



HIGHLANDS RANCH
Metro District



Highlands Ranch Metro District Citizen Survey 2023

Report of Results

June 2023



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Executive Summary

Summary of Survey Methods

The 2023 Highlands Ranch Metro District Citizen Survey provided residents the opportunity to rate the quality of life in Highlands Ranch, as well as the quality of service delivery and overall workings of local government. The survey also permitted residents to provide feedback on parks and recreation satisfaction and needs, and to share their priorities for community planning and resource allocation.

Surveys were mailed to 3,600 randomly selected resident households in March 2023. A total of 610 surveys were completed, yielding a response rate of 17%. In addition to the scientific survey of randomly selected households, a link to an online, community-wide, open participation survey was publicized through various community channels. This open participation survey was identical to the scientific survey and open to all Highlands Ranch residents, and 361 responses were received. The key findings and body of this report focus on the 610 responses to the scientific survey; the results to the open-participation survey have been provided separately in *Appendix G: Open Participation Survey Results*.

Survey results were weighted so that respondent gender, age, and political party affiliation were represented in proportions reflective of the entire adult voter population of the Metro District. The margin of error is plus or minus four percentage points around any given percentage point reported for all survey respondents.

Because Highlands Ranch has administered resident surveys before, some comparisons could be made between 2023 responses and those from 2005, 2009, 2014, and 2019. Highlands Ranch also elected to have its results compared to those of other jurisdictions across the nation and in the Front Range of Colorado. Comparisons are made possible through a national benchmark database created and maintained by Polco/National Research Center (NRC). This database contains resident perspectives gathered in resident surveys from over 500 jurisdictions over the past five years.

Key Findings

Highlands Ranch is a highly desirable place to live.

- Highlands Ranch residents continue to rate the quality of life highly, with 95% awarding excellent or good marks in 2023. No respondents felt the quality of life was poor. This rating was higher than national and Front Range benchmark comparisons
- At least 9 in 10 respondents positively rated Highlands Ranch as a place to live, as a place to raise children, and their neighborhood as a place to live.
- At least 7 in 10 highly rated the Metro District as a place to work and as a place to retire. About two-thirds of residents positively rated Highlands Ranch as a place to visit. All community ratings were either similar or higher than national and Front Range comparison groups.

- At least 9 in 10 residents gave high marks to the overall ease of getting to the places you usually visit, health and wellness opportunities, overall economic health, and quality of overall natural environment.
- About 8 in 10 residents positively rated the overall image or reputation of Highlands Ranch, overall opportunities for education and enrichment, and overall built environment of Highlands Ranch. The lowest rated item was sense of community, which was rated as excellent or good by about 6 in 10 respondents.
- Highlands Ranch was ranked #2 in the nation for overall ease of getting to the places you usually visit, #5 for health and wellness opportunities, and #10 for overall economic health. The Metro District also ranked #1 in the Front Range for overall economic health, overall ease of getting to the places you usually visit, and overall built environment.

While Metro District services are generally highly rated, some services have declined in quality.

- About 9 in 10 residents highly rated the overall quality of services in the Metro District, a rating higher than peer communities across the nation and in the Front Range.
- At least 9 in 10 respondents positively rated the condition of trails, playground maintenance and replacements, park shelter condition, Batter Up! Batting Cages at Redstone Park, and maintenance of parks.
- Open space and natural areas, outdoor recreation and sports league programs, Highlands Ranch Mansion public open hours and community events, and channel stabilization and storm water management were rated highly by at least 8 in 10 residents.
- The lowest rated services were snow removal on trails and sidewalks along major roads (rated excellent or good by 71% of respondents) and new installations of low water use landscape along parkways (72%).
- A number of services declined in positive ratings from 2019 to 2023. These services included the condition of trail surfaces, open space and natural areas management, outdoor recreation and sports league programs, channel stabilization and storm water management, and snow removal on trails and sidewalks along major roads.
- Snow removal on trails and sidewalks along major roads and channel stabilization and storm water management were ranked similar to national averages, but higher than Front Range benchmarks. Open space and natural areas management and outdoor recreation and sports league programs were both ranked higher than both national and Front Range benchmarks. Additionally, Highland Ranch ranked #9 in the nation for outdoor recreation and sports league programs.

Residents appreciate many aspects of the Metro District's leadership and governance.

- About 9 in 10 respondents rated the overall performance of the Highlands Ranch Metro District as excellent or good.
- Nearly all respondents agreed that Highlands Ranch Metro District employees perform quality work. Additionally, more than 8 in 10 were pleased with the overall direction the Metro District is taking, agreed that they receive good value for the taxes they pay, felt that Metro District elected officials generally act in the best interest of taxpayers, and agreed that the Metro District welcomes citizen involvement.
- Respondents were less agreeable that they are well informed on major issues within Highlands Ranch.
- Highlands Ranch ranked #1 in the Front Range for the overall direction the Metro District is taking and for elected officials generally acting in the best interest of taxpayers. These items, along with receiving good value for the taxes paid, were higher than the Front Range benchmarks. One item was higher than the national benchmark: Metro District elected officials generally acting in the best interest of taxpayers.

Parks and recreation facilities and programs are highly valued by residents.

- Among the most important parks and recreation opportunities were the trail system, enjoying nature in Highlands Ranch parks or open space, and visiting a park or playground. These opportunities were rated essential or very important by at least two-thirds of respondents.
- Over half of respondents rated nature play areas and outdoor sports fields as being essential or very important. Cricket (rated as essential or very important by 6% of residents), outdoor bocce ball courts (18%), and visiting the Highlands Ranch Mansion (19%) were the least important opportunities.
- At least two-thirds of respondents indicated that they had a need for attending community events, visiting a park or playground, the trail system, and for enjoying nature in Highlands Ranch parks or open space.
- Over half of residents indicated a need for nature play areas, outdoor sports fields, mountain bike trails, and other outdoor courts (basketball, volleyball, etc.). Residents indicated less need for cricket (Needed by 3% of respondents), outdoor bocce ball courts (15%), and intermediate skills skate parks (20%).
- At least two-thirds of respondents indicated that their needs are currently being met for nearly all programs and facilities. Over 8 in 10 residents indicated that their needs are being met for the trail system, visiting a park or playground, enjoying nature in Highlands Ranch parks or open space, and visiting a dog park.

- Fewer respondents indicated that their needs were met for riding an RTD bus or light rail (53% indicated their needs were met) and volunteering in Highlands Ranch (66%).
- When asked if there are any other programs/services/amenities not listed that they would like the Metro District to consider developing or partnering to provide in the next three to ten years, 17% of respondents mentioned recreational activities (sports, swimming/pools, golf, shooting range, horseback riding). Pickleball was specifically mentioned by 12% of residents. Music, arts, culture, and community events, along with bike trails/lanes were desired by 8% of respondents. Other popular themes were senior activities (6%) and sustainability efforts (6%), and parks, playgrounds, open space, and gardens (6%).
- About 9 in 10 residents were satisfied with their experience with youth outdoor sport programs and shelter reservations compared to the cost they paid. All other facilities and programs received high marks by at least 8 in 10 respondents.

Survey Background

The Highlands Ranch Metro District contracted with Polco/National Research Center (NRC) to conduct a community-wide resident survey. The primary goal of the survey was to assess the attitudes and opinions of residents by:

- Evaluating Metro District programs and services.
- Determining general perceptions of the quality of life in Highlands Ranch.
- Comparing survey results to other communities across the nation.
- Establishing trendlines to measure government performance over time.

The Highlands Ranch Metro District Citizen Survey serves as a consumer report card for Highlands Ranch by providing residents the opportunity to rate the quality of life in the Metro District, as well as the community's amenities, service delivery and their satisfaction with local government. Residents also provide feedback on what is working well and what is not, and communicate their priorities for community planning and resource allocation.

Focus on the quality of service delivery helps Metro District leaders, staff, and the public to set priorities for budget decisions and lays the groundwork for tracking community opinions about the core responsibilities of Highlands Ranch Metro District government, helping to assure maximum service quality over time.

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

This is the 5th iteration of the Highlands Ranch Metro District Citizen Survey since the baseline study conducted in 2005.

Survey Administration

A postcard was mailed to 3,600 Highlands Ranch households, selected at random, notifying residents that they had been chosen to participate in the survey. A paper copy of the survey followed in the mail one week later. Both mailings included a web link so that residents could take the survey online, if desired. There were 610 respondents to the mailed questionnaire (with 43 undeliverable addresses), yielding a response rate of 17%. The margin of error is plus or minus four percentage points around any given percentage for all respondents.

Survey results were weighted so that respondent gender, age, and political party affiliation were represented in the proportions reflective of the entire adult voting population on Highlands Ranch. More information about the survey methodology can be found in *Appendix F: Survey Methodology*.

How the Results Are Reported

For the most part, the full set of frequencies or the “percent positive” are presented in the body and narrative of the report. The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “strongly support” and “somewhat support,” etc.).

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 B: Complete Survey Frequencies* and is discussed in the body of this report if it is 30% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

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

Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). The margin of error for this survey is generally no greater than plus or minus four percentage points around any given percent reported for the entire sample (N=610).

Comparison of Results Over Time and By Subgroups

Results from the 2005, 2009, 2014, and 2019 surveys are presented when comparisons to 2023 were available. Where differences in ratings from 2019 to 2023 are five percentage points or greater, they can be considered significantly higher or lower.

Selected survey results were compared by respondent length of residency, age, gender and political party affiliation. These crosstabulations are summarized and presented in tabular form in *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*. For each pair of subgroups that has a statistically significant difference, an upper-case letter denoting significance is shown in the category with the larger column proportion.

Comparing Survey Results to Other Communities

NRC’s database of comparative resident opinion comprises resident perspectives gathered in citizen surveys from approximately 500 communities whose residents evaluated their services. Communities to which Highlands Ranch was compared can be found in *Appendix E: Detailed Benchmark Comparisons*. National benchmark comparisons and Front Range benchmark comparisons have been

provided when similar questions on the Highlands Ranch survey are included in NRC's database, and there were at least five communities in which the question was asked.

Where comparisons for quality ratings were available, Highlands Ranch's results were generally noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much lower" or "much higher"). These labels come from a comparison of Highlands Ranch's rating to the benchmark where a rating is considered "similar" if it is within the standard margin of error (10 points or less on the 100-point scale); "higher" or "lower" if the difference between Highlands Ranch's rating and the benchmark is greater than 10 points but 20 points or less; and "much higher" or "much lower" if the difference between Highlands Ranch's rating and the benchmark is more than twice the standard margin of error (greater than 20 points). Comparisons for a number of items on the survey are not available in the benchmark database. These items are excluded from the benchmark tables.

Quality of Life and Community

The Highlands Ranch Metro District Citizen Survey contained a set of questions related to quality of community life in the city ranging from the overall quality of life to Highlands Ranch as a place to work, to visit and to retire.

Quality of Life

Highlands Ranch residents continue to rate the quality of life highly, with 95% awarding excellent or good marks in 2023. No respondents felt the quality of life was poor. This rating was higher than national and Front Range benchmark comparisons (see *Appendix E: Detailed Benchmark Comparisons* for detailed information on the benchmark comparisons). This rating is on par with previous years.

Women and democrats were less likely to positively rate overall quality of life (see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

Figure 1: Overall Quality of Life in Highlands Ranch, 2023

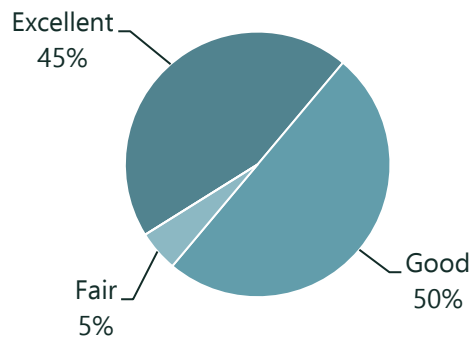
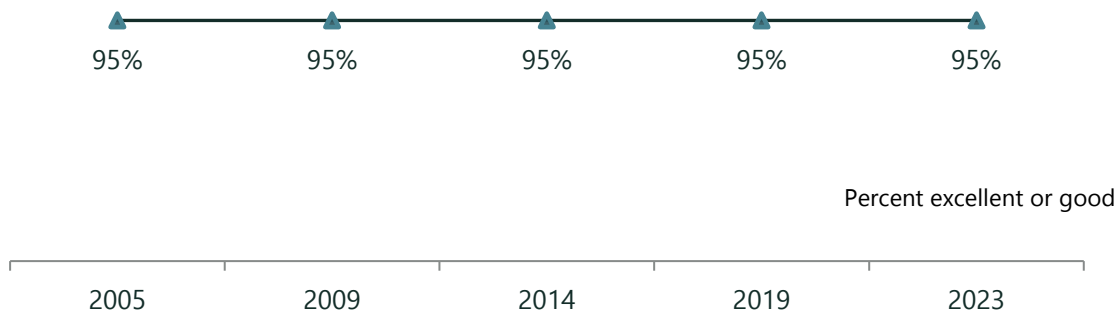


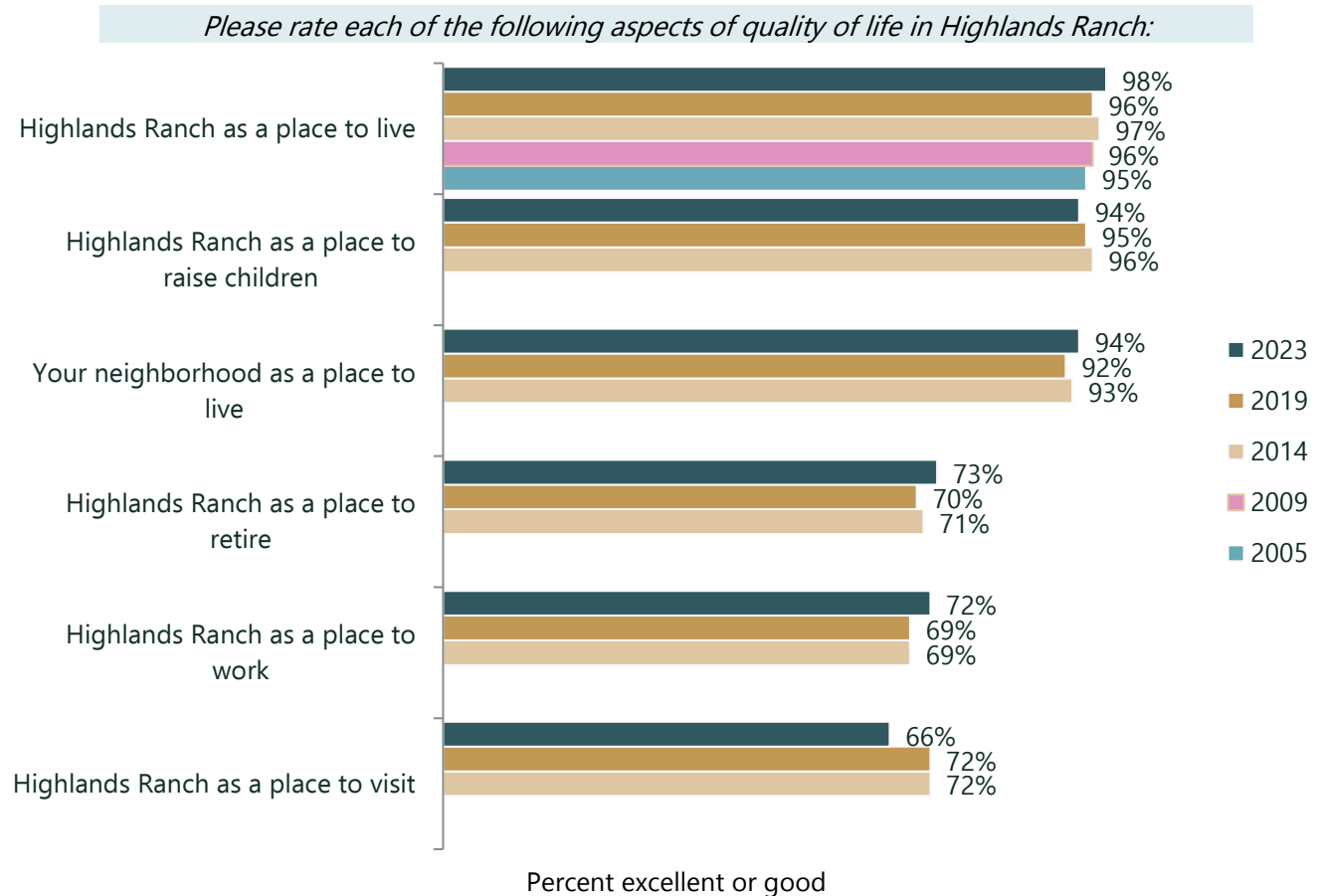
Figure 2: Overall Quality of Life Compared by Year



Residents also assessed other aspects related to quality of life in the city. At least 9 in 10 survey participants gave high marks to Highlands Ranch as a place to live, as a place to raise children, and their neighborhood as a place to live. Additionally, at least 7 in 10 highly rated the Metro District as a place to work and as a place to retire. About two-thirds of residents positively rated Highlands Ranch as a place to visit. All community ratings were similar to reviews given in previous years except for the city as a place to visit (which was lower in 2023 than in 2019) and were either similar or higher than national and both peer comparison groups (see Figure 4 on the following page).

Respondents between the ages of 18-34 were more likely than their counterparts to positively rate Highlands Ranch as a place to raise children and as a place to retire, while those age 55+ were more likely to highly rate the Metro District as a place to visit. Those who had lived in Highlands Ranch for 10 years or more were more likely to positively rate the Metro District as a place to work, but less likely to give high marks to Highland Ranch as a place to retire. Democrats were more likely to positively rate their neighborhood as a place to live, but less likely to give high marks to the Metro District as a place to work and visit (for additional comparisons by respondent demographics, see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

Figure 3: Aspects of Quality of Life Compared by Year



When asked about Highlands Ranch as a place to work, 37% of residents said, “don’t know”. The full set of responses, including “don’t know”, can be found in *Appendix B: Complete Survey Frequencies*.

Figure 4: Aspects of Quality of Life Benchmarks

Please rate each of the following aspects of quality of life in Highlands Ranch:	National benchmark	Front Range benchmark
Highlands Ranch as a place to live	Higher	Higher
Your neighborhood as a place to live	Similar	Higher
Highlands Ranch as a place to raise children	Higher	Higher
Highlands Ranch as a place to work	Similar	Higher
Highlands Ranch as a place to visit	Similar	Similar
Highlands Ranch as a place to retire	Similar	Higher
Overall quality of life in Highlands Ranch	Higher	Higher

Community Characteristics

At least 9 in 10 residents gave high marks to the overall ease of getting to the places you usually visit, health and wellness opportunities, overall economic health, and quality of overall natural environment. Additionally, about 8 in 10 residents positively rated the overall image or reputation of Highlands Ranch, overall opportunities for education and enrichment, and overall built environment of Highlands Ranch. The lowest rated item was sense of community, which was rated highly by about 6 in 10 respondents. All reviews for these characteristics have remained stable over time, apart from three aspects. The overall ease of getting to the places you usually visit increased in positive ratings from 86% in 2019 to 93% in 2023. However, overall opportunities for education and enrichment, along with sense of community, declined in positive ratings from 2019 to 2023.

Nearly all aspects were higher than national and Front Range benchmark comparisons (see Figure 6). Further, Highlands Ranch was ranked #2 in the nation for overall ease of getting to the places you usually visit, #5 for health and wellness opportunities, and #10 for overall economic health. The Metro District also ranked #1 in the Front Range for overall economic health, overall ease of getting to the places you usually visit, and overall built environment.

Respondents between the ages of 18-34 were more likely to positively rate the overall economic health of Highlands Ranch and overall ease of getting to the places you usually visit. Those who had lived in the Metro District for less than 5 years were more likely to give high marks to the overall economic health of Highlands Ranch. Republicans were more likely than their counterparts to positively rate the quality of overall natural environment and the overall image or reputation of

Highlands Ranch. Women were more likely to give high marks to the sense of community (see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

Figure 5: Ratings of Overall Community Characteristics Compared by Year

Please rate each of the following characteristics as they relate to Highlands Ranch as a whole:

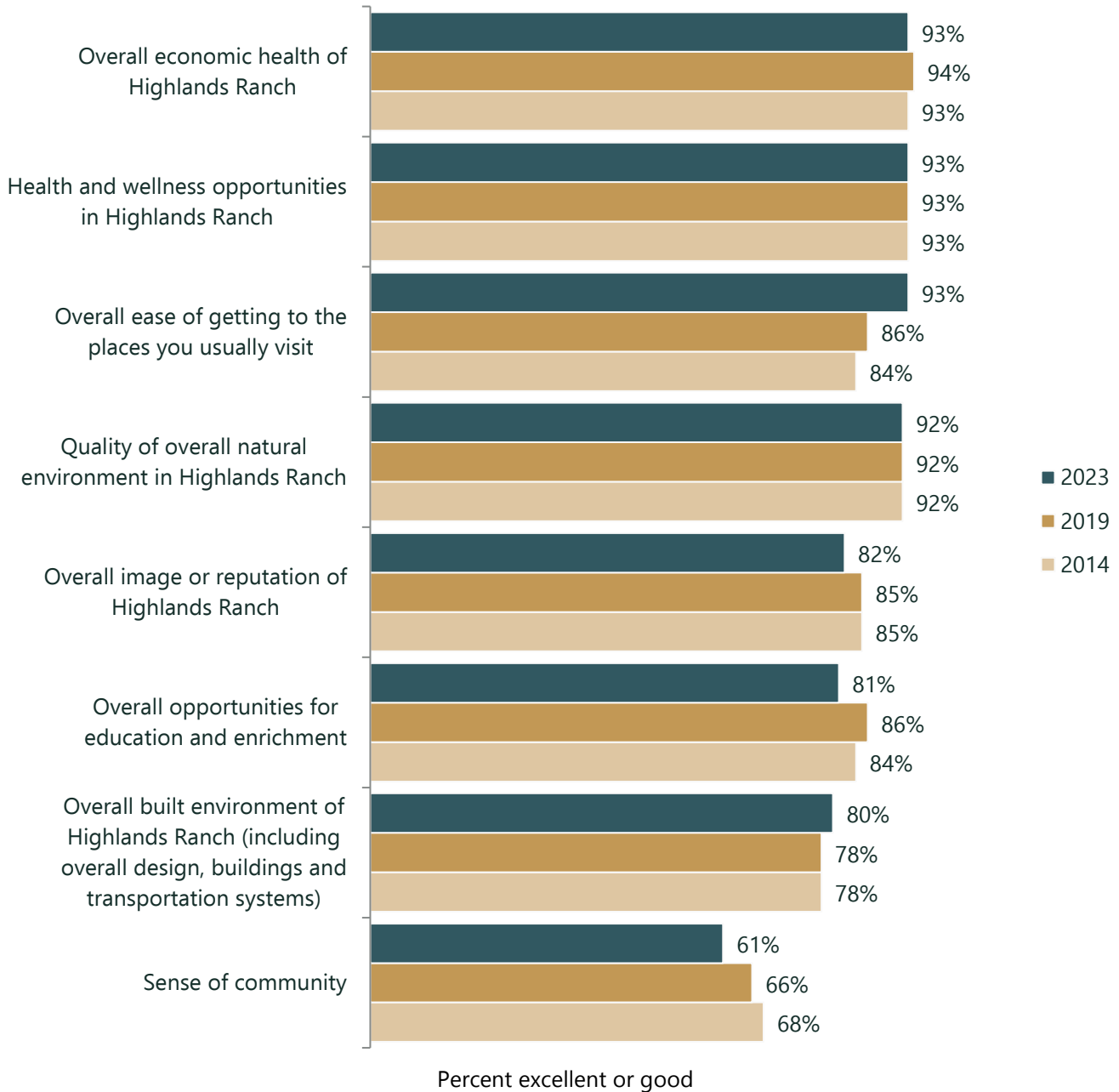


Figure 6: Overall Community Characteristics Benchmarks

Please rate each of the following characteristics as they relate to Highlands Ranch as a whole:	National benchmark	Front Range benchmark
Overall ease of getting to the places you usually have to visit	Much higher	Much higher
Quality of overall natural environment in Highlands Ranch	Higher	Higher
Overall built environment of Highlands Ranch (including overall design, buildings, parks and transportation systems)	Higher	Higher
Health and wellness opportunities in Highlands Ranch	Higher	Much higher
Overall opportunities for education and enrichment	Higher	Higher
Overall economic health of Highlands Ranch	Higher	Much higher
Sense of community	Similar	Similar
Overall image or reputation of Highlands Ranch	Similar	Much higher

Metro District Services

Survey participants were asked to rate the overall quality of services provided by the Metro District and the quality of several services provided by Highlands Ranch.

Overall Quality of Services

About 9 in 10 residents highly rated the overall quality of services in the Metro District, a rating similar to previous years. This rating was also higher than peer communities across the nation and in the Front Range.

Figure 7: Overall Quality of Services, 2023

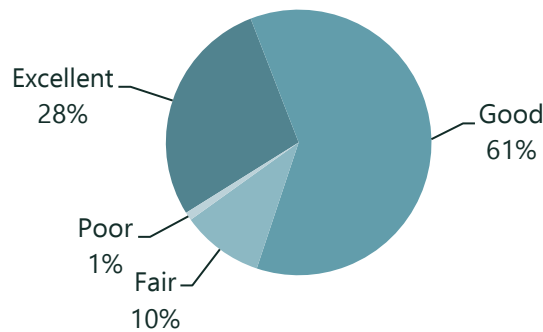
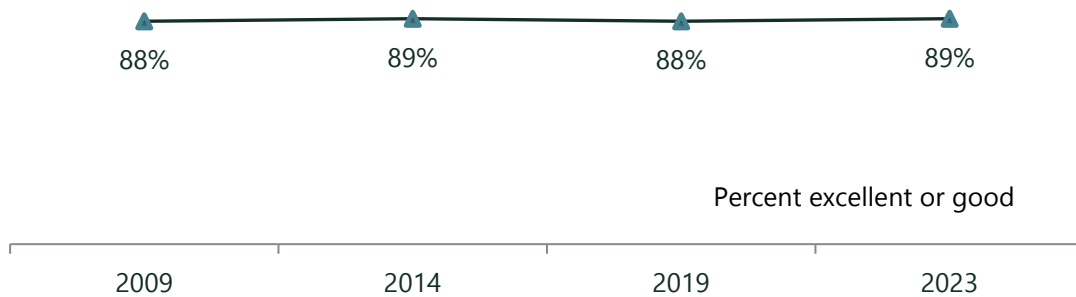


Figure 8: Quality of Services Compared by Year



Quality of Individual Services

All services were rated excellent or good by more than 7 in 10 residents. At least 9 in 10 respondents positively rated the condition of trails, playground maintenance and replacements, park shelter condition, Batter Up! Batting Cages at Redstone Park, and maintenance of parks. Over 8 in 10 gave high marks to open space and natural areas, outdoor recreation and sports league programs, Highlands Ranch Mansion public open hours and community events, and channel stabilization and storm water management. The lowest rated services were snow removal on trails and sidewalks along major roads (rated excellent or good by 71% of respondents) and new installations of low water use landscape along parkways (72%).

A number of services declined in positive ratings from 2019 to 2023. These services included the condition of trail surfaces, open space and natural areas management, outdoor recreation and sports league programs, channel stabilization and storm water management, and snow removal on trails and sidewalks along major roads.

Some ratings were able to be compared against national and Front Range benchmarks. Snow removal on trails and sidewalks along major roads and channel stabilization and storm water management were ranked similar to national averages, but higher than Front Range benchmarks. Open space and natural areas management and outdoor recreation and sports league programs were both ranked higher than both national and Front Range benchmarks. Additionally, Highland Ranch ranked #9 in the nation for outdoor recreation and sports league programs.

Where there were differences, women were more likely to rate the quality of services more positively. However, men were more likely to positively rate park shelter condition and channel stabilization and storm water management. Those between the ages of 18-34 were more likely to give high marks to the maintenance of parks and Active Adult Programs and Services (AAPS), but less likely to positively rate snow removal on trails and sidewalks along major roads, outdoor recreation and sports league programs, and the Metro District Messenger magazine. Residents age 55+ were more likely to favorably rate the Highlands Ranch website (for additional comparisons, please see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

Figure 9: Quality of Services Compared by Year

Please rate each of the following characteristics as they relate to Highlands Ranch as a whole: (Percent excellent or good)	2005	2009	2014	2019	2023
Maintenance of parks	95%	95%	95%	96%	96%
Batter Up! Batting Cages at Redstone Park	93%
Park shelter condition	92%
Playground maintenance and replacements	91%
Condition of trail surfaces	92%	95%	95%	97%	90%
Open space and natural areas management	75%	82%	93%	94%	89%
Overall performance of the Highlands Ranch Metro District	92%	88%	88%	89%	89%
Overall quality of services provided by the Highlands Ranch Metro District	.	88%	89%	88%	89%
Outdoor recreation and sports league programs	83%	87%	94%	93%	88%
Highlands Ranch Mansion public open hours and community events	.	.	85%	89%	87%
Channel stabilization and storm water management	83%	82%	88%	90%	84%
Active Adult Programs and Services (AAPS)	.	.	56%	77%	80%
Metro District Messenger magazine	71%	77%	79%	78%	79%
Fence repair and replacement along major roads	.	.	77%	75%	76%
Dog park maintenance	76%
Website: www.highlandsranch.org	69%	77%	72%	75%	74%
New installations of low water use landscape along parkways	72%
Snow removal on trails and sidewalks along major roads	.	70%	81%	79%	71%

At least 30% of respondents said "don't know" when rating several Metro District services. The responses presented in the body of the report are for those who had an opinion. The full set of responses, including "don't know" can be found in Appendix B: Complete Survey Frequencies.

Prior to 2023, "Maintenance of parks" was "Parks". "New installations of low water use landscape along parkways", "Dog park maintenance", "Batter Up! Bating Cages at Redstone Park", "Playground maintenance and replacements", and "Park shelter condition" were added in 2023.

Safety

In order to participate in and contribute to their community, residents must have a sense of personal safety in their environment, as well as confidence in the quality of government services provided to keep the community safe.

Overall Safety

More than 9 in 10 respondents rated the overall feeling of safety in Highlands Ranch as excellent or good. This rating is comparable to 2019. Additionally, Highlands Ranch ranks #1 in the Front Range for overall feelings of safety (much higher than the benchmark). This rating is also higher than the national benchmark.

Figure 10: Overall Feeling of Safety, 2023

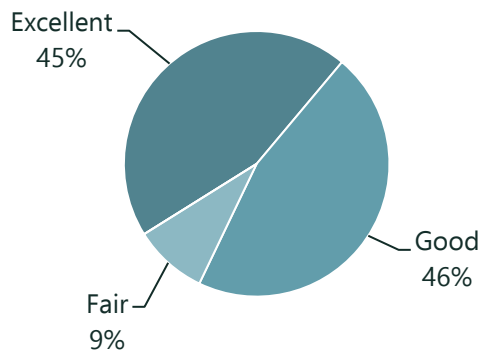
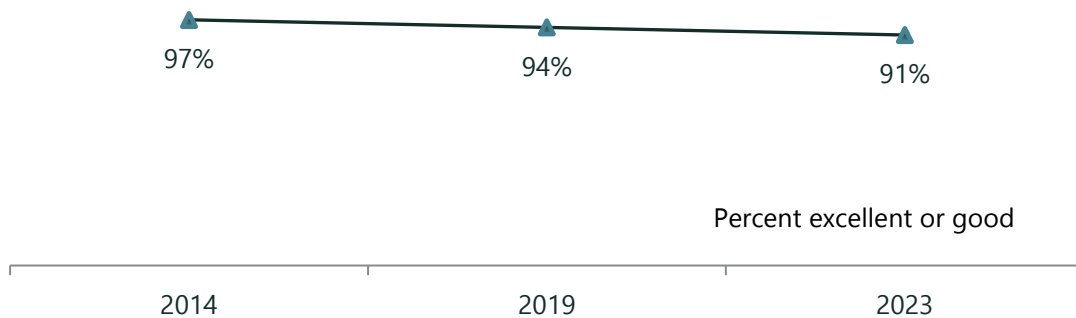


Figure 11: Overall Safety Compared by Year



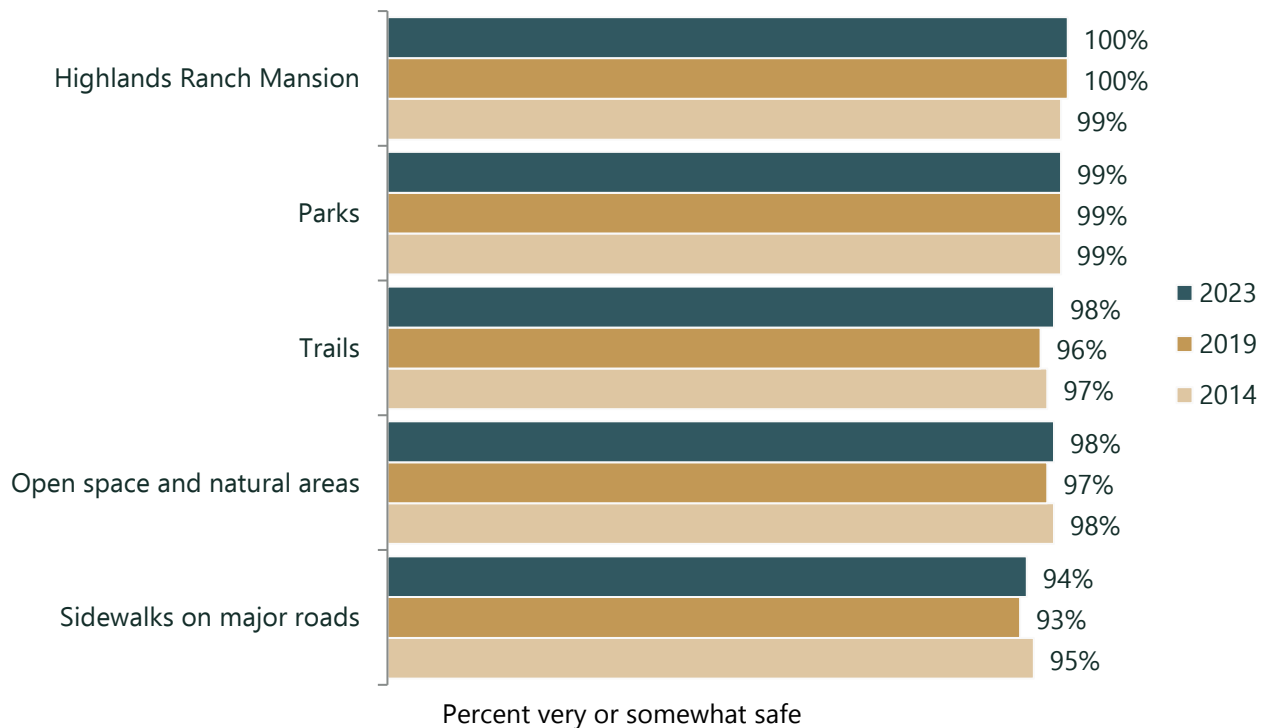
Safety in the Community

Residents were also asked to rate how safe they feel in various public areas. Nearly all residents felt safe at the Highlands Ranch Mansion, in parks and on trails, in open space and natural areas, and on sidewalks on major roads. Ratings for all areas remain stable over time.

