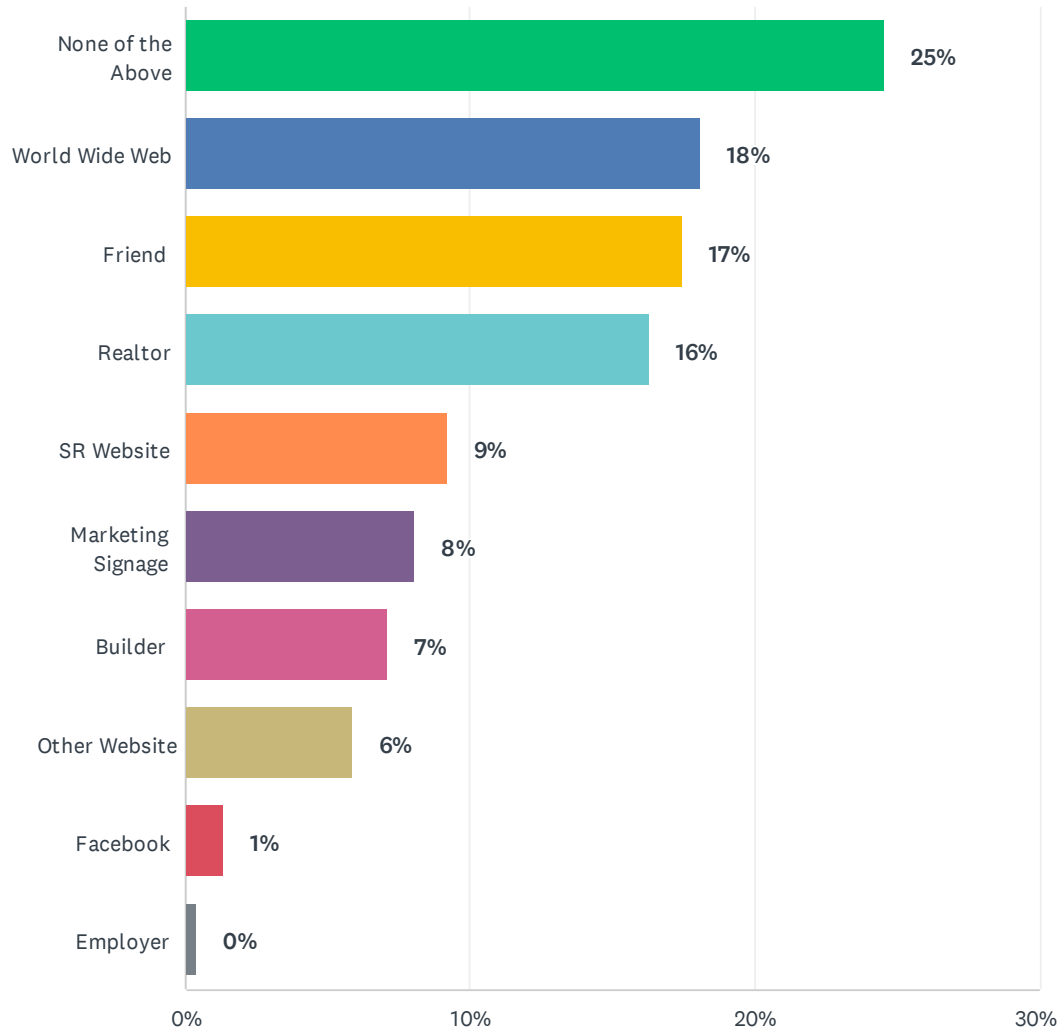


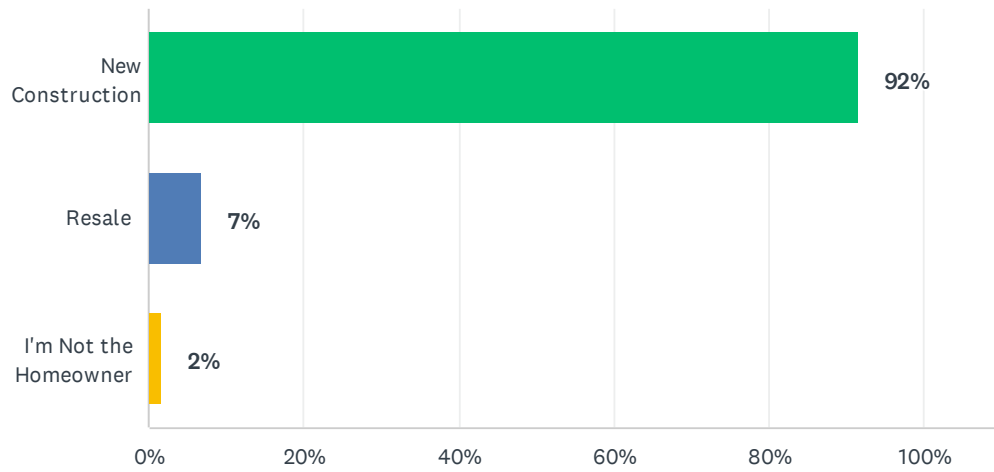
Q1 How did you hear about Sterling Ranch?

Answered: 509 Skipped: 0



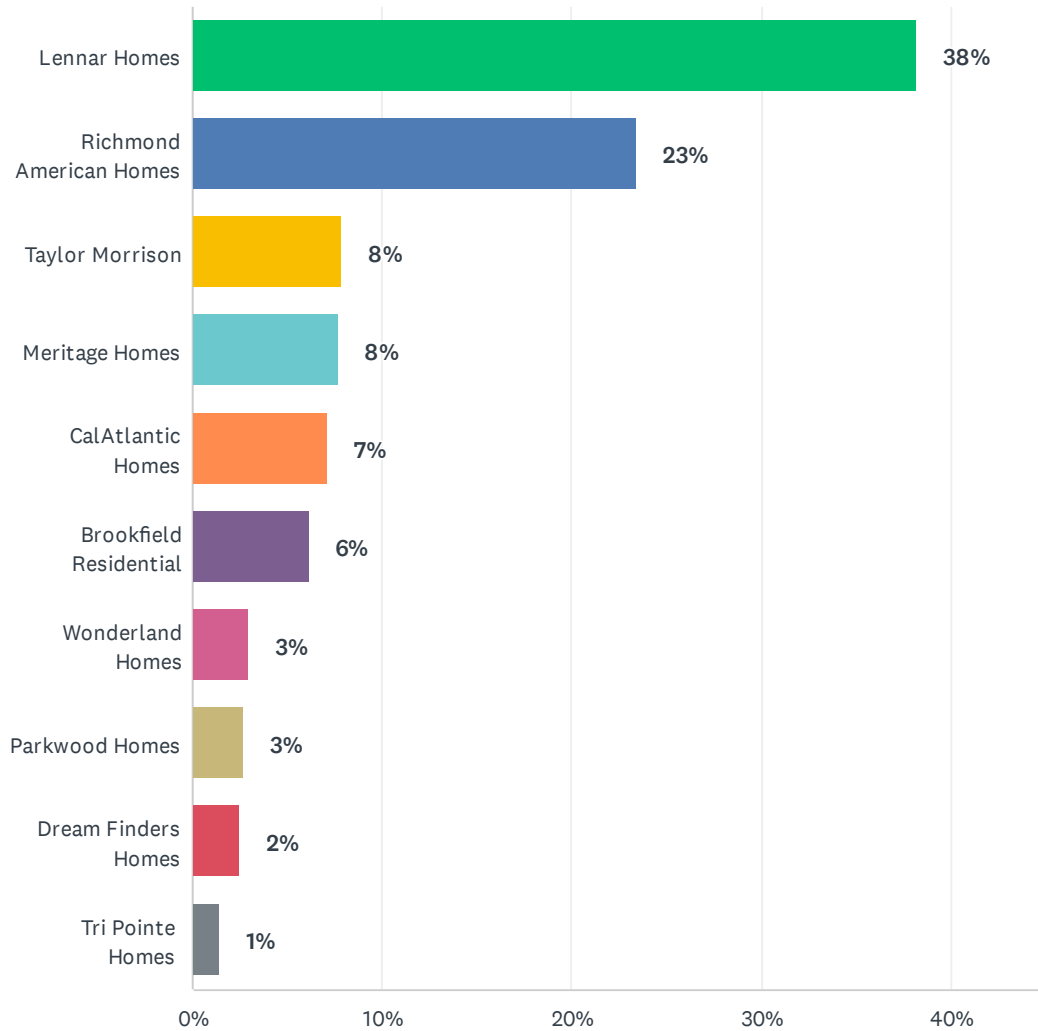
Q3 What type of home did you purchase?

Answered: 509 Skipped: 0



Q4 Which builder built your home?

Answered: 407 Skipped: 102



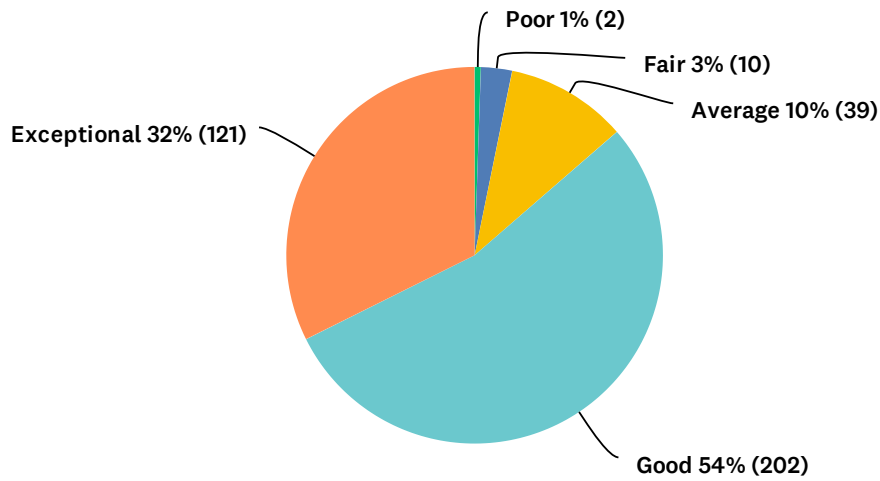
Q5 Based on your experience when searching for your new home, how impactful were the following items in your decision to purchase a home at Sterling Ranch?

Answered: 407 Skipped: 102



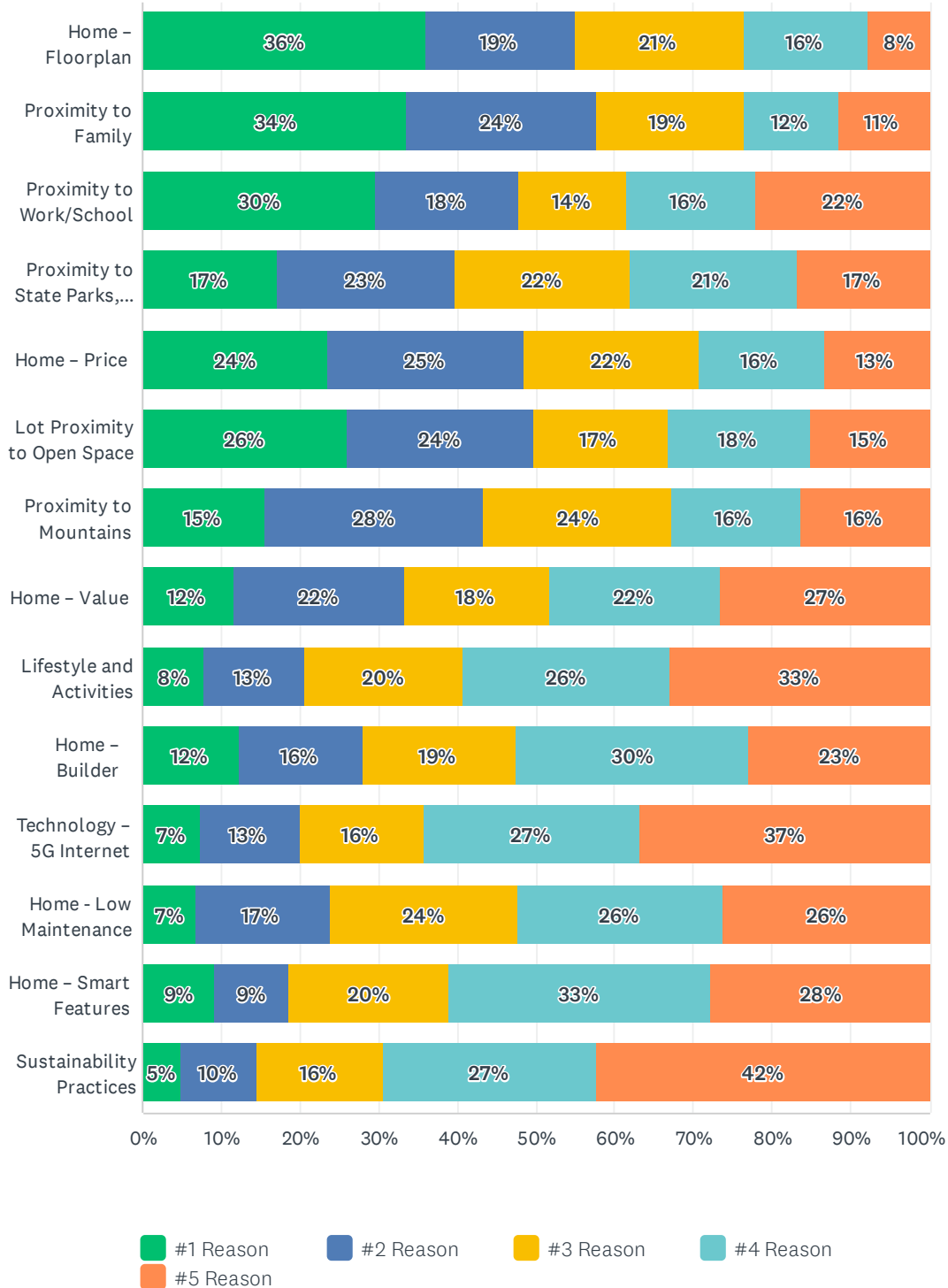
Q6 When you were searching for a new home in Sterling Ranch, what was your overall visual impression of the Sterling Ranch community on your tour(s)?

Answered: 407 Skipped: 102



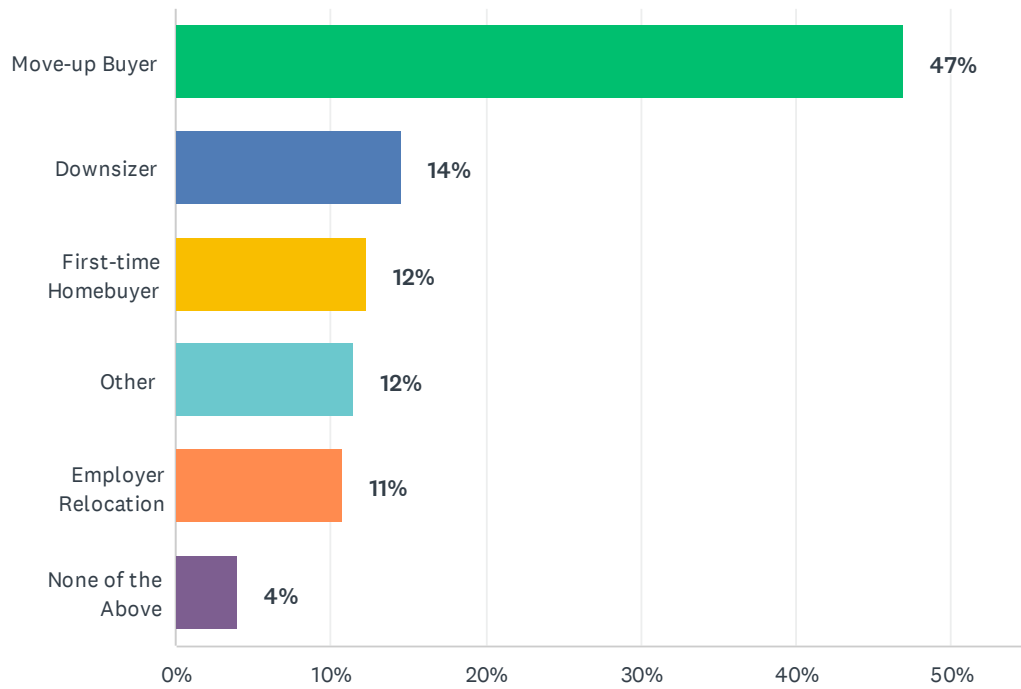
Q7 In order of importance please rate your top 5 reasons for selecting Sterling Ranch

Answered: 407 Skipped: 102



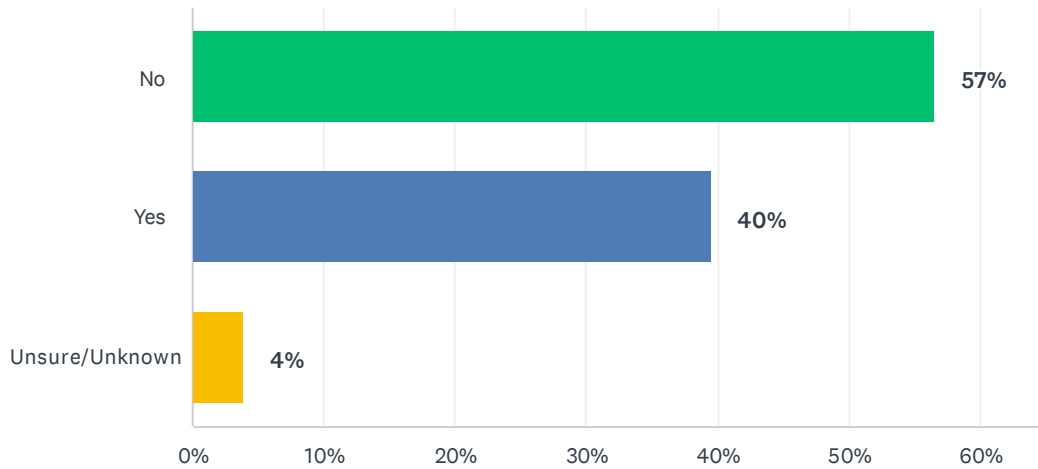
Q8 Which best describes you when you were purchasing your home?

Answered: 407 Skipped: 102



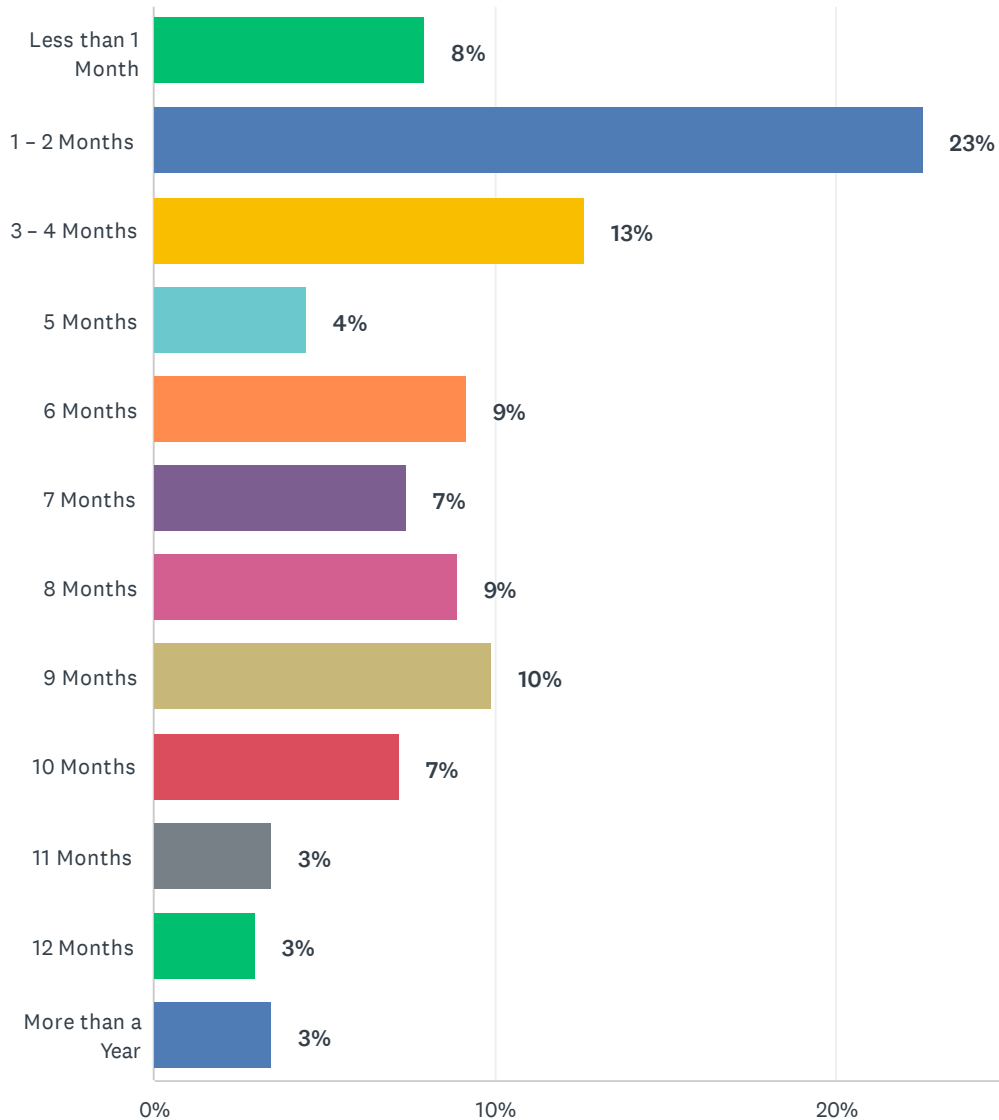
Q9 Did you purchase a spec home – where the builder chose your options for a quicker delivery versus a home where you chose all your interior and exterior options?

Answered: 407 Skipped: 102



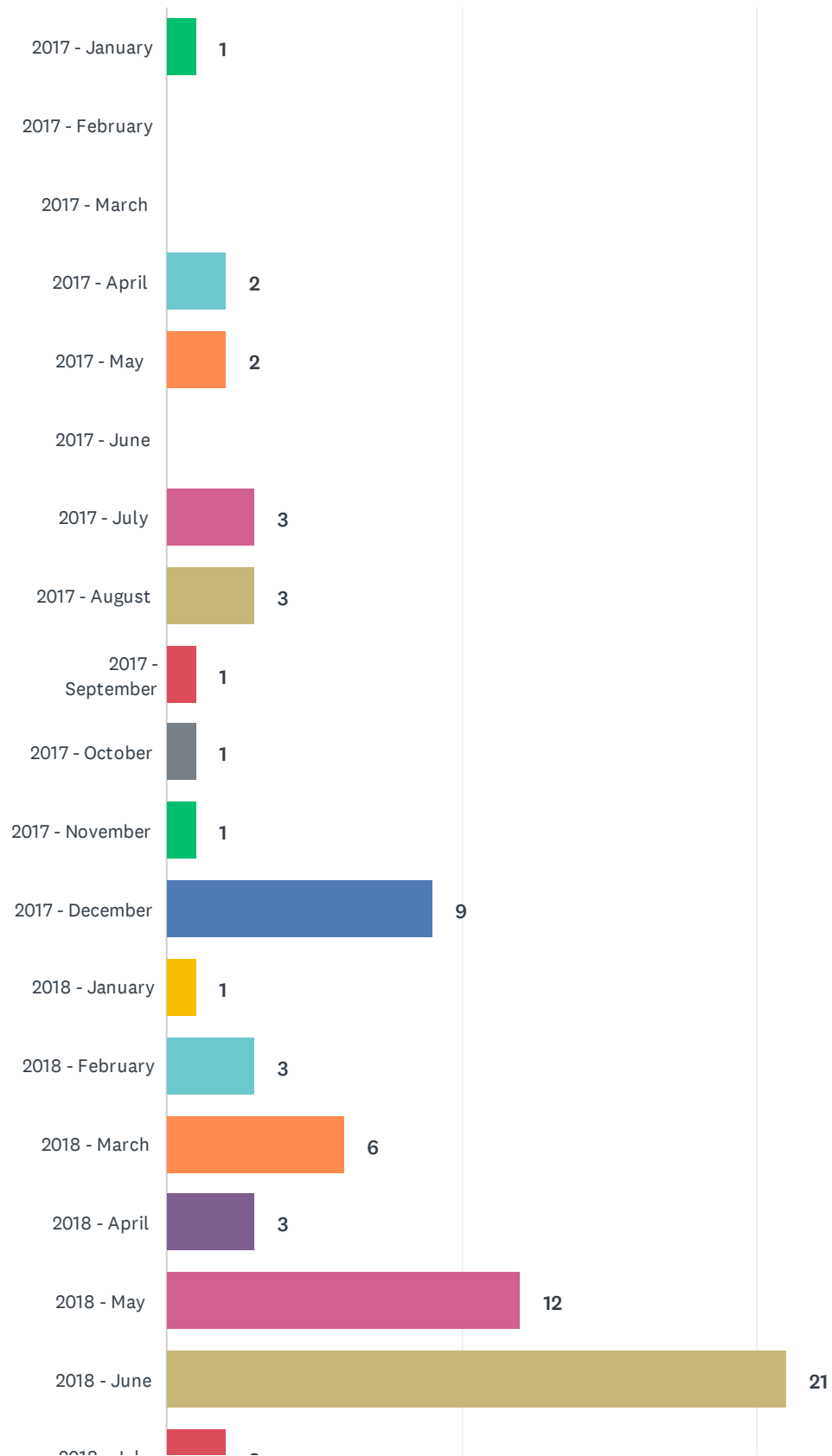
Q10 How much time passed between going under contract and closing on your home?

