frequently		Sometimes		Never		Total	
	%	N	%	N	%	N	%	N	%	N
The City's Web site (www.castlepinesgov.com)	4%	48	21%	259	60%	746	16%	196	100%	1249
City emails	11%	134	33%	404	38%	465	19%	228	100%	1231
City Council meetings (in-person)	0%	5	3%	32	21%	262	76%	933	100%	1232
City Council meeting minutes online	1%	10	6%	67	28%	336	66%	804	100%	1217
The City's quarterly newsletter (*The Castle Pines Citizen*)	19%	238	36%	447	34%	417	11%	141	100%	1243
Metro District Web site (www.cpnmd.org)	3%	32	17%	208	45%	558	35%	439	100%	1237
Metro District emails	7%	91	23%	282	40%	496	30%	371	100%	1240
Metro District Board meetings	0%	5	3%	39	18%	219	79%	972	100%	1235
Master Association Web site (www.cpnhoa.org)	4%	52	21%	262	50%	617	25%	310	100%	1241
Master Association emails	11%	139	29%	359	40%	494	20%	250	100%	1242
Master Association Board meetings	1%	13	3%	42	18%	217	78%	955	100%	1227
Castle Pines Chamber of Commerce Web site (www.castlepineschamber.com)	1%	10	5%	59	26%	319	69%	848	100%	1236
Castle Pines Chamber of Commerce emails	4%	55	8%	101	26%	325	61%	753	100%	1234
Douglas County News Press newspaper	11%	138	23%	279	36%	444	30%	371	100%	1232
Castle Pines Connection newspaper	40%	501	36%	453	19%	236	5%	61	100%	1251
Denver Post	26%	319	21%	259	20%	248	33%	409	100%	1235
Social networking sites (i.e., Facebook, MySpace, Twitter, etc.)	5%	64	10%	125	18%	225	67%	823	100%	1237
Word of mouth	8%	100	40%	490	46%	572	6%	74	100%	1236

Question 14

The Castle Pines Arts Commission is interested in sponsoring community activities and events. To what extent would you support or oppose each of the following in Castle Pines?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Acquiring public sculptures	11%	132	36%	444	20%	254	24%	304	9%	114	100%	1248
Performing arts	28%	352	45%	557	10%	130	10%	127	6%	77	100%	1243
Concerts/music events	47%	589	41%	514	4%	55	5%	59	3%	39	100%	1256
Art shows	26%	328	50%	627	10%	130	7%	91	6%	74	100%	1250
Poetry/book readings	9%	106	40%	493	18%	222	13%	162	20%	253	100%	1236
Children's events	43%	540	36%	450	3%	43	4%	48	13%	166	100%	1247

Question 15

How likely or unlikely would you be to attend each of the following classes or lectures?		Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
		%	N	%	N	%	N	%	N	%	N	%	N
Classes	Painting	8%	97	19%	244	16%	200	54%	672	3%	40	100%	1253
	Dance	8%	94	19%	242	16%	202	53%	662	4%	48	100%	1248
	Music	7%	88	23%	289	16%	202	50%	616	4%	47	100%	1242
	Writing	4%	52	12%	154	19%	229	61%	750	4%	52	100%	1237
Lectures	Artists	7%	82	21%	266	16%	203	51%	629	5%	61	100%	1241
	Writers	9%	116	25%	306	16%	196	45%	563	5%	60	100%	1241
	Musicians	10%	120	29%	360	15%	185	42%	516	5%	58	100%	1239
	Culinary artists	20%	243	34%	425	11%	143	32%	396	3%	37	100%	1244

Question 16												
The City is considering additional recreational facilities in Castle Pines. To what extent would you support or oppose each of the following recreation facilities?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Additional outdoor parks	43%	529	35%	430	12%	147	8%	101	2%	27	100%	1234
New biking/walking trails	54%	667	32%	398	8%	97	4%	45	2%	23	100%	1230
Skate park	11%	137	30%	370	25%	315	26%	323	7%	92	100%	1237
Seasonal ice rink	25%	315	39%	488	14%	173	16%	196	5%	68	100%	1240
Outdoor basketball court	25%	311	45%	559	13%	167	11%	131	6%	73	100%	1241
Baseball field	25%	309	46%	563	15%	180	9%	110	6%	69	100%	1231
Tennis courts	32%	393	43%	538	11%	141	8%	103	5%	62	100%	1237
Indoor pool	47%	586	26%	321	9%	112	14%	173	4%	50	100%	1242
Community garden	29%	360	43%	533	11%	130	10%	125	7%	83	100%	1231
Outdoor movie venue/stage	33%	408	36%	452	14%	168	12%	150	5%	65	100%	1243
Dog park	31%	378	32%	400	14%	171	17%	214	6%	75	100%	1238

Question 17														
In a typical month, how frequently, if at all, would you use each of the following amenities at a recreation center?	Never		Once or twice a month		A few times a month		A few times a week		Everyday		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Climbing wall	65%	802	17%	210	10%	118	4%	50	0%	5	4%	51	100%	1236
Exercise room	20%	243	8%	103	16%	200	40%	495	13%	161	3%	34	100%	1236
Basketball court	55%	682	17%	208	14%	178	8%	104	1%	16	4%	49	100%	1237
Weight room	28%	346	8%	101	16%	200	36%	442	10%	123	2%	29	100%	1241
Indoor track	31%	385	12%	150	19%	239	29%	353	6%	75	3%	33	100%	1235
Swimming pool	23%	281	13%	162	24%	292	29%	362	8%	104	3%	39	100%	1240
Recreational water feature (e.g., lazy river/slide)	38%	469	15%	181	20%	244	18%	223	5%	57	5%	61	100%	1235
Water/Aqua therapy	42%	522	14%	176	15%	180	15%	189	4%	46	10%	118	100%	1231
Party/event room	42%	518	26%	316	4%	49	1%	16	0%	5	27%	327	100%	1231

Question 18												
	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
To what extent would you support or oppose a recreation center in Castle Pines?	61%	755	23%	283	6%	76	11%	132	0%	0	100%	1246

Question 19												
To what extent would you support or oppose each of the following funding options for a recreation center in Castle Pines?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Sales tax increase (on non-grocery items)	21%	249	34%	392	11%	133	34%	393	0%	0	100%	1167
Property tax increase	10%	119	21%	241	16%	182	53%	611	0%	0	100%	1153
Daily user fees (where residents pay less than non-residents)	53%	626	32%	385	6%	69	9%	111	0%	0	100%	1191
Combination of the above funding options	37%	440	27%	318	9%	112	27%	317	0%	0	100%	1187

Question 20												
	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
To what extent would you support or oppose the City contracting a private company for a community trash and recycling program for a monthly fee?	18%	221	24%	298	10%	126	24%	295	24%	302	100%	1242

Question 21												
Thinking about the challenges facing Castle Pines residents over the next few years, first, please tell us how important, if at all, it is to you that our community addresses each of the following.	**Essential**		**Very important**		**Somewhat important**		**Not at all important**		**Don't know**		**Total**	
	%	**N**	**%**	**N**	**%**	**N**	**%**	**N**	**%**	**N**	**%**	**N**
Maintaining roads and streets	48%	584	44%	534	8%	93	0%	2	0%	2	100%	1215
Securing reliable, long-term renewable water	62%	754	29%	351	8%	93	1%	12	1%	12	100%	1222
Managing growth and development	41%	495	42%	518	15%	180	2%	22	0%	6	100%	1221
Addressing traffic problems	22%	264	39%	475	32%	386	6%	71	1%	12	100%	1208
Providing additional recreational opportunities	23%	282	28%	340	32%	382	16%	197	0%	5	100%	1206
Reducing taxes	28%	347	29%	357	31%	382	10%	119	1%	15	100%	1220
Reducing user fees	16%	193	25%	302	36%	439	15%	184	7%	85	100%	1203
Encouraging a viable business district	26%	315	37%	453	26%	318	10%	118	1%	8	100%	1212

Question 21b		
Please indicate which TWO (2) are the most vital to you:	**%***	**N**
Maintaining roads and streets	34%	387
Securing reliable, long-term renewable water	57%	649
Managing growth and development	27%	309
Addressing traffic problems	7%	80
Providing additional recreational opportunities	24%	278
Reducing taxes	26%	298
Reducing user fees	3%	35
Encouraging a viable business district	22%	252

*****Total exceeds 100% as respondents could select up to two responses*

Question 22												
Thinking about the existing Metro District priorities, first, please rate each of the following.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Securing reliable, long-term renewable water	66%	784	24%	280	6%	75	1%	9	3%	32	100%	1180
Implementing more aggressive water-conservation strategies	19%	221	34%	395	35%	409	9%	102	4%	47	100%	1174
Weaning the community's reliance on the Denver Basin Aquifer System	17%	204	32%	375	26%	310	4%	46	20%	237	100%	1172
Continuing to pre-pay the existing $15.06 million in 1990s-era "legacy debt"	16%	182	25%	283	22%	258	7%	77	31%	352	100%	1152
Expanding the outdoor irrigation water conservation rebate program	11%	127	31%	362	40%	471	11%	125	7%	81	100%	1166
Expanding the household appliance water conservation rebate program	10%	118	30%	351	40%	469	13%	153	6%	68	100%	1159
Reducing water, wastewater, and storm water utility costs	23%	272	41%	474	27%	312	3%	35	6%	72	100%	1165

Question 22b		
Please indicate which THREE (3) are the most vital to you	%*	N
Securing reliable, long-term renewable water	89%	958
Implementing more aggressive water-conservation strategies	29%	317
Weaning the community's reliance on the Denver Basin Aquifer System	37%	401
Continuing to pre-pay the existing $15.06 million in 1990s-era "legacy debt"	31%	337
Expanding the outdoor irrigation water conservation rebate program	18%	190
Expanding the household appliance water conservation rebate program	19%	203
Reducing water, wastewater, and storm water utility costs	51%	554

**Total exceeds 100% as respondents could select up to three responses*

Question D1		
What is your employment status?	**%**	**N**
Work full time/part time	65%	803
Homemaker	12%	144
Unemployed	1%	15
College student	0%	4
Retired	21%	263
Total	100%	1229

Question D2		
If you work, which location or city do you work in or closest to?	**%**	**N**
Work at home	23%	181
Aurora	6%	47
Castle Pines	4%	36
Castle Rock	4%	36
Colorado Springs	1%	12
Denver	15%	124
Denver Tech Center	23%	185
DIA	2%	13
Golden	1%	5
Highlands Ranch	7%	55
Littleton	5%	38
Parker	1%	10
Other	7%	60
Total	100%	802

Question D3		
In which neighborhood or HOA do you live?	**%**	**N**
BrambleRidge	2%	30
BriarCliff	3%	42
BristleCone Single Family/Patio	4%	55
Canterbury Broadwick	2%	30
Castle Pointe	2%	23
Claremont Estates	1%	9
Coyote Crossing	0%	1
Crossings, The	1%	10
Daniels Ridge	2%	21
Esperanza	1%	17
Estates Buffalo Ridge	1%	16
Forest Park	9%	108
Glen Oaks	3%	31
GreenBriar	4%	49
HOA 1	14%	166
HOA 2	10%	124
Hamlet	2%	29
Hidden Pointe	6%	74
Huntington Ridge	1%	8
Lifestyle	0%	4
Lodge at Castle Pines	0%	0
North Lynx	4%	51
PineRidge	2%	28
Retreat	3%	31
Romar	3%	34
StoneCroft	3%	37
Tapestry Hills	4%	44
Turquoise Terrace	2%	24