Residents under the age of 55 were more likely to feel safe in open space and natural areas.

Figure 12: Safety in the Community Compared by Year

Please rate how safe you feel in the following public areas managed by the Highlands Ranch Metro District.



Fifty percent of respondents said “don’t know” when rating safety at the Highlands Ranch Mansion. The responses presented in the body of the report are for those who had an opinion. The full set of responses, including “don’t know” can be found in Appendix B: Complete Survey Frequencies.

Government Performance

The Highlands Ranch Metro District Citizen Survey included several questions aimed at measuring government performance.

Overall Performance

About 9 in 10 respondents rated the overall performance of the Highlands Ranch Metro District as excellent or good. This rating is on par with previous years.

Women, residents between the ages of 18-34, and those who had lived in Highlands Ranch for less than 5 years were more likely to positively rate the overall performance of the Metro District.

Figure 13: Overall Performance of the Highlands Ranch Metro District, 2023

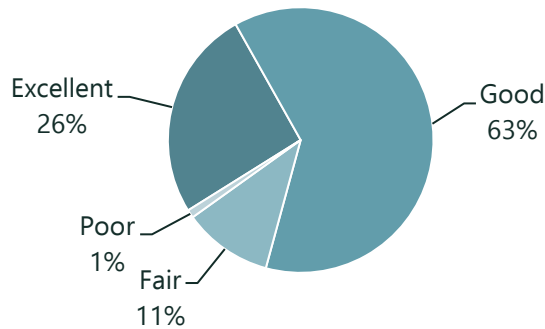
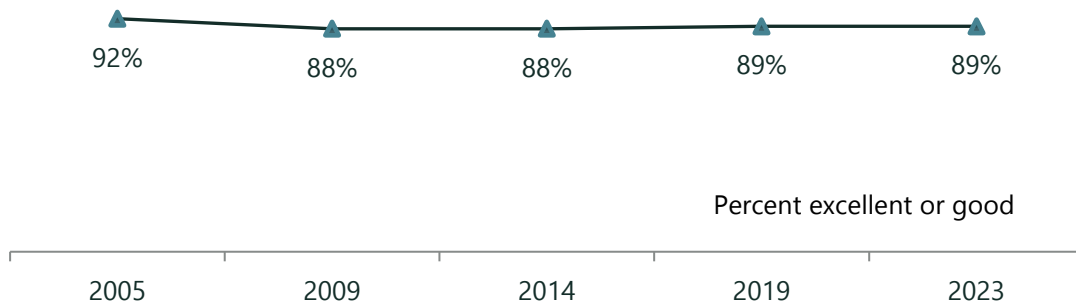


Figure 14: Overall Performance Compared by Year



Aspects of Metro District Performance

Almost all respondents agreed that Highlands Ranch Metro District employees perform quality work. Additionally, more than 8 in 10 were pleased with the overall direction the Metro District is taking, agreed that they receive good value for the taxes they pay, felt that Metro District elected officials generally act in the best interest of taxpayers, and agreed that the Metro District welcomes citizen involvement. Respondents were less agreeable that they are well informed on major issues within Highlands Ranch. All ratings were on par with previous years.

Highlands Ranch ranked #1 in the Front Range for the overall direction the Metro District is taking and for elected officials generally acting in the best interest of taxpayers. These items, along with receiving good value for the taxes paid, were higher than the Front Range benchmarks. One item was higher than the national benchmark: Metro District elected officials generally act in the best interest of taxpayers (see *Appendix E: Detailed Benchmark Comparisons* for detailed information on the benchmark comparisons).

Residents between the ages of 18-34 were more likely to be pleased with the overall direction the Metro District is taking and feel that they receive good value for the taxes they pay. Those over the age of 34 were more likely to feel that they are well informed on major issues within Highlands Ranch. Where there were differences, those who lived in Highlands Ranch for less than five years were more likely to agree with these statements regarding Metro District performance.

Figure 15: Aspects of Metro District Performance Compared by Year

Please rate the following statements by selecting the number that best represents your opinion. (Percent strongly agree or somewhat agree)	2005	2009	2014	2019	2023
Highlands Ranch Metro District employees perform quality work	92%	93%	94%	94%	96%
I am pleased with the overall direction the Metro District is taking	84%	87%	91%	89%	88%
I receive good value for the taxes I pay to the Metro District	83%	83%	88%	88%	86%
Metro District elected officials generally act in the best interest of taxpayers	85%	83%	88%	85%	84%
The Metro District welcomes citizen involvement	76%	87%	85%	80%	83%
The Metro District Board of Directors implements policies that reflect my values	77%
I am well informed on major issues within Highlands Ranch	62%	69%	68%	64%	64%

At least 30% of respondents said “don’t know” when rating several aspects of government performance. The responses presented in the body of the report are for those who had an opinion. The full set of responses, including “don’t know” can be found in Appendix B: Complete Survey Frequencies.

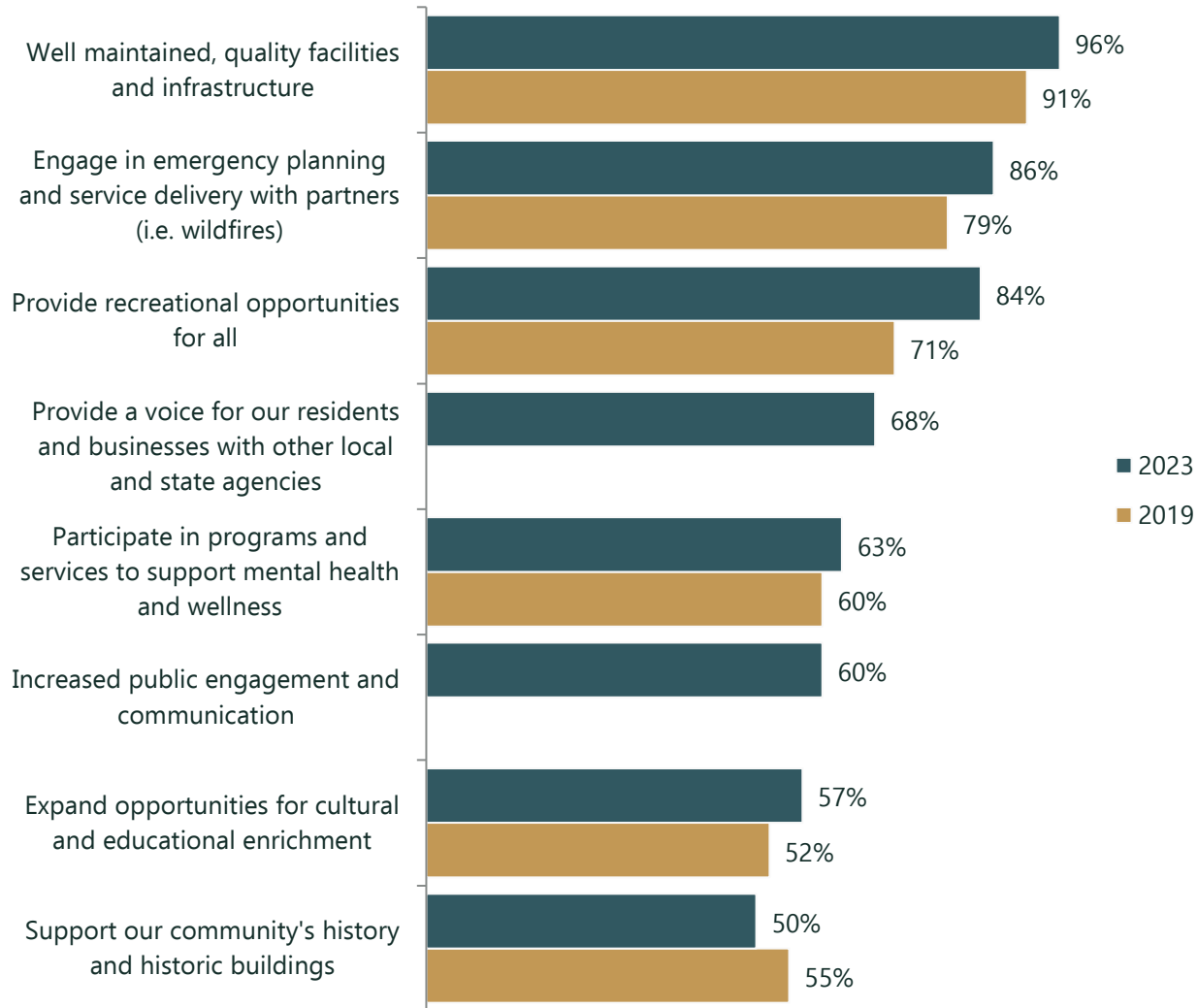
“The Metro District Board of Directors implements policies that reflect my values” was added in 2023.

Priorities

As in 2019, respondents were asked to rate how important it is for the Metro District to focus on several priorities in the next five years. Residents rated well maintained, quality facilities and infrastructure as being the most important priority for the coming five years (rated essential or very important by 96% of residents). Over 8 in 10 respondents felt that engaging in emergency planning and service delivery with partners and providing recreational opportunities for all were essential or very important. Fewer than 6 in 10 respondents highly rated support for the community’s historic buildings and expanding opportunities for cultural and educational enrichment in terms of importance. Compared to 2019, more residents in 2023 felt that well maintained, quality facilities and infrastructure, engagement in emergency planning and service deliver with partners, providing recreational opportunities for all, and expanding opportunities for cultural and educational enrichment were important priorities. Fewer residents in 2023 felt that supporting the community’s history and historic buildings was important.

Figure 16: Importance of Priorities Compared by Year

How important, if at all, do you feel it is for the Metro District to focus on each of the following priorities in the next five years?



Percent essential or very important

"Provide a voice for our residents and businesses with other local and state agencies" and "Increased public engagement and communication" were added in 2023. Prior to 2023, "Engage in emergency planning and service delivery with partners (i.e. wildfires)" was "Engage in emergency preparation and service delivery with partners"; "Provide recreational opportunities for all" was "Provide recreational opportunities for all ages"; "Expand opportunities for cultural and educational enrichment" was "Create and support opportunities for cultural and educational enrichment"; "Participate in programs and services to support mental health and wellness" was "Participate in programs and services to support community well being", and "Support our community's history and historic buildings" was "Support our history and historic buildings". The stem of this question was changed in 2023 to remove mentions of Priority Based Budgeting (PBB).

Parks and Recreation

Survey respondents were asked numerous questions related to parks and recreation opportunities, facility and program needs, and participation in various programs.

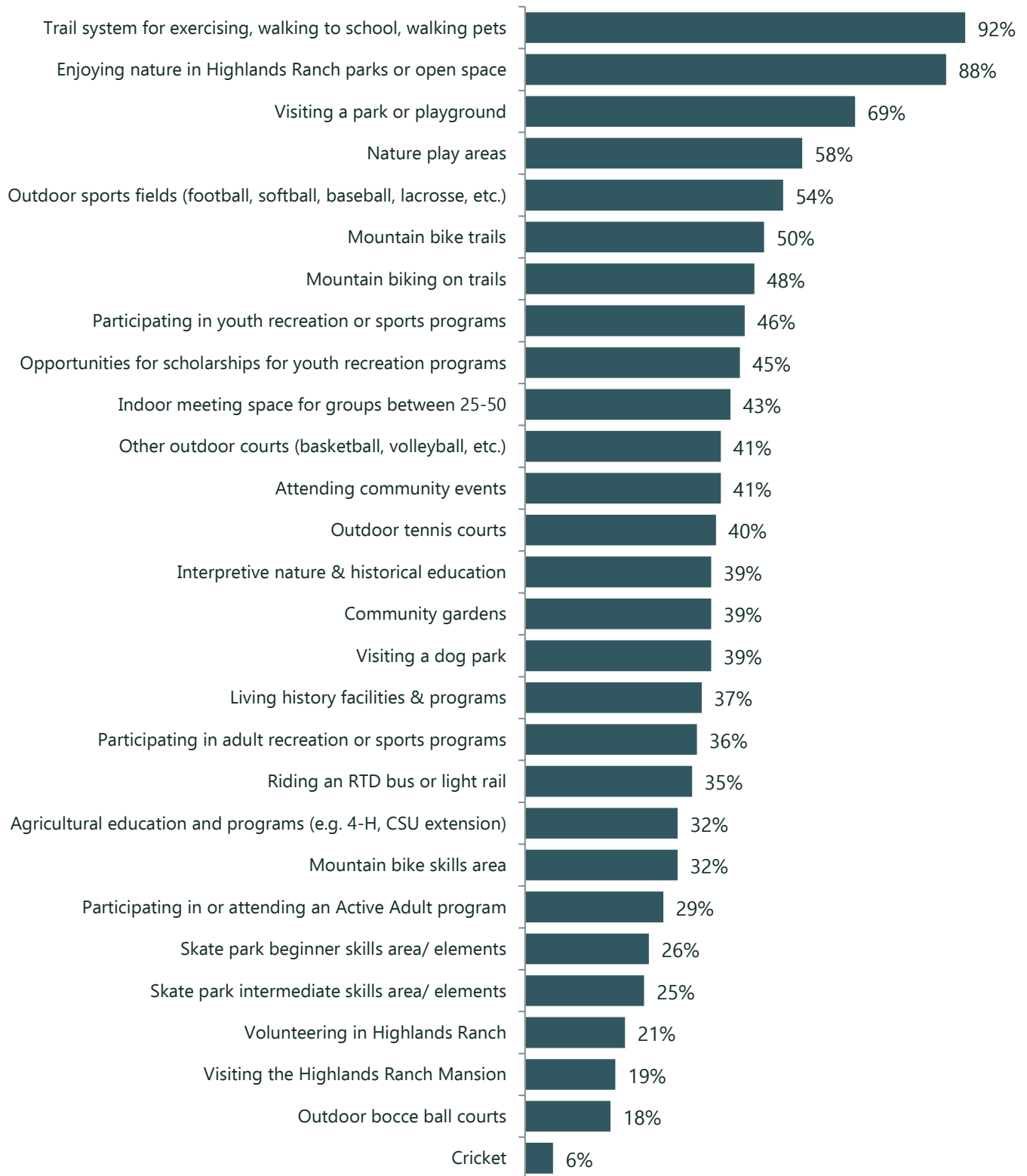
Recreational Opportunities

For the first time in 2023, residents were asked to rate the importance of several recreational opportunities. Among the most important opportunities were the trail system, enjoying nature in Highlands Ranch parks or open space, and visiting a park or playground. These opportunities were rated essential or very important by at least two-thirds of respondents. Over half of respondents rated nature play areas and outdoor sports fields as being essential or very important. Cricket (rated as essential or very important by 6% of residents), outdoor bocce ball courts (18%), and visiting the Highlands Ranch Mansion (19%) were the least important opportunities.

Respondents age 55+ were less likely rate mountain bike trails and outdoor sports fields as being important than their counterparts but were more likely to feel that participating in or attending an Active Adult program or visiting the Highlands Ranch Mansion are essential or important. Men were more likely to rate mountain bike trails as being important, while women were more likely to see community gardens and outdoor bocce ball courts as important. Those between the ages of 35-54 were more likely to rate participating in youth recreation or sports programs as important, while those between the ages of 18-34 were more likely to see the importance of community gardens and outdoor tennis courts. Republicans were less likely to view the trail system as important. Democrats were more likely to rate participating in youth recreation or sports programs, community gardens, and riding an RTD bus or light rail as essential or very important.

Figure 17: Importance of Recreational Opportunities, 2023

How important are each of the following recreational opportunities to you and your family?



Percent essential or very important

Facility and Program Needs

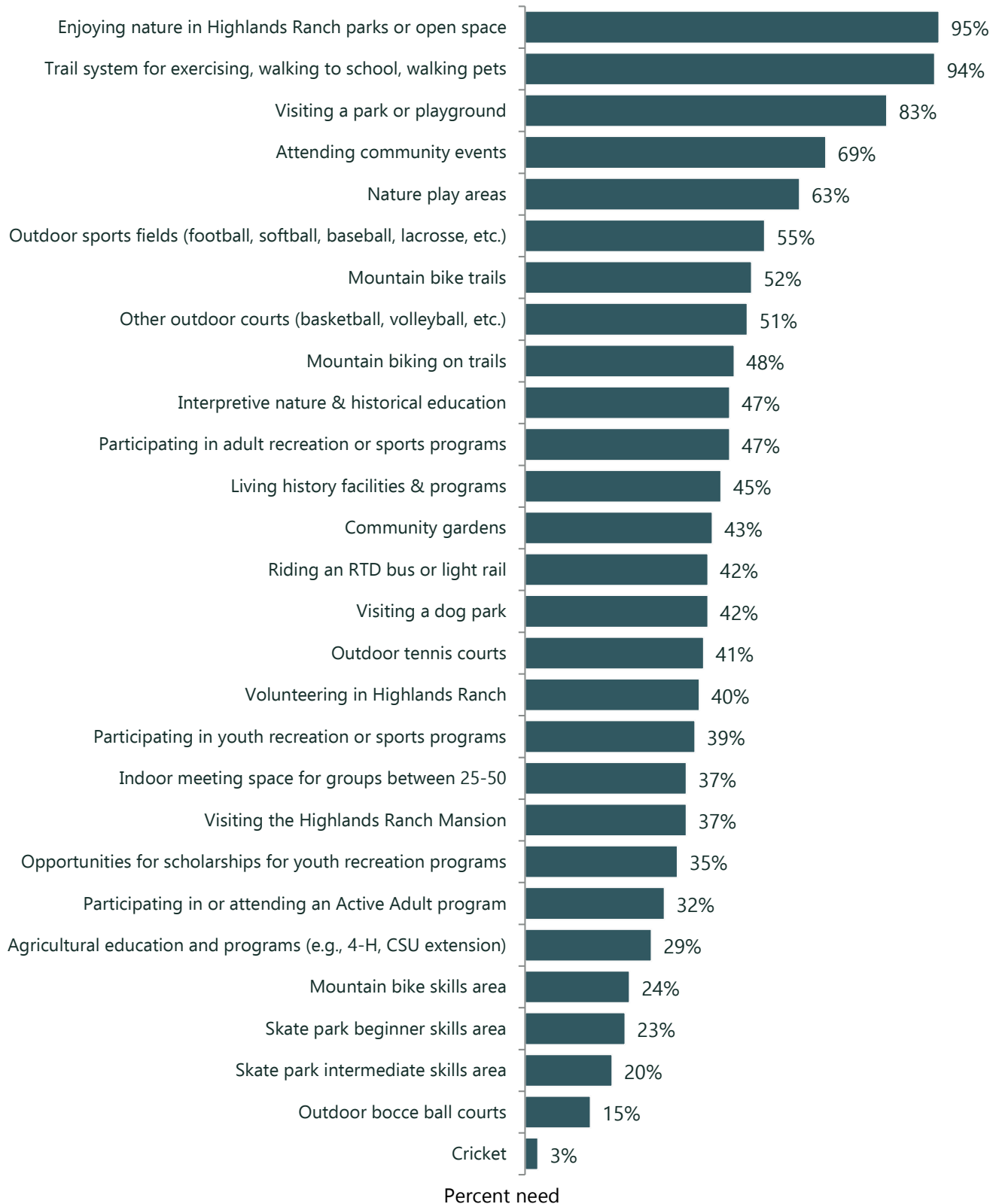
Household Need

Residents were asked two new questions in 2023 regarding facility and program needs in their household. First, respondents were asked to indicate if their household has a need for various facilities and programs. At least one-quarter of respondents indicated that their household needed most facilities and programs. At least two-thirds of respondents indicated that they had a need for attending community events, visiting a park or playground, the trail system, and for enjoying nature in Highlands Ranch parks or open space. Additionally, over half indicated a need for nature play areas, outdoor sports fields, mountain bike trails, and other outdoor courts (basketball, volleyball, etc.). Residents indicated less need for cricket (Needed by 3% of respondents), outdoor bocce ball courts (15%), and intermediate skills skate park (20%).

Where there were differences, residents under the age of 55 and democrats were more likely to have a need for most facilities and programs. However, residents 55+ and those who lived in Highlands Ranch for 10 years or more were more likely than their counterparts to indicate a need for participating in or attending an Active Adult program or visiting the Highlands Ranch Mansion. Republicans were also more likely indicate a need for visiting the Highlands Ranch Mansion.

Figure 18: Facility and Program Household Need, 2023

Indicate if your household has a need for each facility or program.



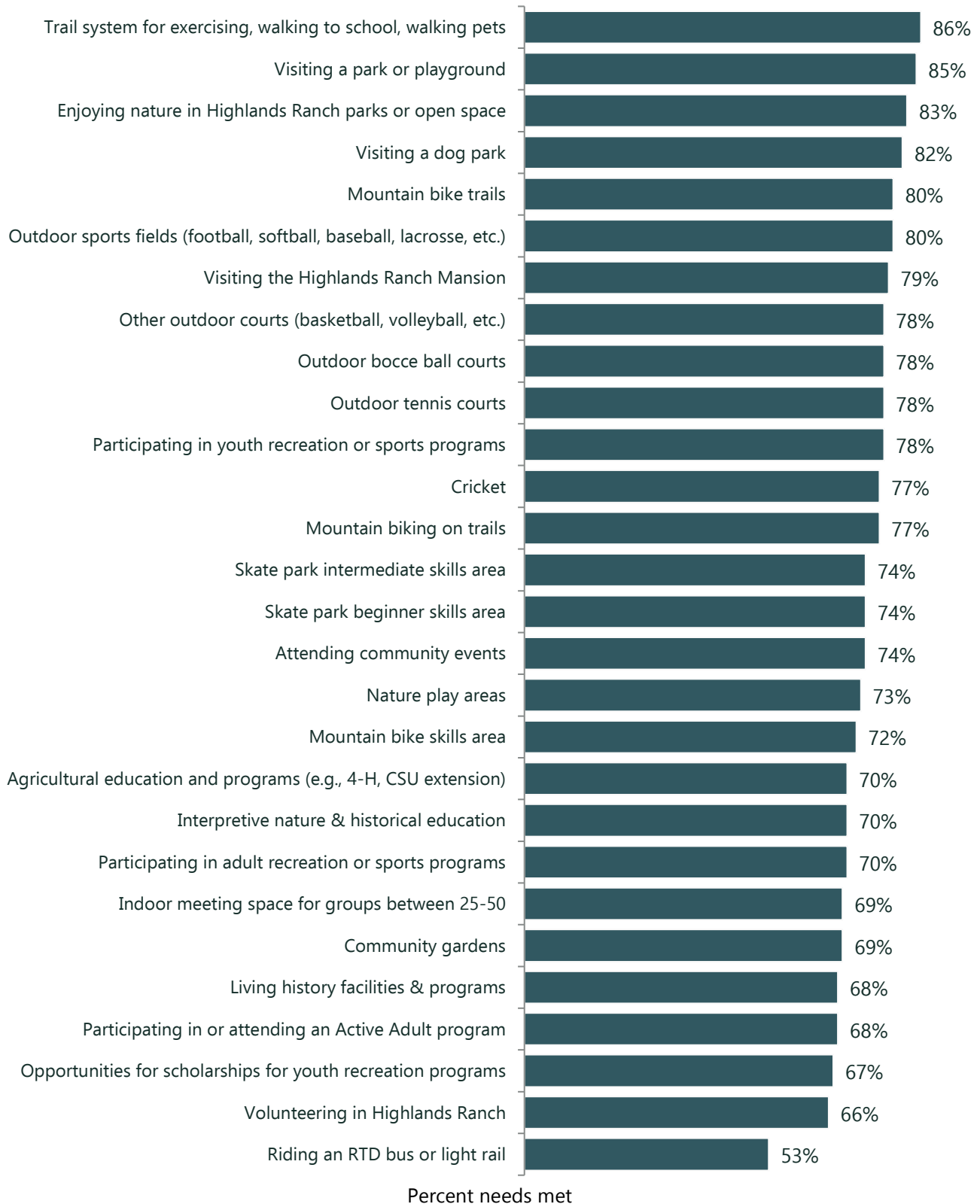
Household Needs Met

Residents were then asked to rate the extent to which their households' needs are currently being met. At least two-thirds of respondents indicated that their needs are being met for nearly all programs and facilities. Over 8 in 10 residents indicated that their needs are being met for the trail system, visiting a park or playground, enjoying nature in Highlands Ranch parks or open space, and visiting a dog park. Fewer respondents had their needs met for riding an RTD bus or light rail (53% indicated their needs were met) and volunteering in Highlands Ranch (66%).

Women were more likely to feel that their needs were met by the trail system, while men were more likely to indicate that their needs were met for volunteering in Highlands Ranch, living history facilities and programs, agricultural education and programs, and opportunities for scholarships for youth recreation programs. Residents under the age of 35 were less likely to indicate that their needs were met for visiting a park or playground, enjoying nature in parks or open space, riding an RTD bus or light rail, and beginner and intermediate skate park skills areas. Democrats were less likely to feel that their needs were met by the current mountain biking trails while Republicans were more likely to feel that their needs were met by beginner and intermediate skate park skills areas.

Figure 19: Facility and Program Household Needs Met, 2023

Rate the extent to which your households' needs are currently being met.



Household Needs vs. Needs Met

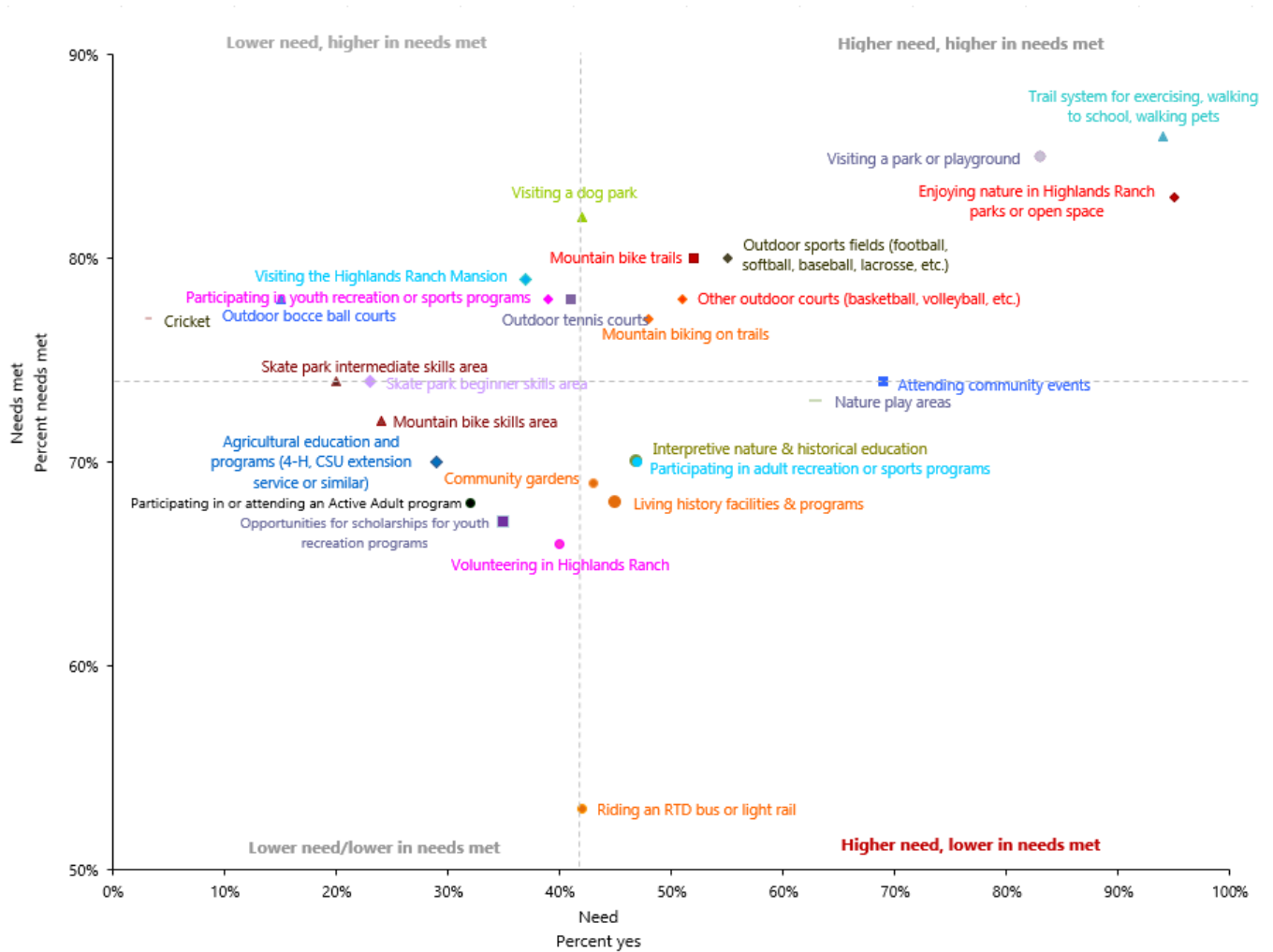
To identify the highest needs that are not being met, the household need and needs met ratings were plotted for each facility and program. Items were classified as “higher need” if they were needed by 42% or more households (the median “need” rating across all facilities and programs), and “lower need” if fewer than 42% of respondents considered them needed by their household. Programs and facilities receiving a “needs met” rating of 74% or more of respondents (the median “needs met” rating across all programs/facilities) were considered to be “higher in needs met” (i.e., a higher percentage of respondents identified that their household needs were being met) and those with a needs met rating of less than 74% were considered to be “lower in needs met” (i.e., a lower percentage of respondents identified that their households needs were being met).

Figure 20 displays the plot of these programs and facilities. They are displayed in a matrix in Figure 21. In both figures, the lower right-hand quadrant contains programs and facilities that were identified as being highly needed by households and lower in household needs being met by the current offerings.