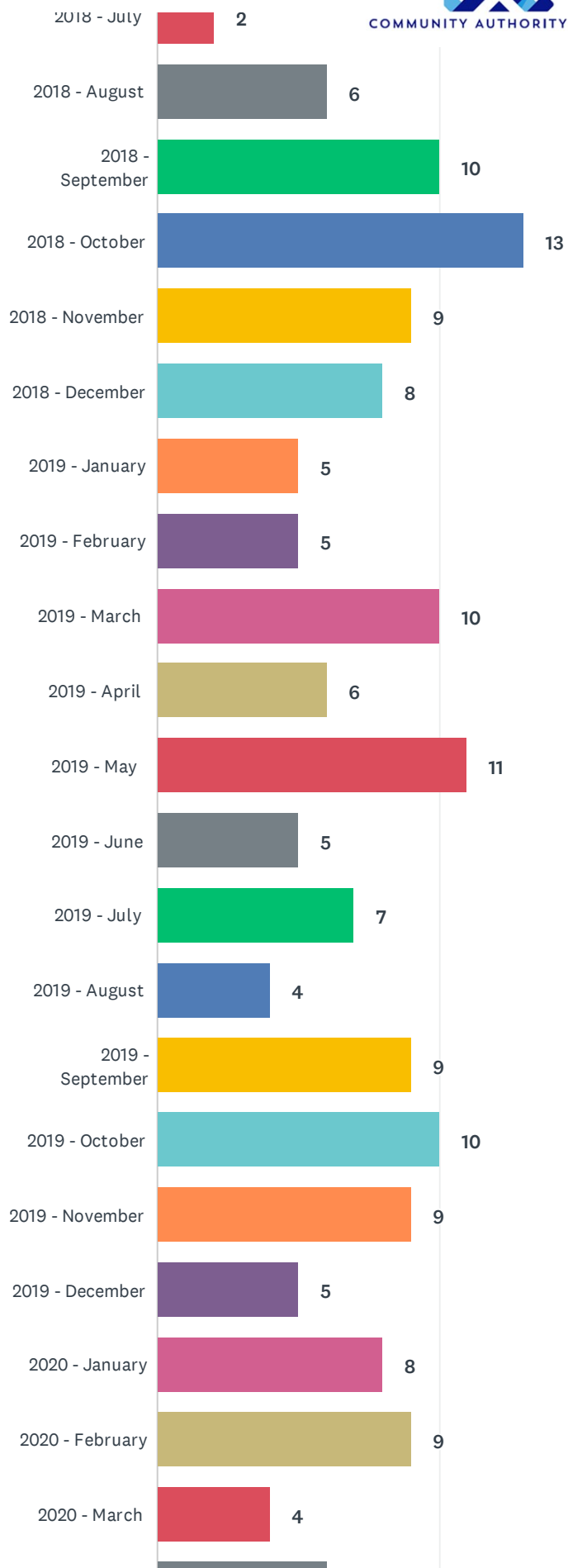
Answered: 407 Skipped: 102

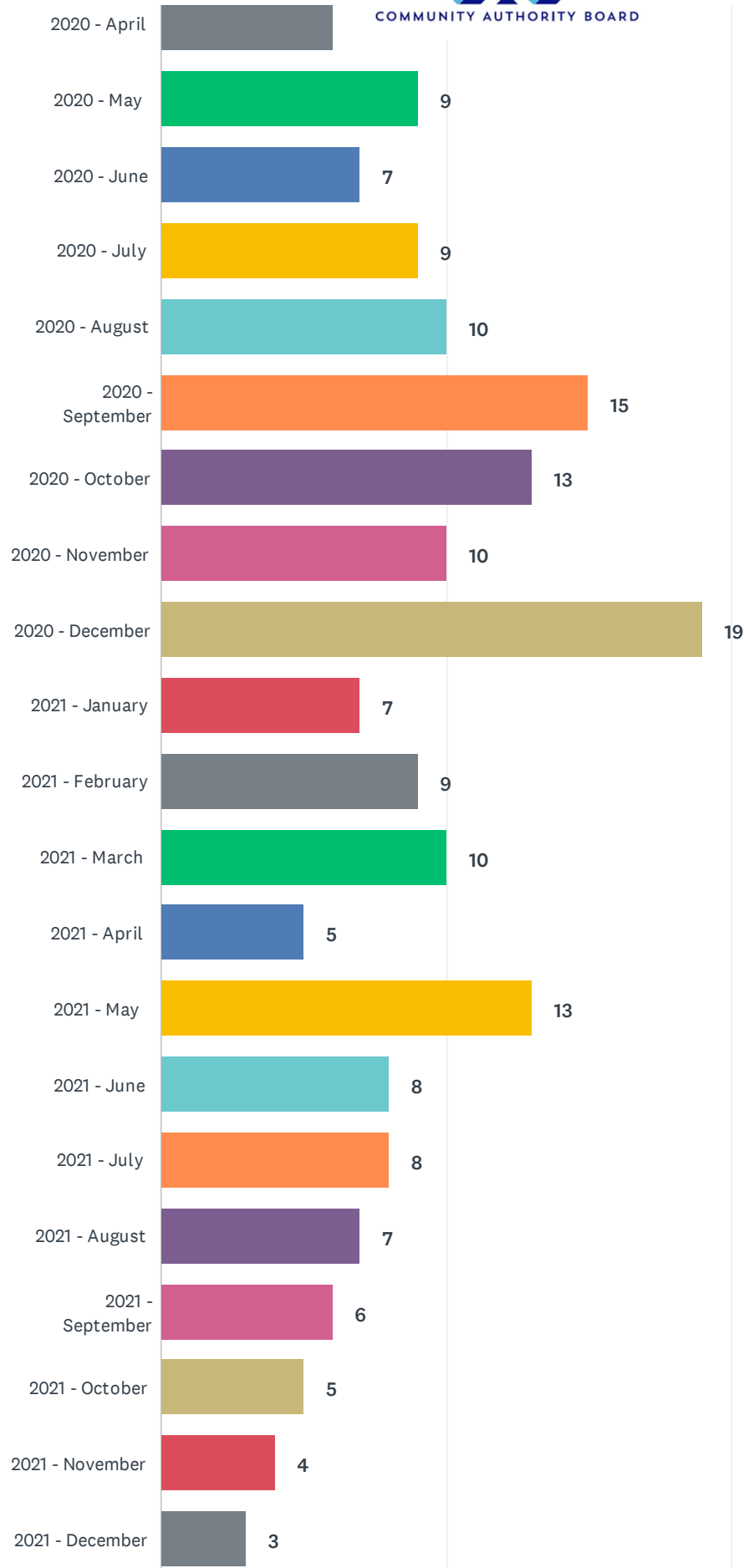


Q11 When did you move to Sterling Ranch?

Answered: 407 Skipped: 102

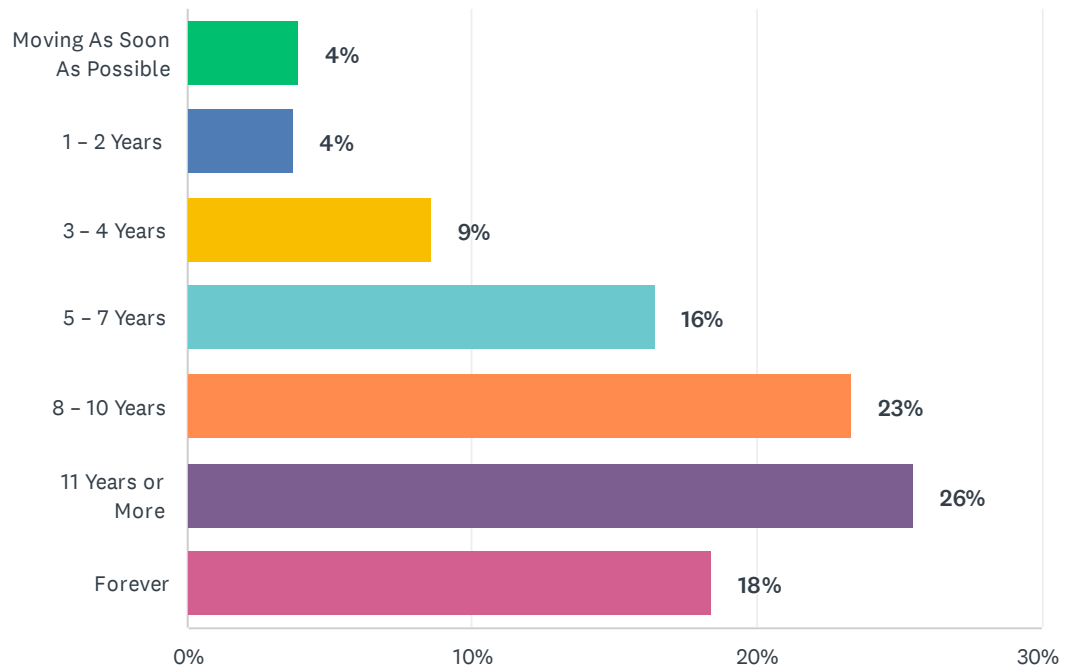






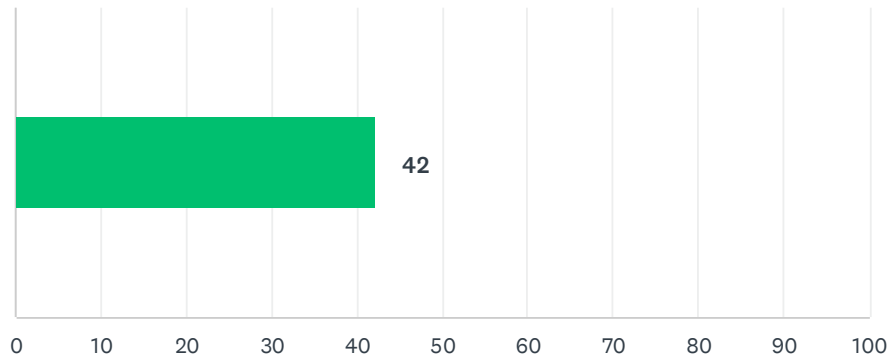
Q12 How long do you plan to live in Sterling Ranch?

Answered: 407 Skipped: 102



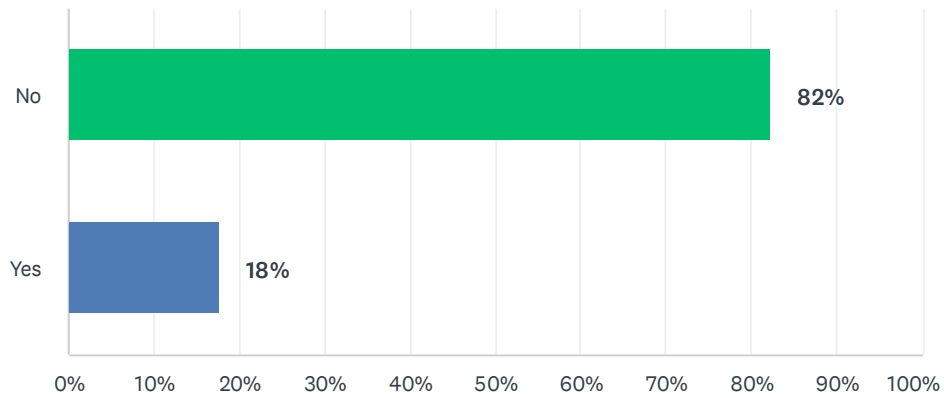
Q13 How accurate has your actual Sterling Ranch experience been compared to how it was represented by your home builder sales representative?

Answered: 407 Skipped: 102



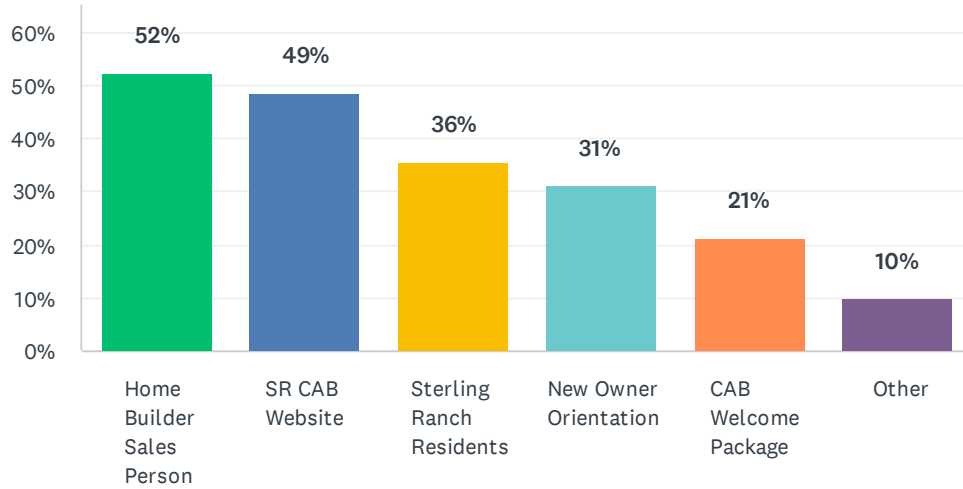
Q14 Would you be willing to be a spokesperson for Sterling Ranch?

Answered: 407 Skipped: 102



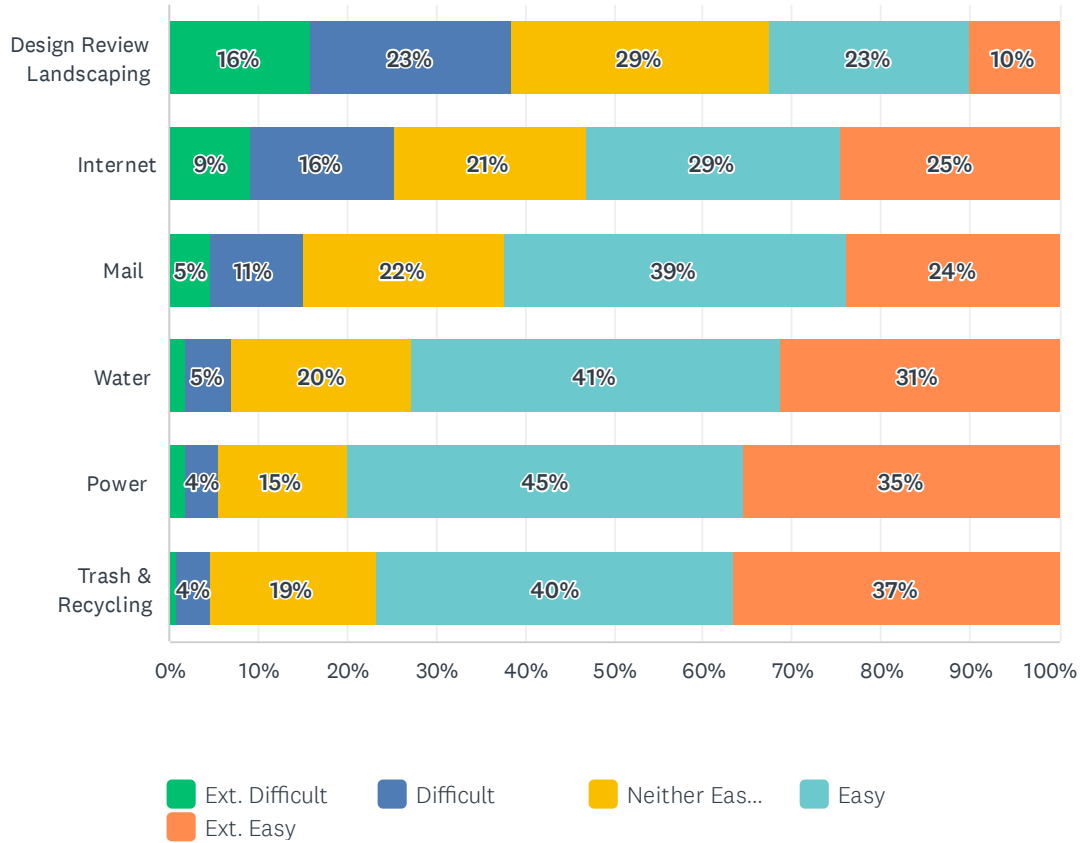
Q16 After you went under contract or closed on your home, how did you receive service related information regarding Sterling Ranch CAB? (Check all that apply.)

Answered: 393 Skipped: 116



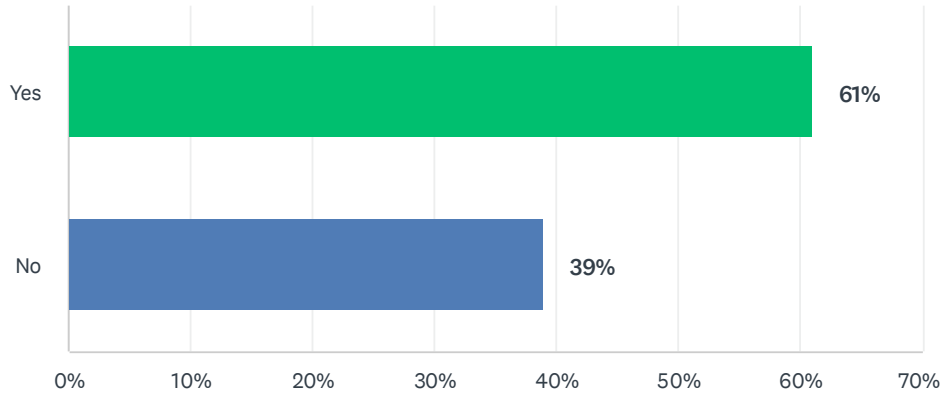
Q17 Please rate the ease of setting up the following services when you initially moved to Sterling Ranch.

Answered: 393 Skipped: 116



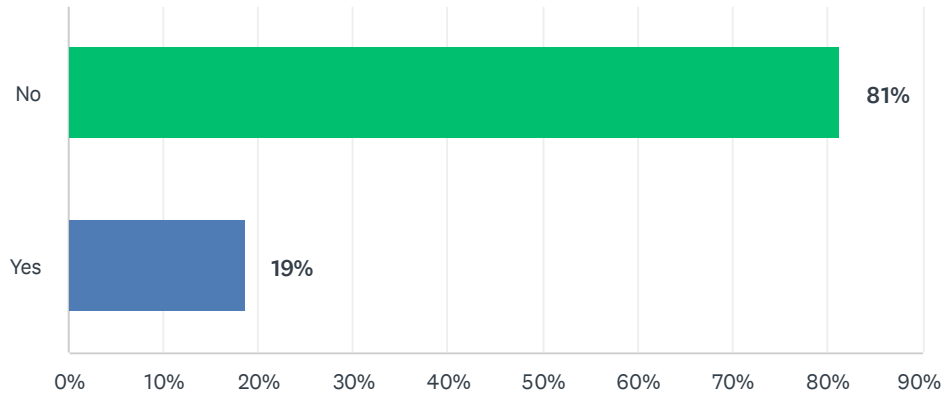
Q19 Sterling Ranch CAB is considering implementing a volunteer program where current homeowners would greet and deliver the Welcome Package to new homeowners. Would this have assisted you and your family in your transition to Sterling Ranch?

Answered: 393 Skipped: 116



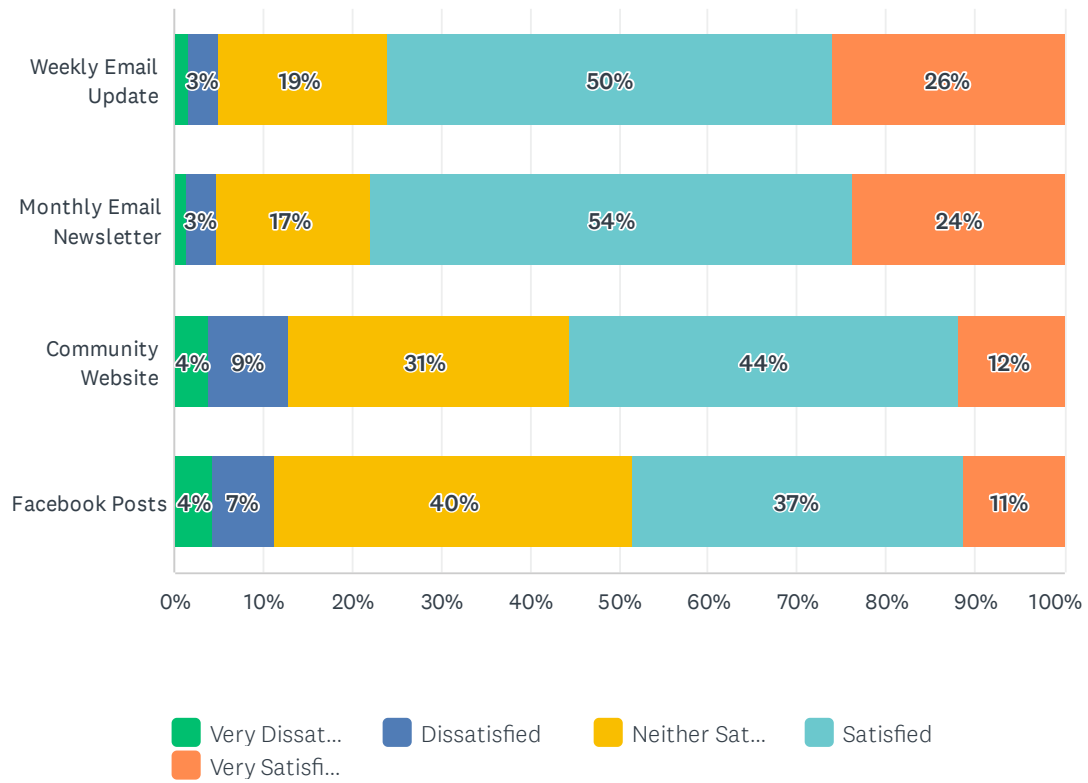
Q20 If a Welcome Ambassador program is established, would be interested in volunteering to greet new homeowners?

Answered: 393 Skipped: 116



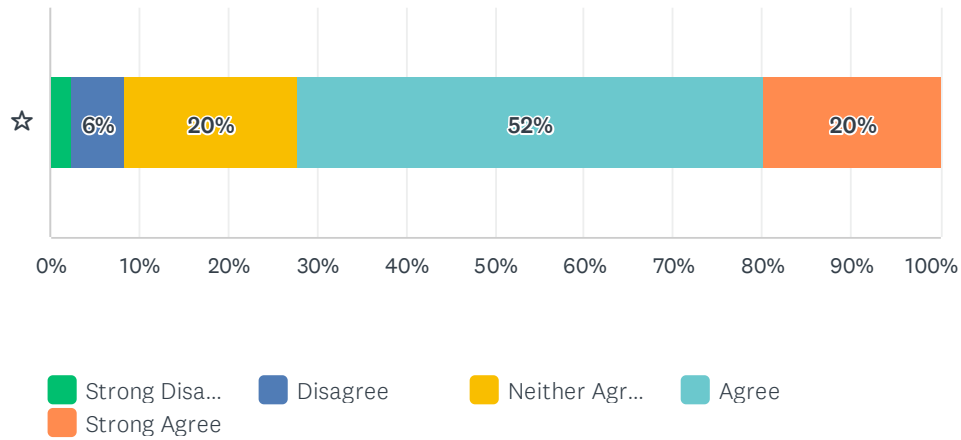
Q22 Communication Satisfaction by Publication

Answered: 382 Skipped: 127



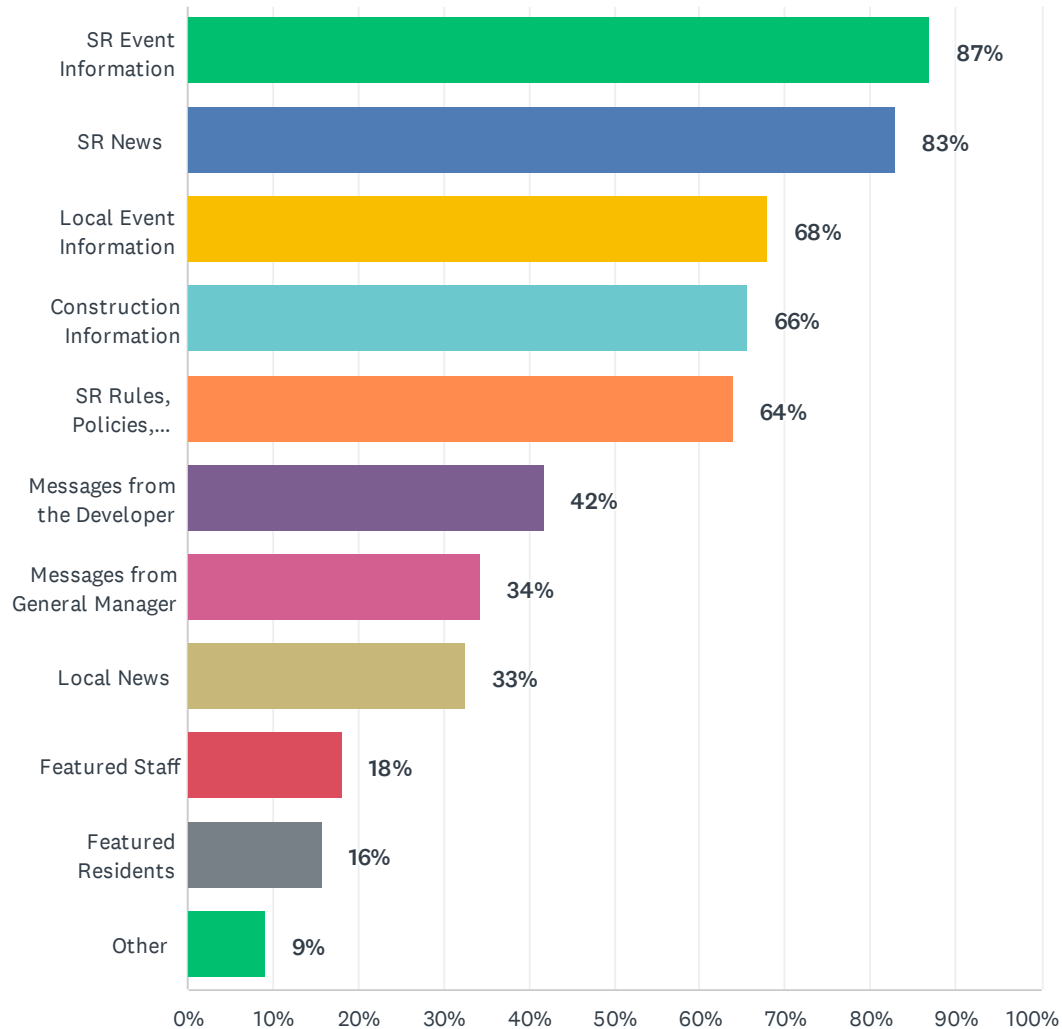
Q23 The Customer Experience and Residence Support Team is effective in communicating important messages, news and events to residents via the Weekly Email Update, Monthly Newsletter, and Community Website?

Answered: 382 Skipped: 127



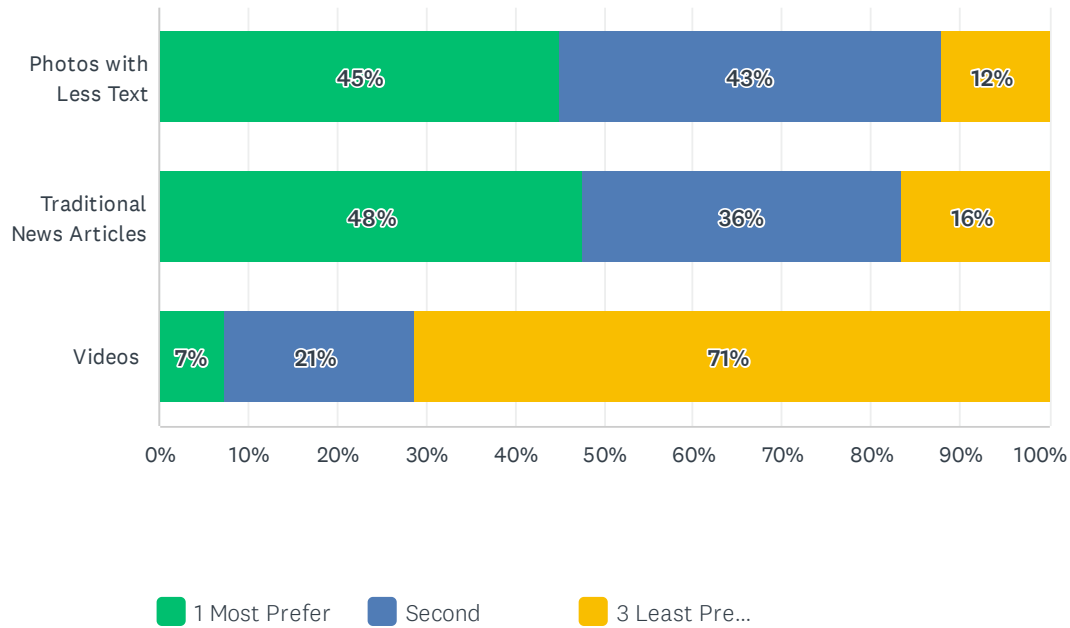
Q24 I'd like the following content type in the community communications.
(Check all that apply.)