Question D3		
In which neighborhood or HOA do you live?	**%**	**N**
Ventana Amber Ridge	1%	16
Villa Carriage	0%	6
Whisper Canyon	1%	14
WinterBerry	6%	72
Other	2%	24
Total	100%	1228

Question D4		
How many years have you lived in Castle Pines?	**%**	**N**
Less than 1 year	3%	38
1-5 years	19%	234
6-10 years	37%	458
11-15 years	31%	376
More than 15 years	10%	124
Total	100%	1230

Question D5		
How many people (including yourself) live in your household?	**%**	**N**
0	0%	1
1	5%	63
2	40%	475
3	13%	162
4	27%	330
5	11%	134
6	3%	35
7	0%	2
Total	100%	1202

Question D6		
How many children 12 or younger live in your household?	**%**	**N**
0	59%	620
1	14%	149
2	20%	210
3	7%	70
4	1%	8
5	0%	1
Total	100%	1058

Question D7		
How many teenagers ages 13 to 17 live in your household?	**%**	**N**
0	74%	783
1	16%	170
2	9%	90
3	1%	12
Total	100%	1055

Question D8		
How many people (including yourself) age 55 or older live in your household?	**%**	**N**
0	53%	591
1	12%	136
2	34%	385
3	1%	10
4	0%	2
Total	100%	1124

Question D9		
Which best describes the building you live in?	**%**	**N**
One family house detached from any other houses	95%	1171
House attached to one or more houses	4%	47
Building with two or more apartments or condos	1%	13
Total	100%	1231

Question D10		
Do you rent or own your home?	**%**	**N**
Rent	1%	14
Own	99%	1217
Total	100%	1231

Question D11		
In which category is your age?	**%**	**N**
18-24 years	0%	1
25-34 years	4%	44
35-44 years	25%	303
45-54 years	30%	369
55-64 years	21%	253
65-74 years	16%	193
75 years or older	4%	50
Total	100%	1213

Question D12		
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	**%**	**N**
Less than $24,999	0%	5
$25,000-$49,999	3%	34
$50,000-$99,999	20%	220
$100,000-$199,999	46%	504
$200,000-$299,999	21%	232
$300,000-$399,999	5%	55
$400,000 or more	5%	51
Total	100%	1101

Question D13		
What is your gender?	**%**	**N**
Female	51%	621
Male	49%	585
Total	100%	1206

Question D14		
Are you registered to vote in Castle Pines?	**%**	**N**
No	2%	28
Yes	95%	1159
Don't know	3%	37
Total	100%	1224

Question D15		
Did you vote in the 2011 general election?	**%**	**N**
No	10%	123
Yes	89%	1086
Don't know	1%	16
Total	100%	1225

Ward of Residence		
Ward	**%**	**N**
Ward 1	30%	362
Ward 2	39%	474
Ward 3	31%	368
Total	100%	1204

Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence

Ratings for select survey questions are compared by geographic area of residence in this appendix. Cells shaded grey indicate statistically significant differences ($p \leq .05$).

Question 1: Quality of Life Compared by Ward

Please rate each of the following aspects of quality of life in Castle Pines:	Ward			
	Ward 1	Ward 2	Ward 3	Overall
Castle Pines as a place to live	97%	95%	95%	96%
Your neighborhood as a place to live	95%	94%	93%	94%
Castle Pines as a place to raise children	95%	93%	96%	95%
Castle Pines as a place to retire	64%	75%	68%	70%
Castle Pines as a place to work	39%	43%	45%	42%
The overall quality of life in Castle Pines	95%	95%	93%	94%

Values represent the percentage of respondents who indicated "excellent" or "good" for each item.

Question 2: Community Characteristics Compared by Ward

Please rate each of the following characteristics as they relate to Castle Pines:	Ward			
	Ward 1	Ward 2	Ward 3	Overall
Sense of community	70%	68%	74%	71%
Overall appearance of Castle Pines	88%	85%	83%	85%
Overall quality of business and service establishments in Castle Pines	55%	53%	60%	56%
Recreational opportunities	48%	46%	54%	49%
Opportunities to attend family-oriented events/activities	67%	62%	71%	66%
Opportunities to attend cultural activities	22%	17%	18%	19%
Opportunities for older adult activities	19%	15%	19%	17%
Opportunities to volunteer	42%	43%	47%	44%
Ease of walking in Castle Pines	84%	77%	87%	82%
Ease of bicycle travel in Castle Pines	76%	67%	79%	74%
Handicap access on sidewalks and crosswalks	78%	74%	69%	74%
Availability of paths and walking trails	87%	79%	91%	85%
Availability of open space	84%	82%	86%	84%
Quality of overall natural environment in Castle Pines	90%	88%	89%	89%
Overall image/reputation of Castle Pines	89%	84%	89%	87%

Values represent the percentage of respondents who indicated "excellent" or "good" for each item.

Question 3: Like Most about Living in Castle Pines Compared by Ward				
Which characteristics do you like most about living in Castle Pines? (Please select all that apply.)	**Ward 1**	**Ward 2**	**Ward 3**	**Overall**
Hometown feel	28%	24%	32%	28%
Location	73%	78%	79%	77%
Neighborhoods	48%	48%	49%	48%
Schools	47%	37%	51%	44%
Overall image/reputation of Castle Pines	52%	53%	49%	52%
Friends and family	28%	29%	34%	30%
Cost of living	6%	4%	8%	6%
Safety of community	65%	62%	59%	62%
Sense of community	22%	23%	29%	25%
Parks and recreation	33%	29%	33%	31%
Total	100%	100%	100%	100%

Values represent percentage of respondents who selected each item.

Question 4: Participation in Activities Compared by Ward				
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Castle Pines:	**Ward**			
	Ward 1	**Ward 2**	**Ward 3**	**Overall**
Used the public library or its services	73%	73%	80%	75%
Participated in a recreation program or activity	58%	47%	56%	53%
Visited a neighborhood park	95%	88%	96%	92%
Attended a Castle Pines Chamber of Commerce event (Oktoberfest, Halloween Street, Business Ribbon Cuttings)	53%	47%	58%	52%
Attended a meeting of local elected officials or other local public meeting	38%	41%	39%	39%
Read the City's newsletter	97%	97%	98%	97%
Visited the City of Castle Pines Web site (at www.castlepinesgov.com)	88%	88%	93%	90%

Values represent percentage of respondents who reported having participated at least once in the last 6 months.

Question 5: Shopping in Castle Pines Compare by Ward				
	Ward			
	Ward 1	**Ward 2**	**Ward 3**	**Overall**
Please rate how important, if at all, it is to you to shop in Castle Pines.	63%	67%	69%	67%

Values represent the percentage of respondents who indicated "essential" or "very important."

Question 6: Purchased Items or Services Compared by Ward				
	Ward			
In the last 6 months, how frequently, if at all, have you purchased the following items or services in the City of Castle Pines	Ward 1	Ward 2	Ward 3	Overall
Groceries	99%	100%	100%	100%
Personal items (e.g., toiletries, etc.)	94%	95%	98%	96%
Meals and entertainment	94%	95%	95%	95%
Banking and insurance	48%	55%	63%	55%
Personal services (e.g., hair, nails, massage etc.)	59%	64%	71%	64%
Medical services (e.g., chiropractic, dentist, orthodontics, physicians, etc.)	45%	42%	49%	45%
Automotive services	71%	76%	84%	77%
Pet services	38%	36%	49%	41%

Values represent percentage of respondents who reported having purchased each item at least "sometimes" in the 6 months prior to the survey.

Question 7: Made Purchases in Areas Compared by Ward				
In the last 6 months, how frequently, if at all, have you made purchases in each of the following areas?	Ward 1	Ward 2	Ward 3	Overall
Castle Pines	100%	100%	100%	100%
Lone Tree	97%	95%	96%	96%
Founders/Factory outlets	82%	84%	88%	85%
Downtown Castle Rock	61%	69%	73%	68%
Highlands Ranch	97%	89%	85%	90%
Parker	50%	45%	47%	47%
Some other city or town	85%	89%	90%	88%

Values represent percentage of respondents who reported shopping in each location at least "sometimes" within the last 6 months.

Question 8: Stores or Services Compared by Ward				
Which, if any, of the following stores or services would you like to see in Castle Pines? (Please select all that apply.)	**Ward 1**	**Ward 2**	**Ward 3**	**Total**
Gym	48%	45%	51%	48%
Boutique-like clothing and shoe stores	18%	21%	14%	18%
Bicycle shop	19%	23%	22%	21%
Lingerie/undergarment shop	3%	3%	3%	3%
Sporting goods store	22%	20%	22%	21%
Hardware store	64%	58%	55%	59%
Specialty wine shop	18%	14%	12%	15%
Breakfast/cafes	68%	64%	61%	64%
Bakeries	41%	37%	38%	38%
Bagel shops	43%	35%	40%	39%
Recreation center/facilities	13%	6%	8%	9%
Restaurants/dining options	11%	12%	10%	11%
None of these	3%	6%	5%	5%
Other, please specify:	10%	10%	16%	12%

Values represent percentage of respondents who selected each item.

Question 9: Quality of Services Compared by Ward				
	Ward			
Please rate the quality of each of the following services:	Ward 1	Ward 2	Ward 3	Overall
Snow removal	48%	54%	44%	49%
Street maintenance or repair	49%	55%	48%	51%
Street signage	82%	80%	81%	81%
Traffic signal timing	73%	50%	48%	56%
Bike lanes	66%	57%	55%	59%
Sheriff's services (response to calls)	83%	85%	72%	80%
Traffic enforcement	72%	65%	50%	63%
Fire District/EMT services	94%	95%	94%	94%
Public safety agencies' (i.e., fire and Sheriff) visibility in the community	74%	71%	67%	71%
Drinking water	87%	86%	87%	86%
Reliable, long-term renewable water	54%	54%	53%	54%
Waste water	78%	75%	75%	76%
Storm water	77%	75%	75%	76%
Open space	84%	80%	86%	83%
Parks	85%	84%	86%	85%
Municipal Court	64%	49%	52%	55%
Land use planning and zoning	56%	42%	39%	45%
Animal control (i.e., domestic pets not wildlife)	61%	51%	48%	53%
Local library	81%	83%	85%	83%
Overall quality of services in Castle Pines	72%	69%	75%	72%

Values represent the percentage of respondents who indicated "excellent" or "good" for each item.

Question 10: Employee Contact Compared by Ward				
	Ward			
	Ward 1	Ward 2	Ward 3	Overall
Have you had any email, in-person or phone contact with an office employee of the City of Castle Pines within the past 12 months?	36%	36%	44%	39%

Values represent the percentage of respondents who indicated "Yes".