Figure 20: Facility and Program Household Need vs. Needs Met, 2023

	Lower Household Need	Higher Household Need
Higher in Household Needs Met	<ul style="list-style-type: none"> • Outdoor tennis courts • Participating in youth recreation or sports programs • Visiting the Highlands Ranch Mansion • Skate park beginner area • Skate park intermediate area • Outdoor bocce ball courts • Cricket 	<ul style="list-style-type: none"> • Enjoying nature in Highlands Ranch parks or open space • Trail system for exercising, walking to school, walking pets • Visiting a park or playgroup • Attending community events • Outdoor sports fields • Mountain bike trails • Other outdoor courts • Mountain biking on trails • Visiting a dog park
Lower in Household Needs Met	<ul style="list-style-type: none"> • Mountain bike skills area • Agricultural education and programs • Indoor meeting space for groups 25-50 • Participating in or attending an Active Adult program • Opportunities for scholarships for youth recreation programs • Volunteering in Highlands Ranch 	<ul style="list-style-type: none"> • Nature play areas • Participating in adult recreation or sports programs • Interpretive nature & historical education • Community gardens • Living history facilities & programs • Riding an RTD bus or light rail

Figure 21: Comparison of Household Needs and Needs Met Ratings, 2023

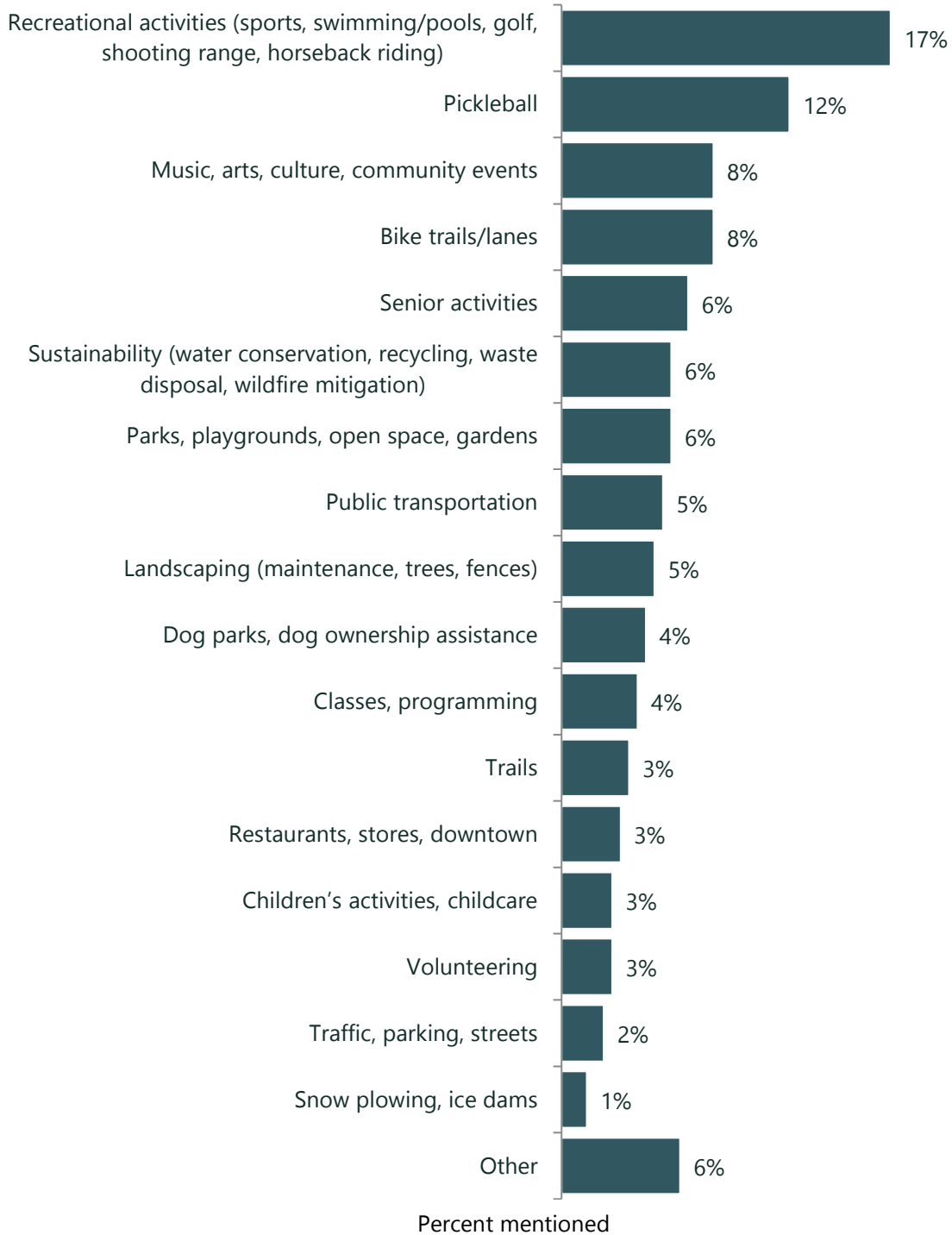


Desired Program/Services/Amenities

Residents were given the opportunity to indicate, in their own words, if there are any other programs/services/amenities not listed that they would like the Metro District to consider developing or partnering to provide in the next three to ten years (see Figure 20 on the following page). The most popular theme, mentioned by 17% of respondents, was recreational activities (sports, swimming/pools, golf, shooting range, horseback riding). Pickleball was specifically mentioned by 12% of residents. Music, arts, culture, and community events, along with bike trails/lanes were desired by 8% of respondents. Other popular themes were senior activities (6%), sustainability efforts (6%), and parks, playgrounds, open space, and gardens (6%).

Figure 22: Desired Programs, Services, and Amenities, 2023

Are there any other programs/services/amenities not listed above that you would like the Metro District to consider developing or partnering to provide in the next three to ten years?



Respondents were able to write in their response. The complete set of responses can be found in Appendix C: Verbatim Responses to Open-Ended Questions.

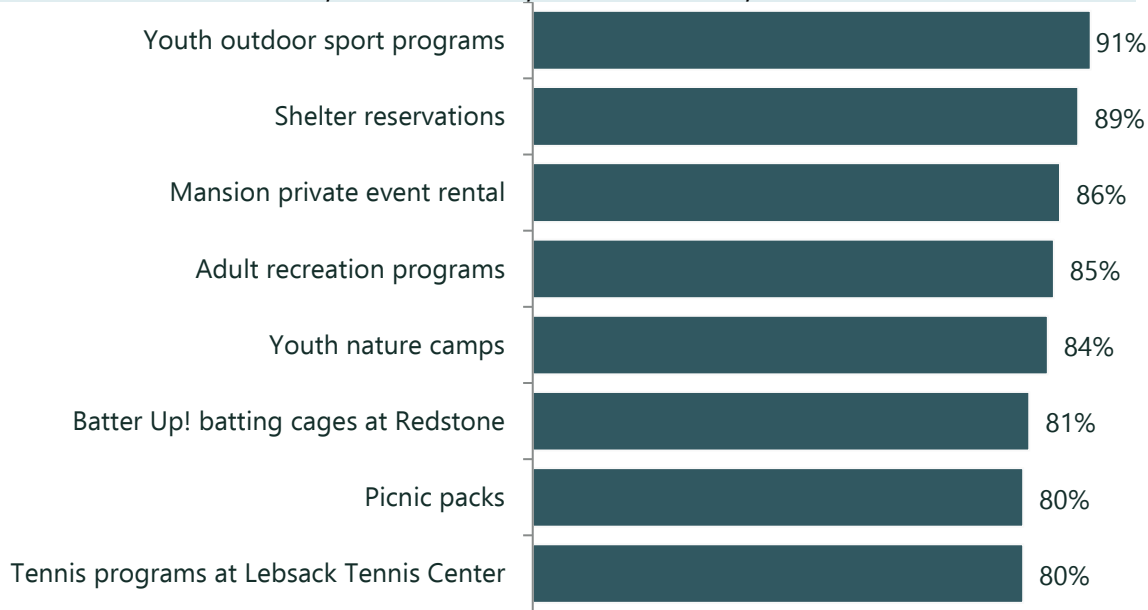
Program and Facility Value

Survey respondents were asked how satisfied they were with their experience with several Highlands Ranch programs or facilities compared to the cost paid to participate in the program or use the facility. Only those who used the respective facility or program were asked to rate their satisfaction. About 9 in 10 residents were satisfied with their experience with youth outdoor sport programs and shelter reservations compared to the cost they paid. All other facilities and programs received high marks by at least 8 in 10 respondents.

Residents who had lived in Highlands Ranch for less than five years were less likely to be satisfied with tennis programs at Lebsack Tennis Center. Men were more likely than women to be satisfied with picnic packs.

Figure 23: Program and Facility Value, 2023

If you participated in a Highlands Ranch Metro District program or reserved one of our facilities in the past 12 months, how satisfied are you with the value received in your program experience as compared to the cost paid?



Percent very or somewhat satisfied

Most respondents said “don’t know” or “did not participate” when rating these programs and facilities. The responses presented in the body of the report are for those who had an opinion. The full set of responses, including “don’t know” can be found in Appendix B: Complete Survey Frequencies.

Information Sources

The 2023 Highlands Ranch Metro District Citizen Survey contained questions regarding residents' use of various information sources and the Highlands Ranch website.

Frequency of Information Source Use

As in previous years, the most frequently used sources of information included word of mouth updates from friends, family, and neighbors (82% used at least once; an increase compared to 2019), the Metro District Messenger magazine (80%), and the Community Association website (77%; an increase compared to 2019). Other frequently used sources included HRCA News (74%) and the Metro District website (73%). Both of these sources were more frequently used by residents in 2023 compared to 2019. However, residents also indicated that they used several sources less frequently now than they did in 2019. These sources included the Highlands Ranch Herald, Denver Post, television news, radio news, blog sites, Nextdoor, Facebook, and Twitter (see Figure 24 on the following page; for more differences, please refer to *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

Where there were differences, those age 35+ were more likely to use all sources of information. Men were more likely to read the Highlands Ranch Herald and listen to radio news, while women were more likely to visit Facebook, Instagram, and the Community Association website. Democrats were more likely than their counterparts to visit Facebook, Instagram, the Metro District and Community Association websites, watch Cable TV Channel 8, and read the Denver Post (see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

Figure 24: Information Sources Used Compared by Year

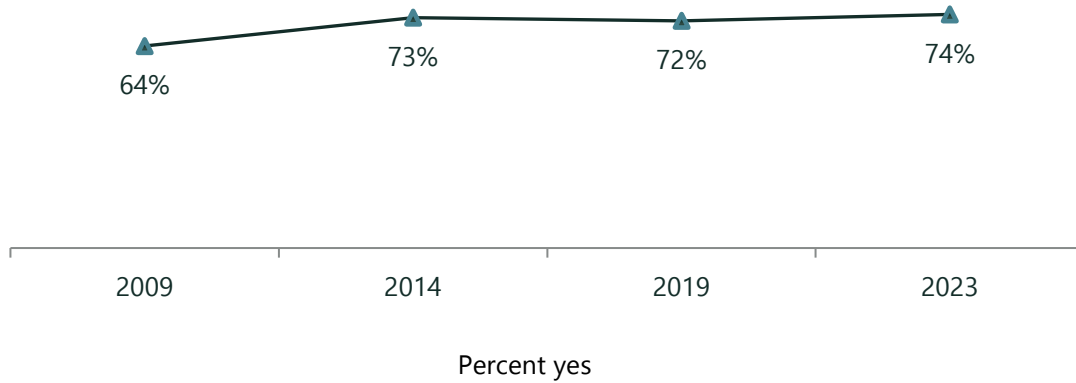
In the past 12 months, about how many times, if ever, have you or other household members used the following sources of information for news about Highlands Ranch? (Percent at least once)	2005	2009	2014	2019	2023
Word of mouth updates from friends, family, neighbors	84%	83%	79%	77%	82%
Metro District Messenger magazine	78%	81%	85%	79%	80%
www.hrcaonline.org (Community Association website)	45%	61%	72%	71%	77%
HRCA News	80%	83%	83%	69%	74%
www.highlandsranch.org (Metro District website)	51%	64%	71%	67%	73%
Highlands Ranch Herald (print or online at www.highlandsranchherald.net)	87%	80%	75%	67%	59%
Nextdoor	.	.	.	56%	51%
www.highlandsranch.com (Community Portal)	44%	55%	55%	53%	50%
e-Messenger and electronic newsletters from Metro District	9%	27%	43%	45%	47%
e-Newsletters from Douglas County	36%
Denver Post	.	68%	55%	37%	32%
Television news	66%	67%	53%	51%	32%
Facebook	.	.	.	40%	27%
Radio news	45%	46%	38%	34%	15%
Instagram	15%
Twitter	.	16%	36%	14%	9%
Blog sites	.	6%	10%	11%	6%
Cable TV Channel 8 (government access channel)	34%	28%	16%	9%	6%

Prior to 2023 "Word of mouth updates from friends, family, neighbors" was worded as "Word of mouth". "E-Messenger and electronic newsletters from Metro District" and "Instagram" were added in 2023.

Website Visits

In 2023, nearly three-quarters of residents reported that they had accessed the Metro District’s website (www.highlandsranch.org) in the 12 months prior to the survey. This rating is on par with 2019.

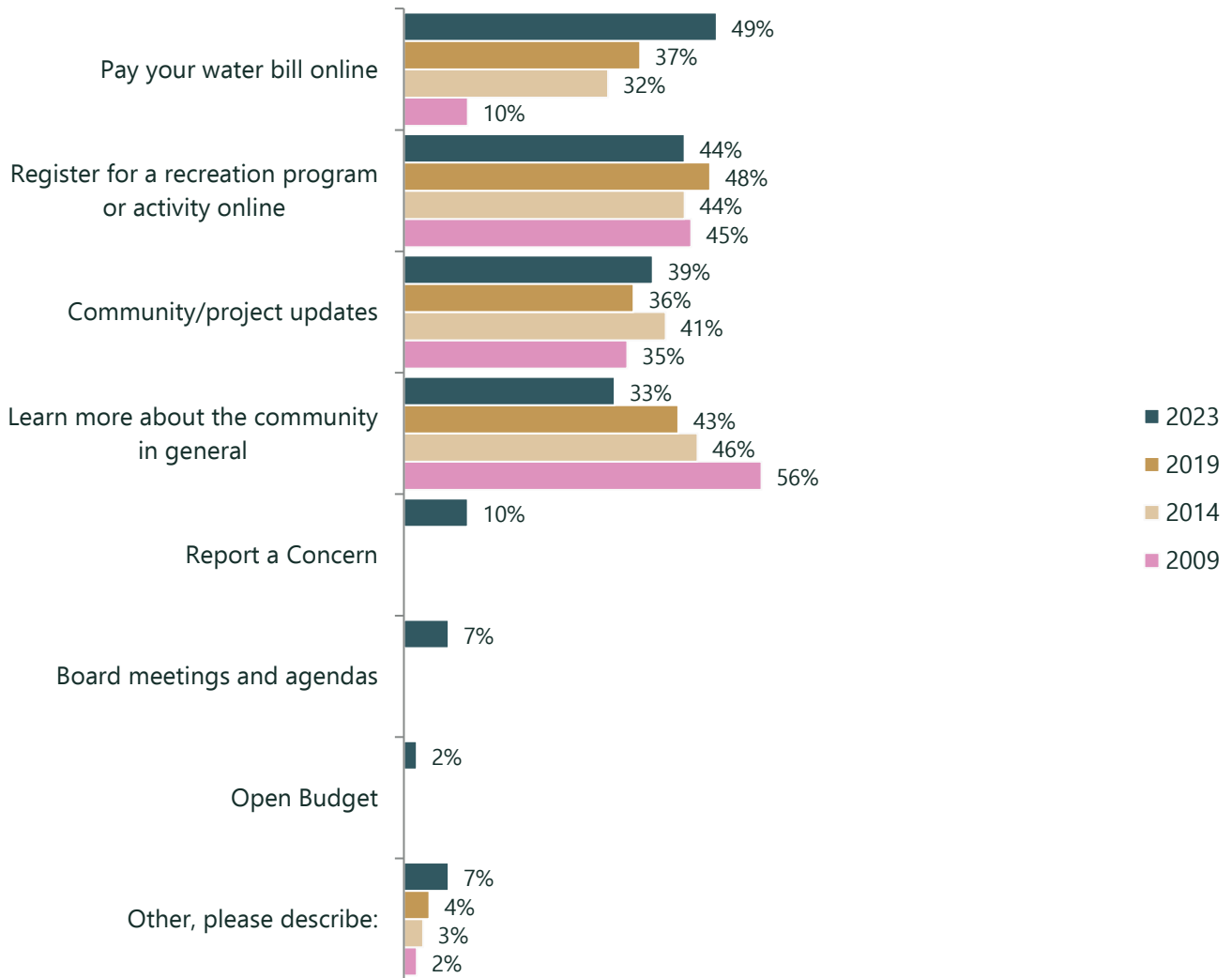
Figure 25: Highlands Ranch Website Visits Compared by Year



Residents who had used the website were asked to indicate their reason(s) for visiting the website. Similar to previous years, the most common reasons for visiting the website were to pay a water bill online, register for a recreation program or activity online, get community/project updates, and to learn more about the community in general. Each of these reasons were selected by at least one third of respondents. Few respondents selected Open Budget and board meetings and agendas as reasons for visiting the website. Compared to 2019, more residents in 2023 visited the website to pay their water bill online. Fewer residents in 2023 visited the website to learn more about the community in general (see Figure 26 on the following page).

Figure 26: Reasons for Website Visits Compared by Year

Please indicate the reason(s) for your visit (mark all that apply):



Percent selected

Total may exceed 100% as respondents could select more than one option.

Respondents were able to write in an "other" response. The complete set of write-in responses can be found in Appendix C: Verbatim Responses to Open-Ended Questions.

"Board meetings and agendas", "Open Budget", and "Report a Concern" were added in 2023. Prior to 2023, "Community/project updates" was "Read community updates".

Appendix A: Respondent Characteristics

The following tables summarize the demographic characteristics of Highlands Ranch's survey respondents in 2023.

Table 1: Question D1

How long have you lived in Highlands Ranch?	Percent	Number
Less than 5 years	24%	N=144
5 to 9 years	14%	N=80
10 to 14 years	13%	N=75
15 to 19 years	12%	N=68
20 or more years	38%	N=224
Total	100%	N=592

Table 2: Question D2

Please check the appropriate box indicating the type of housing unit in which you live.	Percent	Number
Detached single-family home	87%	N=513
Condominium or townhouse	11%	N=63
Apartment	3%	N=16
Total	100%	N=591

Table 3: Question D3

Do you rent or own your residence?	Percent	Number
Rent	5%	N=31
Own	95%	N=558
Total	100%	N=589

Table 4: Question D4

How many members of your household are aged 17 or younger?	Percent	Number
None	72%	N=144
1	7%	N=14
2	13%	N=26
3 or more	8%	N=17
Total	100%	N=201

Table 5: Question D5

How many members of your household are aged 60 or older?	Percent	Number
None	43%	N=89
1	25%	N=51
2	32%	N=65
3 or more	0%	N=0
Total	100%	N=205

Table 6: Question D6

How much do you anticipate your household's total income before taxes will be for the current year?	Percent	Number
Less than \$34,999	2%	N=10
\$35,000 to \$49,999	2%	N=13
\$50,000 to \$74,999	7%	N=38
\$75,000 to \$124,999	27%	N=144
\$125,000 to \$199,999	29%	N=156
\$200,000 or more	33%	N=177
Total	100%	N=537

Table 7: Question D7

What is the highest level of education you have completed?	Percent	Number
Some high school	0%	N=0
Completed high school/GED	3%	N=16
Some college or technical/associates degree	12%	N=69
Bachelor's degree	50%	N=296
Master's degree or Doctoral/Professional degree	35%	N=205
Total	100%	N=587

Table 8: Question D8

What is your age?	Percent	Number
18-24	1%	N=5
25-34	22%	N=126
35-44	14%	N=79
45-54	23%	N=136
55-64	17%	N=99
65-74	15%	N=86
75 +	8%	N=47
Total	100%	N=580

Table 9: Question D9

What is your gender?	Percent	Number
Woman	53%	N=307
Man	47%	N=271
Identify in another way	1%	N=3
Total	100%	N=581

Table 10: Question D10 (excluding don't know)

With which political party are you currently registered to vote?	Percent	Number
Democrat	22%	N=120
Republican	31%	N=168
Unaffiliated	46%	N=251
Other	2%	N=10
Total	100%	N=548

Table 11: Question D10 (including don't know)

With which political party are you currently registered to vote?	Percent	Number
Democrat	22%	N=120
Republican	30%	N=168
Unaffiliated	45%	N=251
Other	2%	N=10
Don't know	1%	N=7
Total	100%	N=556

Appendix B: Complete Survey Frequencies

The following pages contain a complete set of responses to each question on the survey. For questions that included a “don’t know” or “no opinion” response option, two tables for that question are provided: the first excludes the “don’t know” or “no opinion” responses and the second includes those response options.

Table 12: Question 1 (excluding don't know)

Please rate each of the following aspects of quality of life in Highlands Ranch:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Highlands Ranch as a place to live	55%	N=337	42%	N=258	2%	N=12	0%	N=1	100%	N=608
Your neighborhood as a place to live	51%	N=312	42%	N=257	6%	N=34	1%	N=4	100%	N=608
Highlands Ranch as a place to raise children	52%	N=275	42%	N=219	6%	N=31	0%	N=0	100%	N=525
Highlands Ranch as a place to work	30%	N=111	42%	N=159	23%	N=88	5%	N=19	100%	N=377
Highlands Ranch as a place to visit	25%	N=133	42%	N=224	26%	N=138	8%	N=43	100%	N=539
Highlands Ranch as a place to retire	29%	N=139	44%	N=209	21%	N=100	6%	N=28	100%	N=477
Overall quality of life in Highlands Ranch	45%	N=273	50%	N=304	5%	N=28	0%	N=0	100%	N=606

Table 13: Question 1 (including don't know)

Please rate each of the following aspects of quality of life in Highlands Ranch:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Highlands Ranch as a place to live	55%	N=337	42%	N=258	2%	N=12	0%	N=1	0%	N=0	100%	N=608
Your neighborhood as a place to live	51%	N=312	42%	N=257	6%	N=34	1%	N=4	0%	N=0	100%	N=608

Please rate each of the following aspects of quality of life in Highlands Ranch:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Highlands Ranch as a place to raise children	46%	N=275	36%	N=219	5%	N=31	0%	N=0	13%	N=75	100%	N=600
Highlands Ranch as a place to work	19%	N=111	27%	N=159	15%	N=88	3%	N=19	37%	N=218	100%	N=595
Highlands Ranch as a place to visit	22%	N=133	37%	N=224	23%	N=138	7%	N=43	10%	N=59	100%	N=598
Highlands Ranch as a place to retire	23%	N=139	35%	N=209	17%	N=100	5%	N=28	21%	N=123	100%	N=600
Overall quality of life in Highlands Ranch	45%	N=273	50%	N=304	5%	N=28	0%	N=0	0%	N=0	100%	N=606

Table 14: Question 2 (excluding don't know)

Please rate each of the following characteristics as they relate to Highlands Ranch as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Highlands Ranch	45%	N=271	46%	N=281	9%	N=52	0%	N=3	100%	N=608
Overall ease of getting to the places you usually visit	51%	N=312	41%	N=249	6%	N=38	1%	N=7	100%	N=606
Quality of overall natural environment in Highlands Ranch	51%	N=305	41%	N=247	8%	N=46	1%	N=5	100%	N=602
Overall built environment of Highlands Ranch (including overall design, buildings and transportation systems)	26%	N=158	53%	N=322	17%	N=104	3%	N=18	100%	N=603
Health and wellness opportunities in Highlands Ranch	51%	N=295	43%	N=249	6%	N=35	1%	N=4	100%	N=584
Overall opportunities for education and enrichment	33%	N=180	48%	N=261	17%	N=91	2%	N=10	100%	N=543
Overall economic health of Highlands Ranch	39%	N=216	54%	N=303	7%	N=37	1%	N=3	100%	N=559

Please rate each of the following characteristics as they relate to Highlands Ranch as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Sense of community	20%	N=118	42%	N=248	34%	N=202	5%	N=28	100%	N=596
Overall image or reputation of Highlands Ranch	34%	N=200	48%	N=287	16%	N=96	2%	N=11	100%	N=594

Table 15: Question 2 (including don't know)

Please rate each of the following characteristics as they relate to Highlands Ranch as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Highlands Ranch	45%	N=271	46%	N=281	9%	N=52	0%	N=3	0%	N=0	100%	N=608
Overall ease of getting to the places you usually visit	51%	N=312	41%	N=249	6%	N=38	1%	N=7	0%	N=0	100%	N=606
Quality of overall natural environment in Highlands Ranch	50%	N=305	41%	N=247	8%	N=46	1%	N=5	1%	N=3	100%	N=605
Overall built environment of Highlands Ranch (including overall design, buildings and transportation systems)	26%	N=158	53%	N=322	17%	N=104	3%	N=18	0%	N=3	100%	N=605
Health and wellness opportunities in Highlands Ranch	49%	N=295	41%	N=249	6%	N=35	1%	N=4	3%	N=19	100%	N=603
Overall opportunities for education and enrichment	30%	N=180	43%	N=261	15%	N=91	2%	N=10	11%	N=64	100%	N=606
Overall economic health of Highlands Ranch	36%	N=216	50%	N=303	6%	N=37	1%	N=3	7%	N=45	100%	N=604
Sense of community	19%	N=118	41%	N=248	33%	N=202	5%	N=28	2%	N=11	100%	N=607

Please rate each of the following characteristics as they relate to Highlands Ranch as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall image or reputation of Highlands Ranch	33%	N=200	48%	N=287	16%	N=96	2%	N=11	2%	N=9	100%	N=603

Table 16: Question 3 (excluding don't know)

Following are services provided by the Metro District. Please rate the quality of each service.	Excellent		Good		Fair		Poor		Total	
Maintenance of parks	49%	N=292	47%	N=275	4%	N=24	0%	N=0	100%	N=592
New installations of low water use landscape along parkways	21%	N=97	50%	N=227	22%	N=99	6%	N=29	100%	N=452
Fence repair and replacement along major roads	25%	N=141	51%	N=285	20%	N=114	4%	N=22	100%	N=562
Snow removal on trails and sidewalks along major roads	29%	N=172	42%	N=245	22%	N=130	7%	N=41	100%	N=588
Highlands Ranch Mansion public open hours and community events	31%	N=103	56%	N=185	12%	N=39	1%	N=5	100%	N=331
Open space and natural areas management	41%	N=235	49%	N=282	10%	N=57	1%	N=5	100%	N=579
Dog park maintenance	26%	N=81	50%	N=154	19%	N=60	4%	N=13	100%	N=308
Condition of trail surfaces	36%	N=198	53%	N=292	10%	N=53	1%	N=4	100%	N=547
Outdoor recreation and sports league programs	41%	N=151	47%	N=174	11%	N=42	1%	N=2	100%	N=368
Batter Up! Batting Cages at Redstone Park	28%	N=42	65%	N=98	6%	N=9	1%	N=2	100%	N=151
Playground maintenance and replacements	38%	N=147	53%	N=204	7%	N=25	2%	N=8	100%	N=385
Park shelter condition	34%	N=147	58%	N=251	7%	N=30	1%	N=6	100%	N=434

Following are services provided by the Metro District. Please rate the quality of each service.	Excellent		Good		Fair		Poor		Total	
Channel stabilization and storm water management	29%	N=101	55%	N=193	15%	N=54	1%	N=4	100%	N=352
Active Adult Programs and Services (AAPS)	29%	N=63	52%	N=113	17%	N=36	3%	N=6	100%	N=219
Website: www.highlandsranch.org	20%	N=98	54%	N=269	22%	N=109	4%	N=21	100%	N=497
Metro District Messenger magazine	25%	N=129	54%	N=279	19%	N=99	1%	N=7	100%	N=513
Overall performance of the Highlands Ranch Metro District	26%	N=148	63%	N=363	11%	N=61	1%	N=4	100%	N=575
Overall quality of services provided by the Highlands Ranch Metro District	28%	N=159	61%	N=353	10%	N=60	1%	N=4	100%	N=575

Table 17: Question 3 (including don't know)

Following are services provided by the Metro District. Please rate the quality of each service.	Excellent		Good		Fair		Poor		Don't know		Total	
Maintenance of parks	49%	N=292	46%	N=275	4%	N=24	0%	N=0	1%	N=4	100%	N=596
New installations of low water use landscape along parkways	16%	N=97	38%	N=227	17%	N=99	5%	N=29	24%	N=144	100%	N=595
Fence repair and replacement along major roads	24%	N=141	48%	N=285	19%	N=114	4%	N=22	6%	N=36	100%	N=598
Snow removal on trails and sidewalks along major roads	29%	N=172	41%	N=245	22%	N=130	7%	N=41	2%	N=10	100%	N=598
Highlands Ranch Mansion public open hours and community events	17%	N=103	31%	N=185	6%	N=39	1%	N=5	45%	N=266	100%	N=597

Following are services provided by the Metro District. Please rate the quality of each service.	Excellent		Good		Fair		Poor		Don't know		Total	
Open space and natural areas management	39%	N=235	47%	N=282	9%	N=57	1%	N=5	3%	N=20	100%	N=599
Dog park maintenance	14%	N=81	26%	N=154	10%	N=60	2%	N=13	48%	N=288	100%	N=595
Condition of trail surfaces	33%	N=198	49%	N=292	9%	N=53	1%	N=4	8%	N=49	100%	N=595
Outdoor recreation and sports league programs	25%	N=151	29%	N=174	7%	N=42	0%	N=2	38%	N=226	100%	N=595
Batter Up! Batting Cages at Redstone Park	7%	N=42	17%	N=98	2%	N=9	0%	N=2	75%	N=443	100%	N=595
Playground maintenance and replacements	25%	N=147	34%	N=204	4%	N=25	1%	N=8	35%	N=210	100%	N=594
Park shelter condition	25%	N=147	42%	N=251	5%	N=30	1%	N=6	27%	N=161	100%	N=595
Channel stabilization and storm water management	17%	N=101	32%	N=193	9%	N=54	1%	N=4	41%	N=245	100%	N=596
Active Adult Programs and Services (AAPS)	10%	N=63	19%	N=113	6%	N=36	1%	N=6	64%	N=382	100%	N=601
Website: www.highlandsranch.org	16%	N=98	45%	N=269	18%	N=109	4%	N=21	17%	N=101	100%	N=598
Metro District Messenger magazine	21%	N=129	46%	N=279	16%	N=99	1%	N=7	15%	N=89	100%	N=603
Overall performance of the Highlands Ranch Metro District	25%	N=148	60%	N=363	10%	N=61	1%	N=4	4%	N=26	100%	N=601
Overall quality of services provided by the Highlands Ranch Metro District	26%	N=159	59%	N=353	10%	N=60	1%	N=4	4%	N=25	100%	N=600

Table 18: Question 4 (excluding don't know)

Please rate how safe you feel in the following public areas managed by the Highlands Ranch Metro District:	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N
Parks	70%	N=393	28%	N=158	1%	N=6	0%	N=1	100%	N=559
Open space and natural areas	60%	N=351	38%	N=220	2%	N=10	0%	N=1	100%	N=581
Trails	60%	N=344	38%	N=214	2%	N=12	0%	N=1	100%	N=571
Sidewalks on major roads	51%	N=303	43%	N=252	6%	N=36	0%	N=2	100%	N=593
Highlands Ranch Mansion	78%	N=234	22%	N=67	0%	N=0	0%	N=0	100%	N=301

Table 19: Question 4 (including don't know)

Please rate how safe you feel in the following public areas managed by the Highlands Ranch Metro District:	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Parks	69%	N=393	28%	N=158	1%	N=6	0%	N=1	3%	N=15	100%	N=574
Open space and natural areas	58%	N=351	37%	N=220	2%	N=10	0%	N=1	3%	N=19	100%	N=600
Trails	58%	N=344	36%	N=214	2%	N=12	0%	N=1	4%	N=27	100%	N=597
Sidewalks on major roads	50%	N=303	42%	N=252	6%	N=36	0%	N=2	1%	N=8	100%	N=601
Highlands Ranch Mansion	39%	N=234	11%	N=67	0%	N=0	0%	N=0	50%	N=300	100%	N=601

Table 20: Question 5 (excluding don't know)

Please rate the following statements by selecting the number that best represents your opinion.	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Total	
Metro District elected officials generally act in the best interest of taxpayers	21%	N=87	63%	N=262	12%	N=49	5%	N=19	100%	N=416
Highlands Ranch Metro District employees perform quality work	41%	N=202	55%	N=270	3%	N=15	1%	N=5	100%	N=492
I receive good value for the taxes I pay to the Metro District	32%	N=176	54%	N=297	11%	N=60	3%	N=17	100%	N=549
I am pleased with the overall direction the Metro District is taking	28%	N=137	60%	N=295	9%	N=46	3%	N=16	100%	N=493
I am well informed on major issues within Highlands Ranch	14%	N=75	50%	N=268	29%	N=155	7%	N=39	100%	N=537
The Metro District welcomes citizen involvement	27%	N=109	56%	N=224	12%	N=49	5%	N=19	100%	N=401
The Metro District Board of Directors implements policies that reflect my values	15%	N=58	63%	N=247	17%	N=66	6%	N=24	100%	N=395

Table 21: Question 5 (including don't know)

Please rate the following statements by selecting the number that best represents your opinion.	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Metro District elected officials generally act in the best interest of taxpayers	15%	N=87	44%	N=262	8%	N=49	3%	N=19	30%	N=178	100%	N=594
Highlands Ranch Metro District employees perform quality work	34%	N=202	45%	N=270	3%	N=15	1%	N=5	18%	N=105	100%	N=596
I receive good value for the taxes I pay to the Metro District	29%	N=176	50%	N=297	10%	N=60	3%	N=17	8%	N=48	100%	N=597
I am pleased with the overall direction the Metro District is taking	23%	N=137	49%	N=295	8%	N=46	3%	N=16	17%	N=104	100%	N=597
I am well informed on major issues within Highlands Ranch	13%	N=75	45%	N=268	26%	N=155	6%	N=39	10%	N=62	100%	N=599
The Metro District welcomes citizen involvement	18%	N=109	38%	N=224	8%	N=49	3%	N=19	33%	N=194	100%	N=595
The Metro District Board of Directors implements policies that reflect my values	10%	N=58	42%	N=247	11%	N=66	4%	N=24	34%	N=200	100%	N=595

Table 22: Question 6 (excluding don't know)

How important are each of the following recreational opportunities to you and your family?	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Trail system for exercising, walking to school, walking pets	66%	N=389	26%	N=154	7%	N=40	1%	N=8	100%	N=592
Mountain biking on trails	27%	N=154	21%	N=117	28%	N=156	24%	N=135	100%	N=562
Visiting a dog park	20%	N=108	18%	N=96	27%	N=145	34%	N=181	100%	N=530
Visiting a park or playground	42%	N=246	27%	N=158	22%	N=127	9%	N=51	100%	N=581
Enjoying nature in Highlands Ranch parks or open space	58%	N=345	30%	N=176	11%	N=64	1%	N=8	100%	N=592
Participating in or attending an Active Adult program	10%	N=47	19%	N=92	32%	N=153	40%	N=192	100%	N=484
Participating in adult recreation or sports programs	12%	N=65	23%	N=122	39%	N=202	25%	N=133	100%	N=522
Participating in youth recreation or sports programs	22%	N=117	24%	N=129	20%	N=104	34%	N=182	100%	N=531
Attending community events	12%	N=66	30%	N=171	47%	N=269	12%	N=70	100%	N=577
Riding an RTD bus or light rail	12%	N=65	23%	N=123	29%	N=156	36%	N=194	100%	N=538
Visiting the Highlands Ranch Mansion	7%	N=35	11%	N=57	41%	N=204	40%	N=200	100%	N=496
Volunteering in Highlands Ranch	6%	N=29	15%	N=78	45%	N=233	34%	N=174	100%	N=515
Community gardens	12%	N=65	27%	N=143	33%	N=173	28%	N=150	100%	N=531
Outdoor tennis courts	15%	N=82	25%	N=132	28%	N=151	32%	N=171	100%	N=536
Outdoor bocce ball courts	3%	N=16	15%	N=78	32%	N=165	49%	N=251	100%	N=510