Answered: 382 Skipped: 127



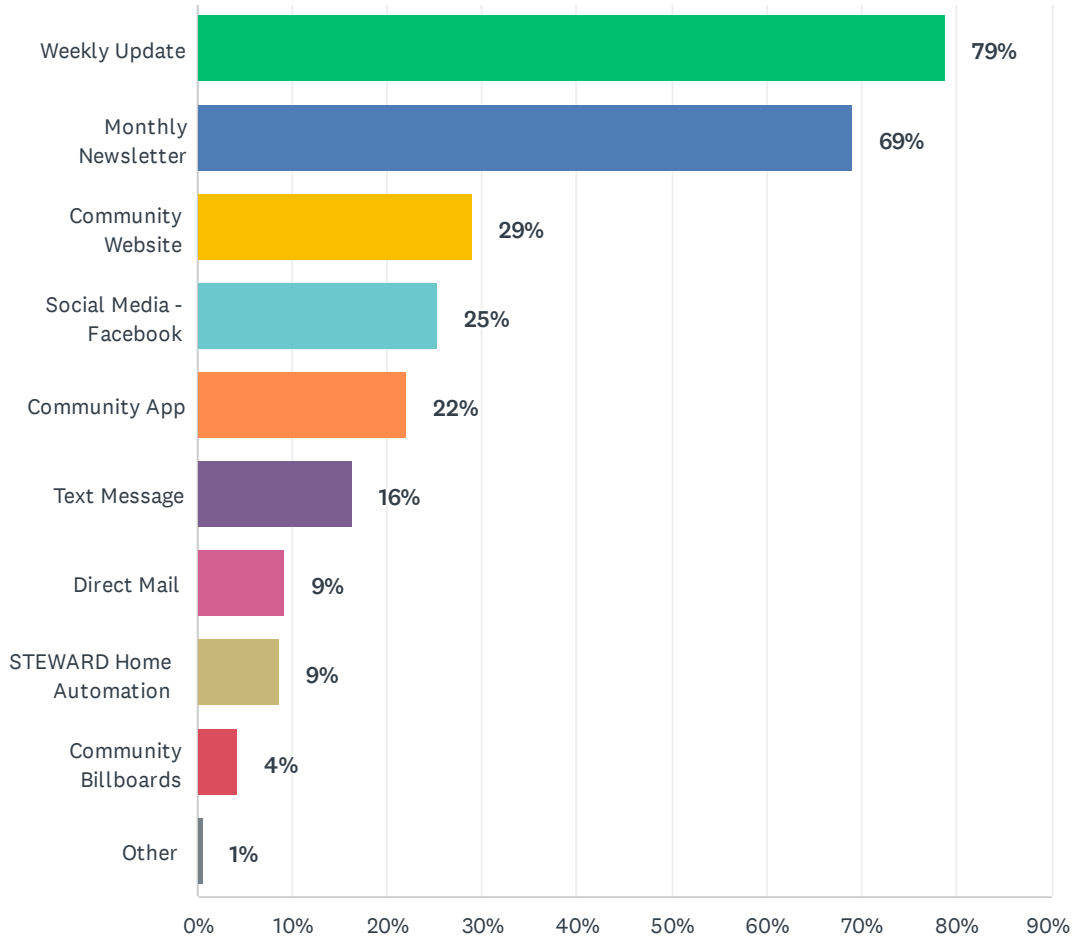
Q25 Please rank the content format that you would prefer in the community communications. 1 being most preferred - 3 being least preferred.

Answered: 382 Skipped: 127



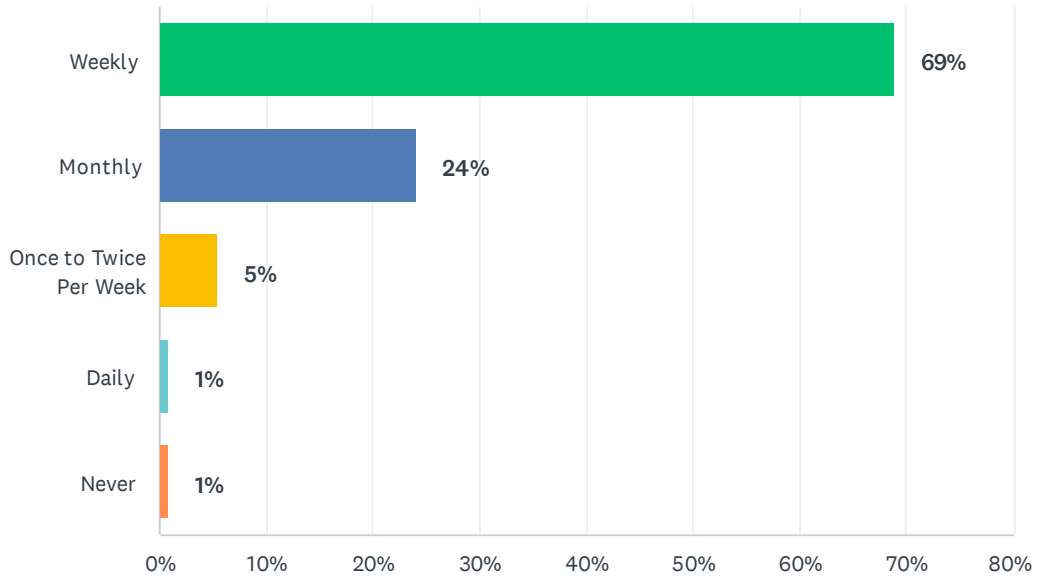
Q26 Please indicate your preferred methods to receive Sterling Ranch CAB news and information.

Answered: 382 Skipped: 127



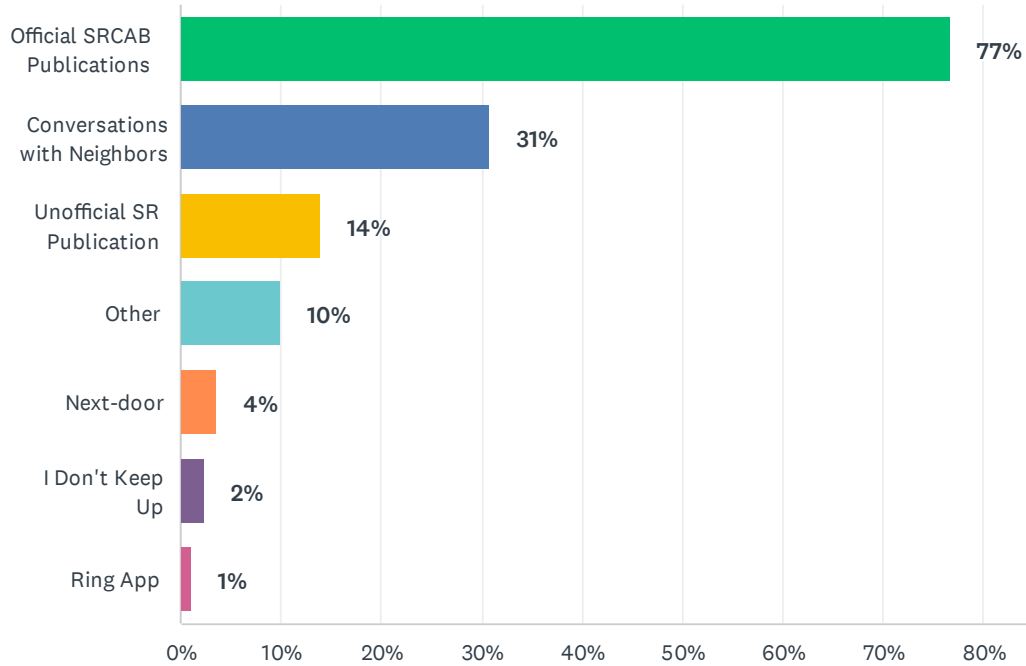
Q27 Ideally, how often would you receive news and information from Sterling Ranch CAB?

Answered: 382 Skipped: 127



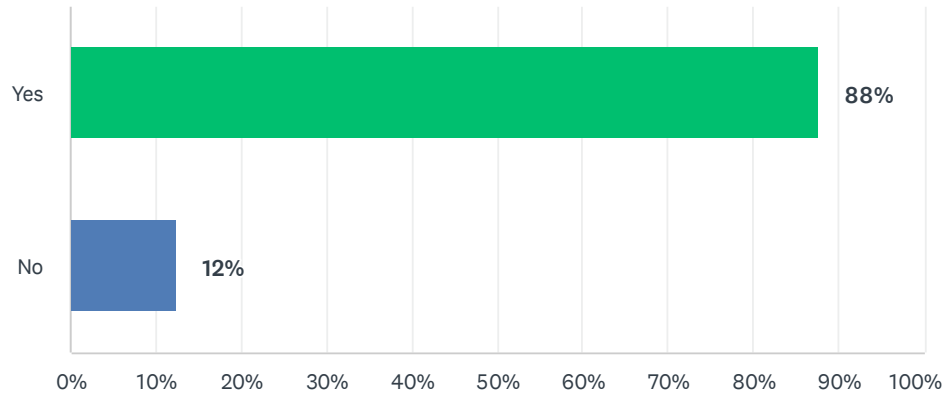
Q29 Where would you say that you currently get most of your news and information about what is happening in Sterling Ranch?

Answered: 382 Skipped: 127



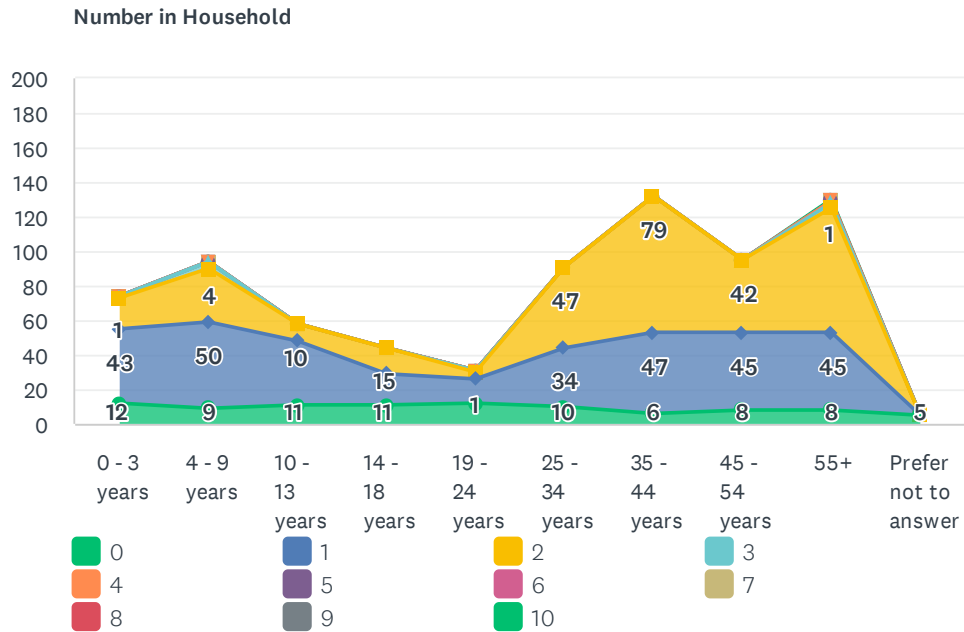
Q30 Are you interested in participating in Sterling Ranch events, programs, or activities?

Answered: 381 Skipped: 128



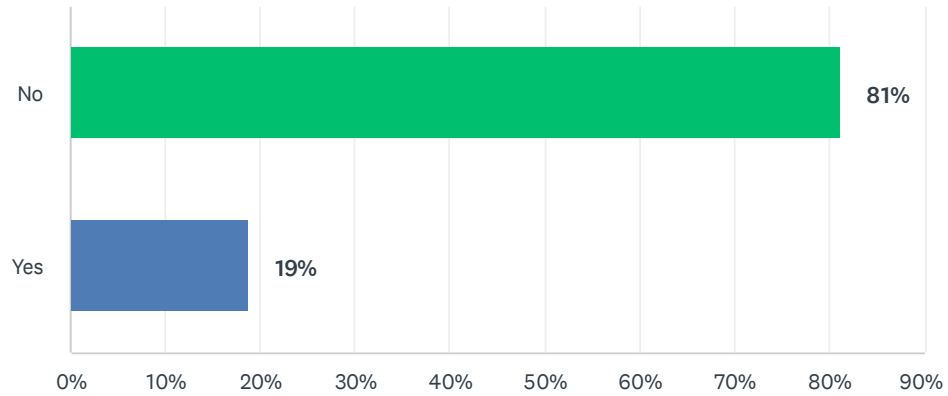
Q31 For the purposes of Lifestyle Programming, what are the ages of the people permanently living in your household?

Answered: 323 Skipped: 186



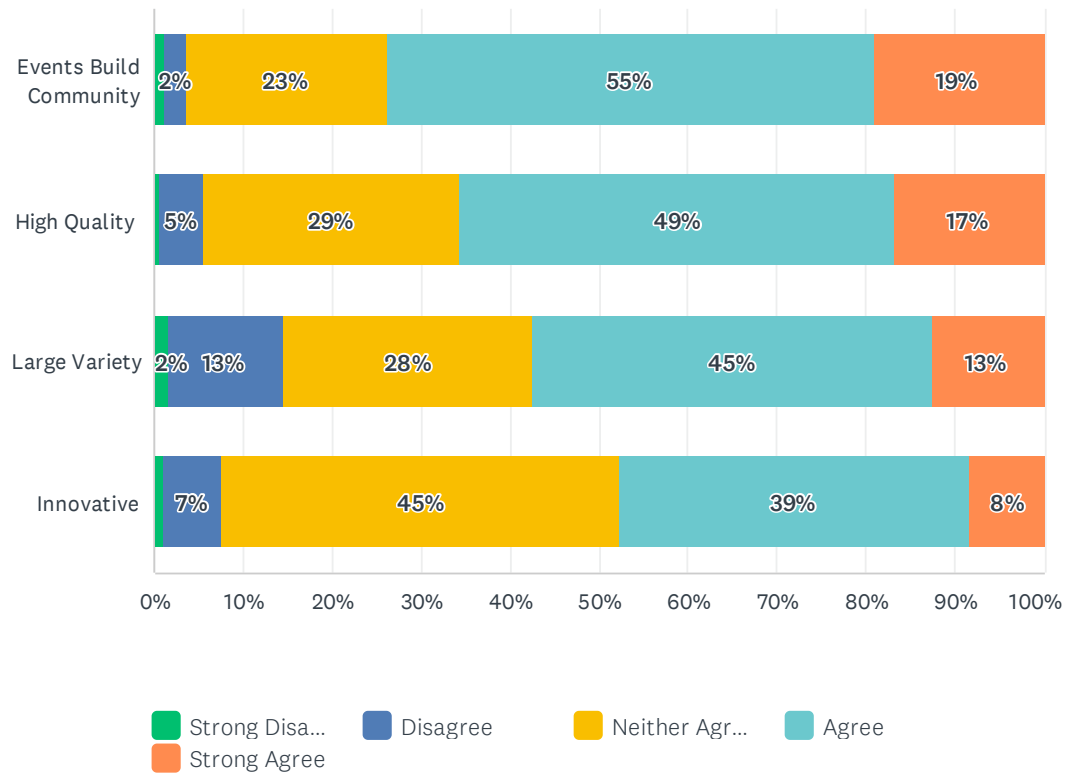
Q32 Do you have grandchildren that would attend an event in Sterling Ranch?

Answered: 323 Skipped: 186



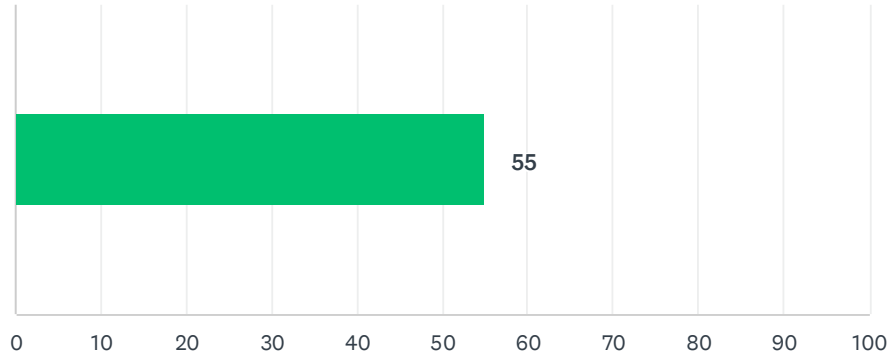
Q33 Please rate the lifestyle events in the following categories.

Answered: 323 Skipped: 186



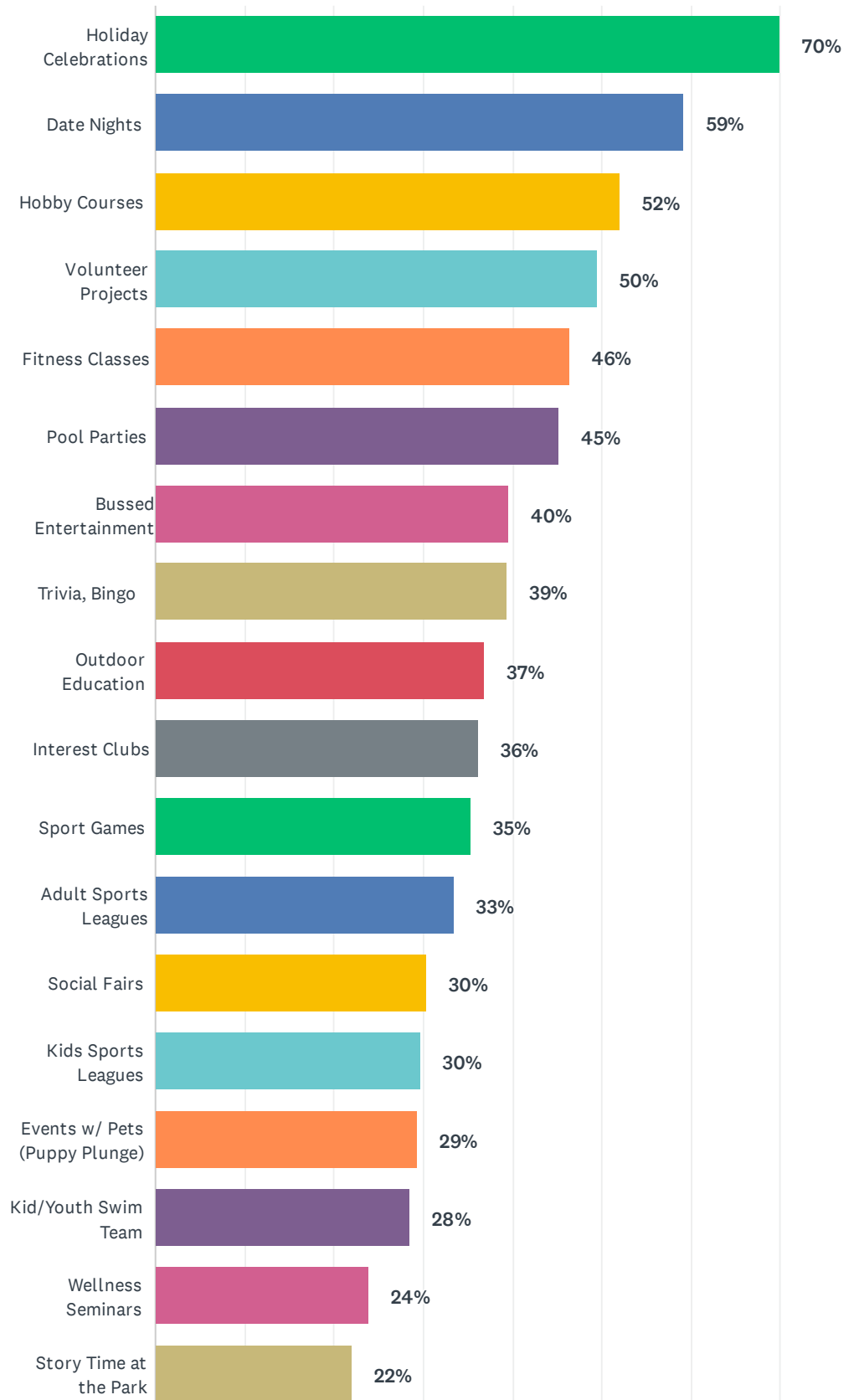
Q34 To increase the quantity and/or quality of lifestyle events, I'd be willing to purchase reasonable priced tickets or admission for some events.

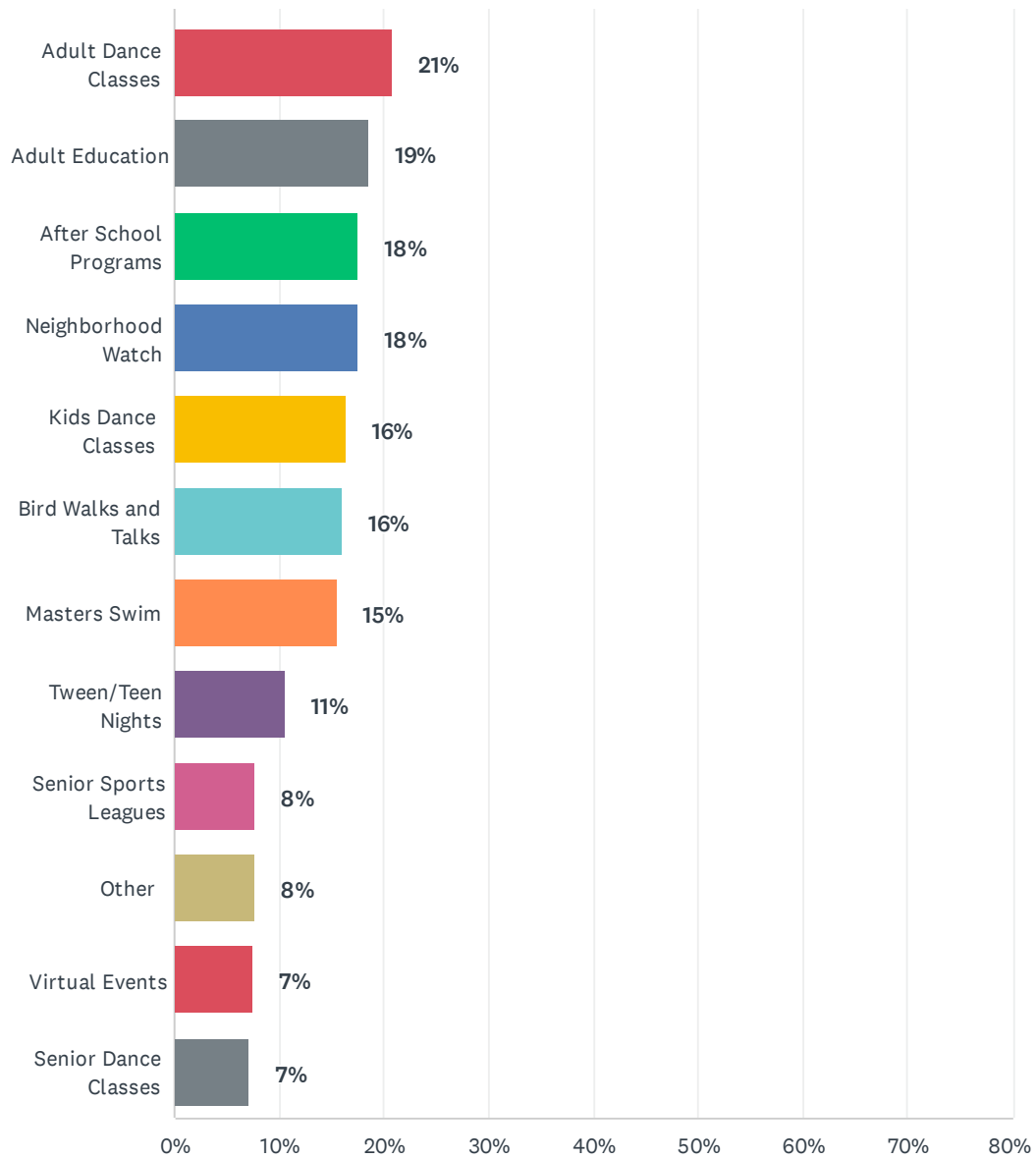
Answered: 323 Skipped: 186



Q35 My household is interested and would participate in the following?

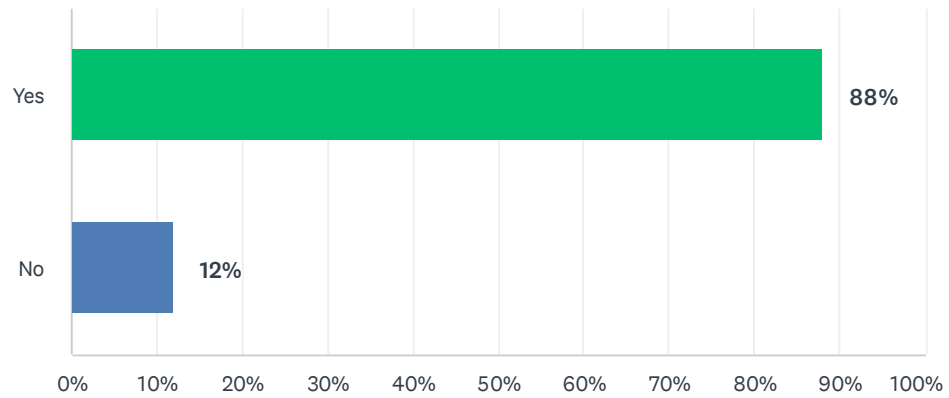
Answered: 323 Skipped: 186





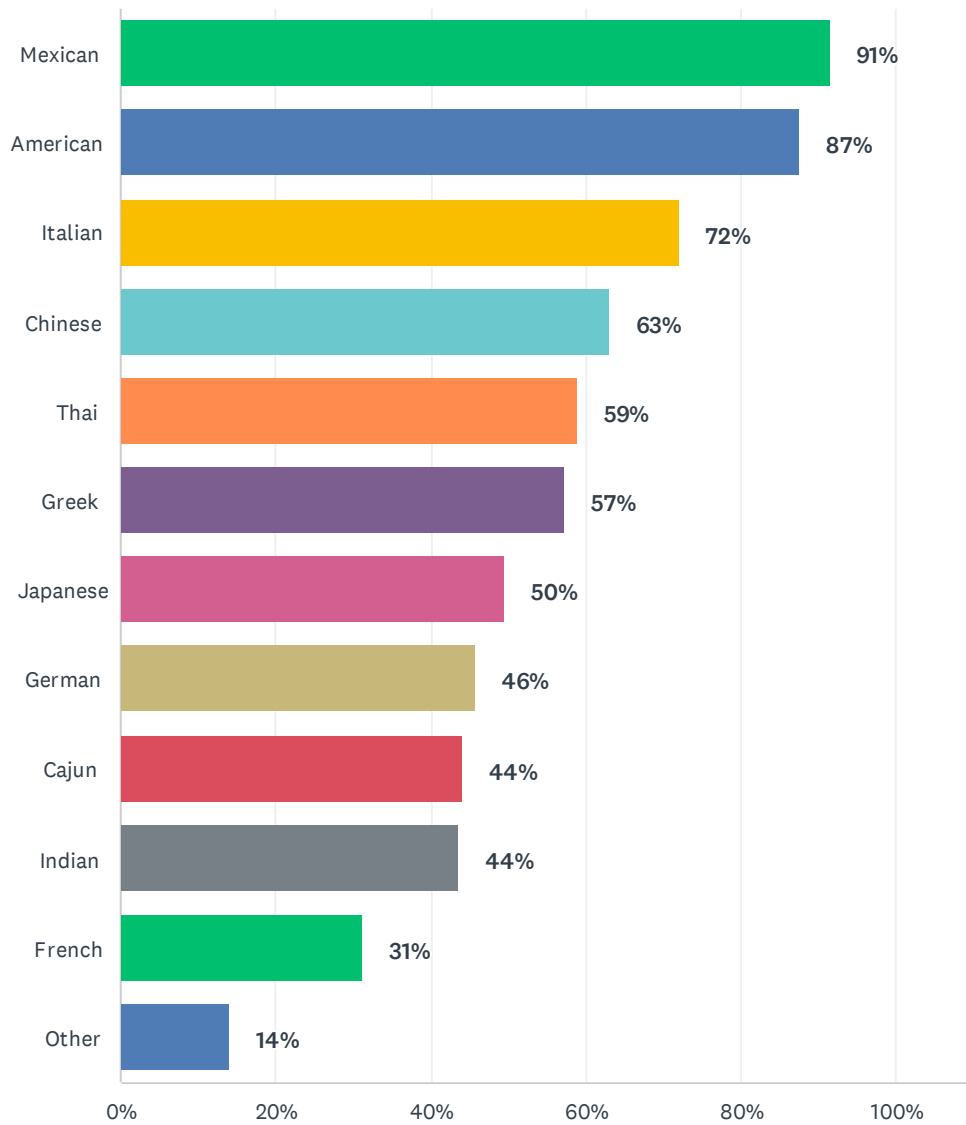
Q36 Will you patronize Food Trucks in Sterling Ranch?