Question 11: City Employees Compared by Ward				
What was your impression of the office employee(s) of the City of Castle Pines in your most recent contact?*	Ward 1	Ward 2	Ward 3	Overall
Knowledge	73%	76%	77%	76%
Responsiveness	71%	74%	79%	75%
Follow-up	65%	67%	65%	66%
Courtesy	82%	82%	89%	84%
Timeliness	70%	76%	76%	74%
Overall Impression	72%	72%	77%	74%

Values represent the percentage of respondents who indicated "excellent" or "good" for each item.
**Asked only of those who reported having had contact with an office employee of the City in the last 12 months.*

Question 12: Government Performance Compared by Ward				
Please rate the following categories of Castle Pines City government performance	Ward 1	Ward 2	Ward 3	Overall
Communicating with residents	66%	63%	65%	65%
Spending local tax dollars wisely	39%	33%	37%	36%
Opportunities to participate in City government decisions	55%	51%	52%	52%
City elected officials' consideration of what people like me think	37%	34%	35%	35%
Running the City's local government in the best interest of residents	40%	35%	41%	38%
A City government that is run efficiently	38%	34%	38%	36%
The quality of services provided by the City's snow removal contractors	44%	49%	41%	45%
The quality of services provided by the City's street repair contractors	50%	62%	52%	55%
Attracting businesses to locate in Castle Pines	18%	16%	18%	17%
Parks and recreation	75%	70%	77%	74%
The overall direction the City is taking	53%	47%	50%	49%

Values represent the percentage of respondents who indicated "excellent" or "good" for each item.

Question 13: Sources of Information Compared by Ward				
How frequently, if ever, do you use the following sources to gain information about Castle Pines?	Ward			
	Ward 1	Ward 2	Ward 3	Overall
The City's Web site (www.castlepinesgov.com)	82%	83%	88%	84%
City emails	81%	79%	85%	82%
City Council meetings (in-person)	26%	23%	24%	24%
City Council meeting minutes online	33%	34%	34%	34%
The City's quarterly newsletter (The Castle Pines Citizen)	89%	87%	91%	89%
Metro District Web site (www.cpnmd.org)	64%	62%	69%	65%
Metro District emails	71%	67%	75%	71%
Metro District Board meetings	20%	22%	21%	21%
Master Association Web site (www.cpnhoa.org)	76%	74%	77%	76%
Master Association emails	79%	79%	84%	81%
Master Association Board meetings	22%	22%	23%	22%
Castle Pines Chamber of Commerce Web site (www.castlepineschamber.com)	33%	27%	34%	31%
Castle Pines Chamber of Commerce emails	39%	36%	41%	39%
Douglas County News Press newspaper	66%	68%	76%	70%
Castle Pines Connection newspaper	94%	95%	97%	95%
Denver Post	68%	65%	69%	67%
Social networking sites (i.e., Facebook, MySpace, Twitter, etc.)	38%	31%	32%	33%
Word of mouth	94%	95%	94%	94%

Values represent the percentage of respondents who indicated they have used each source at least "sometimes."

Question 14: Community Activities Compared by Ward				
The Castle Pines Arts Commission is interested in sponsoring community activities and events. To what extent would you support or oppose each of the following in Castle Pines?	Ward			
	Ward 1	Ward 2	Ward 3	Overall
Acquiring public sculptures	52%	49%	50%	50%
Performing arts	77%	76%	81%	78%
Concerts/music events	92%	90%	91%	91%
Art shows	80%	79%	85%	81%
Poetry/book readings	59%	58%	68%	61%
Children's events	91%	90%	94%	92%

Values represent the percentage of respondents who "strongly" or "somewhat" supported each item.

Question 15: Classes or Lectures Compared by Ward					
How likely or unlikely would you be to attend each of the following classes or lectures?		Ward			
		Ward 1	Ward 2	Ward 3	Overall
Classes	Painting	27%	29%	27%	28%
	Dance	30%	25%	29%	28%
	Music	32%	28%	36%	32%
	Writing	13%	19%	19%	17%
Lectures	Artists	27%	29%	32%	29%
	Writers	34%	34%	38%	35%
	Musicians	38%	41%	42%	41%
	Culinary artists	54%	57%	55%	55%

Values represent the percentage of respondents who were "very" or "somewhat" likely to attend each class or lecture.

Question 16: Recreation Facilities Compared by Ward				
To what extent would you support or oppose each of the following recreation facilities?	Ward			
	Ward 1	Ward 2	Ward 3	Overall
Additional outdoor parks	85%	77%	77%	79%
New biking/walking trails	89%	88%	89%	89%
Skate park	42%	43%	48%	44%
Seasonal ice rink	74%	63%	69%	68%
Outdoor basketball court	81%	71%	72%	74%
Baseball field	80%	73%	73%	75%
Tennis courts	88%	81%	70%	80%
Indoor pool	84%	72%	74%	76%
Community garden	78%	74%	83%	78%
Outdoor movie venue/stage	78%	70%	72%	73%
Dog park	70%	65%	66%	67%

Values represent the percentage of respondents who "strongly" or "somewhat" supported each item.

Question 17: Use of Rec Center Amenities Compared by Ward				
	Ward			
In a typical month, how frequently, if at all, would you use each of the following amenities at a recreation center?	Ward 1	Ward 2	Ward 3	Overall
Climbing wall	38%	29%	30%	32%
Exercise room	84%	75%	82%	80%
Basketball court	53%	37%	40%	43%
Weight room	80%	66%	70%	71%
Indoor track	75%	62%	69%	68%
Swimming pool	82%	73%	77%	77%
Recreational water feature (e.g., lazy river/slide)	71%	52%	59%	60%
Water/Aqua therapy	58%	49%	54%	53%
Party/event room	49%	40%	41%	43%

Values represent the percentage of respondents who would use each amenity at least once in a typical month.

Question 18: Creation of Rec Center Compared by Ward				
	Ward			
	Ward 1	Ward 2	Ward 3	Overall
To what extent would you support or oppose a recreation center in Castle Pines?	91%	79%	83%	83%

Values represent the percentage of respondents who "strongly" or "somewhat" support.

Question 19: Funding Options Compared by Ward				
	Ward			
To what extent would you support or oppose each of the following funding options for a recreation center to Castle Pines?	Ward 1	Ward 2	Ward 3	Overall
Sales tax increase (on non-grocery items)	61%	49%	58%	55%
Property tax increase	34%	29%	34%	32%
Daily user fees (where residents pay less than non-residents)	86%	83%	87%	85%
Combination of the above funding options	71%	57%	67%	64%

Values represent the percentage of respondents who "strongly" or "somewhat" supported each item.

Question 20: Private Trash Hauling Compared by Ward				
	Ward			
	Ward 1	Ward 2	Ward 3	Overall
To what extent would you support or oppose the City contracting a private company for a community trash and recycling program for a monthly fee?	57%	59%	49%	56%

Values represent the percentage of respondents who "strongly" or "somewhat" support.

Question 21: Challenges Facing Castle Pines Compared by Ward				
Thinking about the challenges facing Castle Pines residents over the next few years, first, please tell us how important, if at all, it is to you that our community addresses each of the following.	Ward			
	Ward 1	Ward 2	Ward 3	Overall
Maintaining roads and streets	91%	94%	91%	92%
Securing reliable, long-term renewable water	90%	92%	93%	92%
Managing growth and development	78%	86%	87%	84%
Addressing traffic problems	55%	64%	65%	62%
Providing additional recreational opportunities	60%	47%	49%	52%
Reducing taxes	60%	62%	52%	58%
Reducing user fees	46%	46%	39%	44%
Encouraging a viable business district	68%	65%	57%	64%

Values represent the percentage of respondents who indicated "essential" or "very important" for each item.

Question 21: Vital Challenges Compared by Ward				
Please indicate which <u>two</u> challenges facing Castle Pines are the most vital to you.	Ward 1	Ward 2	Ward 3	Overall
Maintaining roads and streets	40%	32%	29%	34%
Securing reliable, long-term renewable water	50%	58%	63%	57%
Managing growth and development	24%	27%	31%	27%
Addressing traffic problems	3%	7%	11%	7%
Providing additional recreational opportunities	30%	20%	25%	24%
Reducing taxes	29%	30%	17%	26%
Reducing user fees	3%	3%	3%	3%
Encouraging a viable business district	22%	24%	21%	22%

Values represent the percentage of respondents who selected each item. Respondents were allowed to select up to two responses.

Question 22: Metro District Priorities Compared by Ward				
Thinking about the existing Metro District priorities, first, please rate each of the following.	Ward			
	Ward 1	Ward 2	Ward 3	Overall
Securing reliable, long-term renewable water	91%	94%	94%	93%
Implementing more aggressive water-conservation strategies	48%	55%	60%	55%
Weaning the community's reliance on the Denver Basin Aquifer System	54%	64%	66%	62%
Continuing to pre-pay the existing $15.06 million in 1990s-era legacy debt	52%	58%	65%	58%
Expanding the outdoor irrigation water conservation rebate program	39%	46%	50%	45%
Expanding the household appliance water conservation rebate program	37%	43%	49%	43%
Reducing water, wastewater, and storm water utility costs	69%	68%	68%	68%

Values represent the percentage of respondents who indicated "essential" or "very important" for each item.

Question 22: Three Most Vital Priorities Compared by Ward				
Please indicate which three Metro District priorities are the most vital to you.	**Ward 1**	**Ward 2**	**Ward 3**	**Overall**
Securing reliable, long-term renewable water	89%	91%	88%	89%
Implementing more aggressive water-conservation strategies	29%	29%	32%	30%
Weaning the community's reliance on the Denver Basin Aquifer System	34%	36%	40%	37%
Continuing to pre-pay the existing $15.06 million in 1990s-era "legacy debt"	27%	32%	34%	31%
Expanding the outdoor irrigation water conservation rebate program	15%	18%	19%	17%
Expanding the household appliance water conservation rebate program	19%	18%	19%	19%
Reducing water, wastewater, and storm water utility costs	61%	50%	45%	52%

Values represent the percentage of respondents who selected each item. Respondents were allowed to select up to three responses.

Appendix C: Comparison of Select Questions by Respondent Characteristics

Ratings for select survey questions are compared by respondent demographic characteristics in this appendix. Cells shaded grey indicate statistically significant differences ($p \leq .05$).

Question 1 Compared by Children/Teenagers in Household and Older Adults in Household

Please rate each of the following aspects of quality of life in Castle Pines:	Households with children 17 or under			Households with adults 55 or older		
	No children	Have children 17 or younger	Overall	No older adults	1 or more older adults	Overall
Castle Pines as a place to live	94%	97%	96%	97%	94%	96%
Your neighborhood as a place to live	94%	93%	94%	93%	95%	94%
Castle Pines as a place to raise children	93%	95%	94%	95%	94%	94%
Castle Pines as a place to retire	74%	65%	70%	68%	72%	70%
Castle Pines as a place to work	45%	39%	41%	38%	48%	42%
The overall quality of life in Castle Pines	94%	95%	94%	94%	95%	94%

Values represent the percentage of respondents who indicated "excellent" or "good" for each item.

