LITTLETON, CO

RESIDENT SURVEY

Report of Results

June 2018

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The Littleton Resident Survey is an important source of context for decision making by the city. It brings the voice of people from across the community to city staff and officials. The baseline survey was conducted in 2012. The 2018 survey is the fourth iteration, which provides valuable data on how the perception of the quality of city services and how residents view their community in general has changed over time. It also provides a way to assess the community's level of support for, or the importance of, potential changes in programs or policies.

The mail survey was administered using scientifically sound, rigorous methods to ensure unbiased, statistically valid, representative results for the City of Littleton. The best survey research practices were used for the resources spent to reduce possible sources of error (e.g., sampling error and non-response error). These practices included selecting households at random to participate, using an unbiased procedure to select a respondent within the household, contacting potential respondents multiple times and weighting the data to reflect the demographic profile of adults in Littleton.

A representative selection of 3,000 residential addresses within the city boundaries was mailed the survey in February of 2018. Of the 3,000 surveys mailed, 4% were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,887 households that received a survey, 721 completed the survey providing an overall response rate of 25%.

It is customary to describe the precision of estimates made from surveys by a level of confidence and accompanying confidence interval (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. The margin of error is no greater than plus or minus four percentage points around any given percent for all survey respondents (721 surveys).

Survey Highlights

Residents valued Littleton as a place to live and safety in the community.

- Almost all residents (96%) felt that Littleton was an excellent or good place to live. A similar proportion (92%) gave favorable marks to the city as a place to raise children. Both these ratings have remained stable over time and were higher than evaluations given in other communities across the country and in Colorado's Front Range.
- However, fewer residents in 2018 than in 2016 gave positive reviews to the city as a place to retire, although this rating was still much higher than ratings in peer communities.
- Nine in 10 residents gave excellent or good ratings to their overall quality of life in Littleton, a rating that was similar to past survey years and continues to be much higher than the benchmarks.
- In 2018, the location, feelings of safety and liking their neighborhoods were the most commonly mentioned reasons for living in Littleton. These reasons also topped the list in prior survey years.

- Littleton residents continued to feel safe in and around Littleton, with nearly all indicating they felt very or somewhat safe Downtown, in Littleton overall and in their neighborhood during the day. Perceptions of safety in Littleton were similar to, or better than, the ratings from other communities.
- Respondents were asked to indicate their level of agreement with several statements that could describe the City of Littleton. Almost all (96%) agreed that the city was a safe community and the city had a low crime rate (91%). This high level of agreement has continued since the base line survey in 2012.

Residents voiced concerns about growth in Littleton and its impact on mobility in the community.

- When asked to indicate the three most pressing issues facing the community in the next two years, the most frequently selected concern was traffic in general (60% of respondents). The proportion of respondents selecting this as an issue increased dramatically from 2016 to 2018 and has been growing concern since 2012.
- Of seven statements about Littleton, the least often agreed with was "traffic flows well on city streets." This has been the least agreed with statement (out of seven) since 2012 and fewer residents in 2018 than in 2016 strongly or somewhat agreed that this statement described Littleton.
- Evaluating traffic flow in Littleton, only 41% said it was excellent or good; a decrease from 59% in 2012.
- Evaluating specific aspects of transportation, ease of travel in Littleton received mostly positive reviews from residents. The Downtown Littleton light rail station, the Mineral Avenue light rail station, ease of traveling by light rail and the Omnibus/Shopping Cart van service received excellent or good ratings from at least 8 in 10 respondents. Where comparisons were available, ratings for the most aspects of travel tended to be higher than the national and Front Range benchmarks.
- However, traffic congestion had a drop in ratings from 2016 to 2018, though ease of driving and street maintenance have been declining since 2012.
- Additionally, while evaluations of traffic flow in Littleton remained stable from 2016 to 2018, they have been trending down since 2012 and ratings were lower than the national average and similar to Front Range.
- Respondents evaluated the importance of potential projects in Littleton over the next five to eight years. Reducing traffic congestion on city streets and was deemed the most important future project by about one-third of respondents (a 14% increase from 2016) and 75% felt it was an essential or very important potential project for the city (a 12% increase from 2016).
- Relatedly, parking downtown was a concern for many residents. Downtown parking was the lowest rated city services out of 30 and has steadily been trending down since 2012. This rating also was much lower than the national benchmark comparison.

Survey respondents gave high marks to City services, especially those related to cultural and outdoor facilities and programs.

- About 8 in 10 respondents gave positive assessments to the overall quality of city services, ratings that were higher than the national and Front Range benchmarks. Although this rating was similar to 2016, it declined from 2014 to 2016.

- Overall, at least 6 in 10 respondents gave excellent or good ratings to most of the individual city services. Services viewed most favorably were Littleton Fire Rescue, Carson Nature Center, South Platte Park, the Littleton Museum, parks and trails, Hudson Gardens and Bemis Library. Most of these ratings were stable over time and higher than the benchmarks, when a comparison was available. However, the Carson Nature Center saw an uptick in positive ratings from 2016 to 2018.
- After a dip in ratings from 2014 to 2016, evaluations for snow plowing increased in 2018 to their highest levels yet. However, when compared to the benchmarks, these ratings were lower than the national average and similar to the Front Range. Decreases in quality ratings were seen for the Municipal Court, traffic enforcement, City management and downtown parking and these ratings tended to be similar to or lower than comparison communities.
- When respondents gauged various aspects of the city government performance, the highest ratings were given to the direction the city is taking with respect to open space, trails and parks (82% excellent or good).
- About 19% of respondents selected open space as one of the top three most pressing issues facing Littleton in the next two years. This was the fourth most commonly selected issue. Trails and leisure activities were less often selected as an issue in comparison to the other items listed, which could indicate residents' satisfaction with the current offerings.

Residents felt positively about the Littleton Police Department but communication with the public could be improved.

- Eighty-five percent of survey respondents rated the quality of the Littleton Police Department as excellent or good. These high marks remained stable over time and were higher than those given by residents in other communities across the nation and in the Front Range.
- Several new questions were added to the 2018 survey about resident interactions with and perceptions of the City of Littleton Police Department. About 30% of respondents indicated they had been in contact with the Police Department at least once in the 12 months prior to the survey.
- The 30% of residents who had contact with the Police Department evaluated their interactions with the employee in their most recent contact. Overall, at least two-thirds of respondents gave positive reviews to their interaction with the Police Department employee. The employee's courteousness, fairness, knowledge and use of force in a fair and effective way were given the highest evaluations.
- All survey respondents assessed the quality of six specific services provided by the Littleton Police Department. Of those who had an opinion about these services, at least 8 in 10 gave excellent or good ratings to the Police Department assisting fire responders with disaster, maintaining public order and crime prevention. Protecting individual civil rights, providing public information and education and crime solving were thought to be excellent or good by closer to 7 in 10 respondents.
- Littleton resident's ratings of crime prevention were much higher than those given by residents in other communities across the nation and in the Front Range.
- Survey respondents assessed various aspects of the Police Department's community relations. Of those who had an opinion, residents felt most positively about the Police Department responding to citizens' emergency calls for service, being trustworthy, acting in the best

interest of the community and caring about the well-being of the people they deal with. Communicating regularly with community members and inviting community members to provide input were rated less favorably.

- Residents evaluated 12 potential priorities for the Littleton Police Department in the next two years. The highest priorities were school safety (74% rated it as a high priority) and violent crimes (67% high priority).

Background and Methods

Survey Purpose

The City of Littleton contracted with National Research Center, Inc. (NRC) to conduct its fourth administration of a community-wide resident survey, with the baseline survey conducted in 2012. The Littleton Resident Survey serves as a consumer report card for the city by providing residents the opportunity to rate city services, local government, community amenities and the quality of life in the city. The survey also gives residents the opportunity to provide feedback to the city on what is working well and what is not, and to communicate their priorities for community planning and resource allocation.

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

This type of survey addresses the key services that local governments provide to create a quality community. It is akin to private sector customer surveys that are used regularly by many corporations to monitor where there are weaknesses in product or service delivery before customers defect to competition or before other problems from dissatisfied customers arise. Because a survey such as this generally measures resident perceptions of services and the community, it is a different window into performance than customary tracking of service delivery response times or other observable conditions.

Survey Methods

The 2018 survey was mailed to 3,000 randomly selected Littleton households in February 2018. Residents first received a pre-notification postcard that introduced the survey and explained its importance. One week after the postcard mailed, residents were sent a survey packet. This packet included the 2018 survey, a letter from the Mayor explaining the study and a postage-paid pre-addressed envelope in which to return the completed survey. The cover letter included a URL to access the web survey for those who preferred to complete the survey online. A second packet with the same contents was sent to selected households one week after the first packet. Completed surveys were collected over a six week period. Of the 3,000 surveys mailed to the selected households, 4% were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. A total of 721 residents completed a survey (110 of these were completed online) for a response rate of 25%. Typical response rates for general resident surveys range from 20% to 35%.

The survey results were weighted by respondent gender, age, tenure (rent or own), housing unit type (attached or detached) and ethnicity to ensure that the results were representative of the entire adult population in Littleton. For more information on the methodology see *Appendix E: Survey Methodology* and for a copy of the survey see *Appendix F: Survey Materials.*

How the Results Are Reported

In the body and narrative of the report, the results for each question are presented using either the full set of response frequencies or the "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "strongly agree" and "somewhat agree," or "essential" and "very important," 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 A: Responses to Survey Questions* 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, residents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of rounding 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 (or margin of error). The 95% confidence interval for this survey is generally no greater than plus or minus four percentage points around any given percent reported for the entire sample (721 completed surveys).

Comparing Survey Results by Respondent Subgroups

Selected survey questions were compared by certain respondent demographic characteristics as well as the city council district of residence, and are discussed in *Appendix C: Comparisons of Select Survey Results by Respondent Subgroups*.

Comparing Survey Results over Time

The 2018 survey was the fourth administration of the Littleton Resident Survey and the 2018 results are presented along with ratings from the prior surveys, when a comparison was available. Differences between the 2018 and 2016 survey results can be considered "statistically significant" if they are six percentage points or more around any given percent. Trend data for Littleton represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time especially represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Comparing Survey Results to Other Communities

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from more than 600 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans.

National and Front Range benchmark comparisons have been included in this report when similar questions are available for comparison from NRC's database and there are at least five jurisdictions in which the question was asked, though most questions are compared to more than five other cities across the country or in the Front Range. Data for a number of items on the survey were not available in the benchmark database (e.g., some of the services or aspects of the community or quality of life). These items are excluded from the benchmark tables.

Where comparisons for quality ratings were available, Littleton'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"). Additional information on NRC's benchmarking database, including jurisdictions to which Littleton was compared nationally and in the Front Range can be found in *Appendix D: Detailed Benchmark Comparisons*.

Resident Survey Results

Quality of Life and Community

Residents assessed a number of aspects of quality of life and the community in general. They also shared their reasons for living in the community and their opinions on the most pressing issues facing Littleton in the next two years.

Aspects of Quality of Life

More than 9 in 10 survey respondents gave positive marks to the overall quality of life in Littleton. This rating has remained stable since this question was first asked in 2012. Littleton residents gave much higher ratings to the overall quality of life in their community when compared to other communities across the nation and in the Front Range (see *Appendix D: Detailed Benchmark Comparisons*).

Figure 1: Overall Quality of Life Compared by Year

Please rate the overall quality of life in Littleton:

93%   94%   95%   93%

2012   2014   2016   2018

Percent excellent or good

When evaluating other aspects of quality of life in the community, about three-quarters or more of residents gave favorable ratings. The city as a place to live (96% excellent or good), as a place to raise children (92%) and their neighborhood as a place to live (89%) received the highest evaluations. Generally these ratings were similar to 2016, except for the city as a place to retire which declined from 2016 to 2018.

Compared to other communities across the country and in Colorado's Front Range, Littleton residents tended to give ratings that were much higher for these aspects of quality of life.

Figure 2: Community Quality Compared by Year

Please rate each of the following aspects of quality of life in Littleton.

Percent excellent or good
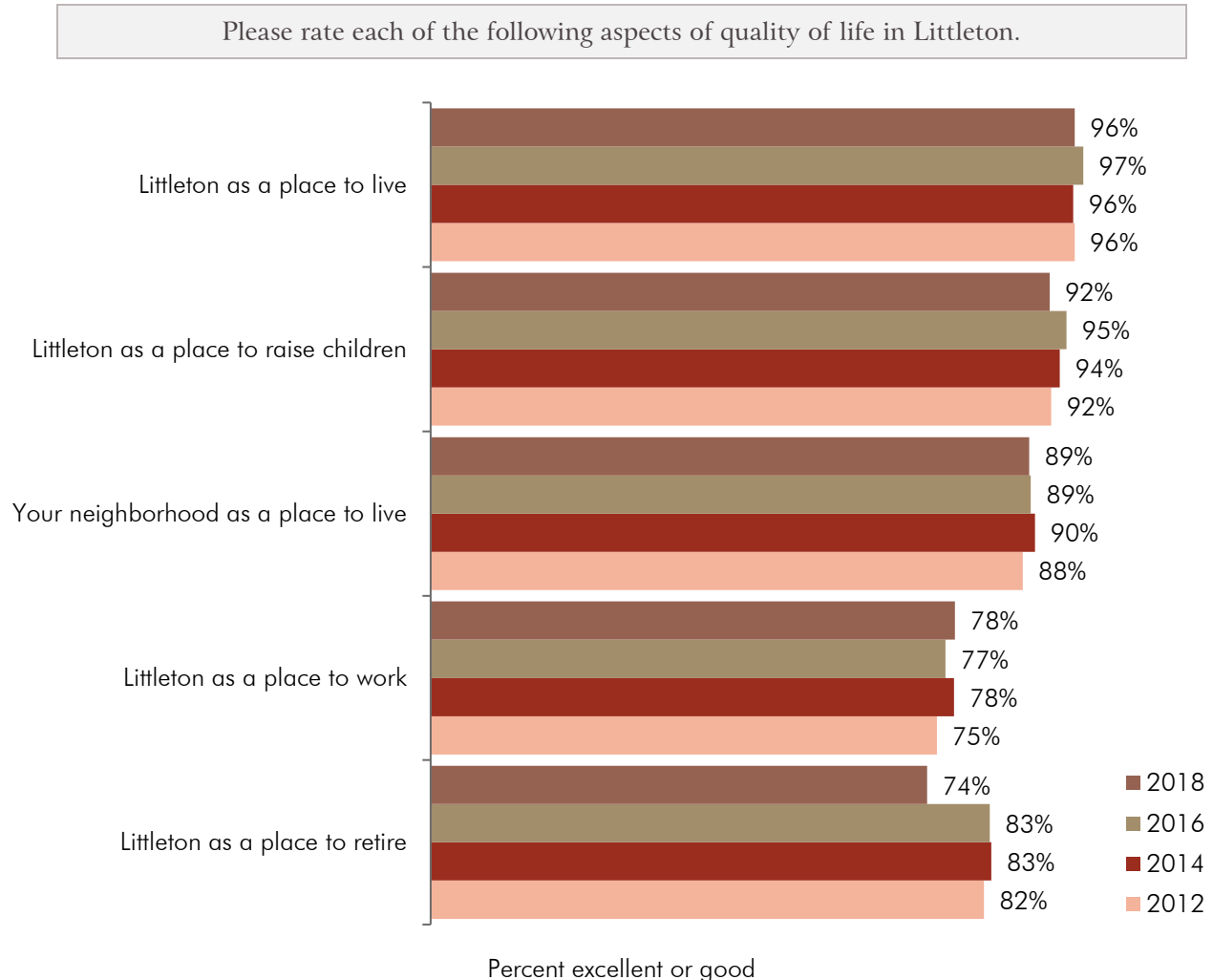
About 32% of respondents selected "don't know" when evaluating the city as a place to retire (see *Appendix A: Responses to Survey Questions* for a full set of responses, including "don't know").

Living in Littleton

Survey respondents indicated their reasons for living in Littleton. The most commonly cited reasons included liking the location in general (80%), feeling safe (61%) and liking their neighborhood (58%). These also were the top rated reasons in past survey years. Less than half of respondents selected the other options presented in the question as reasons why they lived in Littleton. Six percent of respondents wrote in some "other" reason for living in Littleton. These written-in responses can be found in *Appendix B: Verbatim Responses to Open-ended Survey Questions*. Overall, the proportion of respondents selecting each reason for living in the community has remained stable over time.

Figure 3: Reasons for Living in Littleton Compared by Year

What are your reasons for living in Littleton? (Please select all that apply.)	2018	2016	2014	2012
I like the location in general	80%	80%	78%	78%
I feel safe here	61%	64%	65%	61%
I like my neighborhood	58%	58%	62%	58%
I have friends and family in the area	43%	43%	38%	42%
Sense of community	30%	34%	33%	31%
I like the school my children attend	26%	25%	29%	27%
Cost of living is affordable	20%	26%	30%	30%
I've always lived here	15%	16%	17%	15%
Housing and rental rates are affordable	14%	19%	21%	20%
I like living in a college town	4%	5%	4%	3%
Proximity to work/work here	4%	2%	2%	NA
Parks, recreation and open space	4%	NA	NA	NA
Attending school in Littleton	1%	3%	NA	NA
Other	6%	3%	6%	11%

"Parks, recreation and open space", "Proximity to work/work here" and "attending school in Littleton" were not response options included on the survey but were categories created from the "other" written-in responses.
Total may exceed 100% as respondents could choose more than one answer.

Community Attributes

Littleton residents rated their level of agreement with seven different statements that could potentially describe the community. At least 6 in 10 respondents agreed with each statement. Nearly all residents agreed that the city was a safe community (96% strongly or somewhat agreed). About 9 in 10 agreed that the city supported local businesses and had a low crime rate (91% and 91%, respectively). Respondents were less likely to agree that traffic flowed well on city streets; a ratings which declined from 2016 to 2018. Levels of agreement with most of the other statements were stable across the survey administrations; however, fewer people in 2018 compared to 2016 agreed that Littleton had an effective city government.

Figure 4: Community Characteristics Compared by Year

To what extent do you agree or disagree that each statement below describes the City of Littleton?

Percent strongly or somewhat agree
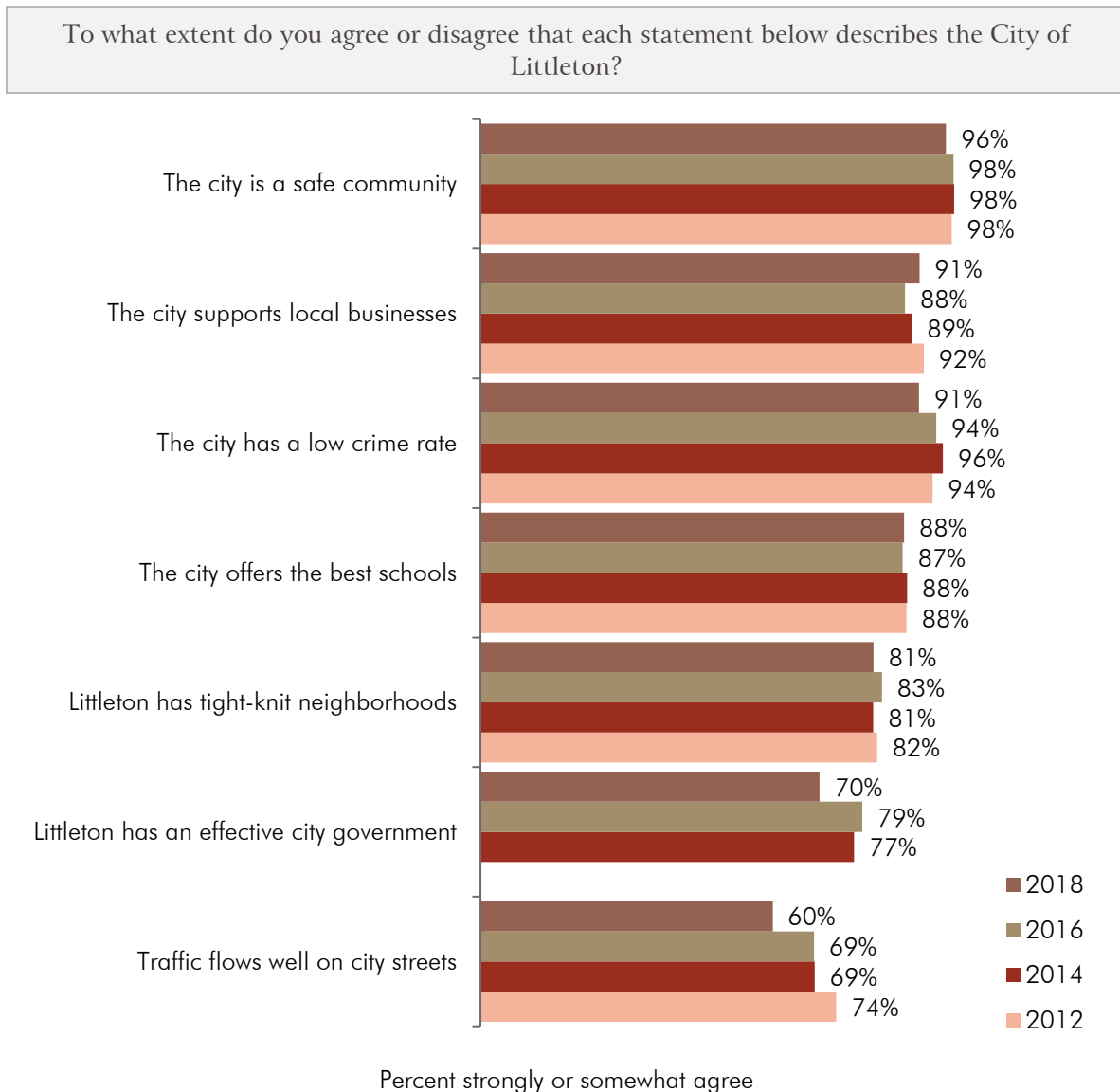
Roughly one-third of respondents selected "don't know" when assessing their level of agreement with the statements "the city offers the best schools." A full set of responses, including "don't know," can be found in *Appendix A: Responses to Survey Questions*.

Safety in Littleton

Overall, residents felt safe in Littleton. All or nearly all respondents indicated they felt safe in Downtown Littleton, in Littleton overall and in their neighborhood during the day. About 9 in 10 residents felt somewhat or very safe in the other areas in Littleton and at night in the city. Evaluations of safety have remained stable across the four survey administrations.

Where comparisons were available to other communities across the country and in the Front Range, Littleton residents' felt as safe or safer compared to the benchmarks.

Figure 5: Feelings of Safety in Littleton Compared by Year

Please tell us how safe you feel in each of the following areas in Littleton. (Percent very or somewhat safe)	2018	2016	2014	2012
Downtown Littleton during the day	100%	100%	100%	100%
Littleton overall during the day	99%	99%	100%	99%
Your neighborhood during the day	98%	98%	99%	99%
Downtown Littleton at night	92%	95%	96%	92%
Parks, trails, natural open space areas	90%	93%	90%	92%
Littleton overall at night	90%	93%	90%	92%
Your neighborhood at night	88%	90%	89%	89%

Most Pressing Issues Facing the City

Survey respondents identified the three most pressing issues facing the City of Littleton in the next two years. As in past years, traffic in general topped the list of concerns and the proportion of respondents selecting this has increased in each survey iteration (from 48% in 2016 to 60% in 2018). Aging or outdated commercial areas (34%) and street maintenance (31%) also continued to be viewed as one of the top three issues facing the city, though slightly fewer residents in 2018 compared to 2016 selected street maintenance as one of their top three concerns. Less than one in five respondents selected the other potential issues as one of their top three and 8% of respondents wrote in an "other" issue (these comments can be found in *Appendix B: Verbatim Responses to Open-ended Survey Questions*).

Generally, evaluations of the potential issues remained stable over time. In addition to the changes noted above to the selection of traffic in general and street maintenance, fewer respondents in 2018 compared to 2016 selected business attraction and job growth as one of the three most pressing issues.

Figure 6: Most Pressing Issues in Littleton Compared by Year

Please identify up to three issue you believe are the most pressing issues facing Littleton in the next two years.	2018	2016	2014	2012
Traffic in general	60%	48%	40%	29%
Aging or outdated commercial areas	34%	30%	31%	NA
Street maintenance	31%	37%	28%	23%
Open space	19%	19%	11%	15%
Business retention	17%	22%	29%	29%
Crime reduction	16%	11%	9%	13%
Traffic light synchronization	14%	16%	13%	15%
Business attraction	12%	19%	22%	26%
Neighborhoods	11%	11%	12%	14%
Alternative energy sources	11%	12%	13%	16%
Job growth	10%	19%	29%	33%
Trails	8%	7%	9%	6%
Affordable housing/cost of living	7%	3%	NA	NA
Maintenance of city properties and buildings	6%	6%	6%	7%
Community image	5%	3%	7%	6%
Leisure activities	5%	7%	5%	5%
Parking (especially downtown)	2%	1%	NA	NA
Too much growth (population, housing, development)	2%	1%	NA	NA
Other	8%	7%	8%	6%

"Parking (especially downtown)", "affordable housing/cost of living" and "too much growth (population, housing, development)" were not response options included on the survey but were categories created from the "other" written in responses.
Total may exceed 100% as respondents could choose up to three responses.

Promoting the Community

Residents identified their preferences for shopping in the community and for the local government to promote the community as a place to do business and spend money. About 6 in 10 survey respondents felt that it was important to shop locally in Littleton and about 7 in 10 said it was essential or very important for the city to promote itself as a location for business, shopping, recreation and entertainment. While ratings of the importance of shopping locally remained stable over time, the importance of promoting Littleton has been slowly declining over the last six years.

Figure 7: Importance of Shopping in and Marketing Littleton Compared by Year
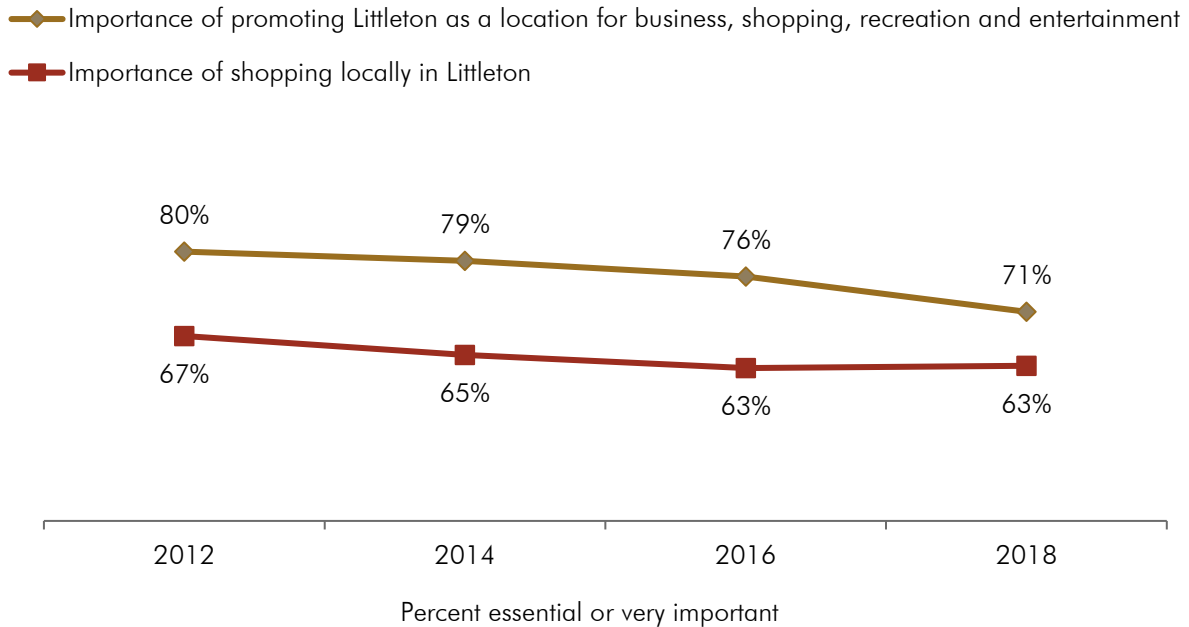
City Services

Service delivery is a key function of any local government and enhances residents' quality of life. Residents evaluated their satisfaction with and the importance of a variety of city services, including transportation, the Bemis Library, the Littleton Museum and the Police Department.

Overall Quality of Services

About 8 in 10 residents felt the overall quality of services in Littleton was excellent or good. While this rating was stable from 2016 to 2018, it has declined from 2014. However, when compared to the benchmarks, Littleton residents gave evaluations that were higher than residents in other communities.

Figure 8: Overall Service Quality Compared by Year

Overall, how would you rate the quality of municipal services provided by the City of Littleton?

90%   90%   84%   81%

2012   2014   2016   2018

Percent excellent or good
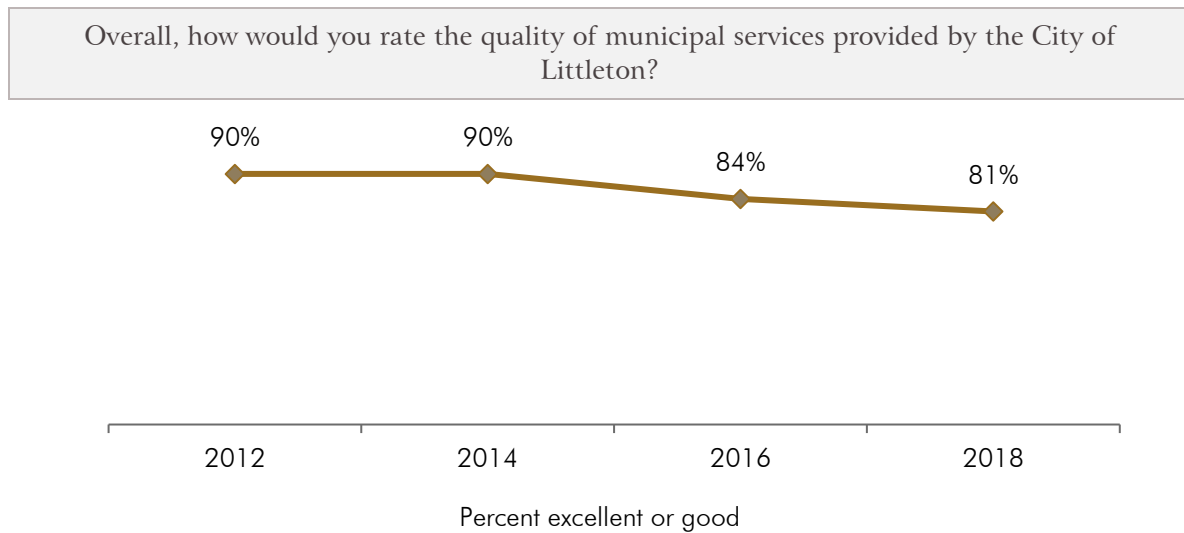
City Service Quality and Importance

Survey respondents assessed the quality and importance of 30 services provided by the City of Littleton. Overall, a majority of respondents gave favorable ratings to the quality of most services (see Figure 9 on the next page). At least 9 in 10 respondents gave excellent or good marks to Littleton Fire Rescue and to various cultural and outdoor facilities such as the Carson Nature Center, South Platte Park, the Littleton Museum, parks and trails, Hudson Gardens and Bemis Library. Residents felt less positively about job opportunities, traffic flow and downtown parking.

Most service ratings remained stable from 2016 to 2018. However, increases in quality ratings were observed for Carson Nature Center and snow plowing, while decreases in quality ratings were seen for the Municipal Court, traffic enforcement, City management and downtown parking. Looking across all survey years, evaluations of traffic flow and downtown parking have been decreasing steadily.

Where comparisons were available to other communities across the nation and in the Front Range, Littleton residents generally provided ratings that were higher than or similar to the benchmarks. However, compared to the nation, lower ratings were given by Littleton residents for traffic flow, snow plowing and Downtown parking (these ratings were similar to the Front Range where a comparison was available).

Figure 9: Quality of Services Provided by Littleton Compared by Year

Please rate the quality of each of the following in Littleton: (Percent excellent or good)	2018	2016	2014	2012
Littleton Fire Rescue	95%	97%	92%	91%
Carson Nature Center	93%	87%	88%	86%
South Platte Park	93%	88%	91%	90%
Littleton Museum	92%	92%	92%	89%
Parks and trails	91%	92%	91%	91%
Hudson Gardens	91%	92%	90%	90%
Bemis Library	90%	91%	90%	89%
Buck Recreation Center	89%	89%	89%	91%
Appearance of city	88%	89%	90%	89%
Recreation opportunities	85%	83%	83%	81%
Littleton Police Department	85%	89%	79%	84%
Open space areas	84%	81%	83%	85%
Town Hall Arts Center	84%	82%	83%	83%
Historic preservation	83%	83%	82%	84%
City-sponsored special events	83%	NA	NA	NA
Online payments of fines and services	74%	75%	71%	75%
Leaf and tire recycling	74%	70%	83%	77%
Public transit services	72%	74%	78%	74%
Municipal Court	70%	76%	71%	75%
Household Haz Mat Roundup	70%	71%	80%	76%
Shopping opportunities	67%	71%	63%	64%
Environmental sustainability	67%	66%	66%	67%
Traffic enforcement	63%	71%	70%	74%
Code enforcement	62%	62%	63%	66%
Snow plowing	61%	50%	58%	50%
City management	61%	67%	65%	NA
Economic development	58%	62%	60%	58%
Job opportunities	41%	38%	38%	34%
Traffic flow	41%	46%	51%	59%
Downtown parking	22%	31%	36%	37%

For many services, between 30% and 60% of respondents selected "don't know" when rating their quality. (The full set of responses, including "don't know," can be found in *Appendix A: Responses to Survey Questions*.)

The importance of the same 30 services was measured and a majority of Littleton residents felt most of the city-provided services were essential or very important. Police and Fire services topped the list as the most important, followed by traffic flow, City management and parks and trails. About 9 in 10 respondents felt each of these services were essential or very important. Shopping opportunities, Town Hall Arts Center and leaf and tire recycling were deemed relatively less important services, although 6 in 10 respondents felt these were essential or very important services.

At least one-quarter of respondents selected "don't know" when evaluating the importance of seven of the 31 city services (see *Appendix A: Responses to Survey Questions*.)

Importance ratings of almost all of the services tended to stay the same across survey administrations. The one exception was leaf and tire recycling which was rated less important in 2016 compared to 2014.

Figure 10: Importance of Services Provided by Littleton Compared by Year

Please rate how important, if at all, each is to you. (Percent essential or very important)	2018	2016	2014	2012
Littleton Fire Rescue	96%	96%	92%	96%
Littleton Police Department	96%	96%	91%	95%
Traffic flow	90%	88%	87%	85%
City management	90%	89%	86%	NA
Parks and trails	89%	86%	86%	83%
Appearance of city	86%	88%	88%	90%
Open space areas	85%	79%	80%	76%
Snow plowing	81%	85%	86%	86%
Recreation opportunities	80%	78%	81%	75%
Public transit services	79%	80%	77%	77%
Environmental sustainability	79%	78%	73%	75%
South Platte Park	79%	74%	78%	73%
Economic development	78%	77%	81%	82%
Traffic enforcement	78%	70%	69%	75%
Bemis Library	78%	79%	82%	82%
Buck Recreation Center	77%	74%	77%	75%
Code enforcement	73%	69%	66%	69%
Municipal Court	73%	72%	77%	71%
Historic preservation	70%	69%	65%	62%
Littleton Museum	70%	69%	72%	67%
Household Haz Mat Roundup	69%	66%	69%	72%
Job opportunities	68%	70%	67%	74%
Hudson Gardens	68%	70%	67%	63%
Downtown parking	67%	67%	68%	63%
Carson Nature Center	67%	68%	66%	62%
City-sponsored special events	66%	NA	NA	NA
Online payments of fines and services	65%	56%	53%	52%
Shopping opportunities	64%	69%	73%	68%
Town Hall Arts Center	63%	61%	56%	57%
Leaf and tire recycling	62%	59%	66%	71%

Balancing Quality and Importance

Ratings of importance were compared to ratings of quality to help guide city staff and officials with decisions on future resource allocation. Most government services are considered to be important, but when competition for limited resources demands that efficiencies or cutbacks be instituted, it is wise not only to know what services are deemed most important to residents' quality of life, but which services among the most important are perceived to be delivered with the lowest quality. It is these services – more important services delivered with lower quality – to which attention needs to be paid first.