Answered: 370 Skipped: 139



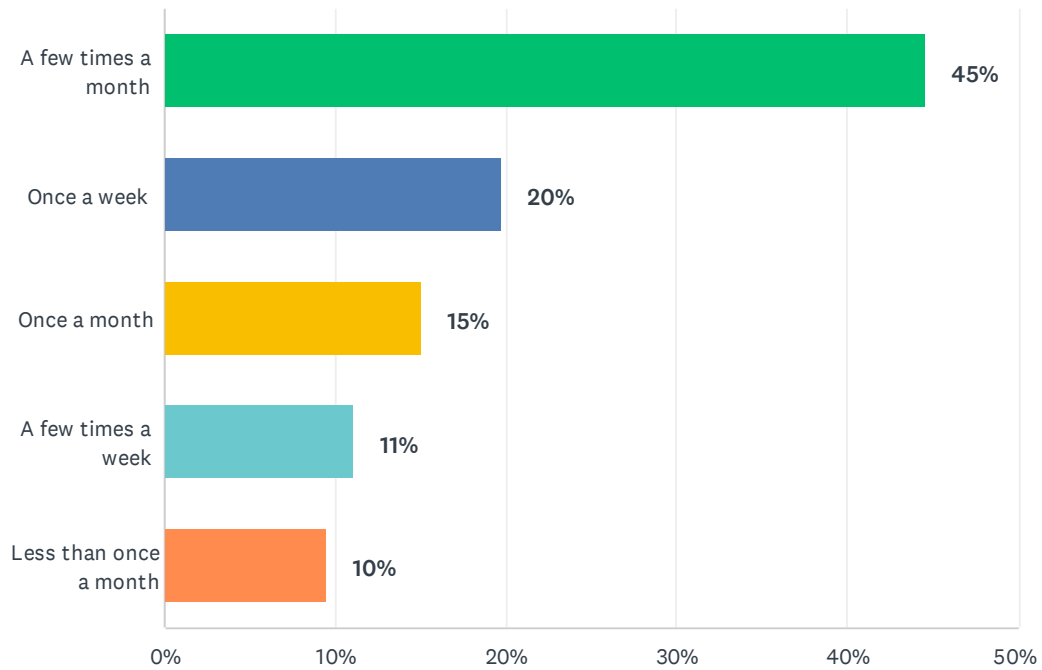
Q37 What type of Food Trucks would you enjoy?

Answered: 325 Skipped: 184



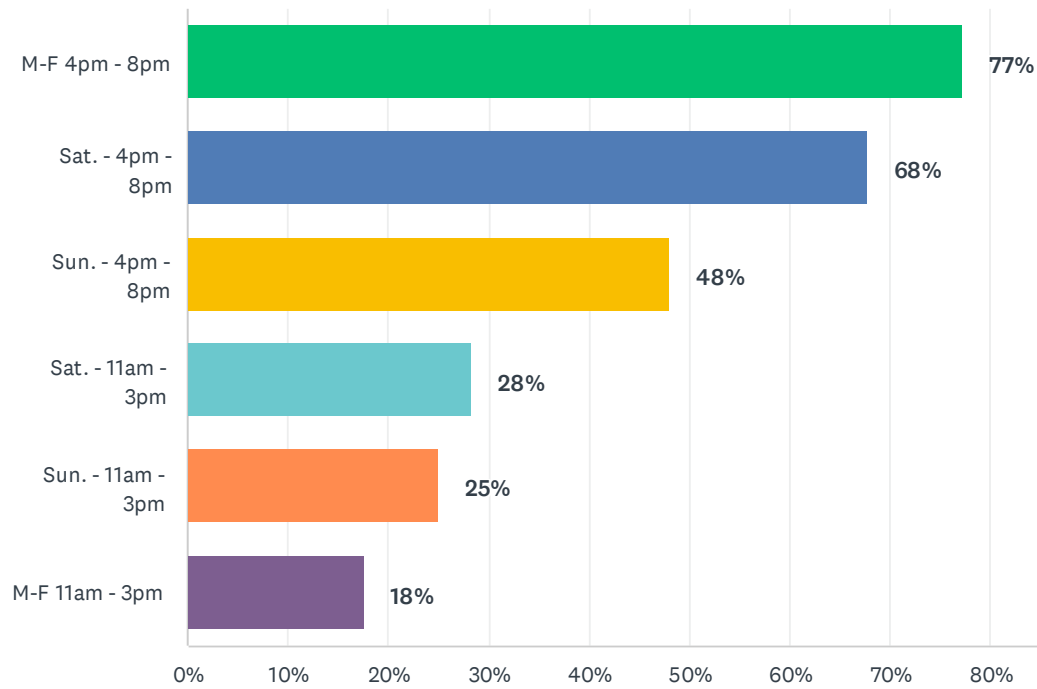
Q38 On average, how often would you purchase from a Food Truck?

Answered: 325 Skipped: 184



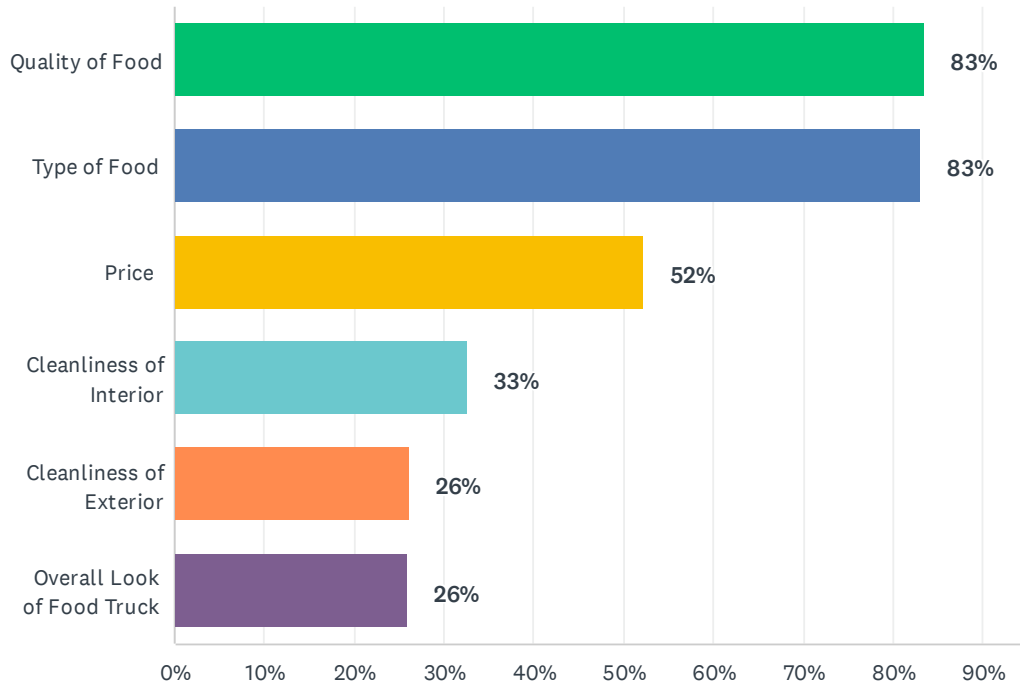
Q39 What days and times are you most likely to visit a Food Truck?

Answered: 325 Skipped: 184



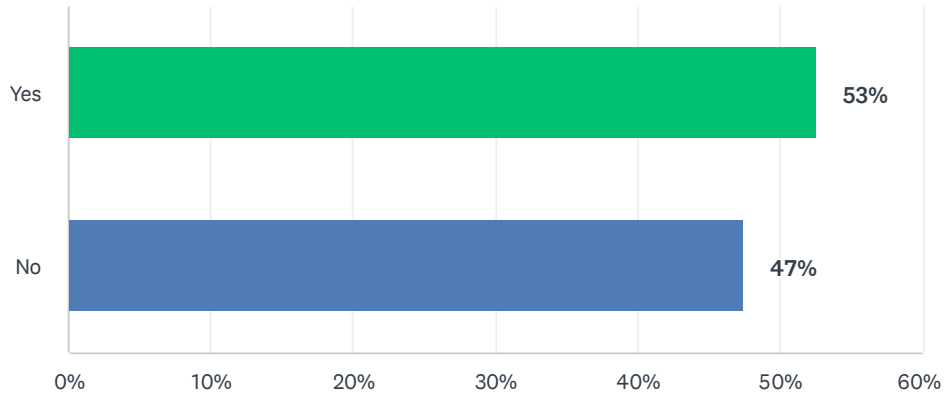
Q40 What are your determining factors to patronize a Food Truck, or not? (Check all that apply.)

Answered: 325 Skipped: 184



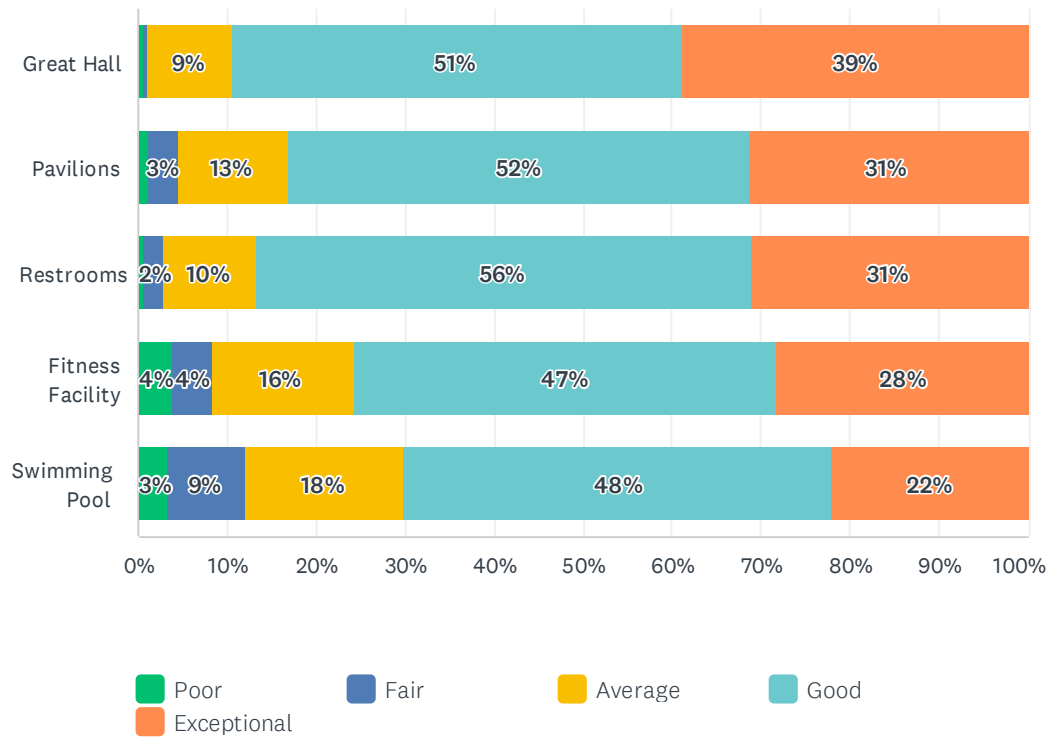
Q41 Are you in interested in providing policy or operational feedback regarding The Overlook Clubhouse?

Answered: 369 Skipped: 140



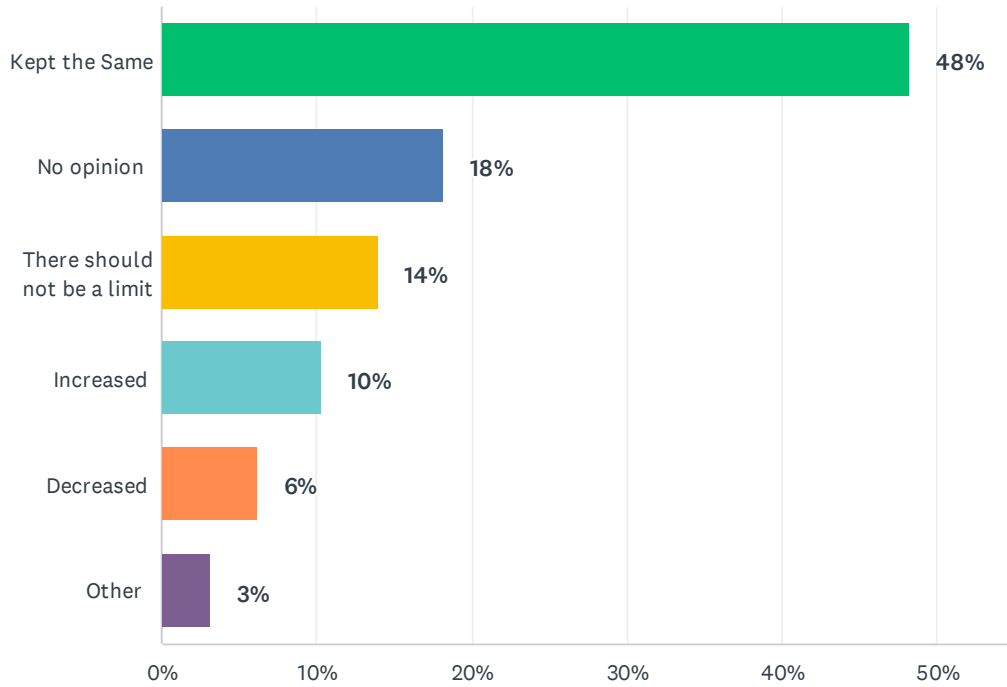
Q42 Please rate the maintenance/cleanliness of The Overlook Clubhouse.

Answered: 193 Skipped: 316



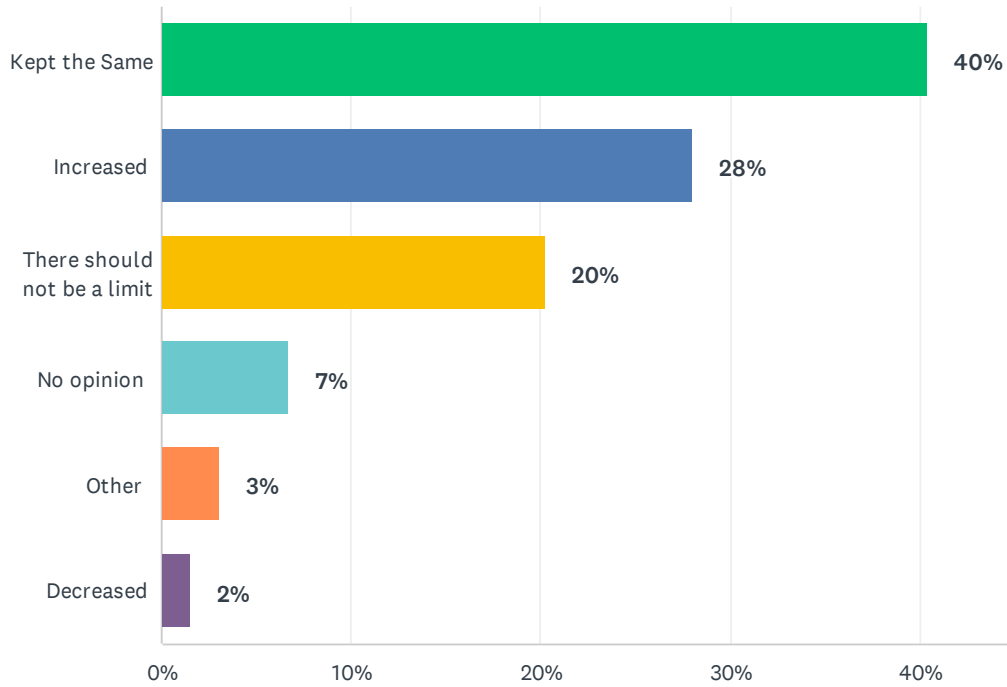
Q44 The current number of guests a resident can bring into The Overlook Clubhouse is 6 per day. This number should be:

Answered: 193 Skipped: 316



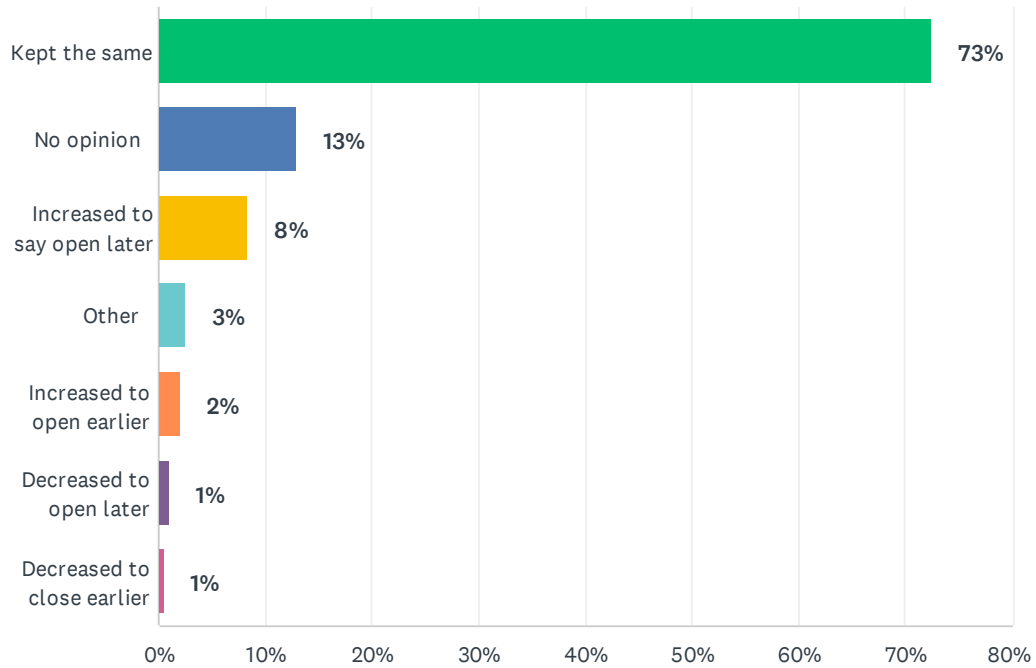
Q45 Each resident is allowed 25 guest passes annually at no charge to The Overlook Clubhouse. This number should be:

Answered: 193 Skipped: 316



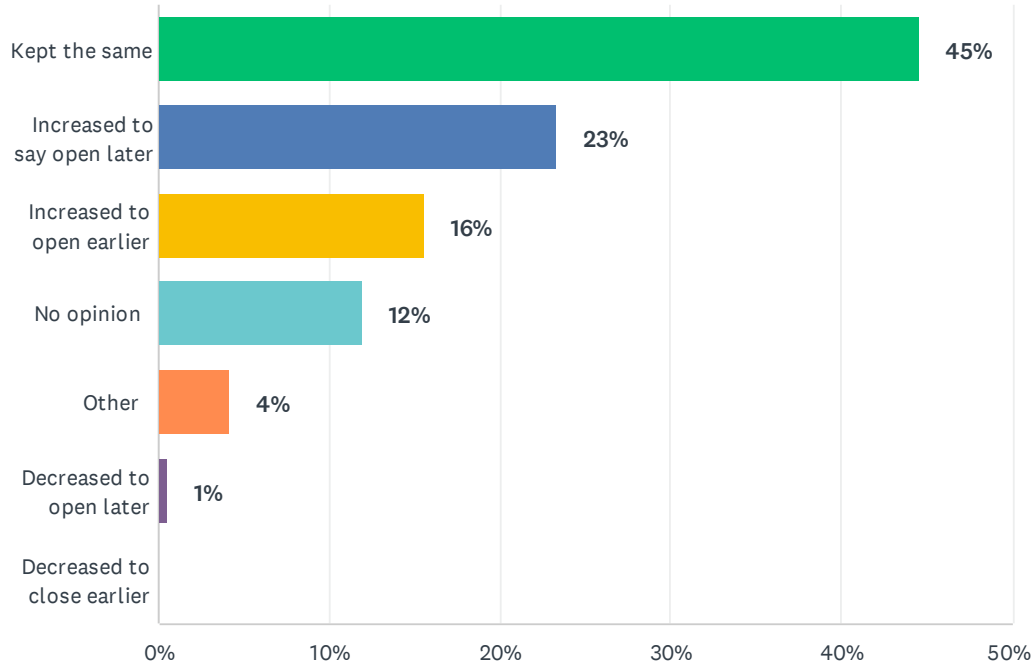
Q46 The weekday (M-F) hours of The Overlook Clubhouse are 5:00AM - 9:00PM. The hours should be:

Answered: 193 Skipped: 316



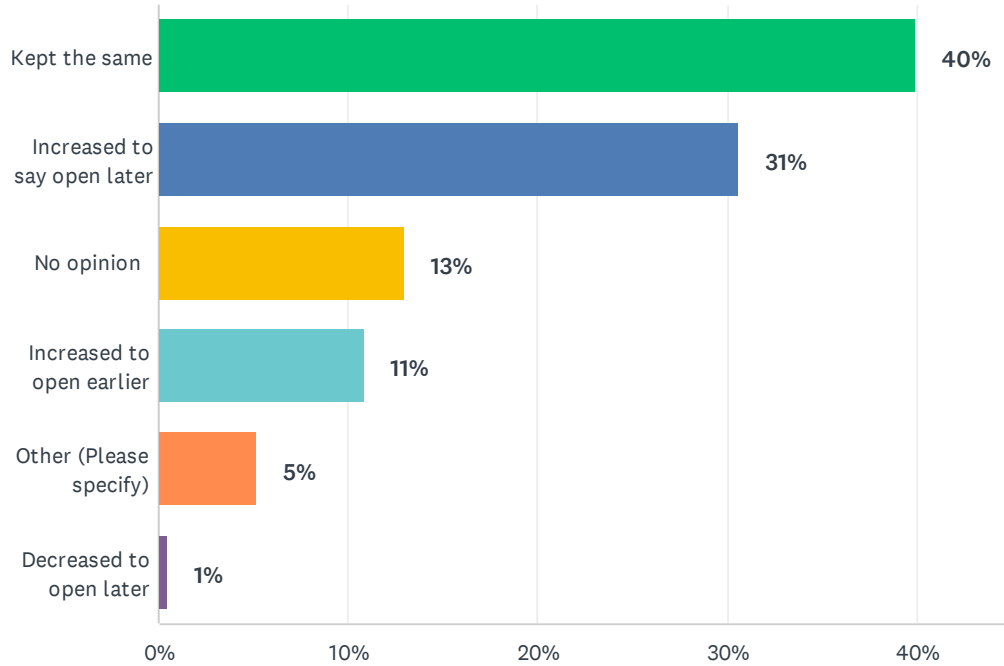
Q47 The Saturday hours of The Overlook Clubhouse are 9:00AM - 8:00PM. The hours should be:

Answered: 193 Skipped: 316



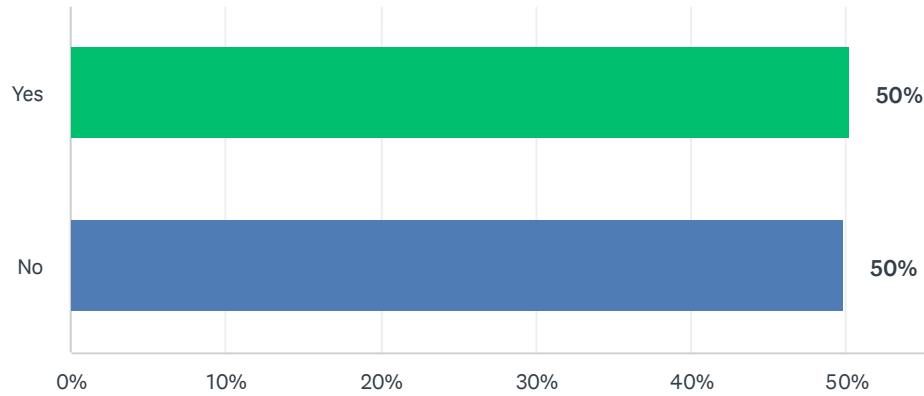
Q48 The Sunday hours at The Overlook Clubhouse are 9:00AM - 5:00PM.
The hours should be:

Answered: 193 Skipped: 316



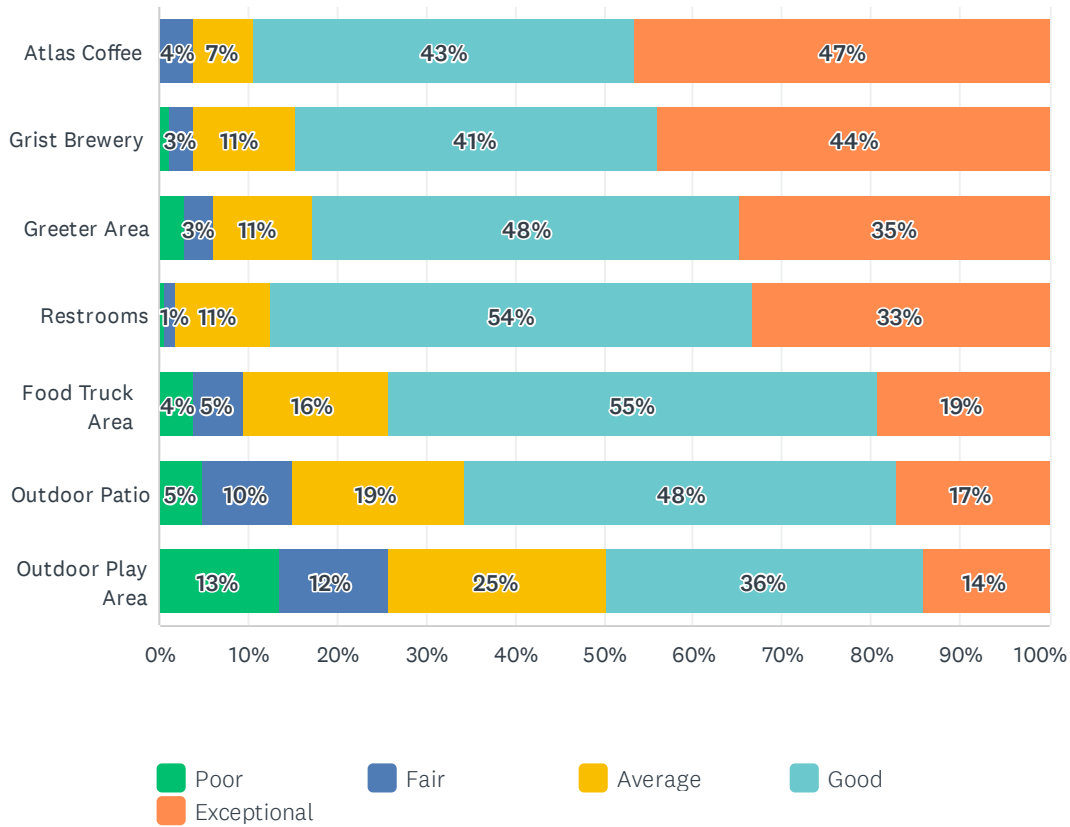
Q49 Are you interested in providing operational feedback regarding The Sterling Center?

