

Town of Palmer Lake Community Survey 2009



February 2010

Survey Methodology

- Data collection by pen and paper
- Surveys distributed at Town Offices, local businesses, door-to-door, notices in water bills
- Data collection over a 10-week period
- Approximate representation, based on an estimated 1600 adults over 800 households, is 21% over 18
- Excellent representative sample
- Statistical significance testing done at 95% confidence level
- Sample size of $n = 335$ provides a confidence interval of +/- 5.7% when looking at a total respondent base

Executive Summary

- Residents of Palmer Lake are an overall happy population with a very high level of satisfaction with their small-town quality of life. The community generally feels safe and enjoys the aspects of their community that supports the small-town dynamic. They especially value the Palmer Lake Star, the Palmer Lake branch library, the Fourth of July fireworks and the Yule Log festival. They make frequent use of local public parks and public areas.
- Palmer Lake residents are older, mostly white with a college or professional degree, are homeowners who have lived here more than 10 years and have an mean household income of \$87,000.
- The Palmer Lake Star is the single most important factor contributing to Palmer Lake quality of life.
- The majority are satisfied with the Palmer Lake Volunteer Fire Department for their relationship to the community, response time, adequacy of medical services and fire prevention education.

Executive Summary (continued)

- The majority are also satisfied with many aspects of the Palmer Lake Police Department, including patrol coverage, safety management, visibility, courtesy and professional appearance.
- Palmer Lake residents are less satisfied with the Town administration and Council, the control of noxious weeds, the PLPD's sensitivity to a small town dynamic and support of crime prevention and community programs, the PLVD's efforts to mitigate wildfires and with the maintenance of the tennis courts. Some harbor concerns about speeding, wild animals and the need for full police protection. Others cite concerns about the lack of paved roads, potholes, dust mitigation, public parking and drainage.
- Most are concerned with drinking water availability and with keeping Palmer Lake filled.
- Most patronize Palmer Lake businesses an average of more than 8 times a month.
- Residents are fairly evenly divided on the implementation of a RR quiet zone
- A majority believes current street lighting is adequate.

Recommendations

- PLPD should consider having an officer available a day or two a month to support neighborhood watch and community safety programs.
- PLPD to engage in a study of ways to improve their sensitivity to the small town dynamic which is both integral to and a fundamental reason why people highly value their quality of life in Palmer Lake.
- PLVD should evaluate the possibility of implement programs that focus on wildfire mitigation, either through community education or other measures to achieve this goal.
- Town Administration and Town Council should consider holding “meet and greets” or Town Hall meetings once or twice a year to invite local residents to develop a more personal relationship with them. Topics could include measures being undertaken to improve community areas, to fill the Lake, to provide clean drinking water, to improve the streets and roads, to offer issues that surround the implementation of a quiet zone, etc.
- Local Palmer Lake merchants should consider developing the retail area to include more businesses that bring business traffic to the area or encourage patronage among PL residents.
- Palmer Lake should consider measures to increase visibility and awareness of The Columbine Festival, The Chautauqua Festival and Winter Fest

Detailed Findings

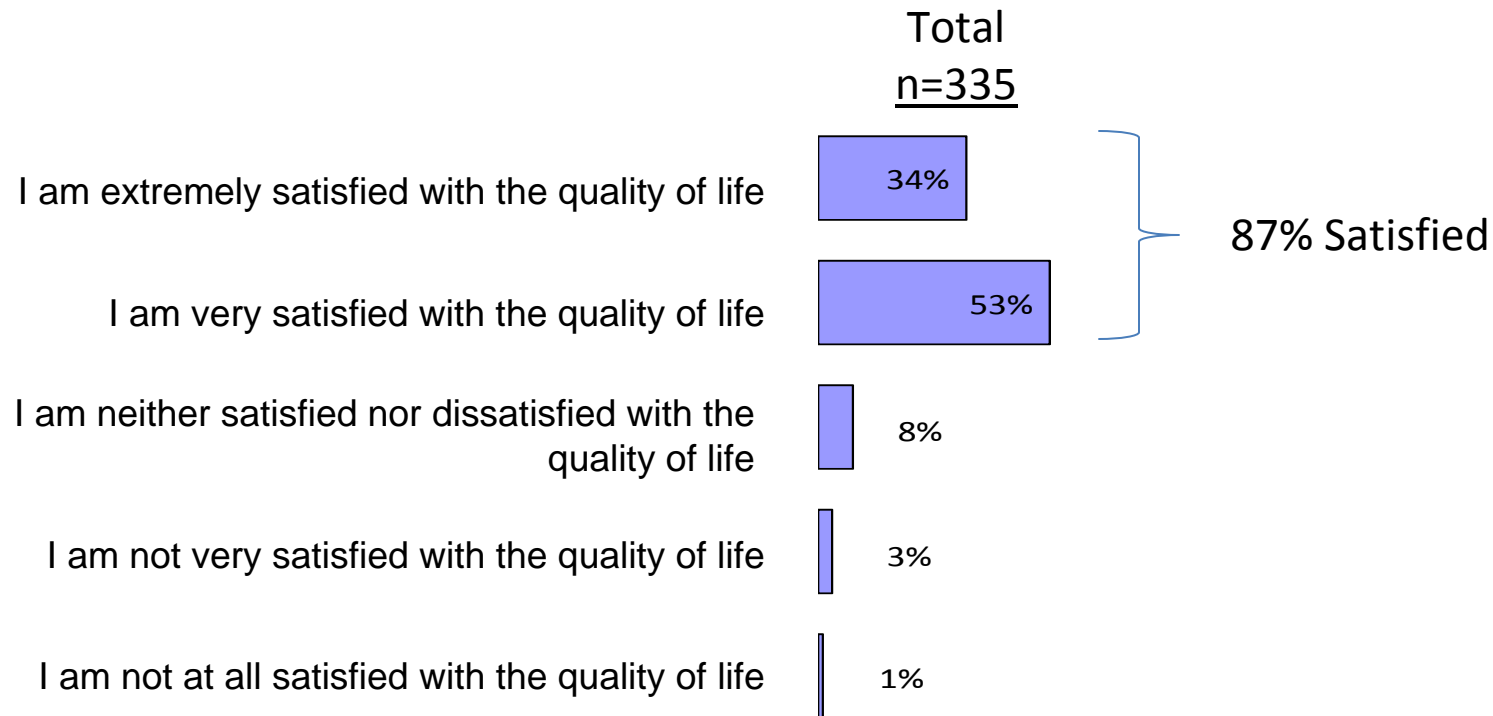


Demographic Profile

	Total	Under 55	Under 35	35-54	55+	Married	Not Married	Under \$75K	\$75K+
	n=335	n=195	n=54	n=141	n=139	n=232	n=100	n=143	n=143
Employed by Town, PLPD, PLVFD									
Yes	4%	4%	0%	6%	3%	2%	7%	5%	1%
No	96%	96%	100%	94%	97%	98%	93%	95%	99%
Town Affiliation									
Live in Town (net)	96%	94%	94%	94%	98%	97%	93%	94%	96%
Live in Town only	77%	73%	72%	73%	83%	79%	74%	79%	76%
Live and Work in Town	19%	22%	22%	21%	14%	18%	19%	15%	20%
Work in town, but not live	4%	5%	6%	5%	2%	3%	7%	5%	3%
Age									
Average Age	51	41	28	47	64	51	50	51	50
Gender									
Male	47%	48%	44%	49%	46%	48%	44%	47%	46%
Female	53%	52%	56%	51%	54%	52%	56%	53%	54%
Ethnicity									
White (net)	95%	93%	92%	93%	98%	96%	92%	97%	94%
Non-white (net)	5%	7%	8%	7%	2%	4%	8%	3%	6%
Education									
Some College or Less (net)	33%	31%	30%	32%	37%	30%	42%	38%	26%
College/Professional Grad. (net)	64%	66%	70%	64%	62%	68%	58%	59%	72%
Household Size									
Average Size	2.7	3.1	3.5	2.9	2.2	3.1	2.0	2.5	3.0
Children in HH									
Yes	34%	50%	65%	45%	12%	39%	22%	28%	46%
Average number of children	1.9	1.9	1.8	2.0	1.6	1.9	1.9	2.0	1.8
No	59%	43%	28%	49%	81%	55%	69%	65%	50%
Income									
Average Income	\$ 87,400	\$ 91,600	\$ 71,900	\$ 100,000	\$ 80,800	\$ 101,600	\$ 49,600	\$ 47,000	\$ 127,800
Years in Palmer Lake									
Under 10 years	44%	55%	72%	49%	28%	44%	42%	46%	48%
10+ years	56%	45%	28%	51%	72%	56%	58%	54%	52%
Home Ownership									
Own	87%	83%	78%	85%	94%	94%	72%	80%	96%
Rent	10%	13%	20%	11%	5%	5%	22%	18%	2%

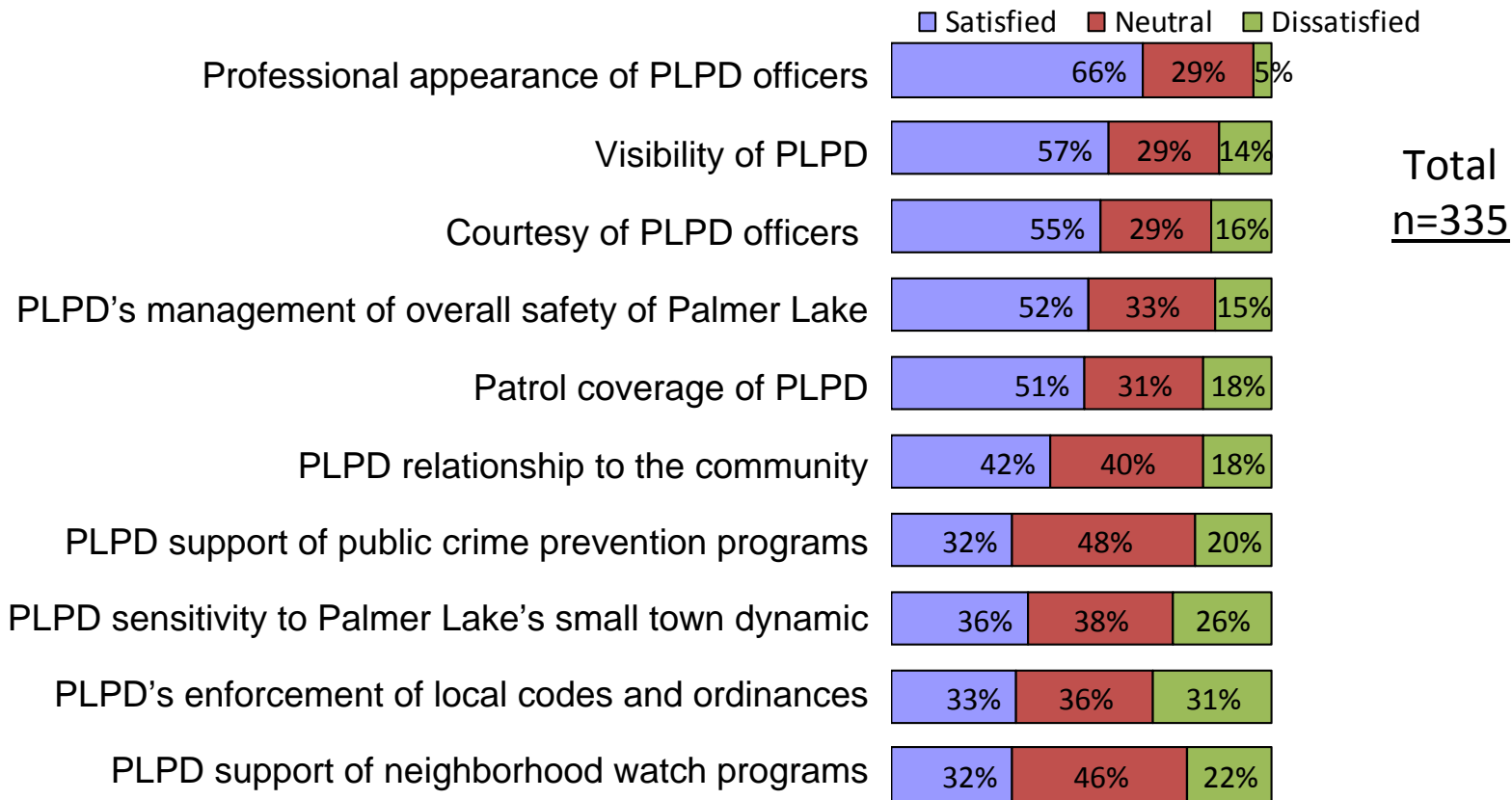
Satisfaction with Quality of Life

Nearly 9 out of 10 are highly satisfied with the quality of life in Palmer Lake.