How important are each of the following recreational opportunities to you and your family?	Essential		Very important		Somewhat important		Not at all important		Total	
Other outdoor courts (basketball, volleyball, etc.)	15%	N=78	27%	N=141	36%	N=190	23%	N=120	100%	N=529
Outdoor sports fields (football, softball, baseball, lacrosse, etc.)	23%	N=123	32%	N=172	28%	N=150	18%	N=98	100%	N=543
Mountain bike trails	25%	N=140	25%	N=135	27%	N=147	23%	N=126	100%	N=547
Mountain bike skills area	13%	N=69	19%	N=100	30%	N=155	38%	N=201	100%	N=526
Skate park beginner skills area/ elements	10%	N=53	15%	N=78	35%	N=178	40%	N=204	100%	N=513
Skate park intermediate skills area/ elements	10%	N=52	14%	N=74	34%	N=175	41%	N=208	100%	N=508
Interpretive nature & historical education	11%	N=60	28%	N=146	41%	N=215	20%	N=107	100%	N=529
Living history facilities & programs	13%	N=67	24%	N=128	40%	N=213	23%	N=122	100%	N=530
Agricultural education and programs (4-H, CSU extension service or similar)	10%	N=52	22%	N=114	37%	N=189	31%	N=158	100%	N=513
Cricket	1%	N=6	5%	N=23	25%	N=121	69%	N=338	100%	N=488
Nature play areas	19%	N=103	39%	N=215	27%	N=150	14%	N=79	100%	N=548
Opportunities for scholarships for youth recreation programs	17%	N=91	28%	N=149	31%	N=169	24%	N=127	100%	N=536
Indoor meeting space for groups between 25-50	14%	N=77	29%	N=153	30%	N=160	27%	N=145	100%	N=534

Table 23: Question 6 (including don't know)

How important are each of the following recreational opportunities to you and your family?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Trail system for exercising, walking to school, walking pets	65%	N=389	26%	N=154	7%	N=40	1%	N=8	1%	N=5	100%	N=597
Mountain biking on trails	26%	N=154	20%	N=117	26%	N=156	22%	N=135	6%	N=38	100%	N=600
Visiting a dog park	18%	N=108	16%	N=96	24%	N=145	30%	N=181	11%	N=66	100%	N=596
Visiting a park or playground	41%	N=246	26%	N=158	21%	N=127	9%	N=51	3%	N=15	100%	N=597
Enjoying nature in Highlands Ranch parks or open space	58%	N=345	29%	N=176	11%	N=64	1%	N=8	1%	N=6	100%	N=598
Participating in or attending an Active Adult program	8%	N=47	15%	N=92	26%	N=153	32%	N=192	19%	N=111	100%	N=595
Participating in adult recreation or sports programs	11%	N=65	20%	N=122	34%	N=202	22%	N=133	13%	N=78	100%	N=600
Participating in youth recreation or sports programs	20%	N=117	22%	N=129	18%	N=104	31%	N=182	11%	N=63	100%	N=594
Attending community events	11%	N=66	29%	N=171	45%	N=269	12%	N=70	3%	N=21	100%	N=598
Riding an RTD bus or light rail	11%	N=65	21%	N=123	26%	N=156	32%	N=194	10%	N=60	100%	N=598
Visiting the Highlands Ranch Mansion	6%	N=35	9%	N=57	34%	N=204	33%	N=200	17%	N=102	100%	N=597
Volunteering in Highlands Ranch	5%	N=29	13%	N=78	39%	N=233	29%	N=174	14%	N=85	100%	N=599
Community gardens	11%	N=65	24%	N=143	29%	N=173	25%	N=150	11%	N=66	100%	N=597

How important are each of the following recreational opportunities to you and your family?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Outdoor tennis courts	14%	N=82	22%	N=132	25%	N=151	29%	N=171	10%	N=61	100%	N=597
Outdoor bocce ball courts	3%	N=16	13%	N=78	28%	N=165	42%	N=251	14%	N=83	100%	N=593
Other outdoor courts (basketball, volleyball, etc.)	13%	N=78	24%	N=141	32%	N=190	20%	N=120	11%	N=62	100%	N=591
Outdoor sports fields (football, softball, baseball, lacrosse, etc.)	21%	N=123	29%	N=172	25%	N=150	17%	N=98	8%	N=49	100%	N=592
Mountain bike trails	23%	N=140	23%	N=135	25%	N=147	21%	N=126	8%	N=49	100%	N=596
Mountain bike skills area	12%	N=69	17%	N=100	26%	N=155	34%	N=201	11%	N=68	100%	N=594
Skate park beginner skills area/ elements	9%	N=53	13%	N=78	30%	N=178	34%	N=204	14%	N=81	100%	N=595
Skate park intermediate skills area/ elements	9%	N=52	12%	N=74	30%	N=175	35%	N=208	14%	N=82	100%	N=590
Interpretive nature & historical education	10%	N=60	25%	N=146	36%	N=215	18%	N=107	11%	N=63	100%	N=591
Living history facilities & programs	11%	N=67	21%	N=128	36%	N=213	20%	N=122	11%	N=66	100%	N=596
Agricultural education and programs (4-H, CSU extension service or similar)	9%	N=52	19%	N=114	32%	N=189	27%	N=158	13%	N=79	100%	N=592
Cricket	1%	N=6	4%	N=23	20%	N=121	57%	N=338	18%	N=109	100%	N=596
Nature play areas	17%	N=103	36%	N=215	25%	N=150	13%	N=79	8%	N=49	100%	N=597

How important are each of the following recreational opportunities to you and your family?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Opportunities for scholarships for youth recreation programs	15%	N=91	25%	N=149	28%	N=169	21%	N=127	10%	N=62	100%	N=598
Indoor meeting space for groups between 25-50	13%	N=77	26%	N=153	27%	N=160	24%	N=145	11%	N=65	100%	N=599

Table 24: Question 7 - Household Need

Indicate if your household has a need for each facility or program.	Need		Do not need		Total	
Trail system for exercising, walking to school, walking pets	94%	N=549	6%	N=37	100%	N=585
Mountain biking on trails	48%	N=281	52%	N=305	100%	N=586
Visiting a dog park	42%	N=247	58%	N=340	100%	N=587
Visiting a park or playground	83%	N=479	17%	N=101	100%	N=581
Enjoying nature in Highlands Ranch parks or open space	95%	N=552	5%	N=31	100%	N=583
Participating in or attending an Active Adult program	32%	N=186	68%	N=398	100%	N=584
Participating in adult recreation or sports programs	47%	N=271	53%	N=310	100%	N=581
Participating in youth recreation or sports programs	39%	N=228	61%	N=357	100%	N=584
Attending community events	69%	N=393	31%	N=177	100%	N=570
Riding an RTD bus or light rail	42%	N=244	58%	N=333	100%	N=577
Visiting the Highlands Ranch Mansion	37%	N=211	63%	N=367	100%	N=578
Volunteering in Highlands Ranch	40%	N=227	60%	N=346	100%	N=573
Community gardens	43%	N=248	57%	N=332	100%	N=580

Indicate if your household has a need for each facility or program.	Need		Do not need		Total	
Outdoor tennis courts	41%	N=236	59%	N=341	100%	N=576
Outdoor bocce ball courts	15%	N=87	85%	N=491	100%	N=578
Other outdoor courts (basketball, volleyball, etc.)	51%	N=289	49%	N=279	100%	N=567
Outdoor sports fields (football, softball, baseball, lacrosse, etc.)	55%	N=320	45%	N=259	100%	N=579
Mountain bike trails	52%	N=298	48%	N=278	100%	N=576
Mountain bike skills area	24%	N=136	76%	N=438	100%	N=574
Skate park beginner skills area	23%	N=134	77%	N=444	100%	N=578
Skate park intermediate skills area	20%	N=118	80%	N=459	100%	N=577
Interpretive nature & historical education	47%	N=270	53%	N=309	100%	N=579
Living history facilities & programs	45%	N=259	55%	N=315	100%	N=574
Agricultural education and programs (4-H, CSU extension service or similar)	29%	N=170	71%	N=407	100%	N=577
Cricket	3%	N=18	97%	N=558	100%	N=576
Nature play areas	63%	N=361	37%	N=212	100%	N=573
Opportunities for scholarships for youth recreation programs	35%	N=200	65%	N=379	100%	N=579
Indoor meeting space for groups between 25-50	37%	N=216	63%	N=361	100%	N=577

Table 25: Question 7 - Household Needs Met

Rate the extent to which your households' needs are currently being met.	Needs met		Needs somewhat met		Needs not met		Total	
Trail system for exercising, walking to school, walking pets	86%	N=483	13%	N=75	1%	N=3	100%	N=561
Mountain biking on trails	77%	N=337	19%	N=84	4%	N=19	100%	N=440
Visiting a dog park	82%	N=373	12%	N=57	6%	N=28	100%	N=458

Rate the extent to which your households' needs are currently being met.	Needs met		Needs somewhat met		Needs not met		Total	
	%	N	%	N	%	N	%	N
Visiting a park or playground	85%	N=450	14%	N=72	1%	N=6	100%	N=528
Enjoying nature in Highlands Ranch parks or open space	83%	N=463	16%	N=90	1%	N=8	100%	N=561
Participating in or attending an Active Adult program	68%	N=311	24%	N=111	8%	N=38	100%	N=460
Participating in adult recreation or sports programs	70%	N=336	22%	N=106	7%	N=35	100%	N=477
Participating in youth recreation or sports programs	78%	N=354	18%	N=80	5%	N=22	100%	N=457
Attending community events	74%	N=376	23%	N=116	3%	N=17	100%	N=509
Riding an RTD bus or light rail	53%	N=241	28%	N=128	19%	N=87	100%	N=456
Visiting the Highlands Ranch Mansion	79%	N=358	17%	N=78	4%	N=20	100%	N=455
Volunteering in Highlands Ranch	66%	N=299	28%	N=125	7%	N=31	100%	N=455
Community gardens	69%	N=308	21%	N=96	9%	N=42	100%	N=446
Outdoor tennis courts	78%	N=348	16%	N=73	6%	N=25	100%	N=446
Outdoor bocce ball courts	78%	N=306	15%	N=59	7%	N=27	100%	N=392
Other outdoor courts (basketball, volleyball, etc.)	78%	N=347	19%	N=83	3%	N=15	100%	N=444
Outdoor sports fields (football, softball, baseball, lacrosse, etc.)	80%	N=360	18%	N=83	2%	N=9	100%	N=452
Mountain bike trails	80%	N=354	16%	N=70	4%	N=20	100%	N=443
Mountain bike skills area	72%	N=288	21%	N=83	8%	N=32	100%	N=403
Skate park beginner skills area	74%	N=295	20%	N=79	6%	N=23	100%	N=398
Skate park intermediate skills area	74%	N=290	20%	N=77	7%	N=27	100%	N=394
Interpretive nature & historical education	70%	N=311	23%	N=100	7%	N=30	100%	N=441
Living history facilities & programs	68%	N=301	25%	N=110	7%	N=31	100%	N=442

Rate the extent to which your households' needs are currently being met.	Needs met		Needs somewhat met		Needs not met		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Agricultural education and programs (4-H, CSU extension service or similar)	70%	N=291	21%	N=88	9%	N=36	100%	N=415
Cricket	77%	N=291	13%	N=51	10%	N=38	100%	N=380
Nature play areas	73%	N=339	23%	N=106	5%	N=23	100%	N=467
Opportunities for scholarships for youth recreation programs	67%	N=284	24%	N=100	9%	N=36	100%	N=420
Indoor meeting space for groups between 25-50	69%	N=311	24%	N=107	7%	N=30	100%	N=449

Table 26: Question 8

Are there any other programs/services/amenities not listed above that you would like the Metro District to consider developing or partnering to provide in the next three to ten years?	Percent	Number
Recreational activities (sports, swimming/pools, golf, shooting range, horseback riding)	17%	N=39
Pickleball	12%	N=27
Bike trails/lanes	8%	N=18
Music, arts, culture, community events	8%	N=18
Senior activities	6%	N=15
Parks, playgrounds, open space, gardens	6%	N=13
Sustainability (water conservation, recycling, waste disposal, wildfire mitigation)	6%	N=13
Public transportation	5%	N=12
Landscaping (maintenance, trees, fences)	5%	N=11
Dog parks, dog ownership assistance	4%	N=10

Are there any other programs/services/amenities not listed above that you would like the Metro District to consider developing or partnering to provide in the next three to ten years?	Percent	Number
Classes, programming	4%	N=9
Trails	3%	N=8
Restaurants, stores, downtown	3%	N=7
Volunteering	3%	N=6
Children’s activities, childcare	3%	N=6
Traffic, parking, streets	2%	N=5
Snow plowing, ice dams	1%	N=3
Other	6%	N=14

Total may exceed 100% as respondents could select more than one answer. Respondents were given an opportunity to write-in an other response. Please see Appendix C: Verbatim Responses to Open-ended Survey Questions for the verbatim responses.

Table 27: Question 9 (excluding don’t know)

If you participated in a Highlands Ranch Metro District program or reserved one of our facilities in the past 12months, how satisfied are you with the value received in your program experience as compared to the cost paid?	Very satisfied		Somewhat satisfied		Neither satisfied nor dissatisfied		Somewhat dissatisfied		Very dissatisfied		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Youth outdoor sport programs	49%	N=40	42%	N=34	6%	N=5	2%	N=2	1%	N=1	100%	N=81
Youth nature camps	41%	N=14	43%	N=15	10%	N=4	2%	N=1	3%	N=1	100%	N=36
Adult recreation programs	51%	N=52	34%	N=35	11%	N=12	3%	N=3	1%	N=1	100%	N=102
Batter Up! batting cages at Redstone	42%	N=28	39%	N=26	17%	N=11	1%	N=1	1%	N=1	100%	N=66

If you participated in a Highlands Ranch Metro District program or reserved one of our facilities in the past 12 months, how satisfied are you with the value received in your program experience as compared to the cost paid?	Very satisfied		Somewhat satisfied		Neither satisfied nor dissatisfied		Somewhat dissatisfied		Very dissatisfied		Total	
Tennis programs at Lebsack Tennis Center	39%	N=22	41%	N=23	11%	N=6	5%	N=3	4%	N=2	100%	N=56
Shelter reservations	62%	N=57	27%	N=25	9%	N=8	3%	N=2	0%	N=0	100%	N=92
Picnic packs	45%	N=19	36%	N=15	17%	N=7	3%	N=1	0%	N=0	100%	N=42
Mansion private event rental	51%	N=24	35%	N=17	14%	N=7	0%	N=0	0%	N=0	100%	N=48

Table 28: Question 9 (including don't know)

How satisfied are you with the value received in your program experience as compared to the cost paid?	Very satisfied		Somewhat satisfied		Neither satisfied nor dissatisfied		Somewhat dissatisfied		Very dissatisfied		Don't know		Did not participate		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Youth outdoor sport programs	8%	N=40	7%	N=34	1%	N=5	0%	N=2	0%	N=1	1%	N=5	83%	N=416	100%	N=503
Youth nature camps	3%	N=14	3%	N=15	1%	N=4	0%	N=1	0%	N=1	2%	N=9	91%	N=455	100%	N=499
Adult recreation programs	10%	N=52	7%	N=35	2%	N=12	1%	N=3	0%	N=1	1%	N=7	78%	N=398	100%	N=508
Batter Up! batting cages at Redstone	5%	N=28	5%	N=26	2%	N=11	0%	N=1	0%	N=1	1%	N=7	86%	N=434	100%	N=507
Tennis programs at Lebsack Tennis Center	4%	N=22	5%	N=23	1%	N=6	1%	N=3	0%	N=2	1%	N=6	88%	N=440	100%	N=502

How satisfied are you with the value received in your program experience as compared to the cost paid?	Very satisfied		Somewhat satisfied		Neither satisfied nor dissatisfied		Somewhat dissatisfied		Very dissatisfied		Don't know		Did not participate		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Shelter reservations	11%	N=57	5%	N=25	2%	N=8	0%	N=2	0%	N=0	2%	N=8	80%	N=403	100%	N=504
Picnic packs	4%	N=19	3%	N=15	1%	N=7	0%	N=1	0%	N=0	2%	N=9	90%	N=453	100%	N=505
Mansion private event rental	5%	N=24	3%	N=17	1%	N=7	0%	N=0	0%	N=0	2%	N=10	89%	N=449	100%	N=506

Table 29: Question 10

In the past 12 months, about how many times, if ever, have you or other household members used the following sources of information for news about Highlands Ranch?	Never		1-2 times		3-12 times		13-26 times		More than 26 times		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Metro District Messenger magazine	20%	N=113	25%	N=144	45%	N=254	6%	N=35	4%	N=21	100%	N=567
Highlands Ranch Herald (print or online at www.highlandsranchherald.net)	41%	N=239	19%	N=110	25%	N=142	9%	N=51	6%	N=36	100%	N=577
HRCA News	26%	N=150	25%	N=143	40%	N=233	7%	N=38	2%	N=14	100%	N=577
Denver Post	68%	N=388	14%	N=78	9%	N=50	4%	N=25	6%	N=34	100%	N=575
e-Messenger and electronic newsletters from Metro District	53%	N=303	18%	N=101	22%	N=126	5%	N=27	2%	N=11	100%	N=568
e-Newsletters from Douglas County	64%	N=364	16%	N=90	15%	N=83	3%	N=20	2%	N=9	100%	N=565
www.highlandsranch.org (Metro District website)	27%	N=154	31%	N=180	34%	N=193	6%	N=35	2%	N=10	100%	N=572
www.highlandsranch.com (Community Portal)	50%	N=279	21%	N=116	24%	N=133	3%	N=17	2%	N=10	100%	N=555
www.hrcaonline.org (Community Association website)	23%	N=131	25%	N=143	37%	N=208	10%	N=58	5%	N=30	100%	N=570
Blog sites	94%	N=533	3%	N=17	1%	N=8	0%	N=1	1%	N=8	100%	N=566
Twitter	91%	N=519	4%	N=23	2%	N=13	1%	N=5	1%	N=8	100%	N=569
Facebook	73%	N=413	8%	N=45	9%	N=51	6%	N=32	5%	N=29	100%	N=569
Nextdoor	49%	N=278	16%	N=91	18%	N=102	10%	N=55	8%	N=45	100%	N=571
Radio news	85%	N=484	7%	N=39	3%	N=18	1%	N=6	4%	N=21	100%	N=567

In the past 12 months, about how many times, if ever, have you or other household members used the following sources of information for news about Highlands Ranch?	Never		1-2 times		3-12 times		13-26 times		More than 26 times		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Television news	68%	N=382	11%	N=63	9%	N=50	4%	N=21	9%	N=49	100%	N=565
Word of mouth updates from friends, family, neighbors	18%	N=105	27%	N=153	34%	N=194	13%	N=73	8%	N=46	100%	N=571
Instagram	85%	N=480	5%	N=26	6%	N=35	2%	N=12	3%	N=14	100%	N=567
Cable TV Channel 8 (government access channel)	94%	N=534	3%	N=19	1%	N=7	0%	N=2	1%	N=5	100%	N=567

Table 30: Question 11 (excluding don't know)

In the past 12 months, have you or any of your household members visited the www.highlandsranch.org website?	Percent	Number
Yes	74%	N=413
No	26%	N=145
Total	100%	N=558

Table 31: Question 11 (including don't know)

In the past 12 months, have you or any of your household members visited the www.highlandsranch.org website?	Percent	Number
Yes	71%	N=413
No	25%	N=145

In the past 12 months, have you or any of your household members visited the www.highlandsranch.org website?	Percent	Number
Don't know	5%	N=26
Total	100%	N=585

Table 32: Question 12

Please indicate the reason(s) for your visit (mark all that apply):	Percent	Number
Community/project updates	39%	N=158
Pay your water bill online	49%	N=202
Register for a recreation program or activity online	44%	N=179
Learn more about the community in general	33%	N=133
Board meetings and agendas	7%	N=29
Open Budget	2%	N=8
Report a Concern	10%	N=41
Other, please describe:	7%	N=29

Total may exceed 100% as respondents could select more than one answer.

Table 33: Question 13 (excluding don't know)

The Metro District Board strives to budget expenditures to best match desired community’s values and ensure that residents will continue to receive a high level of services. How important, if at all, do you feel it is for the Metro District to focus on each of the following priorities in the next five years?	Essential		Very important		Somewhat important		Not at all important		Total	
Well maintained, quality facilities and infrastructure	70%	N=396	27%	N=151	3%	N=18	0%	N=2	100%	N=568
Engage in emergency planning and service delivery with partners (i.e. wildfires)	56%	N=321	30%	N=171	11%	N=65	2%	N=12	100%	N=569
Provide recreational opportunities for all	49%	N=279	35%	N=201	14%	N=79	2%	N=11	100%	N=570
Expand opportunities for cultural and educational enrichment	24%	N=134	34%	N=190	34%	N=191	9%	N=50	100%	N=566
Participate in programs and services to support mental health and wellness	32%	N=177	31%	N=172	29%	N=158	9%	N=48	100%	N=554
Support our community’s history and historic buildings	22%	N=125	28%	N=156	38%	N=211	12%	N=69	100%	N=561
Provide a voice for our residents and businesses with other local and state agencies	26%	N=147	41%	N=231	26%	N=146	6%	N=35	100%	N=560
Increased public engagement and communication	24%	N=137	36%	N=202	35%	N=196	5%	N=27	100%	N=562

Table 34: Question 13 (including don't know)

The Metro District Board strives to budget expenditures to best match desired community’s values and ensure that residents will continue to receive a high level of services. How important, if at all, do you feel it is for the Metro District to focus on each of the following priorities in the next five years?	Essential		Very important		Somewhat important		Not at all important		Don’t know		Total	
Well maintained, quality facilities and infrastructure	69%	N=396	26%	N=151	3%	N=18	0%	N=2	1%	N=8	100%	N=576
Engage in emergency planning and service delivery with partners (i.e. wildfires)	55%	N=321	30%	N=171	11%	N=65	2%	N=12	2%	N=10	100%	N=579
Provide recreational opportunities for all	48%	N=279	35%	N=201	14%	N=79	2%	N=11	1%	N=6	100%	N=576
Expand opportunities for cultural and educational enrichment	23%	N=134	33%	N=190	33%	N=191	9%	N=50	2%	N=10	100%	N=576
Participate in programs and services to support mental health and wellness	31%	N=177	30%	N=172	28%	N=158	8%	N=48	3%	N=18	100%	N=573
Support our community’s history and historic buildings	22%	N=125	27%	N=156	37%	N=211	12%	N=69	3%	N=15	100%	N=577
Provide a voice for our residents and businesses with other local and state agencies	25%	N=147	40%	N=231	25%	N=146	6%	N=35	3%	N=19	100%	N=579
Increased public engagement and communication	24%	N=137	35%	N=202	34%	N=196	5%	N=27	3%	N=15	100%	N=577

Appendix C: Verbatim Responses to Open-Ended Questions

Following are verbatim responses to the open-ended question on the survey. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. The responses are grouped by category and are in alphabetical order.

Question 8: Are there any other programs/services/amenities not listed above that you would like the Metro District to consider developing or partnering to provide in the next three to ten years?

Bike trails/lanes

- * Flat biking trails* More indoor meeting space for groups of 10-25* Much better communication about volunteer opportunities - would love to volunteer but don't know where or who to get started
- 1 way mtg biking flow trails
- A more advanced mountain bike park. More adult horseback riding programs
- A paved pump track would be great, great exercise and fun. there's a handful north of Denver, but not south.
- Acceptance of E-bikes on trails / more trails.
- Better bike lanes.
- Bike trail improve.
- BMX track open to kids 24/7. South Suburban track is only open for races. More seating in South ridge gym during games for parents.
- Greater variety of youth and adult sports leagues, particularly soccer. Also, a dedicated (i.e. bike only), uni-directional mountain bike trail would be great.
- HRMD need to add a BUNCH MORE MOUNTAIN BIKE TRAILS!!! Many more social trails are possible on so may ravines. Also, What? No PickleBall? Give me a break. One of the hottest games is not even listed in the survey.
- More dog parks. Dog agility course. More mt bike trails
- More trails and safe cycling lanes
- more single track trails
- Mountain bike guided rides for different skill levels
- Mountain bike trails :)
- Wider shoulder on streets for biking. More dog parks

Pickleball

- Expanding the number of Pickle Ball courts that are available.

- HRMD need to add a BUNCH MORE MOUNTAIN BIKE TRAILS!!! Many more social trails are possible on so many ravines. Also, What? No PickleBall? Give me a break. One of the hottest games is not even listed in the survey.
- Indoor tennis / pickleball.
- more indoor pickleball options on evenings and weekends, more programs for teens
- more pickleball classes or camps and more pickleball courts.
- More pickleball courts
- more pickleball courts
- More Pickleball Courts
- More pickleball courts
- More pickleball courts
- More Pickleball courts!
- More pickleball courts.
- More pickleball facilities.
- OUTDOOR PICKLEBALL COURTS.
- Pickleball courts / w lights.
- Pickle Ball
- Pickle Ball capacity is limited.
- Pickle ball courts
- Pickle ball courts.
- Pickle ball.
- Pickleball
- Pickleball - some exist
- Pickleball courts indoor & outdoor.
- Pickleball courts separate from tennis courts. Need for pickleball specific facility
- Pickleball courts.
- Pickle ball courts.
- Public Pickleball Courts - INSIDE (Winter) & OUTSIDE.

Senior activities

- Activities for seniors and a place where seniors can go without feeling pushed around by young children.
- Affordable activities for seniors living on fixed income and who have physical challenges. Opportunities for seniors to meet other seniors. Wellness checks daily for seniors living alone.
- As I become older and my partner has retired he and I both would like to see more senior activities :)
- Consider recreational and social activities for the 50+ community.
- exercise room with equipment at senior center also outdoor pickle ball courts for seniors
- Glad to see the sr. center is finally happening.
- MORE 'ACTIVE ADULT' FOR NON-RETIRED FOLKS. 10:00 AM ON A TUESDAY IS NOT A TIME WORKING FOLKS CAN DO.

- More activities for seniors aged 62-70
- more classes for seniors, senior activities and clubs
- Need for more senior services and rec centers for apartment renters.
- Outdoor shooting range
- Senior Adult activities/programs for those not yet retired (scheduled outside regular work hours)
- Senior Center
- Senior Center
- When the senior center is done someone should schedule activities such as card playing.

Landscaping (maintenance, trees, fences)

- better maintenance along with removing the tree branches that hide stop signs on various streets
- Continue updating / repairing fences.
- Could we consider composting opportunities or at least have a drop off site for an outside service to pick up? We need to consider having a fall leaf curb side pick up - having residents place leaves in plastic bags to go to the landfill is not good for the environment (I realize this is Metro district but can we look at some other option) On that note - Metro district needs to do something about the ice dam problems that accumulate on the curbs in our neighborhoods - this is a safety problem. Does HR have a community volunteer day? Is there a way we could support the bee population? If we had HR staff that are knowledgeable in beekeeping we could sell shares as in community supported agriculture and use the money to support the project and share whatever product is produced. Thanks for listening, Catherine
- Cutting down dead trees and maintaining and shaping the live trees
- Keep up and fences, replace dying or dead trees, prune trees along roads, make entrances to HR more attractive and clean up.....
- More evergreen trees (w/o needles/cones).
- More support/guidance for xeriscaping, connecting trails across neighborhoods (ex. Cheese Ranch and Heritage across University)
- Our community leaders, and indeed our entire city and state government leaders, would be wise to look into employing use of this perfectly developed, beautiful, soft-yet-durable, drought-tolerant grass in our public areas and realize substantial water savings in the process. I over-seeded our own residential lawn with this outstanding grass seed and then pared back my watering to kill off the exceedingly water-thirsty Kentucky Bluegrass (which had been installed by our builder but which really does not belong in this semi-arid climate), and found that my new, and every-bit-as-beautiful Turf III grass required so much less water that I had to re-increment some additional water--not for the grass--but to keep our shade trees alive. This grass is amazing:<https://www.gardensalive.com/product/turf-alive-iii-grass-seed-with-rhizomes>
- weed mitigation in open space, extreme focus and re-organization focused on wildfire safety

Parks, playgrounds, open space, gardens

- *Put horse stable for residents at the Redstone Equine Center. *Teenagers social lounge that is not commercial and not full of screens but instead full of games and ping pong etc, that encourages face to face hanging out. *More trees. *Greenspaces around commercial areas instead of parking lots (parking garages to make room for hanging out in landscaped areas outside near restaurants and stores). Avoid developing any more natural and open spaces because we need all the natural space we can get.
- Better/more use of Civic park for maybe concerts, or create a concert area like Fiddlers Green. Also NEED better restaurants not just crappy chains
- Civic Green Park, the playground is outdated. The Highlands Ranch ban on recreational water activity in the Summer 2022 really hurt the purpose of the park and families who have enjoyed the park over time.
- Crossing guards at all schools, more neighborhood playgrounds, fostering play at schools before and after school hours for more community
- Develop the Flying B historic house/park.
- improvements to Toepfer Park
- ice rink, community gardens, firelight dog park
- Indoor playgrounds, more drop in activities for children/things to do inside when the weather is bad
- More parks
- More shaded outdoor playgrounds and play areas, bocce ball courts,
- Open space
- Prevent encroachment on and/or destruction of wildlife refuge (e.g. wildcat reserve became housing development). More undeveloped open space.

Public transportation

- better access to light rail
- Better public transportation and non motor vehicle transit options (trails for electric bikes, scooters)
- Bring access to light rail closer to HR. Promote (rather than limit as percent of land) zeroscape and xeriscape options.
- DO NOT ALLOW LIGHT RAIL TO BE EXTENDED TO HIGHLANDS RANCH! It has become a highway for crime and homelessness.
- Free rides (bus) to ski slopes.
- I like to see if the Metro District will provide Shuttle services in the area. It will be stopping all 4 rec centers and shopping areas.
- Light rail down Santa Fe.
- Lightrail station close to 470 and Sante Fe
- Please better RTD service east & west on Dad Clark between RTD stations & no & south on Broadway

- Provide indoor rental meeting spaces for groups of 25-50 people...Improving Dog Parks including adding some type of ground cover (rocks) to these existing "dog mud pits" ...Remove RTD Bus "homeless" transportation into Highlands Ranch as crime prevention...Initiate a street light painting and replacement program for all the 25+ year-old UV damaged street light poles...Increase trex fence replacement for all of the 25+ year old fences that are falling down in the winter and wind storms.
- Transportation to & from for, not by volunteers, not for free.
- Would love to see more outdoor basketball courts in Highlands Ranch, maybe a place similar to the side by side tennis courts where lots of basketball players know they can come play a potential pick up game. I would also love to see more programs that encourage more diversity in the community and small business ownership. We need fewer franchises in Highlands Ranch and more independently owned businesses. More incentives for xeriscapes and community education programs on the benefits of turf alternatives would be great. More enforcement of fireworks bans especially during dry times (maybe educational signs?). Would also like a system that automatically adjusts our automatic HOA payments when they go up. Ideally I would like a light rail station in Highlands Ranch so that I don't have to first drive to Littleton or Lone Tree to take the light rail downtown. It would be nice to see indigenous history in signage at parks and trails. Focus groups of minority groups to determine how to attract a more diverse population in Highlands Ranch, which may also help attract younger families and solve our problem of an aging population and potentially having to close elementary schools.

Recreational activities (sports, pool, golf, shooting range, horseback riding)

- *Put horse stable for residents at the Redstone Equine Center. *Teenagers social lounge that is not commercial and not full of screens but instead full of games and ping pong etc, that encourages face to face hanging out. *More trees. *Greenspaces around commercial areas instead of parking lots (parking garages to make room for hanging out in landscaped areas outside near restaurants and stores). Avoid developing any more natural and open spaces because we need all the natural space we can get.
- A more advanced mountain bike park. More adult horseback riding programs
- A theme park or other recreational carnival would be very cool for the young adults of the area. I'm not sure if there is a ropes course, but that could be a good addition as well, maybe some rock climbing walls, as younger kids seem to love that at Eastridge!
- Adult swim classes and water aerobics
- better indoor sports facilities like south suburban built on county line rd.
- Better swimming/diving/water polo/ syncro swimming opportunities for individuals and teams
- Better workout offering (HIT - High Intensity Training)
- BMX track open to kids 24/7. South Suburban track is only open for races. More seating in South ridge gym during games for parents.
- Climbing facilities.
- Driving range
- Expand hunting and recreation shooting in our back country areas.