Answered: 367 Skipped: 142



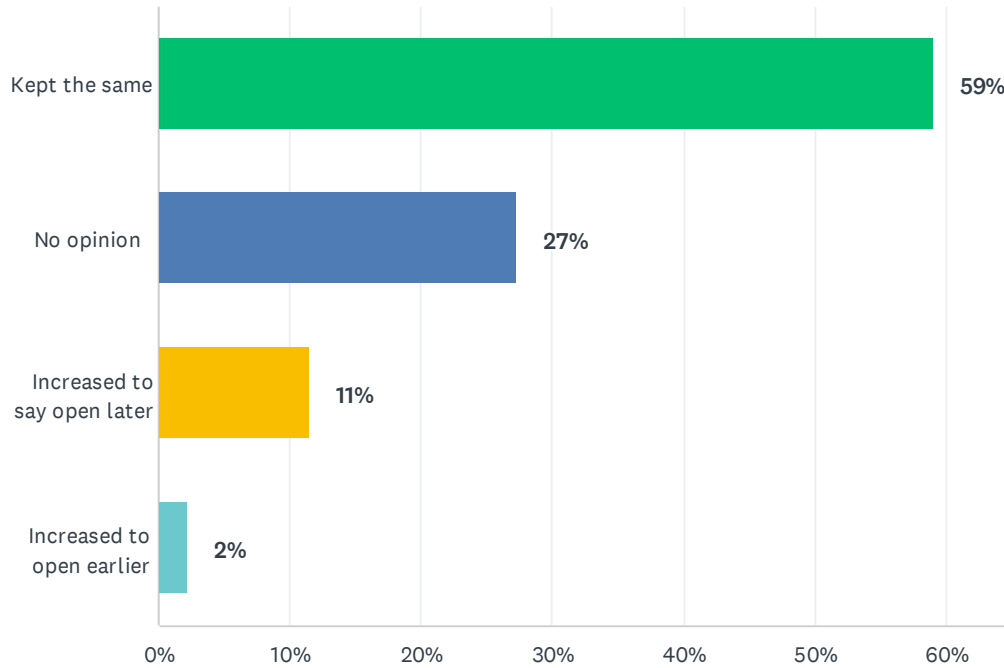
Q50 Please rate the maintenance/cleanliness of The Sterling Center.

Answered: 183 Skipped: 326



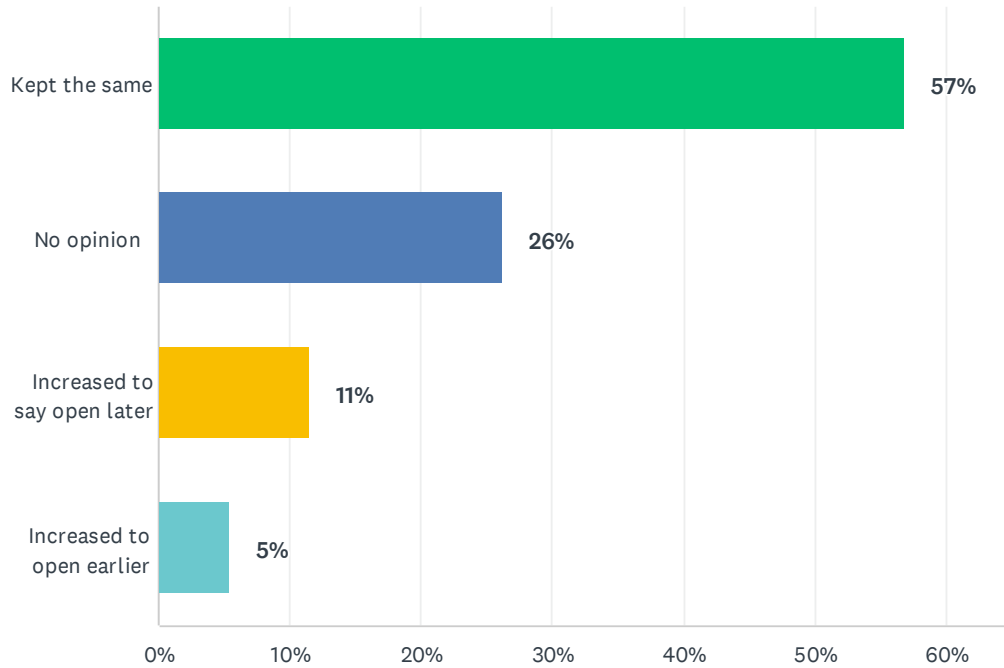
Q52 The new hours of Atlas Coffee are Monday - Friday 6:00AM - 4:00PM. The hours should be:

Answered: 183 Skipped: 326



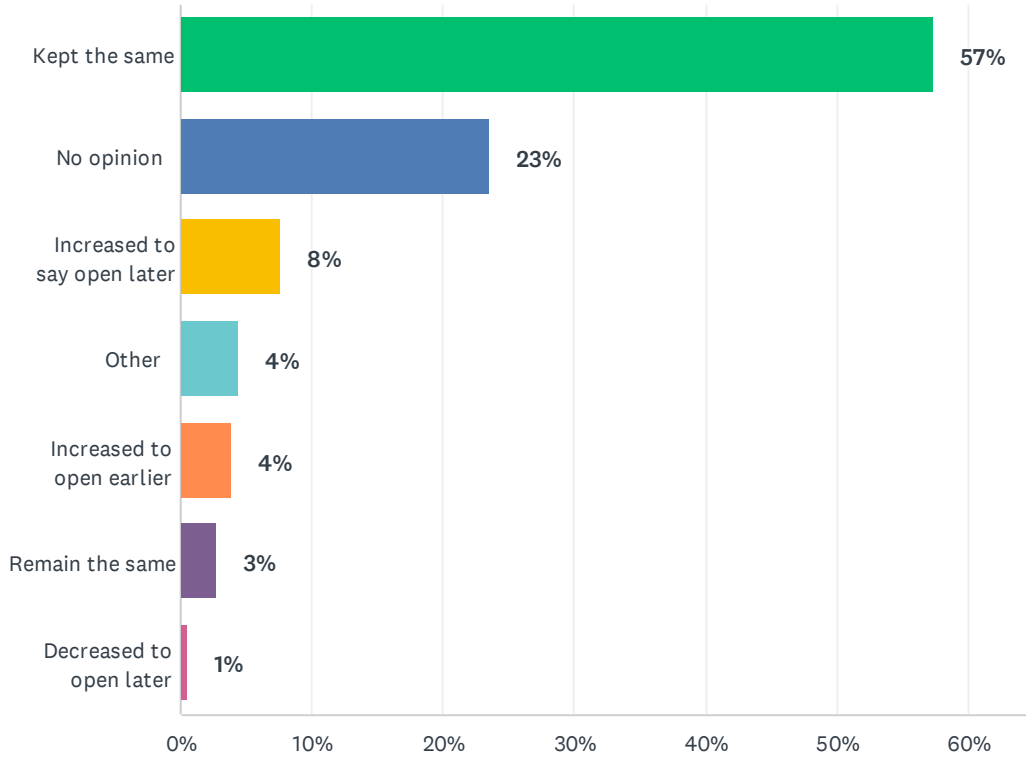
Q53 The weekend hours of Atlas Coffee are Saturday and Sunday 7:00AM - 4:00PM. The hours should be:

Answered: 183 Skipped: 326



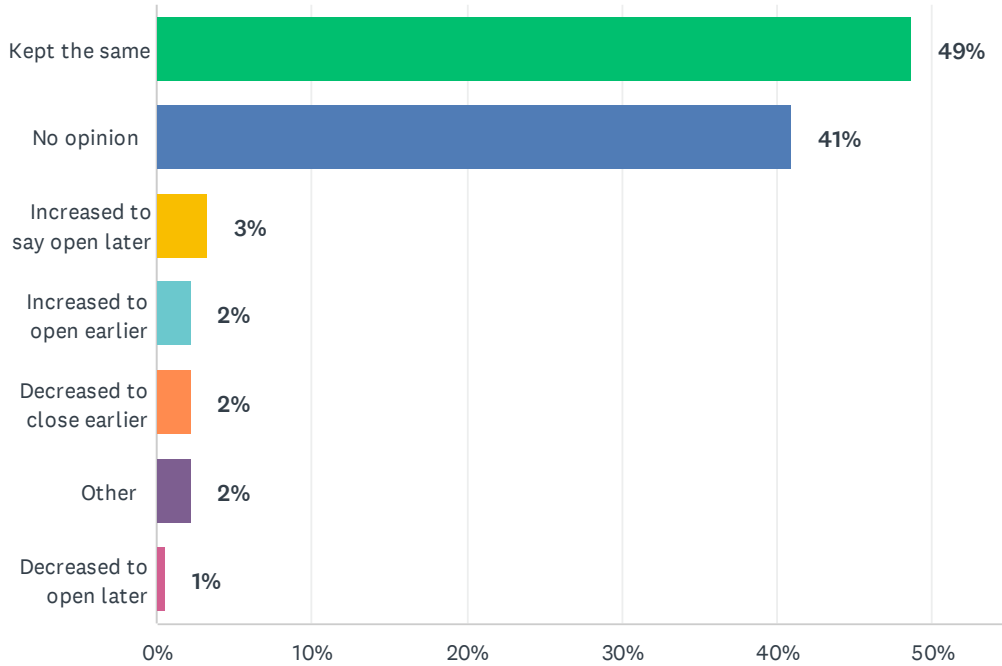
Q54 The hours of Grist Brewery are 1:00PM - between 8:00PM and 10:00PM daily, depending upon patronage. The hours should be:

Answered: 183 Skipped: 326



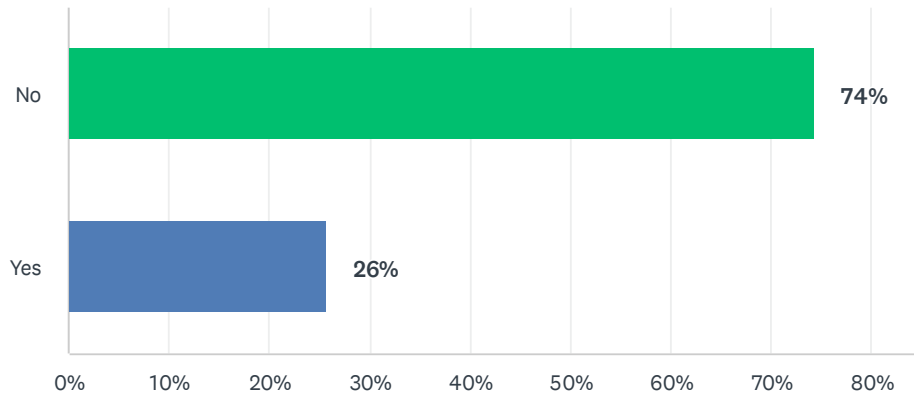
Q55 The hours Sterling Ranch CAB has staff in the Greeter Area of The Sterling Center are 10:00AM - 5:00PM daily. The hours should be:

Answered: 183 Skipped: 326



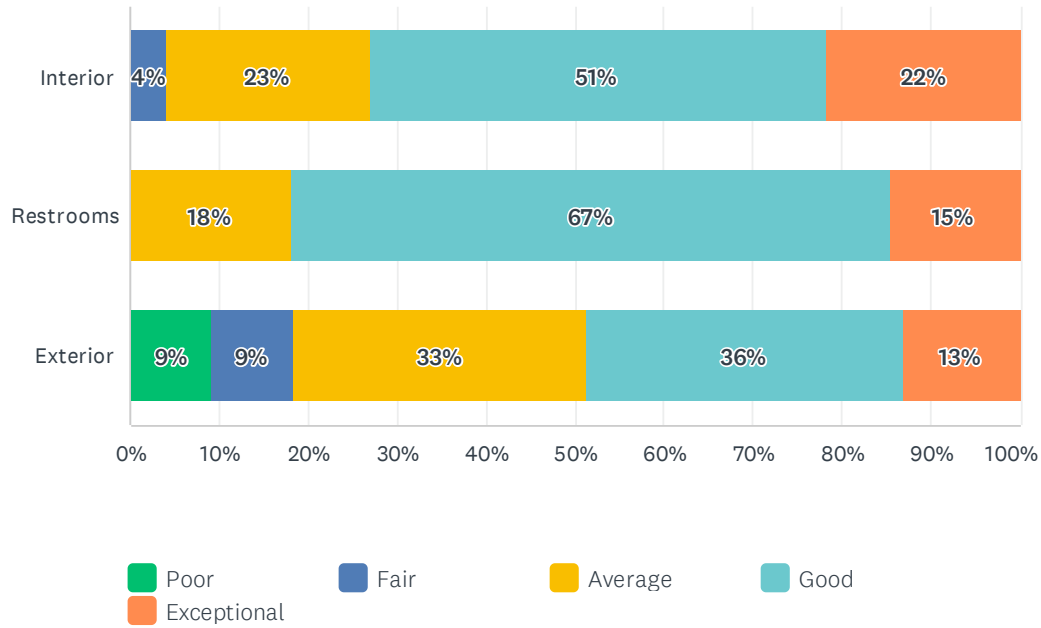
Q56 Are you interested in providing operational feedback regarding The Resident Resource Center (blue box office at the corner Taylor River Circle and Piney River Avenue)?

Answered: 366 Skipped: 143



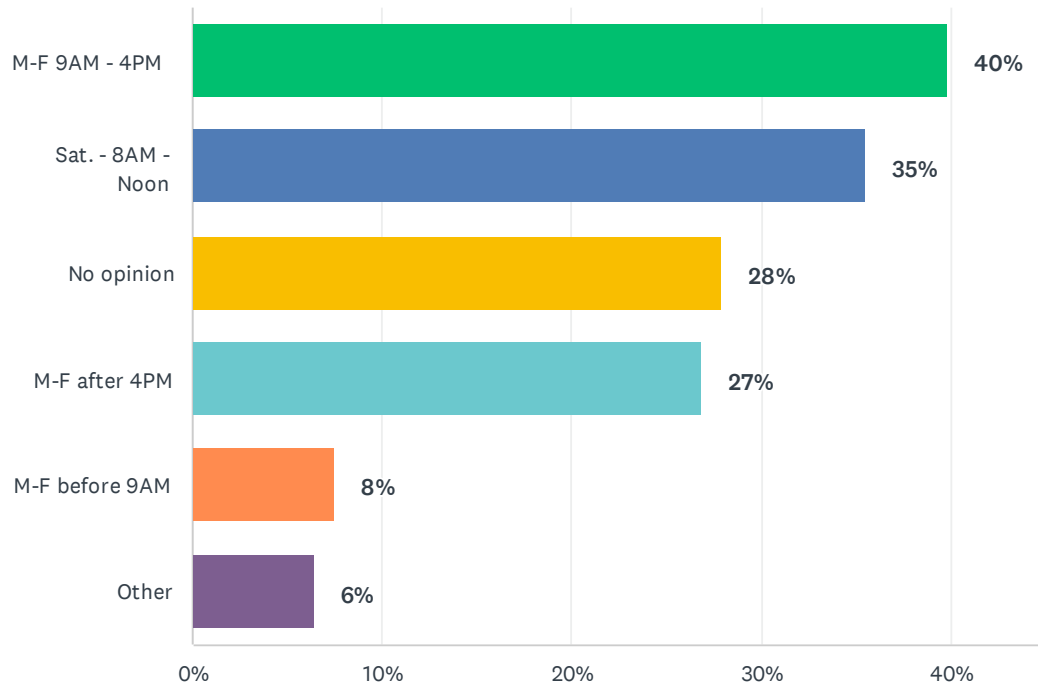
Q57 Please rate the maintenance/cleanliness of The Resident Resource Center.

Answered: 93 Skipped: 416



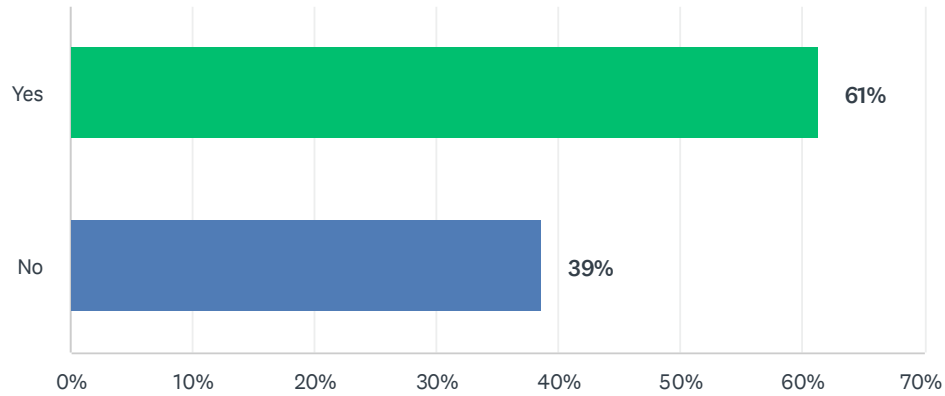
Q59 The Resident Resource Center is the location where homeowners can receive in-person assistance from Sterling Ranch CAB staff. Indicate the most convenient times to visit the Resident Resource Center for in-person assistance.

Answered: 93 Skipped: 416



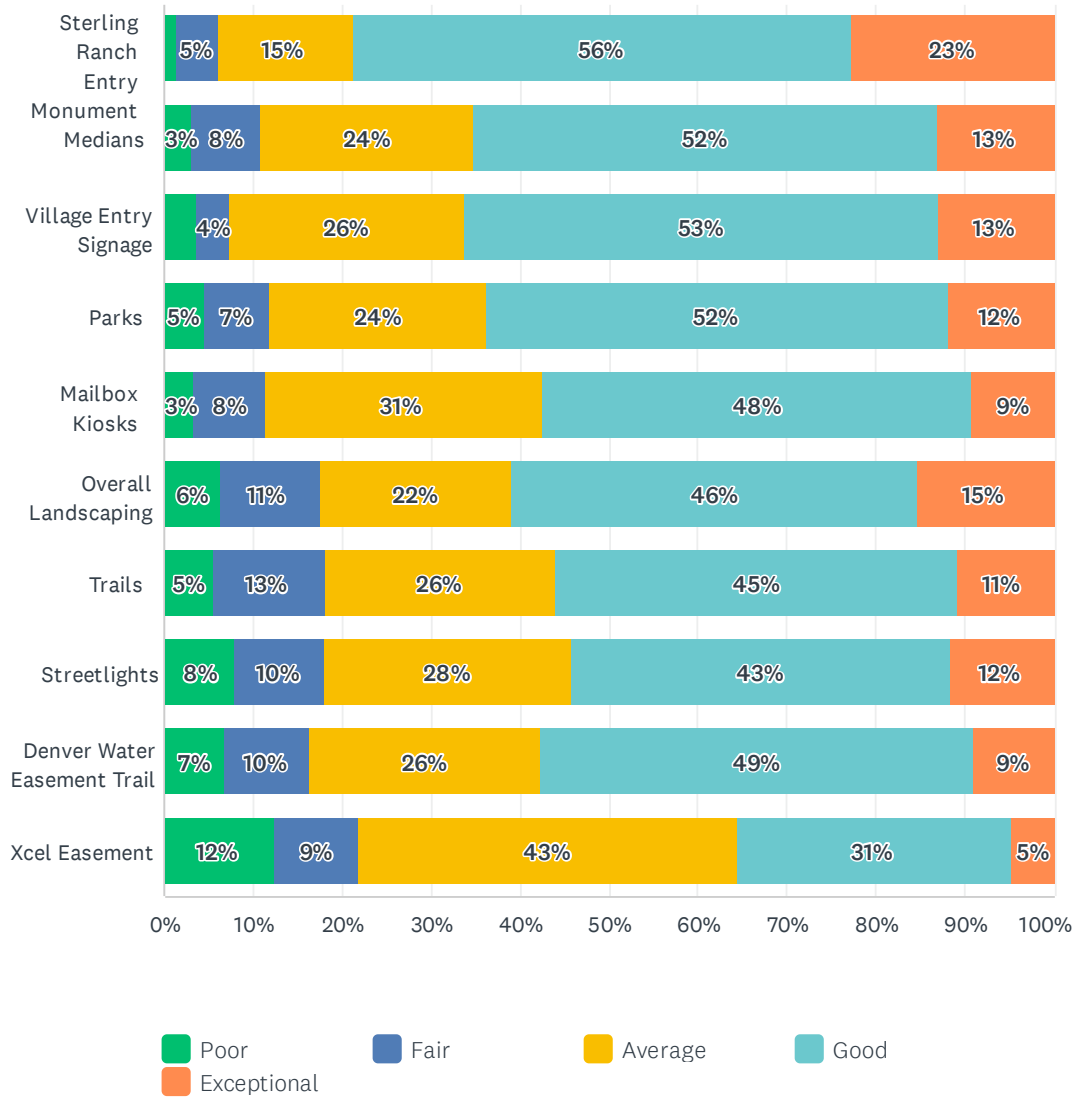
Q60 Are you interested in providing operational feedback regarding the Common Areas?

Answered: 365 Skipped: 144



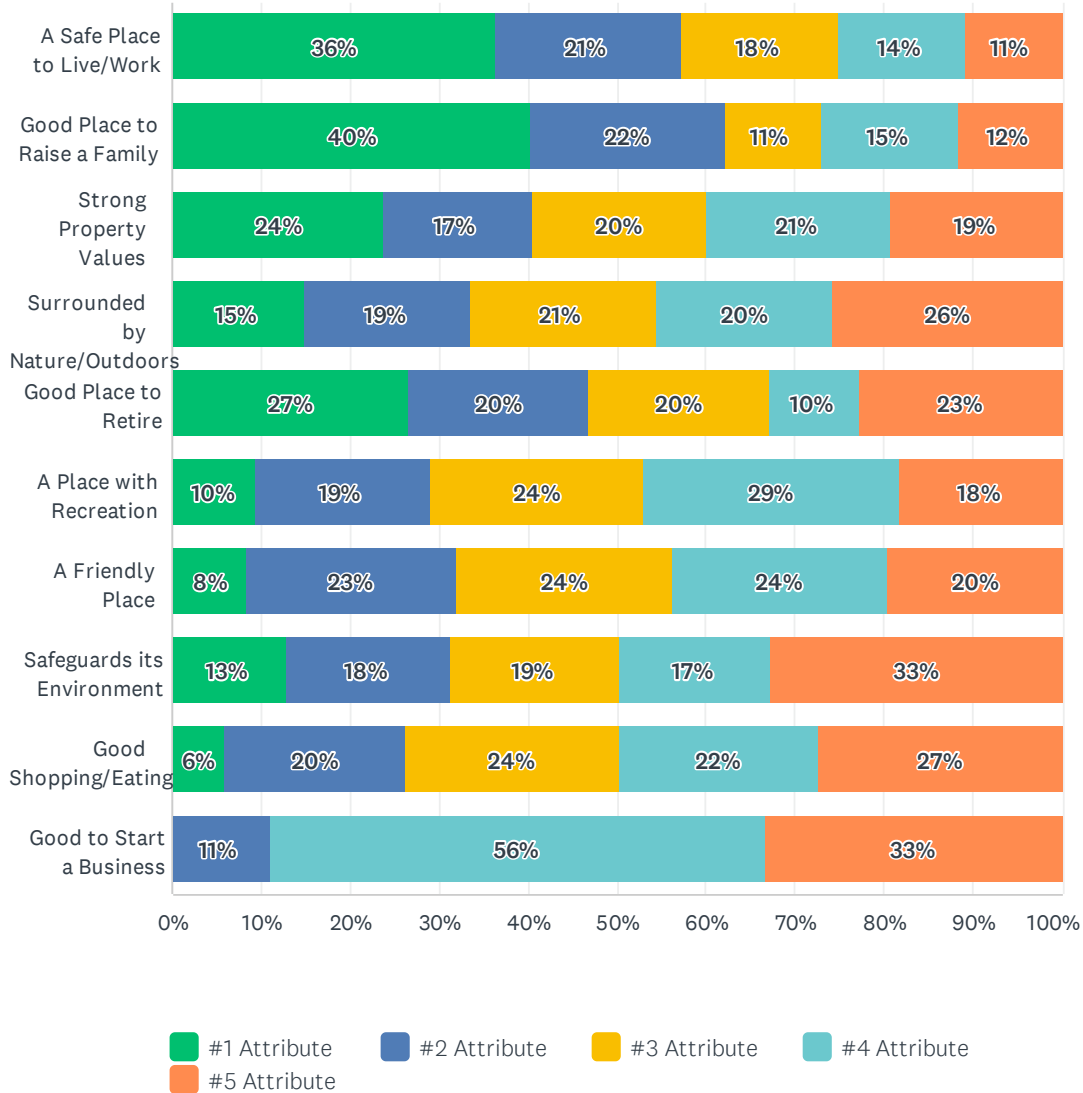
Q61 Please rate the maintenance/cleanliness of the Common Areas.

Answered: 223 Skipped: 286



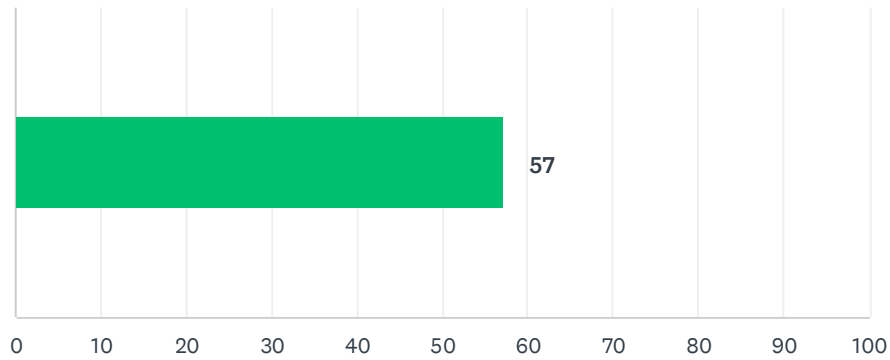
Q64 Please rate the top 5 most important attributes in the place you call home.

Answered: 355 Skipped: 154



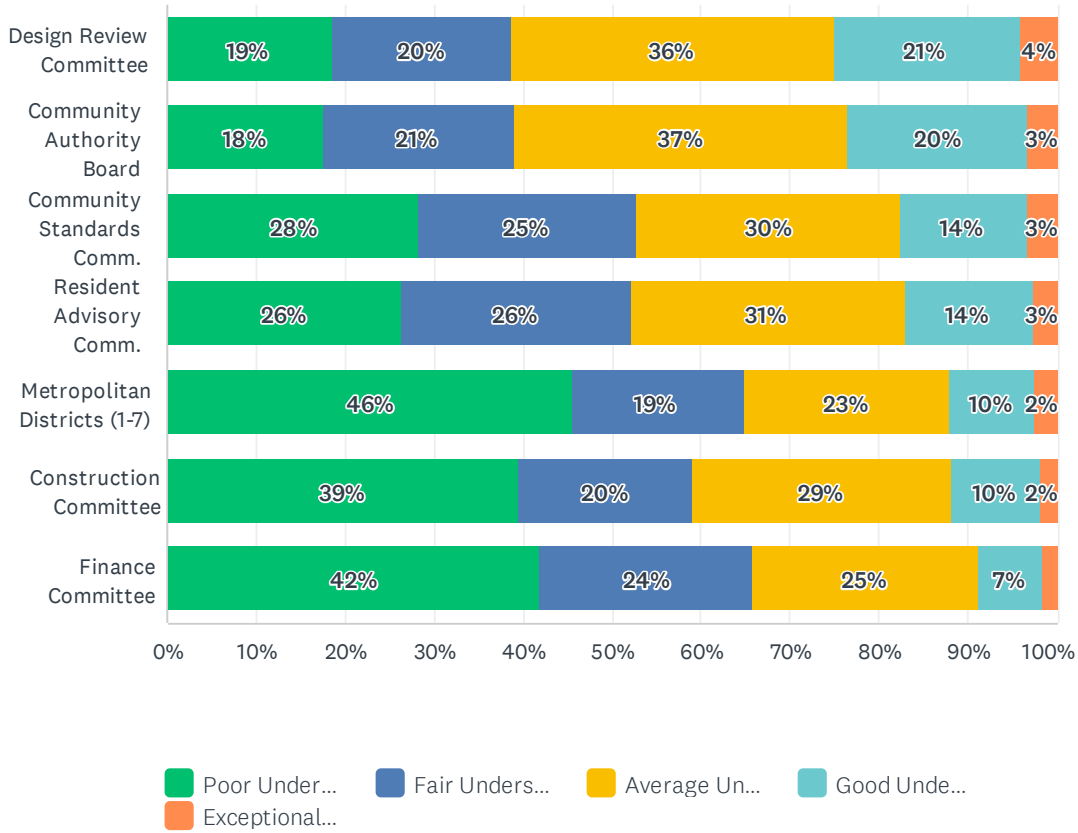
Q65 Please rate your overall interest in understanding of the governance structure of Sterling Ranch CAB, its Metropolitan Districts, and committees.

