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November 27, 2019

Dear Castle Pines Metro District residents:

In October, Castle Pines Metropolitan District (District) offered our residents an opportunity to participate in a brief online survey, aimed at determining how the district could better communicate with residents. We want to thank the 300 of you who answered the survey.

Here's what we learned: we need to improve in a few key areas. In a question asking residents to rate how the Board and staff are performing, nearly 60 percent believe we are doing a good or excellent job; however, 29% of respondents indicated the Board and staff are doing only a fair or poor job. We understand that is not acceptable, and over the next few months will strive to improve how we respond to customer service requests and complaints. The Board is discussing methods to make decisions more transparent, and we trust you will see improvements over the next few months. If you have a current issue that has not been resolved, please contact the District at (303) 688-8330 or by email at [info@castlepinesmetro.com](mailto:info@castlepinesmetro.com).

You also told us that a quarterly newsletter is a preferred way (69%) for residents to stay informed about CPMD activities and news, along with consistent email communication. We're taking steps for improving our outbound information. Please know that in the future we will be communicating more frequently and thoroughly with all our residents. We have already allocated funds to enhance our website and will be improving our communication plan with feedback from the survey.

The full survey report is provided on the following pages.

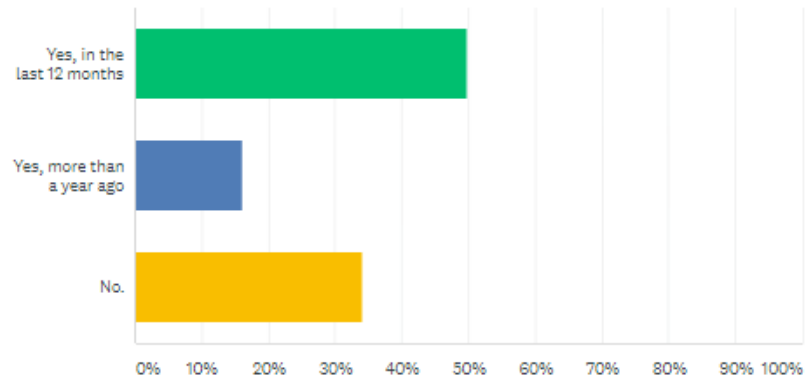
Sincerely,  
BOARD OF DIRECTORS,  
CASTLE PINES METROPOLITAN DISTRICT

Dick Munday, Chairman  
Craig Sundquist, Treasurer  
Rick Huser, Secretary  
Bill Calhoun, Director  
Jeff Battin, Director

## Question #1

Have you had any in-person, email or phone contact with a Castle Pines Metro District employee?

Answered: 299 Skipped: 2

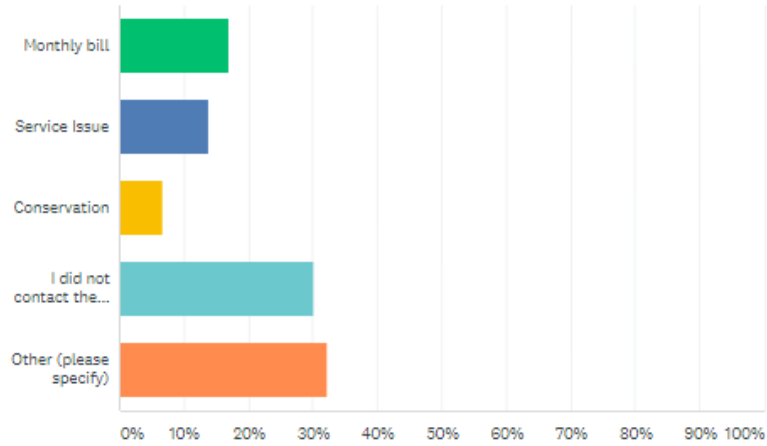


ANSWER CHOICES	RESPONSES
Yes, in the last 12 months	49.83% 149
Yes, more than a year ago	16.05% 48
No.	34.11% 102

## Question #2

What was the most recent contact about?