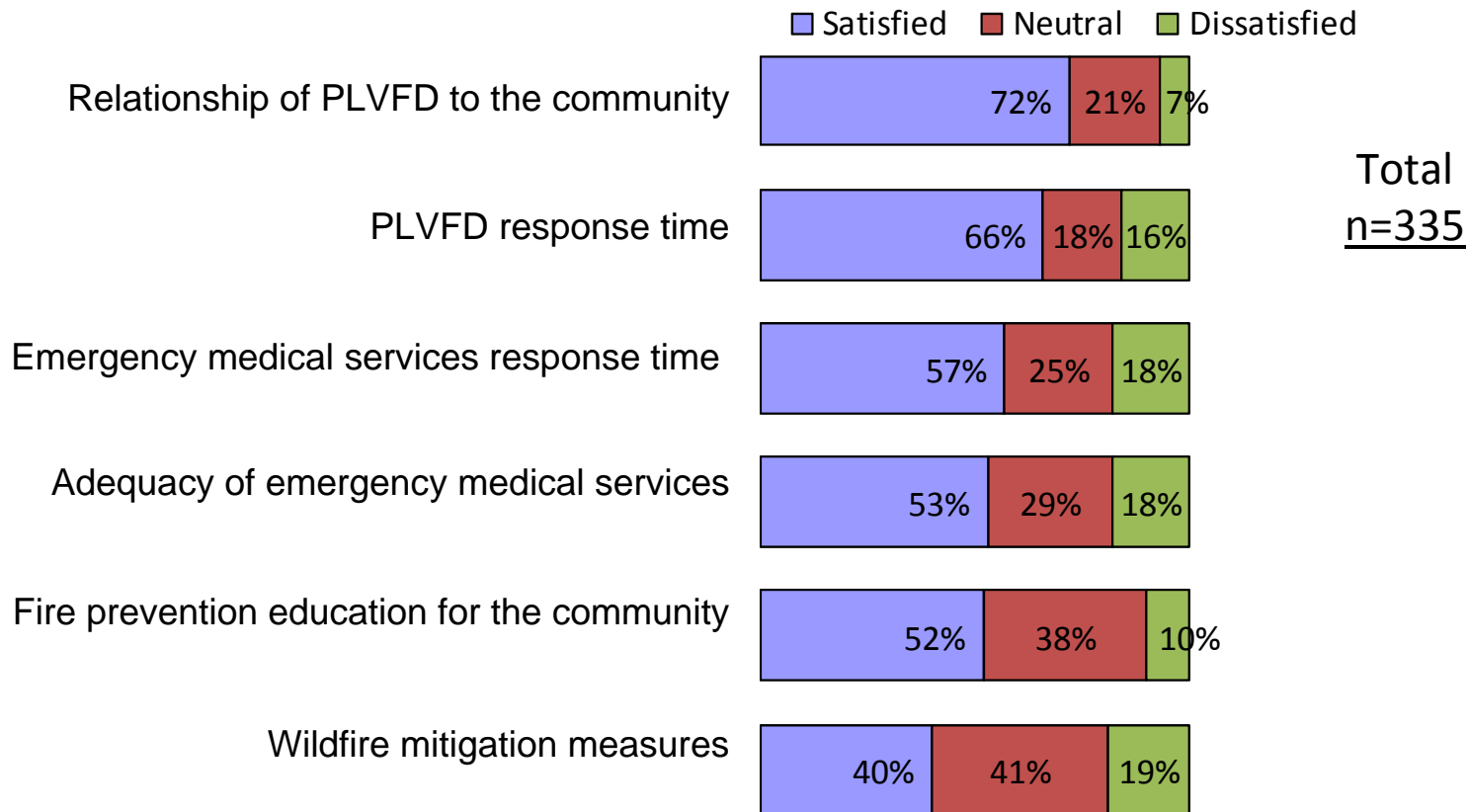
Satisfaction with PLPD

While more than half are satisfied with appearance, visibility, courtesy, coverage and overall safety management, only 4 in ten are satisfied with community relationship and only about 3 in 10 are satisfied with community and neighborhood program support and code enforcement.



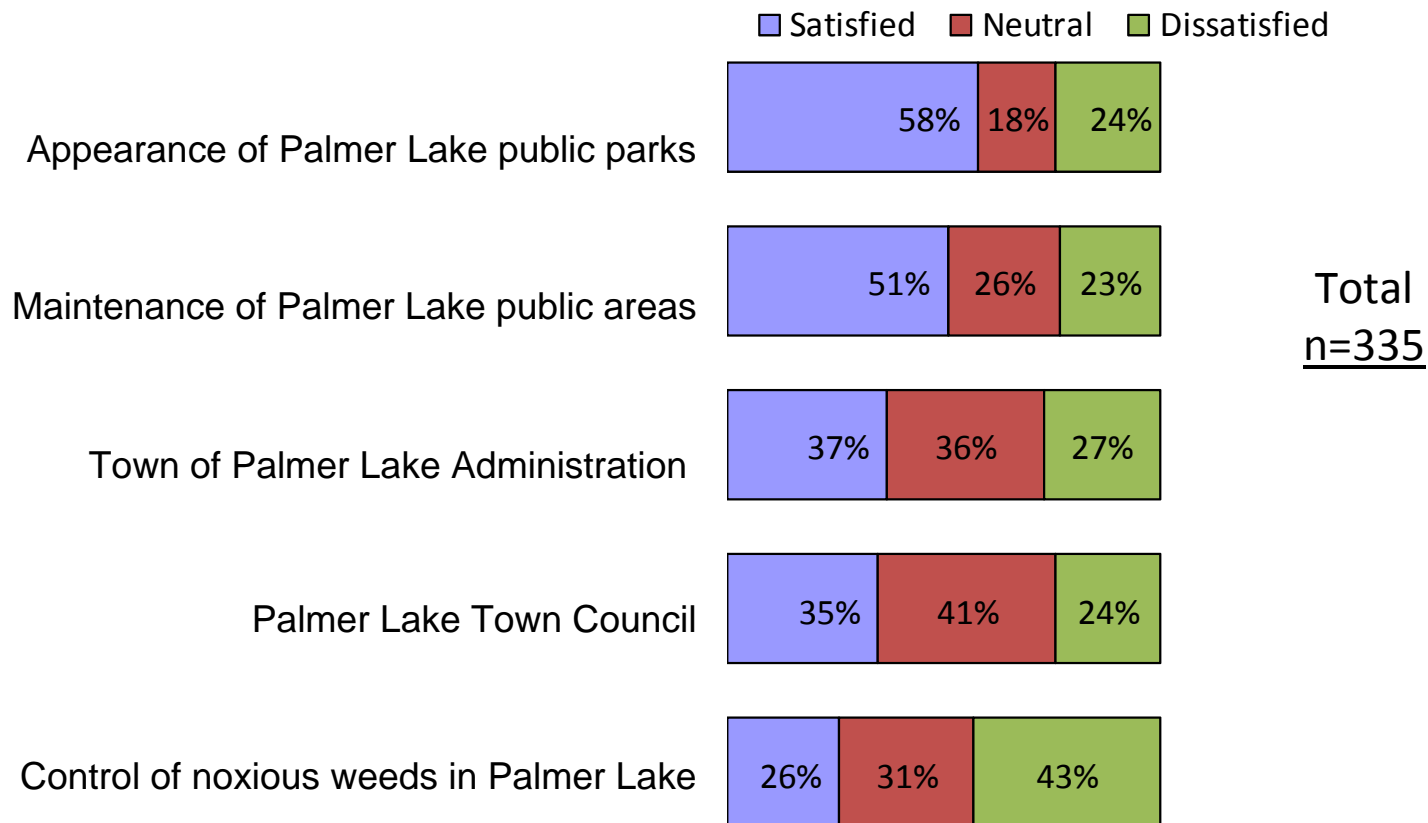
Satisfaction Related to PLVFD

Respondents are satisfied with the PLVFD in all areas other than wildfire mitigation.



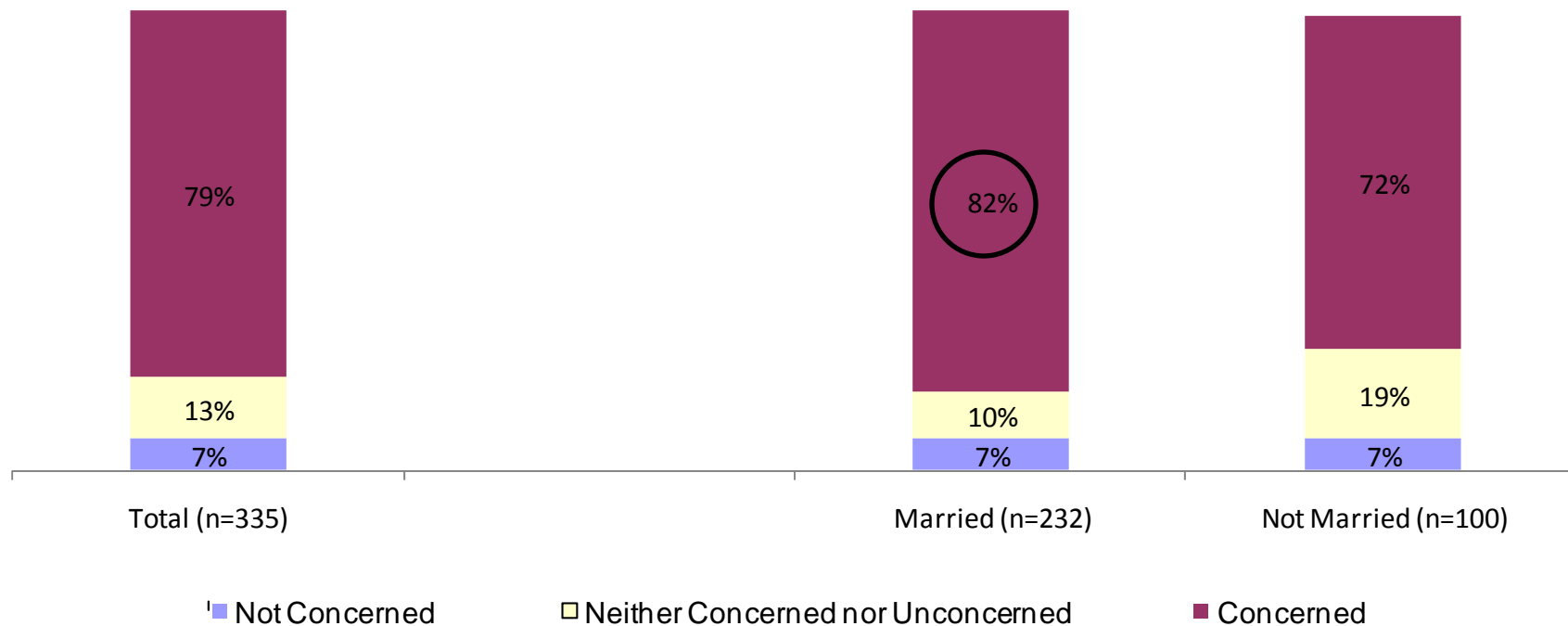
Satisfaction with...