Answered: 355 Skipped: 154



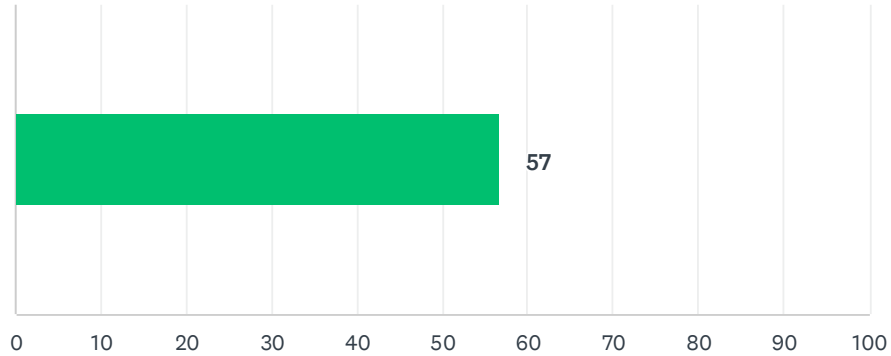
Q66 Please rate your overall understanding of the following governance structures within Sterling Ranch:

Answered: 355 Skipped: 154



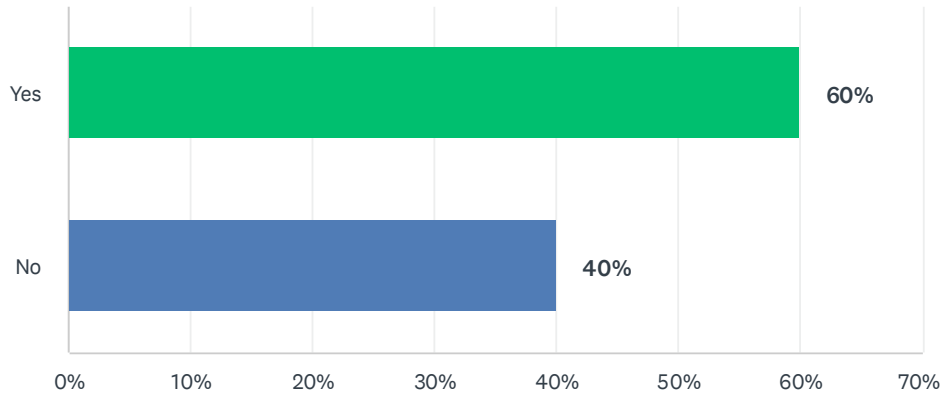
Q67 Please rate your overall interest in understanding the financial structure of Sterling Ranch CAB and its Metropolitan Districts.

Answered: 355 Skipped: 154



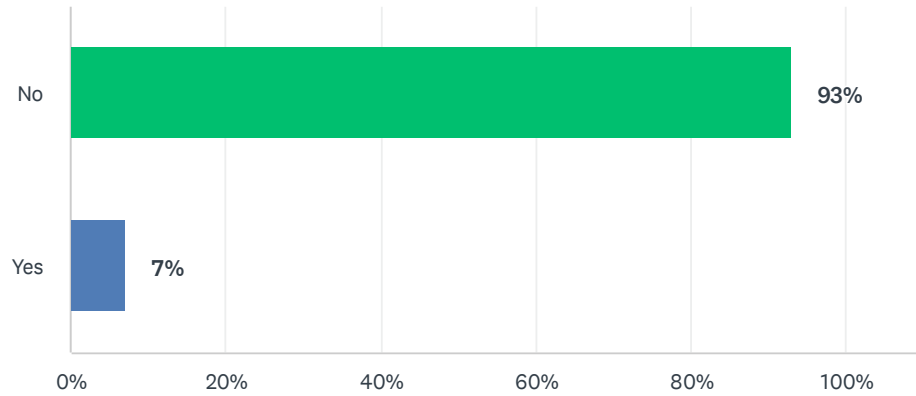
Q69 Do you think having a Sterling Ranch Neighborhood Watch program would create a safer community?

Answered: 355 Skipped: 154



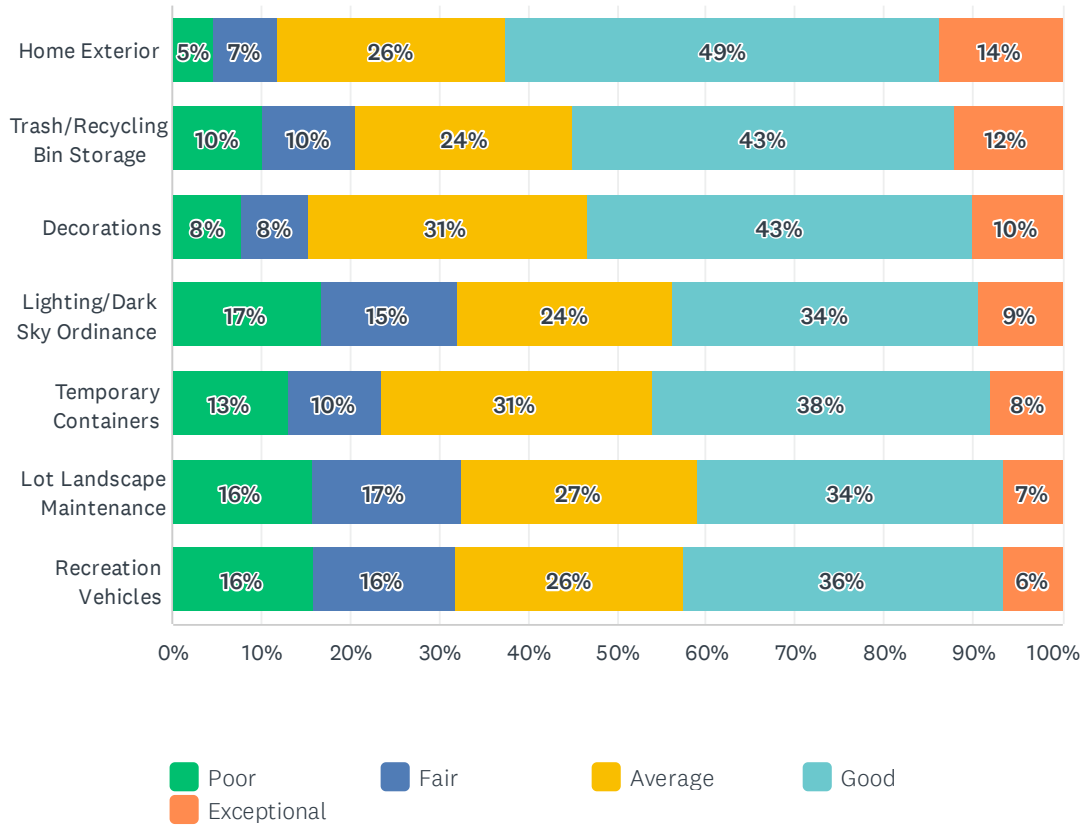
Q70 If Sterling Ranch activates a Neighborhood Watch program, would you be interested in participating as a Block Captain?

Answered: 355 Skipped: 154



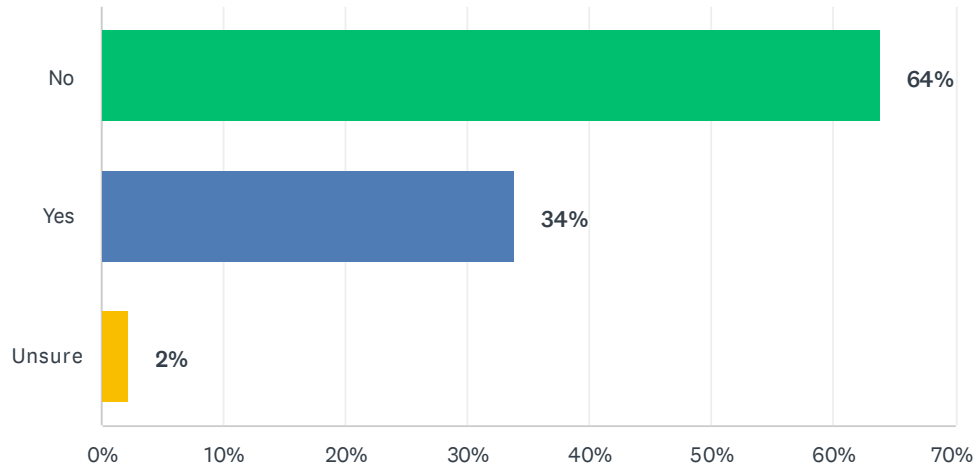
Q72 Sterling Ranch CAB is responsible for enforcing the community protective covenants and rules and regulations which, in turn, increases property values. Please rate the CAB's performance in upholding the community standards and covenants.

Answered: 351 Skipped: 158



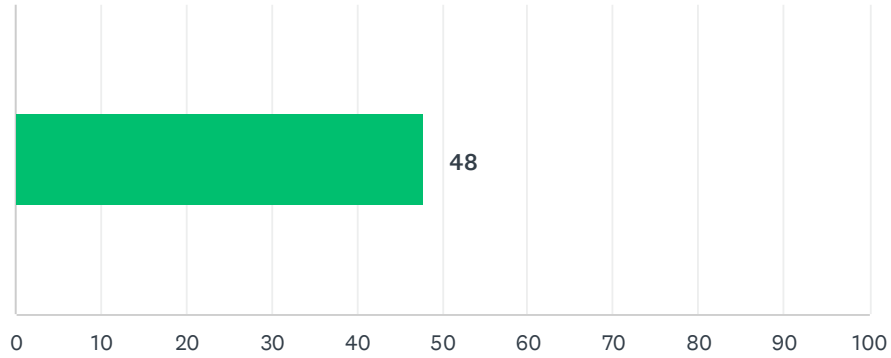
Q73 Have you ever received a notice of non-compliance from Sterling Ranch CAB?

Answered: 351 Skipped: 158



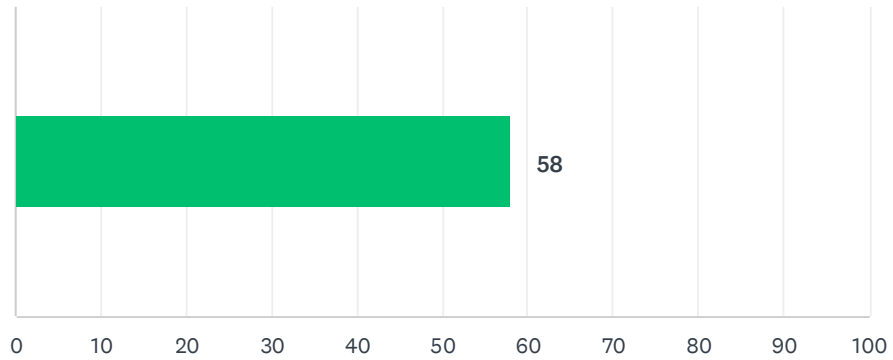
Q74 The communication I have received regarding community standards is courteous and effective?

Answered: 351 Skipped: 158



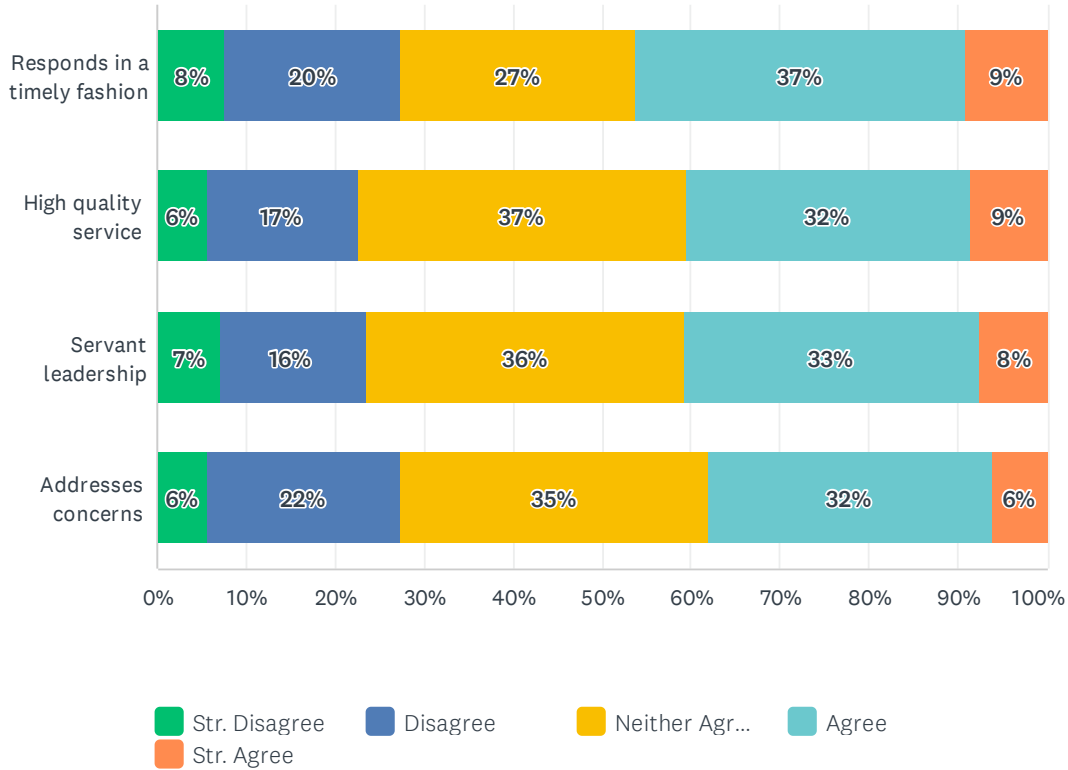
Q75 The Violation process is:

Answered: 351 Skipped: 158



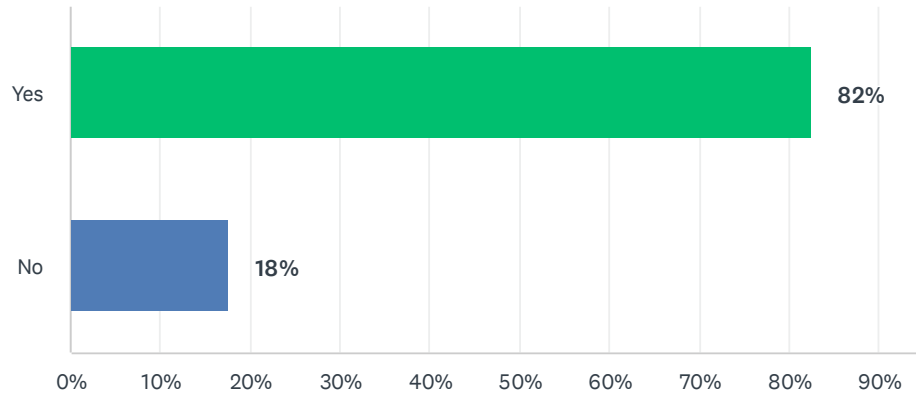
Q76 Please rank the following questions based on your experience with the Resident Services team. The Resident Services Team....

Answered: 348 Skipped: 161



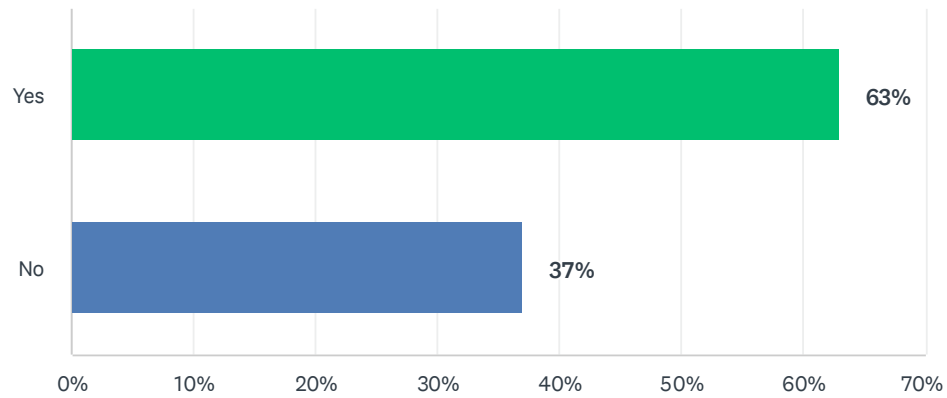
Q77 Do you know how to reach CAB for service related matters (landscaping, design review, general questions, etc.)?

Answered: 348 Skipped: 161



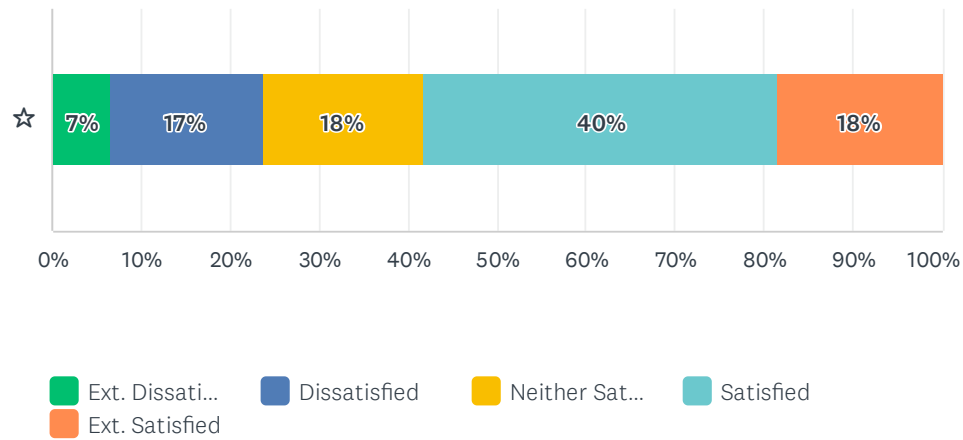
Q78 Have you ever contacted CAB for service related matters?

Answered: 348 Skipped: 161



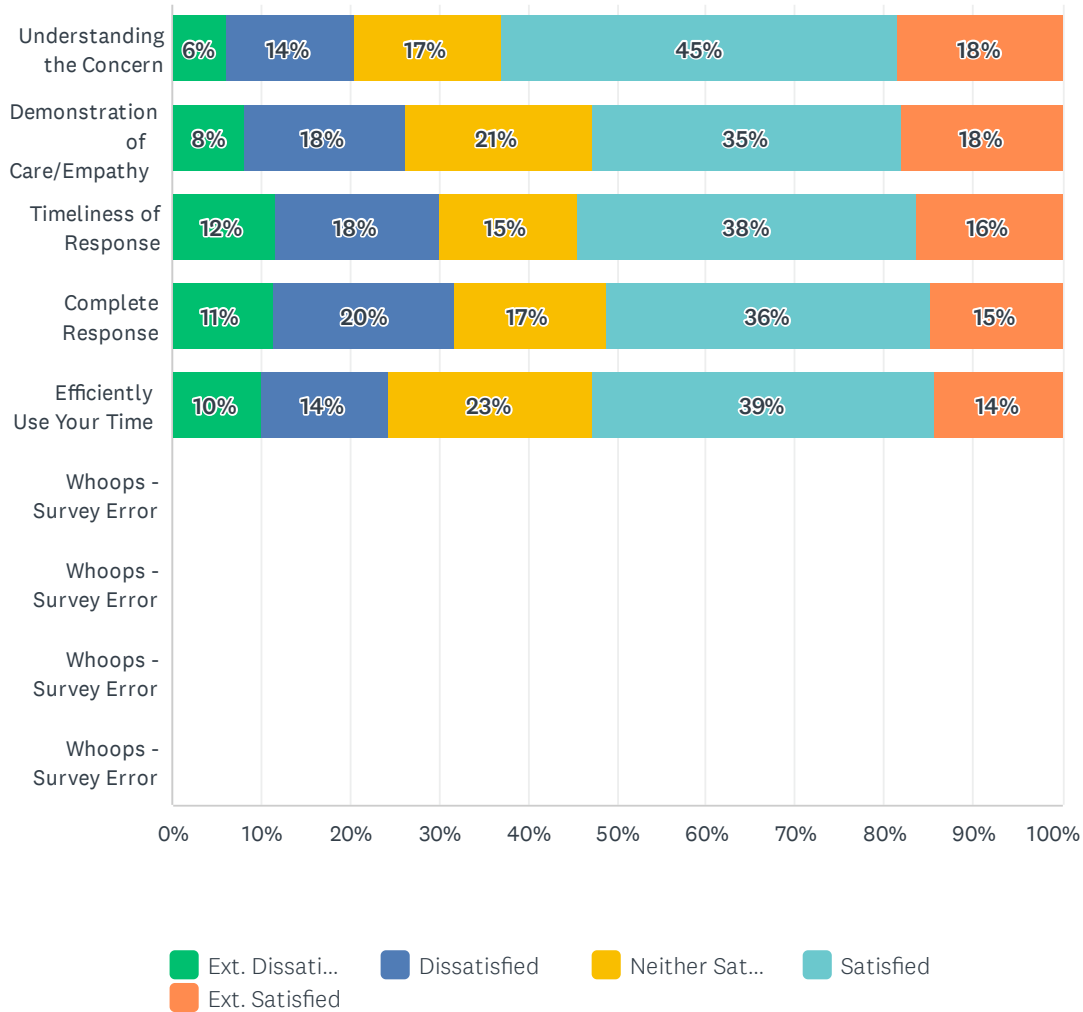
Q79 How satisfied were you with your most recent interaction with staff?

Answered: 216 Skipped: 293



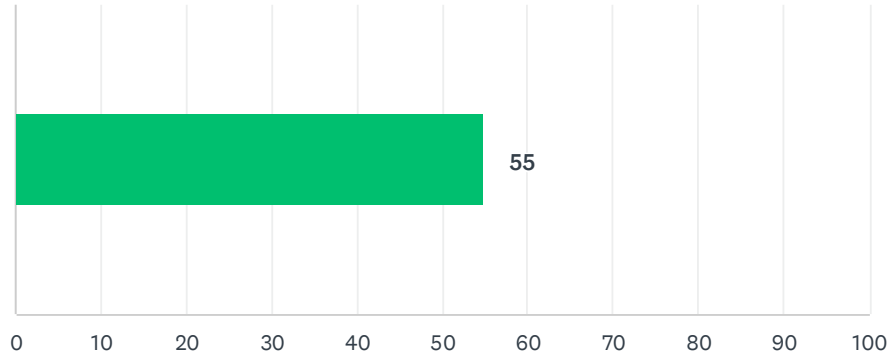
Q80 Consider your most recent outreach to CAB for service. Please rate the staff's:

Answered: 216 Skipped: 293



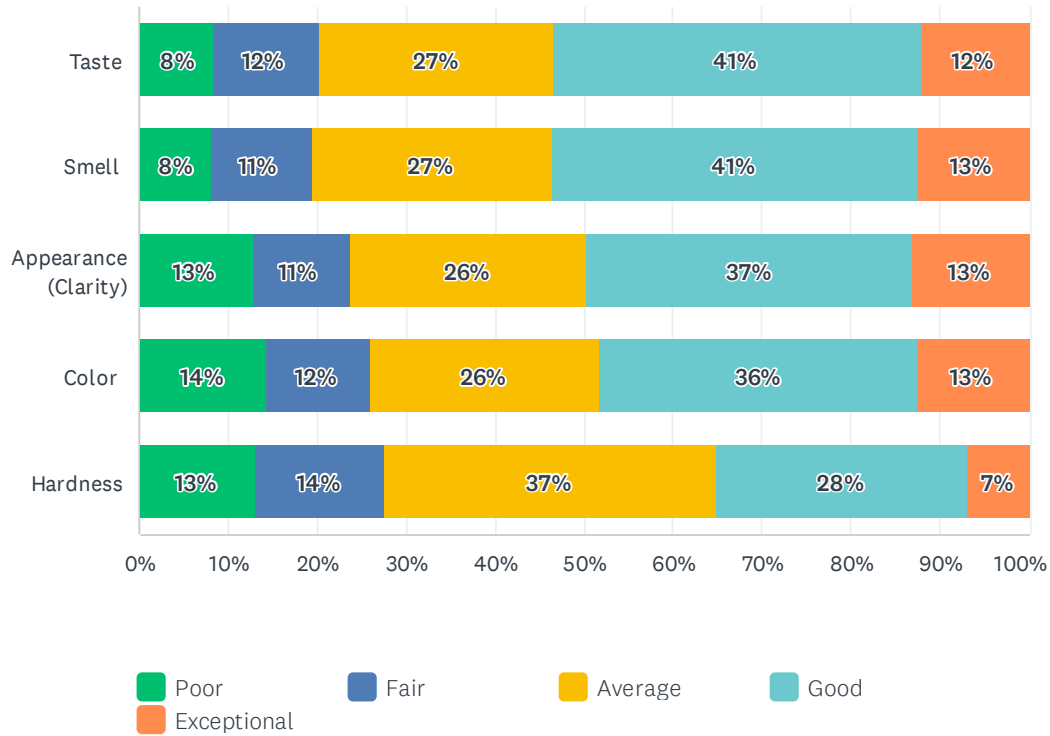
Q82 Please indicate how satisfied you are with the overall quality of the household tap water.