- Expand tennis courts and facilities - more players than courts and leagues available
- Fishing Pond for children
- Free rides (bus) to ski slopes.
- Golf driving range! Indoor shooting range.
- Greater variety of youth and adult sports leagues, particularly soccer. Also, a dedicated (i.e. bike only), uni-directional mountain bike trail would be great.
- group adult recreational golf leagues
- Horse back riding lessons.
- ice rink, community gardens, firelight dog park
- Indoor skiing facility
- Indoor tennis / pickleball.
- More roller skating areas indoor.
- More shaded outdoor playgrounds and play areas, bocce ball courts,
- More variety of martial arts, such as Hapkido!
- Need to reduce water needs for Metro district. Volleyball for boys league?
- One pool that is kept at warmer temperature for pool walking, water stretching and water exercise classes. Cold water is not good for everyone.
- Out door pools in the park areas for summer time use.
- Perhaps some more water activities
- Pool space for HRA club team / Olympic size pool.
- Programs for autistic / adult teenagers.
- Southridge outdoor pool is very small, lacks slides.
- TALLER CLIMBING WALL.
- Winter shedding hill.
- Would love to see more outdoor basketball courts in Highlands Ranch, maybe a place similar to the side by side tennis courts where lots of basketball players know they can come play a potential pick up game. I would also love to see more programs that encourage more diversity in the community and small business ownership. We need fewer franchises in Highlands Ranch and more independently owned businesses. More incentives for xeriscapes and community education programs on the benefits of turf alternatives would be great. More enforcement of fireworks bans especially during dry times (maybe educational signs?). Would also like a system that automatically adjusts our automatic HOA payments when they go up. Ideally I would like a light rail station in Highlands Ranch so that I don't have to first drive to Littleton or Lone Tree to take the light rail downtown. It would be nice to see indigenous history in signage at parks and trails. Focus groups of minority groups to determine how to attract a more diverse population in Highlands Ranch, which may also help attract younger families and solve our problem of an aging population and potentially having to close elementary schools.
- you need to extend the hours of operation for all recreation centers - back to pre covid hours as a minimum.

Traffic, parking, streets

- Bar at the mansion, but no parking when the bar is open.
- Consider developing more parking for outdoor fields in use.
- Crossing guards at all schools, more neighborhood playgrounds, fostering play at schools before and after school hours for more community
- Improved Traffic Control - improve traffic light timing on main roads!
- Lower the noise of motorcycles on University Blvd. and Highlands Ranch Parkway at night.

Music, arts, culture, community events

- A better venue to see the summer concerts. The parking situation for those events at the Quebec & University location is so bad we don't even bother going anymore. Huge hassle. Also, how come we stopped getting the highlands ranch herald newspaper?
- A cultural arts center like Lone Tree.
- A makerspace
- Activity/hearing opportunity for over 60 crowd / music concerts.
- classical music programs appreciated, I don't know if we need more, but they are great
- concerts/outdoor music for younger ages
- I would always welcome more educational programs and community events.
- It would be good to have a permanent, affordable "home" for the Highlands Ranch Concert Band. This 65-member 501c3 band has existed for 20 years, and we shuffle all over town and beyond for rehearsal and performance space.
- Local performing arts/entertainment (plays/musicals),
- More concerts in the parks and more soccer fields.
- More concerts/events at Civic Green Park
- More night life options for younger demographic "think old Littleton".
- More outdoor concerts
- Performing Arts Center
- Renovation and Event center at flying b, reduced rental rates for mansion, more historical renovation
- Volunteer opportunities; social (non-alcohol) groups.
- We usually go to castle rock or Parker for community events because there is no community feel in highlands ranch. We do like living here.
- Welcoming environment for touring cultural troupes; it would be nice if we were as welcoming to drag shows as we were to Taiko drummers. We don't have a reputation of being inclusive or welcoming. I don't care about drag shows but I hate being grouped in with bigots because I live here.

Classes, programming

- *Put horse stable for residents at the Redstone Equine Center. *Teenagers social lounge that is not commercial and not full of screens but instead full of games and ping pong etc, that encourages face to face hanging out. *More trees. *Greenspaces around commercial areas instead of parking lots (parking garages to make room for hanging out in landscaped areas outside near restaurants and stores). Avoid developing any more natural and open spaces because we need all the natural space we can get.
- Adult cooking classes.
- Affordable programming - why extra fees / costs?
- Allow Dispensaries and more 4H type program
- I would always welcome more educational programs and community events.
- It would be good to have additional adult educational programs and trade-based teaching opportunities for youths in our community. One of the biggest drawbacks to the community colleges out here is that the programs they provide are very limited and to find additional opportunities, you have to look at the other end of the metro to get to those programs.
- more adult art classes
- STEM education events at rec centers
- Youth recreational sports programs end at 8th grade. It would be great for kids to participate past 13 or 14 years old.

Restaurants, stores, downtown

- a walkable downtown area with unique/not chain stores with restaurants and shops. Something like downtown Fort Collins, or Pearl Stree
- Better/more use of Civic park for maybe concerts, or create a concert area like Fiddlers Green. Also NEED better restaurants not just crappy chains
- BUILD A NEIGHBORHOOD BAR & GRILL.
- Would love to see more outdoor basketball courts in Highlands Ranch, maybe a place similar to the side by side tennis courts where lots of basketball players know they can come play a potential pick up game. I would also love to see more programs that encourage more diversity in the community and small business ownership. We need fewer franchises in Highlands Ranch and more independently owned businesses. More incentives for xeriscapes and community education programs on the benefits of turf alternatives would be great. More enforcement of fireworks bans especially during dry times (maybe educational signs?). Would also like a system that automatically adjusts our automatic HOA payments when they go up. Ideally I would like a light rail station in Highlands Ranch so that I don't have to first drive to Littleton or Lone Tree to take the light rail downtown. It would be nice to see indigenous history in signage at parks and trails. Focus groups of minority groups to determine how to attract a more diverse population in Highlands Ranch, which may also help attract younger families and solve our problem of an aging population and potentially having to close elementary schools.
- Sonic drive thru

- Trader's Joe' store, more shops.

Sustainability (water conservation, recycling, waste disposal, wildfire mitigation)

- Better efficiency and participation in recycling, more water conservation efforts, wildfire risk mitigation
- Bring access to light rail closer to HR. Promote (rather than limit as percent of land) xeriscape and xeriscape options.
- Community recycling program. If you live in rental housing there is no way to recycle everyday materials.
- Compulsory food waste composting, electric vehicle charging infrastructure
- More sustainable areas (less water & waste) more farmer's coops.
- Need to reduce water needs for Metro district. Volleyball for boys league?
- Snowplows for neighborhood streets. Green waste disposal site. Community access to necessary products for lot maintenance (i.e., wood chips for tree/flower beds; fill dirt; top soil, etc).
- TAKE OUT THE GRASS - PUT IN MORE ZEROSPACE GROUNDS- WE'RE WASTING TOO MUCH WATER!
- Water conservation programs for residential homeowners such as incentives to xeriscape, bartering program within community to reduce waste
- weed mitigation in open space, extreme focus and re-organization focused on wildfire safety
- Would love to see more outdoor basketball courts in Highlands Ranch, maybe a place similar to the side by side tennis courts where lots of basketball players know they can come play a potential pick up game. I would also love to see more programs that encourage more diversity in the community and small business ownership. We need fewer franchises in Highlands Ranch and more independently owned businesses. More incentives for xeriscapes and community education programs on the benefits of turf alternatives would be great. More enforcement of fireworks bans especially during dry times (maybe educational signs?). Would also like a system that automatically adjusts our automatic HOA payments when they go up. Ideally I would like a light rail station in Highlands Ranch so that I don't have to first drive to Littleton or Lone Tree to take the light rail downtown. It would be nice to see indigenous history in signage at parks and trails. Focus groups of minority groups to determine how to attract a more diverse population in Highlands Ranch, which may also help attract younger families and solve our problem of an aging population and potentially having to close elementary schools.

Dog parks, dog ownership assistance

- A few more dog waite stations in open space.
- Additional large open dog parks, dirt trail maintenance cost considerations with the consideration of changing to cement.
- I would like more of the dog parks to have sand and not dirt.
- ice rink, community gardens, firelight dog park
- More dog parks. Dog agility course. More mt bike trails

- More pet friendly, off leash areas.
- Pet ownership awareness & responsibilities
- Provide indoor rental meeting spaces for groups of 25-50 people...Improving Dog Parks including adding some type of ground cover (rocks) to these existing "dog mud pits"...Remove RTD Bus "homeless" transportation into Highlands Ranch as crime prevention...Initiate a street light painting and replacement program for all the 25+ year-old UV damaged street light poles...Increase trex fence replacement for all of the 25+ year old fences that are falling down in the winter and wind storms.
- The rules for dogs being on leash must be enforced. More people are ignoring the rules now than before. Also, while the dog bag program is good, I will never understand why some people will not use the program. I would like to see more enforcement and increasing penalty enforcement for habitual violators. People who say their dogs are under their control at all times are only kidding themselves. They are lazy and arrogant.
- Wider shoulder on streets for biking. More dog parks

Volunteering

- * Flat biking trails* More indoor meeting space for groups of 10-25* Much better communication about volunteer opportunities - would love to volunteer but don't know where or who to get started
- Belonging to a volunteer group (of 5) that provide the only testing sessions for fee commercial & Amatens radio licenses in all of Colorado, we lost our use of a facility in Centennial during covid and haven't been able to find another venue.
- Could we consider composting opportunities or at least have a drop off site for an outside service to pick up?We need to consider having a fall leaf curb side pick up - having residents place leaves in plastic bags to go to the landfill is not good for the environment (I realize this is Metro district but can we look an some other option)On that note - Metro district needs to do something about the ice dam problems that accumulate on the curbs in our neighborhoods - this is a safety problem.Does HR have a community volunteer day? Is there a way we could support the bee population? If we had HR staff that are knowledgeable in beekeeping we could sell shares as in community supported agriculture and use the money to support the project and share whatever product is produced. Thanks for listening, Catherine
- More opportunities for volunteering in 1 hour or less increments more social opportunities for 55+.
- Outdoor volunteer groups for active seniors.
- Volunteer opportunities; social (non-alcohol) groups.

Children's activities, childcare

- Better and more available temporary childcare for adults using the Rec centers. Current availability is only at one center and for very limited hours during which most parents are at work anyway. Completely useless for working mothers who need it.

- Crossing guards at all schools, more neighborhood playgrounds, fostering play at schools before and after school hours for more community
- Indoor kids areas, indoor play places.
- More children's rec sports during the summer.
- More options for kids indoor and outdoor pools, the east and south indoor pools get very crowded and in summer the outdoor pools could be greatly improved with slides, fountains, beach entry play areas and other amusements. Splash pads at more area parks would also be great! An indoor play park for toddlers and young elementary aged children would be a wonderful addition especially in the colder months of the year.
- More youth/toddler classes on the weekends.

Trails

- Additional large open dog parks, dirt trail maintenance cost considerations with the consideration of changing to cement.
- More support/guidance for xeriscaping, connecting trails across neighborhoods (ex. Cheese Ranch and Heritage across University)
- More trails and safe cycling lanes
- More trails and safe cycling lanes
- More trails and safe cycling lanes
- Pedestrian bridges linking trails together. Also wider trails.
- Pedestrian/bike under or overpasses at busy trail crossings
- Stop driving Metro District trucks and other heavy vehicles on trail/path concrete and breaking the concrete up! Plow the roads and fix the sidewalks and trails concrete. PS-this is a poorly designed questionnaire. If I NEVER use something why would I say whether it meets my needs or not? That's just dumb.

Snowplowing, ice dams

- Could we consider composting opportunities or at least have a drop off site for an outside service to pick up? We need to consider having a fall leaf curb side pick up - having residents place leaves in plastic bags to go to the landfill is not good for the environment (I realize this is Metro district but can we look an some other option)On that note - Metro district needs to do something about the ice dam problems that accumulate on the curbs in our neighborhoods - this is a safety problem.Does HR have a community volunteer day? Is there a way we could support the bee population? If we had HR staff that are knowledgeable in beekeeping we could sell shares as in community supported agriculture and use the money to support the project and share whatever product is produced. Thanks for listening, Catherine
- Snowplows for neighborhood streets. Green waste disposal site. Community access to necessary products for lot maintenance (i.e., wood chips for tree/flower beds; fill dirt; top soil, etc).
- Winter draining is not good in Eastridge leading to standing ice on streets during the winter.

Other

- * Flat biking trails* More indoor meeting space for groups of 10-25* Much better communication about volunteer opportunities - would love to volunteer but don't know where or who to get started
- A better venue to see the summer concerts. The parking situation for those events at the Quebec & University location is so bad we don't even bother going anymore. Huge hassle. Also, how come we stopped getting the highlands ranch herald newspaper?
- Allow Dispensaries and more 4H type program
- Better public schools
- Could we consider composting opportunities or at least have a drop off site for an outside service to pick up? We need to consider having a fall leaf curb side pick up - having residents place leaves in plastic bags to go to the landfill is not good for the environment (I realize this is Metro district but can we look an some other option) On that note - Metro district needs to do something about the ice dam problems that accumulate on the curbs in our neighborhoods - this is a safety problem. Does HR have a community volunteer day? Is there a way we could support the bee population? If we had HR staff that are knowledgeable in beekeeping we could sell shares as in community supported agriculture and use the money to support the project and share whatever product is produced. Thanks for listening, Catherine
- Don't know who you are even or what your role really is. Any budget reports? Frankly, I would have said HRMD is my water company until this survey. I always tied the parks to HRCA and thought they did a nice job. I suppose the upcoming May election means more than a vote for a water commissioner. I've lived in HR for 15 of the last 20 years and we are complete strangers...
- Encourage independent and small businesses to come through working with affordable rent agreements. Highlands Ranch is just a stretch of chain businesses and lacks personality, creativity and diversity. We take our entertainment dollars to dow town Littleton, Parker and Denver.
- Help the homeless - NOT PUSH THEM AWAY. Help them in our community, to begin a successful life, let's be the change for everyone.
- I am using this space for a general comment since that isn't provided elsewhere. I wish that you had asked about my satisfaction with HRCA enforcement of codes/rules/requirements. I and my neighbors have noticed that there is more concern enforcing aesthetic rules (i.e. fence color, etc.) than with safety enforcement (i.e. snow removal from owner-responsible sidewalks). If you are going to spend as much time and effort as is clear that you have to make sure everyone's fences match, then we expect to see evidence that you are spending as much time and effort on safety issues that have been allowed by the same homeowners for years.
- I ended up in a wheel chair and there isn't any exercise classes for people who are handicapped.
- Make sports fields more accessible if at all possible. The baseball field my son played every single game of the season at last year was not even remotely accessible for my father with MD. Steep hills and no where to sit without large steps.
- Merge with HRCA

- More support for military wts / inspectors.
- Please look into ways of incorporating a more diverse population not just white. We lack diversity and do not reflect Colorado nor the US. We lack attracting other non white populace.
- Provide indoor rental meeting spaces for groups of 25-50 people...Improving Dog Parks including adding some type of ground cover (rocks) to these existing "dog mud pits"...Remove RTD Bus "homeless" transportation into Highlands Ranch as crime prevention...Initiate a street light painting and replacement program for all the 25+ year-old UV damaged street light poles...Increase trex fence replacement for all of the 25+ year old fences that are falling down in the winter and wind storms.
- Renovation and Event center at flying b, reduced rental rates for mansion, more historical renovation
- Start cutting taxes.
- Walk ability for seniors
- Would love to see more outdoor basketball courts in Highlands Ranch, maybe a place similar to the side by side tennis courts where lots of basketball players know they can come play a potential pick up game. I would also love to see more programs that encourage more diversity in the community and small business ownership. We need fewer franchises in Highlands Ranch and more independently owned businesses. More incentives for xeriscapes and community education programs on the benefits of turf alternatives would be great. More enforcement of fireworks bans especially during dry times (maybe educational signs?). Would also like a system that automatically adjusts our automatic HOA payments when they go up. Ideally I would like a light rail station in Highlands Ranch so that I don't have to first drive to Littleton or Lone Tree to take the light rail downtown. It would be nice to see indigenous history in signage at parks and trails. Focus groups of minority groups to determine how to attract a more diverse population in Highlands Ranch, which may also help attract younger families and solve our problem of an aging population and potentially having to close elementary schools.

NA/Don't know

- Abundance of parks, trails, nature areas
- Can't think of anything.
- Don't know @ this time.
- Here only one year - don't know.
- MA.
- MOST OF THE 2'S ARE DUE TO OUR AGE - THE 1'S ARE BECAUSE OTHERS ARE KNOW TO NEED THEM.
- N/A
- N/A
- N/A
- N/A
- N/A
- N/A
- N/a

- N/a
- N/A.
- N/A.
- N/A.
- NO! There is already too much crap that no one attends and it all costs too much money. Stop wasting our money.
- No, but glad that pickleball is starting up
- NO.
- NO.
- No.
- No.
- No.
- None
- None
- None
- none
- none
- none
- none
- none
- None.
- not at this time
- not sure.
- not that I can think of.
- While we do not "need" those items with 1 & 2 circled they are nice too have.

Question D12: Please indicate the reason(s) for your visit (mark all that apply) - Other

- Caution for seniors
- CHECK HOURS.
- Community farmers market information.
- Dog barking (excessive).
- Election candidate information
- Employment openings
- Find specific information or who to contact
- Get information about community center hours, pool closures
- Getting permission to install new windows and doors
- Group exercise classes.
- Guidelines for home projects, submissions for home projects.
- HOA info.
- HOA rules
- home improvement information/rules
- Home owners info.
- HRCA hours
- I couldn't find what I was looking for. The website is a hot mess.
- I just moved here a month ago. This survey asked about the site in an earlier question, so I went to it to check it out.
- job search
- Looked for rules
- Looking for shredding paper event.
- not sure
- Paint color approval
- -Pool schedules -home improvement.
- pool schedules, rec center schedules
- pool time
- Rec center hours / kid programs.
- Rec center info
- Recreation center info
- research the board members I don't plan to vote for
- Rules and Regulations
- Schedule of gyms.
- Share @ office.
- survey as directed
- Teach my 3rd jr. class about local govt.
- To pay homeowners bill.
- Tree limb recycling dates
- Voting information
- web search

Appendix D: Responses to Selected Survey Questions by Respondent Characteristics

The subgroup comparison tables contain the cross tabulations of selected survey questions by respondent characteristics. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations.

For each pair of subgroups that has a statistically significant difference, an upper-case letter denoting significance is shown in the category with the larger column proportion. The letter denotes the category with the smaller column proportion from which it is statistically different. Differences were marked as statistically significant if the probability that the differences were due to chance alone were less than 5%. Categories were not used in comparisons when a column proportion was equal to zero or one.

Items that have no upper-case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 35, 76% of residents age 55+ (C) gave excellent or good ratings to Highlands Ranch as a place to visit. This proportion of residents (C) was statistically higher than both residents between the ages of 35-54 (B) and those between 18-34 (A).

Comparisons by Respondent Characteristics

Comparisons by respondent length of residency, age, gender, and political party are provided for selected survey questions. Respondents in the “other” political party category include those who selected “unaffiliated” or “other”.

Table 35: Question 1 Ratings by Demographic Characteristics

Please rate each of the following aspects of quality of life in Highlands Ranch: (Percent excellent or good)	Length of residency			Age			Gender		Political party			Overall (A)
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	
Highlands Ranch as a place to live	99%	97%	97%	100% C	98%	97%	97%	99%	97%	99%	99%	98%
Your neighborhood as a place to live	95%	94%	93%	92%	94%	94%	94%	93%	98%	92%	93%	94%
Highlands Ranch as a place to raise children	98% B	89%	94%	100% B C	93%	94%	94%	96%	97%	97%	95%	94%
Highlands Ranch as a place to work	61%	63%	78% A B	58%	71% A	82% A	72%	73%	69%	89% A C	65%	72%
Highlands Ranch as a place to visit	57%	70%	68% A	54%	62%	76% A B	65%	67%	52%	80% A C	65% A	66%
Highlands Ranch as a place to retire	83% C	81% C	69%	88% B C	67%	74%	77%	71%	79%	74%	71%	73%
Overall quality of life in Highlands Ranch	95%	96%	95%	97%	95%	94%	93%	98% A	91%	98% A	96% A	95%

Table 36: Question 2 Ratings by Demographic Characteristics

Please rate each of the following characteristics as they relate to Highlands Ranch as a whole: (Percent excellent or good)	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	
Overall feeling of safety in Highlands Ranch	95%	89%	90%	96% C	92%	90%	92%	91%	95%	93%	91%	91%
Overall ease of getting to the places you usually visit	97% C	94%	91%	100% B C	92%	90%	93%	92%	91%	93%	94%	93%
Quality of overall natural environment in Highlands Ranch	87%	89%	94% A	89%	92%	93%	92%	92%	90%	97% A C	91%	92%
Overall built environment of Highlands Ranch (including overall design, buildings and transportation systems)	85% B	73%	79%	85%	78%	77%	80%	80%	79%	86%	79%	80%
Health and wellness opportunities in Highlands Ranch	91%	97%	94%	91%	96%	93%	94%	94%	96%	97% C	92%	93%
Overall opportunities for education and enrichment	85%	82%	80%	87%	82%	79%	82%	81%	85%	85%	79%	81%
Overall economic health of Highlands Ranch	99% B C	87%	92%	100% B C	92%	91%	92%	94%	95%	92%	95%	93%
Sense of community	57%	68%	61%	52%	62%	67% A	66% B	56%	61%	69% C	58%	61%
Overall image or reputation of Highlands Ranch	84%	77%	82%	82%	79%	85%	84%	81%	76%	91% A C	80%	82%

Table 37: Question 3 Ratings by Demographic Characteristics

Following are services provided by the Metro District. Please rate the quality of each service. (Percent excellent or good)	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Maintenance of parks	98%	97%	95%	100% B C	95%	95%	96%	96%	98%	95%	96%	96%
New installations of low water use landscape along parkways	83% B C	59%	70%	67%	74%	71%	71%	72%	80% C	77% C	66%	72%
Fence repair and replacement along major roads	85% C	76%	73%	81%	73%	77%	78%	75%	86% C	76%	73%	76%
Snow removal on trails and sidewalks along major roads	71%	69%	71%	61%	77% A	72% A	70%	72%	74%	77%	69%	71%
Highlands Ranch Mansion public open hours and community events	86%	88%	86%	92%	84%	87%	89%	85%	93%	87%	87%	87%
Open space and natural areas management	94% B	83%	89%	92%	88%	90%	94% B	86%	93%	91%	90%	89%
Dog park maintenance	83%	76%	75%	80%	76%	78%	82% B	72%	76%	71%	82%	76%
Condition of trail surfaces	89%	94%	88%	91%	90%	89%	92%	88%	93%	88%	90%	90%
Outdoor recreation and sports league programs	75%	92% A	91% A	73%	91% A	92% A	90%	87%	95%	89%	86%	88%
Batter Up! Batting Cages at Redstone Park	95%	88%	92%	100%	93%	90%	99% B	87%	93%	91%	96%	93%

Following are services provided by the Metro District. Please rate the quality of each service. (Percent excellent or good)	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Playground maintenance and replacements	97% B	83%	92% B	94%	88%	95%	90%	94%	97% C	94%	89%	91%
Park shelter condition	97% B	81%	92% B	94%	90%	93%	89%	95% A	97%	93%	90%	92%
Channel stabilization and storm water management	91%	84%	81%	81%	82%	87%	79%	88% A	81%	85%	85%	84%
Active Adult Programs and Services (AAPS)	97% B C	63%	79%	100% B C	75%	78%	80%	83%	85%	81%	83%	80%
Website: www.highlandsranch.org	73%	72%	74%	69%	69%	82% A B	77%	71%	72%	79%	72%	74%
Metro District Messenger magazine	83%	75%	79%	64%	83% A	83% A	85% B	72%	83%	81%	77%	79%
Overall performance of the Highlands Ranch Metro District	93% C	88%	87%	96% C	90%	85%	92% B	86%	91%	88%	91%	89%
Overall quality of services provided by the Highlands Ranch Metro District	93%	90%	87%	96% C	90%	85%	92%	87%	93%	88%	90%	89%

Table 38: Question 4 Ratings by Demographic Characteristics

Please rate how safe you feel in the following public areas managed by the Highlands Ranch Metro District: (Percent very or somewhat safe)	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	
Parks	99%	99%	99%	100%	99%	98%	99%	98%	99%	99%	98%	99%
Open space and natural areas	99%	99%	98%	100% C	99% C	97%	98%	98%	99%	98%	99%	98%
Trails	99%	99%	97%	100% C	98%	97%	98%	98%	98%	97%	99%	98%
Sidewalks on major roads	95%	93%	93%	96%	91%	93%	95%	91%	94%	92%	94%	94%
Highlands Ranch Mansion	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 39: Question 5 Ratings by Demographic Characteristics

Please rate the following statements by circling the number that best represents your opinion. (Percent strongly or somewhat agree)	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	
Metro District elected officials generally act in the best interest of taxpayers	96% C	89%	79%	89%	82%	83%	83%	85%	81%	84%	88%	84%
Highlands Ranch Metro District employees perform quality work	99% C	97%	94%	100% C	97%	94%	96%	97%	97%	97%	98%	96%
I receive good value for the taxes I pay to the Metro District	93% C	88%	83%	96% B C	85%	82%	85%	88%	87%	84%	92% B	86%
I am pleased with the overall direction the Metro District is taking	97% B C	84%	85%	100% B C	84%	85%	88%	88%	89%	86%	90%	88%
I am well informed on major issues within Highlands Ranch	61%	69%	63%	50%	62% A	72% A B	63%	64%	49%	72% A	68% A	64%
The Metro District welcomes citizen involvement	88%	84%	81%	87%	81%	84%	84%	83%	79%	82%	89% A	83%

Please rate the following statements by circling the number that best represents your opinion. (Percent strongly or somewhat agree)	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	
The Metro District Board of Directors implements policies that reflect my values	85% C	78%	74%	82%	78%	75%	82%	74%	70%	79%	84% A	77%

Table 40: Question 6 Ratings by Demographic Characteristics

How important are each of the following recreational opportunities to you and your family? (Percent essential or very important)	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	
Trail system for exercising, walking to school, walking pets	97% C	90%	90%	96% C	92%	90%	92%	92%	96% B	85%	94% B	92%
Mountain biking on trails	55%	47%	45%	54% C	52% C	42%	43%	56% A	51%	49%	49%	48%
Visiting a dog park	37%	37%	39%	38%	40%	38%	41%	35%	46% C	42%	34%	39%
Visiting a park or playground	69%	83% A C	66%	67%	73%	66%	70%	69%	72%	70%	68%	69%

How important are each of the following recreational opportunities to you and your family? (Percent essential or very important)	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	
Enjoying nature in Highlands Ranch parks or open space	86%	91%	88%	86%	91%	85%	89%	86%	89%	83%	91% B	88%
Participating in or attending an Active Adult program	20%	18%	35% A B	13%	23%	43% A B	33%	25%	29%	32%	27%	29%
Participating in adult recreation or sports programs	40%	39%	34%	37%	30%	40% B	38%	34%	34%	33%	40%	36%
Participating in youth recreation or sports programs	48%	40%	47%	43%	59% A C	34%	47%	46%	60% B C	42%	44%	46%
Attending community events	42%	39%	41%	30%	49% A	40%	44%	38%	39%	46%	41%	41%
Riding an RTD bus or light rail	37%	31%	35%	38%	31%	37%	35%	37%	49% B C	31%	33%	35%
Visiting the Highlands Ranch Mansion	13%	17%	20%	5%	17% A	25% A B	20%	16%	19%	23% C	14%	19%
Volunteering in Highlands Ranch	12%	20%	25% A	17%	19%	25%	23%	19%	23%	21%	20%	21%
Community gardens	50% B C	33%	36%	54% B C	38%	29%	45% B	32%	55% B C	28%	41% B	39%

How important are each of the following recreational opportunities to you and your family? (Percent essential or very important)	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	
Outdoor tennis courts	53% B C	29%	37%	61% B C	37%	32%	40%	41%	42%	39%	43%	40%
Outdoor bocce ball courts	25%	14%	17%	24%	17%	16%	22% B	14%	16%	19%	20%	18%
Other outdoor courts (basketball, volleyball, etc.)	53% B C	26%	40% B	42%	50% C	32%	45%	39%	41%	37%	46%	41%
Outdoor sports fields (football, softball, baseball, lacrosse, etc.)	56%	48%	55%	55% C	64% C	43%	52%	58%	56%	53%	55%	54%

Table 41: Question 7 - Need Ratings by Demographic Characteristics

Indicate if your household has a need for each facility or program (Percent need)	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	
Trail system for exercising, walking to school, walking pets	96% B	88%	94% B	96% C	98% C	88%	93%	95%	97%	86%	98% B	94%
Mountain biking on trails	56% B	40%	47%	50% C	58% C	37%	39%	58% A	45%	44%	52%	48%

Indicate if your household has a need for each facility or program (Percent need)	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Visiting a dog park	48% C	44%	38%	46% C	47% C	35%	42%	40%	46% B	33%	47% B	42%
Visiting a park or playground	84%	94% C	80%	85% C	89% C	76%	81%	84%	88%	79%	85%	83%
Enjoying nature in Highlands Ranch parks or open space	94%	96%	94%	96%	96% C	92%	95%	93%	97% B	90%	96% B	95%
Participating in or attending an Active Adult program	21%	18%	39% A B	8%	20% A	57% A B	39% B	24%	27%	37%	30%	32%
Participating in adult recreation or sports programs	43%	37%	50% B	43%	43%	52%	48%	45%	46%	42%	51%	47%
Participating in youth recreation or sports programs	53% C	41%	33%	49% C	57% C	15%	40%	38%	54% B C	30%	40% B	39%
Attending community events	74%	68%	67%	64%	69%	72%	74% B	63%	73% B	61%	73% B	69%
Riding an RTD bus or light rail	44%	43%	41%	43%	43%	40%	42%	42%	55% B C	37%	41%	42%
Visiting the Highlands Ranch Mansion	27%	28%	42% A B	12%	44% A	43% A	41% B	32%	32%	47% A C	31%	37%

Indicate if your household has a need for each facility or program (Percent need)	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Volunteering in Highlands Ranch	37%	35%	42%	34%	42%	41%	45% B	34%	44%	38%	38%	40%
Community gardens	44%	54% C	40%	48% C	48% C	33%	51%	33%	57% B C	34%	41%	43%
Outdoor tennis courts	50% C	41%	38%	55% C	47% C	28%	39%	44%	48%	42%	39%	41%
Outdoor bocce ball courts	10%	21% A	16%	8%	19% A	14%	16%	14%	13%	17%	15%	15%
Other outdoor courts (basketball, volleyball, etc.)	63% B C	48%	47%	58% C	64% C	35%	49%	54%	55%	44%	56% B	51%
Outdoor sports fields (football, softball, baseball, lacrosse, etc.)	62% C	55%	52%	61% C	69% C	38%	51%	60% A	62%	51%	57%	55%
Mountain bike trails	61% B	38%	51% B	48%	65% A C	41%	43%	62% A	51%	49%	54%	52%
Mountain bike skills area	29%	24%	22%	25%	31% C	16%	18%	31% A	21%	23%	27%	24%
Skate park beginner skills area	29%	22%	21%	28% C	31% C	13%	21%	27%	25%	17%	27% B	23%
Skate park intermediate skills area	21%	20%	20%	23% C	26% C	12%	21%	20%	24%	14%	23% B	20%

Indicate if your household has a need for each facility or program (Percent need)	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Interpretive nature & historical education	50%	44%	45%	43%	45%	50%	48%	45%	51%	45%	47%	47%
Living history facilities & programs	45%	41%	46%	39%	44%	49%	47%	42%	51%	44%	43%	45%
Agricultural education and programs (4-H, CSU extension service or similar)	26%	35%	29%	22%	34% A	28%	30%	28%	34%	25%	29%	29%
Cricket	1%	4%	3%	0%	3%	4% A	3%	3%	4%	4%	2%	3%
Nature play areas	74% C	64%	59%	73% C	69% C	50%	60%	66%	68% B	51%	69% B	63%
Opportunities for scholarships for youth recreation programs	51% B C	28%	30%	45% C	41% C	22%	36%	33%	46% B C	27%	35%	35%
Indoor meeting space for groups between 25-50	35%	30%	40%	30%	36%	41% A	37%	38%	44% C	43% C	32%	37%

Table 42: Question 7 - Needs Met Ratings by Demographic Characteristics

Rate the extent to which your households' needs are currently being met (Percent needs met)	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Trail system for exercising, walking to school, walking pets	77%	94% A	89% A	82%	86%	91% A	90% B	83%	85%	86%	87%	86%
Mountain biking on trails	70%	76%	79%	67%	80% A	78%	75%	77%	64%	84% A	77% A	77%
Visiting a dog park	81%	90%	80%	87% C	84%	76%	82%	81%	80%	80%	85%	82%
Visiting a park or playground	79%	86%	88% A	75%	90% A	89% A	85%	86%	93% C	89% C	80%	85%
Enjoying nature in Highlands Ranch parks or open space	69%	86% A	87% A	71%	86% A	87% A	84%	81%	79%	86%	82%	83%
Participating in or attending an Active Adult program	76% C	72%	64%	78% C	72% C	58%	66%	70%	66%	72%	68%	68%
Participating in adult recreation or sports programs	71%	76%	69%	76% C	73%	65%	68%	74%	63%	76% A	73%	70%
Participating in youth recreation or sports programs	74%	73%	81%	81%	80%	73%	76%	80%	74%	80%	79%	78%
Attending community events	75%	74%	74%	75%	75%	72%	74%	74%	77%	79%	70%	74%