To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance) and some services were in the bottom half of both lists.

Services were classified as "more important" if they were rated as "essential" or "very important" by 78% or more of respondents. Services were rated as "less important" if less than 78% of respondents rated them as "essential" or "very important." Services receiving quality ratings of "excellent" or "good" by 78% or more of respondents were considered of "higher quality" and those rated excellent" or "good" by fewer than 78% were considered to be of "lower quality." This classification created four quadrants based on the ratings of quality and importance for each service. The services falling into each quadrant are listed in Figure 11 on the following page. The four figures on pages 21 to 24 display the services in each quadrant and the relative placement of each.

Typically, services that are rated relatively <u>higher in importance and lower in quality</u> (Figure 12) represent potential priority areas for improvement for the city. In 2018, these included: traffic flow, City management, snow plowing, public transit services, environmental sustainability, traffic enforcement and economic development (similar to what was seen in 2016 and 2014). Snow plowing was rated lower than the national benchmarks but saw an improvement in quality ratings from 2016 to 2018. Traffic flow was rated lower than to the nation but similar to the Front Range benchmark and ratings have decreased significantly since 2012. These two services might be areas city staff and officials wish to investigate or continue to make improvements.

<u>Higher importance and higher quality</u> services (Figure 13) included: Littleton Police Department, Littleton Fire Rescue, appearance of city, parks and trails, open space areas, Bemis Library, recreation opportunities and South Platte Park.

<u>Lower importance and lower quality</u> services (Figure 14) included: code enforcement, Municipal Court, Household Haz Mat Roundup, job opportunities, downtown parking, online payments of fines and services, shopping opportunities and leaf and tire recycling.

<u>Lower importance and higher quality</u> services (Figure 15) included: Buck Recreation Center, historic preservation, Littleton Museum, Hudson Gardens, Carson Nature Center, City-sponsored special events and Town Hall Arts Center.

Figure 11: Comparison of Quality and Importance Ratings

Higher importance/lower quality | Higher importance/higher quality

Traffic flow
City management
Snow plowing
Public transit services
Environmental sustainability
Traffic enforcement
Economic development

Littleton Police Department
Littleton Fire Rescue
Parks and trails
Appearance of city
Open space areas
Recreation opportunities
South Platte Park
Bemis Library

78%

Code enforcement
Municipal Court
Household Haz Mat Roundup
Job opportunities
Downtown parking
Online payments of fines and services
Shopping opportunities
Leaf and tire recycling

Buck Recreation Center
Historic preservation
Littleton Museum
Hudson Gardens
Carson Nature Center
City-sponsored special events
Town Hall Arts Center

Lower importance/lower quality | 78% | Lower importance/higher quality

Quality (Percent excellent or good)

Importance (Percent essential or very important)

Figure 12: Services Rated Higher in Importance and Lower in Quality

Higher importance/lower quality
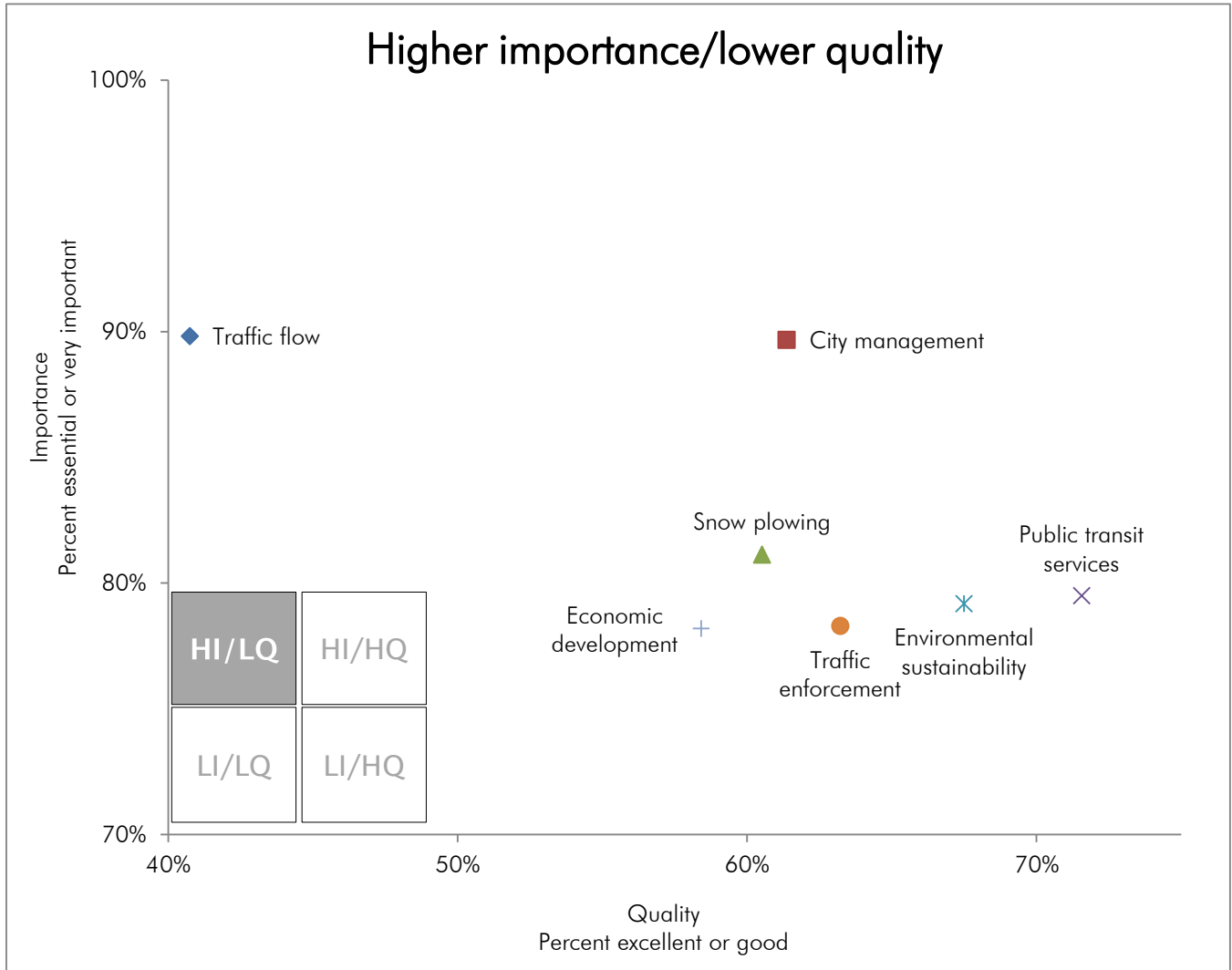
Figure 13: Services Rated Higher in Importance and Higher in Quality

Higher importance/higher quality
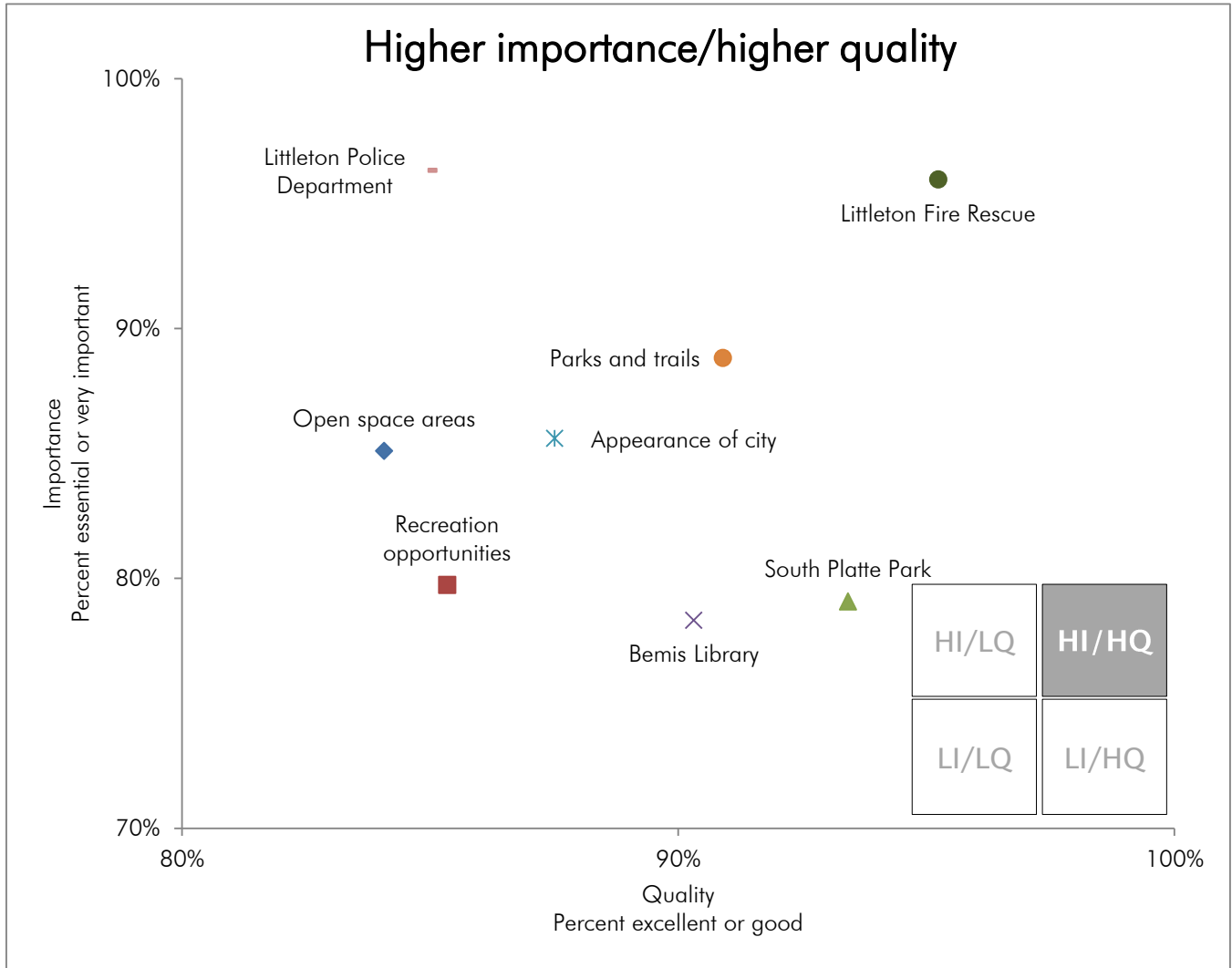
Figure 14: Services Rated Lower in Importance and Lower in Quality

Lower importance/lower quality
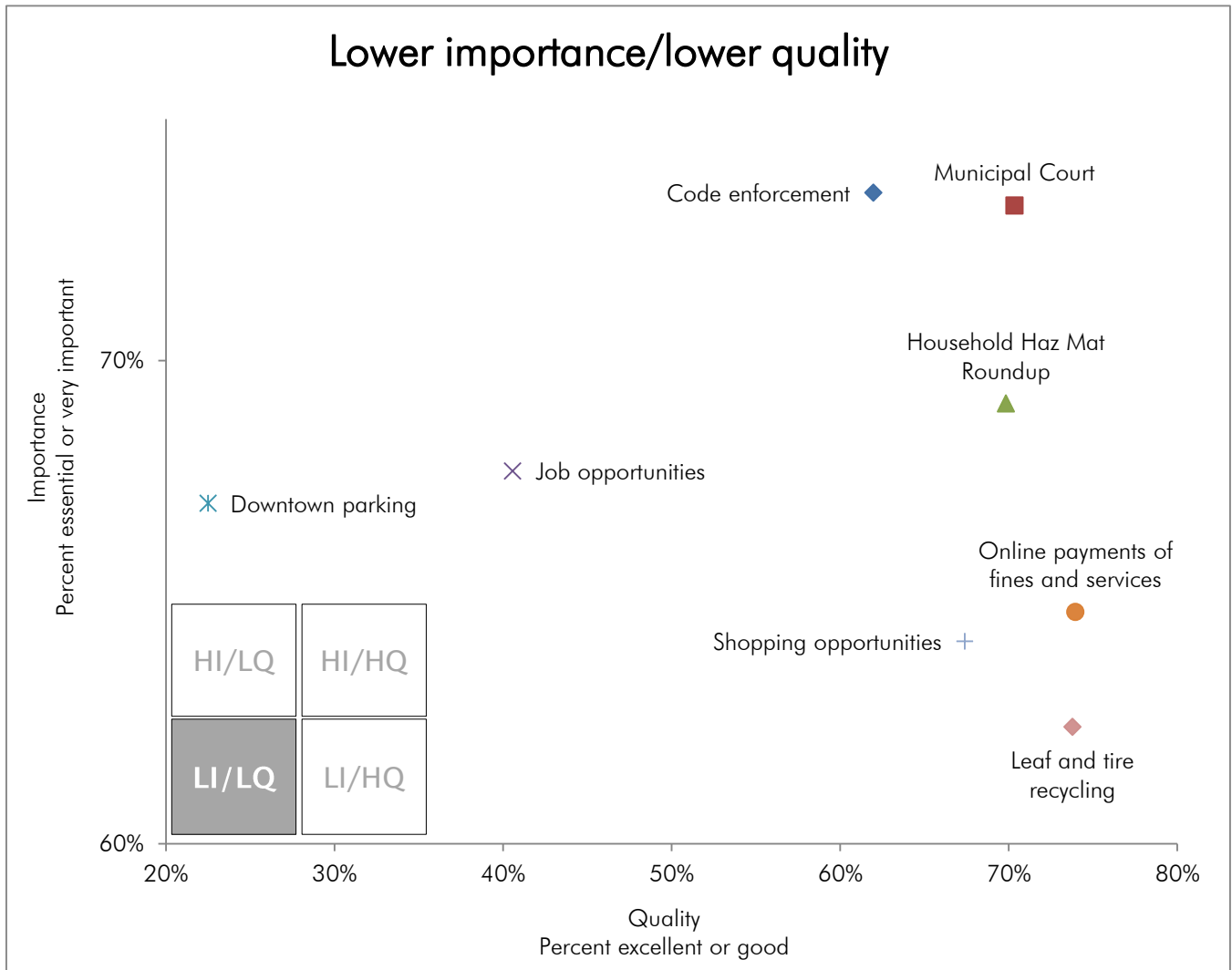
Figure 15: Services Rated Lower in Importance and Higher in Quality

Lower importance/higher quality

Buck Recreation
Center

Littleton Museum

Historic preservation

Hudson Gardens

City-sponsored
special events

Carson Nature
Center

HI/LQ	HI/HQ
LI/LQ	**LI/HQ**

Town Hall Arts Center

Importance
Percent essential or very important

80%

70%

60%

80%   90%   100%

Quality
Percent excellent or good
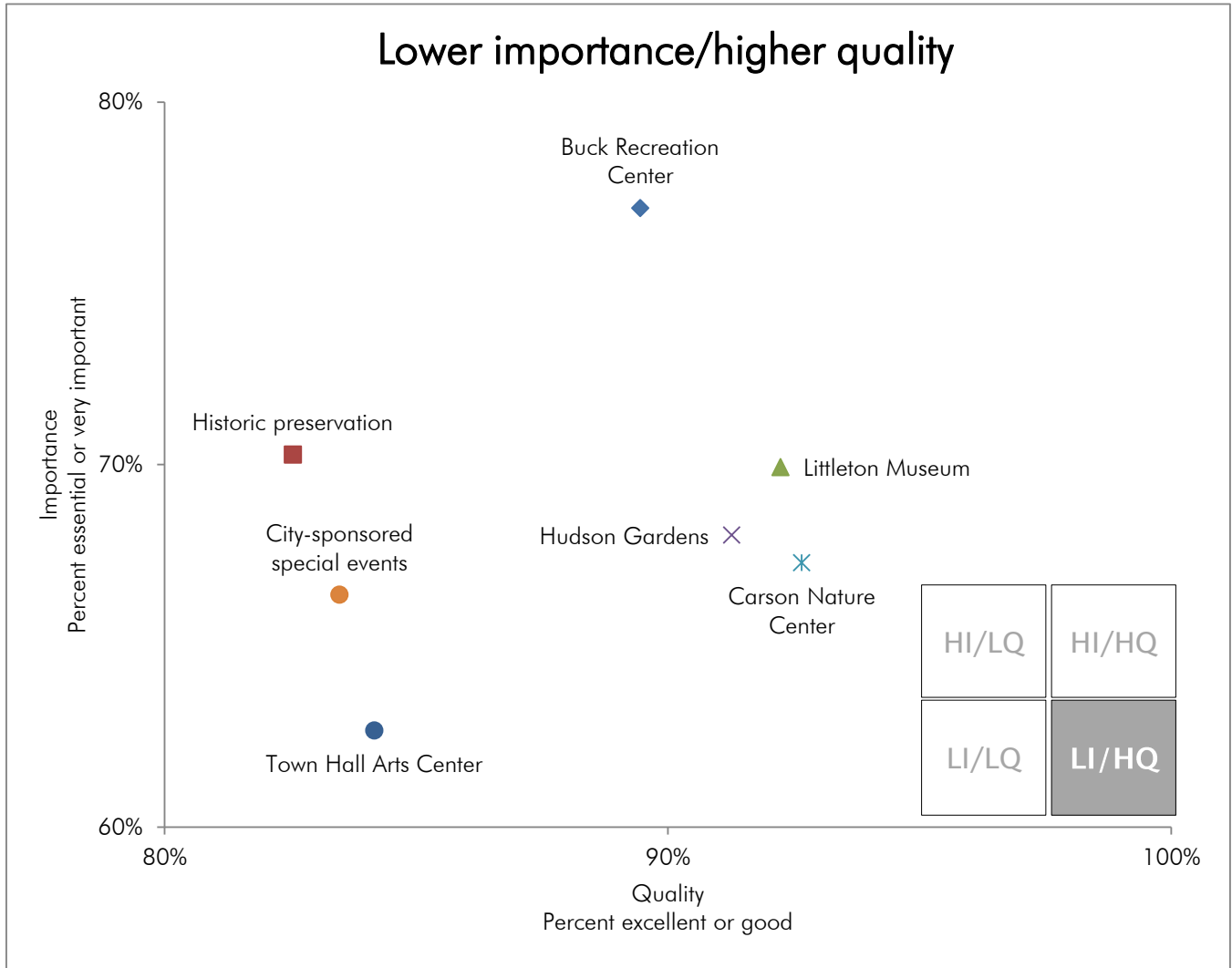
Transportation in Littleton

The quality of 10 aspects of transportation and travel was assessed on the survey. Light rail was positively evaluated by residents with more than 8 in 10 giving excellent or good ratings to the Downtown Littleton and Mineral Avenue light rail stations. This was similar to what was seen in previous survey years. Fewer residents gave favorable reviews to street maintenance and traffic congestion. While most transportation ratings have remained stable across the four survey administrations, evaluations of ease of driving, street maintenance and traffic congestion have been declining.

The six aspects of transportation and travel in Littleton that could be compared to the national and Front Range benchmarks generally were rated higher. However, street maintenance in Littleton was rated similar to the nation and Front Range and ease of driving was rated similar to the nation (but higher than the Front Range).

Figure 16: Aspects of Transportation Compared by Year

Please rate the following areas of transportation in Littleton. (Percent excellent or good)	2018	2016	2014	2012
Downtown Littleton light rail station	87%	89%	87%	91%
Mineral Avenue light rail station	84%	87%		
Ease of traveling by light rail	82%	83%	84%	89%
Omnibus/Shopping Cart senior and disabled van service	81%	79%	82%	80%
Ease of walking in the city	79%	82%	84%	84%
Ease of traveling by bicycle	78%	76%	76%	77%
Ease of driving	70%	75%	72%	80%
Ease of traveling by bus (RTD)	58%	62%	66%	62%
Street maintenance	47%	44%	56%	66%
Traffic congestion	28%	34%	37%	42%

Prior to 2016, "Downtown Littleton light rail station" and "Mineral Avenue light rail station" were worded as a single item on the survey, "Littleton light rail stations (Downtown and Mineral Avenue)".
When evaluating ease of travel by bus (RTD) and Omnibus/Shopping cart senior/disabled van service, more than 20% of respondents answered "don't know." The full set of responses, including "don't know," can be found in *Appendix A: Responses to Survey Questions*.

Bemis Public Library

Respondents were asked to evaluate seven aspects of the Bemis Public library and its services. Between about one-third and about one-half of respondents selected "don't know" when rating aspects of the library (see *Appendix A: Responses to Survey Questions* for a full set of responses including "don't know"). Of the respondents who had an opinion, at least 85% gave positive reviews to each library service. Almost all residents gave favorable reviews to the overall performance of the Bemis Library, library programs and library services. Ratings for all aspects of the Bemis Public Library have remained stable over time. The overall quality of the library was rated much higher than in other communities across the nation and in the Front Range.

Figure 17: Aspects of Bemis Public Library Compared by Year

Please circle the number that comes closest to your opinion about Littleton's Bemis Public Library and its services: (Percent excellent or good)	2018	2016	2014	2012
Overall performance of the library	94%	93%	93%	91%
Library programs (e.g., story time, Summer Reading program, etc.)	93%	96%	96%	94%
Library services (e.g., reference desk, check out, etc.)	93%	95%	94%	93%
Internet and computer services	92%	89%	92%	87%
Library building and grounds	90%	89%	89%	88%
Online services at www.littletongov.org/bemis accessed from home or elsewhere (e.g., book holds, access databases, research, etc.)	86%	90%	89%	83%
Materials and collections	85%	84%	84%	81%

Littleton Museum

The quality of various services and programs provided at the Littleton Museum also was measured. Between 40% and 70% of respondents selected "don't know" when rating each aspect of the museum (see *Appendix A: Responses to Survey Questions* for a full set of responses including "don't know"). Of those who had an opinion about the museum, at least 85% gave excellent or good ratings to each aspect on the list. The overall performance of the Littleton Museum and the building and grounds received the highest marks. Compared to 2016, most assessments of the museum and its services were similar in 2018. However, fewer respondents in 2018 compared to 2016 gave favorable assessments to the art shows in the galleries.

Figure 18: Aspects of Littleton Museum Compared by Year

Please circle the number that comes closest to your opinion about the Littleton Museum and its services: (Percent excellent or good)	2018	2016	2014	2012
Overall performance of the Littleton Museum	93%	95%	94%	92%
Museum building and grounds	93%	94%	96%	94%
Living History Farms/Historic Site Interpreters	92%	94%	94%	91%
Museum programs (e.g., lectures, classes, special events – Holiday's Eve, Sheep to Shawl, spring planting)	90%	95%	92%	93%
Wednesday evening free summer concerts	90%	93%	92%	92%
Museum rotating exhibits	87%	90%	86%	84%
Museum research center	85%	88%	87%	87%
Art shows in the galleries	85%	93%	88%	84%

Littleton Police Department

Several new questions were added to the 2018 survey to measure contact with and feelings about the Littleton Police Department. About 30% of respondents said they had contact with the Police Department in the 12 months prior to the survey. One-quarter of residents had been in contact with the Police Department 1-2 times, 4% were in contact 3-5 times and 1% had contact with the Police Department 6 times or more.

Figure 19: Contact with Littleton Police Department, 2018

If you had contact with the City of Littleton Police Department, please indicate about how many times you've been in contact over the last 12 months.

1-2 times
25%

3-5 times
4%

6-8 times
0%

9 or more times
1%

Zero times
70%
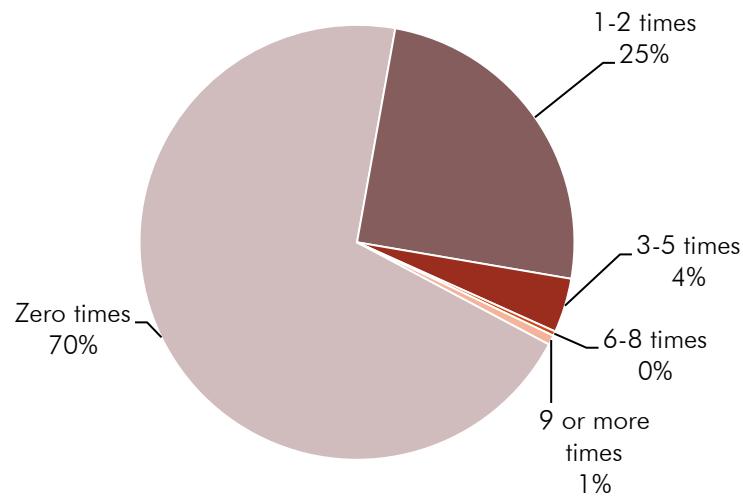
The 30% of residents who had been in contact with the Police Department evaluated their most recent interaction with a Police Department employee. Overall, at least two-thirds of respondents gave positive reviews to their interaction with the Police Department employee. About 8 in 10 rated the employee's courteousness, fairness, knowledge and use of force in a fair and effective way as excellent or good. Slightly fewer respondents felt positively about how the employee resolved their concerns and the employee's level of interest in addressing their concerns.

Figure 20: Treatment by Littleton Police Department Employee, 2018

Based on your most recent contact with a member of the Littleton Police Department, please rate each of the following aspects of the employee with whom you had contact.

Aspect	Percent excellent or good
Courteousness	82%
Fairness	80%
Knowledge	79%
Use of force in fair and effective way	78%
Overall impression of staff members	74%
Timeliness of handling the situation	74%
Helpfulness	73%
Responsiveness to requests and/or needs	72%
Resolution of concerns	68%
Level of interest in addressing your concerns	66%

Percent excellent or good
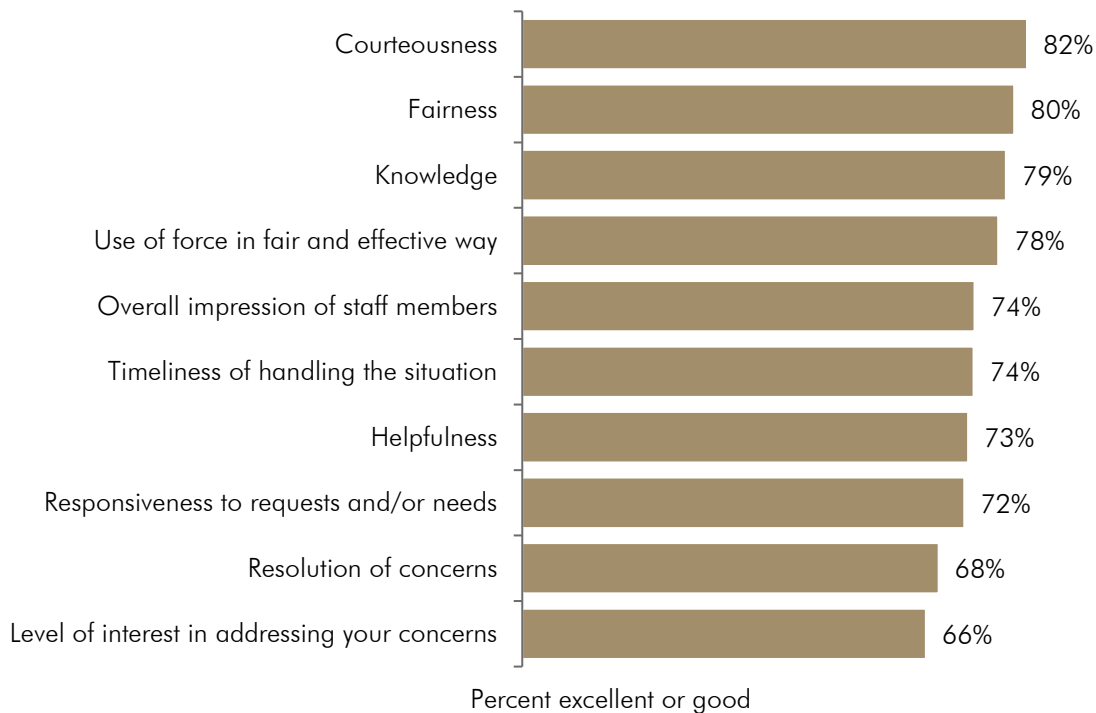
Asked only of those who reported having contact with a City of Littleton Police Department employee in the last 12 months.
About 50% of respondents said "don't know" when evaluating the employee's use of force in fair and effective ways. The full set of responses, including "don't know," can be found in *Appendix A: Responses to Survey Questions*.

All survey respondents assessed the quality of six specific services provided by the Littleton Police Department. However, between 30% and 60% of respondents said "don't know" when evaluating services provided by the Police Department. (The full set of responses, including "don't know," can be found in *Appendix A: Responses to Survey Questions*.) Of those who had an opinion, 90% gave excellent or good ratings to the Police Department assisting fire responders with disaster and 87% gave favorable reviews to the Department maintaining public order. Crime prevention was rated favorably by about 8 in 10 respondents and other aspects received positive ratings by at least two-thirds of those with an opinion.

Only ratings of crime prevention could be compared to the benchmark and Littleton residents gave evaluations that were much higher than residents in other communities across the nation and in the Front Range.

Figure 21: Quality of Services Provided by the Littleton Police Department, 2018

Please rate the job the Littleton Police Department does at each of the following in Littleton.

Assisting fire responders with disasters	90%
Maintaining public order	87%
Crime prevention	81%
Protecting individual civil rights	74%
Providing public information and education	73%
Crime solving	66%

Percent excellent or good
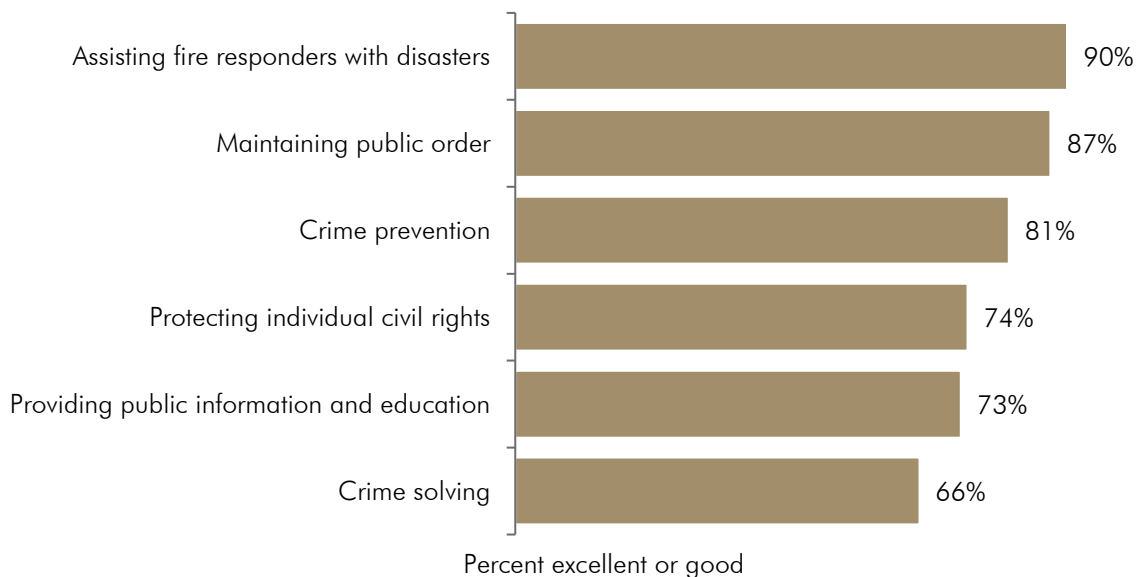
Survey respondents shared their opinions about the relationship the Police Department has with the community. Between 30% and 60% of respondents said "don't know" when evaluating this relationship (see *Appendix A: Responses to Survey Questions*). Of those who had an opinion, at least 6 in 10 residents gave excellent or good reviews to each aspect. Residents felt most positively about the Police Department responding to citizens' emergency calls for service, being trustworthy, acting in the best interest of the community and caring about the well-being of the people they deal with. Communicating regularly with community members and inviting community members to provide input were rated less favorably.

Figure 22: Community Relationship with the Littleton Police Department, 2018

Please rate the Littleton Police Department on the following.

Responding to citizens' emergency calls for service	88%
Being trustworthy	85%
Acting in the best interest of the community	84%
Caring about the well-being of the people they deal with	81%
Being sensitive to residents' concerns	80%
Treating all residents fairly	79%
Working with people in your neighborhood to solve neighborhood problems	73%
Communicating regularly with community members (e.g., websites, emails or public meetings)	66%
Inviting community members to provide input (e.g., comments, suggestions and concerns)	62%

Percent excellent or good

City Government

Littleton residents shared their perspectives of the City of Littleton government's performance as well as their priorities for the city council's goals and objectives. Learning whether residents' priorities for the community align with community leaders can guide the overall direction the city is taking.

Government Performance

Seventeen aspects of city government performance were evaluated by survey respondents. Between 30% and 50% of residents selected "don't know" when assessing each of these aspects (see *Appendix A: Responses to Survey Questions* for a full set of responses including "don't know"). Of those who had an opinion, more than half of respondents gave favorable ratings to most aspects of government performance. The direction the city is taking with respect to open space, trails and parks was the most favorably rated (82% excellent or good), followed by the quality of work provided by city employees (69%), although ratings for the quality of work provided by city employees declined from 2016 to 2018. About 6 in 10 residents rated the overall direction the city is taking and the job the city government does welcoming citizen involvement as excellent or good. However, ratings of the overall direction decreased from 2016 to 2018. Evaluations of the other aspects Littleton's government performance in 2018 were similar to 2016.

Four of the 17 government performance ratings could be compared to the national benchmark. Evaluations of the Littleton government generally were higher than or similar to the national average. Of the three aspects of city government performance that could be compared to the Front Range, one was rated higher than the Front Range (the job the city does at welcoming citizen involvement) and two were similar (the value for property taxes paid and the overall direction the city is taking).

Figure 23: Littleton Government Performance Compared by Year

Please rate the following categories of Littleton government performance. (Percent excellent or good)	2018	2016	2014	2012
The direction the city is taking with respect to open space, trails and parks	82%	85%	86%	85%
The quality of work provided by City of Littleton employees	69%	75%	77%	78%
The overall direction the city is taking	61%	68%	66%	69%
The job the city government does at welcoming citizen involvement	60%	64%	61%	62%
Holding public meetings about city plans	59%	61%	63%	72%
The city manager's management of city operations	57%	59%	57%	69%
A city government that is run efficiently	55%	59%	56%	65%
Running Littleton's local government in the best interest of residents	55%	54%	54%	61%
Attracting companies to locate in Littleton	54%	55%	51%	52%
The value of services for the property taxes paid to Littleton	54%	60%	57%	61%
Providing information about city plans and programs	54%	58%	57%	62%
Opportunities to participate in city government decisions	52%	51%	50%	60%
Spending local tax dollars wisely	51%	55%	53%	59%
Responding to citizen complaints and concerns	48%	44%	48%	57%
Littleton's elected officials' consideration of what people like me think	47%	43%	43%	56%
Littleton's government as an example of how best to provide services	47%	53%	53%	64%
Being transparent and accountable to the public	47%	48%	50%	58%

In 2018, almost 7 in 10 residents believed that city council decisions represent the best interest of citizens to a great or moderate extent. This rating was similar to 2016 but lower than 2014.