Question 1 Compared by Gender and Respondent Length of Residency

Please rate each of the following aspects of quality of life in Castle Pines:	Gender			Respondent length of residency			
	Female	Male	Overall	5 years or less	6-10 years	More than 10 years	Overall
Castle Pines as a place to live	96%	95%	95%	99%	94%	95%	96%
Your neighborhood as a place to live	94%	94%	94%	97%	92%	94%	94%
Castle Pines as a place to raise children	96%	93%	94%	95%	96%	93%	95%
Castle Pines as a place to retire	75%	65%	70%	75%	70%	67%	70%
Castle Pines as a place to work	43%	41%	42%	44%	42%	41%	42%
The overall quality of life in Castle Pines	96%	92%	94%	98%	94%	93%	94%

Values represent the percentage of respondents who indicated "excellent" or "good" for each item.

Question 2 Compared by Children/Teenagers in Household and Older Adults in Household						
	Households with Children 17 or under			Households with Adults 55 or Older		
Please rate the following characteristics as they relate to Castle Pines as a whole.	No children	Have children 17 or younger	Overall	No older adults	1 or more older adults	Overall
Sense of community	67%	72%	70%	73%	66%	70%
Overall appearance of Castle Pines	84%	87%	86%	85%	86%	85%
Overall quality of business and service establishments in Castle Pines	59%	50%	54%	51%	60%	55%
Recreational opportunities	53%	44%	48%	45%	52%	49%
Opportunities to attend family-oriented events/activities	68%	62%	65%	64%	68%	66%
Opportunities to attend cultural activities	19%	17%	18%	17%	21%	19%
Opportunities for older adult activities	18%	14%	17%	16%	18%	17%
Opportunities to volunteer	44%	46%	45%	48%	43%	45%
Ease of walking in Castle Pines	83%	81%	82%	82%	83%	82%
Ease of bicycle travel in Castle Pines	71%	76%	74%	76%	70%	73%
Handicap access on sidewalks and crosswalks	74%	71%	73%	71%	73%	73%
Availability of paths and walking trails	84%	86%	85%	85%	84%	85%
Availability of open space	85%	81%	83%	81%	85%	83%
Quality of overall natural environment in Castle Pines	87%	90%	89%	90%	87%	88%
Overall image/reputation of Castle Pines	86%	90%	88%	89%	85%	87%

Values represent the percentage of respondents who indicated "excellent" or "good" for each item.

Question 2 Compared by Gender and Respondent Length of Residency							
Please rate the following characteristics as they relate to Castle Pines as a whole.	Gender			Respondent length of residency			
	Female	Male	Overall	5 years or less	6-10 years	More than 10 years	Overall
Sense of community	77%	63%	70%	76%	67%	70%	70%
Overall appearance of Castle Pines	86%	84%	85%	92%	83%	82%	85%
Overall quality of business and service establishments in Castle Pines	57%	54%	56%	56%	52%	58%	55%
Recreational opportunities	48%	50%	49%	54%	45%	51%	49%
Opportunities to attend family-oriented events/activities	69%	62%	66%	65%	63%	68%	66%
Opportunities to attend cultural activities	18%	19%	19%	23%	18%	18%	19%
Opportunities for older adult activities	17%	17%	17%	22%	16%	17%	17%
Opportunities to volunteer	42%	46%	44%	46%	41%	45%	44%
Ease of walking in Castle Pines	83%	82%	82%	83%	81%	83%	82%
Ease of bicycle travel in Castle Pines	74%	73%	74%	79%	71%	73%	73%
Handicap access on sidewalks and crosswalks	74%	73%	74%	80%	74%	70%	74%
Availability of paths and walking trails	86%	84%	85%	87%	83%	86%	85%
Availability of open space	86%	81%	84%	84%	83%	84%	84%
Quality of overall natural environment in Castle Pines	90%	88%	89%	90%	89%	88%	89%
Overall image/reputation of Castle Pines	89%	84%	87%	93%	84%	86%	87%

Values represent the percentage of respondents who indicated "excellent" or "good" for each item.

Question 5 Compared by Children/Teenagers in Household and Older Adults in Household						
	Households with Children 17 or under			Households with Adults 55 or Older		
	No children	Have children 17 or younger	Overall	No older adults	1 or more older adults	Overall
Please rate how important, if at all, it is to you to shop in Castle Pines.	65%	66%	66%	64%	67%	65%

Values represent the percentage of respondents who indicated "essential" or "very important."

Question 5 Compared by Gender and Respondent Length of Residency							
	Gender			Respondent length of residency			
	Female	Male	Overall	5 years or less	6-10 years	More than 10 years	Overall
Please rate how important, if at all, it is to you to shop in Castle Pines.	72%	59%	66%	71%	65%	65%	66%

Values represent the percentage of respondents who indicated "essential" or "very important."

Question 9 Compared by Children/Teenagers in Household and Older Adults in Household						
	Households with Children 17 or under			Households with Adults 55 or Older		
Please rate the quality of the following services:	No children	Have children 17 or younger	Overall	No older adults	1 or more older adults	Overall
Overall quality of services in Castle Pines	68%	75%	72%	72%	71%	72%

Values represent the percentage of respondents who indicated "excellent" or "good."

Question 9 Compared by Gender and Respondent Length of Residency							
	Gender			Respondent length of residency			
Please rate the quality of the following services:	Female	Male	Overall	5 years or less	6-10 years	More than 10 years	Overall
Overall quality of services in Castle Pines	74%	69%	72%	75%	72%	69%	71%

Values represent the percentage of respondents who indicated "excellent" or "good."

Question 12 Compared by Children/Teenagers in Household and Older Adults in Household						
	Households with Children 17 or under			Households with Adults 55 or Older		
Please rate the following categories of Castle Pines City government performance.	No children	Have children 17 or younger	Overall	No older adults	1 or more older adults	Overall
Communicating with residents	65%	65%	65%	64%	66%	65%
Spending local tax dollars wisely	36%	36%	36%	35%	36%	36%
Opportunities to participate in City government decisions	53%	52%	52%	51%	55%	53%
City elected officials' consideration of what people like me think	36%	33%	34%	32%	37%	35%
Running the City's local government in the best interest of residents	37%	37%	37%	36%	39%	38%
A City government that is run efficiently	39%	34%	36%	33%	39%	36%
The quality of services provided by the City's snow removal contractors	48%	42%	45%	41%	50%	45%
The quality of services provided by the City's street repair contractors	57%	52%	54%	51%	58%	54%
Attracting businesses to locate in Castle Pines	19%	15%	17%	14%	21%	17%
Parks and recreation	75%	72%	73%	73%	74%	74%
The overall direction the City is taking	50%	48%	49%	47%	51%	49%

Values represent the percentage of respondents who indicated "excellent" or "good" for each item.

Question 12 Compared by Gender and Respondent Length of Residency							
Please rate the following categories of Castle Pines City government performance.	Gender			Respondent length of residency			
	Female	Male	Overall	5 years or less	6-10 years	More than 10 years	Overall
Communicating with residents	68%	62%	65%	68%	66%	62%	65%
Spending local tax dollars wisely	38%	34%	36%	44%	35%	32%	36%
Opportunities to participate in City government decisions	57%	48%	53%	58%	54%	48%	52%
City elected officials' consideration of what people like me think	37%	33%	35%	45%	35%	31%	35%
Running the City's local government in the best interest of residents	40%	36%	38%	45%	40%	34%	38%
A City government that is run efficiently	38%	36%	37%	45%	38%	31%	36%
The quality of services provided by the City's snow removal contractors	46%	44%	45%	49%	45%	43%	45%
The quality of services provided by the City's street repair contractors	58%	52%	55%	61%	55%	52%	55%
Attracting businesses to locate in Castle Pines	18%	16%	17%	20%	14%	18%	17%
Parks and recreation	77%	70%	73%	74%	74%	73%	74%
The overall direction the City is taking	53%	46%	49%	59%	49%	44%	49%

Values represent the percentage of respondents who indicated "excellent" or "good" for each item.

Question 16 Compared by Children/Teenagers in Household and Older Adults in Household						
	Households with Children 17 or under			Households with Adults 55 or Older		
To what extent would you support or oppose each of the following recreation facilities?	No children	Have children 17 or younger	Overall	No older adults	1 or more older adults	Overall
Additional outdoor parks	76%	84%	80%	84%	76%	80%
New biking/walking trails	88%	90%	89%	91%	86%	89%
Skate park	39%	49%	45%	47%	42%	45%
Seasonal ice rink	60%	76%	69%	74%	62%	69%
Outdoor basketball court	66%	82%	75%	81%	68%	75%
Baseball field	71%	81%	76%	79%	71%	75%
Tennis courts	78%	83%	80%	82%	77%	80%
Indoor pool	66%	89%	78%	85%	67%	77%
Community garden	75%	80%	77%	79%	75%	77%
Outdoor movie venue/stage	63%	82%	74%	79%	66%	73%
Dog park	67%	67%	67%	68%	64%	66%

Values represent the percentage of respondents who "somewhat" or "strongly" support each facility.

Question 16 Compared by Gender and Respondent Length of Residency							
To what extent would you support or oppose each of the following recreation facilities?	Gender			Respondent length of residency			
	Female	Male	Overall	5 years or less	6-10 years	More than 10 years	Overall
Additional outdoor parks	83%	77%	80%	88%	81%	73%	79%
New biking/walking trails	90%	87%	88%	93%	89%	85%	88%
Skate park	51%	39%	45%	54%	40%	43%	44%
Seasonal ice rink	78%	60%	69%	75%	72%	62%	68%
Outdoor basketball court	78%	72%	75%	73%	75%	74%	74%
Baseball field	78%	73%	75%	81%	75%	72%	75%
Tennis courts	83%	77%	80%	81%	82%	76%	79%
Indoor pool	83%	70%	77%	84%	79%	69%	76%
Community garden	84%	71%	78%	81%	78%	75%	78%
Outdoor movie venue/stage	81%	64%	73%	79%	75%	68%	73%
Dog park	72%	62%	67%	70%	67%	64%	66%

Values represent the percentage of respondents who "somewhat" or "strongly" support each facility.

Question 18 Compared by Children/Teenagers in Household and Older Adults in Household						
	Households with Children 17 or under			Households with Adults 55 or Older		
	No children	Have children 17 or younger	Overall	No older adults	1 or more older adults	Overall
To what extent would you support or oppose a recreation center in Castle Pines?	77%	91%	84%	89%	77%	84%

Values represent the percentage of respondents who "somewhat" or "strongly" support a recreation center.

Question 18 Compared by Gender and Respondent Length of Residency							
	Gender			Respondent length of residency			
	Female	Male	Overall	5 years or less	6-10 years	More than 10 years	Overall
To what extent would you support or oppose a recreation center in Castle Pines?	89%	78%	84%	88%	89%	76%	83%

Values represent the percentage of respondents who "somewhat" or "strongly" support a recreation center.

Question 20 Compared by Children/Teenagers in Household and Older Adults in Household						
	Households with Children 17 or under			Households with Adults 55 or Older		
	No children	Have children 17 or younger	Overall	No older adults	1 or more older adults	Overall
To what extent would you support or oppose the City contracting a private company for a community trash and recycling program for a monthly fee?	54%	59%	57%	57%	55%	56%

Values represent the percentage of respondents who "somewhat" or "strongly" support.