More than half are satisfied with the appearance/maintenance of public parks and public areas, while 3 in 10 are satisfied with the Town administration and Council. However, only 1 in 4 are satisfied with the control of noxious weeds.



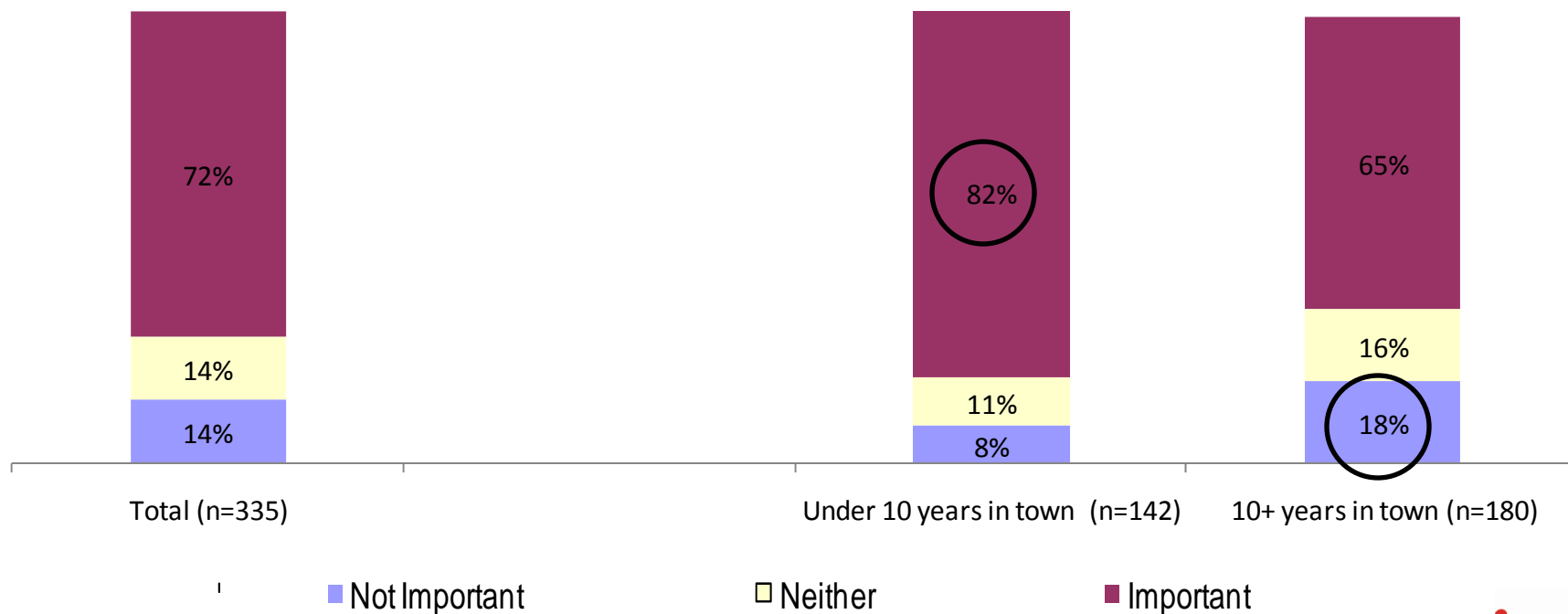
Concern with Drinking Water Availability

Most respondents, and especially those who are married, are concerned with drinking water availability.



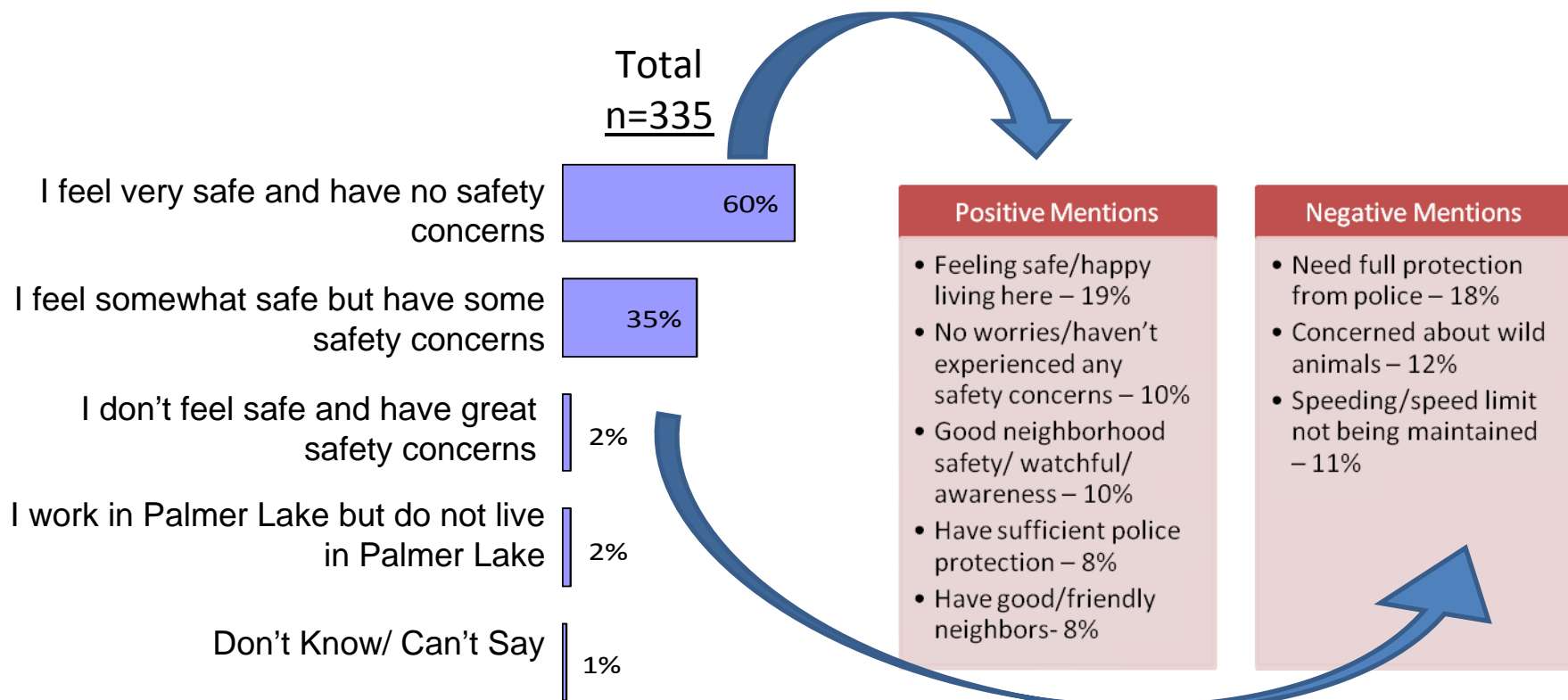
Importance of Keeping Palmer Lake Filled

While 7 in 10 believe keeping Palmer Lake filled is important, this is especially true of newer residents of Palmer Lake, at 82%.



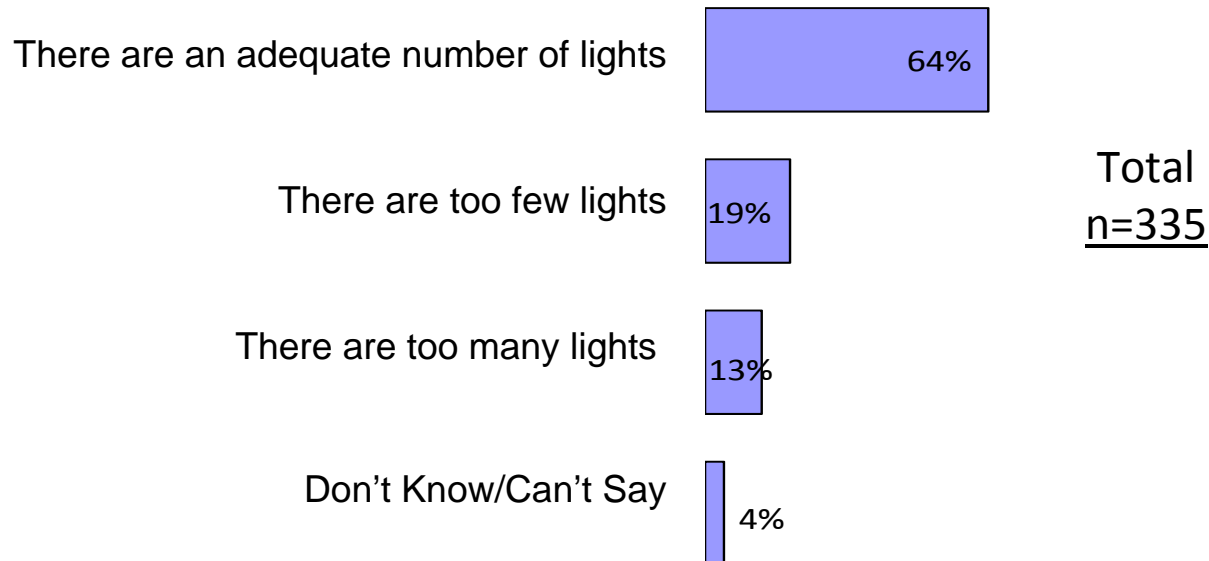
Feeling of Safety in Palmer Lake

The majority of PL residents feel very safe in Palmer Lake, but those with safety issues cite speeding, concern about wild animals and the need for full protection from police among their chief concerns.



Street Lighting

6 out of 10 believe Palmer Lake has an adequate number of street lights.