Figure 24: Council Decisions Represent Best Interest of Citizens Compared by Year

To what extent do you trust that the decisions made by city council represent the best interest of citizens?

75%   71%   69%

2014   2016   2018

Percent great or moderate extent
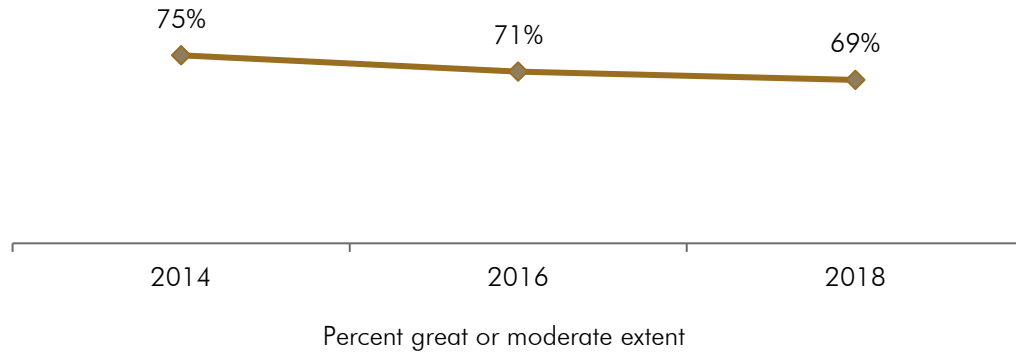
Prioritizing City Council Goals and Objectives

Littleton residents considered the level of effort they felt the city should apply to each of the seven city council goals and objectives. As in previous years, respondents were more likely to feel that the same amount or more effort should be applied to each goal and few thought there should be less effort. Just under half of respondents thought that more effort should be put into developing and maintaining public infrastructure (48%), fostering community involvement, communication and trust (48%), promoting environmental sustainability (47%) and pursuing a balanced and sustainable local economy (46%). Fewer supported increasing efforts to provide a safe community (42%), assure a financially sound city government (40%) and preserve and cultivate a quality community (37%). Conversely, this means about half or just over half thought the same levels of effort should be made toward each goal.

Overall, these evaluations remained stable between survey administrations. However, where changes in opinion were seen, more residents in 2018 compared to 2016 wanted to see more effort put toward each goal while fewer residents in 2018 wanted the same amount of effort.

Figure 25: Resident Priorities for Council Goals Compared by Year

Thinking about what you currently know regarding each of the following city council goals and objectives, please indicate whether you feel the city should apply more effort, the same amount of effort, or less effort toward each.		2018	2016	2014	2012
	More effort	48%	43%	41%	38%
	Same effort	49%	56%	56%	57%
	Less effort	3%	1%	2%	4%
Develop and Maintain the Public Infrastructure	Total	100%	100%	100%	100%
	More effort	48%	42%	46%	35%
	Same effort	49%	54%	52%	57%
	Less effort	4%	4%	2%	8%
Foster Community Involvement, Communication and Trust	Total	100%	100%	100%	100%
	More effort	47%	43%	39%	39%
	Same effort	42%	47%	49%	51%
	Less effort	11%	11%	12%	10%
Promote Environmental Sustainability	Total	100%	100%	100%	100%
	More effort	46%	47%	49%	48%
	Same effort	50%	49%	47%	47%
	Less effort	4%	4%	3%	5%
Pursue a Balanced and Sustainable Local Economy	Total	100%	100%	100%	100%
	More effort	42%	36%	40%	33%
	Same effort	56%	63%	57%	65%
	Less effort	2%	1%	3%	2%
Provide a Safe Community to Live, Work and Play	Total	100%	100%	100%	100%
	More effort	40%	38%	47%	43%
	Same effort	56%	59%	52%	55%
	Less effort	4%	3%	2%	2%
Assure a Financially Sound City Government	Total	100%	100%	100%	100%
	More effort	37%	33%	35%	31%
	Same effort	58%	64%	62%	58%
	Less effort	4%	3%	3%	11%
Preserve and Cultivate a Quality Community	Total	100%	100%	100%	100%

Community Planning and Prioritization

In addition to providing feedback on the city council goals, residents shared their thoughts on the importance of potential projects in Littleton, priorities for the Police Department and a possible sales and use tax increase to help fund street improvements and other capital projects.

Potential Projects in Littleton

Littleton residents rated the importance of 10 potential projects in Littleton over the next five to eight years and then selected the one as the most important project out of the 10. As rated by residents, the most important were maintaining and improving city infrastructure (77% essential or very important) and reducing traffic congestion on city streets (75%). About 7 in 10 respondents felt that redeveloping aging shopping centers should be a priority for the city in the next five to eight years. Building new trails and expanding programs for immigrants were lower on the list of priorities.

Overall, importance ratings for the various projects were stable from 2016 to 2018, with a few exceptions. The importance of reducing traffic congestion continued to rise from 2016 to 2018, with 2018 receiving the highest levels of importance since the baseline survey in 2012. Maintaining and improving city infrastructure and expanding programs for seniors decreased in perceived importance from 2016 to 2018.

Figure 26: Potential Projects in Littleton Compared by Year

Thinking about the next five to eight years, how important is each of the following potential projects in Littleton? (Percent essential or very important)	2018	2016	2014	2012
Maintaining and improving city infrastructure (e.g., streets, sidewalks, buildings, etc.)	77%	89%	NA	NA
Reducing traffic congestion on city streets	75%	63%	57%	53%
Redeveloping aging shopping centers	70%	65%	71%	74%
Expanding programs for youth	62%	67%	60%	63%
Partnering strategically and financially with the private sector in development	56%	61%	NA	NA
Continuing preservation programs for historic buildings	55%	56%	54%	47%
Redeveloping older neighborhoods	55%	53%	62%	66%
Expanding programs for seniors	55%	61%	57%	59%
Building new trails	47%	47%	44%	43%
Expanding programs for immigrants	38%	38%	32%	32%

"Redeveloping aging shopping centers" was "taking an active role in redevelopment of aging shopping centers" in 2014 and "redeveloping older neighborhoods" was "taking an active role in redevelopment of older neighborhoods." Additionally, "partnering strategically and financially with the private sector in development" was different enough from the 2014 survey question wording that comparisons could not be made.

Littleton residents selected one potential project as the most important for the city to focus on in the next five to eight years. Respondents most frequently chose reducing traffic congestion on city streets (32% selected this as the most important future project) followed by maintaining and improving city infrastructure (25%). More respondents in 2018 compared to 2016 selected reducing traffic congestion as the most important project and fewer felt maintaining and improving city infrastructure was the most important. Importance ratings for the other future projects were similar in 2016 and 2018.

Figure 27: Most Important Potential Project Compared by Year

Check the ONE circle for the item you think is the most important future project for Littleton	2018	2016	2014	2012
Reducing traffic congestion on city streets	32%	18%	23%	18%
Maintaining and improving city infrastructure (e.g., streets, sidewalks, buildings, etc.)	25%	35%	NA	NA
Redeveloping aging shopping centers	9%	12%	27%	27%
Partnering strategically and financially with the private sector in development	8%	9%	NA	NA
Expanding programs for youth	7%	5%	12%	19%
Redeveloping older neighborhoods	5%	8%	18%	18%
Building new trails	4%	3%	6%	6%
Continuing preservation programs for historic buildings	3%	5%	5%	1%
Expanding programs for seniors	3%	4%	5%	7%
Expanding programs for immigrants	3%	2%	4%	3%

"Maintaining and improving city infrastructure (e.g., streets, sidewalks, buildings, etc.)" was new to the 2016 survey. "Redeveloping aging shopping centers" was "taking an active role in redevelopment of aging shopping centers" in 2014 and "redeveloping older neighborhoods" was "taking an active role in redevelopment of older neighborhoods." Additionally, "partnering strategically and financially with the private sector in development" was different enough from the 2014 survey question wording that comparisons could not be made.

Police Department Priorities

A new question was added to the survey to help the Littleton Police Department focus its resources in the next two years. Residents felt the highest priority areas for the Police Department should be school safety (74% rated it as a high priority) and violent crimes (67% high priority). About half felt that addressing the areas of hate crimes, drug abuse and gang activity should be a high priority for the Police Department in the next two years. Vandalism/graffiti, disorderly youth/underage drinking and disorderly conduct (including public intoxications and noise violations) were rated as less of a priority, though about two-thirds of residents still felt these should be high or medium priorities.

Figure 28: Resident Priorities for Littleton Police Department, 2018

Please indicate how much of a priority, if at all, you think it is for the City of Littleton Police Department to focus resources on each of the following areas in the next two years.

■ High priority ■ Medium priority ■ Low priority ■ Not a priority

Area	High priority	Medium priority	Low priority	Not a priority
School safety (bullying, fighting, weapons)	74%	20%	5%	1%
Violent crimes	67%	24%	7%	1%
Property crimes	45%	46%	8%	1%
Hate crimes	54%	31%	11%	4%
Drug abuse (manufacture, sale, or use of illegal/prescription drugs)	50%	35%	11%	4%
Fraud/identity theft	43%	39%	13%	4%
Homeless/transient-related issues	46%	34%	17%	3%
Gang activity	50%	28%	16%	6%
Traffic issues/residential speeding	34%	42%	18%	6%
Vandalism/graffiti	23%	45%	27%	5%
Disorderly youth/underage drinking	26%	43%	26%	6%
Disorderly conduct/public intoxications/noise violations	20%	45%	28%	7%

Level of Support for Taxes

Survey respondents indicated their level of support for, or opposition to, changes to a sales and use tax and a lodging tax.

As in 2016, most residents (82%) supported a three-quarters of a cent increase in the sales and use tax to fund improvements to aging infrastructure. This level of support was similar to that voiced in 2016.

Figure 29: Level of Support for Sales and Use Tax Compared by Year

> The city currently has a budget shortfall to fund all the needed improvements to aging infrastructure, such as maintaining streets to an adequate level, maintaining and adding sidwalks and maintaining existing buildings. If the city asked voters to pass a sales and use tax increase of three-quarters of a cent ($0.0075) on every $1 which would sunset (expire) in 15 years, to what extent would you support or oppose this increase?

■ Strongly support ■ Somewhat support ■ Somewhat oppose ■ Strongly oppose

2018: 41% | 41% | 10% | 8%
2016: 37% | 40% | 10% | 13%
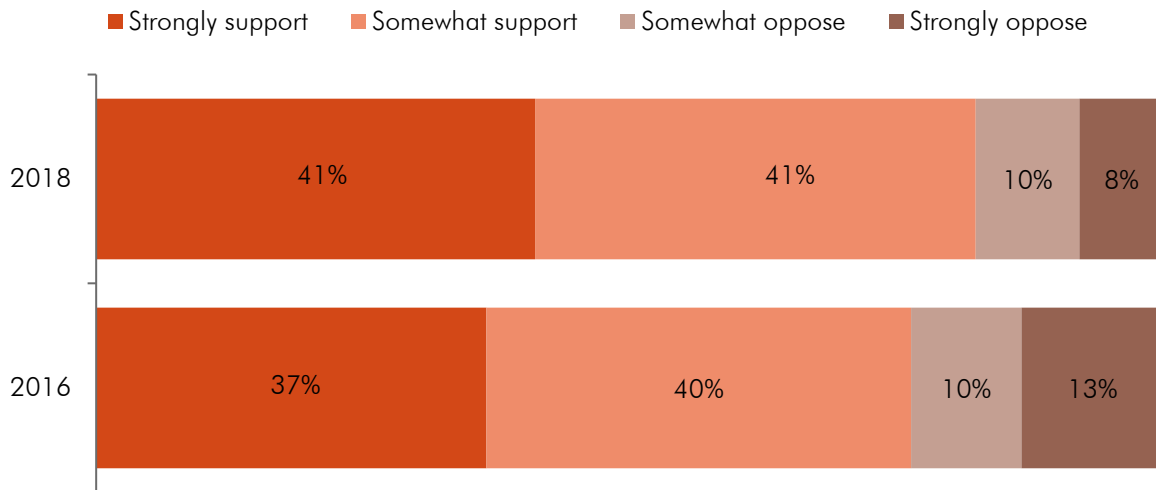
Respondents then shared their preference for different levels of sales and use tax increases that would determine how quickly improvements could be made. About 4 in 10 respondents preferred having a higher increase in the sales and use tax (one cent) to complete more of the needed improvements sooner and around one-third preferred the originally suggested three-quarters of a cent sales and use tax increase. About one in five said they did not want an increase in the sales and use tax at all and only around 8% of respondents selected the lower amount of a one-half of a cent increase. These assessments were similar to those given in 2016.

Figure 30: Preferences for Sales and Use Tax Amounts Compared by Year

> A three-quarters of a cent sales and use tax increase will generate approximately $8.7 million a year, which will help to cover a portion of the costs to make the needed improvements. However, a higher sales and use tax increase would allow more improvements to be made sooner, while a lower sales and use tax increase would allow fewer improvements over a longer period of time. Thinking about a potential sales and use tax increase, which of the following statements best describe your opinion?
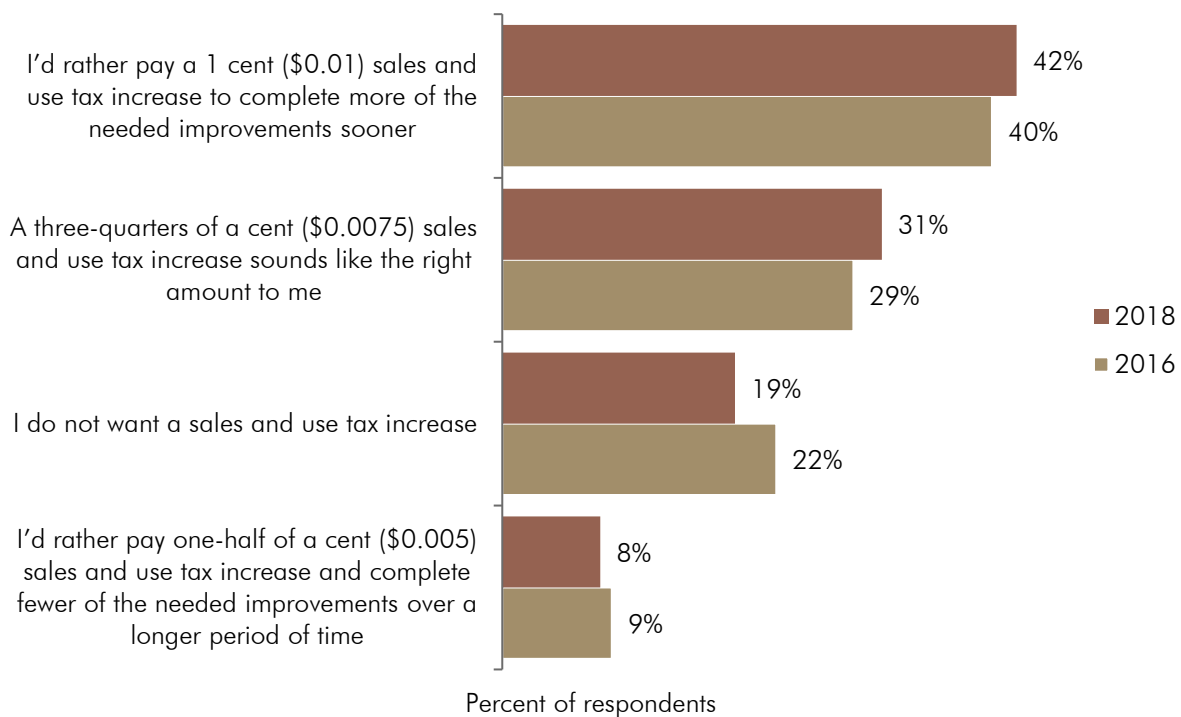
Additionally, residents rated their level of support for a lodging tax that hotel room visitors would pay, the money from which would go towards tourism, marketing and overall promotion of Littleton. As in 2016, 70% of respondents in 2018 said that they would somewhat or strongly support the lodging tax, while about one-third opposed it.

Figure 31: Level of Support for Lodging Tax Compared by Year

To what extent would you support or oppose a lodging tax that hotel room visitors would pay with the money to be used for tourism, marketing and promotion of Littleton?

■Strongly support   ■Somewhat support   ■Somewhat oppose   ■Strongly oppose

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose
2018	28%	42%	20%	10%
2016	25%	45%	15%	15%
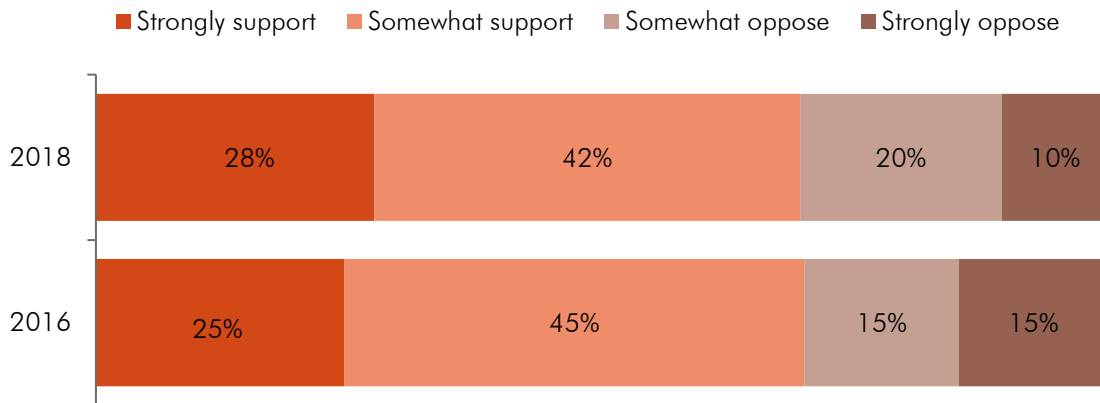
Information Sources

To communicate better with residents, it is important for local government staff and officials to know where residents get information about the community. Survey respondents evaluated how frequently, if at all, they or other household members used various information sources. As in prior survey years, *The Littleton Report* was a major or minor source of information for the majority of respondents (77%), followed by the city's official website (64%) and the *Littleton Independent* (54%). These have been the top three sources used by residents to get information about the City of Littleton since 2014. Close to half of residents used NextDoor.com as a major or minor source of information, which was an increase from 2016. Use of Littletonrocks.com increased from 2016 to 2018. Comcast Cable Channel 8 as a major or minor source decreased from 2016 to 2018 and use of the *Denver Post* continued its downward trend. Use of the other sources of information remained stable from 2016 to 2018.

Figure 32: Sources of Information about Littleton Compared by Year

Please indicate whether each of the following is a major source, minor source or not a source of information for you when looking for information about the City of Littleton.	2018	2016	2014	2012
The Littleton Report (bi-monthly city newsletter)	77%	81%	82%	70%
Littletongov.org (official city website)	64%	64%	68%	57%
The Littleton Independent (weekly, privately-owned newspaper)	54%	51%	60%	46%
NextDoor.com	45%	25%	NA	NA
Denver Post	43%	48%	55%	65%
Littletonrocks.com (events website)	33%	23%	21%	NA
Openlittleton.org (citizen engagement website)	27%	26%	25%	NA
The City of Littleton's Facebook page (www.facebook.com/CityofLittleton)	26%	24%	23%	NA
The Villager (weekly, privately-owned newspaper)	25%	22%	27%	23%
go2littleton.com2 (economic development website)	21%	19%	18%	NA
Comcast Cable Channel 8 (city government access channel)	20%	26%	28%	26%
Yourhub	19%	23%	28%	22%
The City of Littleton on Twitter (www.twitter.com/CityofLittleton)	15%	13%	12%	NA

The question and scale wording changed from 2012 to 2014. In 2012, respondents were asked to indicate the number of times in the last 12 months they had used each source on a frequency scale. To enable comparisons over time, the 2012 percentages represent those who used a source at least once in the 12 months prior to the 2012 survey and the 2014 percentages represent those who indicated that each was a major or minor source of information.

In addition to assessing their use of information sources, residents rated how important it was that they receive different types of information from the city. Overall, at least half of respondents felt it was essential or very important that they receive most of the types of information presented in the question. Updates in street/traffic/road work, development projects, community planning and city council decisions were among the most important kinds of information residents want to receive from the city. Residents were less interested in receiving information about public asset conditions, code enforcement requirements and the demographics of the community. The relative importance of each topic remained stable from 2016 to 2018.

Figure 33: Importance of Receiving City Information Compared by Year

Please indicate how important it is to you, if at all, to receive information from the city about each of the following topics. (Percent essential or very important)	2018	2016	2014
Street/traffic/road work	72%	75%	72%
Development projects (new residential or commercial buildings or sites)	70%	73%	71%
Community planning (land uses, transportation, etc.)	70%	74%	72%
City council decisions	69%	73%	69%
Police/crime data	64%	66%	66%
Special events (e.g., concerts, races, festivals)	63%	67%	67%
Economic development	63%	67%	67%
City finances/budget	61%	63%	60%
Public asset conditions (streets, city buildings/facilities, etc.)	51%	55%	54%
Code enforcement requirements and current activity	41%	45%	47%
Demographics of the community	34%	41%	40%

Respondent Characteristics

Characteristics of the survey respondents are displayed in following tables.

Table 1: Length of Residency

How many years have you lived in Littleton?	Percent of respondents	Number of respondents
Less than 1 year	10%	N=68
1-5 years	27%	N=188
6-10 years	12%	N=82
11-15 years	10%	N=73
More than 15 years	42%	N=296
Total	100%	N=706

Table 2: Number of Household Members

How many people (including yourself) live in your household?	Percent of respondents	Number of respondents
1	29%	N=201
2	39%	N=274
3 or more	33%	N=230
Total	100%	N=705

Table 3: Number of Household Members Age 12 or Younger

How many children 12 or younger live in your household?	Percent of respondents	Number of respondents
0	77%	N=527
1	10%	N=68
2	9%	N=63
3 or more	3%	N=24
Total	100%	N=681

Table 4: Number of Household Members Ages 13 to 17

How many teenagers ages 13 to 17 live in your household?	Percent of respondents	Number of respondents
0	86%	N=586
1	9%	N=64
2	4%	N=29
3 or more	0%	N=1
Total	100%	N=680

Table 5: Number of Household Members Age 55 or Older

How many people (including yourself) age 55 or older live in your household?	Percent of respondents	Number of respondents
0	58%	N=397
1	24%	N=165
2	18%	N=125
3 or more	1%	N=4
Total	100%	N=691

Table 6: Housing Unit Type

Which best describes the building you live in?	Percent of respondents	Number of respondents
One family house detached from any other houses	54%	N=379
House attached to one or more houses (e.g., a duplex or townhome)	16%	N=114
Building with two or more apartments or condominiums	29%	N=203
Mobile home	1%	N=5
Other	0%	N=3
Total	100%	N=704

Table 7: Housing Tenure (Rent vs Own)

Do you rent or own your home?	Percent of respondents	Number of respondents
Rent	37%	N=262
Own	63%	N=445
Total	100%	N=707

Table 8: Total Household Income for Current Year

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income, money from all sources for all persons living in your household.)	Percent of respondents	Number of respondents
Less than $24,999	8%	N=54
$25,000 to $34,999	9%	N=62
$35,000 to $49,999	10%	N=67
$50,000 to $74,999	19%	N=125
$75,000 to $99,999	17%	N=114
$100,000 to $149,999	17%	N=114
$150,000 to $199,999	10%	N=69
$200,000 or more	10%	N=66
Total	100%	N=672

Table 9: Respondent Level of Education

What is your level of education?	Percent of respondents	Number of respondents
0-11 years	2%	N=16
High school graduate	8%	N=57
Some college, no degree	13%	N=92
Associate degree	6%	N=39
Bachelors' degree	41%	N=286
Graduate or professional degree	30%	N=213
Total	100%	N=703

Table 10: Respondent Ethnicity

Are you Spanish, Hispanic or Latino?	Percent of respondents	Number of respondents
No, not Spanish, Hispanic or Latino	90%	N=616
Yes, I consider myself to be Spanish, Hispanic or Latino	10%	N=68
Total	100%	N=684

Table 11: Respondent Race

Race	Percent of respondents	Number of respondents
American Indian or Alaskan Native	2%	N=13
Asian, Asian Indian or Pacific Islander	2%	N=14
Black or African American	2%	N=15
White	91%	N=621
Other	7%	N=46

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

Table 12: Respondent Age

In which category is your age?	Percent of respondents	Number of respondents
18-24	2%	N=12
25-34	24%	N=165
35-44	14%	N=99
45-54	23%	N=158
55-64	15%	N=101
65-74	12%	N=86
75+	11%	N=75
Total	100%	N=697

Table 13: Respondent Gender

What is your gender?	Percent of respondents	Number of respondents
Female	52%	N=365
Male	48%	N=333
Total	100%	N=698

Appendix A: Responses to Survey Questions

The following pages contain a complete set of responses to each question on the survey. The percent of respondents giving a particular response is shown followed by the number of respondents. When a question includes a "don't know" response option, the first table displays the results excluding the "don't know" responses and the second table displays the results with the "don't know."

Table 14: Question 1 without "don't know" responses

Please rate each of the following aspects of quality of life in Littleton.	Excellent		Good		Fair		Poor		Total	
Littleton as a place to live	52%	N=365	44%	N=310	4%	N=26	1%	N=4	100%	N=704
Your neighborhood as a place to live	44%	N=309	45%	N=317	10%	N=69	1%	N=8	100%	N=703
Littleton as a place to raise children	49%	N=275	43%	N=240	7%	N=37	1%	N=7	100%	N=559
Littleton as a place to retire	32%	N=174	41%	N=223	21%	N=112	5%	N=29	100%	N=538
Littleton as a place to work	31%	N=146	47%	N=218	19%	N=90	3%	N=13	100%	N=467
Overall quality of life in Littleton	41%	N=289	52%	N=363	6%	N=44	1%	N=4	100%	N=700

Table 15: Question 1 with "don't know" responses

Please rate each of the following aspects of quality of life in Littleton.	Excellent		Good		Fair		Poor		Don't know		Total	
Littleton as a place to live	52%	N=365	44%	N=310	4%	N=26	1%	N=4	0%	N=1	100%	N=705
Your neighborhood as a place to live	44%	N=309	45%	N=317	10%	N=69	1%	N=8	0%	N=0	100%	N=703
Littleton as a place to raise children	40%	N=275	35%	N=240	5%	N=37	1%	N=7	19%	N=134	100%	N=693
Littleton as a place to retire	25%	N=174	32%	N=223	16%	N=112	4%	N=29	23%	N=158	100%	N=696
Littleton as a place to work	21%	N=146	32%	N=218	13%	N=90	2%	N=13	32%	N=221	100%	N=688
Overall quality of life in Littleton	41%	N=289	52%	N=363	6%	N=44	1%	N=4	0%	N=1	100%	N=701

Table 16: Question 2

What are your reasons for living in Littleton? (Please select all that apply.)	Percent of respondents	Number of respondents
I feel safe here	61%	N=433
I like the location in general	80%	N=566
Cost of living is affordable	20%	N=142
I've always lived here	15%	N=106
I like the school my children attend	26%	N=187
I like living in a college town	4%	N=25
I like my neighborhood	58%	N=412
I have friends and family in the area	43%	N=307
Sense of community	30%	N=212
Housing and rental rates are affordable	14%	N=102
Proximity to work/work here	4%	N=32
Attending school in Littleton	1%	N=8
Parks, recreation and open space	4%	N=27
Other	6%	N=40

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

Table 17: Question 3 without "don't know" responses

To what extent do you agree or disagree that each statement below describes the City of Littleton?	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Total	
The city is a safe community	48%	N=335	48%	N=339	3%	N=24	0%	N=1	100%	N=700
The city has a low crime rate	42%	N=269	49%	N=310	8%	N=53	1%	N=6	100%	N=638
The city supports local businesses	43%	N=247	48%	N=274	8%	N=46	1%	N=7	100%	N=574
Littleton has tight-knit neighborhoods	27%	N=162	54%	N=323	16%	N=98	2%	N=13	100%	N=597
The city offers the best schools	45%	N=217	43%	N=207	11%	N=52	2%	N=8	100%	N=484
Littleton has an effective city government	18%	N=94	53%	N=281	24%	N=125	6%	N=34	100%	N=534
Traffic flows well on city streets	13%	N=90	48%	N=333	30%	N=206	10%	N=70	100%	N=699

Table 18: Question 3 with "don't know" responses

To what extent do you agree or disagree that each statement below describes the City of Littleton?	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Don't know		Total	
The city is a safe community	47%	N=335	48%	N=339	3%	N=24	0%	N=1	1%	N=9	100%	N=709
The city has a low crime rate	38%	N=269	44%	N=310	7%	N=53	1%	N=6	10%	N=70	100%	N=708
The city supports local businesses	35%	N=247	39%	N=274	7%	N=46	1%	N=7	18%	N=126	100%	N=700
Littleton has tight-knit neighborhoods	23%	N=162	47%	N=323	14%	N=98	2%	N=13	14%	N=97	100%	N=694
The city offers the best schools	31%	N=217	30%	N=207	7%	N=52	1%	N=8	31%	N=214	100%	N=698
Littleton has an effective city government	13%	N=94	40%	N=281	18%	N=125	5%	N=34	24%	N=166	100%	N=700
Traffic flows well on city streets	13%	N=90	47%	N=333	29%	N=206	10%	N=70	1%	N=8	100%	N=707

Table 19: Question 4

Please identify up to three issues you believe are the most pressing issues facing Littleton in the next two years.	Percent of respondents	Number of respondents
Job growth	10%	N=68
Traffic in general	60%	N=420
Business retention	17%	N=117
Neighborhoods	11%	N=77
Trails	8%	N=58
Community image	5%	N=37
Street maintenance	31%	N=217
Aging or outdated commercial areas	34%	N=241
Leisure activities	5%	N=34
Crime reduction	16%	N=109
Traffic light synchronization	14%	N=100
Business attraction	12%	N=86
Alternative energy sources	11%	N=81
Open space	19%	N=137
Maintenance of city properties and buildings	6%	N=44
Parking (especially downtown)	2%	N=16
Affordable housing/cost of living	7%	N=47
Too much growth (population, housing, development)	2%	N=13
Other	8%	N=59

Total may exceed 100% as respondents could choose up to three responses.

Table 20: Question 5 without "don't know" responses

Please tell us how safe you feel in each of the following areas in Littleton.	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Total	
Downtown Littleton during the day	85%	N=593	14%	N=99	0%	N=0	0%	N=3	100%	N=695
Downtown Littleton at night	45%	N=297	47%	N=308	7%	N=49	1%	N=4	100%	N=659
Your neighborhood during the day	77%	N=548	21%	N=147	1%	N=10	0%	N=3	100%	N=708
Your neighborhood at night	46%	N=323	42%	N=290	11%	N=77	1%	N=9	100%	N=699
Parks, trails, natural open space areas	41%	N=275	49%	N=328	8%	N=54	2%	N=11	100%	N=668
Littleton overall during the day	67%	N=472	32%	N=226	1%	N=5	1%	N=5	100%	N=707
Littleton overall at night	30%	N=207	60%	N=410	9%	N=61	1%	N=8	100%	N=686

Table 21: Question 5 with "don't know" responses

Please tell us how safe you feel in each of the following areas in Littleton.	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Don't know		Total	
Downtown Littleton during the day	83%	N=593	14%	N=99	0%	N=0	0%	N=3	2%	N=17	100%	N=712
Downtown Littleton at night	42%	N=297	44%	N=308	7%	N=49	1%	N=4	7%	N=48	100%	N=706
Your neighborhood during the day	77%	N=548	21%	N=147	1%	N=10	0%	N=3	0%	N=2	100%	N=710
Your neighborhood at night	46%	N=323	41%	N=290	11%	N=77	1%	N=9	1%	N=8	100%	N=708
Parks, trails, natural open space areas	39%	N=275	47%	N=328	8%	N=54	2%	N=11	5%	N=34	100%	N=701
Littleton overall during the day	66%	N=472	32%	N=226	1%	N=5	1%	N=5	1%	N=4	100%	N=711
Littleton overall at night	29%	N=207	58%	N=410	9%	N=61	1%	N=8	3%	N=24	100%	N=710

Table 22: Question 6 without "don't know" responses

You have the option to shop locally in Littleton, in other cities, or on the Internet. All things being equal, how important do you think it is to shop locally in Littleton?	Percent of respondents	Number of respondents
Essential	16%	N=112
Very important	47%	N=333
Somewhat important	32%	N=223
Not at all important	5%	N=38
Total	100%	N=706

Table 23: Question 6 with "don't know" responses

You have the option to shop locally in Littleton, in other cities, or on the Internet. All things being equal, how important do you think it is to shop locally in Littleton?	Percent of respondents	Number of respondents
Essential	16%	N=112
Very important	47%	N=333
Somewhat important	31%	N=223
Not at all important	5%	N=38
Don't know	1%	N=9
Total	100%	N=714

Table 24: Question 7 without "don't know" responses

How important is it for Littleton to promote itself as a location for business, shopping, recreation and entertainment?	Percent of respondents	Number of respondents
Essential	29%	N=199
Very important	42%	N=290
Somewhat important	22%	N=154
Not at all important	7%	N=45
Total	100%	N=688

Table 25: Question 7 with "don't know" responses

How important is it for Littleton to promote itself as a location for business, shopping, recreation and entertainment?	Percent of respondents	Number of respondents
Essential	28%	N=199
Very important	41%	N=290
Somewhat important	22%	N=154
Not at all important	6%	N=45
Don't know	3%	N=25
Total	100%	N=713

Table 26: Question 8 - Quality without "don't know" responses

Please rate the quality of each of the following in Littleton:	Excellent		Good		Fair		Poor		Total	
Appearance of city	21%	N=149	66%	N=465	12%	N=84	1%	N=4	100%	N=702
Shopping opportunities	12%	N=84	55%	N=381	29%	N=197	4%	N=28	100%	N=691
Job opportunities	7%	N=31	33%	N=142	47%	N=202	12%	N=52	100%	N=426
Historic preservation	24%	N=147	59%	N=363	15%	N=91	3%	N=17	100%	N=618
Economic development	8%	N=42	51%	N=274	36%	N=196	5%	N=29	100%	N=541
Public transit services	26%	N=161	45%	N=274	24%	N=145	5%	N=28	100%	N=608
Traffic flow	4%	N=27	37%	N=253	40%	N=272	20%	N=136	100%	N=689
Snow plowing	10%	N=67	51%	N=340	27%	N=183	12%	N=83	100%	N=673
Downtown parking	4%	N=23	19%	N=124	38%	N=250	39%	N=255	100%	N=651
Parks and trails	38%	N=252	53%	N=353	9%	N=57	1%	N=4	100%	N=666
Recreation opportunities	28%	N=186	57%	N=374	12%	N=80	2%	N=16	100%	N=656
Open space areas	29%	N=190	55%	N=355	14%	N=89	2%	N=14	100%	N=648
Environmental sustainability	12%	N=56	55%	N=254	26%	N=118	7%	N=31	100%	N=459
Littleton Fire Rescue	49%	N=252	46%	N=239	4%	N=19	1%	N=6	100%	N=516
Littleton Police Department	41%	N=226	44%	N=242	10%	N=58	5%	N=25	100%	N=551
Traffic enforcement	13%	N=70	50%	N=276	29%	N=159	8%	N=42	100%	N=546
Code enforcement	12%	N=51	50%	N=213	30%	N=128	8%	N=34	100%	N=426
Municipal Court	13%	N=37	57%	N=159	23%	N=64	7%	N=19	100%	N=280
Online payments of fines and services	19%	N=61	55%	N=179	22%	N=72	4%	N=13	100%	N=325
Bemis Library	47%	N=245	43%	N=221	9%	N=46	1%	N=3	100%	N=516
Littleton Museum	48%	N=232	44%	N=212	7%	N=34	1%	N=3	100%	N=481
Hudson Gardens	45%	N=251	46%	N=260	8%	N=45	1%	N=4	100%	N=560
Carson Nature Center	41%	N=160	51%	N=198	7%	N=28	0%	N=0	100%	N=385
South Platte Park	44%	N=224	49%	N=251	6%	N=31	0%	N=2	100%	N=508
Buck Recreation Center	40%	N=186	50%	N=235	9%	N=44	1%	N=6	100%	N=470
City-sponsored special events	27%	N=144	56%	N=296	16%	N=83	1%	N=4	100%	N=527
Town Hall Arts Center	34%	N=130	50%	N=192	15%	N=56	1%	N=4	100%	N=382
Leaf and tire recycling	22%	N=69	52%	N=160	20%	N=63	6%	N=18	100%	N=310
Household Haz Mat Roundup	23%	N=66	47%	N=135	25%	N=72	5%	N=15	100%	N=288
City management	11%	N=51	51%	N=246	30%	N=147	8%	N=40	100%	N=484