Rate the extent to which your households' needs are currently being met (Percent needs met)	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Riding an RTD bus or light rail	39%	66% A	56% A	39%	58% A	56% A	50%	54%	37%	65% A C	52% A	53%
Visiting the Highlands Ranch Mansion	82%	74%	79%	73%	81%	81%	76%	82%	74%	82%	79%	79%
Volunteering in Highlands Ranch	66%	74%	64%	62%	69%	65%	58%	73% A	61%	73%	65%	66%
Community gardens	74%	80% C	65%	70%	69%	70%	65%	74%	62%	75% A	70%	69%
Outdoor tennis courts	78%	82%	78%	72%	82% A	79%	77%	79%	75%	83%	77%	78%
Outdoor bocce ball courts	85% C	77%	76%	86% C	80%	71%	77%	80%	77%	80%	79%	78%
Other outdoor courts (basketball, volleyball, etc.)	81%	73%	79%	87% B C	75%	76%	79%	78%	80%	79%	77%	78%
Outdoor sports fields (football, softball, baseball, lacrosse, etc.)	77%	74%	82%	82%	78%	80%	79%	80%	81%	80%	80%	80%
Mountain bike trails	66%	85% A	85% A	73%	84% A	80%	82%	77%	74%	84%	79%	80%
Mountain bike skills area	63%	75%	75% A	63%	76% A	73%	72%	71%	66%	79% A	70%	72%
Skate park beginner skills area	71%	77%	75%	61%	81% A	76% A	74%	75%	68%	84% A C	70%	74%

Rate the extent to which your households' needs are currently being met (Percent needs met)	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Skate park intermediate skills area	70%	78%	74%	61%	80% A	75% A	74%	73%	68%	84% A C	70%	74%
Interpretive nature & historical education	73%	72%	69%	74%	73%	66%	69%	73%	66%	73%	72%	70%
Living history facilities & programs	73%	71%	66%	69%	70%	67%	64%	73% A	65%	71%	70%	68%
Agricultural education and programs (4-H, CSU extension service or similar)	79% C	66%	67%	73%	74%	65%	65%	76% A	67%	73%	73%	70%
Cricket	81%	77%	75%	77%	81%	72%	73%	80%	66%	84% A	78% A	77%
Nature play areas	70%	74%	73%	68%	73%	76%	71%	74%	64%	77% A	74%	73%
Opportunities for scholarships for youth recreation programs	71%	69%	65%	67%	68%	70%	61%	75% A	58%	69%	72% A	67%
Indoor meeting space for groups between 25-50	68%	67%	70%	63%	74% A	70%	67%	73%	59%	74% A	73% A	69%

Table 43: Question 9 Ratings by Demographic Characteristics

How satisfied are you with the value received in your program experience as compared to the cost paid? Percent very or somewhat satisfied	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	
Youth outdoor sport programs	78%	96%	92%	100%	92%	85%	84%	94%	85%	94%	91%	91%
Youth nature camps	63%	100%	83%	100%	85%	70%	73%	89%	90%	86%	77%	84%
Adult recreation programs	80%	84%	86%	100%	70%	90% B	81%	87%	90%	81%	86%	85%
Batter Up! batting cages at Redstone	79%	82%	81%	-	80%	83%	85%	78%	88%	80%	84%	81%
Tennis programs at Lebsack Tennis Center	55%	90% A	84% A	100%	78%	77%	74%	85%	86%	78%	81%	80%
Shelter reservations	77%	95%	90%	100%	89%	89%	83%	94%	94%	98% C	83%	89%
Picnic packs	77%	92%	80%	100%	75%	80%	63%	91% A	91%	92%	75%	80%
Mansion private event rental	62%	100%	89%	-	79%	88%	84%	88%	93%	88%	85%	86%

Table 44: Question 10 Ratings by Demographic Characteristics

In the past 12 months, about how many times, if ever, have you or other household members used the following sources of information for news about Highlands Ranch? Percent at least once	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Metro District Messenger magazine	70%	86% A	83% A	66%	84% A	85% A	83%	77%	77%	81%	80%	80%
Highlands Ranch Herald (print or online at www.highlandsranchherald.net)	59%	49%	61%	48%	57%	66% A	54%	64% A	51%	54%	66% A B	59%
HRCA News	78% B	63%	75% B	72%	70%	80% B	73%	76%	77% B	65%	78% B	74%
Denver Post	32%	37%	31%	42% B	26%	33%	33%	30%	46% B C	24%	33% B	32%
e-Messenger and electronic newsletters from Metro District	43%	48%	48%	36%	49% A	49% A	44%	50%	46%	45%	49%	47%
e-Newsletters from Douglas County	28%	36%	38% A	19%	39% A	41% A	32%	39%	41%	33%	35%	36%
www.highlandsranch.org (Metro District website)	78% B	65%	73%	76%	76% C	67%	72%	73%	74% B	62%	80% B	73%
www.highlandsranch.com (Community Portal)	55% B	36%	50% B	39%	55% A	49%	46%	53%	50%	41%	56% B	50%
www.hrcaonline.org (Community Association website)	75%	76%	78%	79%	84% C	70%	81% B	73%	85% B	67%	79% B	77%

In the past 12 months, about how many times, if ever, have you or other household members used the following sources of information for news about Highlands Ranch? Percent at least once	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Blog sites	6%	6%	6%	0%	8% A	7% A	5%	7%	5%	7%	6%	6%
Twitter	10%	14%	7%	12%	10%	6%	7%	10%	10%	10%	8%	9%
Facebook	28%	36%	25%	27%	34% C	21%	34% B	20%	35% B	23%	28%	27%
Nextdoor	50%	51%	52%	56%	48%	53%	54%	50%	54%	49%	53%	51%
Radio news	9%	7%	18% A B	4%	12% A	21% A B	9%	20% A	16%	14%	15%	15%
Television news	19%	33% A	37% A	12%	28% A	46% A B	34%	29%	36%	32%	29%	32%
Word of mouth updates from friends, family, neighbors	80%	89%	80%	84%	81%	82%	82%	82%	83%	78%	84%	82%
Instagram	23% C	18%	12%	23% C	18% C	9%	21% B	9%	25% B C	12%	13%	15%
Cable TV Channel 8 (government access channel)	6%	3%	6%	4%	3%	9% A B	4%	7%	10% B C	3%	5%	6%

Table 45: Question 11 by Demographic Characteristics

Percent yes	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
In the past 12 months, have you or any of your household members visited the www.highlandsranch.org website?	84% B C	65%	72%	80% C	80% C	65%	74%	74%	78% B	61%	83% B	74%

Table 46: Question 13 Ratings by Demographic Characteristics

How important, if at all, do you feel it is for the Metro District to focus on each of the following priorities in the next five years? (Percent essential or very important)	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Well maintained, quality facilities and infrastructure	98%	96%	96%	100% B	93%	97% B	98% B	95%	98%	95%	96%	96%
Engage in emergency planning and service delivery with partners (i.e. wildfires)	87%	79%	88% B	83%	83%	92% A B	91% B	81%	94% B C	82%	85%	86%
Provide recreational opportunities for all	89% B	77%	84%	85%	85%	84%	83%	86%	87% B	78%	89% B	84%

How important, if at all, do you feel it is for the Metro District to focus on each of the following priorities in the next five years? (Percent essential or very important)	Length of residency			Age			Gender		Political party			Overall
	Less than 5 years	5 to 9 years	10 or more years	18-34	35-54	55+	Female	Male	Democrat	Republican	Other	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	
Expand opportunities for cultural and educational enrichment	66% C	66% C	52%	72% B C	53%	54%	65% B	48%	74% B C	45%	58% B	57%
Participate in programs and services to support mental health and wellness	69%	64%	60%	73% B C	60%	60%	74% B	51%	77% B C	50%	66% B	63%
Support our community's history and historic buildings	44%	38%	54% A B	37%	50% A	56% A	57% B	43%	53%	53%	48%	50%
Provide a voice for our residents and businesses with other local and state agencies	66%	64%	69%	63%	66%	71%	68%	67%	72%	64%	68%	68%
Increased public engagement and communication	64%	57%	60%	54%	57%	65% A	62%	59%	67% B	55%	60%	60%

Appendix E: Detailed Benchmark Comparisons

Comparison Data

Polco/National Research Center (NRC)'s database of comparative resident opinion comprises resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on the Highlands Ranch Metro District Citizen Survey. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. National benchmark comparisons and Front Range benchmark comparisons have been provided when similar questions on the Highlands Ranch Metro District Citizen Survey are included in NRC's database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Highlands Ranch's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," "essential" and "very important," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month. The second column is the rank assigned to Highlands Ranch's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Highlands Ranch's rating to the benchmark.

In that final column, Highlands Ranch's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that Highlands Ranch's average rating for a particular item was more than 10 points different than the benchmark. If a rating was "much higher" or "much lower," then Highlands Ranch's average rating was more than 20 points different when compared to the benchmark.

National Benchmark Comparisons

Table 47: Quality of Life

Quality of Life Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall image or reputation of Highlands Ranch	82%	79	337	Similar
Overall quality of life in Highlands Ranch	95%	40	360	Higher
Highlands Ranch as a place to live	98%	39	342	Higher

Table 48: Governance

Governance Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
I am pleased with the overall direction the Metro District is taking	88%	60	323	Similar
I receive good value for the taxes I pay to the Metro District	86%	55	344	Similar
Metro District elected officials generally act in the best interest of taxpayers	84%	30	296	Higher
The Metro District welcomes citizen involvement	83%	139	319	Similar
Overall quality of services provided by the Highlands Ranch Metro District	89%	34	339	Higher

Table 49: Economy

Economy Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall economic health of Highlands Ranch	93%	10	296	Higher
Highlands Ranch as a place to visit	66%	127	302	Similar
Highlands Ranch as a place to work	72%	107	338	Similar

Table 50: Mobility

Mobility Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall ease of getting to the places you usually visit	93%	2	231	Much higher
Snow removal on trails and sidewalks along major roads	71%	77	245	Similar

Table 51: Community Design

Community Design Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall built environment of Highlands Ranch (including overall design, buildings and transportation systems)	80%	19	289	Higher
Your neighborhood as a place to live	94%	52	304	Similar

Table 52: Utilities

Utilities Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Channel stabilization and storm water management	84%	48	305	Similar

Table 53: Safety

Safety Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall feeling of safety in Highlands Ranch	91%	60	331	Higher

Table 54: Natural Environment

Natural Environment Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Quality of overall natural environment in Highlands Ranch	92%	32	298	Higher
Open space and natural areas management	89%	11	280	Higher

Table 55: Parks and Recreation

Parks and Recreation Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Outdoor recreation and sports league programs	88%	9	304	Higher

Table 56: Health and Wellness

Health and Wellness Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Health and wellness opportunities in Highlands Ranch	93%	5	291	Higher

Table 57: Education, Arts, and Culture

Education, Arts, and Culture Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall opportunities for education and enrichment	81%	38	293	Higher

Table 58: Inclusivity and Engagement

Inclusivity and Engagement Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	61%	139	311	Similar
Highlands Ranch as a place to raise children	94%	58	346	Higher
Highlands Ranch as a place to retire	73%	101	343	Similar

Front Range Benchmark Comparisons

Table 59: Quality of Life

Quality of Life Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall image or reputation of Highlands Ranch	82%	2	18	Much higher
Overall quality of life in Highlands Ranch	95%	3	22	Higher
Highlands Ranch as a place to live	98%	3	21	Higher

Table 60: Governance

Governance Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
I am pleased with the overall direction the Metro District is taking	88%	1	17	Higher
I receive good value for the taxes I pay to the Metro District	86%	2	19	Higher
Metro District elected officials generally act in the best interest of taxpayers	84%	1	13	Higher
The Metro District welcomes citizen involvement	83%	6	20	Similar
Overall quality of services provided by the Highlands Ranch Metro District	89%	3	22	Higher

Table 61: Economy

Economy Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall economic health of Highlands Ranch	93%	1	15	Much higher
Highlands Ranch as a place to visit	66%	6	13	Similar
Highlands Ranch as a place to work	72%	7	22	Higher

Table 62: Mobility

Mobility Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall ease of getting to the places you usually visit	93%	1	8	Much higher
Snow removal on trails and sidewalks along major roads	71%	2	19	Higher

Table 63: Community Design

Community Design Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall built environment of Highlands Ranch (including overall design, buildings and transportation systems)	80%	1	12	Higher
Your neighborhood as a place to live	94%	2	19	Higher

Table 64: Utilities

Utilities Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Channel stabilization and storm water management	84%	4	17	Higher

Table 65: Safety

Safety Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall feeling of safety in Highlands Ranch	91%	1	16	Much higher

Table 66: Natural Environment

Natural Environment Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Quality of overall natural environment in Highlands Ranch	92%	3	16	Higher
Open space and natural areas management	89%	4	13	Higher

Table 67: Parks and Recreation

Parks and Recreation Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Outdoor recreation and sports league programs	88%	2	19	Higher

Table 68: Health and Wellness

Health and Wellness Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Health and wellness opportunities in Highlands Ranch	93%	2	13	Much higher

Table 69: Education, Arts, and Culture

Education, Arts, and Culture Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall opportunities for education and enrichment	81%	2	13	Higher

Table 70: Inclusivity and Engagement

Inclusivity and Engagement Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	61%	5	17	Similar
Highlands Ranch as a place to raise children	94%	2	22	Higher
Highlands Ranch as a place to retire	73%	3	22	Higher

Appendix F: Survey Methodology

About the Survey

The Highlands Ranch Metro District Citizen Survey was first administered in 2005. General resident surveys, such as this one, ask recipients their perspectives about the quality of life in the city, their use of city amenities, their opinions on policy issues facing the city and their assessment of city service delivery. Highlands Ranch Metro District funded this research. Please contact Stephanie Stanley of Highlands Ranch Metro District at SStanley@highlandsranch.org if you have any questions about the survey.

Developing the Questionnaire

The 2023 survey instrument was developed by starting with the version from the previous implementation in 2019. Few changes were made to the survey in order to maximize comparisons over time. In an iterative process between Highlands Ranch staff and NRC staff, a final four-page questionnaire was created.

Selecting Survey Recipients

“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. A voter list was obtained from the Douglas County Clerk and Recorder and all registered voters located in Highlands Ranch were eligible for the survey.

To choose the 3,600 survey recipients, a systematic sampling method was applied to the list of households. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every Nth one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

Survey Administration and Response Rate

Each selected household was contacted twice. First, a prenotification announcement was sent on March 23, 2023, informing the household members that they had been selected to participate in the 2023 Highlands Ranch Metro District Citizen Survey. Approximately one week after mailing the prenotification, each household was mailed a survey containing a cover letter signed by Board Chairwoman Renee Anderson enlisting participation. The packet also contained a postage-paid return envelope in which the survey recipients could return the completed questionnaire directly to

NRC. The survey was available in English. Both mailings included a web link for residents to visit if they preferred to take the survey online. Data collection was open through May 4, 2023.

About 1% of the 3,600 surveys mailed were returned because the housing unit was vacant, or the postal service was unable to deliver the survey as addressed. Of the 3,557 households presumed to have received a survey, 610 completed the survey, providing a response rate of 17%. The response rates were calculated using AAPOR's response rate #2¹ for mailed surveys of unnamed persons.

Response Rate by Area for Mailed Survey

	Overall
Total sample used	3,600
I=Complete Interviews	599
P=Partial Interviews	11
R=Refusal and break off	1
NC=Non Contact	43
O=Other	0
UH=Unknown household	0
UO=Unknown other	2,946
Response rate: $(I+P)/(I+P) + (R+NC+O) + (UH+UO)$	17%

¹ See AAPOR's Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

Margin of Error

The 95% confidence interval (or “margin of error”) quantifies the ‘sampling error’ or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within four percentage points of the result that would be found if everyone in the population of interest was surveyed. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (referred to as non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error).

While the margin of error for the survey is generally no greater than plus or minus four² percentage points around any given percent reported for the entire sample, results for subgroups will have wider confidence intervals. Where estimates are given for subgroups, they are less precise.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset. All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC uses Polco, an online public engagement tool designed primarily for local governments, to collect online survey data. The Polco platform includes many features of online survey tools, but also includes elements tailored to the civic environment. For example, like NRC’s mailed surveys, surveys on Polco are presented with the city name, logo (or other image) and a description, so residents understand who is asking for input and why. Optionally, Polco can also verify respondents with local public data to ensure respondents are residents or voters. More generally, an advantage of online programming and data gathering is that it allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

² Although this has become the traditional way to describe survey research precision, when opt-in results are blended with scientific results, assumptions about randomness of responses are not the same as when results come only from the random sample. Consequently other terms sometimes are used in place of “confidence interval” or “margin of error,” such as “credibility intervals.”

Weighting the Data

The demographic characteristics of the survey sample were compared to those of the entire adult registered voter population in Highlands Ranch. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community.

The characteristics used for weighting were respondent gender, age, political party affiliation. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in differences of opinion among subgroups
- The historical profile created and the desirability of consistently representing different groups over the years

A special software program using mathematical algorithms is used to calculate the appropriate weights. Several different weighting 'schemes' are tested to ensure the best fit for the data.

2023 Highlands Ranch Metro District Citizen Survey Weighting Table

Characteristic	Population Norm*	Unweighted Data	Weighted Data
Sex and Age			
Female	51%	54%	53%
Male	48%	46%	47%
18-34	27%	5%	23%
35-54	36%	33%	37%
55+	36%	62%	40%
Female 18-34	13%	3%	13%
Female 35-54	14%	19%	20%
Female 55+	19%	32%	20%
Male 18-34	18%	2%	10%
Male 35-54	19%	14%	17%
Male 55+	17%	30%	20%
Party Affiliation			
Democrat	21%	27%	22%
Republican	30%	31%	31%
Unaffiliated/other	49%	41%	48%

* Source: Douglas County registered voter list

Analyzing the Data

The electronic dataset was analyzed by NRC staff using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and mean ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix B: Complete Survey Frequencies*. Also included are results by respondent characteristics (*Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they have been denoted with capital letters.

Appendix G: Open Participation Survey Results

About the Open Participation Survey

After data collection for the address-based survey was underway, a web-based survey was made available to Highlands Ranch residents through a link publicized by the Metro District. Residents were able to complete the survey from April 20 – May 4, 2023. A total of 361 responses were received. This section contains results of this open participation, web-based survey. These data were not collected through a random sample, and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were weighted to match the adult registered voter population of Highlands Ranch. The results of the weighting scheme for the open participation survey are presented in the following table.

2023 Highlands Ranch Open Participation Survey Weighting Table

Characteristic	Population Norm*	Unweighted Data	Weighted Data
Sex and Age			
Female	51%	59%	55%
Male	48%	41%	45%
18-34	27%	3%	15%
35-54	36%	46%	40%
55+	36%	51%	45%
Female 18-34	13%	1%	5%
Female 35-54	14%	28%	23%
Female 55+	19%	30%	26%
Male 18-34	18%	2%	10%
Male 35-54	19%	19%	17%
Male 55+	17%	20%	18%
Party Affiliation			
Democrat	21%	24%	24%
Republican	30%	33%	31%
Unaffiliated/other	49%	43%	45%

* Source: Douglas County registered voter list

Respondent Characteristics

Table 71: Question D1

How long have you lived in Highlands Ranch?	Percent	Number
Less than 5 years	15%	N=50
5 to 9 years	14%	N=46
10 to 14 years	16%	N=55
15 to 19 years	14%	N=46
20 or more years	42%	N=140
Total	100%	N=338

Table 72: Question D2

Please check the appropriate box indicating the type of housing unit in which you live.	Percent	Number
Detached single-family home	89%	N=300
Condominium or townhouse	8%	N=25
Apartment	3%	N=11
Total	100%	N=336

Table 73: Question D3

Do you rent or own your residence?	Percent	Number
Rent	5%	N=16
Own	95%	N=320
Total	100%	N=335

Table 74: Question D6

How much do you anticipate your household's total income before taxes will be for the current year?	Percent	Number
Less than \$34,999	0%	N=1
\$35,000 to \$49,999	2%	N=7
\$50,000 to \$74,999	11%	N=33
\$75,000 to \$124,999	23%	N=69
\$125,000 to \$199,999	35%	N=106
\$200,000 or more	29%	N=88
Total	100%	N=303

Table 75: Question D7

What is the highest level of education you have completed?	Percent	Number
Some high school	0%	N=1
Completed high school/GED	2%	N=5
Some college or technical/associates degree	9%	N=31
Bachelor's degree	47%	N=155

What is the highest level of education you have completed?	Percent	Number
Master's degree or Doctoral/Professional degree	42%	N=141
Total	100%	N=333

Table 76: Question D8

What is your age?	Percent	Number
18-24	0%	N=0
25-34	15%	N=51
35-44	14%	N=47
45-54	26%	N=87
55-64	19%	N=64
65-74	17%	N=55
75 +	9%	N=29
Total	100%	N=333

Table 77: Question D9

What is your gender?	Percent	Number
Woman	55%	N=179
Man	45%	N=149
Identify in another way	0%	N=0
Total	100%	N=329

Table 78: Question D10 (excluding don't know)

With which political party are you currently registered to vote?	Percent	Number
Democrat	24%	N=73
Republican	31%	N=95
Unaffiliated	44%	N=133
Other	2%	N=5
Total	100%	N=306

Table 79: Question D10 (including don't know)

With which political party are you currently registered to vote?	Percent	Number
Democrat	24%	N=73
Republican	30%	N=95
Unaffiliated	43%	N=133
Other	2%	N=5
Don't know	2%	N=6
Total	100%	N=312

Complete Set of Responses

Table 80: Question 1 (excluding don't know)

Please rate each of the following aspects of quality of life in Highlands Ranch:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Highlands Ranch as a place to live	53%	N=191	43%	N=153	4%	N=13	0%	N=1	100%	N=358
Your neighborhood as a place to live	56%	N=202	39%	N=140	5%	N=16	0%	N=0	100%	N=359
Highlands Ranch as a place to raise children	55%	N=171	40%	N=124	5%	N=17	0%	N=1	100%	N=312
Highlands Ranch as a place to work	25%	N=56	48%	N=107	15%	N=34	12%	N=27	100%	N=224
Highlands Ranch as a place to visit	20%	N=64	35%	N=116	36%	N=116	10%	N=31	100%	N=327
Highlands Ranch as a place to retire	28%	N=83	41%	N=121	24%	N=72	7%	N=22	100%	N=297
Overall quality of life in Highlands Ranch	46%	N=162	49%	N=173	5%	N=18	0%	N=1	100%	N=354

Table 81: Question 1 (including don't know)

Please rate each of the following aspects of quality of life in Highlands Ranch:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Highlands Ranch as a place to live	53%	N=191	43%	N=153	4%	N=13	0%	N=1	0%	N=0	100%	N=358
Your neighborhood as a place to live	56%	N=202	39%	N=140	5%	N=16	0%	N=0	0%	N=0	100%	N=359
Highlands Ranch as a place to raise children	49%	N=171	35%	N=124	5%	N=17	0%	N=1	11%	N=39	100%	N=351
Highlands Ranch as a place to work	16%	N=56	30%	N=107	9%	N=34	8%	N=27	37%	N=130	100%	N=354
Highlands Ranch as a place to visit	18%	N=64	33%	N=116	33%	N=116	9%	N=31	8%	N=27	100%	N=353

Please rate each of the following aspects of quality of life in Highlands Ranch:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Highlands Ranch as a place to retire	23%	N=83	34%	N=121	20%	N=72	6%	N=22	16%	N=55	100%	N=353
Overall quality of life in Highlands Ranch	46%	N=162	49%	N=173	5%	N=18	0%	N=1	0%	N=0	100%	N=354

Table 82: Question 2 (excluding don't know)

Please rate each of the following characteristics as they relate to Highlands Ranch as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Highlands Ranch	40%	N=143	51%	N=183	8%	N=30	1%	N=4	100%	N=359
Overall ease of getting to the places you usually visit	45%	N=161	42%	N=148	9%	N=33	4%	N=14	100%	N=356
Quality of overall natural environment in Highlands Ranch	51%	N=181	38%	N=137	9%	N=32	2%	N=6	100%	N=356
Overall built environment of Highlands Ranch (including overall design, buildings and transportation systems)	25%	N=89	46%	N=163	26%	N=92	3%	N=12	100%	N=356
Health and wellness opportunities in Highlands Ranch	52%	N=184	39%	N=137	8%	N=28	0%	N=2	100%	N=351
Overall opportunities for education and enrichment	29%	N=93	49%	N=157	21%	N=67	2%	N=6	100%	N=323
Overall economic health of Highlands Ranch	34%	N=114	54%	N=184	11%	N=38	1%	N=2	100%	N=339
Sense of community	18%	N=66	38%	N=137	35%	N=127	8%	N=29	100%	N=359
Overall image or reputation of Highlands Ranch	30%	N=105	46%	N=164	20%	N=72	4%	N=13	100%	N=354

Table 83: Question 2 (including don't know)

Please rate each of the following characteristics as they relate to Highlands Ranch as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Highlands Ranch	40%	N=143	51%	N=183	8%	N=30	1%	N=4	0%	N=0	100%	N=359
Overall ease of getting to the places you usually visit	45%	N=161	42%	N=148	9%	N=33	4%	N=14	0%	N=0	100%	N=356
Quality of overall natural environment in Highlands Ranch	51%	N=181	38%	N=137	9%	N=32	2%	N=6	0%	N=0	100%	N=356
Overall built environment of Highlands Ranch (including overall design, buildings and transportation systems)	25%	N=89	46%	N=163	26%	N=92	3%	N=12	0%	N=2	100%	N=357
Health and wellness opportunities in Highlands Ranch	52%	N=184	38%	N=137	8%	N=28	0%	N=2	2%	N=6	100%	N=357
Overall opportunities for education and enrichment	26%	N=93	44%	N=157	19%	N=67	2%	N=6	9%	N=31	100%	N=354
Overall economic health of Highlands Ranch	32%	N=114	51%	N=184	11%	N=38	1%	N=2	6%	N=20	100%	N=359
Sense of community	18%	N=66	38%	N=137	35%	N=127	8%	N=29	0%	N=0	100%	N=359
Overall image or reputation of Highlands Ranch	29%	N=105	46%	N=164	20%	N=72	4%	N=13	1%	N=4	100%	N=357

Table 84: Question 3 (excluding don't know)

Following are services provided by the Metro District. Please rate the quality of each service.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Maintenance of parks	53%	N=188	42%	N=148	5%	N=17	1%	N=3	100%	N=356
New installations of low water use landscape along parkways	30%	N=82	48%	N=132	15%	N=41	8%	N=23	100%	N=279
Fence repair and replacement along major roads	32%	N=106	47%	N=159	16%	N=53	6%	N=19	100%	N=338
Snow removal on trails and sidewalks along major roads	34%	N=121	43%	N=151	18%	N=63	5%	N=17	100%	N=351
Highlands Ranch Mansion public open hours and community events	35%	N=71	52%	N=106	7%	N=14	5%	N=11	100%	N=202
Open space and natural areas management	45%	N=157	44%	N=153	9%	N=33	2%	N=8	100%	N=350
Dog park maintenance	33%	N=54	43%	N=70	18%	N=29	7%	N=11	100%	N=164
Condition of trail surfaces	33%	N=112	55%	N=185	11%	N=38	1%	N=3	100%	N=338
Outdoor recreation and sports league programs	36%	N=87	53%	N=128	9%	N=22	1%	N=3	100%	N=240
Batter Up! Batting Cages at Redstone Park	32%	N=30	59%	N=55	9%	N=9	0%	N=0	100%	N=94
Playground maintenance and replacements	35%	N=83	51%	N=120	11%	N=26	3%	N=8	100%	N=237
Park shelter condition	35%	N=97	56%	N=158	6%	N=18	3%	N=7	100%	N=279
Channel stabilization and storm water management	33%	N=74	51%	N=116	14%	N=30	2%	N=4	100%	N=225
Active Adult Programs and Services (AAPS)	32%	N=46	43%	N=63	16%	N=24	9%	N=13	100%	N=146
Website: www.highlandsranch.org	19%	N=60	54%	N=168	21%	N=65	5%	N=16	100%	N=309
Metro District Messenger magazine	24%	N=79	57%	N=184	17%	N=55	2%	N=6	100%	N=323
Overall performance of the Highlands Ranch Metro District	32%	N=109	54%	N=188	12%	N=43	2%	N=5	100%	N=345

Following are services provided by the Metro District. Please rate the quality of each service.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall quality of services provided by the Highlands Ranch Metro District	33%	N=113	56%	N=191	9%	N=32	2%	N=7	100%	N=343

Table 85: Question 3 (including don't know)

Following are services provided by the Metro District. Please rate the quality of each service.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Maintenance of parks	53%	N=188	42%	N=148	5%	N=17	1%	N=3	0%	N=0	100%	N=356
New installations of low water use landscape along parkways	23%	N=82	37%	N=132	11%	N=41	6%	N=23	23%	N=81	100%	N=360
Fence repair and replacement along major roads	30%	N=106	44%	N=159	15%	N=53	5%	N=19	6%	N=21	100%	N=359
Snow removal on trails and sidewalks along major roads	34%	N=121	42%	N=151	18%	N=63	5%	N=17	1%	N=5	100%	N=356
Highlands Ranch Mansion public open hours and community events	20%	N=71	30%	N=106	4%	N=14	3%	N=11	43%	N=155	100%	N=356
Open space and natural areas management	44%	N=157	43%	N=153	9%	N=33	2%	N=8	1%	N=3	100%	N=353
Dog park maintenance	15%	N=54	20%	N=70	8%	N=29	3%	N=11	54%	N=192	100%	N=356
Condition of trail surfaces	32%	N=112	52%	N=185	11%	N=38	1%	N=3	5%	N=16	100%	N=354
Outdoor recreation and sports league programs	25%	N=87	36%	N=128	6%	N=22	1%	N=3	32%	N=114	100%	N=354

Following are services provided by the Metro District. Please rate the quality of each service.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Batter Up! Batting Cages at Redstone Park	8%	N=30	16%	N=55	3%	N=9	0%	N=0	73%	N=261	100%	N=356
Playground maintenance and replacements	23%	N=83	34%	N=120	7%	N=26	2%	N=8	33%	N=119	100%	N=355
Park shelter condition	27%	N=97	44%	N=158	5%	N=18	2%	N=7	21%	N=75	100%	N=354
Channel stabilization and storm water management	21%	N=74	32%	N=116	9%	N=30	1%	N=4	37%	N=132	100%	N=357
Active Adult Programs and Services (AAPS)	13%	N=46	18%	N=63	7%	N=24	4%	N=13	58%	N=206	100%	N=352
Website: www.highlandsranch.org	17%	N=60	47%	N=168	18%	N=65	5%	N=16	13%	N=47	100%	N=356
Metro District Messenger magazine	22%	N=79	52%	N=184	15%	N=55	2%	N=6	9%	N=33	100%	N=356
Overall performance of the Highlands Ranch Metro District	30%	N=109	53%	N=188	12%	N=43	2%	N=5	3%	N=12	100%	N=357
Overall quality of services provided by the Highlands Ranch Metro District	32%	N=113	54%	N=191	9%	N=32	2%	N=7	3%	N=12	100%	N=355

Table 86: Question 4 (excluding don't know)

Please rate how safe you feel in the following public areas managed by the Highlands Ranch Metro District:	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N
Parks	67%	N=223	30%	N=99	2%	N=8	0%	N=2	100%	N=331
Open space and natural areas	65%	N=221	32%	N=110	3%	N=9	0%	N=1	100%	N=341

Please rate how safe you feel in the following public areas managed by the Highlands Ranch Metro District:	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N
Trails	62%	N=210	35%	N=120	3%	N=10	0%	N=1	100%	N=342
Sidewalks on major roads	48%	N=164	37%	N=128	11%	N=37	4%	N=14	100%	N=343
Highlands Ranch Mansion	87%	N=183	12%	N=26	0%	N=0	0%	N=1	100%	N=210

Table 87: Question 4 (including don't know)

Please rate how safe you feel in the following public areas managed by the Highlands Ranch Metro District:	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Parks	66%	N=223	30%	N=99	2%	N=8	0%	N=2	1%	N=4	100%	N=336
Open space and natural areas	63%	N=221	31%	N=110	3%	N=9	0%	N=1	3%	N=11	100%	N=352
Trails	59%	N=210	34%	N=120	3%	N=10	0%	N=1	4%	N=13	100%	N=355
Sidewalks on major roads	46%	N=164	36%	N=128	10%	N=37	4%	N=14	3%	N=11	100%	N=354
Highlands Ranch Mansion	52%	N=183	7%	N=26	0%	N=0	0%	N=1	41%	N=145	100%	N=354

Table 88: Question 5 (excluding don't know)

Please rate the following statements by selecting the number that best represents your opinion.	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Total	
	%	N	%	N	%	N	%	N	%	N
Metro District elected officials generally act in the best interest of taxpayers	32%	N=87	46%	N=124	14%	N=38	9%	N=24	100%	N=273
Highlands Ranch Metro District employees perform quality work	53%	N=166	38%	N=121	8%	N=25	1%	N=3	100%	N=314
I receive good value for the taxes I pay to the Metro District	41%	N=136	42%	N=139	12%	N=40	5%	N=17	100%	N=333
I am pleased with the overall direction the Metro District is taking	41%	N=133	43%	N=140	12%	N=39	4%	N=14	100%	N=326
I am well informed on major issues within Highlands Ranch	29%	N=97	44%	N=147	18%	N=62	9%	N=29	100%	N=335
The Metro District welcomes citizen involvement	36%	N=101	40%	N=111	15%	N=40	9%	N=25	100%	N=276
The Metro District Board of Directors implements policies that reflect my values	26%	N=72	47%	N=127	19%	N=51	8%	N=23	100%	N=272

Table 89: Question 5 (including don't know)