Use of Parks and Recreation

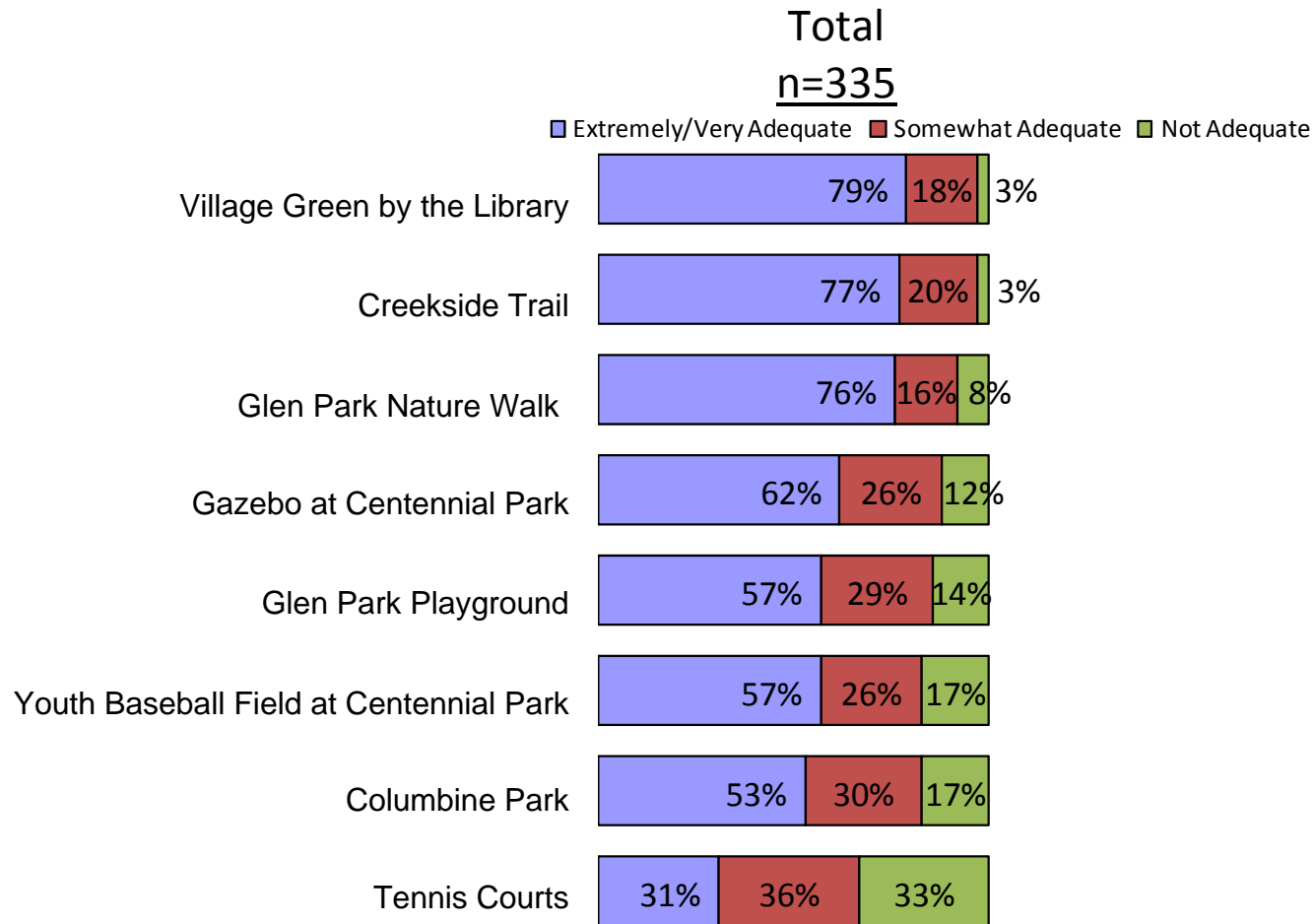
	Total <u>n=335</u>		Households with Children <u>n=115</u>		Households w/o Children <u>n=197</u>	
	% Used	Avg. Uses/Year [†]	% Used	Avg. Uses/Year [†]	% Used	Avg. Uses/Year*
Palmer Lake Recreation Area	89%	81	94%	59	87%	85
Santa Fe Trail	86%	83	92%	61	84%	92
Trail to Reservoirs	83%	70	91%	52	78%	71
Pikes Peak Regional Library Palmer Lake Branch	81%	89	84%	46	79%	93
Tri-Lakes Center for the Arts	70%	70	70%	42	72%	64
Village Green by the Library	70%	87	76%	49	65%	84
Glen Park Nature Walk	61%	132	61%	89	61%	138
Creekside Trail	60%	133	62%	111	59%	125
Gazebo at Centennial Park	46%	133	45%	63	46%	146
Glen Park Playground	44%	202	57%	109	37%	244
Youth Baseball Field at Centennial Park	33%	266	44%	145	25%	342
Tennis Courts	28%	303	37%	154	21%	388

* Among those who use

† Q11 Number of times have made use of parks and recreation areas in the past year

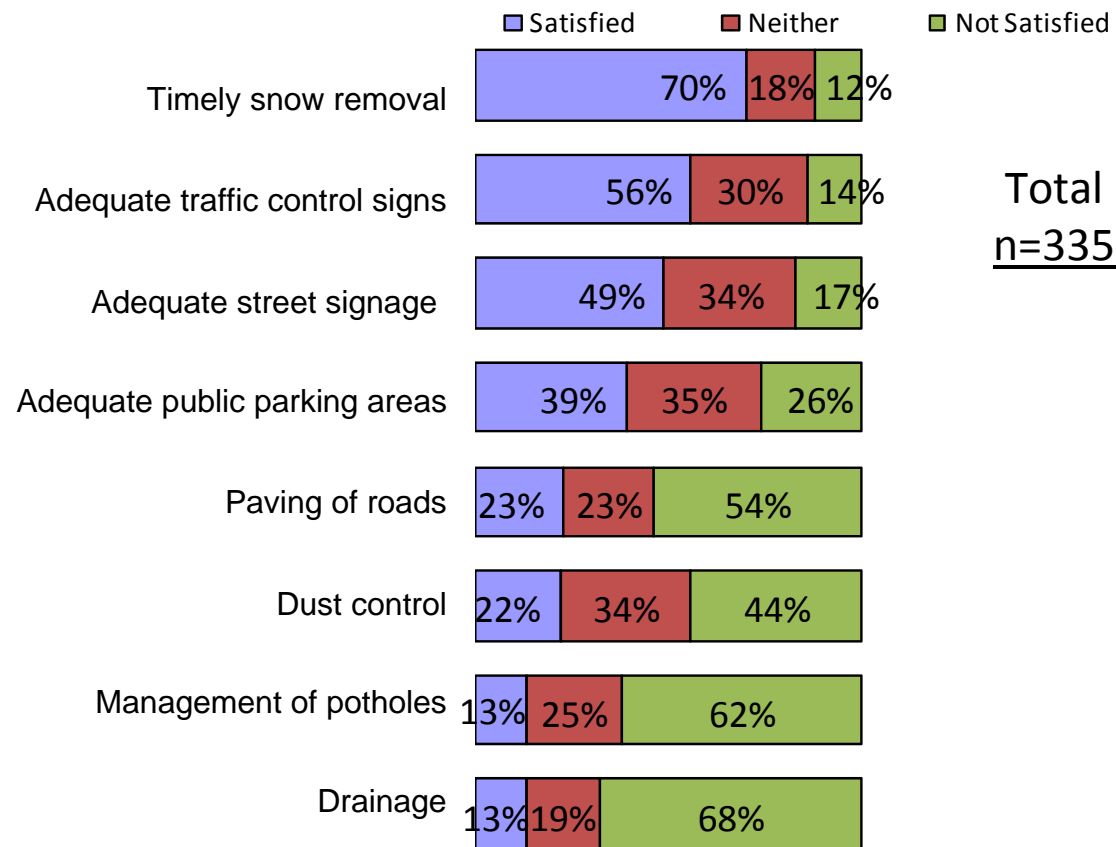
Adequacy of Parks and Recreation

Other than the tennis courts, the majority rated most parks and recreation areas to be extremely/very adequate.



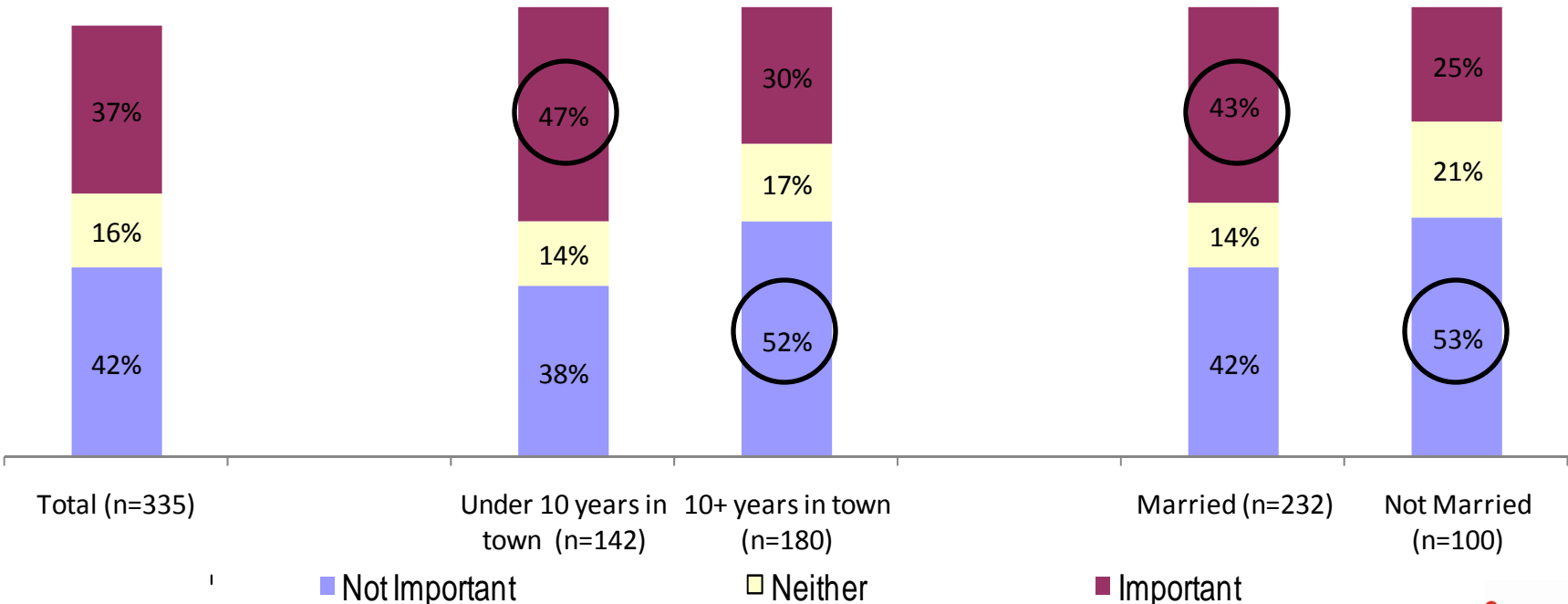
Satisfaction with Roads and Streets

While most are satisfied with timely snow removal and about half are satisfied with traffic control and street signage, a majority are unsatisfied with road paving and pothole and drainage management.