Answered: 340 Skipped: 169



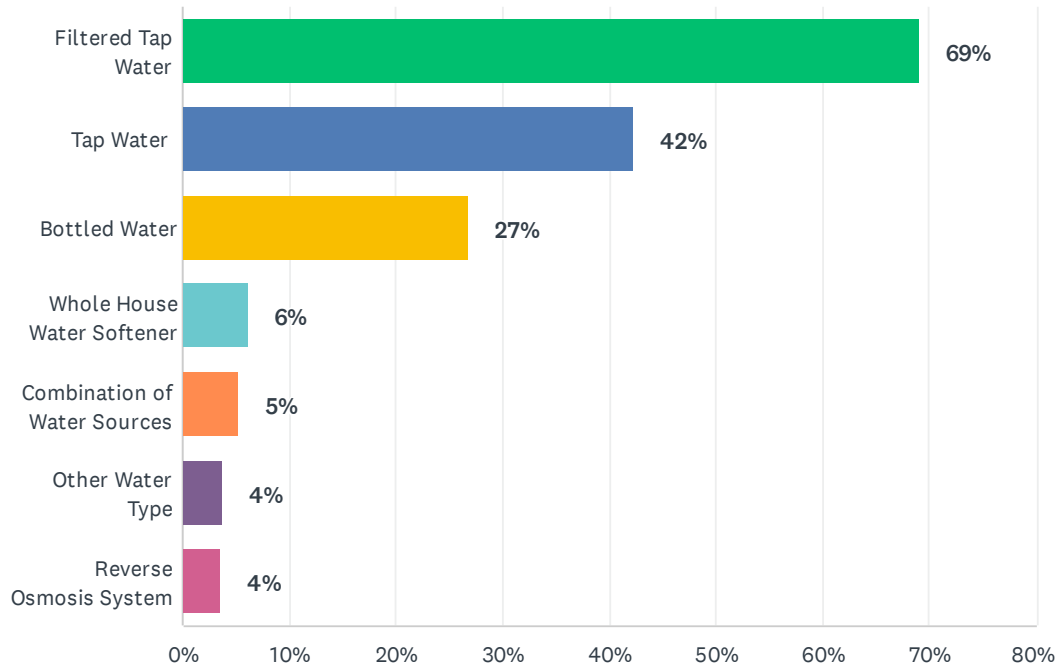
Q83 Please rate the quality of the tap water delivered by Sterling Ranch CAB.

Answered: 340 Skipped: 169



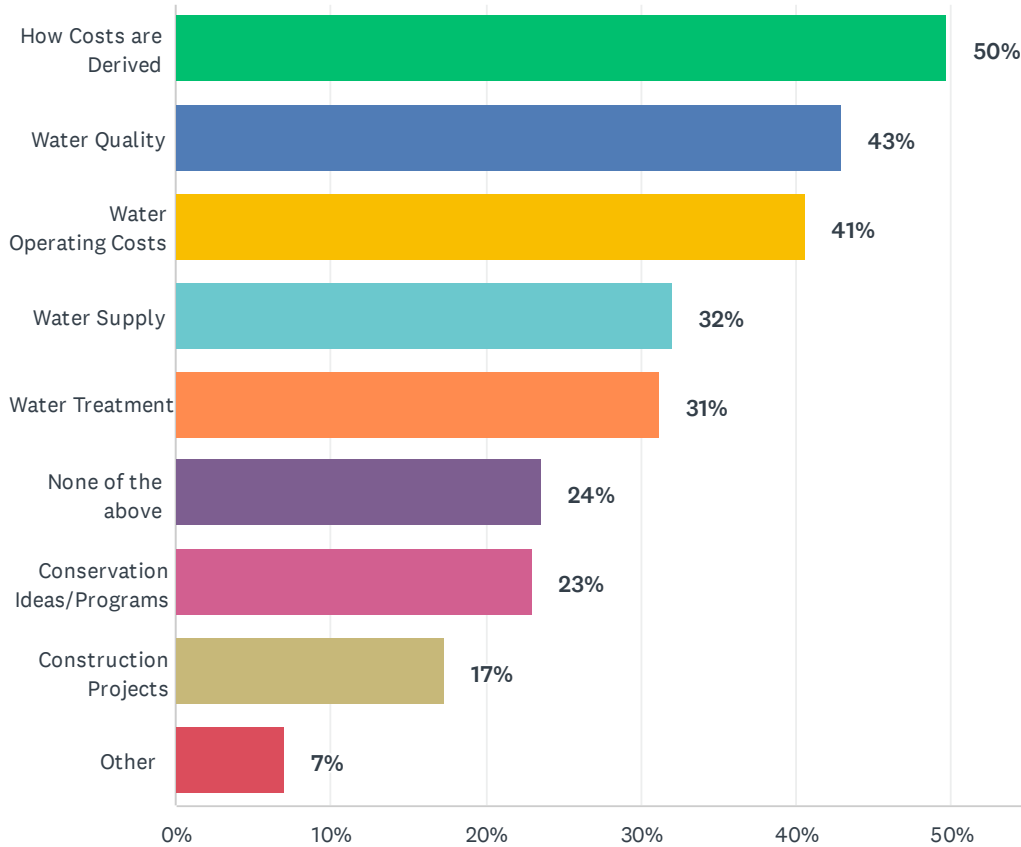
Q84 Please indicate what type of drinking water you consume in your home. (Check all that apply.)

Answered: 340 Skipped: 169



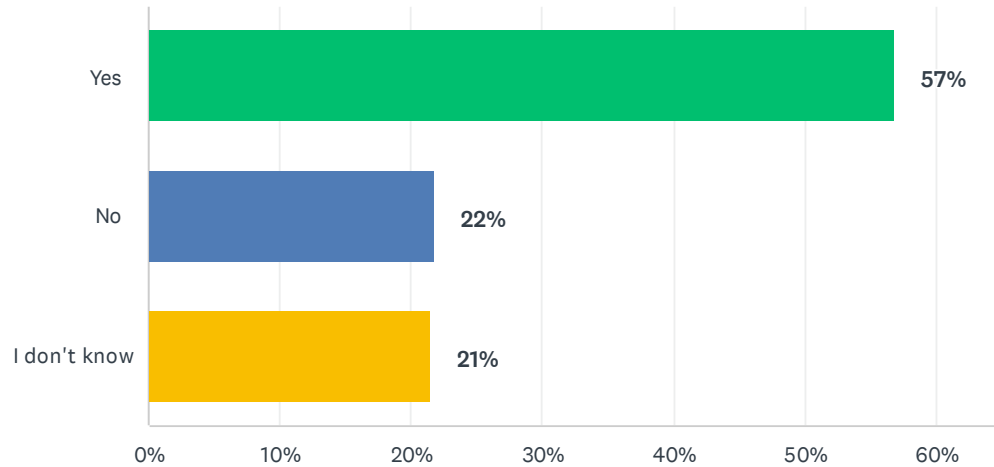
Q86 What, if anything, would you like to know more about the Sterling Ranch CAB water provided to your home? (Check all that apply.)

Answered: 340 Skipped: 169



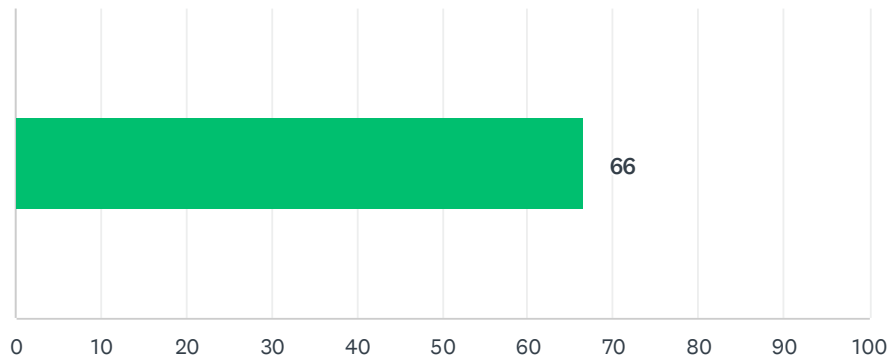
Q87 Is it important to you that the Sterling Ranch water is renewably sourced?

Answered: 340 Skipped: 169



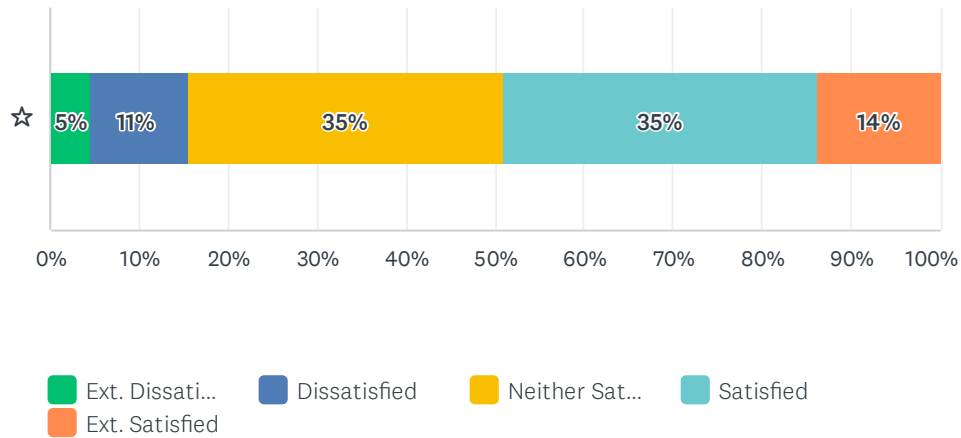
Q88 The cost to deliver tap water to a Sterling Ranch homes is approximately \$0.03 per gallon. The cost of consuming a Starbucks latte every weekday for a month is \$40.88 per gallon. Given this comparison, slide the indicator to best describe the value of delivered tap water in Sterling Ranch.

Answered: 340 Skipped: 169



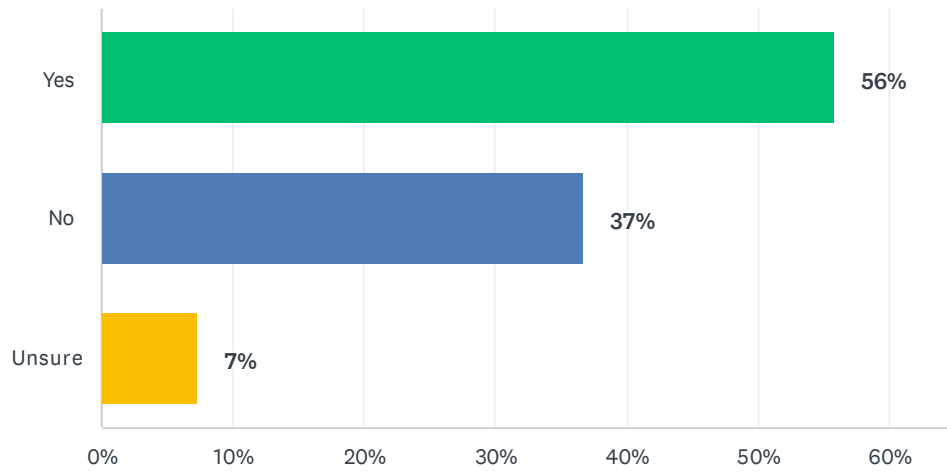
Q89 If you have personally interacted with the water and fee billing staff at 1-833-SRCAB-40, (833) 772-2240 or ClientCare@AmCoBi.com in the past two months, how satisfied were you with your most recent interaction?

Answered: 340 Skipped: 169



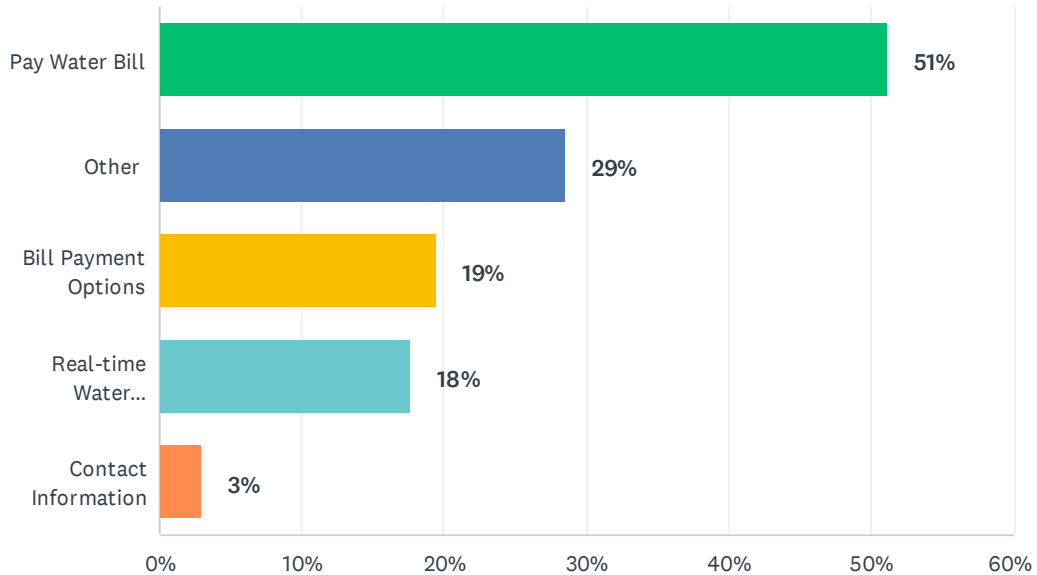
Q90 Have you ever visited www.AmCoBi.com for water billing information?

Answered: 340 Skipped: 169



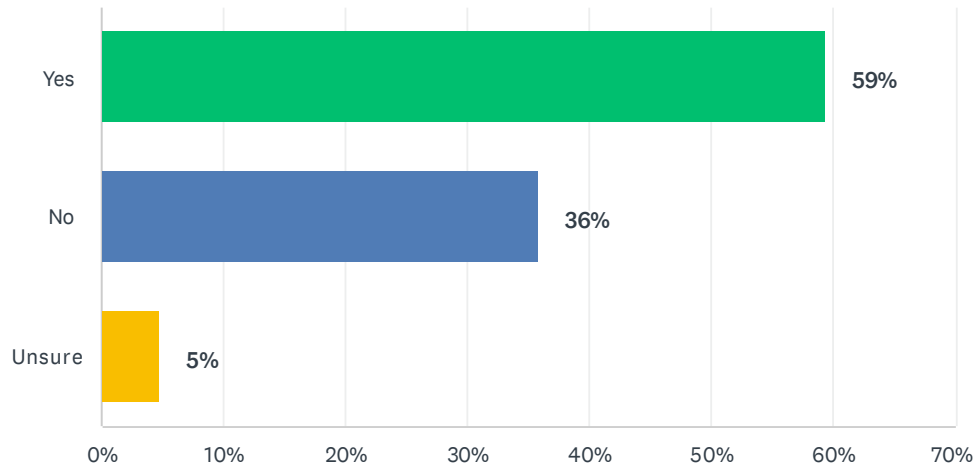
Q91 What was (were) the reason(s) for your last visit to www.AmCoBi.com?

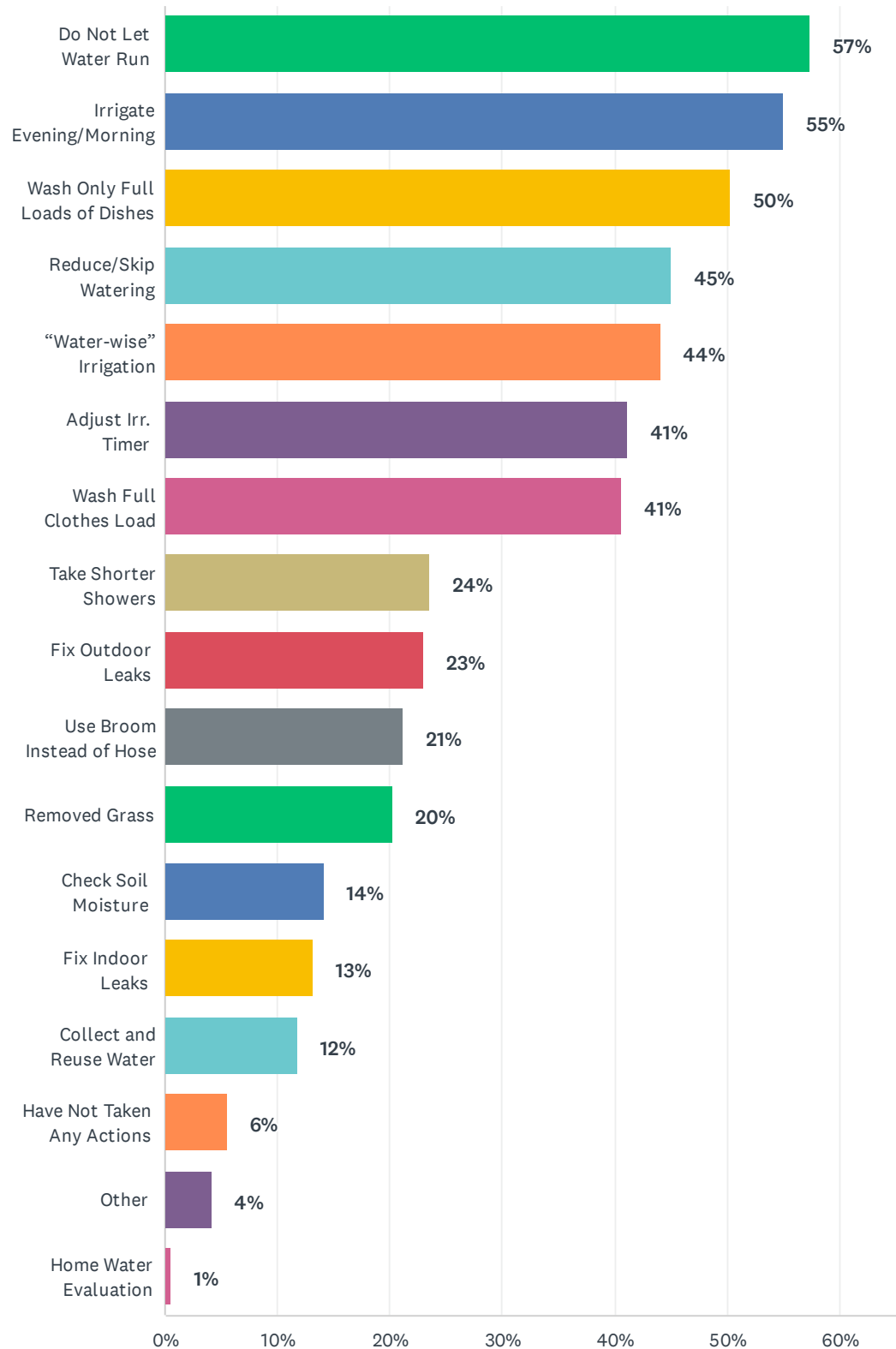
Answered: 340 Skipped: 169



Q92 Have you ever utilized the real-time water consumption data provided by your smart water meter? Typically this data is used to identify leaks, understand an abnormal water bill, troubleshoot abnormal water use, identify how to reduce consumption.

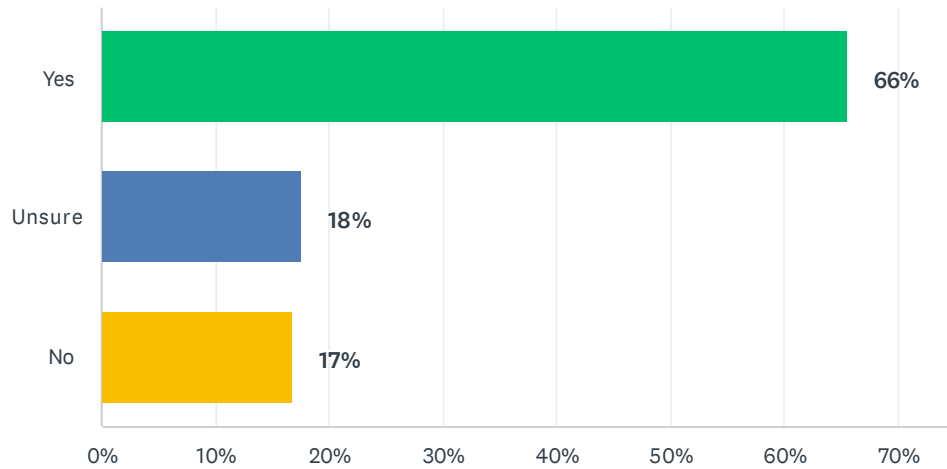
Answered: 340 Skipped: 169





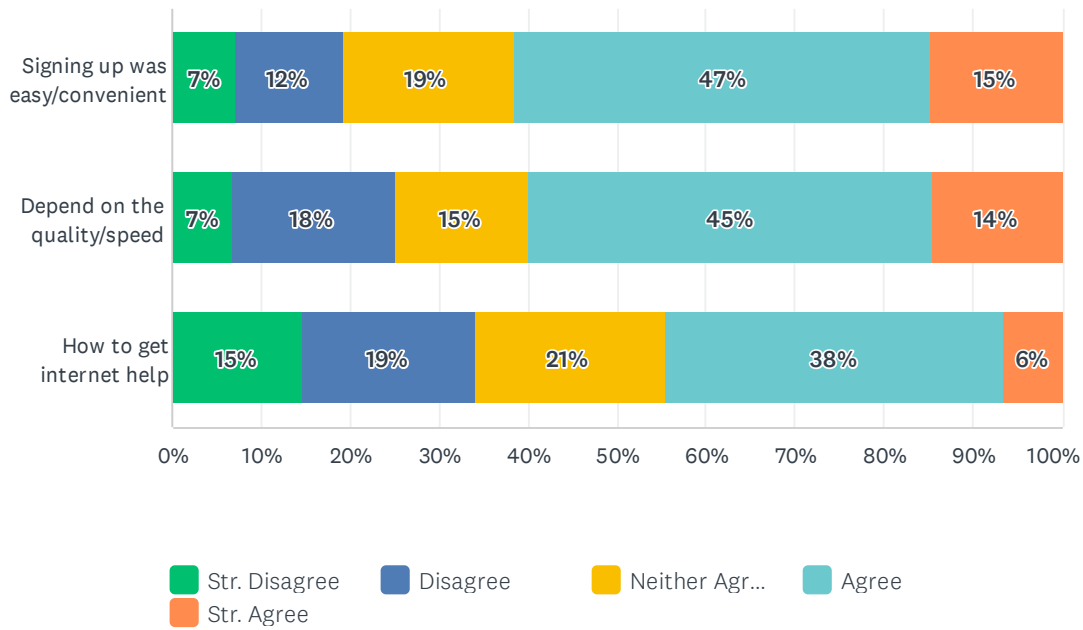
Q94 Would you consider implementing a Rainwater Harvesting System (collection and subsequent re-use of rain water) at your home if training and classes were offered?

Answered: 340 Skipped: 169



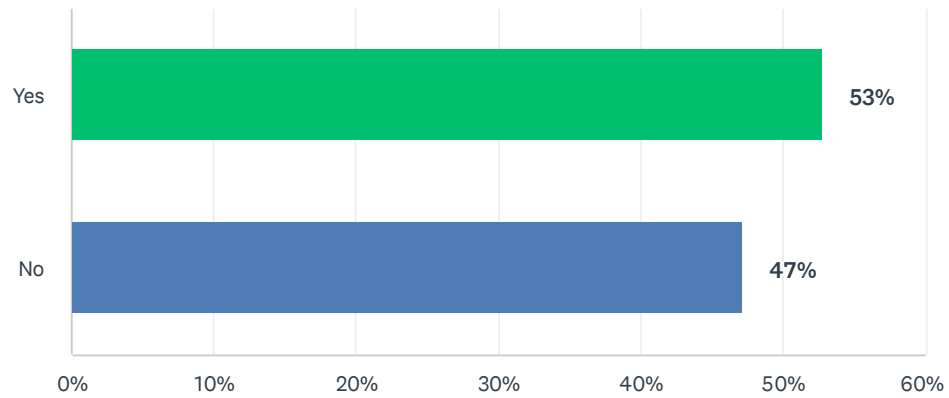
Q97 Respond to the following statements regarding CenturyLink Internet.

Answered: 339 Skipped: 170



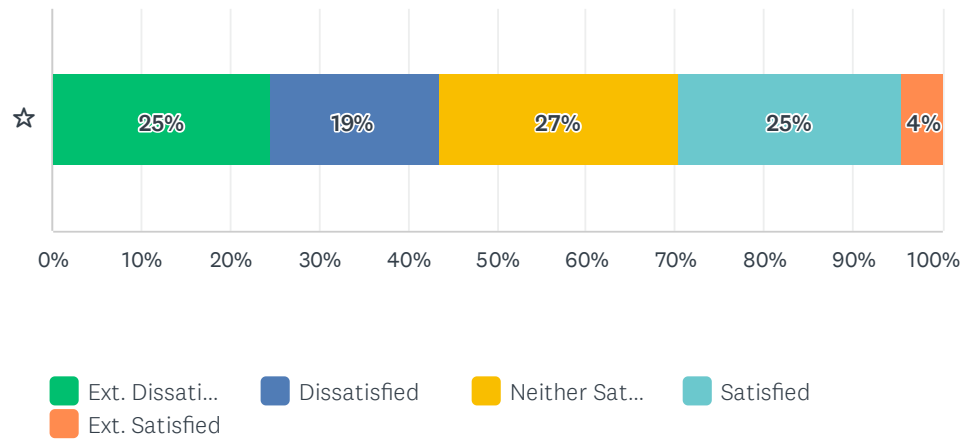
Q98 Have you ever called CenturyLink On's customer service helpline?

Answered: 339 Skipped: 170



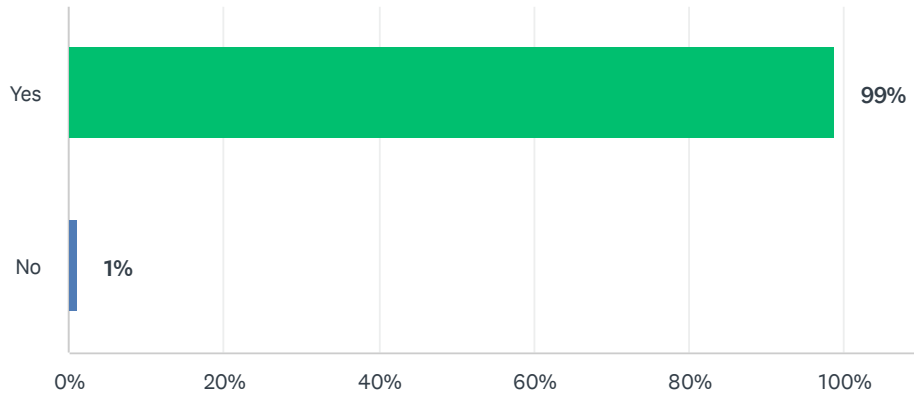
Q99 Level of satisfaction with CenturyLink On's service.

Answered: 179 Skipped: 330



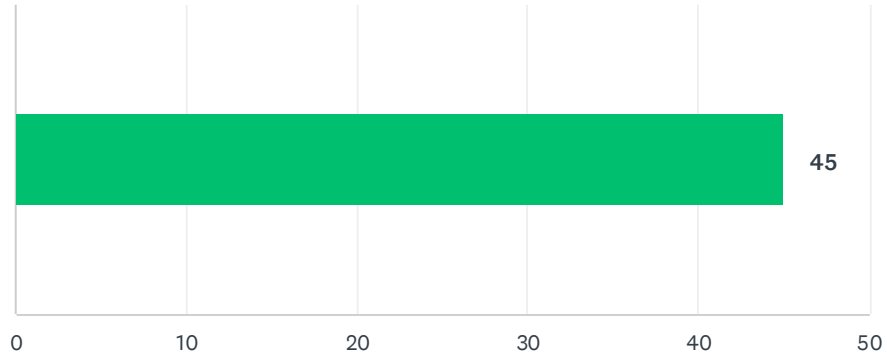
Q101 Are you aware that your home comes equipped with a Sterling Ranch specific Smart Home Automation package called STEWARD?