Table 27: Question 8 - Quality with "don't know" responses

Please rate the quality of each of the following in Littleton:	Excellent		Good		Fair		Poor		Don't know		Total	
Appearance of city	21%	N=149	66%	N=465	12%	N=84	1%	N=4	1%	N=5	100%	N=706
Shopping opportunities	12%	N=84	55%	N=381	28%	N=197	4%	N=28	1%	N=8	100%	N=698
Job opportunities	4%	N=31	20%	N=142	29%	N=202	7%	N=52	39%	N=274	100%	N=701
Historic preservation	21%	N=147	52%	N=363	13%	N=91	2%	N=17	12%	N=81	100%	N=698
Economic development	6%	N=42	40%	N=274	28%	N=196	4%	N=29	21%	N=148	100%	N=689
Public transit services	23%	N=161	39%	N=274	21%	N=145	4%	N=28	13%	N=92	100%	N=700
Traffic flow	4%	N=27	36%	N=253	39%	N=272	20%	N=136	1%	N=9	100%	N=698
Snow plowing	10%	N=67	49%	N=340	26%	N=183	12%	N=83	4%	N=28	100%	N=700
Downtown parking	3%	N=23	18%	N=124	36%	N=250	36%	N=255	7%	N=52	100%	N=703
Parks and trails	36%	N=252	50%	N=353	8%	N=57	1%	N=4	5%	N=35	100%	N=701
Recreation opportunities	26%	N=186	53%	N=374	11%	N=80	2%	N=16	6%	N=45	100%	N=700
Open space areas	27%	N=190	51%	N=355	13%	N=89	2%	N=14	7%	N=51	100%	N=699
Environmental sustainability	8%	N=56	37%	N=254	17%	N=118	4%	N=31	34%	N=234	100%	N=692
Littleton Fire Rescue	36%	N=252	34%	N=239	3%	N=19	1%	N=6	26%	N=185	100%	N=701
Littleton Police Department	32%	N=226	35%	N=242	8%	N=58	4%	N=25	21%	N=150	100%	N=701
Traffic enforcement	10%	N=70	39%	N=276	23%	N=159	6%	N=42	22%	N=154	100%	N=700
Code enforcement	7%	N=51	31%	N=213	18%	N=128	5%	N=34	38%	N=265	100%	N=691
Municipal Court	5%	N=37	23%	N=159	9%	N=64	3%	N=19	60%	N=420	100%	N=699
Online payments of fines and services	9%	N=61	26%	N=179	10%	N=72	2%	N=13	53%	N=372	100%	N=697
Bemis Library	35%	N=245	32%	N=221	7%	N=46	0%	N=3	26%	N=185	100%	N=701
Littleton Museum	33%	N=232	30%	N=212	5%	N=34	0%	N=3	31%	N=218	100%	N=699
Hudson Gardens	36%	N=251	37%	N=260	6%	N=45	1%	N=4	20%	N=142	100%	N=702
Carson Nature Center	23%	N=160	28%	N=198	4%	N=28	0%	N=0	45%	N=311	100%	N=696
South Platte Park	33%	N=224	36%	N=251	5%	N=31	0%	N=2	26%	N=180	100%	N=688
Buck Recreation Center	27%	N=186	34%	N=235	6%	N=44	1%	N=6	33%	N=228	100%	N=699
City-sponsored special events	21%	N=144	42%	N=296	12%	N=83	1%	N=4	25%	N=172	100%	N=699
Town Hall Arts Center	19%	N=130	28%	N=192	8%	N=56	1%	N=4	45%	N=314	100%	N=697
Leaf and tire recycling	10%	N=69	23%	N=160	9%	N=63	3%	N=18	55%	N=383	100%	N=693
Household Haz Mat Roundup	9%	N=66	20%	N=135	10%	N=72	2%	N=15	58%	N=405	100%	N=692
City management	7%	N=51	35%	N=246	21%	N=147	6%	N=40	31%	N=215	100%	N=698

Table 28: Question 8 - Importance without "don't know" responses

Please rate how important, if at all, each is to you.	Essential		Very important		Somewhat important		Not at all important		Total	
Appearance of city	28%	N=181	58%	N=374	14%	N=91	0%	N=3	100%	N=649
Shopping opportunities	18%	N=114	47%	N=303	34%	N=219	2%	N=13	100%	N=650
Job opportunities	28%	N=160	39%	N=222	25%	N=139	8%	N=43	100%	N=564
Historic preservation	26%	N=168	44%	N=279	25%	N=161	4%	N=28	100%	N=636
Economic development	34%	N=206	45%	N=272	19%	N=114	3%	N=19	100%	N=611
Public transit services	34%	N=211	45%	N=283	16%	N=102	4%	N=25	100%	N=622
Traffic flow	40%	N=260	49%	N=318	10%	N=62	1%	N=4	100%	N=644
Snow plowing	30%	N=195	51%	N=324	18%	N=114	1%	N=7	100%	N=639
Downtown parking	21%	N=132	47%	N=299	29%	N=186	4%	N=26	100%	N=643
Parks and trails	44%	N=278	45%	N=284	11%	N=67	1%	N=4	100%	N=633
Recreation opportunities	34%	N=218	45%	N=288	19%	N=122	1%	N=7	100%	N=634
Open space areas	37%	N=231	48%	N=296	13%	N=83	2%	N=10	100%	N=619
Environmental sustainability	37%	N=223	42%	N=258	17%	N=103	4%	N=23	100%	N=608
Littleton Fire Rescue	72%	N=447	24%	N=150	4%	N=25	0%	N=0	100%	N=623
Littleton Police Department	70%	N=443	26%	N=164	3%	N=21	0%	N=2	100%	N=629
Traffic enforcement	28%	N=169	50%	N=306	19%	N=117	2%	N=15	100%	N=607
Code enforcement	24%	N=137	49%	N=279	23%	N=132	3%	N=18	100%	N=566
Municipal Court	23%	N=120	50%	N=254	24%	N=122	3%	N=15	100%	N=511
Online payments of fines and services	20%	N=105	45%	N=241	28%	N=148	8%	N=40	100%	N=533
Bemis Library	40%	N=227	39%	N=222	19%	N=111	2%	N=13	100%	N=573
Littleton Museum	25%	N=141	45%	N=259	26%	N=150	4%	N=22	100%	N=572
Hudson Gardens	22%	N=128	46%	N=265	28%	N=159	4%	N=25	100%	N=577
Carson Nature Center	24%	N=122	43%	N=217	29%	N=146	4%	N=19	100%	N=504
South Platte Park	32%	N=178	47%	N=264	20%	N=110	1%	N=7	100%	N=558
Buck Recreation Center	29%	N=155	48%	N=259	19%	N=103	4%	N=20	100%	N=537
City-sponsored special events	21%	N=121	46%	N=265	29%	N=167	5%	N=28	100%	N=581
Town Hall Arts Center	16%	N=86	46%	N=240	31%	N=162	6%	N=32	100%	N=520
Leaf and tire recycling	20%	N=104	42%	N=215	31%	N=156	7%	N=36	100%	N=511
Household Haz Mat Roundup	27%	N=133	42%	N=213	25%	N=125	6%	N=30	100%	N=500
City management	47%	N=277	43%	N=257	9%	N=53	1%	N=8	100%	N=595

Table 29: Question 8 - Importance with "don't know" responses

Please rate how important, if at all, each is to you.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Appearance of city	28%	N=181	57%	N=374	14%	N=91	0%	N=3	1%	N=6	100%	N=655
Shopping opportunities	17%	N=114	46%	N=303	34%	N=219	2%	N=13	1%	N=5	100%	N=655
Job opportunities	25%	N=160	35%	N=222	22%	N=139	7%	N=43	12%	N=76	100%	N=641
Historic preservation	26%	N=168	43%	N=279	25%	N=161	4%	N=28	2%	N=15	100%	N=651
Economic development	32%	N=206	42%	N=272	18%	N=114	3%	N=19	5%	N=31	100%	N=642
Public transit services	33%	N=211	44%	N=283	16%	N=102	4%	N=25	4%	N=28	100%	N=650
Traffic flow	40%	N=260	49%	N=318	10%	N=62	1%	N=4	1%	N=5	100%	N=650
Snow plowing	30%	N=195	50%	N=324	18%	N=114	1%	N=7	1%	N=9	100%	N=648
Downtown parking	20%	N=132	46%	N=299	28%	N=186	4%	N=26	2%	N=14	100%	N=656
Parks and trails	43%	N=278	44%	N=284	10%	N=67	1%	N=4	3%	N=20	100%	N=652
Recreation opportunities	33%	N=218	44%	N=288	19%	N=122	1%	N=7	3%	N=18	100%	N=653
Open space areas	36%	N=231	46%	N=296	13%	N=83	1%	N=10	4%	N=25	100%	N=645
Environmental sustainability	35%	N=223	40%	N=258	16%	N=103	4%	N=23	6%	N=36	100%	N=643
Littleton Fire Rescue	69%	N=447	23%	N=150	4%	N=25	0%	N=0	4%	N=25	100%	N=648
Littleton Police Department	68%	N=443	25%	N=164	3%	N=21	0%	N=2	3%	N=21	100%	N=650
Traffic enforcement	26%	N=169	48%	N=306	18%	N=117	2%	N=15	5%	N=33	100%	N=640
Code enforcement	21%	N=137	43%	N=279	21%	N=132	3%	N=18	12%	N=77	100%	N=643
Municipal Court	19%	N=120	40%	N=254	19%	N=122	2%	N=15	19%	N=121	100%	N=632
Online payments of fines and services	16%	N=105	38%	N=241	23%	N=148	6%	N=40	16%	N=103	100%	N=637
Bemis Library	36%	N=227	35%	N=222	17%	N=111	2%	N=13	10%	N=64	100%	N=637
Littleton Museum	22%	N=141	40%	N=259	23%	N=150	3%	N=22	11%	N=70	100%	N=642
Hudson Gardens	20%	N=128	41%	N=265	25%	N=159	4%	N=25	10%	N=67	100%	N=644
Carson Nature Center	19%	N=122	34%	N=217	23%	N=146	3%	N=19	21%	N=135	100%	N=639
South Platte Park	28%	N=178	41%	N=264	17%	N=110	1%	N=7	12%	N=78	100%	N=637
Buck Recreation Center	24%	N=155	40%	N=259	16%	N=103	3%	N=20	16%	N=103	100%	N=640
City-sponsored special events	19%	N=121	41%	N=265	26%	N=167	4%	N=28	9%	N=59	100%	N=640
Town Hall Arts Center	13%	N=86	38%	N=240	25%	N=162	5%	N=32	19%	N=118	100%	N=638
Leaf and tire recycling	16%	N=104	34%	N=215	24%	N=156	6%	N=36	20%	N=127	100%	N=638
Household Haz Mat Roundup	21%	N=133	33%	N=213	20%	N=125	5%	N=30	21%	N=136	100%	N=637
City management	43%	N=277	40%	N=257	8%	N=53	1%	N=8	8%	N=53	100%	N=648

Table 30: Question 9 without "don't know" responses

Please rate the following areas of transportation in Littleton.	Excellent		Good		Fair		Poor		Total	
Ease of driving	14%	N=98	56%	N=387	23%	N=161	6%	N=42	100%	N=689
Ease of traveling by bus (RTD)	15%	N=46	43%	N=131	33%	N=101	9%	N=29	100%	N=307
Ease of traveling by light rail	36%	N=223	47%	N=290	16%	N=100	2%	N=10	100%	N=623
Ease of walking in the city	29%	N=191	50%	N=331	18%	N=122	3%	N=20	100%	N=664
Ease of traveling by bicycle	26%	N=131	52%	N=265	17%	N=87	5%	N=25	100%	N=507
Traffic congestion	2%	N=13	26%	N=173	46%	N=309	26%	N=178	100%	N=673
Street maintenance	5%	N=33	42%	N=288	39%	N=263	14%	N=97	100%	N=681
Omnibus/Shopping Cart senior and disabled van service	34%	N=46	47%	N=65	16%	N=22	3%	N=5	100%	N=138
Downtown Littleton light rail station	38%	N=223	49%	N=284	11%	N=63	2%	N=10	100%	N=580
Mineral Avenue light rail station	32%	N=166	52%	N=272	14%	N=72	3%	N=13	100%	N=524

Table 31: Question 9 with "don't know" responses

Please rate the following areas of transportation in Littleton.	Excellent		Good		Fair		Poor		Don't know		Total	
Ease of driving	14%	N=98	55%	N=387	23%	N=161	6%	N=42	2%	N=13	100%	N=702
Ease of traveling by bus (RTD)	7%	N=46	19%	N=131	14%	N=101	4%	N=29	56%	N=395	100%	N=701
Ease of traveling by light rail	32%	N=223	41%	N=290	14%	N=100	1%	N=10	11%	N=79	100%	N=702
Ease of walking in the city	27%	N=191	47%	N=331	17%	N=122	3%	N=20	6%	N=39	100%	N=702
Ease of traveling by bicycle	19%	N=131	38%	N=265	12%	N=87	4%	N=25	27%	N=192	100%	N=700
Traffic congestion	2%	N=13	25%	N=173	45%	N=309	26%	N=178	3%	N=17	100%	N=691
Street maintenance	5%	N=33	41%	N=288	38%	N=263	14%	N=97	3%	N=19	100%	N=700
Omnibus/Shopping Cart senior and disabled van service	7%	N=46	9%	N=65	3%	N=22	1%	N=5	80%	N=559	100%	N=697
Downtown Littleton light rail station	32%	N=223	40%	N=284	9%	N=63	1%	N=10	18%	N=123	100%	N=704
Mineral Avenue light rail station	23%	N=166	38%	N=272	10%	N=72	2%	N=13	26%	N=184	100%	N=708

Table 32: Question 10 without "don't know" responses

Please circle the number that comes closest to your opinion about Littleton's Bemis Public Library and its services:	Excellent		Good		Fair		Poor		Total	
Library programs (e.g., story time, Summer Reading program, etc.)	49%	N=172	44%	N=153	6%	N=22	1%	N=3	100%	N=349
Library services (e.g., reference desk, check out, etc.)	50%	N=219	43%	N=190	7%	N=29	1%	N=2	100%	N=440
Internet and computer services	41%	N=135	51%	N=166	7%	N=22	1%	N=3	100%	N=326
Online services at www.littletongov.org/bemis accessed from home or elsewhere (e.g., book holds, access databases, research, etc.)	40%	N=136	46%	N=154	11%	N=38	3%	N=9	100%	N=336
Materials and collections	32%	N=128	53%	N=212	14%	N=58	1%	N=5	100%	N=403
Library building and grounds	36%	N=165	55%	N=252	9%	N=41	1%	N=4	100%	N=461
Overall performance of the library	40%	N=181	54%	N=243	5%	N=23	1%	N=3	100%	N=450

Table 33: Question 10 with "don't know" responses

Please circle the number that comes closest to your opinion about Littleton's Bemis Public Library and its services:	Excellent		Good		Fair		Poor		Don't know		Total	
Library programs (e.g., story time, Summer Reading program, etc.)	24%	N=172	22%	N=153	3%	N=22	0%	N=3	50%	N=354	100%	N=703
Library services (e.g., reference desk, check out, etc.)	31%	N=219	27%	N=190	4%	N=29	0%	N=2	37%	N=261	100%	N=702
Internet and computer services	19%	N=135	24%	N=166	3%	N=22	0%	N=3	53%	N=370	100%	N=696
Online services at www.littletongov.org/bemis accessed from home or elsewhere (e.g., book holds, access databases, research, etc.)	19%	N=136	22%	N=154	5%	N=38	1%	N=9	52%	N=364	100%	N=700
Materials and collections	18%	N=128	30%	N=212	8%	N=58	1%	N=5	43%	N=300	100%	N=704
Library building and grounds	23%	N=165	36%	N=252	6%	N=41	1%	N=4	34%	N=243	100%	N=704
Overall performance of the library	26%	N=181	35%	N=243	3%	N=23	0%	N=3	36%	N=255	100%	N=705

Table 34: Question 11 without "don't know" responses

Please circle the number that comes closest to your opinion about the Littleton Museum and its services:	Excellent		Good		Fair		Poor		Total	
Museum programs (e.g., lectures, classes, special events – Holiday's Eve, Sheep to Shawl, spring planting)	42%	N=130	49%	N=152	9%	N=27	1%	N=3	100%	N=313
Wednesday evening free summer concerts	45%	N=131	46%	N=133	9%	N=25	1%	N=3	100%	N=291
Museum research center	35%	N=72	50%	N=101	14%	N=28	1%	N=2	100%	N=203
Museum rotating exhibits	33%	N=94	55%	N=158	12%	N=34	1%	N=3	100%	N=289
Art shows in the galleries	32%	N=89	53%	N=151	13%	N=36	2%	N=6	100%	N=283
Living History Farms/Historic Site Interpreters	49%	N=172	43%	N=152	7%	N=25	1%	N=3	100%	N=353
Museum building and grounds	49%	N=188	44%	N=171	6%	N=24	1%	N=3	100%	N=386
Overall performance of the Littleton Museum	45%	N=164	48%	N=176	6%	N=23	1%	N=3	100%	N=366

Table 35: Question 11 with "don't know" responses

Please circle the number that comes closest to your opinion about the Littleton Museum and its services:	Excellent		Good		Fair		Poor		Don't know		Total	
Museum programs (e.g., lectures, classes, special events – Holiday's Eve, Sheep to Shawl, spring planting)	19%	N=130	22%	N=152	4%	N=27	0%	N=3	55%	N=381	100%	N=693
Wednesday evening free summer concerts	19%	N=131	19%	N=133	4%	N=25	0%	N=3	58%	N=400	100%	N=691
Museum research center	10%	N=72	15%	N=101	4%	N=28	0%	N=2	71%	N=487	100%	N=689
Museum rotating exhibits	14%	N=94	23%	N=158	5%	N=34	0%	N=3	58%	N=401	100%	N=690
Art shows in the galleries	13%	N=89	22%	N=151	5%	N=36	1%	N=6	59%	N=404	100%	N=687
Living History Farms/Historic Site Interpreters	25%	N=172	22%	N=152	4%	N=25	1%	N=3	49%	N=337	100%	N=690
Museum building and grounds	27%	N=188	25%	N=171	3%	N=24	0%	N=3	44%	N=303	100%	N=689
Overall performance of the Littleton Museum	24%	N=164	25%	N=176	3%	N=23	0%	N=3	47%	N=326	100%	N=692

Table 36: Question 12

If you had contact with the City of Littleton Police Department, please indicate about how many times you've been in contact over the last 12 months.	Percent of respondents	Number of respondents
Zero times	70%	N=480
1-2 times	25%	N=171
3-5 times	4%	N=28
6-8 times	0%	N=2
9 or more times	1%	N=5
Total	100%	N=686

Table 37: Question 13 without "don't know" responses

Based on your most recent contact with a member of the Littleton Police Department, please rate each of the following aspects of the employee with whom you had contact.	Excellent		Good		Fair		Poor		Total	
Fairness	44%	N=83	37%	N=70	15%	N=28	5%	N=9	100%	N=191
Responsiveness to requests and/or needs	37%	N=74	35%	N=71	17%	N=33	11%	N=23	100%	N=200
Level of interest in addressing your concerns	33%	N=65	33%	N=65	22%	N=44	12%	N=23	100%	N=196
Helpfulness	41%	N=81	32%	N=63	17%	N=33	11%	N=21	100%	N=197
Courteousness	45%	N=91	37%	N=74	13%	N=27	4%	N=8	100%	N=200
Knowledge	37%	N=71	42%	N=81	17%	N=32	4%	N=8	100%	N=193
Timeliness of handling the situation	37%	N=71	37%	N=72	18%	N=34	9%	N=17	100%	N=195
Use of force in fair and effective way	44%	N=47	34%	N=36	18%	N=19	4%	N=4	100%	N=106
Resolution of concerns	34%	N=62	34%	N=63	19%	N=36	12%	N=23	100%	N=183
Overall impression of staff members	34%	N=69	40%	N=81	19%	N=38	7%	N=15	100%	N=203

Asked only of those who reported having contact with the City of Littleton Police Department in the last 12 months

Table 38: Question 13 with "don't know" responses

Based on your most recent contact with a member of the Littleton Police Department, please rate each of the following aspects of the employee with whom you had contact.	Excellent		Good		Fair		Poor		Don't know		Total	
Fairness	40%	N=83	33%	N=70	14%	N=28	4%	N=9	9%	N=19	100%	N=210
Responsiveness to requests and/or needs	35%	N=74	33%	N=71	15%	N=33	11%	N=23	6%	N=13	100%	N=213
Level of interest in addressing your concerns	30%	N=65	31%	N=65	21%	N=44	11%	N=23	8%	N=16	100%	N=213
Helpfulness	38%	N=81	30%	N=63	15%	N=33	10%	N=21	7%	N=15	100%	N=212
Courteousness	43%	N=91	35%	N=74	13%	N=27	4%	N=8	6%	N=13	100%	N=213
Knowledge	33%	N=71	38%	N=81	15%	N=32	4%	N=8	9%	N=20	100%	N=212
Timeliness of handling the situation	34%	N=71	34%	N=72	16%	N=34	8%	N=17	7%	N=15	100%	N=210
Use of force in fair and effective way	22%	N=47	17%	N=36	9%	N=19	2%	N=4	50%	N=104	100%	N=210
Resolution of concerns	29%	N=62	30%	N=63	17%	N=36	11%	N=23	13%	N=28	100%	N=212
Overall impression of staff members	33%	N=69	38%	N=81	18%	N=38	7%	N=15	5%	N=10	100%	N=213

Asked only of those who reported having contact with the City of Littleton Police Department in the last 12 months

Table 39: Question 14 without "don't know" responses

Please rate the job the Littleton Police Department does at each of the following in Littleton.	Excellent		Good		Fair		Poor		Total	
Crime prevention	25%	N=55	55%	N=122	16%	N=34	4%	N=8	100%	N=220
Crime solving	24%	N=35	42%	N=61	21%	N=31	13%	N=19	100%	N=146
Maintaining public order	27%	N=69	60%	N=153	9%	N=23	3%	N=9	100%	N=254
Providing public information and education	25%	N=51	48%	N=97	20%	N=42	7%	N=14	100%	N=204
Protecting individual civil rights	22%	N=40	51%	N=92	17%	N=31	9%	N=15	100%	N=178
Assisting fire responders with disasters	38%	N=58	52%	N=78	8%	N=12	2%	N=3	100%	N=151

Table 40: Question 14 with "don't know" responses

Please rate the job the Littleton Police Department does at each of the following in Littleton.	Excellent		Good		Fair		Poor		Don't know		Total	
Crime prevention	17%	N=55	37%	N=122	10%	N=34	2%	N=8	33%	N=111	100%	N=331
Crime solving	11%	N=35	18%	N=61	9%	N=31	6%	N=19	56%	N=184	100%	N=330
Maintaining public order	21%	N=69	46%	N=153	7%	N=23	3%	N=9	23%	N=76	100%	N=330
Providing public information and education	15%	N=51	29%	N=97	13%	N=42	4%	N=14	38%	N=127	100%	N=331
Protecting individual civil rights	12%	N=40	28%	N=92	9%	N=31	5%	N=15	46%	N=154	100%	N=331
Assisting fire responders with disasters	18%	N=58	24%	N=78	4%	N=12	1%	N=3	54%	N=180	100%	N=331

Table 41: Question 15 without "don't know" responses

Please rate the Littleton Police Department on the following.	Excellent		Good		Fair		Poor		Total	
Being trustworthy	34%	N=150	52%	N=230	11%	N=48	4%	N=17	100%	N=445
Acting in the best interest of the community	33%	N=149	51%	N=233	12%	N=55	4%	N=18	100%	N=454
Treating all residents fairly	32%	N=125	48%	N=189	14%	N=57	6%	N=24	100%	N=394
Being sensitive to residents' concerns	32%	N=138	48%	N=209	14%	N=59	6%	N=26	100%	N=432
Responding to citizens' emergency calls for service	44%	N=174	44%	N=175	9%	N=37	2%	N=10	100%	N=395
Caring about the well-being of the people they deal with	35%	N=149	46%	N=196	13%	N=54	6%	N=27	100%	N=426
Working with people in your neighborhood to solve neighborhood problems	33%	N=112	40%	N=135	19%	N=64	8%	N=26	100%	N=336
Communicating regularly with community members (e.g., websites, emails or public meetings)	25%	N=79	41%	N=129	24%	N=75	10%	N=33	100%	N=316
Inviting community members to provide input (e.g., comments, suggestions and concerns)	22%	N=68	40%	N=123	23%	N=71	15%	N=47	100%	N=310

Table 42: Question 15 with "don't know" responses

Please rate the Littleton Police Department on the following.	Excellent		Good		Fair		Poor		Don't know		Total	
Being trustworthy	22%	N=150	33%	N=230	7%	N=48	3%	N=17	36%	N=246	100%	N=691
Acting in the best interest of the community	21%	N=149	34%	N=233	8%	N=55	3%	N=18	35%	N=240	100%	N=694
Treating all residents fairly	18%	N=125	27%	N=189	8%	N=57	4%	N=24	43%	N=296	100%	N=690
Being sensitive to residents' concerns	20%	N=138	30%	N=209	9%	N=59	4%	N=26	37%	N=259	100%	N=691
Responding to citizens' emergency calls for service	25%	N=174	25%	N=175	5%	N=37	1%	N=10	43%	N=295	100%	N=691
Caring about the well-being of the people they deal with	21%	N=149	28%	N=196	8%	N=54	4%	N=27	38%	N=266	100%	N=692
Working with people in your neighborhood to solve neighborhood problems	16%	N=112	19%	N=135	9%	N=64	4%	N=26	51%	N=356	100%	N=692
Communicating regularly with community members (e.g., websites, emails or public meetings)	12%	N=79	19%	N=129	11%	N=75	5%	N=33	54%	N=368	100%	N=684
Inviting community members to provide input (e.g., comments, suggestions and concerns)	10%	N=68	18%	N=123	11%	N=71	7%	N=47	54%	N=364	100%	N=674

Table 43: Question 16 without "don't know" responses

Overall, how would you rate the quality of municipal services provided by the City of Littleton?	Percent of respondents	Number of respondents
Excellent	17%	N=97
Good	64%	N=367
Fair	18%	N=104
Poor	1%	N=6
Total	100%	N=574

Table 44: Question 16 with "don't know" responses

Overall, how would you rate the quality of municipal services provided by the City of Littleton?	Percent of respondents	Number of respondents
Excellent	14%	N=97
Good	53%	N=367
Fair	15%	N=104
Poor	1%	N=6
Don't know	17%	N=120
Total	100%	N=695

Table 45: Question 17 without "don't know" responses

Please rate the following categories of Littleton government performance.	Excellent		Good		Fair		Poor		Total	
The direction the city is taking with respect to open space, trails and parks	18%	N=97	64%	N=352	14%	N=79	4%	N=19	100%	N=547
Attracting companies to locate in Littleton	10%	N=39	44%	N=173	37%	N=147	9%	N=34	100%	N=392
The job the city government does at welcoming citizen involvement	12%	N=56	48%	N=217	29%	N=130	11%	N=50	100%	N=453
Opportunities to participate in city government decisions	11%	N=48	41%	N=180	33%	N=143	15%	N=67	100%	N=439
Responding to citizen complaints and concerns	9%	N=31	39%	N=138	37%	N=131	15%	N=54	100%	N=353
Holding public meetings about city plans	12%	N=56	46%	N=208	30%	N=132	11%	N=51	100%	N=447
Littleton's elected officials' consideration of what people like me think	11%	N=43	36%	N=146	33%	N=131	20%	N=82	100%	N=402
Littleton's government as an example of how best to provide services	9%	N=36	38%	N=153	43%	N=172	9%	N=37	100%	N=398
The city manager's management of city operations	13%	N=43	44%	N=152	35%	N=119	9%	N=30	100%	N=345
The quality of work provided by City of Littleton employees	16%	N=70	52%	N=226	27%	N=118	4%	N=17	100%	N=431
Spending local tax dollars wisely	10%	N=41	41%	N=172	35%	N=146	15%	N=62	100%	N=421
The value of services for the property taxes paid to Littleton	11%	N=51	43%	N=203	34%	N=161	12%	N=55	100%	N=470
A city government that is run efficiently	10%	N=43	44%	N=187	34%	N=144	11%	N=48	100%	N=422
Running Littleton's local government in the best interest of residents	12%	N=56	43%	N=195	29%	N=133	16%	N=72	100%	N=455
Being transparent and accountable to the public	12%	N=51	36%	N=158	36%	N=159	17%	N=75	100%	N=443
Providing information about city plans and programs	12%	N=62	42%	N=210	32%	N=159	14%	N=70	100%	N=500
The overall direction the city is taking	11%	N=55	50%	N=262	29%	N=152	10%	N=51	100%	N=519

Table 46: Question 17 with "don't know" responses

Please rate the following categories of Littleton government performance.	Excellent		Good		Fair		Poor		Don't know		Total	
The direction the city is taking with respect to open space, trails and parks	14%	N=97	52%	N=352	12%	N=79	3%	N=19	20%	N=134	100%	N=681
Attracting companies to locate in Littleton	6%	N=39	25%	N=173	21%	N=147	5%	N=34	43%	N=293	100%	N=685
The job the city government does at welcoming citizen involvement	8%	N=56	31%	N=217	19%	N=130	7%	N=50	34%	N=235	100%	N=688
Opportunities to participate in city government decisions	7%	N=48	26%	N=180	21%	N=143	10%	N=67	36%	N=247	100%	N=686
Responding to citizen complaints and concerns	4%	N=31	20%	N=138	19%	N=131	8%	N=54	49%	N=335	100%	N=688
Holding public meetings about city plans	8%	N=56	31%	N=208	19%	N=132	8%	N=51	34%	N=234	100%	N=681
Littleton's elected officials' consideration of what people like me think	6%	N=43	22%	N=146	19%	N=131	12%	N=82	41%	N=275	100%	N=677
Littleton's government as an example of how best to provide services	5%	N=36	23%	N=153	25%	N=172	5%	N=37	41%	N=279	100%	N=676
The city manager's management of city operations	6%	N=43	22%	N=152	18%	N=119	4%	N=30	49%	N=334	100%	N=678
The quality of work provided by City of Littleton employees	10%	N=70	33%	N=226	17%	N=118	3%	N=17	37%	N=248	100%	N=679
Spending local tax dollars wisely	6%	N=41	25%	N=172	22%	N=146	9%	N=62	38%	N=256	100%	N=677
The value of services for the property taxes paid to Littleton	8%	N=51	30%	N=203	24%	N=161	8%	N=55	31%	N=207	100%	N=678
A city government that is run efficiently	6%	N=43	28%	N=187	21%	N=144	7%	N=48	37%	N=253	100%	N=675
Running Littleton's local government in the best interest of residents	8%	N=56	29%	N=195	20%	N=133	11%	N=72	33%	N=223	100%	N=679
Being transparent and accountable to the public	8%	N=51	23%	N=158	24%	N=159	11%	N=75	34%	N=232	100%	N=675
Providing information about city plans and programs	9%	N=62	31%	N=210	24%	N=159	10%	N=70	26%	N=174	100%	N=674
The overall direction the city is taking	8%	N=55	39%	N=262	22%	N=152	8%	N=51	23%	N=158	100%	N=677

Table 47: Question 18 without "don't know" responses

To what extent do you trust that the decisions made by city council represent the best interest of citizens?	Percent of respondents	Number of respondents
To a great extent	13%	N=78
To a moderate extent	56%	N=322
To a small extent	23%	N=132
Not at all	8%	N=47
Total	100%	N=579

Table 48: Question 18 with "don't know" responses

To what extent do you trust that the decisions made by city council represent the best interest of citizens?	Percent of respondents	Number of respondents
To a great extent	11%	N=78
To a moderate extent	46%	N=322
To a small extent	19%	N=132
Not at all	7%	N=47
Don't know	17%	N=116
Total	100%	N=695

Table 49: Question 19 without "don't know" responses

Thinking about what you currently know regarding each of the following city council goals and objectives, please indicate whether you feel the city should apply more effort, the same amount of effort, or less effort toward each.	More effort		Same effort		Less effort		Total	
Assure a Financially Sound City Government	40%	N=201	56%	N=276	4%	N=20	100%	N=496
Provide a Safe Community to Live, Work and Play	42%	N=240	56%	N=316	2%	N=10	100%	N=567
Develop and Maintain the Public Infrastructure	48%	N=266	49%	N=268	3%	N=15	100%	N=549
Preserve and Cultivate a Quality Community	37%	N=207	58%	N=323	4%	N=24	100%	N=554
Pursue a Balanced and Sustainable Local Economy	46%	N=253	50%	N=274	4%	N=23	100%	N=550
Promote Environmental Sustainability	47%	N=258	42%	N=233	11%	N=60	100%	N=551
Foster Community Involvement, Communication and Trust	48%	N=265	49%	N=271	4%	N=19	100%	N=556

Table 50: Question 19 with "don't know" responses

Thinking about what you currently know regarding each of the following city council goals and objectives, please indicate whether you feel the city should apply more effort, the same amount of effort, or less effort toward each.	More effort		Same effort		Less effort		Don't know		Total	
Assure a Financially Sound City Government	29%	N=201	40%	N=276	3%	N=20	28%	N=189	100%	N=686
Provide a Safe Community to Live, Work and Play	35%	N=240	46%	N=316	1%	N=10	18%	N=121	100%	N=688
Develop and Maintain the Public Infrastructure	39%	N=266	39%	N=268	2%	N=15	20%	N=135	100%	N=684
Preserve and Cultivate a Quality Community	30%	N=207	47%	N=323	4%	N=24	19%	N=131	100%	N=686
Pursue a Balanced and Sustainable Local Economy	37%	N=253	40%	N=274	3%	N=23	20%	N=136	100%	N=685
Promote Environmental Sustainability	38%	N=258	34%	N=233	9%	N=60	20%	N=136	100%	N=687
Foster Community Involvement, Communication and Trust	39%	N=265	40%	N=271	3%	N=19	19%	N=130	100%	N=686