Answered: 295 Skipped: 6

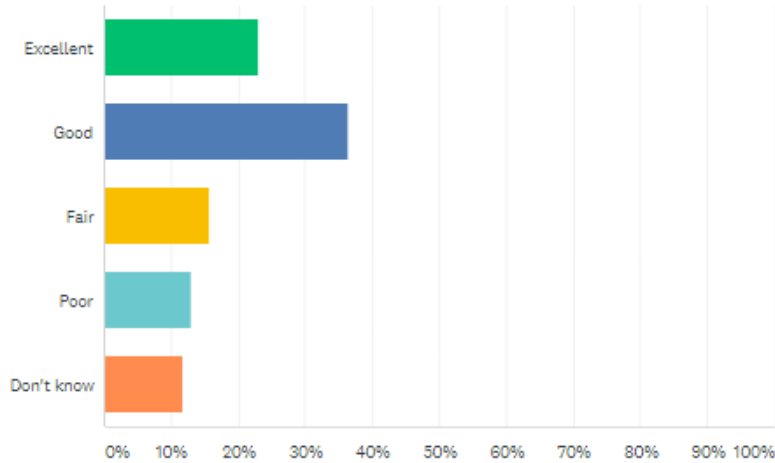


ANSWER CHOICES	RESPONSES
▼ Monthly bill	16.95% 50
▼ Service Issue	13.90% 41
▼ Conservation	6.78% 20
▼ I did not contact the District	30.17% 89
▼ Other (please specify)	<a href="#">Responses</a> 32.20% 95

### Question #3

What is your overall impression of the job the current Castle Pines Metro Board District and staff are doing in providing services to the community?

Answered: 299 Skipped: 2

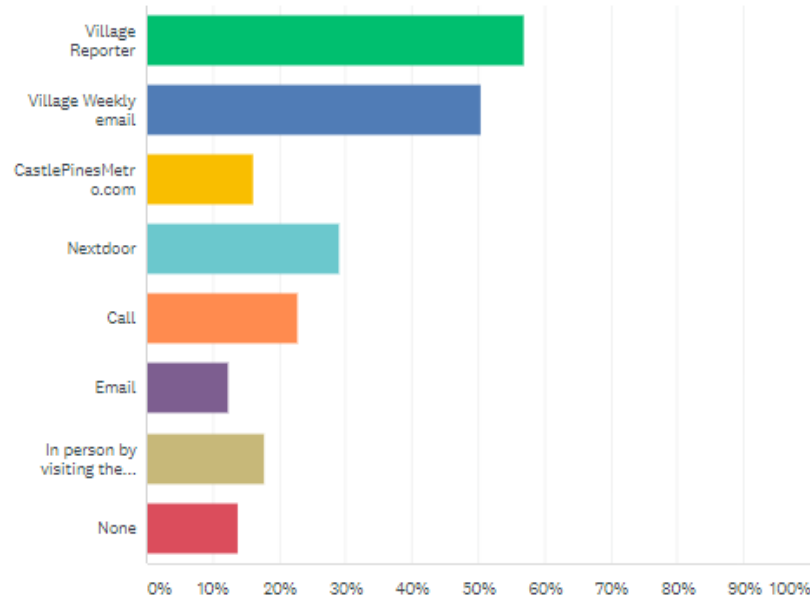


ANSWER CHOICES	RESPONSES
▼ Excellent	23.08% 69
▼ Good	36.45% 109
▼ Fair	15.72% 47
▼ Poor	13.04% 39
▼ Don't know	11.71% 35

## Question #4

Which of the following sources, if any, have you used in the past year to get information from Castle Pines Metro? (Check all that apply)

Answered: 299 Skipped: 2

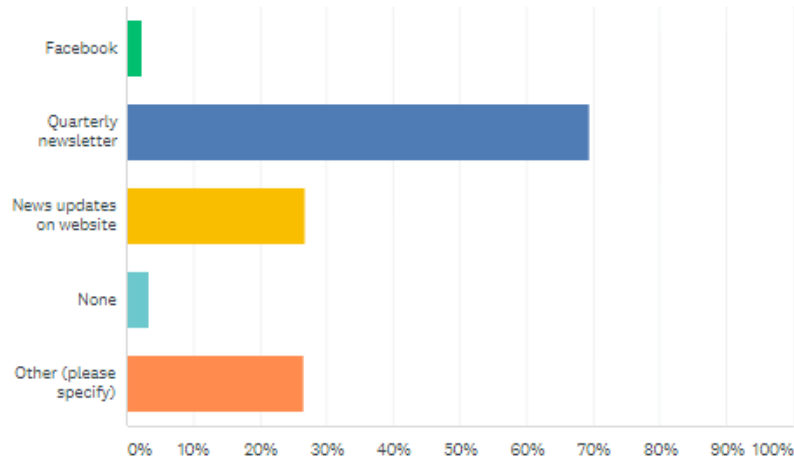


ANSWER CHOICES	RESPONSES
▼ Village Reporter	56.86% 170
▼ Village Weekly email	50.50% 151
▼ CastlePinesMetro.com	16.05% 48
▼ Nextdoor	29.10% 87
▼ Call	22.74% 68
▼ Email	12.37% 37
▼ In person by visiting the Castle Pines Metro District Office or attending a board meeting	17.73% 53
▼ None	13.71% 41