Question 20 Compared by Gender and Respondent Length of Residency							
	Gender			Respondent length of residency			
	Female	Male	Overall	5 years or less	6-10 years	More than 10 years	Overall
To what extent would you support or oppose the City contracting a private company for a community trash and recycling program for a monthly fee?	54%	57%	56%	46%	56%	59%	55%

Values represent the percentage of respondents who "somewhat" or "strongly" support.

Question 21 Compared by Children/Teenagers in Household and Older Adults in Household						
	Households with Children 17 or under			Households with Adults 55 or Older		
Thinking about the challenges facing Castle Pines residents over the next few years, first, please tell us how important, if at all, it is to you that our community addresses each of the following.	No children	Have children 17 or younger	Overall	No older adults	1 or more older adults	Overall
Maintaining roads and streets	95%	89%	92%	91%	95%	93%
Securing reliable, long-term renewable water	92%	90%	91%	91%	92%	92%
Managing growth and development	85%	81%	83%	81%	87%	83%
Addressing traffic problems	68%	52%	60%	55%	68%	61%
Providing additional recreational opportunities	36%	70%	54%	66%	37%	52%
Reducing taxes	64%	50%	56%	53%	64%	58%
Reducing user fees	47%	39%	43%	41%	47%	44%
Encouraging a viable business district	64%	62%	63%	62%	65%	63%

Values represent the percentage of respondents who indicated "essential" or "very important."

Question 21 Compared by Gender and Respondent Length of Residency							
	Gender			Respondent length of residency			
Thinking about the challenges facing Castle Pines residents over the next few years, first, please tell us how important, if at all, it is to you that our community addresses each of the following.	Female	Male	Overall	5 years or less	6-10 years	More than 10 years	Overall
Maintaining roads and streets	92%	93%	92%	89%	92%	94%	92%
Securing reliable, long-term renewable water	91%	92%	91%	86%	93%	93%	91%
Managing growth and development	85%	83%	84%	80%	84%	86%	84%
Addressing traffic problems	65%	59%	62%	57%	60%	66%	62%
Providing additional recreational opportunities	56%	48%	52%	60%	58%	42%	52%
Reducing taxes	59%	58%	58%	52%	60%	60%	58%
Reducing user fees	47%	42%	45%	39%	47%	44%	44%
Encouraging a viable business district	65%	63%	64%	67%	66%	59%	64%

Values represent the percentage of respondents who indicated "essential" or "very important."

RECREATION CENTER FUNDING OPTIONS AND AMENITIES COMPARED BY SUPPORT FOR OR OPPOSITION TO A RECREATION CENTER IN CASTLE PINES

Question 19 (Funding Options) by Question 18 (Support for a Recreation center in Castle Pines)			
To what extent would you support or oppose each of the following funding options for a recreation center in Castle Pines?	To what extent would you support or oppose a recreation center in Castle Pines?		
	Oppose Rec Center	Support Rec Center	Overall
Sales tax increase (on non-grocery items)	2%	66%	55%
Property tax increase	1%	38%	31%
Daily user fees (where residents pay less than non-residents)	51%	92%	85%
Combination of the above funding options	5%	76%	64%
Overall	17%	84%	--

Values represent the percentage of respondents who "somewhat" or "strongly" support.

Question 16 by Question 18 (Support for a Recreation center in Castle Pines)			
To what extent would you support or oppose each of the following recreation facilities?	To what extent would you support or oppose a recreation center in Castle Pines?		
	Oppose Rec Center	Support Rec Center	Overall
Additional outdoor parks	53%	84%	79%
New biking/walking trails	70%	92%	88%
Skate park	22%	49%	44%
Seasonal ice rink	30%	76%	68%
Outdoor basketball court	43%	81%	74%
Baseball field	46%	81%	75%
Tennis courts	46%	86%	79%
Indoor pool	19%	88%	76%
Community garden	61%	81%	78%
Outdoor movie venue/stage	38%	80%	73%
Dog park	47%	71%	67%
Overall	17%	84%	--

Values represent the percentage of respondents who "somewhat" or "strongly" support.

Appendix D: Verbatim Responses to Open-ended Questions

Following are verbatim responses to question 8. Because these responses were typed by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. Responses are in alphabetical order.

Question 8: Which, if any, of the following stores and services would you like to see in Castle Pines? (Responses to "Other, please specify")

- 1st run Movie theater
- 1stBank
- a bar better than Dukes or whatever is in that lousy spot.
- affordable office space
- Albertsons Grocery
- Any of these would be great as log as they are local. I'm sick of only having big chain stores and restaurants to choose from!
- anything that can withstand the rent & lack of suport from other chambers. does an anti business message work? look at vacancy rates around Safeway & KS. Is this community pro- business?
- Arts & Crafts store
- auto parts
- Auto Parts
- Auto parts sports
- Aveda Spa and Salon
- Bars with Dancing Music
- big box store
- Book store, upscale restaurant, co rec center w-pool
- bookstore
- Bookstore
- Bookstore/sandwich shoppe combo
- Brewery
- car wash
- Car wash
- Car Wash
- Car Wash / Detail
- Card and Gift Shop
- card shop
- clothing retail
- clothing stores
- Coffee Bar
- Costco
- Crafts- Canvas and Cocktails
- Dairy Queen
- Dairy Queen/FroYo
- Dedicated Library, Organic Food Market
- DIY car wash
- English tea shoppe
- expanded library
- fabric store
- Farmers Market like Sprouts
- Fewer nails, dry clnrs, banks
- flower shop
- full service car wash
- full size post office
- Furniture, Nursery, Target
- Gamestop or something to interest teens
- Garden store
- gift shop
- Gift shop, other restaurant
- gifts
- grease monkey
- hallmark card store
- Hallmark Gift Store
- Hallmark,Baskin Robbins or D.Q.
- High volume and high tax income for the city
- I feel we have sufficient services and do not need larger stores because Castle Rock is near by enough for additonal purchases
- Ice cream
- Ice Cream
- ice cream-
- Ice cream or kid celebration restaurant

- by Timber Trail Elementary, Kumon by TTE, breakfast/lunch restaurant by TTE, a scrapbooking/craft store
- ice cream shop
- Ice Cream store
- ice cream/frozen yogurt/gelato
- ice cream/yogurt shop
- inexpensive home boutique
- ladies clothing
- larger library
- larger stores
- less redundancy of stores/services
- local farmers market
- Local made/grown
- Local transit - helps handicapped
- Lowes, and Target
- md
- Medical
- medical marijuana
- more hair salons
- movie theatre
- movie/game rental
- Natural Grocers
- Natural Grocers or Trader Joe's
- Natural Grocery Store
- neighborhood pub
- No Big Box retail
- No increase in commercial buildings. Use what we have!
- No more stores!!!@
- office supplys, tavern/bar
- Organic foods
- organic grocer
- Organic store
- Overnight and day "camp" for dogs and cats, like Camp Bow Wow or Tails Up
- Please don't bring in commercial. The reason we moved here was because Castle Pines was mainly residential. Keep Castle Pines Residential. Keep Castle Pines Commercial Free.
- Porno movie
- Professional Photography
- Public Transportation!!!
- Self Serve Auto Wash
- senior housing
- Shoe Repair
- Specialty Discounter-Trader Joes
- sports bar
- Sports bar
- Sports Bar
- Sports bar, town center
- sports bar
- Strip club, bar, restaurant
- tanning salon
- Target or similar store
- Target, that type
- theater
- Total
- Trader Joe's
- Tuesday morning
- Unique boutique community area with shops, pubs, clubs and cultural foods to set Castle Pines apart from all other similar Colorado communities. Such an area set with views of the front range could provide an economic opportunity for busines.
- Up Scale Car Wash/Detail Service
- Urgent Care, Nursing Home
- Vitamin Cottage, Sprouts, or Sunflower
- Wells Fargo
- wells fargo bank
- Wells Fargo bank
- Wells Fargo Bank
- Wells Fargo Bank Service
- Wells Fargo Bank!
- Wells Fargo bank, more restaurants
- whole foods
- Whole Foods
- Whole Foods Grocery
- Whole Foods grocery store
- Whole Foods Market
- Whole Foods type grocery
- Whole Foods, Vitamin Cottage
- Whole Foods/fine dining
- yoga/pilates
- yogurt/crepes

Appendix E: Detailed Survey Methodology

Survey Instrument Development

General citizen surveys, such as this one, ask recipients for 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 citizen survey instrument for Castle Pines started with a list of questions and topics developed by a Communications Team established by the City, which included two City Council members, the Mayor, two residents and the City Manager. Through an iterative process with NRC staff and the Communications Team, questions were refined and new questions were created. Finally, all questions were prioritized and an optimal composition of topics and questions were selected. Through this process between City staff and NRC staff, a final six-page print-equivalent questionnaire was created.

Sample Selection

"Sampling" refers to the method by which survey recipients are chosen. The "sample" refers to all those who were given a chance to participate in the survey. Any adult age 18 or older living in Castle Pines was eligible to complete the survey. Castle Pines promoted the survey as broadly as possible using multiple list sources, including a community mailing list and the City's opt-in email list.

Survey Administration and Response Rate

The 2012 Castle Pines Citizen Survey was conducted online, though residents who preferred a printed copy could request one. An invitation letter was mailed by the City of Castle Pines to approximately 3,148 households at the beginning of April 2012. About one week later, an email invitation was sent by the City to everyone who subscribed to the City's email distribution list (over 2,700 email addresses). A reminder email was sent to the same list of subscribers at the end of April. The City's Master Homeowner's Association also sent out an email reminder message to its members at the end of April asking residents to complete the Web survey. Additionally, the City publicized the survey in its *News and Notes* e-newsletter mid-April. Data collection ended the first week in May.

The survey instructions encouraged all adult residents 18 or older to complete the survey. Exceptionally few renters completed the survey (approximately 1%), and though renters are less likely than owners to respond to surveys, this very small rate of participation suggests that renters generally were not represented by the email and physical mailing lists. Because the sample was nearly entirely owners, the results are not generalizable to the perspective of all Castle Pines residents and instead, reflect the views of those who chose to participate.

The nature of the sampling and response patterns precludes the calculation of a precise response rate, though one can be approximated. Given that 1,406 respondents completed surveys (four of which were completed on a printed survey), that there are 6,876 adults age 18 years and 86% of housing units are owned (both according to the 2010 Census), the response rate is 20-23%.

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response.

This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents indicate that they think city parks are "excellent" or "good," then a 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of error is called sampling error. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (potentially introducing non-response error) and some eligible households may be unintentionally excluded from the sample (referred to as coverage error).

While Castle Pines' survey respondents are not representative of the total adult population, this report uses the margin of error calculation to help the City identify when differences of opinion are more likely to be meaningful.

DATA ANALYSIS

The surveys were analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions and the "percent positive" are presented in the body of the report and full results and results by subgroups are reported in the appendices (*Appendix B: Comparison of Select Questions by Respondent Geographic Area of Residence* and *Appendix C: Comparison of Select Questions by Respondent Characteristics*). Chi-square and ANOVA tests of significance were applied to breakdowns of selected survey questions by subgroups. 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 are marked with grey shading in tables.