Please rate the following statements by selecting the number that best represents your opinion.	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Don't know		Total	
Metro District elected officials generally act in the best interest of taxpayers	25%	N=87	35%	N=124	11%	N=38	7%	N=24	22%	N=78	100%	N=351
Highlands Ranch Metro District employees perform quality work	47%	N=166	34%	N=121	7%	N=25	1%	N=3	10%	N=37	100%	N=351
I receive good value for the taxes I pay to the Metro District	39%	N=136	39%	N=139	11%	N=40	5%	N=17	6%	N=20	100%	N=352
I am pleased with the overall direction the Metro District is taking	38%	N=133	40%	N=140	11%	N=39	4%	N=14	8%	N=26	100%	N=352
I am well informed on major issues within Highlands Ranch	28%	N=97	42%	N=147	18%	N=62	8%	N=29	5%	N=16	100%	N=351
The Metro District welcomes citizen involvement	29%	N=101	32%	N=111	11%	N=40	7%	N=25	21%	N=76	100%	N=352
The Metro District Board of Directors implements policies that reflect my values	20%	N=72	36%	N=127	15%	N=51	6%	N=23	22%	N=79	100%	N=351

Table 90: Question 6 (excluding don't know)

How important are each of the following recreational opportunities to you and your family?	Essential		Very important		Somewhat important		Not at all important		Total	
Trail system for exercising, walking to school, walking pets	75%	N=265	21%	N=75	3%	N=12	0%	N=1	100%	N=353
Mountain biking on trails	32%	N=107	15%	N=50	28%	N=93	26%	N=85	100%	N=335
Visiting a dog park	14%	N=45	20%	N=65	27%	N=87	39%	N=124	100%	N=321
Visiting a park or playground	40%	N=139	36%	N=126	18%	N=63	6%	N=21	100%	N=349
Enjoying nature in Highlands Ranch parks or open space	69%	N=245	25%	N=89	5%	N=18	0%	N=2	100%	N=353
Participating in or attending an Active Adult program	20%	N=58	20%	N=57	30%	N=84	30%	N=84	100%	N=283
Participating in adult recreation or sports programs	20%	N=63	29%	N=90	33%	N=105	18%	N=56	100%	N=314
Participating in youth recreation or sports programs	29%	N=90	21%	N=64	18%	N=56	32%	N=98	100%	N=310
Attending community events	26%	N=91	30%	N=103	37%	N=128	6%	N=22	100%	N=344
Riding an RTD bus or light rail	15%	N=49	20%	N=65	29%	N=92	35%	N=113	100%	N=319
Visiting the Highlands Ranch Mansion	8%	N=27	18%	N=56	41%	N=130	33%	N=105	100%	N=319
Volunteering in Highlands Ranch	14%	N=44	22%	N=68	44%	N=137	20%	N=62	100%	N=312
Community gardens	18%	N=59	28%	N=90	33%	N=106	20%	N=63	100%	N=317
Outdoor tennis courts	16%	N=51	20%	N=63	31%	N=98	33%	N=104	100%	N=315
Outdoor bocce ball courts	4%	N=12	14%	N=42	33%	N=96	49%	N=143	100%	N=292

How important are each of the following recreational opportunities to you and your family?	Essential		Very important		Somewhat important		Not at all important		Total	
Other outdoor courts (basketball, volleyball, etc.)	12%	N=39	30%	N=94	34%	N=108	24%	N=77	100%	N=318
Outdoor sports fields (football, softball, baseball, lacrosse, etc.)	25%	N=82	29%	N=96	28%	N=94	18%	N=58	100%	N=330
Mountain bike trails	31%	N=104	19%	N=65	24%	N=79	26%	N=86	100%	N=333
Mountain bike skills area	25%	N=76	14%	N=44	26%	N=78	35%	N=107	100%	N=305
Skate park beginner skills area/ elements	12%	N=39	22%	N=70	29%	N=90	36%	N=114	100%	N=313
Skate park intermediate skills area/ elements	11%	N=34	24%	N=73	26%	N=80	38%	N=117	100%	N=304
Interpretive nature & historical education	15%	N=48	29%	N=95	44%	N=144	12%	N=40	100%	N=327
Living history facilities & programs	16%	N=50	26%	N=82	44%	N=140	15%	N=47	100%	N=320
Agricultural education and programs (4-H, CSU extension service or similar)	14%	N=44	35%	N=108	28%	N=87	23%	N=70	100%	N=309
Cricket	3%	N=8	2%	N=4	14%	N=37	81%	N=219	100%	N=269
Nature play areas	26%	N=87	33%	N=108	33%	N=108	8%	N=27	100%	N=330
Opportunities for scholarships for youth recreation programs	18%	N=57	31%	N=99	35%	N=114	16%	N=52	100%	N=322
Indoor meeting space for groups between 25-50	19%	N=63	30%	N=98	35%	N=116	15%	N=50	100%	N=327

Table 91: Question 6 (including don't know)

How important are each of the following recreational opportunities to you and your family?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Trail system for exercising, walking to school, walking pets	75%	N=265	21%	N=75	3%	N=12	0%	N=1	0%	N=1	100%	N=354
Mountain biking on trails	30%	N=107	14%	N=50	26%	N=93	24%	N=85	6%	N=23	100%	N=358
Visiting a dog park	13%	N=45	18%	N=65	25%	N=87	35%	N=124	10%	N=34	100%	N=355
Visiting a park or playground	39%	N=139	35%	N=126	18%	N=63	6%	N=21	2%	N=6	100%	N=355
Enjoying nature in Highlands Ranch parks or open space	69%	N=245	25%	N=89	5%	N=18	0%	N=2	1%	N=4	100%	N=357
Participating in or attending an Active Adult program	16%	N=58	16%	N=57	24%	N=84	24%	N=84	20%	N=71	100%	N=353
Participating in adult recreation or sports programs	18%	N=63	25%	N=90	30%	N=105	16%	N=56	11%	N=40	100%	N=354
Participating in youth recreation or sports programs	25%	N=90	18%	N=64	16%	N=56	28%	N=98	13%	N=46	100%	N=355
Attending community events	26%	N=91	29%	N=103	36%	N=128	6%	N=22	3%	N=10	100%	N=354
Riding an RTD bus or light rail	14%	N=49	18%	N=65	26%	N=92	32%	N=113	10%	N=36	100%	N=355
Visiting the Highlands Ranch Mansion	8%	N=27	16%	N=56	37%	N=130	30%	N=105	10%	N=34	100%	N=352
Volunteering in Highlands Ranch	12%	N=44	19%	N=68	39%	N=137	18%	N=62	11%	N=40	100%	N=352
Community gardens	17%	N=59	25%	N=90	30%	N=106	18%	N=63	10%	N=35	100%	N=353
Outdoor tennis courts	14%	N=51	18%	N=63	28%	N=98	29%	N=104	11%	N=37	100%	N=353

How important are each of the following recreational opportunities to you and your family?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Outdoor bocce ball courts	3%	N=12	12%	N=42	27%	N=96	40%	N=143	17%	N=61	100%	N=353
Other outdoor courts (basketball, volleyball, etc.)	11%	N=39	27%	N=94	31%	N=108	22%	N=77	9%	N=31	100%	N=349
Outdoor sports fields (football, softball, baseball, lacrosse, etc.)	24%	N=82	28%	N=96	27%	N=94	17%	N=58	5%	N=18	100%	N=348
Mountain bike trails	29%	N=104	18%	N=65	22%	N=79	24%	N=86	6%	N=22	100%	N=356
Mountain bike skills area	22%	N=76	12%	N=44	22%	N=78	31%	N=107	13%	N=45	100%	N=351
Skate park beginner skills area/ elements	11%	N=39	20%	N=70	26%	N=90	32%	N=114	12%	N=41	100%	N=354
Skate park intermediate skills area/ elements	10%	N=34	21%	N=73	23%	N=80	33%	N=117	13%	N=47	100%	N=351
Interpretive nature & historical education	14%	N=48	27%	N=95	41%	N=144	11%	N=40	7%	N=26	100%	N=353
Living history facilities & programs	14%	N=50	23%	N=82	40%	N=140	13%	N=47	10%	N=34	100%	N=353
Agricultural education and programs (4-H, CSU extension service or similar)	12%	N=44	31%	N=108	25%	N=87	20%	N=70	12%	N=42	100%	N=350
Cricket	2%	N=8	1%	N=4	11%	N=37	62%	N=219	23%	N=82	100%	N=351
Nature play areas	25%	N=87	31%	N=108	31%	N=108	8%	N=27	6%	N=21	100%	N=351
Opportunities for scholarships for youth recreation programs	17%	N=57	28%	N=99	33%	N=114	15%	N=52	7%	N=26	100%	N=347

How important are each of the following recreational opportunities to you and your family?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	Indoor meeting space for groups between 25-50	18%	N=63	28%	N=98	33%	N=116	14%	N=50	7%	N=24	100%

Table 92: Question 7 - Household Need

Indicate if your household has a need for each facility or program.	Need		Do not need		Total	
Trail system for exercising, walking to school, walking pets	95%	N=339	5%	N=19	100%	N=357
Mountain biking on trails	53%	N=186	47%	N=168	100%	N=353
Visiting a dog park	42%	N=147	58%	N=205	100%	N=351
Visiting a park or playground	86%	N=305	14%	N=48	100%	N=353
Enjoying nature in Highlands Ranch parks or open space	98%	N=351	2%	N=6	100%	N=357
Participating in or attending an Active Adult program	47%	N=168	53%	N=188	100%	N=355
Participating in adult recreation or sports programs	58%	N=203	42%	N=149	100%	N=352
Participating in youth recreation or sports programs	48%	N=165	52%	N=181	100%	N=345
Attending community events	80%	N=282	20%	N=73	100%	N=354
Riding an RTD bus or light rail	46%	N=162	54%	N=192	100%	N=354
Visiting the Highlands Ranch Mansion	50%	N=174	50%	N=176	100%	N=350
Volunteering in Highlands Ranch	56%	N=194	44%	N=155	100%	N=349
Community gardens	48%	N=168	52%	N=183	100%	N=351
Outdoor tennis courts	40%	N=141	60%	N=211	100%	N=351

Indicate if your household has a need for each facility or program.	Need		Do not need		Total	
Outdoor bocce ball courts	21%	N=74	79%	N=276	100%	N=350
Other outdoor courts (basketball, volleyball, etc.)	55%	N=194	45%	N=156	100%	N=351
Outdoor sports fields (football, softball, baseball, lacrosse, etc.)	53%	N=186	47%	N=164	100%	N=350
Mountain bike trails	58%	N=208	42%	N=148	100%	N=355
Mountain bike skills area	38%	N=135	62%	N=218	100%	N=354
Skate park beginner skills area	28%	N=100	72%	N=253	100%	N=352
Skate park intermediate skills area	23%	N=79	77%	N=271	100%	N=350
Interpretive nature & historical education	59%	N=207	41%	N=143	100%	N=350
Living history facilities & programs	58%	N=204	42%	N=148	100%	N=352
Agricultural education and programs (4-H, CSU extension service or similar)	37%	N=130	63%	N=220	100%	N=351
Cricket	6%	N=22	94%	N=329	100%	N=350
Nature play areas	69%	N=242	31%	N=108	100%	N=349
Opportunities for scholarships for youth recreation programs	41%	N=142	59%	N=207	100%	N=349
Indoor meeting space for groups between 25-50	50%	N=173	50%	N=176	100%	N=349

Table 93: Question 7 - Household Needs Met

Rate the extent to which your households' needs are currently being met.	Needs met		Needs somewhat met		Needs not met		Total	
Trail system for exercising, walking to school, walking pets	82%	N=282	17%	N=57	2%	N=6	100%	N=346
Mountain biking on trails	67%	N=212	20%	N=65	13%	N=40	100%	N=317
Visiting a dog park	80%	N=248	15%	N=47	5%	N=17	100%	N=312
Visiting a park or playground	87%	N=285	11%	N=37	1%	N=4	100%	N=326

Rate the extent to which your households' needs are currently being met.	Needs met		Needs somewhat met		Needs not met		Total	
	%	N	%	N	%	N	%	N
Enjoying nature in Highlands Ranch parks or open space	83%	N=283	16%	N=53	2%	N=5	100%	N=341
Participating in or attending an Active Adult program	71%	N=225	21%	N=67	8%	N=26	100%	N=317
Participating in adult recreation or sports programs	74%	N=231	19%	N=59	7%	N=21	100%	N=311
Participating in youth recreation or sports programs	77%	N=235	14%	N=43	9%	N=27	100%	N=304
Attending community events	71%	N=229	25%	N=80	4%	N=14	100%	N=323
Riding an RTD bus or light rail	49%	N=159	22%	N=71	28%	N=91	100%	N=321
Visiting the Highlands Ranch Mansion	79%	N=253	10%	N=31	12%	N=38	100%	N=322
Volunteering in Highlands Ranch	69%	N=218	24%	N=76	7%	N=21	100%	N=315
Community gardens	64%	N=194	19%	N=57	17%	N=52	100%	N=304
Outdoor tennis courts	77%	N=226	14%	N=40	9%	N=28	100%	N=294
Outdoor bocce ball courts	71%	N=210	14%	N=42	14%	N=42	100%	N=294
Other outdoor courts (basketball, volleyball, etc.)	71%	N=216	18%	N=56	11%	N=34	100%	N=305
Outdoor sports fields (football, softball, baseball, lacrosse, etc.)	77%	N=230	17%	N=50	7%	N=20	100%	N=300
Mountain bike trails	67%	N=202	20%	N=61	13%	N=38	100%	N=301
Mountain bike skills area	56%	N=162	15%	N=44	29%	N=84	100%	N=289
Skate park beginner skills area	73%	N=211	16%	N=45	11%	N=31	100%	N=287
Skate park intermediate skills area	77%	N=221	14%	N=40	10%	N=27	100%	N=288
Interpretive nature & historical education	64%	N=193	23%	N=71	13%	N=38	100%	N=302
Living history facilities & programs	65%	N=194	23%	N=69	12%	N=37	100%	N=300
Agricultural education and programs (4-H, CSU extension service or similar)	67%	N=197	19%	N=56	14%	N=42	100%	N=294

Rate the extent to which your households' needs are currently being met.	Needs met		Needs somewhat met		Needs not met		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Cricket	81%	N=226	8%	N=23	11%	N=29	100%	N=279
Nature play areas	66%	N=201	20%	N=60	14%	N=42	100%	N=303
Opportunities for scholarships for youth recreation programs	65%	N=191	22%	N=64	13%	N=37	100%	N=292
Indoor meeting space for groups between 25-50	67%	N=199	23%	N=69	10%	N=30	100%	N=298

Table 94: Question 8

Are there any other programs/services/amenities not listed above that you would like the Metro District to consider developing or partnering to provide in the next three to ten years?	Percent	Number
Bike trails/lanes	18%	N=39
Pickleball	16%	N=34
Recreational activities (sports, swimming/pools, golf, shooting range, horseback riding)	12%	N=26
Senior activities	8%	N=16
Parks, playgrounds, open space, gardens	6%	N=13
Music, arts, culture, community events	5%	N=11
Public transportation	4%	N=8
Trails	4%	N=8
Classes, programming	3%	N=7
Sustainability (water conservation, recycling, waste disposal, wildfire mitigation)	3%	N=6
Landscaping (maintenance, trees, fences)	2%	N=5
Dog parks, dog ownership assistance	2%	N=5

Are there any other programs/services/amenities not listed above that you would like the Metro District to consider developing or partnering to provide in the next three to ten years?	Percent	Number
Law/code enforcement	1%	N=4
Children’s activities, childcare	1%	N=3
Diversity	1%	N=3
Meeting space	1%	N=3
Newsletter	1%	N=3
Other	8%	N=18

Total may exceed 100% as respondents could select more than one answer. Respondents were given an opportunity to write-in an other response. Please see Appendix C: Verbatim Responses to Open-ended Survey Questions for the verbatim responses.

Table 95: Question 9 (excluding don’t know)

If you participated in a Highlands Ranch Metro District program or reserved one of our facilities in the past 12months, how satisfied are you with the value received in your program experience as compared to the cost paid?	Very satisfied		Somewhat satisfied		Neither satisfied nor dissatisfied		Somewhat dissatisfied		Very dissatisfied		Total	
Youth outdoor sport programs	63%	N=51	28%	N=23	1%	N=1	8%	N=6	0%	N=0	100%	N=82
Youth nature camps	51%	N=25	29%	N=14	7%	N=3	2%	N=1	11%	N=6	100%	N=49
Adult recreation programs	46%	N=51	42%	N=46	3%	N=4	9%	N=10	1%	N=1	100%	N=112
Batter Up! batting cages at Redstone	53%	N=15	25%	N=7	7%	N=2	15%	N=4	0%	N=0	100%	N=28
Tennis programs at Lebsack Tennis Center	77%	N=31	21%	N=8	3%	N=1	0%	N=0	0%	N=0	100%	N=40

If you participated in a Highlands Ranch Metro District program or reserved one of our facilities in the past 12 months, how satisfied are you with the value received in your program experience as compared to the cost paid?	Very satisfied		Somewhat satisfied		Neither satisfied nor dissatisfied		Somewhat dissatisfied		Very dissatisfied		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Shelter reservations	53%	N=45	31%	N=26	15%	N=12	1%	N=1	1%	N=1	100%	N=85
Picnic packs	34%	N=14	26%	N=11	24%	N=10	2%	N=1	13%	N=6	100%	N=42
Mansion private event rental	71%	N=20	18%	N=5	11%	N=3	0%	N=0	0%	N=0	100%	N=29

Table 96: Question 9 (including don't know)

How satisfied are you with the value received in your program experience as compared to the cost paid?	Very satisfied		Somewhat satisfied		Neither satisfied nor dissatisfied		Somewhat dissatisfied		Very dissatisfied		Don't know		Did not participate		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Youth outdoor sport programs	19%	N=51	8%	N=23	0%	N=1	2%	N=6	0%	N=0	1%	N=3	69%	N=189	100%	N=273
Youth nature camps	9%	N=25	5%	N=14	1%	N=3	0%	N=1	2%	N=6	1%	N=3	81%	N=220	100%	N=272
Adult recreation programs	18%	N=51	16%	N=46	1%	N=4	3%	N=10	0%	N=1	1%	N=3	59%	N=169	100%	N=284
Batter Up! batting cages at Redstone	6%	N=15	3%	N=7	1%	N=2	2%	N=4	0%	N=0	1%	N=4	88%	N=238	100%	N=269

How satisfied are you with the value received in your program experience as compared to the cost paid?	Very satisfied		Somewhat satisfied		Neither satisfied nor dissatisfied		Somewhat dissatisfied		Very dissatisfied		Don't know		Did not participate		Total	
Tennis programs at Lebsack Tennis Center	11%	N=31	3%	N=8	0%	N=1	0%	N=0	0%	N=0	1%	N=3	85%	N=231	100%	N=273
Shelter reservations	16%	N=45	9%	N=26	4%	N=12	0%	N=1	0%	N=1	3%	N=10	66%	N=185	100%	N=281
Picnic packs	5%	N=14	4%	N=11	4%	N=10	0%	N=1	2%	N=6	5%	N=12	80%	N=221	100%	N=276
Mansion private event rental	7%	N=20	2%	N=5	1%	N=3	0%	N=0	0%	N=0	2%	N=4	88%	N=242	100%	N=276

Table 97: Question 10

In the past 12 months, about how many times, if ever, have you or other household members used the following sources of information for news about Highlands Ranch?	Never		1-2 times		3-12 times		13-26 times		More than 26 times		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Metro District Messenger magazine	13%	N=41	24%	N=79	48%	N=158	11%	N=36	4%	N=12	100%	N=327
Highlands Ranch Herald (print or online at www.highlandsranchherald.net)	30%	N=100	15%	N=50	30%	N=100	9%	N=31	15%	N=51	100%	N=332
HRCA News	15%	N=49	21%	N=70	46%	N=151	12%	N=40	6%	N=20	100%	N=330
Denver Post	66%	N=216	10%	N=34	8%	N=27	5%	N=18	11%	N=35	100%	N=330
e-Messenger and electronic newsletters from Metro District	30%	N=99	18%	N=59	35%	N=114	12%	N=40	4%	N=14	100%	N=327
e-Newsletters from Douglas County	43%	N=140	19%	N=62	29%	N=94	6%	N=19	4%	N=12	100%	N=327
www.highlandsranch.org (Metro District website)	15%	N=49	27%	N=90	42%	N=140	12%	N=41	4%	N=12	100%	N=332
www.highlandsranch.com (Community Portal)	36%	N=116	25%	N=81	31%	N=100	4%	N=13	5%	N=15	100%	N=325
www.hrcaonline.org (Community Association website)	10%	N=33	23%	N=75	42%	N=139	15%	N=51	9%	N=30	100%	N=329
Blog sites	89%	N=290	6%	N=20	2%	N=5	3%	N=8	1%	N=3	100%	N=327
Twitter	80%	N=260	6%	N=20	7%	N=22	3%	N=8	5%	N=16	100%	N=326
Facebook	51%	N=168	12%	N=41	15%	N=49	7%	N=25	14%	N=46	100%	N=329
Nextdoor	48%	N=160	13%	N=45	15%	N=49	11%	N=37	12%	N=40	100%	N=330
Radio news	84%	N=272	5%	N=16	5%	N=15	2%	N=6	5%	N=16	100%	N=325

In the past 12 months, about how many times, if ever, have you or other household members used the following sources of information for news about Highlands Ranch?	Never		1-2 times		3-12 times		13-26 times		More than 26 times		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Television news	68%	N=223	10%	N=31	7%	N=22	4%	N=13	11%	N=36	100%	N=326
Word of mouth updates from friends, family, neighbors	13%	N=44	21%	N=69	40%	N=131	14%	N=47	12%	N=41	100%	N=331
Instagram	80%	N=258	7%	N=23	4%	N=12	4%	N=12	5%	N=17	100%	N=321
Cable TV Channel 8 (government access channel)	94%	N=304	3%	N=11	2%	N=6	1%	N=2	1%	N=2	100%	N=324

Table 98: Question 11 (excluding don't know)

In the past 12 months, have you or any of your household members visited the www.highlandsranch.org website?	Percent	Number
Yes	86%	N=277
No	14%	N=45
Total	100%	N=321

Table 99: Question 11 (including don't know)

In the past 12 months, have you or any of your household members visited the www.highlandsranch.org website?	Percent	Number
Yes	81%	N=277
No	13%	N=45
Don't know	6%	N=19
Total	100%	N=340

Table 100: Question 12

Please indicate the reason(s) for your visit (mark all that apply):	Percent	Number
Community/project updates	53%	N=145
Pay your water bill online	29%	N=79
Register for a recreation program or activity online	56%	N=154
Learn more about the community in general	42%	N=117
Board meetings and agendas	14%	N=38
Open Budget	3%	N=9
Report a Concern	8%	N=23
Other, please describe:	11%	N=29

Total may exceed 100% as respondents could select more than one answer.

Table 101: Question 13 (excluding don't know)

The Metro District Board strives to budget expenditures to best match desired community’s values and ensure that residents will continue to receive a high level of services. How important, if at all, do you feel it is for the Metro District to focus on each of the following priorities in the next five years?	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Well maintained, quality facilities and infrastructure	73%	N=241	24%	N=80	2%	N=8	0%	N=0	100%	N=329
Engage in emergency planning and service delivery with partners (i.e. wildfires)	60%	N=197	29%	N=94	10%	N=33	2%	N=5	100%	N=329
Provide recreational opportunities for all	55%	N=182	34%	N=112	10%	N=34	1%	N=4	100%	N=332
Expand opportunities for cultural and educational enrichment	27%	N=88	32%	N=107	35%	N=115	7%	N=22	100%	N=332
Participate in programs and services to support mental health and wellness	25%	N=82	39%	N=125	31%	N=101	5%	N=17	100%	N=325
Support our community’s history and historic buildings	24%	N=78	35%	N=115	31%	N=103	10%	N=34	100%	N=330
Provide a voice for our residents and businesses with other local and state agencies	30%	N=99	38%	N=124	27%	N=89	4%	N=15	100%	N=327
Increased public engagement and communication	29%	N=95	37%	N=122	31%	N=102	3%	N=10	100%	N=328

Table 102: Question 13 (including don't know)

The Metro District Board strives to budget expenditures to best match desired community's values and ensure that residents will continue to receive a high level of services. How important, if at all, do you feel it is for the Metro District to focus on each of the following priorities in the next five years?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Well maintained, quality facilities and infrastructure	73%	N=241	24%	N=80	2%	N=8	0%	N=0	1%	N=3	100%	N=331
Engage in emergency planning and service delivery with partners (i.e. wildfires)	60%	N=197	28%	N=94	10%	N=33	2%	N=5	1%	N=2	100%	N=331
Provide recreational opportunities for all	55%	N=182	34%	N=112	10%	N=34	1%	N=4	0%	N=1	100%	N=333
Expand opportunities for cultural and educational enrichment	27%	N=88	32%	N=107	35%	N=115	7%	N=22	0%	N=1	100%	N=332
Participate in programs and services to support mental health and wellness	25%	N=82	38%	N=125	31%	N=101	5%	N=17	0%	N=2	100%	N=327
Support our community's history and historic buildings	23%	N=78	35%	N=115	31%	N=103	10%	N=34	1%	N=2	100%	N=331
Provide a voice for our residents and businesses with other local and state agencies	30%	N=99	38%	N=124	27%	N=89	4%	N=15	1%	N=4	100%	N=331
Increased public engagement and communication	29%	N=95	37%	N=122	31%	N=102	3%	N=10	0%	N=2	100%	N=330

Verbatim Responses to Open-ended Question from Open Participation Survey

Responses are presented here in verbatim form, including any typographical, grammatical, or other mistakes. Responses are in alphabetical order.

Question 8: Are there any other programs/services/amenities not listed above that you would like the Metro District to consider developing or partnering to provide in the next three to ten years?

Bike trails/lanes

- 1-Safe bike crossings for C-470 Trail especially on Colorado and Broadway. Extremely unsafe. 2-electronic only versions of district mailings/newsletters available
- A dedicated closed loop mountain biking area with a skills area would be a huge Highlands Ranch, county and regional asset and enable development of HRCA, school and private MTB youth and adult programs as well as a fantastic asset to residents like me.
- A mountain bike facility to ride and practice skills with my family that is safe and separate from other trail users. Something similar to Erie Bike Park or Greenwood Village Bike park.
- A Valmont type bike area. The closest bike skills/jumping park is in Denver and even then it is very limited and in a poor neighborhood. My kids can't just ride their bikes there.
- A Valmont-style bike skills park would be amazing.
- Additional community entertainment and cultural activities, safe bike trails (not mountain bikes), and better fencing because HRMD appears to be far behind in fence replacement.
- As playgrounds, parks, and nature areas are developed or refurbished in the future, please ensure that they are accessible for people of ALL ages and ALL abilities. Consult with local disability and aging organizations to get input on how to provide for a variety of mobility, sensory, emotional and cognitive needs to support more of our population. We also need improved public transportation in terms of frequency, low cost, and more accessible routes as our population decreases driving due to environmental concerns and/or aging. Additional bike lanes on streets used for commuting as well as bike safety education for drivers would be a big plus in our community. As an organization, support environmental consciousness, water conservation, and protection of open spaces in order to maintain the high quality of life in HR.
- Better mountain bike trails like other neighborhoods; Willow Spings, Ken Caryl
- Dedicated mountain biking skills facility (e.g. flow track or trails, directional, with limited hiker access).
- Downhill MTB Flow Track
- extend MTB trails and skills area, light rail extension.
- Flow track for mountain biking
- Highland Ranch really needs a Mountain Bike skills and pump track for adults and kids. There is a huge need with the growing sport of mountain biking.
- It would be good to have an all weather mountain bike trail
- More flow trails for mountain biking in Highlands Ranch

- More mountain bike parks. Like Erie Singletrack!! Or Valmont!
- More mountain bike trails and features for more advanced riders
- More mountain biking/trail running trails, perhaps in the backcountry area; consider making some trails uni-directional
- More road cycling safety lanes. Add dividers for bikes from cars.
- mountain bike only trails, parks
- Mountain bike park, skills areas, more mountain bike trails
- Mountain bike pump track for HR residents
- Mountain Bike Skills area and more trails!
- Mountain bike skills course, bicycle pump track (velosolutions)
- Mountain bike skills park
- Mountain Biking facility
- Mountain Bike Flow track & mountain biking skills track/facility
- MTB skills area! Needs more progressive elements, pump track.
- MTB skills park
- Mtb skills/ flow trail system is needed with some directional trails. Love trails but need more with increased use since 2020
- Partnering with the county to help build the mountain bike park near Wildcat Mountain!
- Rock climbing gym, more soft surface/dirt single track trails, Mtn bike skills/pump track
- The highlands ranch area is lacking in mountain bike skills areas or flow/jump track
- There isn't viable transit other than driving your own vehicle. What about segregated bike commuting lines or trails with limited interaction with roads & vehicles
- This community who is greatly benefit from a Del Hill only flow track bike park. Would make us very unique and serve a large segment of the active community. We also need a serious Pickleball complex. There is money in the budget and we could easily fill up 12 additional courts.
- Two areas of accessibility for residence, which would be beneficial with the community and changing dynamics of Highlands Ranch are more Pickleball courts indoors and outdoors, as well as a mountain bike trails course.
- Very interested in a mountain bike skills park in Highlands Ranch. I take my family to Valmont bike park in Boulder and Erie bike park regularly because we can all work on bike skills in a safe environment. We would love to be able to ride locally more often without having to drive.
- We need a mountain bike flow track and facility. I know it's been discussed but it's time to make it happen. Countless MTB'ers out here that would benefit - young and old.
- Would love a mountain bike flow track

Pickleball

- Build pickleball outdoor courts as quickly as possible. Can some be added on the grounds of the new Senior Center?
- I am an avid pickleball player and would like to see additional outdoor courts provided.
- Indoor and outdoor Pickleball
- More outdoor pickle ball courts and leagues

- More outdoor pickleball courts
- More pickle all areas
- More pickle ball courts. If there is an area to create a stair incline up a hill like they have down in Castle Rock or Rueter Hess, please consider that. Nicer outdoor workout equipment like there is down at the Castle Rock incline park.
- More Pickleball
- More Pickleball Courts
- More pickleball courts and leagues needed.
- more Pickleball courts.... access to indoor and outdoor meeting space
- More pickleball leagues, lessons, and courts. Possibly a community garden or a garden share event where people could trade or give away produce. Composting opportunities.
- more pickleball or tennis courts in various neighborhoods
- pickle ball
- Pickle ball
- Pickle Ball
- Pickle ball courts
- Pickle ball courts! Ability for residents to get good pricing on the same fencing as on main streets.
- Pickleball
- Pickleball
- Pickleball
- Pickleball courts
- Pickleball courts
- pickleball courts
- Pickleball courts convert tennis courts.
- Pickleball courts, sand volleyball courts
- Pickleball courts. Also, more inviting town center with rents that locally owned businesses can afford. Big miss with our current "town center" - giant parking lots with box buildings of chains. (We lost Tattered Cover only to be replaced by Michael's? Seriously?) No charm, no trees, no greenspace, no pedestrian walkways. Not inviting to go visit at all, and embarrassing to bring out of town guests to. Seems like a hugely missed opportunity. I like the idea of the senior center that's being built.
- Pickleball, block parties
- Remove the pickle ball courts at tanks park it's too loud to be close to homes
- Resurfaced tennis courts and upgraded pickleball courts
- Senior pickleball
- Two areas of accessibility for residence, which would be beneficial with the community and changing dynamics of Highlands. Ranch are more Pickleball courts indoors and outdoors, as well as a mountain bike trails course.
- Would like more outdoor Pickleball courts near Southridge.
- Would love some pickle ball courts on the east side of HR.

Senior activities

- Activities for seniors, senior exercise
- Excited about senior center
- I am looking forward to senior center and continued evolution of the community. This is my forever home.
- I think the 55 and over programs are doing a great job and encourage continued support.
- Looking forward to the new Senior Center and programs offered.
- Looking forward to the new senior center as I am retired.
- More senior activities.
- More senior adult programs for folks still working, sports for kids 15-18 who have aged out of youth sports
- more senior programs
- Scrap the 18 million dollar senior center and let them play cards in your offices.
- Senior fitness classes for seniors in average physical condition.
- services, activities and exercise specifically for seniors
- Things for seniors
- We look forward to seeing the Senior Center when it's complete. We plan on being more active in the senior community in the future.
- When the new senior center is built, it would be great to offer grab and go inexpensive meals for older couples, individuals that could be taken home and reheated for their dinners. They could be ordered and paid for in advance then picked up that afternoon. Also, community lunches at the senior center would be nice too.
- With Highlands Ranch aging I would like to see more community fun events for seniors. It would be nice to have education and tech classes to be offered here in Highland Ranch for seniors and one place to help seniors to find services that they may need or I'm sure younger people would like the same. Back in my home town in Elgin, Il. seniors can go to the city library to receive help with their cell phones at any time plus they also have classes.

Landscaping (maintenance, trees, fences)

- Additional community entertainment and cultural activities, safe bike trails (not mountain bikes), and better fencing because HRMD appears to be far behind in fence replacement.
- Maintenance and weed management in open space
- Pickle ball courts! Ability for residents to get good pricing on the same fencing as on main streets.
- REPLACE THE FENCE IN WESTRIDGE - FOOTHILLS CANYON BLVD. STOP FIXING IT AND REPLACE LIKE EVERYWHERE ELSE. IT IS A DISGRACE. ALSO NEED NICE ENTRY WAY TO HR OON TOWN CENTER DR LIKE EVERYWHERE ELSE IN TOWN. CURRENTLY EMBARASING
- Why are there not more pine trees in the landscaping? The vast majority of the trees are BARE and hideous 3/4 of the year because they're deciduous. USE MORE PINE TREES!