### Question #5

From which of the following sources, if any, would you prefer to receive communication from Castle Pines Metro? (Check all that apply)

Answered: 298 Skipped: 3

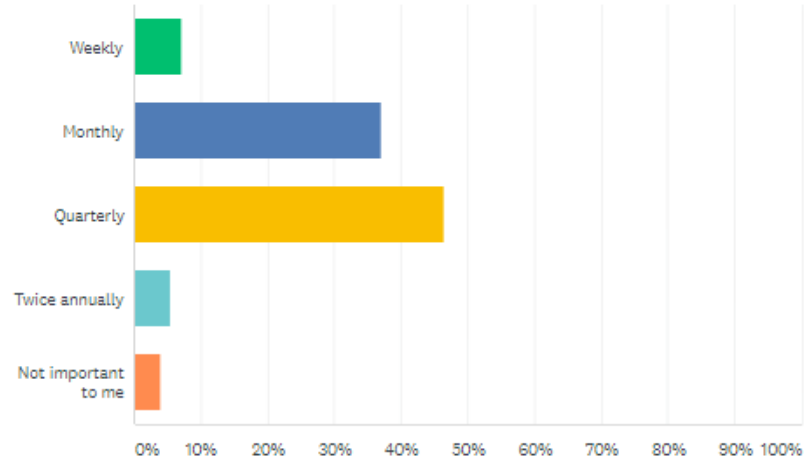


ANSWER CHOICES	RESPONSES
Facebook	2.35% 7
Quarterly newsletter	69.46% 207
News updates on website	26.85% 80
None	3.36% 10
Other (please specify)	<a href="#">Responses</a> 26.51% 79

## Question #6

How frequently would you like to receive updates from Castle Pines Metro District? (Not including urgent information)

Answered: 297 Skipped: 4

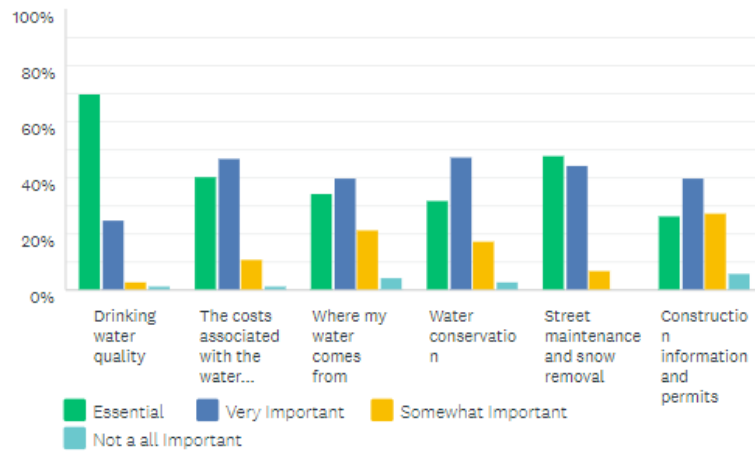


ANSWER CHOICES	RESPONSES
Weekly	7.07% 21
Monthly	37.04% 110
Quarterly	46.46% 138
Twice annually	5.39% 16
Not important to me	4.04% 12

## Question #7

How important, if at all, is it that Castle Pines Metro District provides information to the community about each of the following issues?

Answered: 298 Skipped: 3



	ESSENTIAL	VERY IMPORTANT	SOMEWHAT IMPORTANT	NOT A ALL IMPORTANT	TOTAL	WEIGHTED AVERAGE
Drinking water quality	70.13% 209	25.17% 75	3.02% 9	1.68% 5	298	1.36
The costs associated with the water system	40.68% 120	47.12% 139	10.85% 32	1.36% 4	295	1.73
Where my water comes from	34.35% 101	39.80% 117	21.43% 63	4.42% 13	294	1.96
Water conservation	32.06% 92	47.74% 137	17.42% 50	2.79% 8	287	1.91
Street maintenance and snow removal	48.15% 143	44.44% 132	7.07% 21	0.34% 1	297	1.60
Construction information and permits	26.35% 78	39.86% 118	27.70% 82	6.08% 18	296	2.14