Table 51: Question 20 - Importance without "don't know" responses

Thinking about the next five to eight years, how important is each of the following potential projects in Littleton?	Essential		Very important		Somewhat important		Not at all important		Total	
Reducing traffic congestion on city streets	34%	N=232	41%	N=279	22%	N=147	3%	N=20	100%	N=677
Maintaining and improving city infrastructure (e.g., streets, sidewalks, buildings, etc.)	29%	N=201	48%	N=329	21%	N=142	2%	N=13	100%	N=685
Building new trails	11%	N=71	36%	N=243	42%	N=280	11%	N=74	100%	N=668
Continuing preservation programs for historic buildings	17%	N=116	38%	N=252	38%	N=256	7%	N=46	100%	N=670
Partnering strategically and financially with the private sector in development	17%	N=107	39%	N=242	35%	N=219	9%	N=59	100%	N=628
Redeveloping older neighborhoods	20%	N=133	34%	N=224	34%	N=224	11%	N=73	100%	N=654
Redeveloping aging shopping centers	28%	N=183	43%	N=282	26%	N=176	3%	N=23	100%	N=664
Expanding programs for youth	23%	N=147	40%	N=255	32%	N=204	6%	N=40	100%	N=646
Expanding programs for seniors	20%	N=126	36%	N=230	36%	N=229	9%	N=59	100%	N=644
Expanding programs for immigrants	14%	N=86	24%	N=149	37%	N=230	25%	N=155	100%	N=620

Table 52: Question 20 - Importance with "don't know" responses

Thinking about the next five to eight years, how important is each of the following potential projects in Littleton?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Reducing traffic congestion on city streets	34%	N=232	41%	N=279	22%	N=147	3%	N=20	1%	N=6	100%	N=684
Maintaining and improving city infrastructure (e.g., streets, sidewalks, buildings, etc.)	29%	N=201	48%	N=329	21%	N=142	2%	N=13	1%	N=6	100%	N=691
Building new trails	10%	N=71	36%	N=243	41%	N=280	11%	N=74	2%	N=13	100%	N=681
Continuing preservation programs for historic buildings	17%	N=116	37%	N=252	37%	N=256	7%	N=46	2%	N=17	100%	N=687
Partnering strategically and financially with the private sector in development	16%	N=107	36%	N=242	32%	N=219	9%	N=59	7%	N=49	100%	N=677
Redeveloping older neighborhoods	19%	N=133	33%	N=224	33%	N=224	11%	N=73	5%	N=31	100%	N=685
Redeveloping aging shopping centers	27%	N=183	41%	N=282	26%	N=176	3%	N=23	3%	N=19	100%	N=683
Expanding programs for youth	21%	N=147	37%	N=255	30%	N=204	6%	N=40	5%	N=38	100%	N=684
Expanding programs for seniors	18%	N=126	34%	N=230	33%	N=229	9%	N=59	6%	N=41	100%	N=685
Expanding programs for immigrants	13%	N=86	22%	N=149	34%	N=230	23%	N=155	9%	N=63	100%	N=683

Table 53: Question 20 - MOST Important

Check the ONE circle for the item you think is the most important future project for Littleton.	Percent of respondents	Number of respondents
Reducing traffic congestion on city streets	32%	N=170
Maintaining and improving city infrastructure (e.g., streets, sidewalks, buildings, etc.)	25%	N=136
Building new trails	4%	N=23
Continuing preservation programs for historic buildings	3%	N=18
Partnering strategically and financially with the private sector in development	8%	N=43
Redeveloping older neighborhoods	5%	N=26
Redeveloping aging shopping centers	9%	N=49
Expanding programs for youth	7%	N=38
Expanding programs for seniors	3%	N=17
Expanding programs for immigrants	3%	N=17
Total	100%	N=538

Table 54: Question 21 without "don't know" responses

Please indicate how much of a priority, if at all, you think it is for the City of Littleton Police Department to focus resources on each of the following areas in the next two years.	High priority		Medium priority		Low priority		Not a priority		Total	
Traffic issues/residential speeding	34%	N=220	42%	N=278	18%	N=121	6%	N=37	100%	N=656
Vandalism/graffiti	23%	N=148	45%	N=290	27%	N=172	5%	N=30	100%	N=640
Fraud/identity theft	43%	N=269	39%	N=245	13%	N=84	4%	N=28	100%	N=625
School safety (bullying, fighting, weapons)	74%	N=476	20%	N=128	5%	N=31	1%	N=7	100%	N=642
Homeless/transient-related issues	46%	N=293	34%	N=219	17%	N=111	3%	N=21	100%	N=645
Gang activity	50%	N=301	28%	N=171	16%	N=96	6%	N=33	100%	N=601
Violent crimes	67%	N=423	24%	N=153	7%	N=44	1%	N=7	100%	N=628
Property crimes	45%	N=289	46%	N=293	8%	N=53	1%	N=6	100%	N=641
Hate crimes	54%	N=331	31%	N=192	11%	N=66	4%	N=24	100%	N=613
Disorderly conduct/public intoxications/noise violations	20%	N=122	45%	N=283	28%	N=175	7%	N=42	100%	N=622
Disorderly youth/underage drinking	26%	N=160	43%	N=267	26%	N=162	6%	N=38	100%	N=627
Drug abuse (manufacture, sale, or use of illegal/prescription drugs)	50%	N=322	35%	N=226	11%	N=73	4%	N=24	100%	N=645

Table 55: Question 21 with "don't know" responses

Please indicate how much of a priority, if at all, you think it is for the City of Littleton Police Department to focus resources on each of the following areas in the next two years.	High priority		Medium priority		Low priority		Not a priority		Don't know		Total	
Traffic issues/residential speeding	32%	N=220	41%	N=278	18%	N=121	5%	N=37	4%	N=28	100%	N=684
Vandalism/graffiti	22%	N=148	43%	N=290	25%	N=172	4%	N=30	6%	N=42	100%	N=681
Fraud/identity theft	40%	N=269	36%	N=245	12%	N=84	4%	N=28	8%	N=52	100%	N=678
School safety (bullying, fighting, weapons)	69%	N=476	19%	N=128	5%	N=31	1%	N=7	6%	N=43	100%	N=685
Homeless/transient-related issues	43%	N=293	32%	N=219	16%	N=111	3%	N=21	5%	N=34	100%	N=679
Gang activity	44%	N=301	25%	N=171	14%	N=96	5%	N=33	12%	N=83	100%	N=684
Violent crimes	62%	N=423	22%	N=153	6%	N=44	1%	N=7	9%	N=60	100%	N=687
Property crimes	42%	N=289	43%	N=293	8%	N=53	1%	N=6	7%	N=48	100%	N=689
Hate crimes	48%	N=331	28%	N=192	10%	N=66	4%	N=24	10%	N=71	100%	N=685
Disorderly conduct/public intoxications/noise violations	18%	N=122	41%	N=283	26%	N=175	6%	N=42	9%	N=65	100%	N=687
Disorderly youth/underage drinking	23%	N=160	39%	N=267	24%	N=162	5%	N=38	9%	N=60	100%	N=688
Drug abuse (manufacture, sale, or use of illegal/prescription drugs)	47%	N=322	33%	N=226	11%	N=73	3%	N=24	6%	N=43	100%	N=688

Table 56: Question 22 without "don't know" responses

The city currently has a budget shortfall to fund all the needed improvements to aging infrastructure, such as maintaining streets to an adequate level, maintaining and adding sidewalks and maintaining existing buildings. If the city asked voters to pass a sales and use tax increase of three-quarters of a cent ($0.0075) on every $1 which would sunset (expire) in 15 years, to what extent would you support or oppose this increase?	Percent of respondents	Number of respondents
Strongly support	41%	N=273
Somewhat support	41%	N=274
Somewhat oppose	10%	N=65
Strongly oppose	8%	N=52
Total	100%	N=664

Table 57: Question 22 with "don't know" responses

The city currently has a budget shortfall to fund all the needed improvements to aging infrastructure, such as maintaining streets to an adequate level, maintaining and adding sidewalks and maintaining existing buildings. If the city asked voters to pass a sales and use tax increase of three-quarters of a cent ($0.0075) on every $1 which would sunset (expire) in 15 years, to what extent would you support or oppose this increase?	Percent of respondents	Number of respondents
Strongly support	39%	N=273
Somewhat support	39%	N=274
Somewhat oppose	9%	N=65
Strongly oppose	7%	N=52
Don't know	5%	N=38
Total	100%	N=702

Table 58: Question 23

A three-quarters of a cent sales and use tax increase will generate approximately $8.7 million a year, which will help to cover a portion of the costs to make the needed improvements. However, a higher sales and use tax increase would allow more improvements to be made sooner, while a lower sales and use tax increase would allow fewer improvements over a longer period of time. Thinking about a potential sales and use tax increase, which of the following statements best describe your opinion? Please select only one.	Percent of respondents	Number of respondents
I'd rather pay a 1 cent ($0.01) sales and use tax increase to complete more of the needed improvements sooner	42%	N=293
A three-quarters of a cent ($0.0075) sales and use tax increase sounds like the right amount to me	31%	N=214
I'd rather pay one-half of a cent ($0.005) sales and use tax increase and complete fewer of the needed improvements over a longer period of time	8%	N=53
I do not want a sales and use tax increase	19%	N=133
Total	100%	N=693

Table 59: Question 24 without "don't know" responses

To what extent would you support or oppose a lodging tax that hotel room visitors would pay with the money to be used for tourism, marketing and promotion of Littleton?	Percent of respondents	Number of respondents
Strongly support	28%	N=181
Somewhat support	42%	N=277
Somewhat oppose	20%	N=132
Strongly oppose	10%	N=69
Total	100%	N=660

Table 60: Question 24 with "don't know" responses

To what extent would you support or oppose a lodging tax that hotel room visitors would pay with the money to be used for tourism, marketing and promotion of Littleton?	Percent of respondents	Number of respondents
Strongly support	26%	N=181
Somewhat support	40%	N=277
Somewhat oppose	19%	N=132
Strongly oppose	10%	N=69
Don't know	5%	N=38
Total	100%	N=698

Table 61: Question 25 without "don't know" responses

Please indicate how important it is to you, if at all, to receive information from the city about each of the following topics.	Essential		Very important		Somewhat important		Not at all important		Total	
Special events (e.g., concerts, races, festivals)	21%	N=144	42%	N=282	31%	N=212	6%	N=38	100%	N=676
Police/crime data	21%	N=141	44%	N=298	33%	N=223	3%	N=20	100%	N=682
City finances/budget	21%	N=143	40%	N=269	34%	N=227	6%	N=38	100%	N=676
Development projects (new residential or commercial buildings or sites)	25%	N=172	45%	N=302	24%	N=165	6%	N=37	100%	N=676
Demographics of the community	8%	N=56	26%	N=174	47%	N=314	19%	N=126	100%	N=670
Public asset conditions (streets, city buildings/facilities, etc.)	12%	N=78	39%	N=265	40%	N=269	9%	N=62	100%	N=673
Code enforcement requirements and current activity	11%	N=71	30%	N=200	44%	N=289	16%	N=103	100%	N=662
Street/traffic/road work	23%	N=158	49%	N=332	24%	N=161	4%	N=27	100%	N=678
Community planning (land uses, transportation, etc.)	26%	N=176	44%	N=297	25%	N=169	5%	N=32	100%	N=673
Economic development	22%	N=150	40%	N=271	30%	N=200	8%	N=51	100%	N=672
City council decisions	27%	N=177	42%	N=275	27%	N=179	4%	N=27	100%	N=658

Table 62: Question 25 with "don't know" responses

Please indicate how important it is to you, if at all, to receive information from the city about each of the following topics.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Special events (e.g., concerts, races, festivals)	21%	N=144	41%	N=282	31%	N=212	5%	N=38	2%	N=15	100%	N=691
Police/crime data	20%	N=141	43%	N=298	32%	N=223	3%	N=20	2%	N=14	100%	N=696
City finances/budget	21%	N=143	39%	N=269	33%	N=227	5%	N=38	2%	N=17	100%	N=694
Development projects (new residential or commercial buildings or sites)	25%	N=172	44%	N=302	24%	N=165	5%	N=37	2%	N=17	100%	N=692
Demographics of the community	8%	N=56	25%	N=174	45%	N=314	18%	N=126	3%	N=22	100%	N=692
Public asset conditions (streets, city buildings/facilities, etc.)	11%	N=78	38%	N=265	39%	N=269	9%	N=62	3%	N=19	100%	N=691
Code enforcement requirements and current activity	10%	N=71	29%	N=200	42%	N=289	15%	N=103	4%	N=31	100%	N=693
Street/traffic/road work	23%	N=158	48%	N=332	23%	N=161	4%	N=27	2%	N=16	100%	N=694
Community planning (land uses, transportation, etc.)	25%	N=176	43%	N=297	24%	N=169	5%	N=32	3%	N=20	100%	N=693
Economic development	22%	N=150	39%	N=271	29%	N=200	7%	N=51	3%	N=17	100%	N=690
City council decisions	26%	N=177	40%	N=275	26%	N=179	4%	N=27	3%	N=23	100%	N=681

Table 63: Question 26 without "don't know" responses

Please indicate whether each of the following is a major source, minor source or not a source of information for you when looking for information about the City of Littleton.	Major source		Minor source		Not a source		Total	
The Littleton Report (bi-monthly city newsletter)	49%	N=339	27%	N=187	23%	N=161	100%	N=687
The Littleton Independent (weekly, privately-owned newspaper)	24%	N=168	30%	N=206	46%	N=315	100%	N=689
Denver Post	15%	N=102	28%	N=193	57%	N=396	100%	N=691
The Villager (weekly, privately-owned newspaper)	4%	N=24	22%	N=145	75%	N=501	100%	N=670
Littletongov.org (official city website)	24%	N=163	40%	N=277	36%	N=244	100%	N=683
Openlittleton.org (citizen engagement website)	6%	N=40	21%	N=141	73%	N=494	100%	N=675
Littletonrocks.com (events website)	11%	N=72	22%	N=152	67%	N=452	100%	N=675
go2littleton.com2 (economic development website)	4%	N=24	17%	N=117	79%	N=536	100%	N=676
The City of Littleton's Facebook page (www.facebook.com/CityofLittleton)	7%	N=50	19%	N=127	74%	N=499	100%	N=676
The City of Littleton on Twitter (www.twitter.com/CityofLittleton)	4%	N=26	11%	N=78	85%	N=574	100%	N=678
Comcast Cable Channel 8 (city government access channel)	4%	N=26	16%	N=109	80%	N=547	100%	N=682
Yourhub	3%	N=22	16%	N=109	81%	N=551	100%	N=682
NextDoor.com	23%	N=154	22%	N=149	55%	N=378	100%	N=682

Appendix B: Verbatim Responses to Open-ended Survey Questions

All write-in responses are presented below verbatim, meaning spelling and grammar has not been corrected. Comments are sorted alphabetically.

Question 2. What are your reasons for living in Littleton? (Please select all that apply.) ("Other" responses.)

- Beautiful homes.
- Church.
- Close to grand school.
- Close to lightrail.
- Consistency.
- Downtown & the river trail.
- Downtown Littleton is getting better.
- Historic areas
- Historic "old town" feel & comfort, Christmas lights downtown etc charm.
- I was tricked.
- It reminds me of the town I grew up in, in IL.
- It's a real city not just a suburb.
- Kids went to school here, have lived here a long time.
- Littleton is small & charming.
- Live in home owned by family.
- Love historic downtown old trees, garden.
- Moved from Raw.
- Moved here from Denver 1978.
- My house.
- My husband lived here when we got married.
- Near church.
- Near Denver seminary.
- Old town.
- Our church is close by.
- Our church is walking distance from our house
- Over valued real estate.
- Own home.
- Pitbull friendly.
- Retirement community.
- Small town feel love downtown.
- Small town feeling.
- Small town feeling.
- The weather.
- This is not a college town.
- Very unique place.
- Views are phenomenal commute to any part of town is easy.

- We can't afford to move.

Question 4. Please identify <u>up to three</u> issues you believe are the most pressing issues facing Littleton in the next two years.

("Other" responses).

- Activities for young (under 5) children.
- Aging home and infrastructure
- All good.
- Belleview and Federal development.
- Buildings getting taller.
- City gov't image!
- City planning is horrible. City council doesn't care.
- Complete streets- walkability.
- Control alley trash & rental properties for care.
- Developers running row point.
- Diversity. Also, I think snow clearing around schools could be improved.
- Encourage RTO to keep D line running late.
- Environmental sustainability & efforts to rejuvenate the green spaces- more trees, plants, & shrubs etc.
- Geese.
- Geese.
- Getting rid of marijuana and making it less crowded.
- Helping locally owned small business afford space is downtown.
- Homeless people.
- Homeless persons.
- Homeless population.
- Homelessness.
- Illegal aliens.
- Illegal immigration.
- Infrasatructure: Internet
- Lack of planning, permitting developer pay offs.
- Large building over shadowing downtown Littleton.
- Libraries and Schools.
- Litter along Broadway & Mineral.
- More tax.
- Need stop sign at both ways on Windener and Suppeiel.
- No recycling center.
- Noise pollution.
- None of the above.
- Older residence unwilling to embrace change.
- Planning dept does not have citizens interest as the top priority.
- Poverty.
- Preserve the historical buildings in Littleton before they are replaced with apts, parking & developments that are out of character & size

- Public transit - more, more. Maximize walkability & interconnectedness between living & business spaces.
- Public transportation.
- Recycling.
- Regulation of rent for management CO's greedy.
- Safety on Highline Canal Trail & Downtown RTD/ train stop.
- safety in the parks
- Schools & funding for them.
- Schools decreasing numbers in some areas & increasing in other.
- Schools.
- Section 8 housing has no place in Littleton. Especially in old downtown!!
- See back of last page. [luxury apt complex on Bemis and Littlelton]
- Senior services WiFi reception on my street. I am in a close to dead zone with Verizon.
- Sidewalks so people can walk to downtown.   We have no way to get there because the sidewalk on Bowles W of Lowell is too small and dangerous.   There's no where to walk in our neighborhood without walking on the street.
- Smart growth.
- Snow/ice on main streets.
- Taxes.
- Too many chains, shrinking local business (view house and tavern changing feel of downtown).
- Too many signs.
- Turning into a bedroom community with several apt bldgs being built
- Unwillingness & aid homeless population.
- We need to keep rec. marijuana out of Littleton.

Question 25. Other topics you would like to receive information about:

- A complete breakdown of the city of Littletons finances. What the city takes in and how the money is spent and current balances on any general fund balances to get a true indication of Littletons finances!
- A complete explanation why my water bill has risen so dramatically over the last two years
- Allowing building structures that do not confirm to surrounding ambiance e.g. the multi storied apartment is adjacent to the light rail tracks and Littleton Blvd. Tear it down and restore the open space. The city council should have nipped that deal in the bud.
- Alternative transportation planning.
- Any rezoning should require written notice to all citizens prior to a council vote.
- City planning and what the city is doing to create sustainable walkable communities/ neighborhoods walkable to transit, groceries, etc.
- Code enforcement officers need training on what their job is and to understand that they are a public servant not a god!
- Consider homeless, providing temporary housing w/ life/ living education. For two years and two (2) years only. Consider insisting potential council members have some code enforcement education.

- Crime on older Americans! Question: why are older Americans being assaulted and civil rights being violated in Littleton CO? Littleton CO has crime against older Americans like Amity plaza- lots of crime Lara Lea apts.
- Current & future construction projects (road construction specifically).
- Efforts to force us to build more section 8 housing.
- Efforts to help the homeless; welcoming of immigrants; encouraging diversity.
- Environmental sustainability plans, direction & efforts (watering drip systems, energy efficiencies etc). Promoting good environmental "green growth" project (more trees plants etc) (ones which are good for the environment & water).
- Everything important.
- For a way to make marijuana illegal and reduce the amount of people living in Littleton.
- Future tax increases.
- Give the recent fire in Denver at Emerson & 18th, please wait for the final evaluation & then possibly consider changing construction codes, setbacks, other!!!
- Have to improve senior independent got. living in Littleton for mid-income seniors.
- How Littleton is performing vs goals.
- How people representing my district voted on items[?].
- How to cut the noise from Hudson gaidens-summer concerts
- how to fix the congestion on Mineral in the afternoon. It is a mess and people who don't live here speed through South Park, which should be a "not a thru street" Also, we need a kids sporting complex like Parker, CO has!
- Improvements to parking.
- Is city council truly made of elected officials by the public, and are they making decisions based on their constituents? If Littleton voters indicated that they would like recreation marijuana legalized, then why does city council decide whether the votes get to access what they voted for or not?
- Large project zoning & parameters.
- Listen to community, apart about building more multi family units i.e. apartments, infrastructure in a real when streets will not handle traffic flow.
- Littleton history- peaks of the past.
- Littleton internet progress
- More $ to schools.
- New & current businesses.
- New developments/ redevelopment open space/ trails loss of historic building over-development with ugly new stuff.
- Note: didn't know some of the websites below existed-good to know!
- Open space, trails, parks.
- Outraged by the Grove complex. My neighbors feel the same way!!!
- Parking downtown and parking allocation for housing projects (1.1 parking places per unit is a total joke, just drive around and see)
- Parks and open space, controlling development, leaving more natural surroundings
- Plans for affordable housing and homeless prevention among working class.
- Plans for affordable housing in area.
- Post office is not maintained.
- Preserving downtown Littleton- the historic aspect of buildings.

- Public transportation and bike trails - connecting Littleton to downtown and other parts of the metro area and vice versa
- Redevelopment of shopping centers, including ideas and plans.
- Reduction of illegal aliens and what's being done about it.
- Removing ugly McDonald signs from corners- waste of $.
- Rent control, recycling centers.
- School.
- Seems city spending money on useless road projects.
- Staffing changes.
- Street closures and detours, traffic alerts for accidents, malfunctioning traffic lights, etc.
- The new apartment being built / don't have complete approval. Rumor is they did not?
- The new housing project just east of downtown has dramatically changed the "small town" feel of the downtown area. From my inquiries, the decision making was not transparent and did not consider the impact to the historic neighborhood on it's border incluing traffic or impact to homeowners. Very disappointing considering the impact to the city as a whole. If building oversized "cardboard condos" in the downtown Littleton area is going to be the norm, please name the projects after the city council membersthat voted for it so in a couple of year, when they show their age, the citizen will know who to thank.
- Traffic Circles Prentice and Heron
- Traffic on Mineral East to Sante Fe is so congested during morning. Rush hour- sometimes backed up to Platte Canyon! Can this strip expanded at least going East w/ another lane of horrible!
- Traffic on Windermere St its getting as bad as Santa Fe.
- Very little information about local government officials.
- Violent crimes that happen in my neighborhod; resources and opportunities for residents, like the HazMat recycling program and volunteer chances
- Volunteer opportunities
- Was public informed about Bemis & Littleton Ave apt complex. I never heard anything! However, it was done was egregious. The rent is very high.
- Ways to help new immigrant populations
- What is being done about congestion (traffic) at Mineral & Santa Fe west bound?
- What's being done about illegal aliens beside cuddling them & using them to line the pocket of churches, charities & organizations and for their votes.
- What's being done about parking and lack of cell service.
- When neighborhood streets are planned to be re-paved
- Would like city to consider offering composite services (for a fee).
- Would like to know ahead of time when City is going to make major changes in my neighborhood, such as development, road changes etc. so that we can comment.

Appendix C: Comparisons of Select Survey Results by Respondent Subgroups

For ease of comparison between subgroups, for most of the questions the summarized responses show only the proportion of respondents giving a positive answer; for example, the percent of respondents who strongly or somewhat supported a sales and use tax or percent of respondents who rated an item as excellent or good.

The subgroup comparison tables contain the cross tabulations of survey questions by selected 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 64 on page 77, 95% of respondents who had lived in Littleton for more than 10 years (B) rated the city as a place to raise children as excellent or good. This proportion of respondents (B) was statistically significantly higher than those who had lived in Littleton for 10 years or less (A). In another example, in Table 66 on page 78, those who had lived in Littleton for 10 years or less (A) rated the amount of Downtown parking in Littleton significantly higher than who had lived in Littleton for more than 10 years (B).

Select Questions Compared by Length of Residency

- Where ratings were statistically different between longer- and shorter-term residents, those living in the city for more than 10 years gave higher evaluations to various aspects of quality of life and city services. Longer-tenured residents also placed higher priority on most potential areas of focus for the Littleton Police Department.
- Residents who had lived in Littleton for 10 years or less gave higher evaluations than those who lived there longer for some aspects of the city government's performance, including responding to citizen complaints and concerns, running the government in the best interest of residents and the overall direction the city is taking.

Table 64: Question 1 Compared by Respondent Subgroups

	Length of residency		Overall
	10 years or less	More than 10 years	
Please rate each of the following aspects of quality of life in Littleton. (Percent excellent or good)	(A)	(B)	
Littleton as a place to live	96%	96%	96%
Your neighborhood as a place to live	88%	89%	89%
Littleton as a place to raise children	89%	95% A	92%
Littleton as a place to retire	73%	74%	74%
Littleton as a place to work	73%	81% A	78%
Overall quality of life in Littleton	94%	93%	93%

Table 65: Question 7 Compared by Respondent Subgroups

	Length of residency		Overall
	10 years or less	More than 10 years	
(Percent essential or very important)	(A)	(B)	
How important is it for Littleton to promote itself as a location for business, shopping, recreation and entertainment?	74%	69%	71%

Table 66: Question 8 Compared by Respondent Subgroups

Please rate the quality of each of the following in Littleton. (Percent excellent or good)	Length of residency		Overall
	10 years or less	More than 10 years	
	(A)	(B)	
Appearance of city	87%	87%	88%
Shopping opportunities	68%	66%	67%
Job opportunities	40%	42%	41%
Historic preservation	82%	83%	83%
Economic development	54%	62%	58%
Public transit services	71%	72%	72%
Traffic flow	41%	41%	41%
Snow plowing	60%	61%	61%
Downtown parking	27% B	19%	22%
Parks and trails	91%	91%	91%
Recreation opportunities	86%	85%	85%
Open space areas	85%	83%	84%
Environmental sustainability	63%	70%	67%
Littleton Fire Rescue	94%	96%	95%
Littleton Police Department	84%	85%	85%
Traffic enforcement	56%	69% A	63%
Code enforcement	59%	63%	62%
Municipal Court	62%	75% A	70%
Online payments of fines and services	74%	73%	74%
Bemis Library	89%	91%	90%
Littleton Museum	93%	92%	92%
Hudson Gardens	87%	94% A	91%
Carson Nature Center	91%	94%	93%
South Platte Park	92%	95%	93%
Buck Recreation Center	88%	90%	89%
City-sponsored special events	79%	87% A	83%
Town Hall Arts Center	76%	88% A	84%
Leaf and tire recycling	71%	75%	74%
Household Haz Mat Roundup	57%	75% A	70%
City management	62%	61%	61%

Table 67: Question 9 Compared by Respondent Subgroups

Please rate the following areas of transportation in Littleton. (Percent excellent or good)	Length of residency		Overall
	10 years or less	More than 10 years	
	(A)	(B)	
Ease of driving	70%	70%	70%
Ease of traveling by bus (RTD)	51%	63% A	58%
Ease of traveling by light rail	81%	84%	82%
Ease of walking in the city	76%	81%	79%
Ease of traveling by bicycle	77%	79%	78%
Traffic congestion	30%	26%	28%
Street maintenance	53% B	42%	47%
Omnibus/Shopping Cart senior and disabled van service	82%	81%	81%
Downtown Littleton light rail station	89%	86%	87%
Mineral Avenue light rail station	83%	84%	84%

Table 68: Question 14 Compared by Respondent Subgroups

Please rate the job the Littleton Police Department does at each of the following in Littleton. (Percent excellent or good)	Length of residency		Overall
	10 years or less	More than 10 years	
	(A)	(B)	
Crime prevention	82%	80%	81%
Crime solving	64%	67%	66%
Maintaining public order	89%	86%	87%
Providing public information and education	68%	76%	73%
Protecting individual civil rights	68%	77%	74%
Assisting fire responders with disasters	90%	90%	90%

Table 69: Question 15 Compared by Respondent Subgroups

Please rate the Littleton Police Department on the following. (Percent excellent or good)	Length of residency		Overall
	10 years or less	More than 10 years	
	(A)	(B)	
Being trustworthy	85%	86%	85%
Acting in the best interest of the community	83%	85%	84%
Treating all residents fairly	78%	80%	79%
Being sensitive to residents' concerns	80%	81%	80%
Responding to citizens' emergency calls for service	88%	89%	88%
Caring about the well-being of the people they deal with	79%	82%	81%
Working with people in your neighborhood to solve neighborhood problems	71%	75%	73%
Communicating regularly with community members (e.g., websites, emails or public meetings)	65%	66%	66%
Inviting community members to provide input (e.g., comments, suggestions and concerns)	59%	63%	62%

Table 70: Question 16 Compared by Respondent Subgroups

	Length of residency		Overall
	10 years or less	More than 10 years	
Overall, how would you rate the quality of services provided by the City of Littleton? (Percent excellent or good)	(A)	(B)	
Overall, how would you rate the quality of municipal services provided by the City of Littleton?	80%	81%	81%

Table 71: Question 17 Compared by Respondent Subgroups

	Length of residency		Overall
	10 years or less	More than 10 years	
Please rate the following categories of Littleton government performance. (Percent excellent or good)	(A)	(B)	
The direction the city is taking with respect to open space, trails and parks	86% B	79%	82%
Attracting companies to locate in Littleton	50%	56%	54%
The job the city government does at welcoming citizen involvement	65%	58%	60%
Opportunities to participate in city government decisions	53%	52%	52%
Responding to citizen complaints and concerns	58% B	42%	48%
Holding public meetings about city plans	56%	61%	59%
Littleton's elected officials' consideration of what people like me think	50%	45%	47%
Littleton's government as an example of how best to provide services	46%	48%	47%
The city manager's management of city operations	53%	59%	57%
The quality of work provided by City of Littleton employees	69%	69%	69%
Spending local tax dollars wisely	54%	48%	51%
The value of services for the property taxes paid to Littleton	52%	55%	54%
A city government that is run efficiently	56%	54%	55%
Running Littleton's local government in the best interest of residents	62% B	50%	55%
Being transparent and accountable to the public	51%	44%	47%
Providing information about city plans and programs	59%	51%	54%
The overall direction the city is taking	68% B	56%	61%

Table 72: Question 18 Compared by Respondent Subgroups

	Length of residency		Overall
	10 years or less	More than 10 years	
(Percent "to a great extent" or "to a moderate extent")	(A)	(B)	
To what extent do you trust that the decisions made by city council represent the best interest of citizens?	73%	66%	69%

Table 73: Question 20 Compared by Respondent Subgroups

Thinking about the next five to eight years, how important is each of the following potential projects in Littleton? (Percent essential or very important)	Length of residency		Overall
	10 years or less	More than 10 years	
	(A)	(B)	
Reducing traffic congestion on city streets	70%	80% A	75%
Maintaining and improving city infrastructure (e.g., streets, sidewalks, buildings, etc.)	75%	79%	77%
Building new trails	48%	46%	47%
Continuing preservation programs for historic buildings	52%	57%	55%
Partnering strategically and financially with the private sector in development	54%	57%	56%
Redeveloping older neighborhoods	57%	52%	55%
Redeveloping aging shopping centers	67%	72%	70%
Expanding programs for youth	65%	59%	62%
Expanding programs for seniors	56%	54%	55%
Expanding programs for immigrants	39%	37%	38%

Table 74: Question 21 Compared by Respondent Subgroups

Please indicate how much of a priority, if at all, you think it is for the City of Littleton Police Department to focus resources on each of the following areas in the next two years. (Percent high or medium priority)	Length of residency		Overall
	10 years or less	More than 10 years	
	(A)	(B)	
Traffic issues/residential speeding	73%	80% A	76%
Vandalism/graffiti	58%	77% A	68%
Fraud/identity theft	78%	86% A	82%
School safety (bullying, fighting, weapons)	95%	93%	94%
Homeless/transient-related issues	75%	83% A	79%
Gang activity	74%	82% A	79%
Violent crimes	91%	93%	92%
Property crimes	89%	92%	91%
Hate crimes	86%	86%	85%
Disorderly conduct/public intoxications/noise violations	59%	71% A	65%
Disorderly youth/underage drinking	58%	77% A	68%
Drug abuse (manufacture, sale, or use of illegal/prescription drugs)	79%	90% A	85%

Table 75: Question 22 Compared by Respondent Subgroups

	Length of residency		Overall
	10 years or less	More than 10 years	
(Percent strongly or somewhat support)	(A)	(B)	
The city currently has a budget shortfall to fund all the needed improvements to aging infrastructure, such as maintaining streets to an adequate level, maintaining and adding sidewalks and maintaining existing buildings. If the city asked voters to pass a sales and use tax increase of three-quarters of a cent ($0.0075) on every $1 which would sunset (expire) in 15 years, to what extent would you support or oppose this increase?	84%	81%	82%

Table 76: Question 24 Compared by Respondent Subgroups

	Length of residency		Overall
	10 years or less	More than 10 years	
(Percent strongly or somewhat support)	(A)	(B)	
To what extent would you support or oppose a lodging tax that hotel room visitors would pay with the money to be used for tourism, marketing and promotion of Littleton?	69%	71%	70%

Select Questions Compared by Tenure (Rent vs Own)

- Homeowners tended to give statistically significantly higher evaluations to aspects of quality of life and community relations with the Littleton Police Department.
- Renters were more likely to think it was important for the city to promote itself, give higher quality ratings to various aspects of transportation and feel the overall direction the city is taking was excellent or good.