Appendix F: Jurisdictions Included in Benchmark Comparisons

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

Jurisdictions Included in National Comparisons

Abilene, KS	6,844
Airway Heights, WA	6,114
Alamogordo, NM	30,403
Albany, GA	77,434
Albany, OR	50,158
Albemarle County, VA	98,970
Albert Lea, MN	18,016
Alpharetta, GA	57,551
Ames, IA	58,965
Andover, MA	8,762
Ankeny, IA	45,582
Ann Arbor, MI	113,934
Annapolis, MD	38,394
Apple Valley, CA	69,135
Arapahoe County, CO	572,003
Archuleta County, CO	12,084
Arkansas City, KS	12,415
Arlington County, VA	207,627
Arvada, CO	106,433
Asheville, NC	83,393
Ashland, OR	20,078
Ashland, VA	7,225
Aspen, CO	6,658
Auburn, AL	53,380
Auburn, WA	70,180
Aurora, CO	325,078
Austin, TX	790,390
Avondale, AZ	76,238
Baltimore County, MD	805,029
Baltimore, MD	620,961
Barnstable, MA	45,193
Batavia, IL	26,045
Battle Creek, MI	52,347
Bedford, MA	13,320
Beekman, NY	14,621
Belleair Beach, FL	1,560
Bellevue, WA	122,363
Bellingham, WA	80,885
Beltrami County, MN	44,442
Benbrook, TX	21,234
Bend, OR	76,639
Benicia, CA	26,997
Bettendorf, IA	33,217
Billings, MT	104,170
Blacksburg, VA	42,620
Bloomfield, NM	8,112
Bloomington, IL	76,610
Blue Ash, OH	12,114
Blue Earth, MN	3,353
Blue Springs, MO	52,575
Boise, ID	205,671
Borough of Ebensburg, PA	3,351
Botetourt County, VA	33,148
Boulder County, CO	294,567
Boulder, CO	97,385
Bowling Green, KY	58,067
Bozeman, MT	37,280
Branson, MO	10,520
Brea, CA	39,282
Breckenridge, CO	4,540
Brevard County, FL	543,376
Brisbane, CA	4,282
Broken Arrow, OK	98,850
Brookline, NH	4,991
Broomfield, CO	55,889
Brownsburg, IN	21,285
Bryan, TX	76,201
Burlingame, CA	28,806
Burlington, MA	24,498
Cabarrus County, NC	178,011
Calgary, Canada	1,096,833
Cambridge, MA	105,162
Canandaigua, NY	10,545
Cape Coral, FL	154,305
Carlsbad, CA	105,328
Carson City, NV	55,274
Cartersville, GA	19,731
Carver County, MN	91,042
Cary, NC	135,234
Casa Grande, AZ	48,571
Casper, WY	55,316
Castle Pines, CO	10,360
Cedar Creek, NE	390
Cedar Falls, IA	39,260
Cedar Rapids, IA	126,326
Centennial, CO	100,377
Centralia, IL	13,032
Chambersburg, PA	20,268
Chandler, AZ	236,123
Chanhassen, MN	22,952
Charlotte County, FL	159,978
Charlotte, NC	731,424
Chesapeake, VA	222,209
Chesterfield County, VA	316,236
Cheyenne, WY	59,466
Chittenden County, VT	156,545
Chula Vista, CA	243,916
Clark County, WA	425,363
Clay County, MO	221,939
Clayton, MO	15,939
Clear Creek County, CO	9,088
Clearwater, FL	107,685
Cococino County, AZ	134,421
Colleyville, TX	22,807
Collier County, FL	321,520
Collinsville, IL	25,579

Colorado Springs, CO....416,427
Columbus, WI....4,991
Commerce City, CO....45,913
Concord, CA....122,067
Concord, MA....17,668
Concord, NC....79,066
Conyers, GA....15,195
Cookeville, TN....30,435
Cooper City, FL....28,547
Coral Springs, FL....121,096
Coronado, CA....18,912
Corpus Christi, TX....305,215
Corvallis, OR....54,462
Coventry, CT....2,990
Craig, CO....9,464
Cranberry Township, PA....16,066
Crested Butte, CO....1,487
Crystal Lake, IL....40,743
Cumberland County, PA....235,406
Cupertino, CA....58,302
Dakota County, MN....398,552
Dania Beach, FL....29,639
Davenport, IA....99,685
Davidson, NC....10,944
Daviess County, KY....96,656
Davis, CA....65,622
Daytona Beach, FL....61,005
De Pere, WI....23,800
Decatur, GA....19,335
DeKalb, IL....43,862
Del Mar, CA....4,161
Delaware, OH....34,753
Delray Beach, FL....60,522
Denton, TX....113,383
Denver, CO....600,158
Des Moines, IA....203,433
Destin, FL....12,305
Dewey-Humboldt, AZ....3,894
District of Saanich,Victoria, Canada....103,655
Dorchester County, MD....32,618
Dover, DE....36,047
Dover, NH....29,987
Dublin, CA....46,036
Dublin, OH....41,751
Duluth, MN....86,265
Duncanville, TX....38,524
Durango, CO....16,887
East Providence, RI....47,037
Eau Claire, WI....65,883
Edmond, OK....81,405
Edmonton, Canada....730,372
El Cerrito, CA....23,549
El Paso, TX....649,121
Elk Grove, CA....153,015
Ellisville, MO....9,133
Elmhurst, IL....44,121
Englewood, CO....30,255
Ephrata Borough, PA....13,394
Escambia County, FL....297,619
Escanaba, MI....12,616
Estes Park, CO....5,858
Eugene, OR....156,185
Eustis, FL....18,558
Evanston, IL....74,486
Fairway, KS....3,882
Farmington Hills, MI....79,740
Farmington, NM....45,877
Farmington, UT....18,275
Fayetteville, AR....73,580
Federal Way, WA....89,306
Fishers, IN....76,794
Flagstaff, AZ....65,870
Florence, AZ....25,536
Flower Mound, TX....64,669
Flushing, MI....8,389
Forest Grove, OR....21,083
Fort Collins, CO....143,986
Fort Worth, TX....741,206
Fredericksburg, VA....24,286
Freeport, IL....25,638
Fridley, MN....27,208
Fruita, CO....12,646
Gainesville, FL....124,354
Gaithersburg, MD....59,933
Galt, CA....23,647
Garden City, KS....26,658
Gardner, KS....19,123
Geneva, NY....13,261
Georgetown, CO....1,034
Georgetown, TX....47,400
Gig Harbor, WA....7,126
Gilbert, AZ....208,453
Gillette, WY....29,087
Gladstone, MI....4,973
Golden, CO....18,867
Goodyear, AZ....65,275
Grand County, CO....14,843
Grand Island, NE....48,520
Grand Prairie, TX....175,396
Greeley, CO....92,889
Green Valley, AZ....21,391
Greenwood Village, CO....13,925
Greer, SC....25,515
Guelph, Ontario, Canada....137,085
Gulf Shores, AL....9,741
Gunnison County, CO....15,324
Gurnee, IL....31,295
Hamilton, OH....62,477
Hampton, VA....137,436
Hanover County, VA....99,863
Harrisonville, MO....10,019
Hartford, CT....124,775
Henderson, NV....257,729
Hermiston, OR....16,745
Herndon, VA....23,292
High Point, NC....104,371
Highland Park, IL....29,763
Highlands Ranch, CO....96,713
Hillsborough, NC....6,087
Honolulu, HI....953,207
Hopewell, VA....22,591
Hoquiam, WA....8,726
Hot Sulphur Springs, CO....663
Howell, MI....9,489
Hudson, CO....2,356
Hudson, OH....22,262
Hurst, TX....37,337
Hutchinson, MN....14,178
Hutto, TX....14,698
Indian Trail, NC....33,518

Indianola, IA	14,782
Irving, TX	216,290
Jackson County, MI	160,248
Jackson County, OR	203,206
James City County, VA	67,009
Jefferson City, MO	43,079
Jefferson County, CO	534,543
Jerome, ID	10,890
Johnson County, KS	544,179
Joplin, MO	50,150
Jupiter, FL	55,156
Jupiter, FL	55,156
Kalamazoo, MI	74,262
Kamloops, Canada	86,376
Kannapolis, NC	42,625
Keizer, OR	36,478
Kelowna, Canada	120,812
Kettering, OH	56,163
Kirkland, WA	48,787
Kissimmee, FL	59,682
Kitsap County, WA	251,133
Kutztown Borough, PA	5,012
La Mesa, CA	57,065
La Plata, MD	8,753
La Porte, TX	31,880
La Vista, NE	15,758
Laguna Beach, CA	22,723
Lakewood, CO	142,980
Lane County, OR	351,715
Laramie, WY	30,816
Larimer County, CO	299,630
Lawrence, KS	87,643
League City, TX	83,560
Lebanon, NH	13,151
Lebanon, OH	20,033
Lee County, FL	618,754
Lee's Summit, MO	91,364
Lexington, VA	7,042
Liberty, MO	29,149
Lincolnwood, IL	12,590
Little Rock, AR	193,524
Livermore, CA	80,968
Lodi, CA	62,134
Lone Tree, CO	10,218
Long Beach, CA	462,257
Longmont, CO	86,270
Los Alamos County, NM	17,950
Louisville, CO	18,376
Loveland, CO	66,859
Lower Providence Township, PA	25,436
Lyme, NH	1,716
Lynchburg, VA	75,568
Lynnwood, WA	35,836
Lynwood, CA	69,772
Lyons, IL	10,729
Madison, WI	233,209
Maple Grove, MN	61,567
Maple Valley, WA	22,684
Marana, AZ	34,961
Marion, IA	33,309
Maryland Heights, MO	27,472
Maryville, MO	11,972
Mayer, MN	1,749
McAllen, TX	129,877
McDonough, GA	22,084
McKinney, TX	131,117
McMinnville, OR	32,187
Mecklenburg County, NC	919,628
Medford, OR	74,907
Medina, MN	4,892
Menlo Park, CA	32,026
Meridian Charter Township, MI	39,688
Meridian, ID	75,092
Merriam, KS	11,003
Merrill, WI	9,661
Mesa County, CO	146,723
Mesa, AZ	439,041
Miami Beach, FL	87,779
Midland, MI	41,863
Milton, GA	32,661
Minneapolis, MN	382,578
Mission Viejo, CA	93,305
Mission, KS	9,323
Missoula, MT	66,788
Montgomery County, MD	971,777
Montgomery County, VA	94,392
Montpelier, VT	7,855
Montrose, CO	19,132
Mooresville, NC	32,711
Morgantown, WV	29,660
Morristown, TN	29,137
Moscow, ID	23,800
Mountain View, CA	74,066
Mountlake Terrace, WA	19,909
Multnomah County, OR	735,334
Munster, IN	23,603
Muscatine, IA	22,886
Naperville, IL	141,853
Nashville, TN	601,222
Needham, MA	28,886
New Orleans, LA	343,829
New York City, NY	8.E+06
Newport Beach, CA	85,186
Newport News, VA	180,719
Newport, RI	24,672
Noblesville, IN	51,969
Normal, IL	52,497
Norman, OK	110,925
North Branch, MN	10,125
North Las Vegas, NV	216,961
North Palm Beach, FL	12,015
Northglenn, CO	35,789
Novi, MI	55,224
O'Fallon, IL	28,281
O'Fallon, MO	79,329
Oak Park, IL	51,878
Oak Ridge, TN	29,330
Oakland Park, FL	41,363
Oakland Township, MI	16,779
Oakville, Canada	182,520
Ocala, FL	56,315
Ocean City, MD	7,102
Ogdensburg, NY	11,128
Oklahoma City, OK	579,999
Olathe, KS	125,872
Oldsmar, FL	13,591
Olmsted County, MN	144,248
Olympia, WA	46,478
Orange Village, OH	3,323
Orland Park, IL	56,767