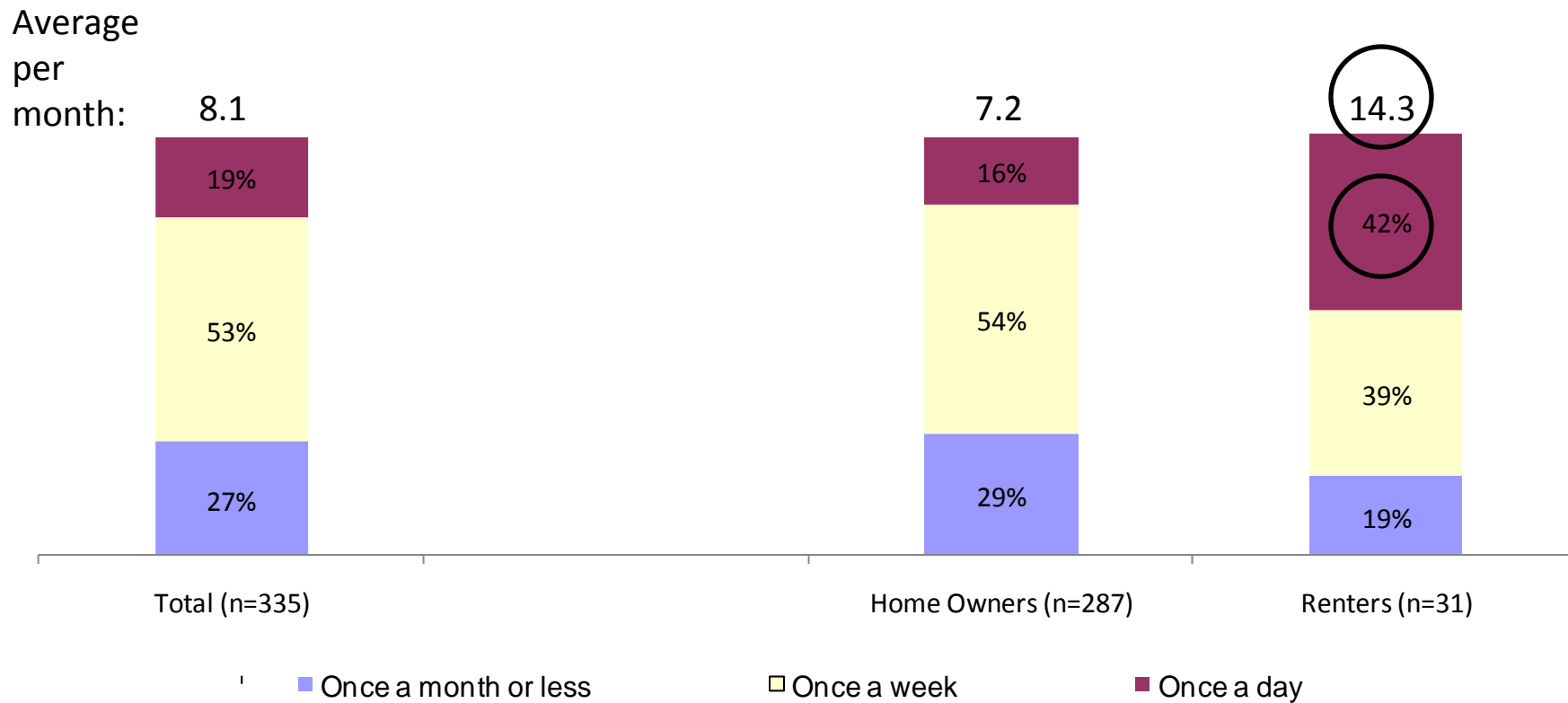
Importance of Partial Quiet Zone

Respondents are fairly evenly divided on the issue of a partial quiet zone, but more married respondents and newer town residents find it important.



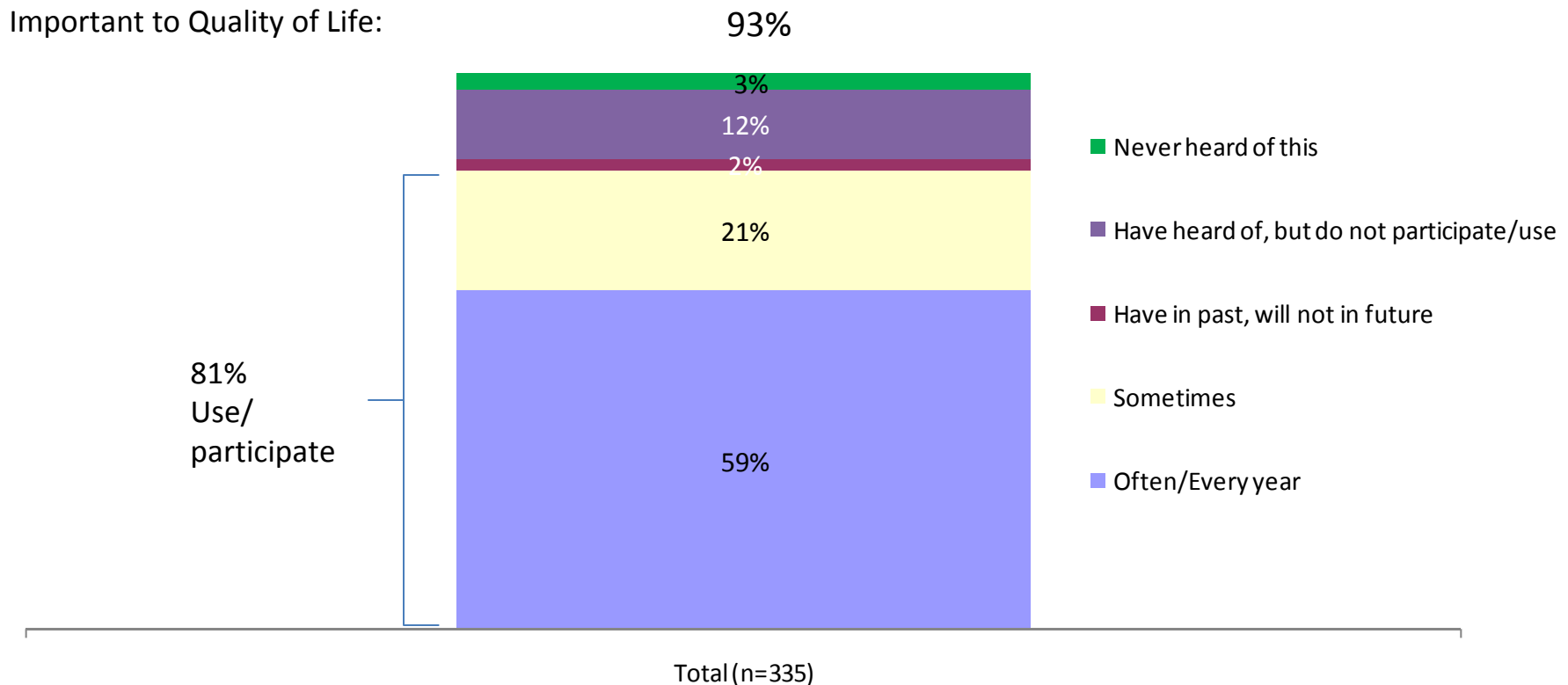
Patronage of Palmer Lake Businesses

While respondents patronize PL businesses an average of 8.1 times per month, renters patronize local businesses nearly twice as often as homeowners.



Use/Patronage and Importance of... The Palmer Lake Star

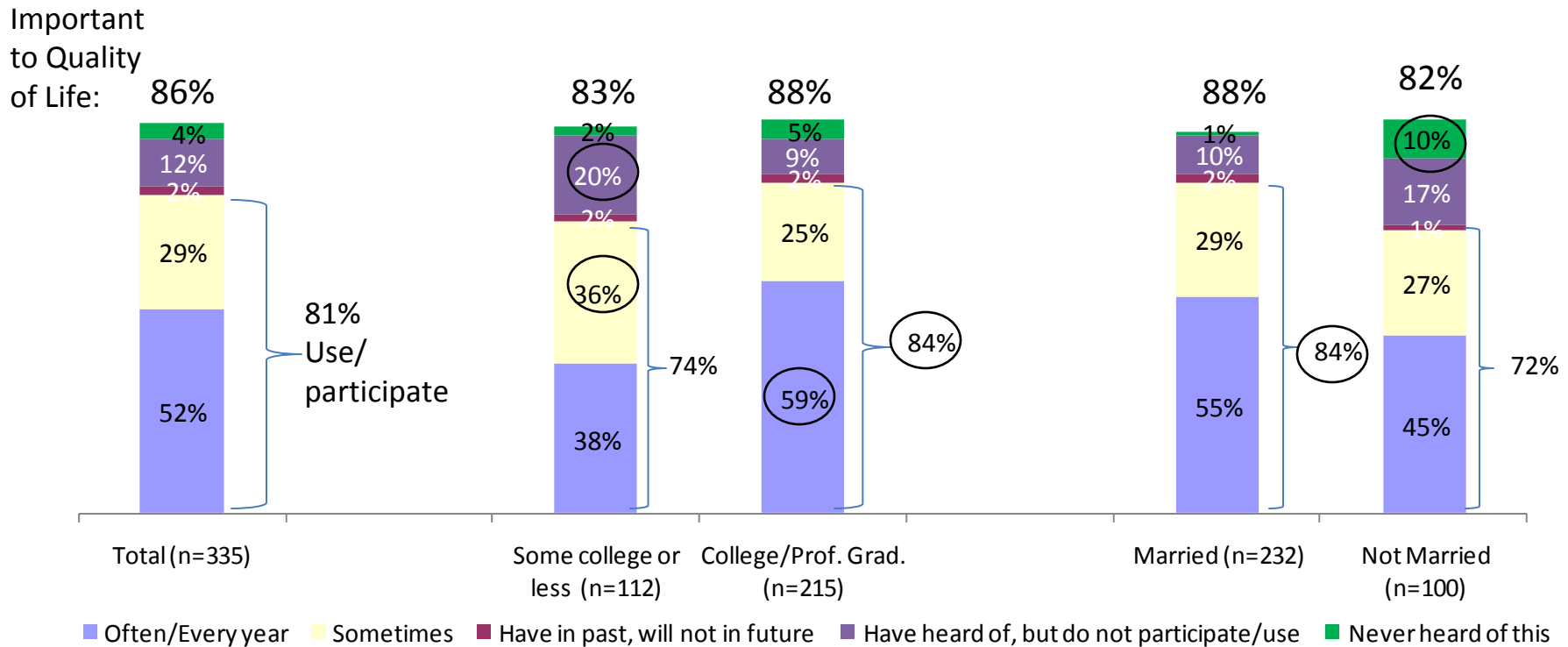
More than 9 in 10 rated the Palmer Lake Star as highly important to quality of life in Palmer Lake.



Q14 Use or Patronage of....
Q15 Rating about the Importance [] contributes to personal quality of life in Palmer Lake

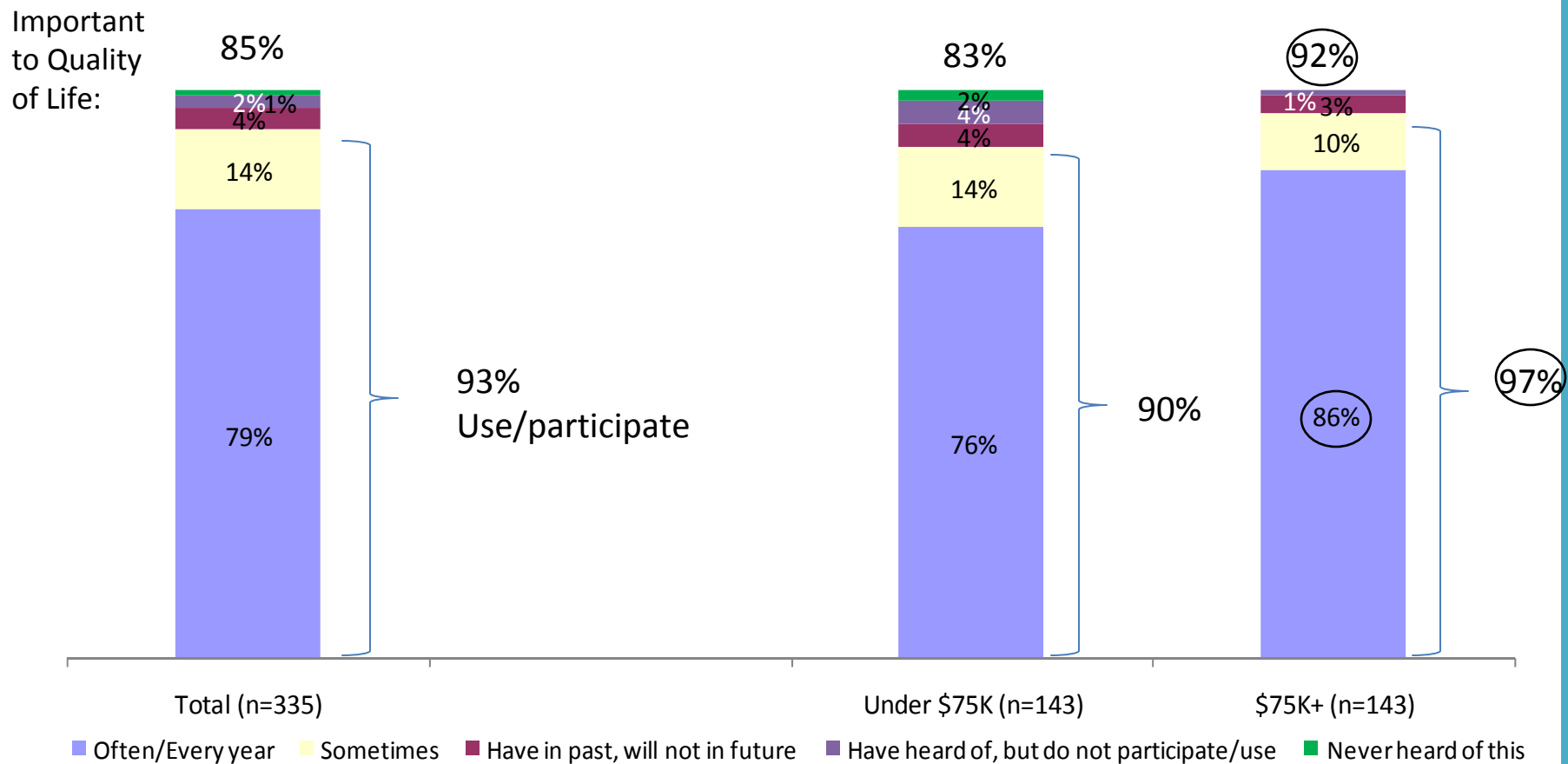
Use/Patronage and Importance of... Pikes Peak Regional Library

Nearly 9 in 10 rate the regional library as important to quality of life, and more than 8 in 10 use the library, especially among those who are married or college or advanced degrees.