Table 77: Question 1 Compared by Respondent Subgroups

	Rent or own home		Overall
	Rent	Own	
Please rate each of the following aspects of quality of life in Littleton. (Percent excellent or good)	(A)	(B)	
Littleton as a place to live	94%	97% A	96%
Your neighborhood as a place to live	80%	94% A	89%
Littleton as a place to raise children	89%	94% A	92%
Littleton as a place to retire	72%	75%	74%
Littleton as a place to work	78%	78%	78%
Overall quality of life in Littleton	90%	95% A	93%

Table 78: Question 7 Compared by Respondent Subgroups

	Rent or own home		Overall
	Rent	Own	
(Percent essential or very important)	(A)	(B)	
How important is it for Littleton to promote itself as a location for business, shopping, recreation and entertainment?	76% B	69%	71%

Table 79: Question 8 Compared by Respondent Subgroups

	Rent or own home		Overall
	Rent	Own	
Please rate the quality of each of the following in Littleton. (Percent excellent or good)	(A)	(B)	
Appearance of city	84%	89%	88%
Shopping opportunities	70%	66%	67%
Job opportunities	39%	42%	41%
Historic preservation	85%	81%	83%
Economic development	60%	57%	58%
Public transit services	76%	69%	72%
Traffic flow	46% B	37%	41%
Snow plowing	62%	59%	61%

Please rate the quality of each of the following in Littleton. (Percent excellent or good)	Rent or own home		Overall
	Rent	Own	
	(A)	(B)	
Downtown parking	25%	21%	22%
Parks and trails	89%	92%	91%
Recreation opportunities	84%	86%	85%
Open space areas	80%	86%	84%
Environmental sustainability	70%	66%	67%
Littleton Fire Rescue	94%	96%	95%
Littleton Police Department	82%	86%	85%
Traffic enforcement	59%	65%	63%
Code enforcement	66%	60%	62%
Municipal Court	66%	73%	70%
Online payments of fines and services	73%	74%	74%
Bemis Library	92%	89%	90%
Littleton Museum	94%	92%	92%
Hudson Gardens	89%	92%	91%
Carson Nature Center	88%	95% A	93%
South Platte Park	92%	95%	93%
Buck Recreation Center	88%	90%	89%
City-sponsored special events	78%	86% A	83%
Town Hall Arts Center	83%	84%	84%
Leaf and tire recycling	79%	71%	74%
Household Haz Mat Roundup	65%	72%	70%
City management	68% B	58%	61%

Table 80: Question 9 Compared by Respondent Subgroups

Please rate the following areas of transportation in Littleton. (Percent excellent or good)	Rent or own home		Overall
	Rent	Own	
	(A)	(B)	
Ease of driving	75% B	68%	70%
Ease of traveling by bus (RTD)	62%	55%	58%
Ease of traveling by light rail	86%	81%	82%
Ease of walking in the city	78%	79%	79%
Ease of traveling by bicycle	83%	76%	78%
Traffic congestion	32% B	25%	28%
Street maintenance	54% B	43%	47%
Omnibus/Shopping Cart senior and disabled van service	83%	79%	81%
Downtown Littleton light rail station	93% B	84%	87%
Mineral Avenue light rail station	91% B	80%	84%

Table 81: Question 14 Compared by Respondent Subgroups

Please rate the job the Littleton Police Department does at each of the following in Littleton. (Percent excellent or good)	Rent or own home		Overall
	Rent	Own	
	(A)	(B)	
Crime prevention	77%	82%	81%
Crime solving	66%	66%	66%
Maintaining public order	81%	91% A	87%
Providing public information and education	66%	77%	73%
Protecting individual civil rights	66%	79%	74%
Assisting fire responders with disasters	87%	92%	90%

Table 82: Question 15 Compared by Respondent Subgroups

Please rate the Littleton Police Department on the following. (Percent excellent or good)	Rent or own home		Overall
	Rent	Own	
	(A)	(B)	
Being trustworthy	82%	87%	85%
Acting in the best interest of the community	80%	86%	84%
Treating all residents fairly	75%	82%	79%
Being sensitive to residents' concerns	74%	84% A	80%
Responding to citizens' emergency calls for service	85%	90%	88%
Caring about the well-being of the people they deal with	75%	85% A	81%

Please rate the Littleton Police Department on the following. (Percent excellent or good)	Rent or own home		Overall
	Rent	Own	
	(A)	(B)	
Working with people in your neighborhood to solve neighborhood problems	63%	78% A	73%
Communicating regularly with community members (e.g., websites, emails or public meetings)	64%	67%	66%
Inviting community members to provide input (e.g., comments, suggestions and concerns)	61%	63%	62%

Table 83: Question 16 Compared by Respondent Subgroups

Overall, how would you rate the quality of services provided by the City of Littleton? (Percent excellent or good)	Rent or own home		Overall
	Rent	Own	
	(A)	(B)	
Overall, how would you rate the quality of municipal services provided by the City of Littleton?	82%	81%	81%

Table 84: Question 17 Compared by Respondent Subgroups

Please rate the following categories of Littleton government performance. (Percent excellent or good)	Rent or own home		Overall
	Rent	Own	
	(A)	(B)	
The direction the city is taking with respect to open space, trails and parks	85%	80%	82%
Attracting companies to locate in Littleton	50%	56%	54%
The job the city government does at welcoming citizen involvement	61%	60%	60%
Opportunities to participate in city government decisions	53%	52%	52%
Responding to citizen complaints and concerns	56% B	44%	48%
Holding public meetings about city plans	55%	60%	59%
Littleton's elected officials' consideration of what people like me think	52%	45%	47%
Littleton's government as an example of how best to provide services	49%	47%	47%
The city manager's management of city operations	62%	55%	57%
The quality of work provided by City of Littleton employees	64%	71%	69%
Spending local tax dollars wisely	57%	47%	51%
The value of services for the property taxes paid to Littleton	51%	55%	54%
A city government that is run efficiently	57%	53%	55%
Running Littleton's local government in the best interest of residents	61%	52%	55%
Being transparent and accountable to the public	50%	46%	47%
Providing information about city plans and programs	58%	52%	54%
The overall direction the city is taking	68% B	57%	61%

Table 85: Question 18 Compared by Respondent Subgroups

	Rent or own home		Overall
	Rent	Own	
(Percent "to a great extent" or "to a moderate extent")	(A)	(B)	
To what extent do you trust that the decisions made by city council represent the best interest of citizens?	74%	67%	69%

Table 86: Question 20 Compared by Respondent Subgroups

	Rent or own home		Overall
	Rent	Own	
Thinking about the next five to eight years, how important is each of the following potential projects in Littleton? (Percent essential or very important)	(A)	(B)	
Reducing traffic congestion on city streets	72%	77%	75%
Maintaining and improving city infrastructure (e.g., streets, sidewalks, buildings, etc.)	74%	79%	77%
Building new trails	53% B	44%	47%
Continuing preservation programs for historic buildings	56%	54%	55%
Partnering strategically and financially with the private sector in development	56%	56%	56%
Redeveloping older neighborhoods	57%	53%	55%
Redeveloping aging shopping centers	72%	69%	70%
Expanding programs for youth	65%	61%	62%
Expanding programs for seniors	59%	53%	55%
Expanding programs for immigrants	40%	37%	38%

Table 87: Question 21 Compared by Respondent Subgroups

	Rent or own home		Overall
	Rent	Own	
Please indicate how much of a priority, if at all, you think it is for the City of Littleton Police Department to focus resources on each of the following areas in the next two years. (Percent high or medium priority)	(A)	(B)	
Traffic issues/residential speeding	73%	78%	76%
Vandalism/graffiti	59%	74% A	68%
Fraud/identity theft	81%	83%	82%
School safety (bullying, fighting, weapons)	94%	94%	94%
Homeless/transient-related issues	78%	80%	79%
Gang activity	76%	80%	79%
Violent crimes	90%	92%	92%
Property crimes	89%	92%	91%
Hate crimes	84%	86%	85%
Disorderly conduct/public intoxications/noise violations	71% B	62%	65%
Disorderly youth/underage drinking	66%	69%	68%
Drug abuse (manufacture, sale, or use of illegal/prescription drugs)	79%	88% A	85%

Table 88: Question 22 Compared by Respondent Subgroups

	Rent or own home		Overall
	Rent	Own	
(Percent strongly or somewhat support)	(A)	(B)	
The city currently has a budget shortfall to fund all the needed improvements to aging infrastructure, such as maintaining streets to an adequate level, maintaining and adding sidewalks and maintaining existing buildings. If the city asked voters to pass a sales and use tax increase of three-quarters of a cent ($0.0075) on every $1 which would sunset (expire) in 15 years, to what extent would you support or oppose this increase?	80%	84%	82%

Table 89: Question 24 Compared by Respondent Subgroups

	Rent or own home		Overall
	Rent	Own	
(Percent strongly or somewhat support)	(A)	(B)	
To what extent would you support or oppose a lodging tax that hotel room visitors would pay with the money to be used for tourism, marketing and promotion of Littleton?	69%	70%	70%

Select Questions Compared by Age

- There were few differences in ratings by respondent age group. Where differences were statistically significant, respondents under age 55 tended to give more positive assessments. However, residents ages 35 or older were more likely to support a lodging tax than were residents under age 35.

Table 90: Question 1 Compared by Respondent Subgroups

	Age			Overall
	18-34	35-54	55+	
Please rate each of the following aspects of quality of life in Littleton. (Percent excellent or good)	(A)	(B)	(C)	
Littleton as a place to live	95%	97%	95%	96%
Your neighborhood as a place to live	88%	90%	89%	89%
Littleton as a place to raise children	89%	92%	94%	92%
Littleton as a place to retire	65%	74%	78% A	74%
Littleton as a place to work	74%	78%	81%	78%
Overall quality of life in Littleton	93%	94%	93%	93%

Table 91: Question 7 Compared by Respondent Subgroups

	Age			Overall
	18-34	35-54	55+	
(Percent essential or very important)	(A)	(B)	(C)	
How important is it for Littleton to promote itself as a location for business, shopping, recreation and entertainment?	67%	79% A C	67%	71%

Table 92: Question 8 Compared by Respondent Subgroups

Please rate the quality of each of the following in Littleton. (Percent excellent or good)	Age			Overall
	18-34	35-54	55+	
	(A)	(B)	(C)	
Appearance of city	86%	88%	87%	88%
Shopping opportunities	77% B C	65%	64%	67%
Job opportunities	39%	37%	47%	41%
Historic preservation	86%	82%	81%	83%
Economic development	60%	57%	60%	58%
Public transit services	70%	73%	73%	72%
Traffic flow	44%	40%	40%	41%
Snow plowing	65%	57%	61%	61%
Downtown parking	31% C	25% C	14%	22%
Parks and trails	92%	93% C	87%	91%
Recreation opportunities	92% C	87%	80%	85%
Open space areas	87%	86%	79%	84%
Environmental sustainability	67%	68%	67%	67%
Littleton Fire Rescue	100%	94%	94%	95%
Littleton Police Department	79%	86%	87%	85%
Traffic enforcement	49%	70% A	65% A	63%
Code enforcement	55%	70% C	57%	62%
Municipal Court	70%	71%	69%	70%
Online payments of fines and services	76%	73%	72%	74%
Bemis Library	86%	89%	94%	90%
Littleton Museum	95%	91%	93%	92%
Hudson Gardens	89%	91%	93%	91%
Carson Nature Center	95%	92%	92%	93%
South Platte Park	93%	94%	93%	93%
Buck Recreation Center	87%	90%	89%	89%
City-sponsored special events	85%	83%	83%	83%
Town Hall Arts Center	88%	83%	84%	84%
Leaf and tire recycling	73%	79%	68%	74%
Household Haz Mat Roundup	73%	71%	67%	70%
City management	69%	62%	59%	61%

Table 93: Question 9 Compared by Respondent Subgroups

Please rate the following areas of transportation in Littleton. (Percent excellent or good)	Age			Overall
	18-34	35-54	55+	
	(A)	(B)	(C)	
Ease of driving	80% C	70%	66%	70%
Ease of traveling by bus (RTD)	61%	53%	63%	58%
Ease of traveling by light rail	85%	82%	81%	82%
Ease of walking in the city	80%	79%	78%	79%
Ease of traveling by bicycle	81%	83% C	69%	78%
Traffic congestion	26%	30%	27%	28%
Street maintenance	47%	50%	45%	47%
Omnibus/Shopping Cart senior and disabled van service	100%	81%	80%	81%
Downtown Littleton light rail station	92%	88%	86%	87%
Mineral Avenue light rail station	83%	88%	82%	84%

Table 94: Question 14 Compared by Respondent Subgroups

Please rate the job the Littleton Police Department does at each of the following in Littleton. (Percent excellent or good)	Age			Overall
	18-34	35-54	55+	
	(A)	(B)	(C)	
Crime prevention	84%	76%	85%	81%
Crime solving	78%	60%	66%	66%
Maintaining public order	91%	86%	86%	87%
Providing public information and education	66%	74%	75%	73%
Protecting individual civil rights	77%	71%	75%	74%
Assisting fire responders with disasters	100% B	81%	96% B	90%

Table 95: Question 15 Compared by Respondent Subgroups

Please rate the Littleton Police Department on the following. (Percent excellent or good)	Age			Overall
	18-34	35-54	55+	
	(A)	(B)	(C)	
Being trustworthy	84%	85%	87%	85%
Acting in the best interest of the community	84%	81%	88%	84%
Treating all residents fairly	85%	74%	83%	79%
Being sensitive to residents' concerns	88%	76%	80%	80%
Responding to citizens' emergency calls for service	94%	86%	88%	88%
Caring about the well-being of the people they deal with	87%	78%	80%	81%
Working with people in your neighborhood to solve neighborhood problems	76%	71%	75%	73%
Communicating regularly with community members (e.g., websites, emails or public meetings)	63%	65%	68%	66%
Inviting community members to provide input (e.g., comments, suggestions and concerns)	53%	63%	66%	62%

Table 96: Question 16 Compared by Respondent Subgroups

	Age			Overall
	18-34	35-54	55+	
Overall, how would you rate the quality of services provided by the City of Littleton? (Percent excellent or good)	(A)	(B)	(C)	
Overall, how would you rate the quality of municipal services provided by the City of Littleton?	84%	80%	81%	81%

Table 97: Question 17 Compared by Respondent Subgroups

	Age			Overall
	18-34	35-54	55+	
Please rate the following categories of Littleton government performance. (Percent excellent or good)	(A)	(B)	(C)	
The direction the city is taking with respect to open space, trails and parks	81%	83%	82%	82%
Attracting companies to locate in Littleton	58%	49%	56%	54%
The job the city government does at welcoming citizen involvement	69%	59%	57%	60%
Opportunities to participate in city government decisions	56%	53%	49%	52%
Responding to citizen complaints and concerns	49%	48%	47%	48%
Holding public meetings about city plans	52%	63%	59%	59%
Littleton's elected officials' consideration of what people like me think	52%	48%	43%	47%
Littleton's government as an example of how best to provide services	42%	47%	50%	47%
The city manager's management of city operations	54%	57%	58%	57%
The quality of work provided by City of Littleton employees	68%	68%	71%	69%
Spending local tax dollars wisely	58%	48%	49%	51%
The value of services for the property taxes paid to Littleton	54%	53%	56%	54%
A city government that is run efficiently	63%	53%	52%	55%
Running Littleton's local government in the best interest of residents	63%	57%	49%	55%
Being transparent and accountable to the public	54%	47%	44%	47%
Providing information about city plans and programs	55%	58%	51%	54%
The overall direction the city is taking	68% C	65% C	54%	61%

Table 98: Question 18 Compared by Respondent Subgroups

	Age			Overall
	18-34	35-54	55+	
(Percent "to a great extent" or "to a moderate extent")	(A)	(B)	(C)	
To what extent do you trust that the decisions made by city council represent the best interest of citizens?	77% B	64%	70%	69%

Table 99: Question 20 Compared by Respondent Subgroups

Thinking about the next five to eight years, how important is each of the following potential projects in Littleton? (Percent essential or very important)	Age			Overall
	18-34	35-54	55+	
	(A)	(B)	(C)	
Reducing traffic congestion on city streets	63%	74% A	85% A B	75%
Maintaining and improving city infrastructure (e.g., streets, sidewalks, buildings, etc.)	70%	75%	84% A	77%
Building new trails	57% C	48%	40%	47%
Continuing preservation programs for historic buildings	51%	58%	54%	55%
Partnering strategically and financially with the private sector in development	48%	58%	59%	56%
Redeveloping older neighborhoods	54%	58%	53%	55%
Redeveloping aging shopping centers	66%	73%	70%	70%
Expanding programs for youth	59%	65%	63%	62%
Expanding programs for seniors	47%	52%	66% A B	55%
Expanding programs for immigrants	39%	38%	37%	38%

Table 100: Question 21 Compared by Respondent Subgroups

Please indicate how much of a priority, if at all, you think it is for the City of Littleton Police Department to focus resources on each of the following areas in the next two years. (Percent high or medium priority)	Age			Overall
	18-34	35-54	55+	
	(A)	(B)	(C)	
Traffic issues/residential speeding	63%	72%	88% A B	76%
Vandalism/graffiti	49%	70% A	79% A	68%
Fraud/identity theft	77%	78%	90% A B	82%
School safety (bullying, fighting, weapons)	95%	95%	93%	94%
Homeless/transient-related issues	74%	79%	83%	79%
Gang activity	72%	73%	88% A B	79%
Violent crimes	90%	92%	93%	92%
Property crimes	91%	90%	91%	91%
Hate crimes	87%	86%	84%	85%
Disorderly conduct/public intoxications/noise violations	55%	61%	75% A B	65%
Disorderly youth/underage drinking	45%	72% A	80% A	68%
Drug abuse (manufacture, sale, or use of illegal/prescription drugs)	74%	86% A	91% A	85%

Table 101: Question 22 Compared by Respondent Subgroups

	Age			Overall
	18-34	35-54	55+	
(Percent strongly or somewhat support)	(A)	(B)	(C)	
The city currently has a budget shortfall to fund all the needed improvements to aging infrastructure, such as maintaining streets to an adequate level, maintaining and adding sidewalks and maintaining existing buildings. If the city asked voters to pass a sales and use tax increase of three-quarters of a cent ($0.0075) on every $1 which would sunset (expire) in 15 years, to what extent would you support or oppose this increase?	84%	82%	83%	82%

Table 102: Question 24 Compared by Respondent Subgroups

	Age			Overall
	18-34	35-54	55+	
(Percent strongly or somewhat support)	(A)	(B)	(C)	
To what extent would you support or oppose a lodging tax that hotel room visitors would pay with the money to be used for tourism, marketing and promotion of Littleton?	56%	79% A	70% A	70%

Select Questions Compared by Household Income

- Households with higher annual income levels (more than $25,000) gave higher marks to many aspects of quality of life, several city services and some aspects of community relations with the Police Department.
- Those with annual household incomes of $25,000 to $99,999 gave higher ratings to many more aspects of transportation than those with higher or lower income levels.

Table 103: Question 1 Compared by Respondent Subgroups

	Household income			Overall
Please rate each of the following aspects of quality of life in Littleton. (Percent excellent or good)	Less than $25,000	$25,000 to $99,999	$100,000 or more	
	(A)	(B)	(C)	
Littleton as a place to live	94%	95%	98%	96%
Your neighborhood as a place to live	75%	87% A	94% A B	89%
Littleton as a place to raise children	77%	94% A	91% A	92%
Littleton as a place to retire	71%	77%	70%	74%
Littleton as a place to work	78%	85% C	70%	78%
Overall quality of life in Littleton	90%	93%	95%	93%

Table 104: Question 7 Compared by Respondent Subgroups

	Household income			Overall
	Less than $25,000	$25,000 to $99,999	$100,000 or more	
(Percent essential or very important)	(A)	(B)	(C)	
How important is it for Littleton to promote itself as a location for business, shopping, recreation and entertainment?	74%	71%	72%	71%

Table 105: Question 8 Compared by Respondent Subgroups

Please rate the quality of each of the following in Littleton. (Percent excellent or good)	Household income			Overall
	Less than $25,000	$25,000 to $99,999	$100,000 or more	
	(A)	(B)	(C)	
Appearance of city	86%	91% C	84%	88%
Shopping opportunities	62%	73% C	63%	67%
Job opportunities	38%	43%	38%	41%
Historic preservation	84%	84%	81%	83%
Economic development	60%	62%	53%	58%
Public transit services	65%	80% C	65%	72%
Traffic flow	29%	45%	37%	41%
Snow plowing	49%	64%	60%	61%
Downtown parking	5%	26% A	23% A	22%
Parks and trails	82%	91%	92%	91%
Recreation opportunities	74%	86%	86%	85%
Open space areas	56%	84% A	88% A	84%
Environmental sustainability	50%	67%	71% A	67%
Littleton Fire Rescue	92%	96%	95%	95%
Littleton Police Department	75%	88%	82%	85%
Traffic enforcement	59%	61%	67%	63%
Code enforcement	61%	66%	58%	62%
Municipal Court	81%	69%	70%	70%
Online payments of fines and services	79%	72%	74%	74%
Bemis Library	100% C	93% C	84%	90%
Littleton Museum	93%	95% C	88%	92%
Hudson Gardens	79%	93% A	91% A	91%
Carson Nature Center	88%	91%	96%	93%
South Platte Park	82%	93%	95% A	93%
Buck Recreation Center	75%	90% A	92% A	89%
City-sponsored special events	69%	87% A	80%	83%
Town Hall Arts Center	77%	85%	85%	84%
Leaf and tire recycling	84%	74%	71%	74%
Household Haz Mat Roundup	82%	64%	76%	70%
City management	70%	67% C	53%	61%

Table 106: Question 9 Compared by Respondent Subgroups

Please rate the following areas of transportation in Littleton. (Percent excellent or good)	Household income			Overall
	Less than $25,000	$25,000 to $99,999	$100,000 or more	
	(A)	(B)	(C)	
Ease of driving	66%	71%	72%	70%
Ease of traveling by bus (RTD)	64%	65% C	45%	58%
Ease of traveling by light rail	67%	87% A C	79%	82%
Ease of walking in the city	60%	84% A C	74%	79%
Ease of traveling by bicycle	56%	82% A	76%	78%
Traffic congestion	23%	29%	27%	28%
Street maintenance	41%	52%	43%	47%
Omnibus/Shopping Cart senior and disabled van service	88%	83%	73%	81%
Downtown Littleton light rail station	86%	91%	84%	87%
Mineral Avenue light rail station	71%	88% A	81%	84%

Table 107: Question 14 Compared by Respondent Subgroups

Please rate the job the Littleton Police Department does at each of the following in Littleton. (Percent excellent or good)	Household income			Overall
	Less than $25,000	$25,000 to $99,999	$100,000 or more	
	(A)	(B)	(C)	
Crime prevention	66%	88% C	73%	81%
Crime solving	45%	77% A	59%	66%
Maintaining public order	59%	92% A	86% A	87%
Providing public information and education	61%	81% C	62%	73%
Protecting individual civil rights	78%	76%	70%	74%
Assisting fire responders with disasters	77%	93%	89%	90%

Table 108: Question 15 Compared by Respondent Subgroups

Please rate the Littleton Police Department on the following. (Percent excellent or good)	Household income			Overall
	Less than $25,000	$25,000 to $99,999	$100,000 or more	
	(A)	(B)	(C)	
Being trustworthy	83%	87%	84%	85%
Acting in the best interest of the community	72%	86%	84%	84%
Treating all residents fairly	63%	83% A	79%	79%
Being sensitive to residents' concerns	58%	83% A	81% A	80%
Responding to citizens' emergency calls for service	81%	87%	92%	88%
Caring about the well-being of the people they deal with	60%	82% A	84% A	81%
Working with people in your neighborhood to solve neighborhood problems	47%	72% A	79% A	73%
Communicating regularly with community members (e.g., websites, emails or public meetings)	48%	66%	66%	66%
Inviting community members to provide input (e.g., comments, suggestions and concerns)	47%	62%	63%	62%

Table 109: Question 16 Compared by Respondent Subgroups

Overall, how would you rate the quality of services provided by the City of Littleton? (Percent excellent or good)	Household income			Overall
	Less than $25,000	$25,000 to $99,999	$100,000 or more	
	(A)	(B)	(C)	
Overall, how would you rate the quality of municipal services provided by the City of Littleton?	75%	84%	77%	81%

Table 110: Question 17 Compared by Respondent Subgroups

Please rate the following categories of Littleton government performance. (Percent excellent or good)	Household income			Overall
	Less than $25,000	$25,000 to $99,999	$100,000 or more	
	(A)	(B)	(C)	
The direction the city is taking with respect to open space, trails and parks	83%	82%	81%	82%
Attracting companies to locate in Littleton	35%	59% A	48%	54%
The job the city government does at welcoming citizen involvement	43%	60%	61%	60%
Opportunities to participate in city government decisions	41%	54%	50%	52%
Responding to citizen complaints and concerns	50%	51%	43%	48%
Holding public meetings about city plans	47%	58%	62%	59%
Littleton's elected officials' consideration of what people like me think	45%	51%	41%	47%
Littleton's government as an example of how best to provide services	54%	51%	41%	47%
The city manager's management of city operations	67%	59%	51%	57%
The quality of work provided by City of Littleton employees	75%	69%	68%	69%
Spending local tax dollars wisely	51%	52%	50%	51%
The value of services for the property taxes paid to Littleton	42%	58%	52%	54%
A city government that is run efficiently	58%	58%	52%	55%
Running Littleton's local government in the best interest of residents	49%	62% C	49%	55%
Being transparent and accountable to the public	29%	53% A	44%	47%
Providing information about city plans and programs	50%	56%	54%	54%
The overall direction the city is taking	52%	69% C	55%	61%

Table 111: Question 18 Compared by Respondent Subgroups

(Percent "to a great extent" or "to a moderate extent")	Household income			Overall
	Less than $25,000	$25,000 to $99,999	$100,000 or more	
	(A)	(B)	(C)	
To what extent do you trust that the decisions made by city council represent the best interest of citizens?	78%	75% C	61%	69%

Table 112: Question 20 Compared by Respondent Subgroups

Thinking about the next five to eight years, how important is each of the following potential projects in Littleton? (Percent essential or very important)	Household income			Overall
	Less than $25,000	$25,000 to $99,999	$100,000 or more	
	(A)	(B)	(C)	
Reducing traffic congestion on city streets	91% B C	73%	73%	75%
Maintaining and improving city infrastructure (e.g., streets, sidewalks, buildings, etc.)	82%	77%	75%	77%
Building new trails	36%	49%	47%	47%
Continuing preservation programs for historic buildings	45%	60% C	50%	55%
Partnering strategically and financially with the private sector in development	64%	53%	59%	56%
Redeveloping older neighborhoods	58%	51%	61%	55%
Redeveloping aging shopping centers	59%	70%	74%	70%
Expanding programs for youth	72%	63%	59%	62%
Expanding programs for seniors	80% B C	58% C	47%	55%
Expanding programs for immigrants	45%	39%	38%	38%

Table 113: Question 21 Compared by Respondent Subgroups

Please indicate how much of a priority, if at all, you think it is for the City of Littleton Police Department to focus resources on each of the following areas in the next two years. (Percent high or medium priority)	Household income			Overall
	Less than $25,000	$25,000 to $99,999	$100,000 or more	
	(A)	(B)	(C)	
Traffic issues/residential speeding	90% C	75%	72%	76%
Vandalism/graffiti	75%	65%	69%	68%
Fraud/identity theft	86%	83%	77%	82%
School safety (bullying, fighting, weapons)	98%	95%	92%	94%
Homeless/transient-related issues	87%	79%	79%	79%
Gang activity	81%	78%	77%	79%
Violent crimes	97%	90%	93%	92%
Property crimes	86%	88%	95% B	91%
Hate crimes	92%	84%	86%	85%
Disorderly conduct/public intoxications/noise violations	81% C	67%	57%	65%
Disorderly youth/underage drinking	84% C	70% C	59%	68%
Drug abuse (manufacture, sale, or use of illegal/prescription drugs)	89%	84%	83%	85%

Table 114: Question 22 Compared by Respondent Subgroups

(Percent strongly or somewhat support)	Household income			Overall
	Less than $25,000	$25,000 to $99,999	$100,000 or more	
	(A)	(B)	(C)	
The city currently has a budget shortfall to fund all the needed improvements to aging infrastructure, such as maintaining streets to an adequate level, maintaining and adding sidewalks and maintaining existing buildings. If the city asked voters to pass a sales and use tax increase of three-quarters of a cent ($0.0075) on every $1 which would sunset (expire) in 15 years, to what extent would you support or oppose this increase?	75%	82%	87%	82%

Table 115: Question 24 Compared by Respondent Subgroups

(Percent strongly or somewhat support)	Household income			Overall
	Less than $25,000	$25,000 to $99,999	$100,000 or more	
	(A)	(B)	(C)	
To what extent would you support or oppose a lodging tax that hotel room visitors would pay with the money to be used for tourism, marketing and promotion of Littleton?	84%	67%	72%	70%

Select Questions Compared by Race/Ethnicity

- Respondents who were white alone and not Hispanic tended to give more favorable ratings to aspects of quality of life, community relations with the Police Department, the overall quality of City services and aspects of city government performance.
- Residents who were Hispanic or another race were less likely to support an increase in the sales and use tax.

Table 116: Question 1 Compared by Respondent Subgroups

	Race/ethnicity		Overall
	White alone, not Hispanic	Hispanic and/or other race	
Please rate each of the following aspects of quality of life in Littleton. (Percent excellent or good)	(A)	(B)	
Littleton as a place to live	96%	93%	96%
Your neighborhood as a place to live	91% B	81%	89%
Littleton as a place to raise children	94% B	83%	92%
Littleton as a place to retire	76% B	64%	74%
Littleton as a place to work	81% B	70%	78%
Overall quality of life in Littleton	95% B	84%	93%

Table 117: Question 7 Compared by Respondent Subgroups

	Race/ethnicity		Overall
	White alone, not Hispanic	Hispanic and/or other race	
(Percent essential or very important)	(A)	(B)	
How important is it for Littleton to promote itself as a location for business, shopping, recreation and entertainment?	71%	72%	71%

Table 118: Question 8 Compared by Respondent Subgroups

Please rate the quality of each of the following in Littleton. (Percent excellent or good)	Race/ethnicity		Overall
	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	
Appearance of city	87%	88%	88%
Shopping opportunities	69%	64%	67%
Job opportunities	39%	44%	41%
Historic preservation	82%	85%	83%
Economic development	59%	57%	58%
Public transit services	71%	74%	72%
Traffic flow	41%	41%	41%
Snow plowing	62%	54%	61%
Downtown parking	21%	28%	22%
Parks and trails	92%	88%	91%
Recreation opportunities	86%	84%	85%
Open space areas	86% B	76%	84%
Environmental sustainability	68%	65%	67%
Littleton Fire Rescue	96%	92%	95%
Littleton Police Department	85%	83%	85%
Traffic enforcement	64%	56%	63%
Code enforcement	62%	63%	62%
Municipal Court	73%	65%	70%
Online payments of fines and services	80% B	56%	74%
Bemis Library	92% B	83%	90%
Littleton Museum	94% B	83%	92%
Hudson Gardens	91%	90%	91%
Carson Nature Center	93%	91%	93%
South Platte Park	93%	97%	93%
Buck Recreation Center	89%	94%	89%
City-sponsored special events	84%	81%	83%
Town Hall Arts Center	85%	81%	84%
Leaf and tire recycling	75%	76%	74%
Household Haz Mat Roundup	71%	71%	70%
City management	61%	62%	61%

Table 119: Question 9 Compared by Respondent Subgroups

Please rate the following areas of transportation in Littleton. (Percent excellent or good)	Race/ethnicity		Overall
	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	
Ease of driving	70%	75%	70%
Ease of traveling by bus (RTD)	56%	67%	58%
Ease of traveling by light rail	84% B	76%	82%
Ease of walking in the city	79%	78%	79%
Ease of traveling by bicycle	77%	85%	78%
Traffic congestion	27%	31%	28%
Street maintenance	47%	51%	47%
Omnibus/Shopping Cart senior and disabled van service	81%	86%	81%
Downtown Littleton light rail station	89% B	82%	87%
Mineral Avenue light rail station	84%	84%	84%

Table 120: Question 14 Compared by Respondent Subgroups

Please rate the job the Littleton Police Department does at each of the following in Littleton. (Percent excellent or good)	Race/ethnicity		Overall
	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	
Crime prevention	80%	79%	81%
Crime solving	68%	58%	66%
Maintaining public order	87%	85%	87%
Providing public information and education	77% B	54%	73%
Protecting individual civil rights	75%	64%	74%
Assisting fire responders with disasters	93% B	76%	90%

Table 121: Question 15 Compared by Respondent Subgroups

Please rate the Littleton Police Department on the following. (Percent excellent or good)	Race/ethnicity		Overall
	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	
Being trustworthy	87% B	77%	85%
Acting in the best interest of the community	86% B	72%	84%
Treating all residents fairly	83% B	64%	79%
Being sensitive to residents' concerns	83% B	69%	80%
Responding to citizens' emergency calls for service	90% B	81%	88%
Caring about the well-being of the people they deal with	84% B	69%	81%
Working with people in your neighborhood to solve neighborhood problems	75%	63%	73%
Communicating regularly with community members (e.g., websites, emails or public meetings)	69% B	54%	66%
Inviting community members to provide input (e.g., comments, suggestions and concerns)	65% B	50%	62%

Table 122: Question 16 Compared by Respondent Subgroups

Overall, how would you rate the quality of services provided by the City of Littleton? (Percent excellent or good)	Race/ethnicity		Overall
	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	
Overall, how would you rate the quality of municipal services provided by the City of Littleton?	84% B	68%	81%

Table 123: Question 17 Compared by Respondent Subgroups

Please rate the following categories of Littleton government performance. (Percent excellent or good)	Race/ethnicity		Overall
	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	
The direction the city is taking with respect to open space, trails and parks	84% B	73%	82%
Attracting companies to locate in Littleton	57% B	41%	54%
The job the city government does at welcoming citizen involvement	61%	62%	60%
Opportunities to participate in city government decisions	53%	48%	52%
Responding to citizen complaints and concerns	50%	40%	48%
Holding public meetings about city plans	60%	58%	59%
Littleton's elected officials' consideration of what people like me think	48%	41%	47%
Littleton's government as an example of how best to provide services	48%	46%	47%
The city manager's management of city operations	57%	59%	57%
The quality of work provided by City of Littleton employees	71%	63%	69%
Spending local tax dollars wisely	53%	42%	51%
The value of services for the property taxes paid to Littleton	57% B	44%	54%
A city government that is run efficiently	59% B	41%	55%
Running Littleton's local government in the best interest of residents	57%	47%	55%
Being transparent and accountable to the public	51% B	34%	47%
Providing information about city plans and programs	58% B	41%	54%
The overall direction the city is taking	63%	56%	61%

Table 124: Question 18 Compared by Respondent Subgroups

(Percent "to a great extent" or "to a moderate extent")	Race/ethnicity		Overall
	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	
To what extent do you trust that the decisions made by city council represent the best interest of citizens?	71%	63%	69%

Table 125: Question 20 Compared by Respondent Subgroups

Thinking about the next five to eight years, how important is each of the following potential projects in Littleton? (Percent essential or very important)	Race/ethnicity		Overall
	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	
Reducing traffic congestion on city streets	74%	78%	75%
Maintaining and improving city infrastructure (e.g., streets, sidewalks, buildings, etc.)	78%	72%	77%
Building new trails	48%	47%	47%
Continuing preservation programs for historic buildings	55%	50%	55%
Partnering strategically and financially with the private sector in development	54%	59%	56%
Redeveloping older neighborhoods	54%	58%	55%
Redeveloping aging shopping centers	69%	75%	70%
Expanding programs for youth	62%	64%	62%
Expanding programs for seniors	57%	48%	55%
Expanding programs for immigrants	36%	49% A	38%

Table 126: Question 21 Compared by Respondent Subgroups

Please indicate how much of a priority, if at all, you think it is for the City of Littleton Police Department to focus resources on each of the following areas in the next two years. (Percent high or medium priority)	Race/ethnicity		Overall
	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	
Traffic issues/residential speeding	73%	86% A	76%
Vandalism/graffiti	69%	60%	68%
Fraud/identity theft	82%	80%	82%
School safety (bullying, fighting, weapons)	96% B	86%	94%
Homeless/transient-related issues	78%	81%	79%
Gang activity	78%	76%	79%
Violent crimes	91%	94%	92%
Property crimes	91%	87%	91%
Hate crimes	87%	80%	85%
Disorderly conduct/public intoxications/noise violations	65%	64%	65%
Disorderly youth/underage drinking	68%	66%	68%
Drug abuse (manufacture, sale, or use of illegal/prescription drugs)	85%	80%	85%

Table 127: Question 22 Compared by Respondent Subgroups

(Percent strongly or somewhat support)	Race/ethnicity		Overall
	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	
The city currently has a budget shortfall to fund all the needed improvements to aging infrastructure, such as maintaining streets to an adequate level, maintaining and adding sidewalks and maintaining existing buildings. If the city asked voters to pass a sales and use tax increase of three-quarters of a cent ($0.0075) on every $1 which would sunset (expire) in 15 years, to what extent would you support or oppose this increase?	86% B	73%	82%

Table 128: Question 24 Compared by Respondent Subgroups

(Percent strongly or somewhat support)	Race/ethnicity		Overall
	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	
To what extent would you support or oppose a lodging tax that hotel room visitors would pay with the money to be used for tourism, marketing and promotion of Littleton?	70%	69%	70%

Select Questions Compared by Council District

- Residents living in District 2 tended to give lower assessments to aspects of quality of life than those living in other Districts.
- Residents in District 3 were more critical of some aspects of transportation, including ease of travel by bus and light rail, than were those living in other areas of the city. These residents also gave less favorable ratings to aspects of the city government performance, where differences were observed.
- Compared to those in District 3, more District 1 and 4 residents wanted property crimes to be a priority area for the Littleton Police Department to address in coming years.