Oshkosh, WI	66,083
Ottawa County, MI	263,801
Overland Park, KS	173,372
Oviedo, FL	33,342
Palatine, IL	68,557
Palm Bay, FL	103,190
Palm Beach Gardens, FL	48,452
Palm Coast, FL	75,180
Palm Springs, CA	44,552
Palo Alto, CA	64,403
Panama City, FL	36,484
Papillion, NE	18,894
Park City, UT	7,558
Park Ridge, IL	37,480
Parker, CO	45,297
Pasadena, TX	149,043
Pasco County, FL	464,697
Pasco, WA	59,781
Peachtree City, GA	34,364
Peoria County, IL	186,494
Peoria, AZ	154,065
Peters Township, PA	21,213
Petoskey, MI	5,670
Pinal County, AZ	375,770
Pinellas County, FL	916,542
Pinellas Park, FL	49,079
Piqua, OH	20,522
Pitkin County, CO	17,148
Plano, TX	259,841
Platte City, MO	4,691
Pocatello, ID	54,255
Port Huron, MI	30,184
Port Orange, FL	56,048
Port St. Lucie, FL	164,603
Portland, OR	583,776
Post Falls, ID	27,574
Poway, CA	47,811
Prescott Valley, AZ	38,822
Prince William County, VA	402,002
Provo, UT	112,488
Pueblo, CO	106,595
Purcellville, VA	7,727
Queen Creek, AZ	26,361
Radford, VA	16,408
Rancho Cordova, CA	64,776
Rapid City, SD	67,956
Raymore, MO	19,206
Redmond, WA	54,144
Rehoboth Beach, DE	1,327
Reno, NV	225,221
Renton, WA	90,927
Richmond Heights, MO	8,603
Richmond, CA	103,701
Rio Rancho, NM	87,521
Riverdale, UT	8,426
Riverside, IL	8,875
Riverside, MO	2,937
Roanoke, VA	97,032
Rochester, MI	12,711
Rock Hill, SC	66,154
Rockville, MD	61,209
Roeland Park, KS	6,731
Rolla, MO	19,559
Roswell, GA	88,346
Round Rock, TX	99,887
Rowlett, TX	56,199
Saco, ME	18,482
Salida, CO	5,236
Salina, KS	47,707
Salt Lake City, UT	186,440
San Diego, CA	1.E+06
San Francisco, CA	805,235
San Jose, CA	945,942
San Juan County, NM	130,044
San Luis Obispo County, CA	269,637
San Marcos, TX	44,894
San Rafael, CA	57,713
Sandusky, OH	25,793
Sandy Springs, GA	93,853
Sandy, UT	87,461
Sanford, FL	53,570
Santa Barbara County, CA	423,895
Santa Monica, CA	89,736
Sarasota, FL	51,917
Sault Sainte Marie, MI	14,144
Savannah, GA	136,286
Scarborough, ME	4,403
Scott County, MN	129,928
Scottsdale, AZ	217,385
Seaside, CA	33,025
SeaTac, WA	26,909
Sedona, AZ	10,031
Seminole, FL	17,233
Shenandoah, TX	2,134
Sherman, IL	4,148
Shorewood, IL	15,615
Shorewood, MN	7,307
Shrewsbury, MA	35,608
Sioux Falls, SD	153,888
Skokie, IL	64,784
Smyrna, GA	51,271
Snellville, GA	18,242
Snoqualmie, WA	10,670
South Daytona, FL	12,252
South Haven, MI	4,403
South Lake Tahoe, CA	21,403
South Portland, ME	25,002
Southlake, TX	26,575
Sparks, NV	90,264
Spokane Valley, WA	90,110
Spotsylvania County, VA	122,397
Springboro, OH	17,409
Springfield, OR	59,403
Springville, UT	29,466
St. Cloud, FL	35,183
St. Louis County, MN	200,226
Stafford County, VA	128,961
Starkville, MS	23,888
State College, PA	42,034
Steamboat Springs, CO	12,088
Sterling, CO	14,777
Stillwater, OK	45,688
Stockton, CA	291,707
Suamico, WI	2,549
Sugar Grove, IL	8,997
Sugar Land, TX	78,817
Summit County, CO	27,994
Summit, NJ	21,457
Sunnyvale, CA	140,081
Surprise, AZ	117,517

Suwanee, GA	15,355
Tacoma, WA	198,397
Takoma Park, MD	16,715
Tallahassee, FL	181,376
Temecula, CA	100,097
Tempe, AZ	161,719
Temple, TX	66,102
Teton County, WY	21,294
The Colony, TX	36,328
Thornton, CO	118,772
Thousand Oaks, CA	126,683
Thunder Bay, Canada	121,596
Titusville, FL	43,761
Tomball, TX	10,753
Tualatin, OR	26,054
Tulsa, OK	391,906
Tuskegee, AL	9,865
Twin Falls, ID	44,125
Upper Arlington, OH	33,771
Upper Merion Township, PA	28,395
Urbandale, IA	39,463
Valdez, AK	3,976
Vancouver, WA	161,791
Vestavia Hills, AL	34,033
Victoria, Canada	330,088
Village of Howard City, MI	1,808
Virginia Beach, VA	437,994
Visalia, CA	124,442
Volusia County, FL	494,593
Wahpeton, ND	7,766
Wake Forest, NC	30,117
Walnut Creek, CA	64,173
Walton County, FL	55,043
Washington City, UT	18,761
Washington County, MN	238,136
Washoe County, NV	421,407
Watauga, TX	23,497
Wausau, WI	39,106
Wentzville, MO	29,070
West Des Moines, IA	56,609
West Richland, WA	11,811
Westlake, TX	992
Westminster, CO	106,114
Wheat Ridge, CO	30,166
White House, TN	10,255
Whitehorse, Canada	26,418
Whitewater Township, MI	198
Wichita, KS	382,368
Williamsburg, VA	14,068
Wilmington, IL	5,724
Wilmington, NC	106,476
Wind Point, WI	1,723
Windsor, CO	18,644
Windsor, CT	28,778
Winnipeg, Canada	409,500
Winston-Salem, NC	229,617
Winter Garden, FL	34,568
Winter Park, FL	27,852
Woodbury, MN	61,961
Woodland, WA	5,509
Woodridge, IL	32,971
Worcester, MA	181,045
Yellowknife, Canada	18,700
York County, VA	65,464
Yuma County, AZ	195,751
Yuma, AZ	93,064

Jurisdictions Included in Front Range Comparisons

Arapahoe County, CO	572,003
Arvada, CO	106,433
Aspen, CO	6,658
Aurora, CO	325,078
Boulder County, CO	294,567
Boulder, CO	97,385
Castle Pines, CO	10,360
Centennial, CO	100,377
Colorado Springs, CO	416,427
Denver, CO	600,158
Englewood, CO	30,255
Estes Park, CO	5,858
Fort Collins, CO	143,986
Greeley, CO	92,889
Highlands Ranch, CO	96,713
Jefferson County, CO	534,543
Lakewood, CO	142,980
Larimer County, CO	299,630
Lone Tree, CO	10,218
Longmont, CO	86,270
Louisville, CO	18,376
Northglenn, CO	35,789
Parker, CO	45,297
Thornton, CO	118,772
Westminster, CO	106,114
Wheat Ridge, CO	30,166
Windsor, CO	18,644

Appendix G: Survey Instrument

A copy of the survey instrument formatted similiarly to what was provided to respondents online appears on the following pages.

2012 Castle Pines Citizen Survey

Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Castle Pines:

	Excellent	Good	Fair	Poor	Don't know
Castle Pines as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Castle Pines as a place to raise children	1	2	3	4	5
Castle Pines as a place to retire	1	2	3	4	5
Castle Pines as a place to work	1	2	3	4	5
The overall quality of life in Castle Pines	1	2	3	4	5

2. Please rate the following characteristics as they relate to Castle Pines as a whole.

	Excellent	Good	Fair	Poor	Don't know
Sense of community	1	2	3	4	5
Overall appearance of Castle Pines	1	2	3	4	5
Overall quality of business and service establishments in Castle Pines	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Opportunities to attend family-oriented events/activities	1	2	3	4	5
Opportunities to attend cultural activities	1	2	3	4	5
Opportunities for older adult activities	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Ease of walking in Castle Pines	1	2	3	4	5
Ease of bicycle travel in Castle Pines	1	2	3	4	5
Handicap access on sidewalks and crosswalks	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Availability of open space	1	2	3	4	5
Quality of overall natural environment in Castle Pines	1	2	3	4	5
Overall image/reputation of Castle Pines	1	2	3	4	5

3. Which characteristics do you like most about living in Castle Pines? (Please check all that apply.)

- ❍ Hometown feel
- ❍ Location
- ❍ Neighborhoods
- ❍ Schools
- ❍ Overall image/reputation of Castle Pines
- ❍ Friends and family
- ❍ Cost of living
- ❍ Safety of community
- ❍ Sense of community
- ❍ Parks and recreation

4. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Castle Pines?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used the public library or its services	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a neighborhood park	1	2	3	4	5
Attended a Castle Pines Chamber of Commerce event (Oktoberfest, Halloween Street, Business Ribbon Cuttings)	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting	1	2	3	4	5
Read the City's newsletter	1	2	3	4	5
Visited the City of Castle Pines Web site (at www.castlepinesgov.com)	1	2	3	4	5

5. Please rate how important, if at all, it is to you to shop in Castle Pines.

❍ Essential ❍ Very important ❍ Somewhat important ❍ Not at all important ❍ Don't know

6. In the last 6 months, how frequently, if at all, have you purchased the following items or services IN the City of Castle Pines?

	Always	Frequently	Sometimes	Never
Groceries	1	2	3	4
Personal items (e.g., toiletries, etc.)	1	2	3	4
Meals and entertainment	1	2	3	4
Banking and insurance	1	2	3	4
Personal services (e.g., hair, nails, massage etc.)	1	2	3	4
Medical services (e.g., chiropractic, dentist, orthodontics, physicians, etc.)	1	2	3	4
Automotive services	1	2	3	4
Pet services	1	2	3	4

7. In the last 6 months, how frequently, if at all, have you made purchases in each of the following areas?

	Always	Frequently	Sometimes	Never
Castle Pines	1	2	3	4
Lone Tree	1	2	3	4
Founders/Factory outlets	1	2	3	4
Downtown Castle Rock	1	2	3	4
Highlands Ranch	1	2	3	4
Parker	1	2	3	4
Some other city or town	1	2	3	4

8. Which, if any, of the following stores or services would you like to see in Castle Pines? (Please select all that apply.)