Use/Patronage and Importance of... Fourth of July Fireworks

More than 9 in 10 participate in Fourth of July fireworks. Participation is even higher among persons in households of more than \$75K or more.

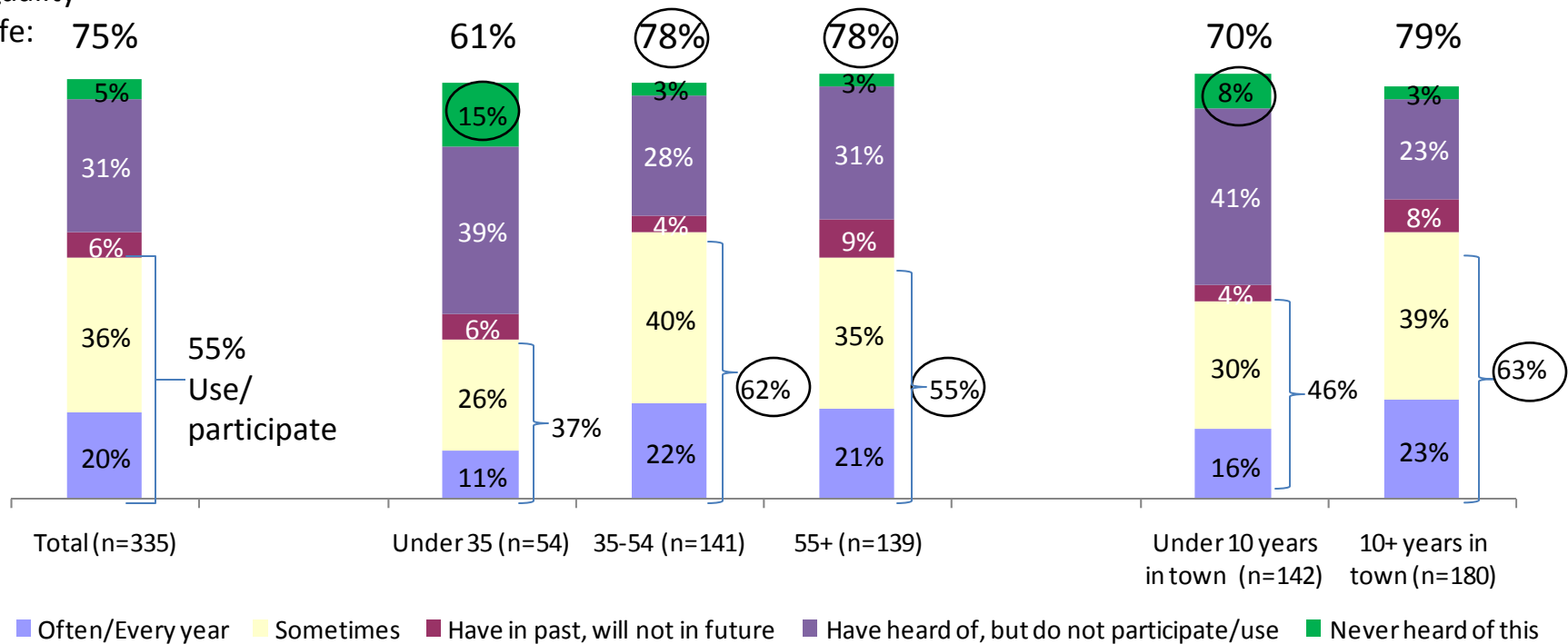


Q14 Use or Patronage of....
 Q15 Rating about the Importance [] contributes to personal quality of life in Palmer Lake

Use/Patronage and Importance of... Yule Log Festival

Yule Log Festival participation is highest among longer term town residents and those ages 35 to 54 years. While overall about half participate, nearly 3 in 4 rated this event as important to quality of life in Palmer Lake.

Important
to Quality
of Life: 75%



Q14 Use or Patronage of....

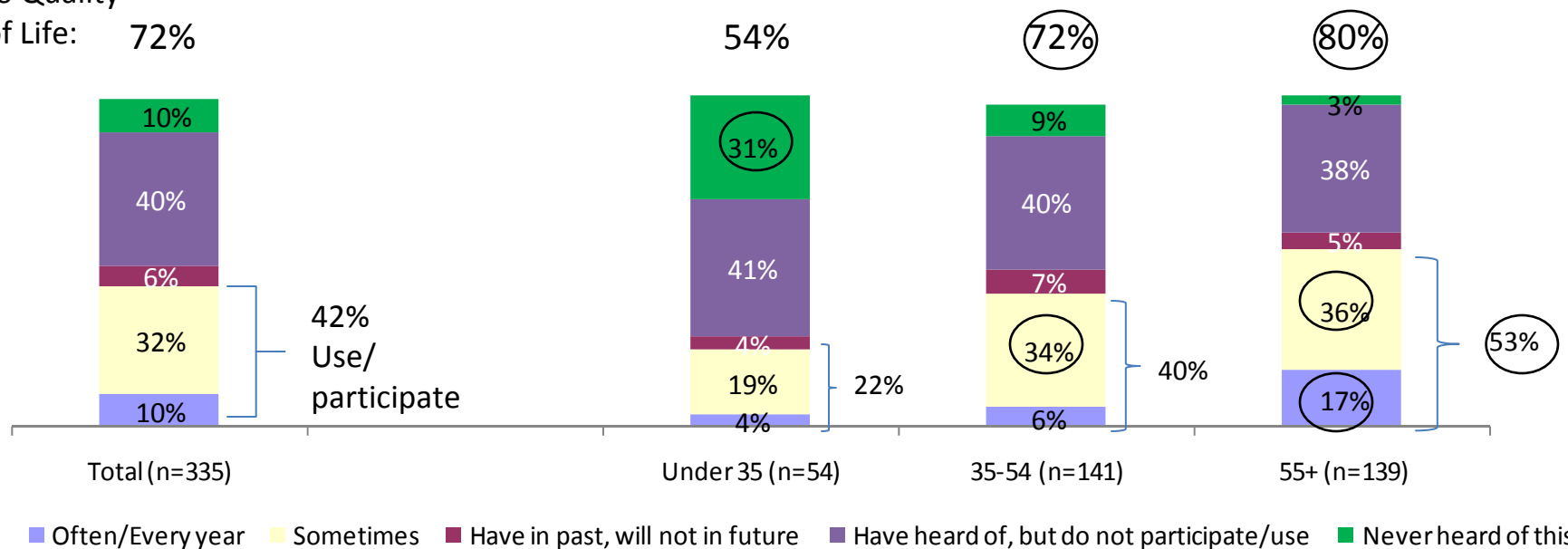
Q15 Rating about the Importance [] contributes to personal quality of life in Palmer Lake

Use/Patronage and Importance of... Palmer Lake Historical Society

While 7 in 10 believe the PLHS is important to quality of life, 4 in 10 do not participate. The PLHS is especially important to those 55 years and above and more than half of this age group participate.

Important to Quality of Life:

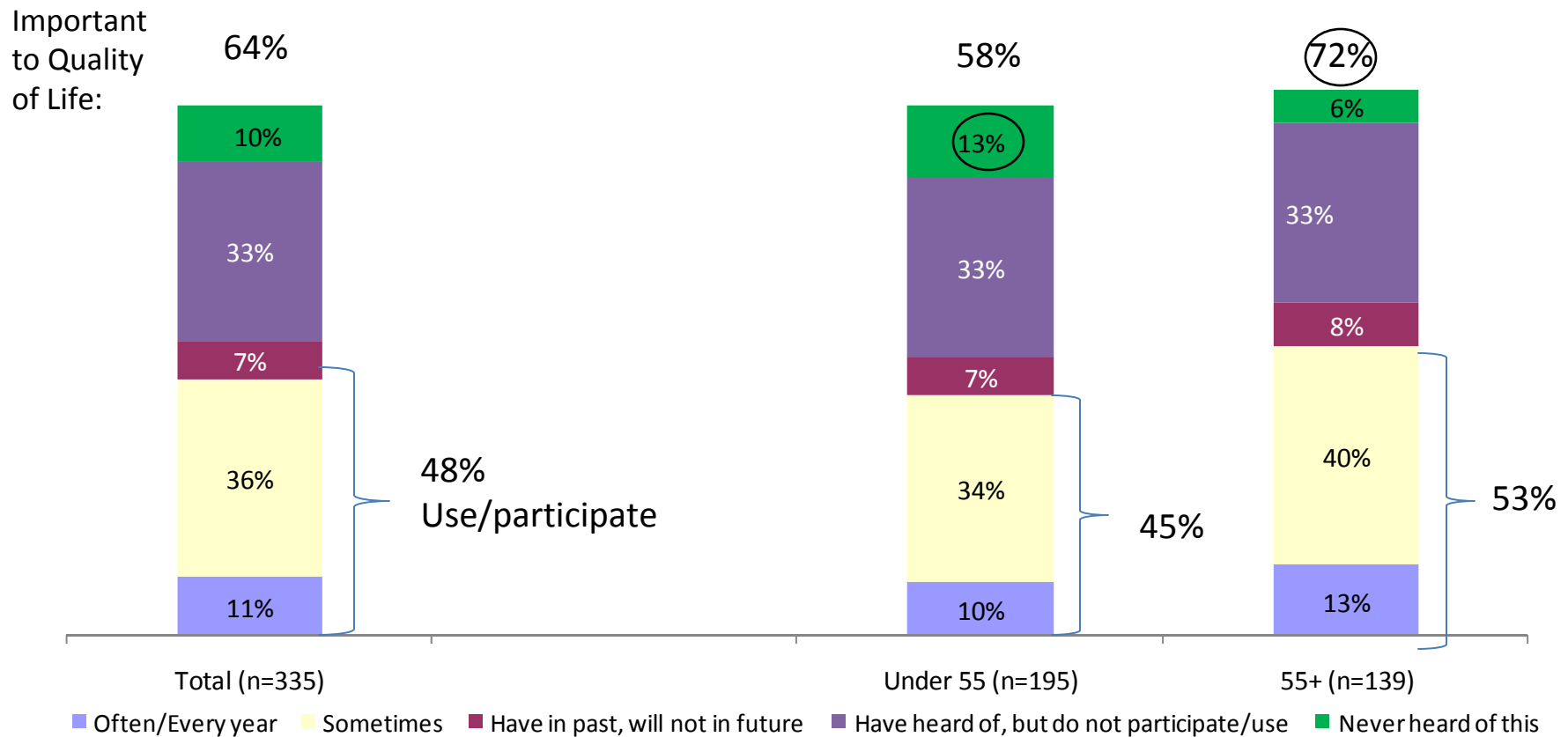
72%



Q14 Use or Patronage of....
Q15 Rating about the Importance [] contributes to personal quality of life in Palmer Lake