Table 129: Question 1 Compared by Respondent Subgroups

Please rate each of the following aspects of quality of life in Littleton. (Percent excellent or good)	Council District				Overall
	District 1	District 2	District 3	District 4	
	(A)	(B)	(C)	(D)	
Littleton as a place to live	95%	93%	97%	98%	96%
Your neighborhood as a place to live	89% B	75%	92% B	97% B	89%
Littleton as a place to raise children	92%	89%	90%	96%	92%
Littleton as a place to retire	78% B	61%	71%	82% B	74%
Littleton as a place to work	72%	81%	81%	79%	78%
Overall quality of life in Littleton	92%	89%	92%	98% B	93%

Table 130: Question 7 Compared by Respondent Subgroups

(Percent essential or very important)	Council District				Overall
	District 1	District 2	District 3	District 4	
	(A)	(B)	(C)	(D)	
How important is it for Littleton to promote itself as a location for business, shopping, recreation and entertainment?	67%	78%	69%	71%	71%

Table 131: Question 8 Compared by Respondent Subgroups

Please rate the quality of each of the following in Littleton. (Percent excellent or good)	Council District				Overall
	District 1	District 2	District 3	District 4	
	(A)	(B)	(C)	(D)	
Appearance of city	76%	89% A	91% A	93% A	88%
Shopping opportunities	65%	62%	65%	75%	67%
Job opportunities	36%	33%	49%	44%	41%
Historic preservation	83%	80%	86%	81%	83%
Economic development	56%	54%	56%	66%	58%
Public transit services	73%	68%	68%	76%	72%
Traffic flow	51% D	46% D	38%	31%	41%
Snow plowing	55%	59%	64%	63%	61%
Downtown parking	22%	26%	17%	25%	22%
Parks and trails	88%	83%	93% B	97% A B	91%
Recreation opportunities	85%	85%	79%	91% C	85%
Open space areas	81%	75%	83%	93% A B	84%
Environmental sustainability	74%	63%	65%	68%	67%
Littleton Fire Rescue	96%	92%	95%	97%	95%
Littleton Police Department	81%	86%	86%	87%	85%
Traffic enforcement	65%	60%	62%	65%	63%
Code enforcement	64%	59%	65%	61%	62%
Municipal Court	69%	63%	76%	75%	70%
Online payments of fines and services	76%	67%	77%	75%	74%
Bemis Library	90%	94%	89%	88%	90%
Littleton Museum	94%	92%	91%	92%	92%
Hudson Gardens	90%	92%	92%	92%	91%
Carson Nature Center	87%	92%	94%	96%	93%
South Platte Park	93%	87%	95%	97% B	93%
Buck Recreation Center	94%	85%	89%	90%	89%
City-sponsored special events	85%	85%	79%	85%	83%
Town Hall Arts Center	91%	82%	83%	81%	84%
Leaf and tire recycling	73%	76%	75%	72%	74%
Household Haz Mat Roundup	75%	59%	76%	66%	70%
City management	63%	63%	54%	64%	61%

Table 132: Question 9 Compared by Respondent Subgroups

Please rate the following areas of transportation in Littleton. (Percent excellent or good)	Council District				Overall
	District 1	District 2	District 3	District 4	
	(A)	(B)	(C)	(D)	
Ease of driving	76% D	72%	73%	63%	70%
Ease of traveling by bus (RTD)	63%	59%	44%	66% C	58%
Ease of traveling by light rail	87% C	80%	75%	87% C	82%
Ease of walking in the city	76%	78%	77%	83%	79%
Ease of traveling by bicycle	78%	74%	76%	82%	78%
Traffic congestion	29% D	43% A C D	27%	17%	28%
Street maintenance	47%	59% C	40%	45%	47%
Omnibus/Shopping Cart senior and disabled van service	80%	86%	70%	86%	81%
Downtown Littleton light rail station	87%	88%	83%	90%	87%
Mineral Avenue light rail station	86%	77%	82%	87%	84%

Table 133: Question 14 Compared by Respondent Subgroups

Please rate the job the Littleton Police Department does at each of the following in Littleton. (Percent excellent or good)	Council District				Overall
	District 1	District 2	District 3	District 4	
	(A)	(B)	(C)	(D)	
Crime prevention	81%	83%	71%	86%	81%
Crime solving	66%	65%	64%	70%	66%
Maintaining public order	86%	86%	85%	91%	87%
Providing public information and education	69%	64%	73%	83%	73%
Protecting individual civil rights	70%	78%	73%	77%	74%
Assisting fire responders with disasters	92%	88%	88%	92%	90%

Table 134: Question 15 Compared by Respondent Subgroups

Please rate the Littleton Police Department on the following. (Percent excellent or good)	Council District				Overall
	District 1	District 2	District 3	District 4	
	(A)	(B)	(C)	(D)	
Being trustworthy	82%	85%	84%	90%	85%
Acting in the best interest of the community	82%	85%	82%	87%	84%
Treating all residents fairly	78%	81%	76%	82%	79%
Being sensitive to residents' concerns	80%	79%	74%	86%	80%
Responding to citizens' emergency calls for service	90%	85%	84%	93%	88%
Caring about the well-being of the people they deal with	79%	79%	78%	88%	81%
Working with people in your neighborhood to solve neighborhood problems	73%	73%	70%	76%	73%
Communicating regularly with community members (e.g., websites, emails or public meetings)	67%	63%	59%	74%	66%
Inviting community members to provide input (e.g., comments, suggestions and concerns)	64%	59%	57%	67%	62%

Table 135: Question 16 Compared by Respondent Subgroups

Overall, how would you rate the quality of services provided by the City of Littleton? (Percent excellent or good)	Council District				Overall
	District 1	District 2	District 3	District 4	
	(A)	(B)	(C)	(D)	
Overall, how would you rate the quality of municipal services provided by the City of Littleton?	81%	78%	74%	87% C	81%

Table 136: Question 17 Compared by Respondent Subgroups

Please rate the following categories of Littleton government performance. (Percent excellent or good)	Council District				Overall
	District 1	District 2	District 3	District 4	
	(A)	(B)	(C)	(D)	
The direction the city is taking with respect to open space, trails and parks	82%	80%	74%	89% C	82%
Attracting companies to locate in Littleton	60% C	57%	40%	57%	54%
The job the city government does at welcoming citizen involvement	60%	62%	50%	68% C	60%
Opportunities to participate in city government decisions	52%	55%	43%	58%	52%
Responding to citizen complaints and concerns	52%	51%	43%	44%	48%
Holding public meetings about city plans	62%	49%	53%	67% B	59%
Littleton's elected officials' consideration of what people like me think	50%	51%	41%	47%	47%
Littleton's government as an example of how best to provide services	50%	49%	39%	51%	47%
The city manager's management of city operations	66%	58%	48%	54%	57%
The quality of work provided by City of Littleton employees	71%	73%	64%	68%	69%
Spending local tax dollars wisely	52%	58%	42%	52%	51%
The value of services for the property taxes paid to Littleton	57%	55%	46%	57%	54%
A city government that is run efficiently	60% C	59% C	40%	59% C	55%
Running Littleton's local government in the best interest of residents	54%	62%	49%	55%	55%
Being transparent and accountable to the public	50%	49%	41%	48%	47%
Providing information about city plans and programs	52%	58%	48%	58%	54%
The overall direction the city is taking	62%	63%	50%	68% C	61%

Table 137: Question 18 Compared by Respondent Subgroups

(Percent "to a great extent" or "to a moderate extent")	Council District				Overall
	District 1	District 2	District 3	District 4	
	(A)	(B)	(C)	(D)	
To what extent do you trust that the decisions made by city council represent the best interest of citizens?	68%	73%	67%	69%	69%

Table 138: Question 20 Compared by Respondent Subgroups

Thinking about the next five to eight years, how important is each of the following potential projects in Littleton? (Percent essential or very important)	Council District				Overall
	District 1	District 2	District 3	District 4	
	(A)	(B)	(C)	(D)	
Reducing traffic congestion on city streets	70%	69%	78%	81%	75%
Maintaining and improving city infrastructure (e.g., streets, sidewalks, buildings, etc.)	76%	83%	78%	74%	77%
Building new trails	52%	48%	42%	46%	47%
Continuing preservation programs for historic buildings	53%	64%	56%	50%	55%
Partnering strategically and financially with the private sector in development	58%	53%	59%	53%	56%
Redeveloping older neighborhoods	55%	49%	59%	54%	55%
Redeveloping aging shopping centers	73%	65%	73%	68%	70%
Expanding programs for youth	62%	73% D	60%	56%	62%
Expanding programs for seniors	53%	62%	59%	50%	55%
Expanding programs for immigrants	36%	51% C D	34%	34%	38%

Table 139: Question 21 Compared by Respondent Subgroups

Please indicate how much of a priority, if at all, you think it is for the City of Littleton Police Department to focus resources on each of the following in the next two years. (Percent high or medium priority)	Council District				Overall
	District 1	District 2	District 3	District 4	
	(A)	(B)	(C)	(D)	
Traffic issues/residential speeding	70%	78%	82%	75%	76%
Vandalism/graffiti	74%	63%	65%	71%	68%
Fraud/identity theft	87%	78%	82%	82%	82%
School safety (bullying, fighting, weapons)	92%	92%	95%	96%	94%
Homeless/transient-related issues	87% B	74%	76%	80%	79%
Gang activity	84%	78%	74%	78%	79%
Violent crimes	97%	90%	89%	91%	92%
Property crimes	94% C	91%	85%	93% C	91%
Hate crimes	84%	95% A C D	80%	85%	85%
Disorderly conduct/public intoxications/noise violations	63%	75% D	66%	59%	65%
Disorderly youth/underage drinking	65%	77% D	72%	61%	68%
Drug abuse (manufacture, sale, or use of illegal/prescription drugs)	82%	82%	88%	87%	85%

Table 140: Question 22 Compared by Respondent Subgroups

	Council District				Overall
	District 1	District 2	District 3	District 4	
(Percent strongly or somewhat support)	(A)	(B)	(C)	(D)	
The city currently has a budget shortfall to fund all the needed improvements to aging infrastructure, such as maintaining streets to an adequate level, maintaining and adding sidewalks and maintaining existing buildings. If the city asked voters to pass a sales and use tax increase of three-quarters of a cent ($0.0075) on every $1 which would sunset (expire) in 15 years, to what extent would you support or oppose this increase?	83%	80%	83%	83%	82%

Table 141: Question 24 Compared by Respondent Subgroups

	Council District				Overall
	District 1	District 2	District 3	District 4	
(Percent strongly or somewhat support)	(A)	(B)	(C)	(D)	
To what extent would you support or oppose a lodging tax that hotel room visitors would pay with the money to be used for tourism, marketing and promotion of Littleton?	72%	71%	73%	63%	70%

Appendix D: Detailed Benchmark Comparisons

Comparing Littleton's Results to the Benchmarking Database

Jurisdictions use the comparative information provided by benchmarks to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, it is necessary to know how others rate their services to understand if "good" is good enough or if most other communities are "excellent." Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its police protection rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than police protection. More illuminating is how residents' ratings of police service compare to opinions about police service in other communities and to resident ratings over time.

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

NRC has innovated a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. These integration methods have been described thoroughly *in Public Administration Review*, *Journal of Policy Analysis and Management*, and in NRC's first book on conducting and using citizen surveys, *Citizen Surveys: how to do them, how to use them, what they mean,* published by the International City/County Management Association (ICMA). Scholars who specialize in the analysis of citizen surveys regularly have relied on NRC's work[1]. The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases.

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

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[1] Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.
 Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341.

quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

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

Interpreting the Results

Ratings are compared when similar questions are included in NRC's database, and there are at least five communities in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is Littleton's "percent positive" rating (e.g., "excellent" or "good," "strongly agree" or "somewhat agree," "very safe" or "somewhat safe"). The second column is the rank assigned to Littleton's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The fourth column shows the comparison of Littleton's rating to the benchmark.

Where comparisons for quality ratings were available, the City of Littleton'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 statistical comparison of Littleton's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "higher" or "lower" if the difference between Littleton's rating and the benchmark is greater than, but less than twice, the margin of error; and "much higher" or "much lower" if the difference between Littleton's rating and the benchmark is more than twice the margin of error.

National Benchmark Comparisons

Table 142: Aspects of Quality of Life

Please rate each of the following aspects of quality of life in Littleton.	Percent positive	Rank	Number of communities in comparison	Comparison to national benchmark
Littleton as a place to live	96%	81	404	Much higher
Your neighborhood as a place to live	89%	95	320	Higher
Littleton as a place to raise children	92%	96	394	Much higher
Littleton as a place to retire	74%	87	367	Much higher
Littleton as a place to work	78%	64	370	Much higher
Overall quality of life in Littleton	93%	80	472	Much higher

Table 143: Community Safety

Please tell us how safe you feel in each of the following areas in Littleton.	Percent positive	Rank	Number of communities in comparison	Comparison to national benchmark
Safety Downtown Littleton during the day	100%	27	320	Much higher
Safety Downtown Littleton at night	92%	20	59	Much higher
Safety in neighborhood during the day	98%	146	366	Similar
Safety in neighborhood at night	88%	39	77	Similar
Safety in parks, trails, natural open space areas	90%	7	11	Similar

Table 144: City Services

Please rate the quality of each of the following in Littleton:	Percent positive	Rank	Number of communities in comparison	Comparison to national benchmark
Appearance of city	88%	120	369	Much higher
Shopping opportunities	67%	113	299	Much higher
Job opportunities	41%	126	316	Higher
Historic preservation	83%	2	5	Higher
Economic development	58%	122	292	Higher
Public transit services	72%	1	10	Much higher
Traffic flow	41%	237	353	Lower
Snow plowing	61%	206	302	Lower
Downtown parking	22%	39	39	Much lower
Parks and trails	91%	87	337	Much higher
Recreation opportunities	85%	56	304	Much higher
Open space areas	84%	14	216	Much higher
Littleton Fire Rescue	95%	144	404	Higher
Littleton Police Department	85%	153	483	Higher
Traffic enforcement	63%	208	385	Similar
Code enforcement	62%	99	400	Much higher
Municipal Court	70%	20	48	Similar
Bemis Library	90%	73	355	Much higher
Littleton Museum	92%	1	6	Much higher
Buck Recreation Center	89%	20	281	Much higher
City-sponsored special events	83%	30	261	Much higher

Table 145: Aspects of Transportation

Please rate the following areas of transportation in Littleton.	Percent positive	Rank	Number of communities in comparison	Comparison to national benchmark
Ease of driving	70%	140	309	Similar
Ease of traveling by bus (RTD)	58%	9	39	Much higher
Ease of traveling by light rail	82%	3	209	Much higher
Ease of walking in the city	79%	75	308	Much higher
Ease of traveling by bicycle	78%	32	310	Much higher
Street maintenance	47%	225	409	Similar

Table 146: Police Services

Please rate the job the Littleton Police Department does at each of the following in Littleton.	Percent positive	Rank	Number of communities in comparison	Comparison to national benchmark
Crime prevention	81%	116	372	Much higher

Table 147: Overall Service Quality

Overall, how would you rate the quality of services provided by the City of Littleton?	Percent positive	Rank	Number of communities in comparison	Comparison to national benchmark
Overall, how would you rate the quality of municipal services provided by the City of Littleton?	81%	187	445	Higher

Table 148: City Government Performance

Please rate the following categories of Littleton government performance.	Percent positive	Rank	Number of communities in comparison	Comparison to national benchmark
The job the city government does at welcoming citizen involvement	60%	103	324	Higher
Spending local tax dollars wisely	51%	4	12	Similar
The value of services for the property taxes paid to Littleton	54%	190	414	Similar
The overall direction the city is taking	61%	156	325	Similar

Jurisdictions Included in National Comparisons

Listed below are the jurisdictions included in the National benchmark comparisons provided for the City of Littleton followed by the 2010 population according to the U.S. Census.

- Adams County, CO 441,603
- Airway Heights city, WA 6,114
- Albany city, OR 50,158
- Albemarle County, VA 98,970
- Albert Lea city, MN 18,016
- Alexandria city, VA 139,966
- Algonquin village, IL 30,046
- Aliso Viejo city, CA 47,823
- Altoona city, IA 14,541
- American Canyon city, CA 19,454
- Ames city, IA 58,965
- Andover CDP, MA 8,762
- Ankeny city, IA............................45,582
- Ann Arbor city, MI.....................113,934
- Annapolis city, MD.....................38,394
- Apache Junction city, AZ 35,840
- Arapahoe County, CO................572,003
- Arkansas City city, AR 366

- Arlington city, TX 365,438
- Arvada city, CO.........................106,433
- Asheville city, NC 83,393
- Ashland city, OR 20,078
- Ashland town, MA......................16,593
- Ashland town, VA.........................7,225
- Aspen city, CO 6,658
- Athens-Clarke County unified government (balance), ...115,452
- Auburn city, AL..........................53,380
- Augusta CCD, GA.....................134,777
- Aurora city, CO.........................325,078
- Austin city, TX...........................790,390
- Avon town, CO 6,447
- Avon town, IN.............................12,446
- Avondale city, AZ 76,238
- Azusa city, CA............................46,361
- Bainbridge Island city, WA 23,025

- Baltimore city, MD 620,961
- Bartonville town, TX......................1,469
- Battle Creek city, MI....................52,347
- Bay City city, MI..........................34,932
- Bay Village city, OH 15,651
- Baytown city, TX..........................71,802
- Bedford city, TX...........................46,979
- Bedford town, MA........................13,320
- Bellevue city, WA.......................122,363
- Bellingham city, WA....................80,885
- Benbrook city, TX........................21,234
- Bend city, OR 76,639
- Bethlehem township, PA..............23,730
- Bettendorf city, IA.......................33,217
- Billings city, MT.........................104,170
- Blaine city, MN 57,186
- Bloomfield Hills city, MI 3,869
- Bloomington city, IN 80,405
- Bloomington city, MN 82,893
- Blue Springs city, MO..................52,575
- Boise City city, ID......................205,671
- Bonner Springs city, KS 7,314
- Boone County, KY 118,811
- Boulder city, CO...........................97,385
- Bowling Green city, KY...............58,067
- Bozeman city, MT.........................37,280
- Brentwood city, MO 8,055
- Brentwood city, TN 37,060
- Brighton city, CO 33,352
- Brighton city, MI...........................7,444
- Bristol city, TN.............................26,702
- Broken Arrow city, OK 98,850
- Brookfield city, WI.......................37,920
- Brookline CDP, MA.....................58,732
- Brooklyn Center city, MN 30,104
- Brooklyn city, OH 11,169
- Broomfield city, CO 55,889
- Brownsburg town, IN....................21,285
- Buffalo Grove village, IL 41,496
- Burien city, WA............................33,313
- Burleson city, TX..........................36,690
- Burlingame city, CA.....................28,806
- Cabarrus County, NC 178,011
- Cambridge city, MA....................105,162
- Cannon Beach city, OR..................1,690
- Cañon City city, CO 16,400
- Canton city, SD..............................3,057
- Cape Coral city, FL 154,305
- Cape Girardeau city, MO.............37,941

- Carlisle borough, PA 18,682
- Carlsbad city, CA 105,328
- Carroll city, IA.............................10,103
- Cartersville city, GA.....................19,731
- Cary town, NC...........................135,234
- Castine town, ME 1,366
- Castle Pines North city, CO 10,360
- Castle Rock town, CO 48,231
- Cedar Hill city, TX......................45,028
- Cedar Rapids city, IA.................126,326
- Celina city, TX 6,028
- Centennial city, CO 100,377
- Chandler city, AZ.......................236,123
- Chandler city, TX..........................2,734
- Chanhassen city, MN 22,952
- Chapel Hill town, NC...................57,233
- Chardon city, OH 5,148
- Charles County, MD 146,551
- Charlotte city, NC 731,424
- Charlotte County, FL.................159,978
- Charlottesville city, VA...............43,475
- Chattanooga city, TN 167,674
- Chautauqua town, NY 4,464
- Chesterfield County, VA 316,236
- Citrus Heights city, CA...............83,301
- Clackamas County, OR 375,992
- Clarendon Hills village, IL.............8,427
- Clayton city, MO 15,939
- Clearwater city, FL.....................107,685
- Cleveland Heights city, OH.........46,121
- Clinton city, SC 8,490
- Clive city, IA................................15,447
- Clovis city, CA 95,631
- College Park city, MD 30,413
- College Station city, TX..............93,857
- Colleyville city, TX......................22,807
- Columbia city, MO 108,500
- Columbia city, SC......................129,272
- Columbia Falls city, MT 4,688
- Commerce City city, CO 45,913
- Concord city, CA 122,067
- Concord town, MA 17,668
- Conshohocken borough, PA..........7,833
- Coolidge city, AZ 11,825
- Coon Rapids city, MN.................61,476
- Copperas Cove city, TX..............32,032
- Coral Springs city, FL 121,096
- Coronado city, CA 18,912
- Corvallis city, OR.........................54,462

- Cottonwood Heights city, UT 33,433
- Creve Coeur city, MO 17,833
- Cross Roads town, TX....................1,563
- Cupertino city, CA 58,302
- Dacono city, CO...........................4,152
- Dade City city, FL.........................6,437
- Dakota County, MN 398,552
- Dallas city, OR 14,583
- Dallas city, TX....................... 1,197,816
- Danville city, KY 16,218
- Dardenne Prairie city, MO 11,494
- Darien city, IL 22,086
- Davenport city, FL 2,888
- Davenport city, IA.......................99,685
- Davidson town, NC 10,944
- Dayton city, OH.......................141,527
- Dayton town, WY 757
- Dearborn city, MI 98,153
- Decatur city, GA.........................19,335
- Del Mar city, CA 4,161
- DeLand city, FL...........................27,031
- Delaware city, OH.......................34,753
- Delray Beach city, FL...................60,522
- Denison city, TX 22,682
- Denton city, TX 113,383
- Denver city, CO 600,158
- Derby city, KS 22,158
- Des Moines city, IA....................203,433
- Des Peres city, MO 8,373
- Destin city, FL............................12,305
- Dothan city, AL...........................65,496
- Douglas County, CO 285,465
- Dover city, NH...........................29,987
- Dublin city, CA 46,036
- Dublin city, OH 41,751
- Duluth city, MN 86,265
- Durham city, NC.......................228,330
- Durham County, NC 267,587
- Dyer town, IN 16,390
- Eagan city, MN 64,206
- Eagle Mountain city, UT 21,415
- Eagle town, CO.............................6,508
- East Grand Forks city, MN............8,601
- East Lansing city, MI 48,579
- Eau Claire city, WI......................65,883
- Eden Prairie city, MN 60,797
- Eden town, VT 1,323
- Edgerton city, KS 1,671
- Edgewater city, CO 5,170
- Edina city, MN...........................47,941
- Edmond city, OK 81,405
- Edmonds city, WA......................39,709
- El Cerrito city, CA 23,549
- El Dorado County, CA 181,058
- El Paso de Robles (Paso Robles) city, CA...29,793
- Elk Grove city, CA 153,015
- Elko New Market city, MN...........4,110
- Elmhurst city, IL 44,121
- Encinitas city, CA 59,518
- Englewood city, CO 30,255
- Erie town, CO 18,135
- Escambia County, FL.................297,619
- Estes Park town, CO 5,858
- Euclid city, OH 48,920
- Fairview town, TX.........................7,248
- Farmers Branch city, TX.............28,616
- Farmersville city, TX....................3,301
- Farmington Hills city, MI............79,740
- Farmington town, CT 25,340
- Fayetteville city, NC 200,564
- Fernandina Beach city, FL 11,487
- Fishers town, IN..........................76,794
- Flagstaff city, AZ.........................65,870
- Flower Mound town, TX 64,669
- Forest Grove city, OR 21,083
- Fort Collins city, CO.................143,986
- Fort Lauderdale city, FL 165,521
- Fort Smith city, AR.....................86,209
- Franklin city, TN 62,487
- Fremont city, CA.......................214,089
- Friendswood city, TX..................35,805
- Fruita city, CO 12,646
- Gahanna city, OH.......................33,248
- Gaithersburg city, MD................59,933
- Galveston city, TX 47,743
- Gardner city, KS 19,123
- Georgetown city, TX....................47,400
- Germantown city, TN.................38,844
- Gilbert town, AZ 208,453
- Gillette city, WY 29,087
- Glen Ellyn village, IL...................27,450
- Glendora city, CA 50,073
- Glenview village, IL.....................44,692
- Globe city, AZ 7,532
- Golden city, CO 18,867
- Golden Valley city, MN...............20,371
- Goodyear city, AZ.......................65,275

- Grafton village, WI 11,459
- Grand Blanc city, MI 8,276
- Grants Pass city, OR 34,533
- Grass Valley city, CA 12,860
- Greeley city, CO 92,889
- Greenville city, NC 84,554
- Greenwich town, CT 61,171
- Greenwood Village city, CO 13,925
- Greer city, SC 25,515
- Gunnison County, CO 15,324
- Hailey city, ID 7,960
- Haines Borough, AK 2,508
- Haltom City city, TX 42,409
- Hamilton city, OH 62,477
- Hamilton town, MA 7,764
- Hampton city, VA 137,436
- Hanover County, VA 99,863
- Harrisburg city, SD 4,089
- Harrisonburg city, VA 48,914
- Harrisonville city, MO 10,019
- Hastings city, MN 22,172
- Hayward city, CA 144,186
- Henderson city, NV 257,729
- Herndon town, VA 23,292
- High Point city, NC 104,371
- Highland Park city, IL 29,763
- Highlands Ranch CDP, CO 96,713
- Holland city, MI 33,051
- Homer Glen village, IL 24,220
- Honolulu County, HI 953,207
- Hooksett town, NH 13,451
- Hopkins city, MN 17,591
- Hopkinton town, MA 14,925
- Hoquiam city, WA 8,726
- Horry County, SC 269,291
- Howard village, WI 17,399
- Hudson city, OH 22,262
- Hudson town, CO 2,356
- Huntley village, IL 24,291
- Hurst city, TX 37,337
- Hutchinson city, MN 14,178
- Hutto city, TX 14,698
- Independence city, MO 116,830
- Indianola city, IA 14,782
- Indio city, CA 76,036
- Iowa City city, IA 67,862
- Irving city, TX 216,290
- Issaquah city, WA 30,434
- Jackson city, MO 13,758
- Jackson County, MI 160,248
- James City County, VA 67,009
- Jefferson County, NY 116,229
- Jefferson Parish, LA 432,552
- Johnson City city, TN 63,152
- Johnston city, IA 17,278
- Jupiter town, FL 55,156
- Kalamazoo city, MI 74,262
- Kansas City city, KS 145,786
- Kansas City city, MO 459,787
- Keizer city, OR 36,478
- Kenmore city, WA 20,460
- Kennedale city, TX 6,763
- Kennett Square borough, PA 6,072
- Kent city, WA 92,411
- Kerrville city, TX 22,347
- Kettering city, OH 56,163
- Key West city, FL 24,649
- King City city, CA 12,874
- King County, WA 1,931,249
- Kirkland city, WA 48,787
- Kirkwood city, MO 27,540
- Knoxville city, IA 7,313
- La Plata town, MD 8,753
- La Porte city, TX 33,800
- La Vista city, NE 15,758
- Lafayette city, CO 24,453
- Laguna Beach city, CA 22,723
- Laguna Niguel city, CA 62,979
- Lake Forest city, IL 19,375
- Lake in the Hills village, IL 28,965
- Lake Stevens city, WA 28,069
- Lake Worth city, FL 34,910
- Lake Zurich village, IL 19,631
- Lakeville city, MN 55,954
- Lakewood city, CO 142,980
- Lakewood city, WA 58,163
- Lancaster County, SC 76,652
- Lane County, OR 351,715
- Lansing city, MI 114,297
- Laramie city, WY 30,816
- Larimer County, CO 299,630
- Las Cruces city, NM 97,618
- Las Vegas city, NM 13,753
- Las Vegas city, NV 583,756
- Lawrence city, KS 87,643
- Lawrenceville city, GA 28,546
- Lee's Summit city, MO 91,364
- Lehi city, UT 47,407

- Lenexa city, KS............................48,190
- Lewis County, NY 27,087
- Lewiston city, ID........................31,894
- Lewisville city, TX 95,290
- Lewisville town, NC 12,639
- Libertyville village, IL................20,315
- Lincoln city, NE 258,379
- Lincolnwood village, IL 12,590
- Lindsborg city, KS........................3,458
- Little Chute village, WI 10,449
- Littleton city, CO 41,737
- Livermore city, CA 80,968
- Lombard village, IL 43,165
- Lone Tree city, CO.......................10,218
- Long Grove village, IL 8,043
- Longmont city, CO 86,270
- Longview city, TX 80,455
- Lonsdale city, MN........................3,674
- Los Alamos County, NM 17,950
- Los Altos Hills town, CA................7,922
- Louisville city, CO 18,376
- Lower Merion township, PA........57,825
- Lynchburg city, VA 75,568
- Lynnwood city, WA 35,836
- Macomb County, MI 840,978
- Manassas city, VA........................37,821
- Manhattan Beach city, CA 35,135
- Manhattan city, KS......................52,281
- Mankato city, MN 39,309
- Maple Grove city, MN 61,567
- Maplewood city, MN 38,018
- Maricopa County, AZ 3,817,117
- Marion city, IA............................34,768
- Marshfield city, WI 19,118
- Martinez city, CA........................35,824
- Marysville city, WA 60,020
- Matthews town, NC...................27,198
- McAllen city, TX 129,877
- McKinney city, TX......................131,117
- McMinnville city, OR 32,187
- Menlo Park city, CA....................32,026
- Menomonee Falls village, WI 35,626
- Mercer Island city, WA...............22,699
- Meridian charter township, MI ...39,688
- Meridian city, ID.........................75,092
- Merriam city, KS.........................11,003
- Mesa city, AZ 439,041
- Mesa County, CO 146,723
- Miami Beach city, FL 87,779

- Miami city, FL...........................399,457
- Middleton city, WI 17,442
- Midland city, MI........................41,863
- Milford city, DE........................... 9,559
- Milton city, GA..........................32,661
- Minneapolis city, MN...............382,578
- Minnetrista city, MN................... 6,384
- Missouri City city, TX 67,358
- Modesto city, CA 201,165
- Monterey city, CA 27,810
- Montgomery city, MN................. 2,956
- Montgomery County, MD 971,777
- Monticello city, UT 1,972
- Montrose city, CO 19,132
- Monument town, CO 5,530
- Mooresville town, NC................32,711
- Moraga town, CA........................16,016
- Morristown city, TN...................29,137
- Morrisville town, NC 18,576
- Morro Bay city, CA......................10,234
- Mountain Village town, CO 1,320
- Mountlake Terrace city, WA.......19,909
- Murphy city, TX 17,708
- Naperville city, IL 141,853
- Napoleon city, OH....................... 8,749
- Nederland city, TX 17,547
- Needham CDP, MA.....................28,886
- Nevada City city, CA.................... 3,068
- Nevada County, CA....................98,764
- New Braunfels city, TX...............57,740
- New Brighton city, MN 21,456
- New Hanover County, NC........202,667
- New Hope city, MN 20,339
- New Orleans city, LA................343,829
- New Port Richey city, FL............14,911
- New Smyrna Beach city, FL 22,464
- New Ulm city, MN 13,522
- Newberg city, OR........................22,068
- Newport city, RI 24,672
- Newport News city, VA.............180,719
- Newton city, IA...........................15,254
- Noblesville city, IN 51,969
- Nogales city, AZ..........................20,837
- Norcross city, GA......................... 9,116
- Norfolk city, VA.........................242,803
- North Mankato city, MN............13,394
- North Port city, FL 57,357
- North Richland Hills city, TX.....63,343
- North Yarmouth town, ME...........3,565

- Novato city, CA...........................51,904
- Novi city, MI 55,224
- O'Fallon city, IL...........................28,281
- O'Fallon city, MO.........................79,329
- Oak Park village, IL.......................51,878
- Oakland city, CA.........................390,724
- Oakley city, CA 35,432
- Oklahoma City city, OK 579,999
- Olathe city, KS 125,872
- Old Town city, ME 7,840
- Olmsted County, MN 144,248
- Olympia city, WA 46,478
- Orange village, OH.......................3,323
- Orland Park village, IL 56,767
- Orleans Parish, LA.....................343,829
- Oshkosh city, WI 66,083
- Oshtemo charter township, MI ...21,705
- Oswego village, IL.......................30,355
- Otsego County, MI 24,164
- Ottawa County, MI....................263,801
- Overland Park city, KS 173,372
- Paducah city, KY 25,024
- Palm Beach Gardens city, FL.......48,452
- Palm Coast city, FL 75,180
- Palo Alto city, CA..........................64,403
- Palos Verdes Estates city, CA 13,438
- Papillion city, NE 18,894
- Paradise Valley town, AZ.............12,820
- Park City city, UT 7,558
- Parker town, CO...........................45,297
- Parkland city, FL 23,962
- Pasco city, WA 59,781
- Pasco County, FL 464,697
- Payette city, ID 7,433
- Pearland city, TX..........................91,252
- Peoria city, AZ............................154,065
- Peoria city, IL 115,007
- Pflugerville city, TX......................46,936
- Phoenix city, AZ..................... 1,445,632
- Pinehurst village, NC 13,124
- Piqua city, OH.............................20,522
- Pitkin County, CO 17,148
- Plano city, TX.............................259,841
- Platte City city, MO.......................4,691
- Pleasant Hill city, IA 8,785
- Pleasanton city, CA.......................70,285
- Plymouth city, MN 70,576
- Polk County, IA.........................430,640
- Pompano Beach city, FL 99,845
- Port Orange city, FL....................56,048
- Port St. Lucie city, FL...............164,603
- Portland city, OR 583,776
- Post Falls city, ID.........................27,574
- Powell city, OH 11,500
- Prince William County, VA 402,002
- Prior Lake city, MN 22,796
- Pueblo city, CO 106,595
- Purcellville town, VA 7,727
- Queen Creek town, AZ 26,361
- Raleigh city, NC.........................403,892
- Ramsey city, MN 23,668
- Raymond town, ME......................4,436
- Raymore city, MO 19,206
- Redmond city, OR 26,215
- Redmond city, WA 54,144
- Redwood City city, CA 76,815
- Reno city, NV 225,221
- Reston CDP, VA 58,404
- Richland city, WA........................48,058
- Richmond city, CA....................103,701
- Richmond Heights city, MO 8,603
- Rio Rancho city, NM 87,521
- River Falls city, WI 15,000
- Riverside city, CA.......................303,871
- Riverside city, MO 2,937
- Roanoke city, VA 97,032
- Roanoke County, VA...................92,376
- Rochester Hills city, MI..............70,995
- Rock Hill city, SC 66,154
- Rockville city, MD 61,209
- Roeland Park city, KS....................6,731
- Rogers city, MN 8,597
- Rohnert Park city, CA..................40,971
- Rolla city, MO.............................19,559
- Roselle village, IL 22,763
- Rosemount city, MN 21,874
- Rosenberg city, TX......................30,618
- Roseville city, MN 33,660
- Round Rock city, TX 99,887
- Royal Oak city, MI 57,236
- Royal Palm Beach village, FL.......34,140
- Saco city, ME 18,482
- Sahuarita town, AZ......................25,259
- Salida city, CO 5,236
- Sammamish city, WA...................45,780
- San Anselmo town, CA................12,336
- San Diego city, CA..................1,307,402
- San Francisco city, CA...............805,235