❍ Gym
❍ Boutique-like clothing and shoe stores
❍ Bicycle shop
❍ Lingerie/undergarment shop
❍ Sporting goods store
❍ Hardware store
❍ Specialty wine shop
❍ Breakfast/cafes
❍ Bakeries
❍ Bagel shops
❍ None of these
❍ Other, please specify:_____

9. Please rate the quality of each of the following services.

	Excellent	Good	Fair	Poor	Don't know
Snow removal	1	2	3	4	5
Street maintenance or repair	1	2	3	4	5
Street signage	1	2	3	4	5
Traffic signal timing	1	2	3	4	5
Bike lanes	1	2	3	4	5
Sheriff's services (response to calls)	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Fire District/EMT services	1	2	3	4	5
Public safety agencies' (i.e., fire and Sheriff) visibility in the community	1	2	3	4	5
Drinking water	1	2	3	4	5
Reliable, long-term renewable water	1	2	3	4	5
Waste water	1	2	3	4	5
Storm water	1	2	3	4	5
Open space	1	2	3	4	5
Parks	1	2	3	4	5
Municipal Court	1	2	3	4	5
Land use planning and zoning	1	2	3	4	5
Building permits/inspections	1	2	3	4	5
Animal control (i.e., domestic pets not wildlife)	1	2	3	4	5
Local library	1	2	3	4	5
Overall quality of services in Castle Pines	**1**	**2**	**3**	**4**	**5**

10. Have you had any email, in-person or phone contact with an office employee of the City of Castle Pines within the past 12 months?

❍ Yes → go to question 11
❍ No → go to question 12

11. What was your impression of the office employee(s) of the City of Castle Pines 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
Follow-up	1	2	3	4	5
Courtesy	1	2	3	4	5
Timeliness	1	2	3	4	5
Overall Impression	1	2	3	4	5

12. Please rate the following categories of Castle Pines City government performance.

	Excellent	Good	Fair	Poor	Don't know
Communicating with residents	1	2	3	4	5
Spending local tax dollars wisely	1	2	3	4	5
Opportunities to participate in City government decisions	1	2	3	4	5
City elected officials' consideration of what people like me think	1	2	3	4	5
Running the City's local government in the best interest of residents	1	2	3	4	5
A City government that is run efficiently	1	2	3	4	5
The quality of services provided by the City's snow removal contractors	1	2	3	4	5
The quality of services provided by the City's street repair contractors	1	2	3	4	5
Attracting businesses to locate in Castle Pines	1	2	3	4	5
Parks and recreation	1	2	3	4	5
The overall direction the City is taking	1	2	3	4	5

13. How frequently, if ever, do you use the following sources to gain information about Castle Pines?

	Always	Frequently	Sometimes	Never
The City's Web site (www.castlepinesgov.com)	1	2	3	4
City emails	1	2	3	4
City Council meetings (in-person)	1	2	3	4
City Council meeting minutes online	1	2	3	4
The City's quarterly newsletter (*The Castle Pines Citizen*)	1	2	3	4
Metro District website (www.cpnmd.org)	1	2	3	4
Metro District emails	1	2	3	4
Metro District Board meetings	1	2	3	4
Master Association website (www.cpnhoa.org)	1	2	3	4
Master Association emails	1	2	3	4
Master Association Board meetings	1	2	3	4
Castle Pines Chamber of Commerce website (www.castlepineschamber.com)	1	2	3	4
Castle Pines Chamber of Commerce emails	1	2	3	4
Douglas County News Press newspaper	1	2	3	4
Castle Pines Connection newspaper	1	2	3	4
Denver Post	1	2	3	4
Social networking sites (i.e., Facebook, MySpace, Twitter, etc.)	1	2	3	4
Word of mouth	1	2	3	4

14. The Castle Pines Arts Commission is interested in sponsoring community activities and events. To what extent would you support or oppose each of the following in Castle Pines?

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know
Acquiring public sculptures	1	2	3	4	5
Performing arts	1	2	3	4	5
Concerts/music events	1	2	3	4	5
Art shows	1	2	3	4	5
Poetry/book readings	1	2	3	4	5
Children's events	1	2	3	4	5

15. How likely or unlikely would you be to attend each of the following classes or lectures?

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
CLASSES					
Painting	1	2	3	4	5
Dance	1	2	3	4	5
Music	1	2	3	4	5
Writing	1	2	3	4	5
LECTURES					
Artists	1	2	3	4	5
Writers	1	2	3	4	5
Musicians	1	2	3	4	5
Culinary artists	1	2	3	4	5

16. The City is considering additional recreational facilities in Castle Pines. To what extent would you support or oppose each of the following recreation facilities?

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know
Additional outdoor parks	1	2	3	4	5
New biking/walking trails	1	2	3	4	5
Skate park	1	2	3	4	5
Seasonal ice rink	1	2	3	4	5
Outdoor basketball court	1	2	3	4	5
Baseball field	1	2	3	4	5
Tennis courts	1	2	3	4	5
Indoor pool	1	2	3	4	5
Community garden	1	2	3	4	5
Outdoor movie venue/stage	1	2	3	4	5
Dog park	1	2	3	4	5

17. In a typical month, how frequently, if at all, would you use each of the following amenities at a recreation center?

	Never	Once or twice a month	A few times a month	A few times a week	Everyday	Don't know
Climbing wall	1	2	3	4	5	6
Exercise room	1	2	3	4	5	6
Basketball court	1	2	3	4	5	6
Weight room	1	2	3	4	5	6
Indoor track	1	2	3	4	5	6
Swimming pool	1	2	3	4	5	6
Recreational water feature (e.g., lazy river/slide)	1	2	3	4	5	6
Water/Aqua therapy	1	2	3	4	5	6
Party/event room	1	2	3	4	5	6

18. To what extent would you support or oppose a recreation center in Castle Pines?

❍ Strongly support ❍ Somewhat support ❍ Somewhat oppose ❍ Strongly oppose

19. To what extent would you support or oppose each of the following funding options for a recreation center in Castle Pines?

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose
Sales tax increase (on non-grocery items)	1	2	3	4
Property tax increase	1	2	3	4
Daily user fees (where residents pay less than non-residents)	1	2	3	4
Combination of the above funding options	1	2	3	4

20. To what extent would you support or oppose the City contracting a private company for a community trash and recycling program for a monthly fee?

❍ Strongly support ❍ Somewhat support ❍ Somewhat oppose ❍ Strongly oppose ❍ Don't know

21. Thinking about the challenges facing Castle Pines residents over the next few years, first, please tell us how important, if at all, it is to you that our community addresses *each* of the following. Then, in the last column, please indicate which TWO (2) are the *most* vital to you.

	Essential	Very important	Somewhat important	Not at all important	Don't know	Select TWO Most Vital
Maintaining roads and streets	1	2	3	4	5	❍
Securing reliable, long-term renewable water	1	2	3	4	5	❍
Managing growth and development	1	2	3	4	5	❍
Addressing traffic problems	1	2	3	4	5	❍
Providing additional recreational opportunities	1	2	3	4	5	❍
Reducing taxes	1	2	3	4	5	❍
Reducing user fees	1	2	3	4	5	❍
Encouraging a viable business district	1	2	3	4	5	❍

22. Thinking about the existing Metro District priorities, first, please rate each of the following. Then, in the last column, please indicate which THREE (3) are the *most* vital to you.

	Essential	Very important	Somewhat important	Not at all important	Don't know	Select THREE Most Vital
Securing reliable, long-term renewable water	1	2	3	4	5	❍
Implementing more aggressive water-conservation strategies (mandatory watering schedules, incentives for "water-wise" landscaping and low water-use)	1	2	3	4	5	❍
Weaning the community's reliance on the Denver Basin Aquifer System	1	2	3	4	5	❍
Continuing to pre-pay the existing $15.06 million in 1990s-era "legacy debt"	1	2	3	4	5	❍
Expanding the outdoor irrigation water conservation rebate program (rebates for installing rotator sprinkler nozzles, rain sensors, irrigation clocks, etc.)	1	2	3	4	5	❍
Expanding the household appliance water conservation rebate program (rebates for installing low flow toilets, front loading/low-water use washing machines, water-efficient showerheads, etc.)	1	2	3	4	5	❍
Reducing water, wastewater, and storm water utility costs	1	2	3	4	5	❍

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

D1. What is your employment status?

- ❍ Work full time/part time
- ❍ Homemaker
- ❍ Unemployed
- ❍ College student
- ❍ Retired

D2. If you work, which location or city do you work in or closest to?

- ❍ Work at home
- ❍ Aurora
- ❍ Castle Pines
- ❍ Castle Rock
- ❍ Colorado Springs
- ❍ Denver
- ❍ Denver Tech Center
- ❍ DIA
- ❍ Golden
- ❍ Highlands Ranch
- ❍ Littleton
- ❍ Parker
- ❍ Other

D3. In which neighborhood or HOA do you live?

- ❍ BrambleRidge
- ❍ BriarCliff
- ❍ BristleCone (Single Family/Patio)
- ❍ Canterbury Broadwick
- ❍ Castle Pointe
- ❍ Claremont Estates
- ❍ Coyote Crossing
- ❍ Crossings, The
- ❍ Daniels Ridge
- ❍ Esperanza
- ❍ Estates Buffalo Ridge
- ❍ Forest Park
- ❍ Glen Oaks
- ❍ GreenBriar
- ❍ HOA 1
- ❍ HOA 2
- ❍ Hamlet
- ❍ Hidden Pointe
- ❍ Huntington Ridge
- ❍ Lifestyle
- ❍ Lodge at Castle Pines (apartments)
- ❍ North Lynx
- ❍ PineRidge
- ❍ Retreat
- ❍ Romar
- ❍ StoneCroft
- ❍ Tapestry Hills
- ❍ Turquoise Terrace
- ❍ Ventana Amber Ridge
- ❍ Villa Carriage
- ❍ Whisper Canyon
- ❍ WinterBerry
- ❍ Other

D4. How many years have you lived in Castle Pines?

- ❍ Less than 1 year
- ❍ 1-5 years
- ❍ 6-10 years
- ❍ 11-15 years
- ❍ More than 15 years

D5. How many people (including yourself) live in your household? _____

D6. How many children 12 or younger live in your household? _____

D7. How many teenagers ages 13 to 17 live in your household? _____

D8. How many people (including yourself) age 55 or older live in your household? _____

D9. Which best describes the building you live in?

- ❍ One family house detached from any other houses
- ❍ House attached to one or more houses (e.g., a duplex or townhome)
- ❍ Building with two or more apartments or condos

D10. Do you rent or own your home?

- ❍ Rent
- ❍ Own

D11. In which category is your age?

- ❍ 18-24 years
- ❍ 25-34 years
- ❍ 35-44 years
- ❍ 45-54 years
- ❍ 55-64 years
- ❍ 65-74 years
- ❍ 75 years or older

D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- ❍ Less than $24,999
- ❍ $25,000 to $49,999
- ❍ $50,000 to $99,999
- ❍ $100,000 to $199,999
- ❍ $200,000 to $299,000
- ❍ $300,000 to $399,999
- ❍ $400,000 or more

D13. What is your gender?

- ❍ Female
- ❍ Male

D14. Are you registered to vote in Castle Pines?

- ❍ No
- ❍ Yes
- ❍ Don't know

D15. Did you vote in the 2011 general election?

- ❍ No
- ❍ Yes
- ❍ Don't know

D16. Comments: _____

_____

Thank you for completing this survey!