Use/Patronage and Importance of... The Vaile Museum

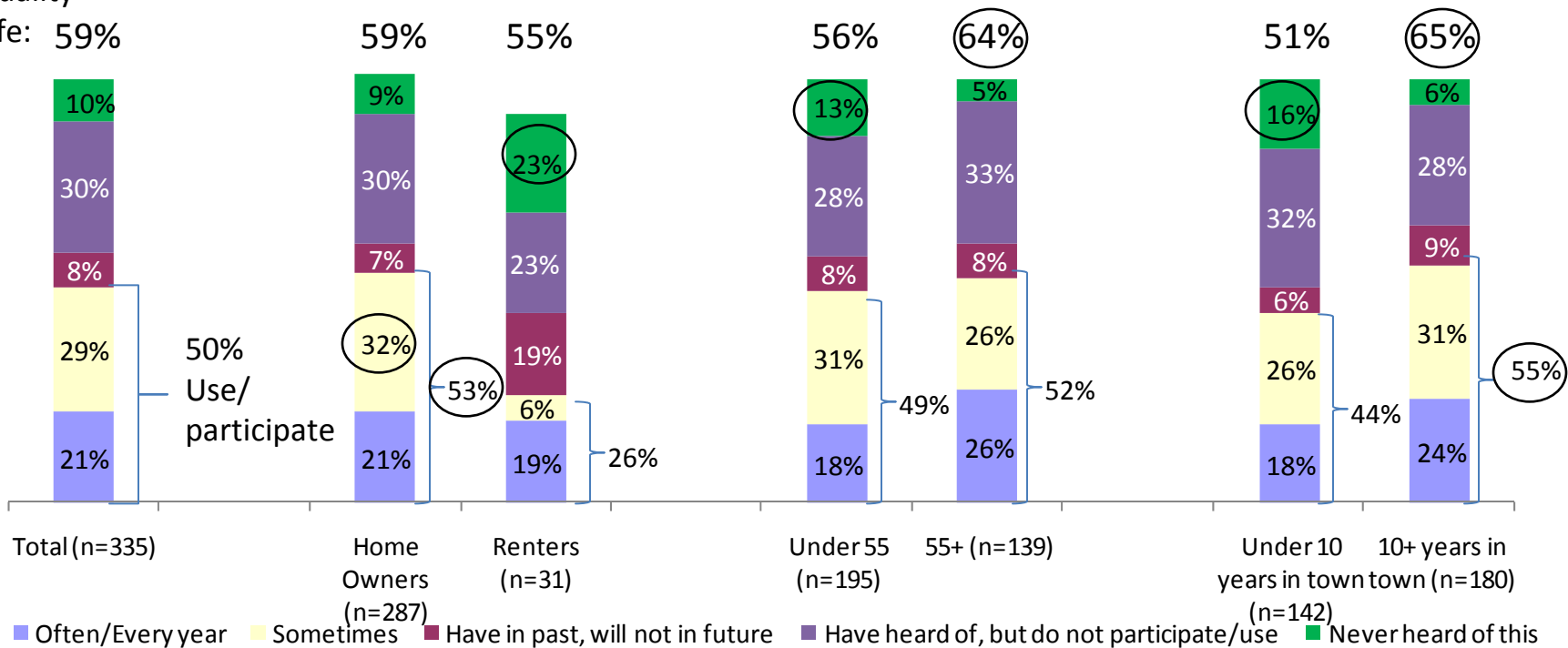
Nearly half use the Vaile Museum, and especially those over 55 years. More than 6 in 10 also ranked the Museum as important to quality of life.



Use/Patronage and Importance of... Chili Supper

Chili supper participation is highest among those age 55+ and those who have lived in Palmer Lake for more than 10 years. Lack of awareness is high among renters, at 23%. Overall, half of respondents participate in this event.

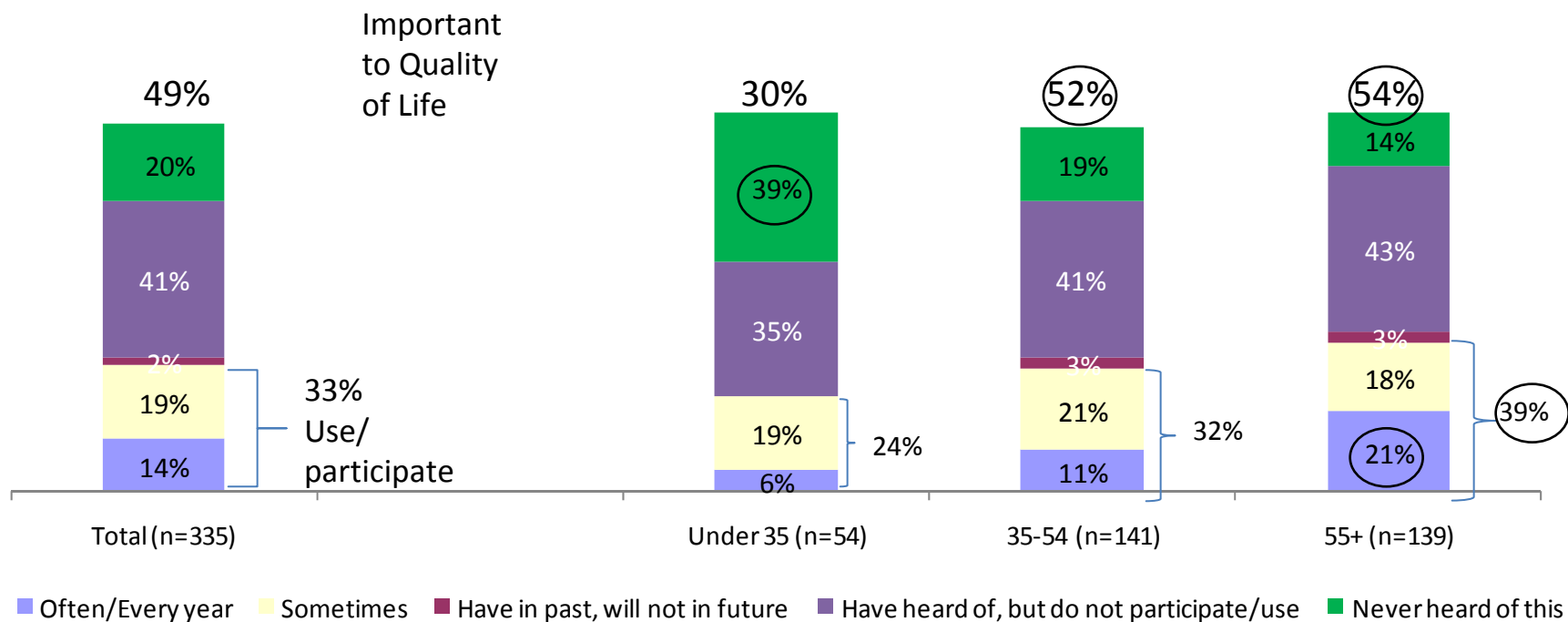
Important to Quality of Life: 59%



Q14 Use or Patronage of....
Q15 Rating about the Importance [] contributes to personal quality of life in Palmer Lake

Use/Patronage and Importance of... The Rocky Mountain Chautauqua Festival

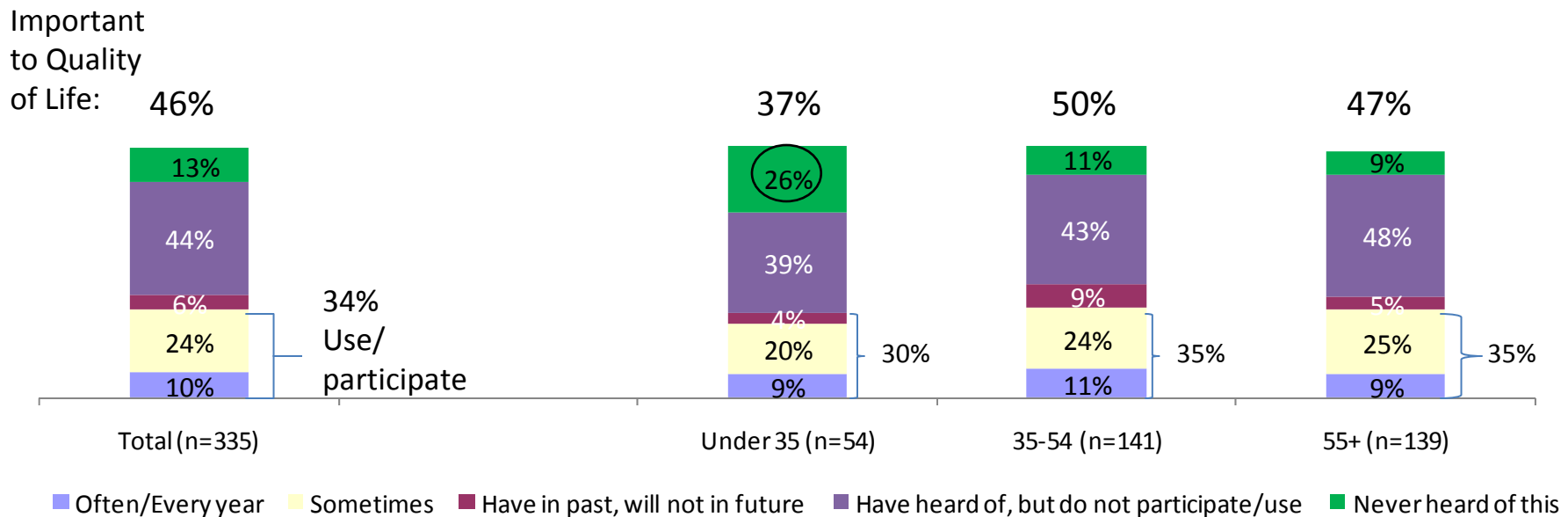
This festival has an awareness problem among 1 in 5, and especially among those under 35 years, and 4 in 10 do not participate. It is most patronized by those 55 years and above.



Q14 Use or Patronage of....
Q15 Rating about the Importance [] contributes to personal quality of life in Palmer Lake

Use/Patronage and Importance of... Pancake Breakfast

In total and across all age bands, 4 in 10 have heard of, but do not participate in this event, but nearly half find the event important to their overall quality of life. Only 1 in 10 participate often, but 3 in 10 sometimes participate.