- San Jose city, CA 945,942
- San Juan County, NM 130,044
- San Marcos city, CA....................83,781
- San Marcos city, TX....................44,894
- San Rafael city, CA 57,713
- Sanford city, FL...........................53,570
- Sangamon County, IL 197,465
- Santa Clarita city, CA 176,320
- Santa Fe city, NM 67,947
- Santa Fe County, NM...............144,170
- Santa Monica city, CA.................89,736
- Sarasota County, FL...................379,448
- Savage city, MN 26,911
- Schaumburg village, IL.................74,227
- Schertz city, TX...........................31,465
- Scott County, MN 129,928
- Scottsdale city, AZ 217,385
- Seaside city, CA...........................33,025
- Sedona city, AZ 10,031
- Sevierville city, TN......................14,807
- Shakopee city, MN 37,076
- Sharonville city, OH....................13,560
- Shawnee city, KS..........................62,209
- Shawnee city, OK.........................29,857
- Sherborn town, MA 4,119
- Shoreline city, WA.......................53,007
- Shoreview city, MN 25,043
- Shorewood village, IL...................15,615
- Shorewood village, WI 13,162
- Sierra Vista city, AZ.....................43,888
- Silverton city, OR..........................9,222
- Sioux Center city, IA......................7,048
- Sioux Falls city, SD 153,888
- Skokie village, IL 64,784
- Snellville city, GA.........................18,242
- Snoqualmie city, WA 10,670
- Snowmass Village town, CO 2,826
- Somerset town, MA......................18,165
- South Jordan city, UT..................50,418
- South Lake Tahoe city, CA..........21,403
- Southlake city, TX........................26,575
- Spearfish city, SD.........................10,494
- Spring Hill city, KS 5,437
- Springboro city, OH.....................17,409
- Springfield city, MO 159,498
- Springville city, UT 29,466
- St. Augustine city, FL...................12,975
- St. Charles city, IL........................32,974
- St. Cloud city, FL 35,183
- St. Cloud city, MN 65,842
- St. Joseph city, MO......................76,780
- St. Joseph town, WI.......................3,842
- St. Louis County, MN 200,226
- State College borough, PA...........42,034
- Steamboat Springs city, CO 12,088
- Sterling Heights city, MI 129,699
- Sugar Grove village, IL...................8,997
- Sugar Land city, TX.....................78,817
- Suisun City city, CA 28,111
- Summit city, NJ 21,457
- Summit County, UT 36,324
- Summit village, IL........................11,054
- Sunnyvale city, CA.....................140,081
- Surprise city, AZ 117,517
- Suwanee city, GA.........................15,355
- Tacoma city, WA 198,397
- Takoma Park city, MD 16,715
- Tamarac city, FL 60,427
- Temecula city, CA......................100,097
- Tempe city, AZ 161,719
- Temple city, TX 66,102
- Texarkana city, TX........................36,411
- The Woodlands CDP, TX 93,847
- Thousand Oaks city, CA............126,683
- Tigard city, OR.............................48,035
- Tracy city, CA 82,922
- Trinidad CCD, CO 12,017
- Tualatin city, OR 26,054
- Tulsa city, OK 391,906
- Twin Falls city, ID 44,125
- Tyler city, TX 96,900
- Unalaska city, AK 4,376
- University Heights city, OH........13,539
- University Park city, TX 23,068
- Upper Arlington city, OH............33,771
- Urbandale city, IA........................39,463
- Vail town, CO 5,305
- Vancouver city, WA...................161,791
- Ventura CCD, CA......................111,889
- Vernon Hills village, IL................25,113
- Vestavia Hills city, AL 34,033
- Victoria city, MN 7,345
- Vienna town, VA..........................15,687
- Virginia Beach city, VA 437,994
- Walnut Creek city, CA 64,173
- Warrensburg city, MO................18,838
- Washington County, MN..........238,136
- Washington town, NH 1,123

- Washoe County, NV 421,407
- Washougal city, WA 14,095
- Wauwatosa city, WI 46,396
- Waverly city, IA 9,874
- Weddington town, NC 9,459
- Wentzville city, MO 29,070
- West Carrollton city, OH 13,143
- West Chester borough, PA 18,461
- West Des Moines city, IA............56,609
- Western Springs village, IL..........12,975
- Westerville city, OH 36,120
- Westlake town, TX 992
- Westminster city, CO 106,114
- Weston town, MA.......................11,261
- White House city, TN 10,255
- Wichita city, KS 382,368
- Williamsburg city, VA.................14,068

- Willowbrook village, IL 8,540
- Wilmington city, NC................106,476
- Wilsonville city, OR....................19,509
- Windsor town, CO......................18,644
- Windsor town, CT 29,044
- Winnetka village, IL 12,187
- Winter Garden city, FL 34,568
- Woodbury city, MN 61,961
- Woodinville city, WA.................10,938
- Woodland city, CA 55,468
- Wrentham town, MA 10,955
- Wyandotte County, KS 157,505
- Yakima city, WA.........................91,067
- York County, VA 65,464
- Yorktown town, IN 9,405
- Yorkville city, IL..........................16,921
- Yountville city, CA.........................2,933

Front Range Benchmark Comparisons

Table 149: Aspects of Quality of Life

Please rate each of the following aspects of quality of life in Littleton.	Percent positive	Rank	Number of communities in comparison	Comparison to Front Range benchmark
Littleton as a place to live	96%	9	25	Much higher
Your neighborhood as a place to live	89%	10	23	Much higher
Littleton as a place to raise children	92%	10	26	Much higher
Littleton as a place to retire	74%	6	27	Much higher
Littleton as a place to work	78%	5	26	Much higher
Overall quality of life in Littleton	93%	9	29	Much higher

Table 150: Community Safety

Please tell us how safe you feel in each of the following areas in Littleton.	Percent positive	Rank	Number of communities in comparison	Comparison to Front Range benchmark
Safety Downtown Littleton during the day	100%	2	15	Much higher
Safety Downtown Littleton at night	92%	4	5	Similar
Safety in neighborhood during the day	98%	8	18	Similar
Safety in neighborhood at night	88%	4	5	Lower
Safety in parks, trails, natural open space areas	90%	NA	NA	NA
Safety in Littleton overall during the day	99%	NA	NA	NA
Safety in Littleton overall at night	90%	NA	NA	NA

Table 151: City Services

Please rate the quality of each of the following in Littleton:	Percent positive	Rank	Number of communities in comparison	Comparison to Front Range benchmark
Appearance of city	88%	9	22	Much higher
Shopping opportunities	67%	9	21	Much higher
Job opportunities	41%	9	22	Similar
Historic preservation	83%	NA	NA	NA
Economic development	58%	7	14	Higher
Public transit services	72%	NA	NA	NA
Traffic flow	41%	11	18	Similar
Snow plowing	61%	11	23	Similar
Downtown parking	22%	NA	NA	NA
Parks and trails	91%	8	19	Higher
Recreation opportunities	85%	10	20	Higher
Open space areas	84%	6	13	Higher
Littleton Fire Rescue	95%	6	19	Higher
Littleton Police Department	85%	6	26	Much higher
Traffic enforcement	63%	10	22	Similar
Code enforcement	62%	5	23	Much higher
Municipal Court	70%	4	10	Similar

Please rate the quality of each of the following in Littleton:	Percent positive	Rank	Number of communities in comparison	Comparison to Front Range benchmark
Bemis Library	90%	5	20	Much higher
Littleton Museum	92%	NA	NA	NA
Buck Recreation Center	89%	6	17	Much higher
City-sponsored special events	83%	2	13	Much higher
City management	61%	NA	NA	NA

Table 152: Aspects of Transportation

Please rate the following areas of transportation in Littleton.	Percent positive	Rank	Number of communities in comparison	Comparison to Front Range benchmark
Ease of driving	70%	9	22	Higher
Ease of traveling by bus (RTD)	58%	3	7	Much higher
Ease of traveling by light rail	82%	2	14	Much higher
Ease of walking in the city	79%	8	21	Much higher
Ease of traveling by bicycle	78%	7	22	Much higher
Street maintenance	47%	15	23	Similar

Table 153: Police Services

Please rate the job the Littleton Police Department does at each of the following in Littleton.	Percent positive	Rank	Number of communities in comparison	Comparison to Front Range benchmark
Crime prevention	81%	6	19	Much higher

Table 154: Overall Service Quality

Overall, how would you rate the quality of services provided by the City of Littleton?	Percent positive	Rank	Number of communities in comparison	Comparison to Front Range benchmark
Overall, how would you rate the quality of municipal services provided by the City of Littleton?	81%	12	27	Higher

Table 155: City Government Performance

Please rate the following categories of Littleton government performance.	Percent positive	Rank	Number of communities in comparison	Comparison to Front Range benchmark
The job the city government does at welcoming citizen involvement	60%	6	24	Higher
Spending local tax dollars wisely	51%	NA	NA	NA
The value of services for the property taxes paid to Littleton	54%	9	21	Similar
The overall direction the city is taking	61%	10	23	Similar

Jurisdictions Included in Front Range Comparisons

Listed below are the jurisdictions included in the Front Range benchmark comparisons provided for the City of Littleton followed by the 2010 population according to the U.S. Census.

- Adams County, CO 441,603
- Arapahoe County, CO................572,003
- Arvada city, CO 106,433
- Aurora city, CO 325,078
- Boulder city, CO.........................97,385
- Brighton city, CO 33,352
- Broomfield city, CO 55,889
- Castle Rock town, CO..................48,231
- Centennial city, CO 100,377
- Commerce City city, CO..............45,913
- Dacono city, CO...........................4,152
- Denver city, CO 600,158
- Edgewater city, CO 5,170
- Englewood city, CO.....................30,255
- Erie town, CO..............................18,135
- Fort Collins city, CO 143,986

- Golden city, CO 18,867
- Greeley city, CO.......................... 92,889
- Greenwood Village city, CO........ 13,925
- Highlands Ranch CDP, CO......... 96,713
- Lakewood city, CO 142,980
- Larimer County, CO 299,630
- Littleton city, CO........................ 41,737
- Lone Tree city, CO 10,218
- Longmont city, CO 86,270
- Louisville city, CO....................... 18,376
- Monument town, CO 5,530
- Parker town, CO 45,297
- Pueblo city, CO.......................... 106,595
- Westminster city, CO 106,114
- Windsor town, CO...................... 18,644

Appendix E: Survey Methodology

The City of Littleton 2018 Resident Survey was developed to provide an accurate assessment and interpretation of resident opinion about important community issues. Results offer insight into residents' perspectives about the quality of life in the community and local government performance, and are intended to help city leaders with strategic planning and communication with residents. The City of Littleton funded this research. Please contact Kelli Narde at the City of Littleton at (303) 734-8400 if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a jurisdiction be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire jurisdiction. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the jurisdiction to receive the survey. A random selection ensures that the households selected to receive the survey are similar to the entire population. A non-random sample may only include households from one geographic area, or from households of only one type.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member, thus appealing to the recipients' sense of civic responsibility.
- Providing a self-addressed, postage-paid return envelope.
- Using the most recent available information about the characteristics of jurisdiction residents to weight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she

believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How close survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as are predictions of reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Whether or not some research confirms the relationship between what residents think about a community and what can be seen "objectively" in a community, NRC has argued that resident opinion is a perspective that cannot be ignored by government administrators. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Developing the Questionnaire

General resident surveys, such as this one, ask recipients for their perspectives on policy issues facing the city and their assessment of city service delivery, the quality of life in the city and their use of city amenities. The 2018 survey instrument for Littleton was developed through an iterative process that started with 2016 resident survey. Some questions were eliminated and approximately one page of new questions was created. All questions were prioritized and an optimal composition of topics and questions were selected. Through this iterative process between city staff and NRC staff, a final six-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. All households located in the city boundaries were eligible for the survey. Because local governments generally do not have inclusive

lists of all the residences in the jurisdiction (tax assessor and utility billing databases often omit rental units), lists from the United States Postal Service (USPS), updated every three months, usually provide the best representation of all households in a specific geographic location. A list of all households within the zip codes serving Littleton was purchased from Go-Dog Direct based on updated listings from the USPS.

A larger list than needed was selected so that a process referred to as "geocoding" could be used to eliminate addresses from the list that were outside the city's boundaries. Geocoding is a computerized process in which addresses are compared to electronically mapped boundaries and coded as inside or outside desired boundaries; in this case, within the City of Littleton. All addresses determined to be outside the study boundaries were eliminated from the list. To permit comparisons of the survey results by geographic area of residence, the city council district also was identified for each selected household. A random selection was made of the remaining addresses to create a mailing list of 3,000 addresses. Attached units were oversampled to compensate for detached unit residents' tendency to return surveys at a higher rate.

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

Mail Survey Administration and Response

Each selected household was contacted three times. Households were first mailed a pre-notification announcement, informing the household members that they had been selected to participate in the Littleton survey. Approximately one week after mailing the pre-notification, each household was mailed a survey containing a cover letter signed by the Mayor enlisting participation. A postage-paid return envelope in which the survey recipients could return the completed questionnaire to NRC was provided. A second survey packet, scheduled to arrive one week after the first survey, was the final contact. This second mailing packet asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Additionally, the cover letters included a URL to an online version of the survey where respondents could complete it, if they preferred.

The mailings were sent beginning February 23, 2018 and completed surveys were collected over six weeks. About 4% of the 3,000 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,887 households, 721 completed the survey (including 110 via the web), providing an overall response rate of 25%. Additionally, response rates for each Council District and ranged from 16% to 35%. The response rates were calculated using AAPOR's response rate #2[2] for mailed surveys of unnamed persons. The response rates appear in the table on the following page.

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

Table 156: Survey Response Rates by Council District

	District 1	District 2	District 3	District 4	Overall
Total sample used	822	764	629	785	3,000
I=Complete Interviews	178	113	209	202	702
P=Partial Interviews	4	2	7	6	19
R=Refusal and break off	0	1	0	0	1
NC=Non Contact	0	0	0	0	0
O=Other	0	0	0	0	0
UH=Unknown household	0	0	0	0	0
UO=Unknown other	618	582	400	555	2,155
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	23%	16%	35%	27%	25%

Confidence Interval and Margin of Error

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used for this report, is 95%. The 95% confidence interval quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. The margin of error for the City of Littleton 2018 Resident Survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (721 completed surveys).

A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 72% of residents rate a service as "excellent" or "good," then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire jurisdiction is between 68% and 76%. This source of error is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders.

For subgroups of responses (e.g., gender or age), the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

Mailed surveys were submitted via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. Additionally, each survey was reviewed and "cleaned" as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; staff would choose randomly two of the three selected items to be coded in the dataset.

Once cleaned and numbered, all surveys were entered into an electronic dataset. This dataset was subject to a data entry protocol of "key and verify," in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

NRC used Qualtrics, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into the system so respondents are automatically "skipped" to the appropriate question based on the individual responses being given. Online programming also 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). The online survey data were downloaded, cleaned as necessary and appended to the mail survey data to create a final, complete dataset.

Weighting the Data

The demographic characteristics of the survey respondents were compared to those of the 2010 Census and the American Community Survey 2015 5-year Estimates. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The variables used for weighting were respondent gender, age, tenure (rent or own), housing unit type (attached or detached) and ethnicity. No adjustments were made for design effects. The results of the weighting scheme are presented in the table on the following page.

Table 157: 2018 Littleton Resident Survey Weighting Table

Characteristic	Population Norm[1]	Unweighted Data	Weighted Data
Housing			
Rent home	38%	23%	37%
Own home	62%	77%	63%
Detached unit[2]	54%	60%	55%
Attached unit[2]	46%	40%	45%
Race and Ethnicity			
White	91%	92%	88%
Not white	9%	8%	12%
Not Hispanic	90%	95%	90%
Hispanic	10%	5%	10%
White alone, not Hispanic	85%	89%	82%
Hispanic and/or other race	15%	11%	18%
Sex and Age			
Female	52%	60%	52%
Male	48%	40%	48%
18-34 years of age	26%	9%	25%
35-54 years of age	37%	26%	37%
55+ years of age	36%	65%	38%
Females 18-34	13%	5%	14%
Females 35-54	19%	15%	18%
Females 55+	20%	40%	21%
Males 18-34	14%	4%	12%
Males 35-54	18%	11%	19%
Males 55+	16%	26%	17%
Council District[3]			
District 1	26%	25%	25%
District 2	23%	16%	21%
District 3	24%	30%	25%
District 4	26%	29%	29%

[1] Source: 2010 Census
[2] ACS 2015 5-year estimates
[3] Source: List of randomly selected households identified as in the City boundaries, purchased February 2018.

Analyzing the Data

The electronic dataset was analyzed by NRC staff using IBM's Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions or the percent positive (i.e., "excellent" or "good," "strongly agree" or "somewhat agree," "essential" or "very important") are presented in the body of the report. On many of the questions in the survey, respondents could give an answer of "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix A: Responses to Survey Questions* 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. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Appendix F: Survey Materials

The following pages contain the mailing materials and survey instrument for the 2018 Resident Survey.

Dear Littleton Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about the City of Littleton. Your survey will arrive in a few days.

Thank you for helping create a better community!

Sincerely,

Debbie Brinkman, Mayor
City of Littleton

Littleton

ANYTHING BUT LITTLE

2255 W. Berry Ave. ● Littleton, CO 80120

Littleton

ANYTHING BUT LITTLE

2255 W. Berry Ave. ● Littleton, CO 80120

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

Littleton

ANYTHING BUT LITTLE

2255 W. Berry Ave. ● Littleton, CO 80120

Littleton

ANYTHING BUT LITTLE

2255 W. Berry Ave. ● Littleton, CO 80120

Littleton
ANYTHING BUT LITTLE

Dear City of Littleton Resident:

Please help us shape the future of Littleton! You have been selected at random to participate in the 2018 Littleton Resident Survey.

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 of households being surveyed.

City leaders have used previous survey results to make a number of improvements in the community. We're investing more money in street maintenance, we've simplified our license and permitting process, and we've made great strides in promoting Littleton as an attractive community for visitors, events, businesses, and more.

A few things to remember:
- **Your responses are completely anonymous.**
- 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 (please be sure to type the address exactly as it appears here):**

If you have any questions about this survey, please contact Kelli Narde, Director of Communications, at (303) 795-3733.

Please help us to keep Littleton a great place to live, work and play! Thank you for your help and participation.

Sincerely,

Debbie Brinkman
Mayor

Littleton
ANYTHING BUT LITTLE

Dear City of Littleton Resident:

Here's a second chance if you haven't already responded to the 2018 Littleton Resident Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)** Please help us shape the future of Littleton! You have been selected at random to participate in the 2018 Littleton Resident Survey.

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 of households being surveyed.

City leaders have used previous survey results to make a number of improvements in the community. We're investing more money in street maintenance, we've simplified our license and permitting process, and we've made great strides in promoting Littleton as an attractive community for visitors, events, businesses, and more.

A few things to remember:
- **Your responses are completely anonymous.**
- 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 (please be sure to type the address exactly as it appears here):**

If you have any questions about this survey, please contact Kelli Narde, Director of Communications, at (303) 795-3733.

Please help us to keep Littleton a great place to live, work and play! Thank you for your help and participation.

Sincerely,

Debbie Brinkman
Mayor

City of Littleton 2018 Resident Survey

> Please have an adult age 18 or older that most recently had a birthday complete this survey. Year of birth plays no role in the selection. Your responses are anonymous and will be reported in group form only. Thank you for completing this survey!

1. **Please rate each of the following aspects of quality of life in Littleton.**

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

2. **What are your reasons for living in Littleton? (Please select all that apply.)**

   ❍ I feel safe here
   ❍ I like the location in general
   ❍ Cost of living is affordable
   ❍ I've always lived here
   ❍ I like the school my children attend
   ❍ I like living in a college town
   ❍ I like my neighborhood
   ❍ I have friends and family in the area
   ❍ Sense of community
   ❍ Housing and rental rates are affordable
   ❍ Other_____

3. **To what extent do you agree or disagree that each statement below describes the City of Littleton?**

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
The city is a safe community	1	2	3	4	5
The city has a low crime rate	1	2	3	4	5
The city supports local businesses	1	2	3	4	5
Littleton has tight-knit neighborhoods	1	2	3	4	5
The city offers the best schools	1	2	3	4	5
Littleton has an effective city government	1	2	3	4	5
Traffic flows well on city streets	1	2	3	4	5

4. **Please identify up to three issues you believe are the most pressing issues facing Littleton in the next two years.**

   ❍ Job growth
   ❍ Traffic in general
   ❍ Business retention
   ❍ Neighborhoods
   ❍ Trails
   ❍ Community image
   ❍ Street maintenance
   ❍ Aging or outdated commercial areas
   ❍ Leisure activities
   ❍ Crime reduction
   ❍ Traffic light synchronization
   ❍ Business attraction
   ❍ Alternative energy sources
   ❍ Open space
   ❍ Maintenance of city properties and buildings
   ❍ Other: _____

5. **Please tell us how safe you feel in each of the following areas in Littleton.**

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Downtown Littleton during the day	1	2	3	4	5
Downtown Littleton at night	1	2	3	4	5
Your neighborhood during the day	1	2	3	4	5
Your neighborhood at night	1	2	3	4	5
Parks, trails, natural open space areas	1	2	3	4	5
Littleton overall during the day	1	2	3	4	5
Littleton overall at night	1	2	3	4	5

6. **You have the option to shop locally in Littleton, in other cities, or on the Internet. All things being equal, how important do you think it is to shop locally in Littleton?**

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

7. **How important is it for Littleton to promote itself as a location for business, shopping, recreation and entertainment?**

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

8. First, please rate the *quality* of each of the following in Littleton. Then, rate how *important*, if at all, each is to you.

	Quality					*Importance*				
	Excellent	Good	Fair	Poor	Don't know	Essential	Very important	Somewhat important	Not at all important	Don't know
Appearance of city	1	2	3	4	5	1	2	3	4	5
Shopping opportunities	1	2	3	4	5	1	2	3	4	5
Job opportunities	1	2	3	4	5	1	2	3	4	5
Historic preservation	1	2	3	4	5	1	2	3	4	5
Economic development	1	2	3	4	5	1	2	3	4	5
Public transit services	1	2	3	4	5	1	2	3	4	5
Traffic flow	1	2	3	4	5	1	2	3	4	5
Snow plowing	1	2	3	4	5	1	2	3	4	5
Downtown parking	1	2	3	4	5	1	2	3	4	5
Parks and trails	1	2	3	4	5	1	2	3	4	5
Recreation opportunities	1	2	3	4	5	1	2	3	4	5
Open space areas	1	2	3	4	5	1	2	3	4	5
Environmental sustainability	1	2	3	4	5	1	2	3	4	5
Littleton Fire Rescue	1	2	3	4	5	1	2	3	4	5
Littleton Police Department	1	2	3	4	5	1	2	3	4	5
Traffic enforcement	1	2	3	4	5	1	2	3	4	5
Code enforcement	1	2	3	4	5	1	2	3	4	5
Municipal Court	1	2	3	4	5	1	2	3	4	5
Online payments of fines and services	1	2	3	4	5	1	2	3	4	5
Bemis Library	1	2	3	4	5	1	2	3	4	5
Littleton Museum	1	2	3	4	5	1	2	3	4	5
Hudson Gardens	1	2	3	4	5	1	2	3	4	5
Carson Nature Center	1	2	3	4	5	1	2	3	4	5
South Platte Park	1	2	3	4	5	1	2	3	4	5
Buck Recreation Center	1	2	3	4	5	1	2	3	4	5
City-sponsored special events	1	2	3	4	5	1	2	3	4	5
Town Hall Arts Center	1	2	3	4	5	1	2	3	4	5
Leaf and tire recycling	1	2	3	4	5	1	2	3	4	5
Household Haz Mat Roundup	1	2	3	4	5	1	2	3	4	5
City management	1	2	3	4	5	1	2	3	4	5

9. Please rate the following areas of transportation in Littleton.

	Excellent	Good	Fair	Poor	Don't know
Ease of driving	1	2	3	4	5
Ease of traveling by bus (RTD)	1	2	3	4	5
Ease of traveling by light rail	1	2	3	4	5
Ease of walking in the city	1	2	3	4	5
Ease of traveling by bicycle	1	2	3	4	5
Traffic congestion	1	2	3	4	5
Street maintenance	1	2	3	4	5
Omnibus/Shopping Cart senior and disabled van service	1	2	3	4	5
Downtown Littleton light rail station	1	2	3	4	5
Mineral Avenue light rail station	1	2	3	4	5

10. Please circle the number that comes closest to your opinion about Littleton's Bemis Public Library and its services:

	Excellent	Good	Fair	Poor	Don't know
Library programs (e.g., story time, Summer Reading program, etc.)	1	2	3	4	5
Library services (e.g., reference desk, check out, etc.)	1	2	3	4	5
Internet and computer services	1	2	3	4	5
Online services at www.littletongov.org/bemis accessed from home or elsewhere (e.g., book holds, access databases, research, etc.)	1	2	3	4	5
Materials and collections	1	2	3	4	5
Library building and grounds	1	2	3	4	5
Overall performance of the library	1	2	3	4	5

11. **Please circle the number that comes closest to your opinion about the Littleton Museum and its services:**

	Excellent	Good	Fair	Poor	Don't know
Museum programs (e.g., lectures, classes, special events – Holiday's Eve, Sheep to Shawl, spring planting)	1	2	3	4	5
Wednesday evening free summer concerts	1	2	3	4	5
Museum research center	1	2	3	4	5
Museum rotating exhibits	1	2	3	4	5
Art shows in the galleries	1	2	3	4	5
Living History Farms/Historic Site Interpreters	1	2	3	4	5
Museum building and grounds	1	2	3	4	5
Overall performance of the Littleton Museum	1	2	3	4	5

12. **If you had contact with the City of Littleton Police Department, please indicate about how many times you've been in contact over the last 12 months.**

❍ Zero times (go to question 14) ❍ 1-2 times ❍ 3-5 times ❍ 6-8 times ❍ 9 or more times

13. **Based on your most recent contact with a member of the Littleton Police Department, please rate each of the following aspects of the employee with whom you had contact.**

	Excellent	Good	Fair	Poor	Don't know
Fairness	1	2	3	4	5
Responsiveness to requests and/or needs	1	2	3	4	5
Level of interest in addressing your concerns	1	2	3	4	5
Helpfulness	1	2	3	4	5
Courteousness	1	2	3	4	5
Knowledge	1	2	3	4	5
Timeliness of handling the situation	1	2	3	4	5
Use of force in fair and effective way	1	2	3	4	5
Resolution of concerns	1	2	3	4	5
Overall impression of staff members	1	2	3	4	5

14. **Please rate the job the Littleton Police Department does at each of the following in Littleton.**

	Excellent	Good	Fair	Poor	Don't know
Crime prevention	1	2	3	4	5
Crime solving	1	2	3	4	5
Maintaining public order	1	2	3	4	5
Providing public information and education	1	2	3	4	5
Protecting individual civil rights	1	2	3	4	5
Assisting fire responders with disasters	1	2	3	4	5

15. **Please rate the Littleton Police Department on the following.**

	Excellent	Good	Fair	Poor	Don't know
Being trustworthy	1	2	3	4	5
Acting in the best interest of the community	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5
Being sensitive to residents' concerns	1	2	3	4	5
Responding to citizens' emergency calls for service	1	2	3	4	5
Caring about the well-being of the people they deal with	1	2	3	4	5
Working with people in your neighborhood to solve neighborhood problems	1	2	3	4	5
Communicating regularly with community members (e.g., websites, emails or public meetings)	1	2	3	4	5
Inviting community members to provide input (e.g., comments, suggestions and concerns)	1	2	3	4	5

16. **Overall, how would you rate the quality of municipal services provided by the City of Littleton?**

❍ Excellent ❍ Good ❍ Fair ❍ Poor ❍ Don't know

17. Please rate the following categories of Littleton government performance.

	Excellent	Good	Fair	Poor	Don't know
The direction the city is taking with respect to open space, trails and parks	1	2	3	4	5
Attracting companies to locate in Littleton	1	2	3	4	5
The job the city government does at welcoming citizen involvement	1	2	3	4	5
Opportunities to participate in city government decisions	1	2	3	4	5
Responding to citizen complaints and concerns	1	2	3	4	5
Holding public meetings about city plans	1	2	3	4	5
Littleton's elected officials' consideration of what people like me think	1	2	3	4	5
Littleton's government as an example of how best to provide services	1	2	3	4	5
The city manager's management of city operations	1	2	3	4	5
The quality of work provided by City of Littleton employees	1	2	3	4	5
Spending local tax dollars wisely	1	2	3	4	5
The value of services for the property taxes paid to Littleton	1	2	3	4	5
A city government that is run efficiently	1	2	3	4	5
Running Littleton's local government in the best interest of residents	1	2	3	4	5
Being transparent and accountable to the public	1	2	3	4	5
Providing information about city plans and programs	1	2	3	4	5
The overall direction the city is taking	1	2	3	4	5

18. To what extent do you trust that the decisions made by city council represent the best interest of citizens?

○ To a great extent
○ To a moderate extent
○ To a small extent
○ Not at all
○ Don't know

19. Thinking about what you currently know regarding each of the following city council goals and objectives, please indicate whether you feel the city should apply more effort, the same amount of effort, or less effort toward each.

	More effort	Same effort	Less effort	Don't know
Assure a Financially Sound City Government	1	2	3	4
Provide a Safe Community to Live, Work and Play	1	2	3	4
Develop and Maintain the Public Infrastructure	1	2	3	4
Preserve and Cultivate a Quality Community	1	2	3	4
Pursue a Balanced and Sustainable Local Economy	1	2	3	4
Promote Environmental Sustainability	1	2	3	4
Foster Community Involvement, Communication and Trust	1	2	3	4

20. Thinking about the next five to eight years, how important is each of the following potential projects in Littleton? Please first circle the number which best fits your opinion for each item. Then, check the ONE circle for the item you think is the most important future project for Littleton.

	Essential	Very important	Somewhat important	Not at all important	Don't know	Most important
Reducing traffic congestion on city streets	1	2	3	4	5	○
Maintaining and improving city infrastructure (e.g., streets, sidewalks, buildings, etc.)	1	2	3	4	5	○
Building new trails	1	2	3	4	5	○
Continuing preservation programs for historic buildings	1	2	3	4	5	○
Partnering strategically and financially with the private sector in development	1	2	3	4	5	○
Redeveloping older neighborhoods	1	2	3	4	5	○
Redeveloping aging shopping centers	1	2	3	4	5	○
Expanding programs for youth	1	2	3	4	5	○
Expanding programs for seniors	1	2	3	4	5	○
Expanding programs for immigrants	1	2	3	4	5	○

21. **Please indicate how much of a priority, if at all, you think it is for the City of Littleton Police Department to focus resources on each of the following areas in the next two years.**

	High priority	Medium priority	Low priority	Not a priority	Don't know
Traffic issues/residential speeding	1	2	3	4	5
Vandalism/graffiti	1	2	3	4	5
Fraud/identity theft	1	2	3	4	5
School safety (bullying, fighting, weapons)	1	2	3	4	5
Homeless/transient-related issues	1	2	3	4	5
Gang activity	1	2	3	4	5
Violent crimes	1	2	3	4	5
Property crimes	1	2	3	4	5
Hate crimes	1	2	3	4	5
Disorderly conduct/public intoxications/noise violations	1	2	3	4	5
Disorderly youth/underage drinking	1	2	3	4	5
Drug abuse (manufacture, sale, or use of illegal/prescription drugs)	1	2	3	4	5

22. **The city currently has a budget shortfall to fund all the needed improvements to aging infrastructure, such as maintaining streets to an adequate level, maintaining and adding sidewalks and maintaining existing buildings. If the city asked voters to pass a sales and use tax increase of three-quarters of a cent ($0.0075) on every $1 which would sunset (expire) in 15 years, to what extent would you support or oppose this increase?**

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

23. **A three-quarters of a cent sales and use tax increase will generate approximately $8.7 million a year, which will help to cover a portion of the costs to make the needed improvements. However, a higher sales and use tax increase would allow more improvements to be made sooner, while a lower sales and use tax increase would allow fewer improvements over a longer period of time. Thinking about a potential sales and use tax increase, which of the following statements best describe your opinion? Please select only one.**

○ I'd rather pay a 1 cent ($0.01) sales and use tax increase to complete more of the needed improvements sooner
○ A three-quarters of a cent ($0.0075) sales and use tax increase sounds like the right amount to me
○ I'd rather pay one-half of a cent ($0.005) sales and use tax increase and complete fewer of the needed improvements over a longer period of time
○ I do not want a sales and use tax increase

24. **To what extent would you support or oppose a lodging tax that hotel room visitors would pay with the money to be used for tourism, marketing and promotion of Littleton?**

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

25. **Please indicate how important it is to you, if at all, to receive information from the city about each of the following topics.**

	Essential	Very important	Somewhat important	Not at all important	Don't know
Special events (e.g., concerts, races, festivals)	1	2	3	4	5
Police/crime data	1	2	3	4	5
City finances/budget	1	2	3	4	5
Development projects (new residential or commercial buildings or sites)	1	2	3	4	5
Demographics of the community	1	2	3	4	5
Public asset conditions (streets, city buildings/facilities, etc.)	1	2	3	4	5
Code enforcement requirements and current activity	1	2	3	4	5
Street/traffic/road work	1	2	3	4	5
Community planning (land uses, transportation, etc.)	1	2	3	4	5
Economic development	1	2	3	4	5
City council decisions	1	2	3	4	5

Other topics you would like to receive information about: _____

26. **Please indicate whether each of the following is a major source, minor source or not a source of information for you when looking for information about the City of Littleton.**

	Major source	Minor source	Not a source
The *Littleton Report* (bi-monthly city newsletter)	1	2	3
The *Littleton Independent* (weekly, privately-owned newspaper)	1	2	3
Denver Post	1	2	3
The *Villager* (weekly, privately-owned newspaper)	1	2	3
Littletongov.org (official city website)	1	2	3
Openlittleton.org (citizen engagement website)	1	2	3
Littletonrocks.com (events website)	1	2	3
go2littleton.com (economic development website)	1	2	3
The City of Littleton's Facebook page (www.facebook.com/CityofLittleton)	1	2	3
The City of Littleton on Twitter (www.twitter.com/CityofLittleton)	1	2	3
Comcast Cable Channel 8 (city government access channel)	1	2	3
Yourhub	1	2	3
NextDoor.com	1	2	3

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

D1. How many years have you lived in Littleton?
- ○ Less than one year
- ○ 11-15 years
- ○ 1-5 years
- ○ More than 15 years
- ○ 6-10 years

D2. How many people (including yourself) live in your household? _____

D3. How many children 12 or younger live in your household?
_____

D4. How many teenagers ages 13 to 17 live in your household?
_____

D5. How many people (including yourself) age 55 or older live in your household? _____

D6. Which best describes the building you live in?
- ○ One family house detached from any other houses
- ○ House attached to one or more houses (e.g., a duplex or townhome)
- ○ Building with two or more apartments or condos
- ○ Mobile home
- ○ Other

D7. Do you rent or own your home?
- ○ Rent
- ○ Own

D8. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income, money from all sources for all persons living in your household.)
- ○ Less than $25,000
- ○ $75,000 to $99,999
- ○ $25,000 to $34,999
- ○ $100,000 to $149,999
- ○ $35,000 to $49,999
- ○ $150,000 to $199,999
- ○ $50,000 to $74,999
- ○ $200,000 or more

D9. What is your level of education?
- ○ 0-11 years
- ○ High school graduate
- ○ Some college, no degree
- ○ Associate degree
- ○ Bachelor's degree
- ○ Graduate or professional degree

Please respond to both question D10 and D11:

D10. Are you Spanish, Hispanic or Latino?
- ○ No, not Spanish, Hispanic or Latino
- ○ Yes, I consider myself to be Spanish, Hispanic or Latino

D11. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)
- ○ American Indian or Alaskan Native
- ○ Asian, Asian Indian or Pacific Islander
- ○ Black or African American
- ○ White
- ○ Other

D12. In which category is your age?
- ○ 18-24 years
- ○ 25-34 years
- ○ 35-44 years
- ○ 45-54 years
- ○ 55-64 years
- ○ 65-74 years
- ○ 75 years or older

D13. What is your gender?
- ○ Female
- ○ Male

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