Parks, playgrounds, open space, gardens

- As playgrounds, parks, and nature areas are developed or refurbished in the future, please ensure that they are accessible for people of ALL ages and ALL abilities. Consult with local disability and aging organizations to get input on how to provide for a variety of mobility, sensory, emotional and cognitive needs to support more of our population. We also need improved public transportation in terms of frequency, low cost, and more accessible routes as our population decreases driving due to environmental concerns and/or aging. Additional bike lanes on streets used for commuting as well as bike safety education for drivers would be a big plus in our community. As an organization, support environmental consciousness, water conservation, and protection of open spaces in order to maintain the high quality of life in HR.
- Community gardens, Xeriscape hardscape assistance
- CSU extension garden like at the fairgrounds to help people learn about waterwise gardening. I would love for the district to work with the HRCA to amend the rules about lawns and waterwise gardening. The partnership with Resource Central through Centennial water is wonderful but allowing people to use different types of grass for lawns, etc., would be forward-thinking. Upgrading our infrastructure in HR would also be forward-thinking - we have lousy internet and mobile connectivity here. Upgrade the water - HR water is horrible, despite what Centennial water says.
- Grass for the dog parks. Some type of shade cover for the parks, at least during concerts.
- Grass in parks not kept in good condition and parks seem to be in greatly varying condition
- I would like to see: 1. Programs that provide mental health services 2. More activities for kids at the rec centers (i.e Dance, Gymnastics, etc) that take place after school instead of only during the day. 3. I would like to see more availability in the HRCA pottery classes, and would love to see a beginner's wheel class added to the options. 4. It would be amazing if we could get an upgrade to the Welte Park playground. It is heavily used by the many families with young kids in the neighborhood and is a bit too small. It is also a big space that is not filled all the way. There is plenty of space from more equipment.
- Increased maintenance of older playgrounds/shelters, and increased protection/monitoring of activities happening at parks (smoking, vaping, teens drinking, etc)
- Keep open space open!! Please stop building on open spaces! Please keep park spaces parks and don't sell them to the school district for school sites.
- More pickleball leagues, lessons, and courts. Possibly a community garden or a garden share event where people could trade or give away produce. Composting opportunities.
- Preserve open space, quit allowing overruling, the traffic is a nightmare now.
- Quit developing on every inch of open space.
- Reclaiming as much land as possible for additional parks and treed outdoor spaces.
- We need more garden space for those who want to garden more in the community plots.

Public transportation

- As playgrounds, parks, and nature areas are developed or refurbished in the future, please ensure that they are accessible for people of ALL ages and ALL abilities. Consult with local disability and aging organizations to get input on how to provide for a variety of mobility, sensory, emotional and cognitive needs to support more of our population. We also need improved public transportation in terms of frequency, low cost, and more accessible routes as our population decreases driving due to environmental concerns and/or aging. Additional bike lanes on streets used for commuting as well as bike safety education for drivers would be a big plus in our community. As an organization, support environmental consciousness, water conservation, and protection of open spaces in order to maintain the high quality of life in HR.
- better access to public transportation
- Better public transportation throughout HR. We shouldn't all have to drive everywhere we want to go in HR. Let's reduce congestion.
- Either arrange for RTD to provide better transportation(especially for Seniors) or quit paying them millions of dollars for very little service.
- More public transportation. Less partisan school board. 5 County commissioners. Since they have so much control over HR and are acting like 12 year old bullies. More hiking groups. I know it's hrca but I miss printed newsletter and course catalog.
- Senior transportation, for our seniors that are becoming more homebound.
- Supporting incorporation of Highlands Ranch. Supporting (with funds) light-rail coming to Highlands Ranch. Better road maintenance. Joining with HRCA to develop a cultural facility similar to the Lone Tree Arts Center.
- Transportation services

Recreational activities (sports, pool, golf, shooting range, horseback riding)

- Additional disc golf areas
- Additional trails, trail improvements; Equipment rental? (bikes, rollerblades?); Nature programs
- An indoor aquatic pool that can be used for club and High school swim and water polo teams. This would be one of a kind in the area and also bring revenue from the competing sports. If HR partnered with VMAC (similar pool in Thornton) this would be great!
- Baseball not during the summer
- Dance exercise classes at rec center
- Fishing and hunting opportunities
- Frisbee golf
- Lighted baseball/softball fields for youth games should exist. Ice Rink addition never approved. Rec Centers are very average, esp given compulsory join. Seldom enough lap lanes available at convenient times.
- More baseball fields, basketball and volleyball courts
- More Ice rinks
- More INDOOR tennis courts please!

- more outdoor splash pad meeting areas
- more pickleball or tennis courts in various neighborhoods
- More racquetball courts, rollerblading trail
- More yoga availability at Westride in late afternoon and evening
- no more tennis courts, pickle ball or outdoor basket ball courts. Many of these facilities that we have are not used.
- Outdoor exercise opportunities increased
- Outdoor shooting range for pistols and rifles, members onl at low cost.
- Pickleball courts, sand volleyball courts
- Place for ice skating
- Resurfaced tennis courts and upgraded pickleball courts
- Rock climbing gym, more soft surface/dirt single track trails, Mtn bike skills/pump track
- Roller hockey
- salt water pools and scuba diving. Wave pool. Wading pool. All salt water.
- Sand beach volleyball. Better exercise swim class times - most are during the day when most people work and none in the weekends
- Would like lane swimming at Westridge to be restored to original schedule

Music, arts, culture, community events

- Additional community entertainment and cultural activities, safe bike trails (not mountain bikes), and better fencing because HRMD appears to be far behind in fence replacement.
- Better and more farmer's markets and similar events. Current one in Town Center is rather underwhelming.
- Better Dog Parks, My winter home is in Anthem AZ and their dog park is awesome. Also for the outdoor concerts more protection from the sun. Possibly something that put up and taken down as needed. Also more events at the Mansion
- Community/Civic Theater
- I belong to Indian community. We celebrate festivals such as Diwali which may fall either in October or November. The lighting restrictions should consider other communities who may want to celebrate these events outside of the time frame allowed.
- More indoor play areas for toddlers/little kids, more events at the Mansion
- perhaps an area designated for food trucks to park and community eating/gathering area
- Pickleball, block parties
- Pls organize more culturally inclusive programs and initiatives.
- Supporting incorporation of Highlands Ranch. Supporting (with funds) light-rail coming to Highlands Ranch. Better road maintenance. Joining with HRCA to develop a cultural facility similar to the Lone Tree Arts Center.
- We need more events, public and ticketed, geared towards younger adults.

Classes, programming

- Additional trails, trail improvements; Equipment rental? (bikes, rollerblades?); Nature programs
- As a destination place to live in the west, we should be setting the example on water usage. We should be removing costly turf lawns and replacing them with water wise xeric landscapes and setting the example for homeowners on what they should be doing. Then we should offer education for homeowners so they feel empowered to remove their turf lawns as well.
- I would like to see: 1. Programs that provide mental health services 2. More activities for kids at the rec centers (i.e Dance, Gymnastics, etc) that take place after school instead of only during the day. 3. I would like to see more availability in the HRCA pottery classes, and would love to see a beginner's wheel class added to the options. 4. It would be amazing if we could get an upgrade to the Welte Park playground. It is heavily used by the many families with young kids in the neighborhood and is a bit too small. It is also a big space that is not filled all the way. There is plenty of space from more equipment.
- More homeschool programs
- More reasonably priced cultural programs.
- Partner with a local college to offer intensive credit courses at a couple of locations throughout the district: for example Algebra 1, meeting MWF., 2 hours per night to complete in 8 weeks.
- Sand beach volleyball. Better exercise swim class times - most are during the day when most people work and none in the weekends

Sustainability (water conservation, recycling, waste disposal, wildfire mitigation)

- As a destination place to live in the west, we should be setting the example on water usage. We should be removing costly turf lawns and replacing them with water wise xeric landscapes and setting the example for homeowners on what they should be doing. Then we should offer education for homeowners so they feel empowered to remove their turf lawns as well.
- As playgrounds, parks, and nature areas are developed or refurbished in the future, please ensure that they are accessible for people of ALL ages and ALL abilities. Consult with local disability and aging organizations to get input on how to provide for a variety of mobility, sensory, emotional and cognitive needs to support more of our population. We also need improved public transportation in terms of frequency, low cost, and more accessible routes as our population decreases driving due to environmental concerns and/or aging. Additional bike lanes on streets used for commuting as well as bike safety education for drivers would be a big plus in our community. As an organization, support environmental consciousness, water conservation, and protection of open spaces in order to maintain the high quality of life in HR.
- Community gardens, Xeriscape hardscape assistance
- Douglas County water management - no water shortages. Stay ahead of homelessness. Fund & support the Police.
- More pickleball leagues, lessons, and courts. Possibly a community garden or a garden share event where people could trade or give away produce. Composting opportunities.
- Recycling center to drop off lawn clippings, cardboard, glass, aluminum and small appliances

Dog parks, dog ownership assistance

- Better Dog Parks, My winter home is in Anthem AZ and their dog park is awesome. Also for the outdoor concerts more protection from the sun. Possibly something that put up and taken down as needed. Also more events at the Mansion
- Grass for the dog parks. Some type of shade cover for the parks, at least during concerts.
- Increase/improve patrolling of parks and trails to enforce owners have control of their dogs on leash and ensure dogs are on leash. Dog owners are not respecting the space of others and not keeping a proper distance from others on the trails and in parks.
- More dog drinking fountains and bigger off leash dog parks
- We have a real need for small dog parks where smaller dogs can run free without getting man handled by large dogs. Also need some dirt if tracking system for who uses these parks - like scanning a HRCA badge for entry in the event if a dig attack do victims can track down whomever the owner of the attacking dog is for vet bills, accountability. More and more people will not take their dogs to the dog park because of aggressive dogs and irresponsible dog guardians.

Children's activities, childcare

- Daycare
- I would like to see: 1. Programs that provide mental health services 2. More activities for kids at the rec centers (i.e Dance, Gymnastics, etc) that take place after school instead of only during the day. 3. I would like to see more availability in the HRCA pottery classes, and would love to see a beginner's wheel class added to the options. 4. It would be amazing if we could get an upgrade to the Welte Park playground. It is heavily used by the many families with young kids in the neighborhood and is a bit too small. It is also a big space that is not filled all the way. There is plenty of space from more equipment.
- More indoor play areas for toddlers/little kids, more events at the Mansion

Trails

- Additional trails, trail improvements; Equipment rental? (bikes, rollerblades?); Nature programs
- Better/clearer access to Backcountry open space for HRCA residents outside of Backcountry. Better more-varied open space paths, like dirt trails to creeks, etc.
- have running paths/trails that are not concrete. Would like to see a long-term plan to make dirt paths next to some of the extensive concrete walking paths. Concrete is very hard on runner's joints; many cities have developed adjoining dirt path; see the South Platte trail over by Aspen Grove as an example. It seems this could be a very low cost capital improvement that could be implemented in sections over the coming years; easy to build with extremely low initial capital and extremely low ongoing maintenance.
- It would be nice if the trails/paths running within neighborhoods better connected and we didn't have to cross over a major street. For example: walking to & from cheese ranch &

highland heritage parks. There should be an overpass or underpass across University blvd. for pedestrians.

- More racquetball courts, rollerblading trail
- More trail connections, over/under passes across busy roads (like Wildcat or HRP); better pedestrian crossings/awareness
- More trail systems and route connectors to CR
- Providing safe access of walking / mtn paths across VERY BUSY roads (HRP / Wildcat) - these "connections" are not acceptable.

Diversity

- I would like HR Metro District to role model and be intentionally more inclusive because some citizens have faced discrimination and hostility in Highlands Ranch public spaces
- I'd like to see a focus on diversity and education about the diverse demographics in HR. I'd like us to tackle racism and bigotry as a community.
- More diversity

Law/code enforcement

- Consistent enforcement of regulations. Enforce for all or none. Don't just target residences that are complained about.
- Impose & enforce a 10 mph limit for bikes & electric scooters on park sidewalks - often riders are very inconsiderate of children, dog walkers & seniors walking on the sidewalks. Inconsiderate teens & adults on bikes going 25-35 mph should use the designated trails & street lanes not the parks!
- Increased maintenance of older playgrounds/shelters, and increased protection/monitoring of activities happening at parks (smoking, vaping, teens drinking, etc)
- Last time I looked at a sign, guns were prohibited on trails. WRONG answer. Please fix that.

Meeting space

- Indoor evening meeting space for active 50-75+ folks.
- Indoor meeting space. Develop new trails
- meeting spaces for small groups 0-25 people

Newsletter

- No other space to provide comments, so I'm adding it here. The print version of the HR Herald seems totally unnecessary. Feels like the funds used to print and deliver it weekly could be better used somewhere else. 90% of the neighbors I see just end up throwing it away- or it sits out in yards/driveways. I would like to see a more environmentally friendly approach by only providing the Herald online so that you're not wasting resources for all that paper and plastic bags that just end up being recycled or thrown away without being used, not to mention the resources needed to print and deliver to every household.
- 1-Safe bike crossings for C-470 Trail especially on Colorado and Broadway. Extremely unsafe. 2-electronic only versions of district mailings/newsletters available
- More public transportation. Less partisan school board. 5 County commissioners. Since they have so much control over HR and are acting like 12 year old bullies. More hiking groups. I know it's hrca but I miss printed newsletter and course catalog.

Other

- Affordable housing for the intellectually disabled community. Affordable housing for aging seniors.
- As playgrounds, parks, and nature areas are developed or refurbished in the future, please ensure that they are accessible for people of ALL ages and ALL abilities. Consult with local disability and aging organizations to get input on how to provide for a variety of mobility, sensory, emotional and cognitive needs to support more of our population. We also need improved public transportation in terms of frequency, low cost, and more accessible routes as our population decreases driving due to environmental concerns and/or aging. Additional bike lanes on streets used for commuting as well as bike safety education for drivers would be a big plus in our community. As an organization, support environmental consciousness, water conservation, and protection of open spaces in order to maintain the high quality of life in HR.
- Better and more farmer's markets and similar events. Current one in Town Center is rather underwhelming.
- Create a system to report ice patches on sidewalks/THEN FIX THEM/ so they don't last for 3 months every winter. The trails are cleared, but not the sidewalks leading to the trails. When it snows they just remove the snow on top of the thick ice and leave the ice. It's wonderful how quickly the trails are cleared, but we need to be able to get to them! I have fallen more than once on icy sidewalks. An example--Lucent, between HR Pkwy and Broadway, is a major pedestrian walkway with a crossing light for pedestrians. Yet Lucent (north side) is covered with ice patches all winter, even right next to the pedestrian crossing. Another issue is that sprinklers on major streets all over are messed up! They run during times when people are walking on sidewalks rather than during the night. And they shoot right into the walking path. I have to walk in the street to avoid getting blasted by them. I love HR and love the walking trails. Please help us also enjoy getting to them.

- Douglas County water management - no water shortages. Stay ahead of homelessness. Fund & support the Police.
- I would just like the board to be up front and think on their own, and not be influenced by big business. Some of the board members have no backbone, they are too wishy washy.
- I would like to see: 1. Programs that provide mental health services 2. More activities for kids at the rec centers (i.e Dance, Gymnastics, etc) that take place after school instead of only during the day. 3. I would like to see more availability in the HRCA pottery classes, and would love to see a beginner's wheel class added to the options. 4. It would be amazing if we could get an upgrade to the Welte Park playground. It is heavily used by the many families with young kids in the neighborhood and is a bit too small. It is also a big space that is not filled all the way. There is plenty of space for more equipment.
- Money for public, NOT CHARTER, schools!
- More opportunities to volunteer in the community and ability to watch and hear board meetings online
- More public transportation. Less partisan school board. 5 County commissioners. Since they have so much control over HR and are acting like 12 year old bullies. More hiking groups. I know it's HRCA but I miss printed newsletter and course catalog.
- Partner for better crossing large street options such as Lucent, Wild Cat & Highlands Ranch Pkwy, Broadway. University...all need better pedestrian crossing options. It is currently very dangerous at intersections and at the few blinking light ped crossings
- Pickleball courts. Also, more inviting town center with rents that locally owned businesses can afford. Big miss with our current "town center" - giant parking lots with box buildings of chains. (We lost Tattered Cover only to be replaced by Michael's? Seriously?) No charm, no trees, no greenspace, no pedestrian walkways. Not inviting to go visit at all, and embarrassing to bring out of town guests to. Seems like a hugely missed opportunity. I like the idea of the senior center that's being built.
- Taxes too high too much wasted spending
- The biggest miss in Highlands Ranch is a true downtown type experience with an opportunity to try new/more local restaurants and places that have some live entertainment. Town Center is great in concept; however it is too small and there are not enough restaurant choices around it.
- Two areas of accessibility for residence, which would be beneficial with the community and changing dynamics of Highlands Ranch are more Pickleball courts indoors and outdoors, as well as a mountain bike trails course.
- We would like an entrance sign at Laredo and Lincoln; every other neighborhood has their nice entrance signs. Please.
- You don't want any real input or an assessment of the job you do at HRMD or you would ask for it on this form. You just want boxes checked to assign your current budget to all the places you currently do a poor job of operating. You waste our money borrowing funds because you can't take care of what exists on the budget you have, but I notice your salaries and benefits go up each year. You do a horrible job of maintenance and selecting materials. The fences you buy fade and get water stains within a year. You are on a constant hunt for ways to destroy irreplaceable open space. You don't adequately maintain the open space we have. You don't

patrol the open space so it is overused by non-residents. You refuse to do anything about the worst problem in Highlands Ranch, which is crime. There is vandalism everywhere in Highlands Ranch and you do nothing. There are auto break-ins daily and auto thefts regularly and you refuse to purchase and maintain camera systems to abate the problem. The snow is poorly removed in the areas you are responsible for. People are forced to walk on ice for weeks in the shady areas. The parks are shabby and run down. There is dog crap on every trail segment. The dog parks are disgusting. Everything you are responsible for is mediocre. Nothing is first class here. This place was nice when I moved here 20 years ago and all you have done is oversee its demise. All of the HRMD leadership should resign and allow competent people to take your places.

NA/Don't know

- I can't think of any
- N/A
- N/A
- Need more educational programs on water conservation and senior programs. There is also a gap in Highlands Ranch to meet social interaction/activities needs for the 20-30 age group.
- Need mountain bike skills park and more technical mountain bike trails.
- Need to improve and expand the mountain bike trails. Need to add mountain bike skills area and all weather riding area such and dirt and paved pump tracks.
- No
- no
- No
- No
- No
- No
- no
- No
- No
- no - but if there were, I'd hope we focus on the assets we have vs. the assets HRCA has and make sure we each focus on our core strength/products vs. overlapping.
- No.
- none
- None at this time
- Not that I can think of at the moment
- Thank you for creating a great community! Keep up the good work.
- thank you for westfork disc golf course- it's amazing family fun and we appreciate it being in our community!
- Very happy to be getting a Senior Center, thanks!

Question D12: Please indicate the reason(s) for your visit (mark all that apply) - Other

- Billing information
- Check HOA regulations
- Check water bill
- Deal with a letter sent by Highlands Ranch in regards to our property. Matter was resolved.
- determine garbage contracting info. HR should allow residents to benefit from discounts in addition to them benefitting from the preferred contract.
- Don't remember
- Drop-in fitness schedule.
- Election information
- E-recycling
- general info
- I visited the website to see whom to contact re: trail safety.
- Improvement forms
- Looked up trash can removal time frame and snow shoveling parameters
- Looking for hoa fees info
- Looking for HOA info
- Names and Phone numbers of staff
- Paining the House
- Permitting
- pool schedule
- Review bylaws
- RIGs, landscape approval
- Rules and Regulations
- Schedules for rec centers
- to determine quarterly assessment
- to get details on HOA covenants
- to get information
- Updates on senior center

Appendix H: Survey Materials

The following pages contain copies of the survey materials sent to randomly selected households within the Highlands Ranch Metro District.

Dear Highlands Ranch Resident,

It won't take much of your time to make a big difference! Your household has been randomly selected to participate in Highlands Ranch's 2023 Resident Survey. Your participation in this survey is very important—your answers will help the Metro District make decisions that affect our community.

In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey. You can wait a few days for a paper survey to arrive in the mail, or go online now and complete the **confidential survey** at:

<https://polco.us/xxplaceholder>

Please do not share your survey link. This survey is for randomly selected households only. The Metro District will conduct a separate survey that is open to all residents just a few weeks from now.

If you have any questions about the survey, please call 720-240-4911. Thank you for helping create a better Highlands Ranch!

Sincerely,

A handwritten signature in blue ink, appearing to read "Renee Anderson", is written over a horizontal line.

Renee Anderson
Board Chairwoman



HIGHLANDS RANCH
Metro District

62 Plaza Drive
Highlands Ranch, CO 80129

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



March 2023

Dear Highlands Ranch Resident:

Please help us shape the future of Highlands Ranch! You have been selected at random to participate in the 2023 Highlands Ranch Resident Survey. **If you've already completed the survey online, thank you. Please do not respond twice.**

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important—especially since your household is one of only a small number being surveyed. Your feedback will help the Metro District make decisions that affect our community.

A few things to remember:

- **Your responses are confidential and no identifying information will be shared.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<https://polco.us/xxplaceholder>

Please do not share your survey link. This survey is for randomly selected households only. The Metro District will conduct a separate survey that is open to all residents just a few weeks from now.

If you have any questions about the survey, please call 720-240-4911.

Thank you for your time and participation!

Sincerely,

A handwritten signature in blue ink, appearing to read "Renee Anderson", is written over a horizontal line.

Renee Anderson
Board Chairwoman

Please select the response that most closely represents your opinion for each question. Your responses are confidential and will be reported in a group form only. Thank you.

1. Please rate each of the following aspects of quality of life in Highlands Ranch:

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

2. Please rate each of the following characteristics as they relate to Highlands Ranch as a whole:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall feeling of safety in Highlands Ranch.....	1	2	3	4	5
Overall ease of getting to the places you usually visit	1	2	3	4	5
Quality of overall natural environment in Highlands Ranch.....	1	2	3	4	5
Overall built environment of Highlands Ranch (including overall design, buildings and transportation systems).....	1	2	3	4	5
Health and wellness opportunities in Highlands Ranch	1	2	3	4	5
Overall opportunities for education and enrichment	1	2	3	4	5
Overall economic health of Highlands Ranch	1	2	3	4	5
Sense of community	1	2	3	4	5
Overall image or reputation of Highlands Ranch	1	2	3	4	5

3. Following are services provided by the Metro District. Please rate the quality of each service.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Maintenance of parks	1	2	3	4	5
New installations of low water use landscape along parkways.....	1	2	3	4	5
Fence repair and replacement along major roads	1	2	3	4	5
Snow removal on trails and sidewalks along major roads	1	2	3	4	5
Highlands Ranch Mansion public open hours and community events.....	1	2	3	4	5
Open space and natural areas management	1	2	3	4	5
Dog park maintenance	1	2	3	4	5
Condition of trail surfaces	1	2	3	4	5
Outdoor recreation and sports league programs	1	2	3	4	5
Batter Up! Batting Cages at Redstone Park	1	2	3	4	5
Playground maintenance and replacements.....	1	2	3	4	5
Park shelter condition	1	2	3	4	5
Channel stabilization and storm water management	1	2	3	4	5
Active Adult Programs and Services (AAPS).....	1	2	3	4	5
Website: www.highlandsranch.org	1	2	3	4	5
Metro District Messenger magazine	1	2	3	4	5
Overall performance of the Highlands Ranch Metro District.....	1	2	3	4	5
Overall quality of services provided by the Highlands Ranch Metro District.....	1	2	3	4	5

4. Please rate how safe you feel in the following public areas managed by the Highlands Ranch Metro District.

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
Parks	1	2	3	4	5
Open space and natural areas.....	1	2	3	4	5
Trails	1	2	3	4	5
Sidewalks on major roads	1	2	3	4	5
Highlands Ranch Mansion.....	1	2	3	4	5

5. Please rate the following statements by circling the number that best represents your opinion.

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
Metro District elected officials generally act in the best interest of taxpayers	1	2	3	4	5
Highlands Ranch Metro District employees perform quality work.....	1	2	3	4	5
I receive good value for the taxes I pay to the Metro District	1	2	3	4	5
I am pleased with the overall direction the Metro District is taking	1	2	3	4	5
I am well informed on major issues within Highlands Ranch.....	1	2	3	4	5
The Metro District welcomes citizen involvement	1	2	3	4	5
The Metro District Board of Directors implements policies that reflect my values.....	1	2	3	4	5

6. How important are each of the following recreational opportunities to you and your family?

	Essential	Very important	Somewhat important	Not at all important	Don't know
Trail system for exercising, walking to school, walking pets	1	2	3	4	5
Mountain biking on trails	1	2	3	4	5
Visiting a dog park	1	2	3	4	5
Visiting a park or playground.....	1	2	3	4	5
Enjoying nature in Highlands Ranch parks or open space	1	2	3	4	5
Participating in or attending an Active Adult program	1	2	3	4	5
Participating in adult recreation or sports programs	1	2	3	4	5
Participating in youth recreation or sports programs	1	2	3	4	5
Attending community events	1	2	3	4	5
Riding an RTD bus or light rail	1	2	3	4	5
Visiting the Highlands Ranch Mansion	1	2	3	4	5
Volunteering in Highlands Ranch.....	1	2	3	4	5
Community gardens.....	1	2	3	4	5
Outdoor tennis courts	1	2	3	4	5
Outdoor bocce ball courts	1	2	3	4	5
Other outdoor courts (basketball, volleyball, etc.)	1	2	3	4	5
Outdoor sports fields (football, softball, baseball, lacrosse, etc.)	1	2	3	4	5
Mountain bike trails	1	2	3	4	5
Mountain bike skills area	1	2	3	4	5
Skate park beginner skills area/ elements	1	2	3	4	5
Skate park intermediate skills area/ elements.....	1	2	3	4	5
Interpretive nature & historical education	1	2	3	4	5
Living history facilities & programs	1	2	3	4	5
Agricultural education and programs (4-H, CSU extension service or similar)	1	2	3	4	5
Cricket	1	2	3	4	5
Nature play areas.....	1	2	3	4	5
Opportunities for scholarships for youth recreation programs	1	2	3	4	5
Indoor meeting space for groups between 25-50	1	2	3	4	5

7. Please first indicate if your household has a need for each facility or program, and then rate the extent to which your households' needs are currently being met.

	Need	Do not need	Needs met	Needs somewhat met	Needs not met
Trail system for exercising, walking to school, walking pets.....	1	2	1	2	3
Mountain biking on trails.....	1	2	1	2	3
Visiting a dog park.....	1	2	1	2	3
Visiting a park or playground	1	2	1	2	3
Enjoying nature in Highlands Ranch parks or open space.....	1	2	1	2	3
Participating in or attending an Active Adult program	1	2	1	2	3
Participating in adult recreation or sports programs	1	2	1	2	3
Participating in youth recreation or sports programs	1	2	1	2	3

Highlands Ranch Metro District 2023 Citizen Survey



	<u>Need</u>	<u>Do not need</u>	<u>Needs met</u>	<u>Needs somewhat met</u>	<u>Needs not met</u>
Attending community events.....	1	2	1	2	3
Riding an RTD bus or light rail.....	1	2	1	2	3
Visiting the Highlands Ranch Mansion	1	2	1	2	3
Volunteering in Highlands Ranch	1	2	1	2	3
Community gardens	1	2	1	2	3
Outdoor tennis courts	1	2	1	2	3
Outdoor bocce ball courts.....	1	2	1	2	3
Other outdoor courts (basketball, volleyball, etc.).....	1	2	1	2	3
Outdoor sports fields (football, softball, baseball, lacrosse, etc.).....	1	2	1	2	3
Mountain bike trails.....	1	2	1	2	3
Mountain bike skills area	1	2	1	2	3
Skate park beginner skills area.....	1	2	1	2	3
Skate park intermediate skills area	1	2	1	2	3
Interpretive nature & historical education.....	1	2	1	2	3
Living history facilities & programs.....	1	2	1	2	3
Agricultural education and programs (4-H, CSU extension service or similar).....	1	2	1	2	3
Cricket	1	2	1	2	3
Nature play areas	1	2	1	2	3
Opportunities for scholarships for youth recreation programs.....	1	2	1	2	3
Indoor meeting space for groups between 25-50	1	2	1	2	3

8. Are there any other programs/services/amenities not listed above that you would like the Metro District to consider developing or partnering to provide in the next three to ten years?

9. If you participated in a Highlands Ranch Metro District program or reserved one of our facilities in the past 12 months, how satisfied are you with the value received in your program experience as compared to the cost paid?

	<u>Very satisfied</u>	<u>Somewhat satisfied</u>	<u>Neither satisfied nor dissatisfied</u>	<u>Somewhat dissatisfied</u>	<u>Very dissatisfied</u>	<u>Don't know</u>	<u>Did not participate</u>
Youth outdoor sport programs	1	2	3	4	5	6	7
Youth nature camps	1	2	3	4	5	6	7
Adult recreation programs	1	2	3	4	5	6	7
Batter Up! batting cages at Redstone	1	2	3	4	5	6	7
Tennis programs at Lebsack Tennis Center	1	2	3	4	5	6	7
Shelter reservations	1	2	3	4	5	6	7
Picnic packs	1	2	3	4	5	6	7
Mansion private event rental	1	2	3	4	5	6	7

10. In the past 12 months, about how many times, if ever, have you or other household members used the following sources of information for news about Highlands Ranch?

	<u>Never</u>	<u>1-2 times</u>	<u>3-12 times</u>	<u>13-26 times</u>	<u>More than 26 times</u>
Metro District Messenger magazine.....	1	2	3	4	5
Highlands Ranch Herald (print or online at www.highlandsranchherald.net).....	1	2	3	4	5
HRCA News	1	2	3	4	5
Denver Post	1	2	3	4	5
e-Messenger and electronic newsletters from Metro District.....	1	2	3	4	5
e-Newsletters from Douglas County	1	2	3	4	5
www.highlandsranch.org (Metro District website)	1	2	3	4	5
www.highlandsranch.com (Community Portal)	1	2	3	4	5
www.hrcaonline.org (Community Association website)	1	2	3	4	5
Blog sites	1	2	3	4	5
Twitter	1	2	3	4	5
Facebook	1	2	3	4	5
Nextdoor	1	2	3	4	5
Radio news	1	2	3	4	5

	Never	1-2 times	3-12 times	13-26 times	More than 26 times
Television news	1	2	3	4	5
Word of mouth updates from friends, family, neighbors	1	2	3	4	5
Instagram	1	2	3	4	5
Cable TV Channel 8 (government access channel)	1	2	3	4	5

11. In the past 12 months, have you or any of your household members visited the www.highlandsranch.org website?

- Yes → Go to Question 12
- No → Skip to Question 13
- Don't know → Skip to Question 13

12. Please indicate the reason(s) for your visit (mark all that apply):

- | | | |
|---|--|--|
| <input type="checkbox"/> Community/project updates | <input type="checkbox"/> Learn more about the community in general | <input type="checkbox"/> Report a Concern |
| <input type="checkbox"/> Pay your water bill online | <input type="checkbox"/> Board meetings and agendas | <input type="checkbox"/> Other, please describe: _____ |
| <input type="checkbox"/> Register for a recreation program or activity online | <input type="checkbox"/> Open Budget | |

13. The Metro District Board strives to budget expenditures to best match desired community's values and ensure that residents will continue to receive a high level of services. How important, if at all, do you feel it is for the Metro District to focus on each of the following priorities in the next five years?

	Essential	Very important	Somewhat important	Not at all important	Don't know
Well maintained, quality facilities and infrastructure	1	2	3	4	5
Engage in emergency planning and service delivery with partners (i.e. wildfires)	1	2	3	4	5
Provide recreational opportunities for all	1	2	3	4	5
Expand opportunities for cultural and educational enrichment	1	2	3	4	5
Participate in programs and services to support mental health and wellness	1	2	3	4	5
Support our community's history and historic buildings	1	2	3	4	5
Provide a voice for our residents and businesses with other local and state agencies	1	2	3	4	5
Increased public engagement and communication	1	2	3	4	5

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

D1. How long have you lived in Highlands Ranch?

- Less than 5 years 15 to 19 years
- 5 to 9 years 20 or more years
- 10 to 14 years

D2. Please check the appropriate box indicating the type of housing unit in which you live.

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

D3. Do you rent or own your residence?

- Rent Own

D4. How many members of your household are aged 17 or younger? _____ people

D5. How many members of your household are aged 60 or older? _____ people

D6. How much do you anticipate your household's total income before taxes will be for the current year?

- Less than \$34,999 \$75,000 to \$124,999
- \$35,000 to \$49,999 \$125,000 to \$199,999
- \$50,000 to \$74,999 \$200,000 or more

D7. What is your highest completed level of education?

- Some high school
- Completed high school/GED
- Some college or technical/associates degree
- Bachelor's degree
- Master's degree or Doctoral/Professional degree

D8. What is your age?

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

D9. What is your gender?

- Woman Man Identify in another way

D10. With which political party are you currently registered to vote?

- Democrat Other
- Republican Don't know
- Unaffiliated

Thank you very much for your responses!
Please return the completed questionnaire in the postage-paid envelope provided to:
NRC, PO Box 549, Belle Mead, NJ 08502