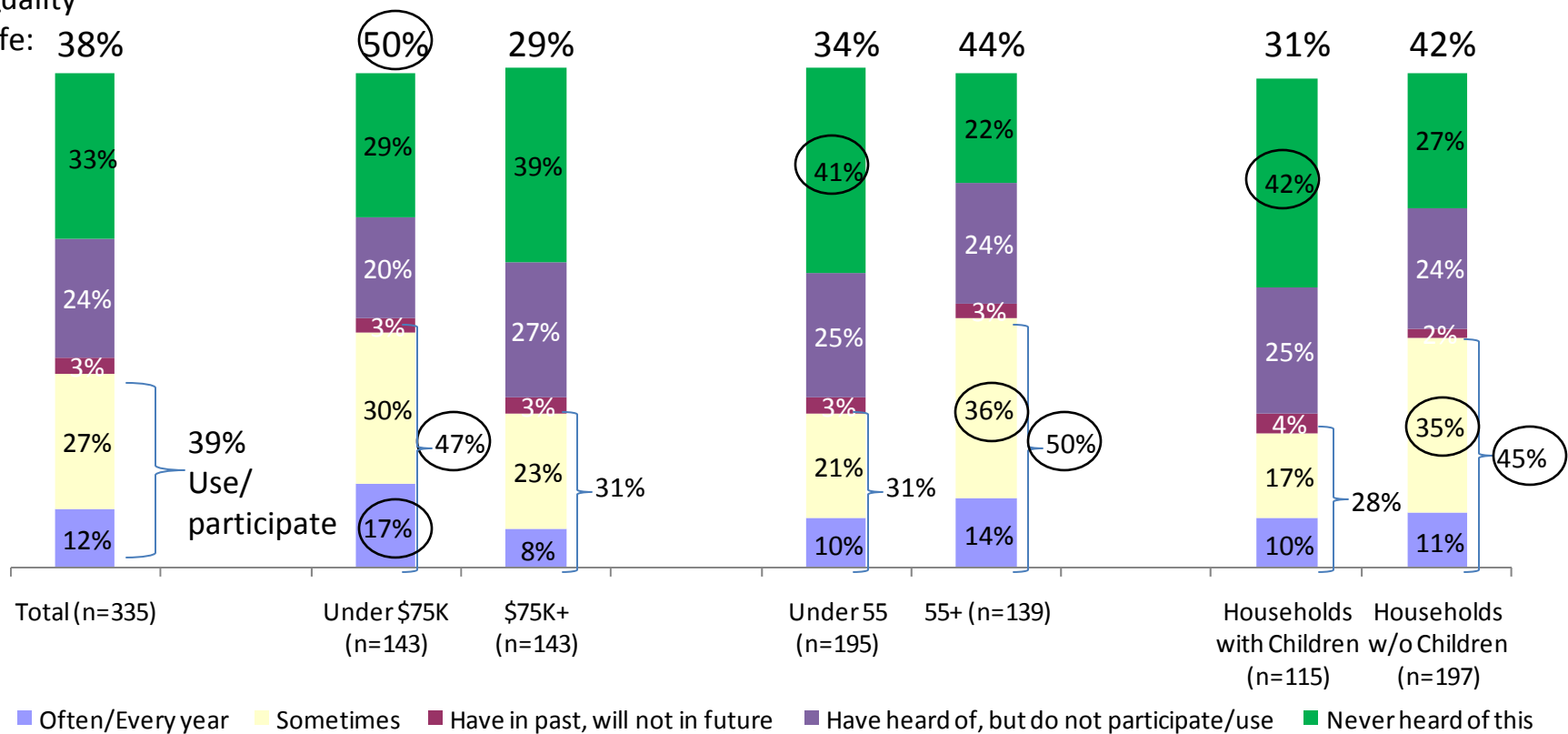


Q14 Use or Patronage of....
 Q15 Rating about the Importance [] contributes to personal quality of life in Palmer Lake

Use/Patronage and Importance of... Columbine Festival

While overall nearly 4 in 10 participate in the Columbine Festival, participation is highest among households of under \$75K, those age 55 or more and households without children. Importance to quality of life is highest among households under \$75K.

Important to Quality of Life: 38%

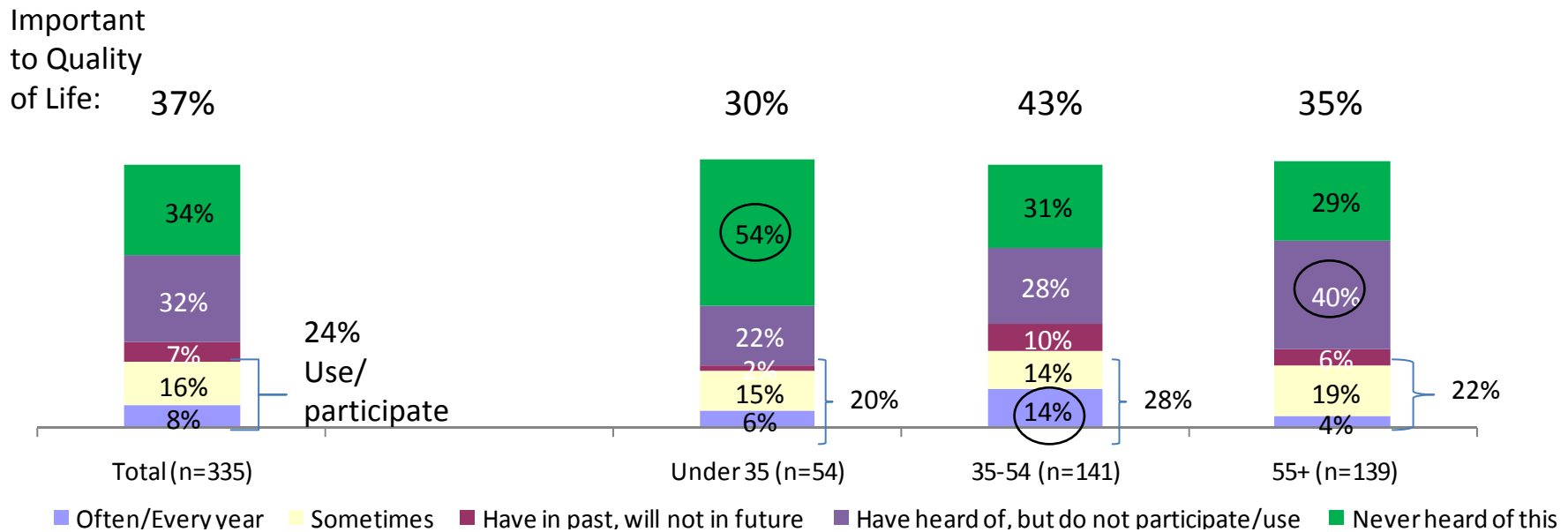


Legend:
■ Often/Every year
■ Sometimes
■ Have in past, will not in future
■ Have heard of, but do not participate/use
■ Never heard of this



Use/Patronage and Importance of... Winter Fest

Overall, more than 3 in 10 find WinterFest important to quality of life, and 4 in 10 of those 35 to 54 years, but more than one-third overall and half of those under 35 years never heard of this event.



Q14 Use or Patronage of....

Q15 Rating about the Importance [] contributes to personal quality of life in Palmer Lake

Use/Patronage and Importance Summary

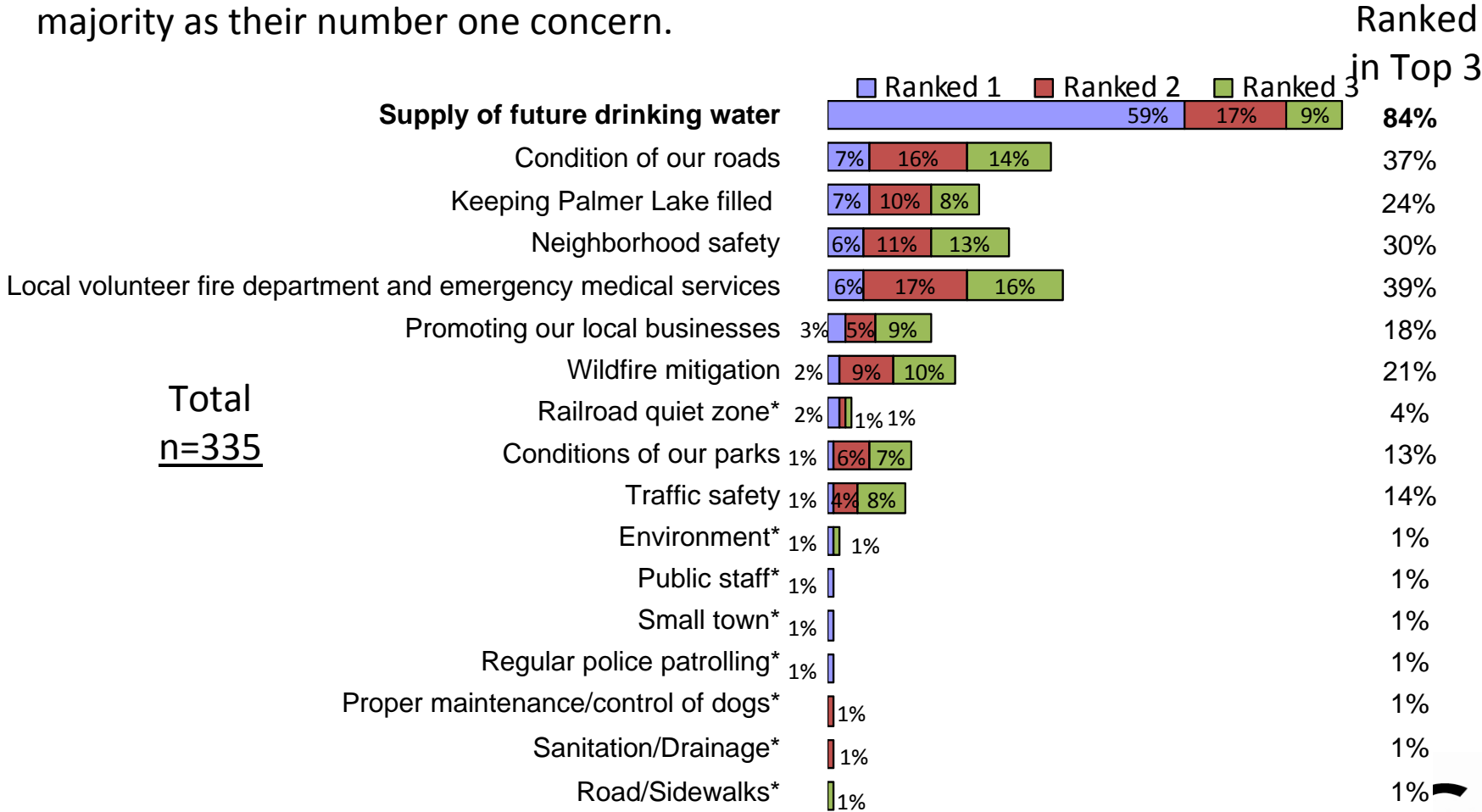
	Important to personal quality of life in Palmer Lake	Use/Participate often/every year or sometimes
Base (Total Respondents)	N = 335	N= 335
Palmer Lake Star	93%	81%
Pikes Peak Regional Library Palmer Lake Branch	86%	81%
Fourth of July Fireworks	85%	93%
Yule Log Festival	75%	55%
Palmer Lake Historical Society	72%	42%
The Vaile Museum	64%	48%
Chili Supper	59%	50%
The Rocky Mountain Chautauqua Festival	49%	33%
Pancake Breakfast	46%	34%
Columbine Festival	38%	39%
Winter Fest	37%	24%

Q14 Use or Patronage of....

Q15 Rating about the Importance [] contributes to personal quality of life in Palmer Lake

Ranking of Importance to Personal Quality of Life

Supply of future drinking water is the most important concern to quality of life in Palmer Lake, with more than 8 in ten ranking it as one of their top three, and the majority as their number one concern.



Total
n=335

* Indicates written in response



Suggestions, Ideas or Comments to Share with Palmer Lake Town Council

Base: Total Respondents, n=335

Suggestions (80%)

- Improve streets/roads/sidewalks (24%)
- Better management of resources (10%)
- Monitor environment (10%)
- Improve/unify services agencies (8%)
- Improve lake/lake area (8%)
- Improve sewage system (6%)
- Maintain small town stature (6%)
- Control train whistle noise (6%)
- More professionalism in services (5%)
- More commercial activity (5%)

Positive Mentions (30%)

- Good Work/ Keep it up/ Thanks (13%)
- Good/small/beautiful/rural town to live in (10%)
- Good survey (5%)