Answered: 339 Skipped: 170



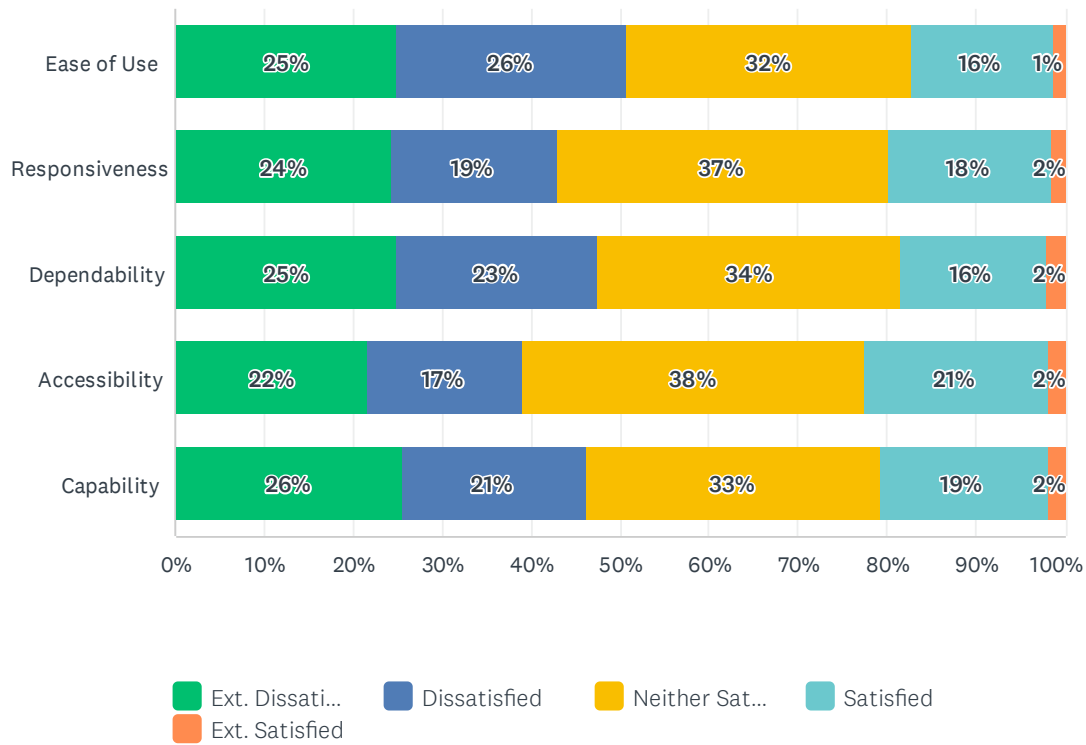
Q102 How well do you understand how to use the STEWARD smart home functionality that came with your home?

Answered: 333 Skipped: 176



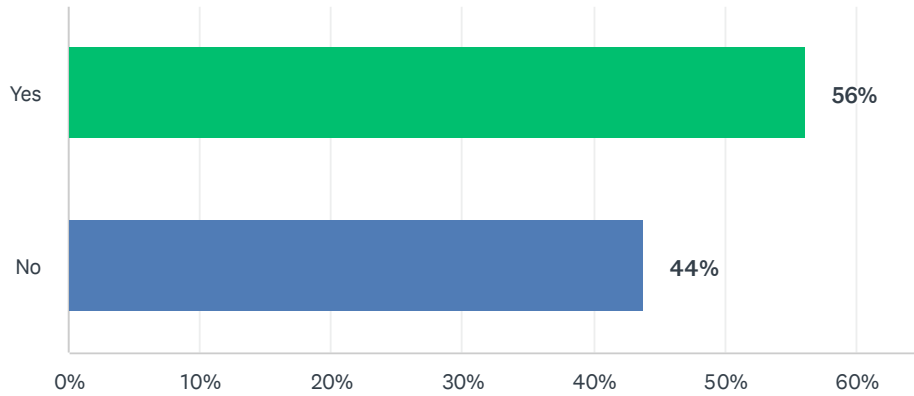
Q103 STEWARD Smart Home Level of Satisfaction

Answered: 333 Skipped: 176



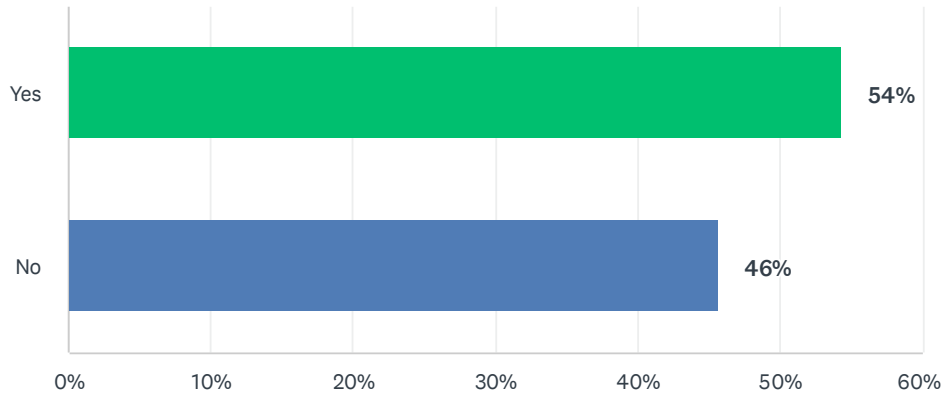
Q104 STEWARD offers you control of your light switches, HVAC, Security, Irrigation - Do these functionalities increase the value of your home?

Answered: 333 Skipped: 176



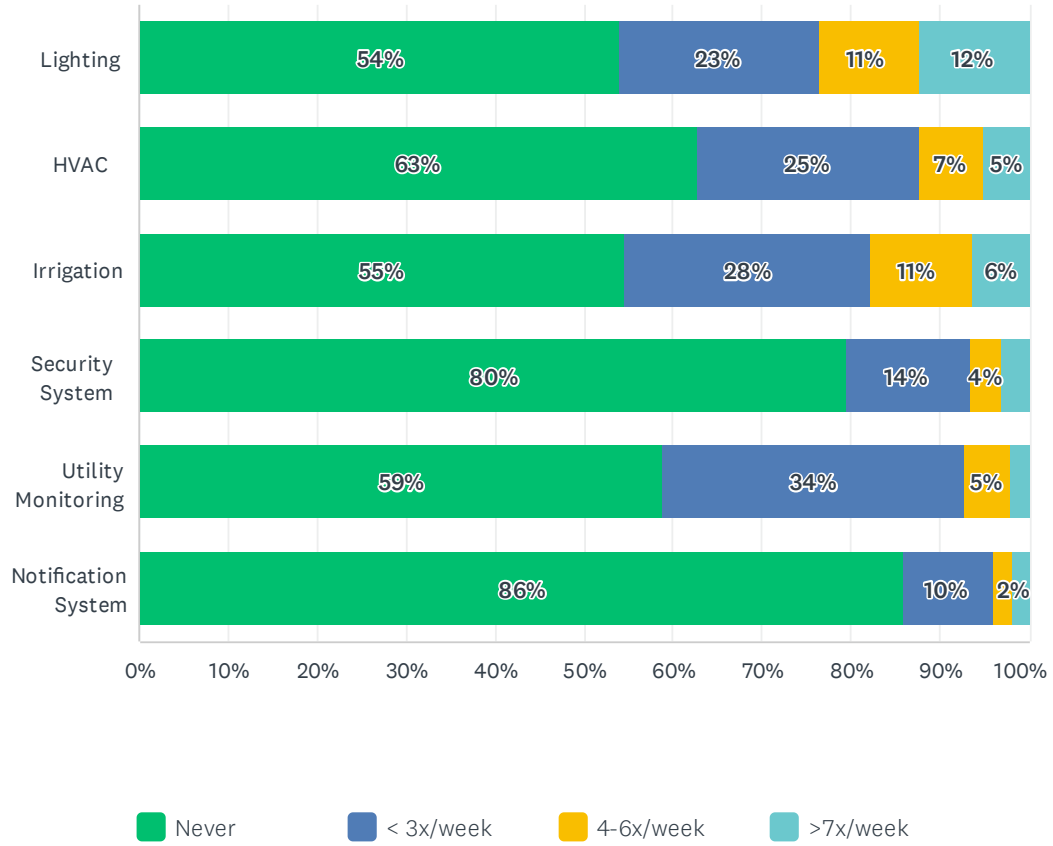
Q105 STEWARD offers you control of your light switches, HVAC, Security, Irrigation - Do these functionalities add any value to your lifestyle?

Answered: 333 Skipped: 176



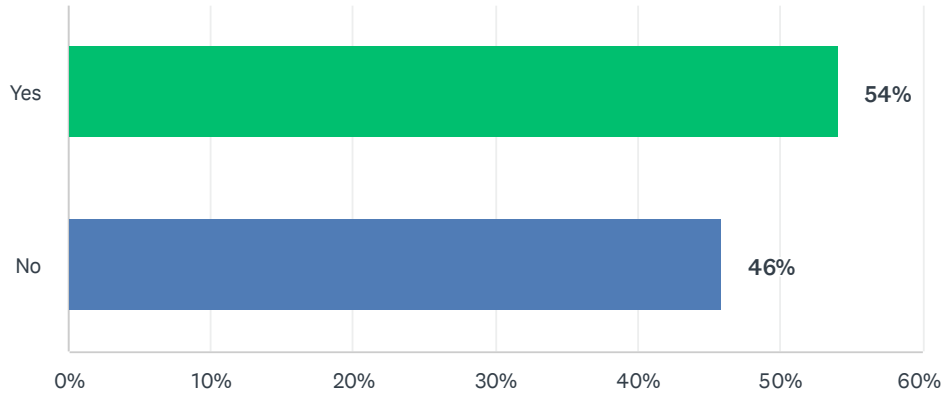
Q107 STEWARD Use

Answered: 333 Skipped: 176



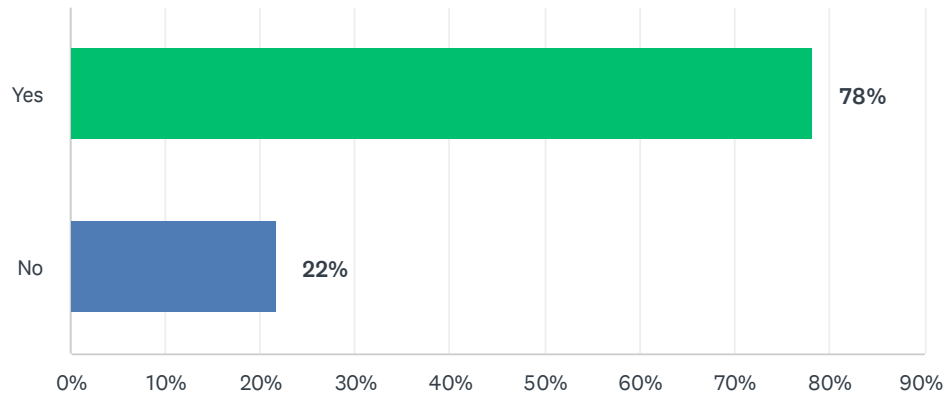
Q108 If you are dissatisfied with any part of the STEWARD system, or experienced a component not working correctly or at all, do you (or have you) created a help ticket using the Lumiere Help website - lumiere.technology/open-a-ticket/?

Answered: 333 Skipped: 176



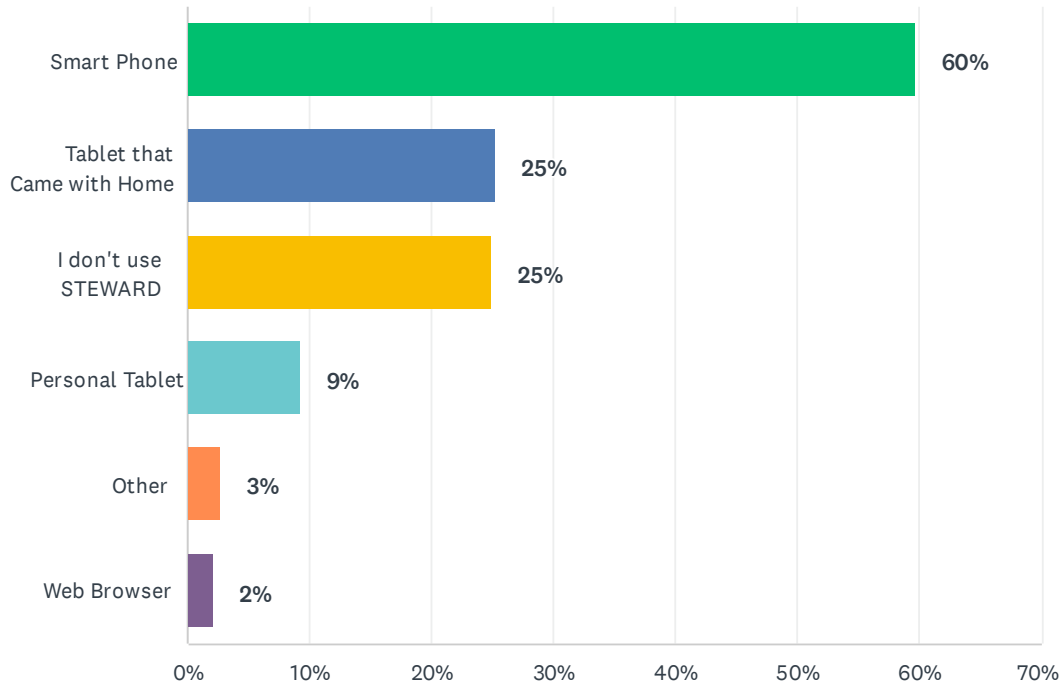
Q109 Would it be helpful if how-to/FAQ documents and videos were provided to add additional capability, smart devices/components to your system?

Answered: 333 Skipped: 176



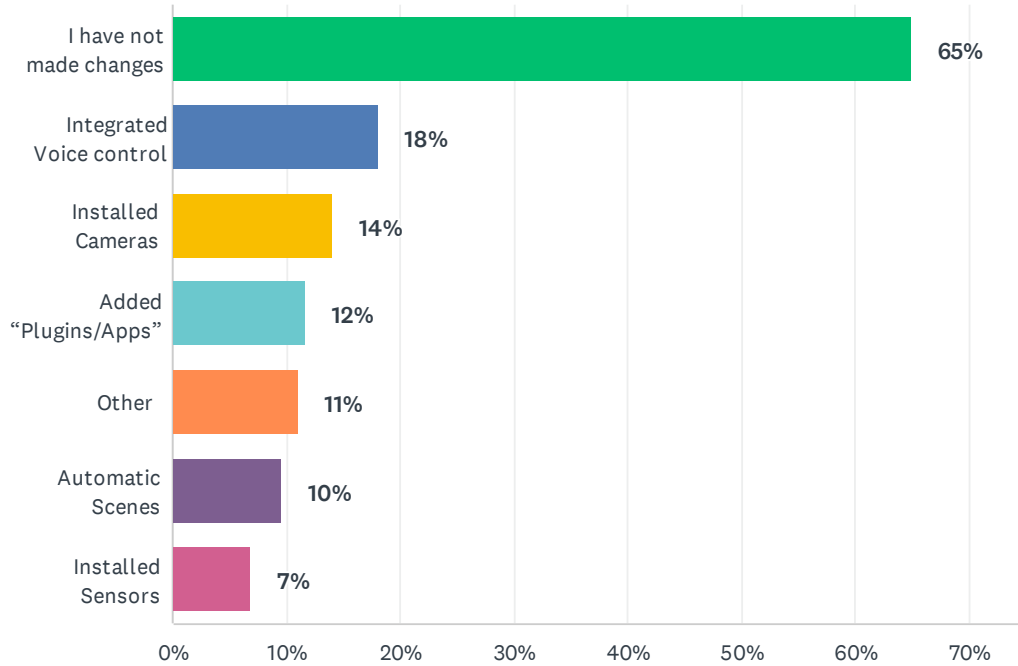
Q110 On which device do you mainly use your STEWARD or Smart-Home system to control your home? (Check all that apply.)

Answered: 333 Skipped: 176



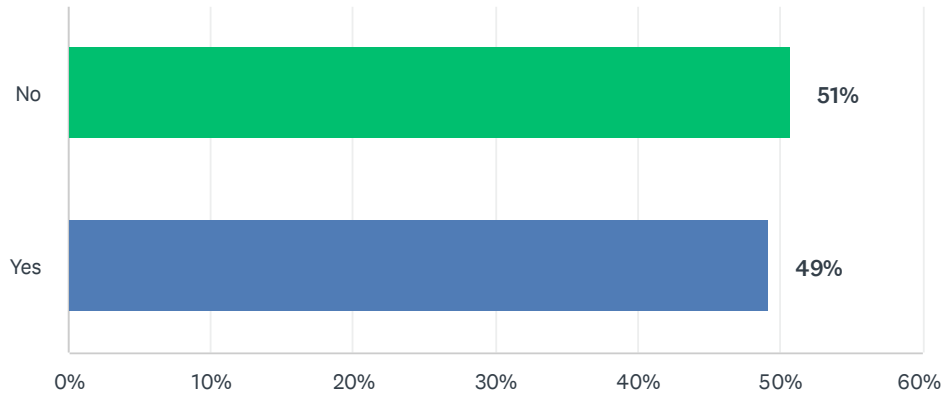
Q111 If you have invested time or upgrades into the core Home Automation system (HomeSeer), what types of changes have you made?
(Check all that apply.)

Answered: 333 Skipped: 176



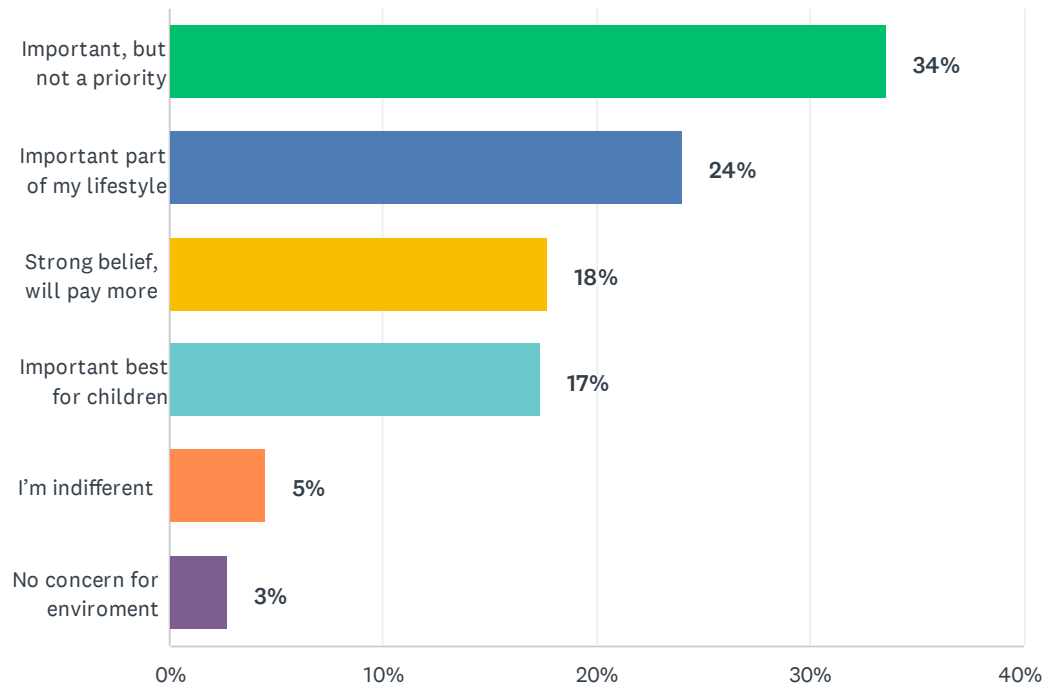
Q112 If an upgraded package to your in-home technology was offered, in the future for a nominal fee, would you consider purchasing?

Answered: 333 Skipped: 176



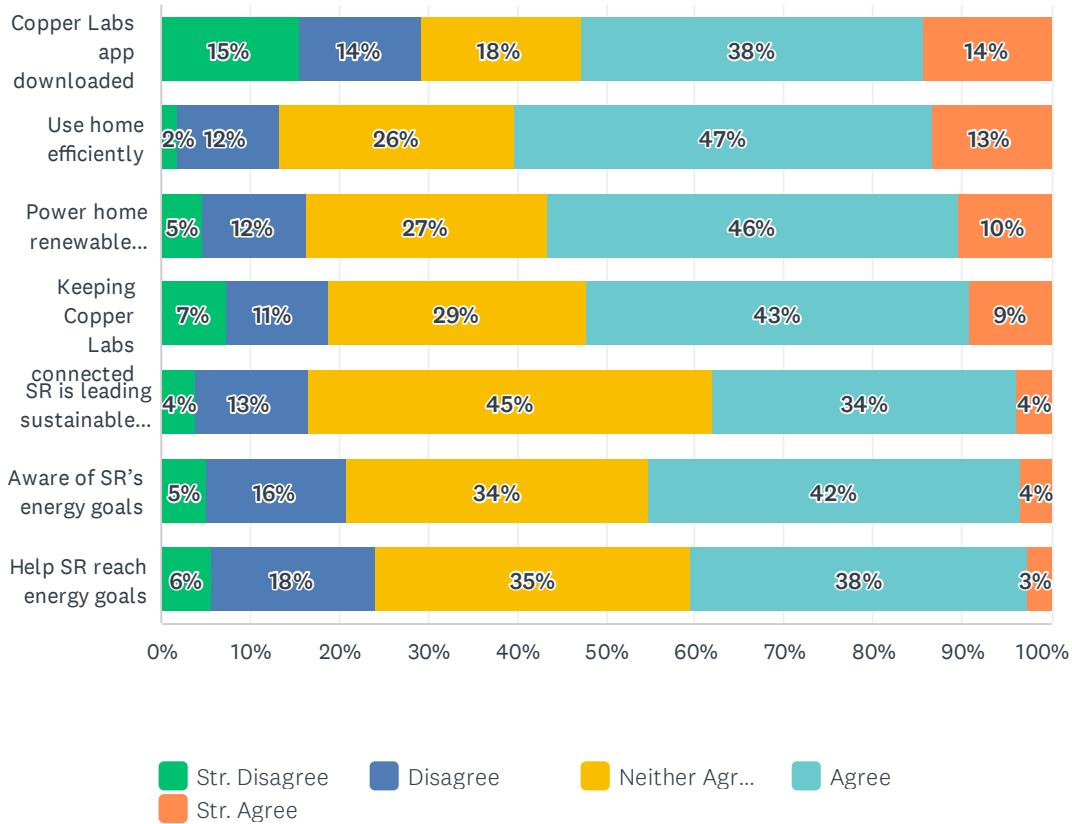
Q113 How would you describe the importance of sustainability to you?

Answered: 336 Skipped: 173



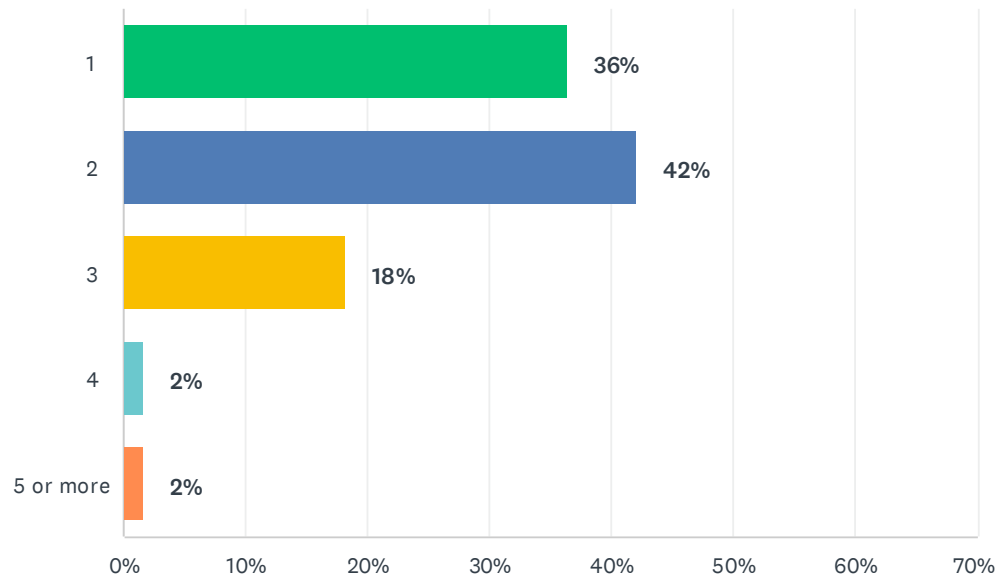
Q114 Provide your level of understanding of the following sustainability initiatives.

Answered: 336 Skipped: 173



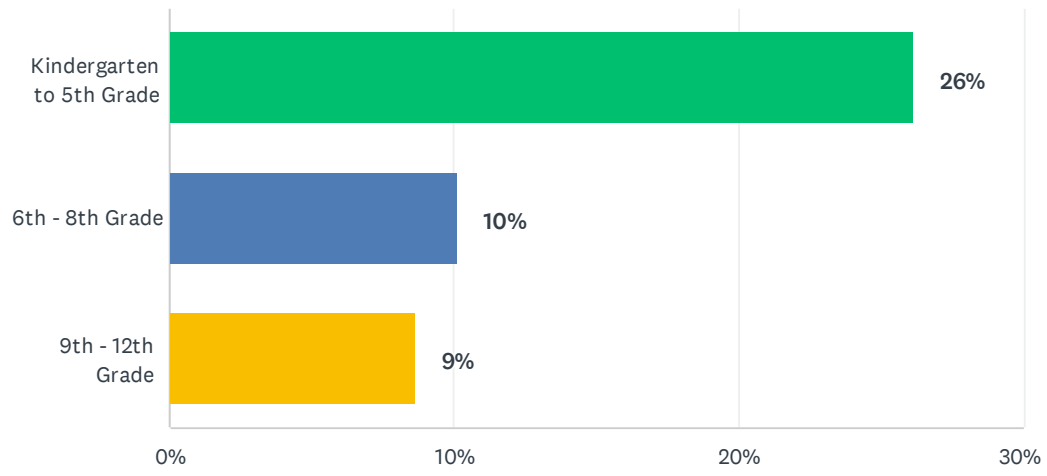
Q115 How many school aged (K-12) children live in your household?

Answered: 336 Skipped: 173



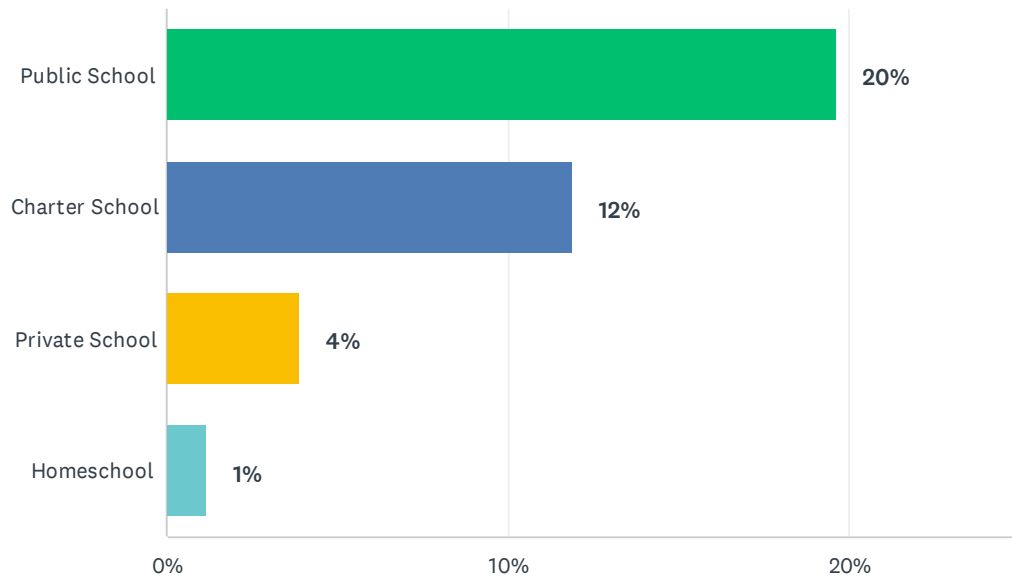
Q116 What grades do they attend?

Answered: 336 Skipped: 173



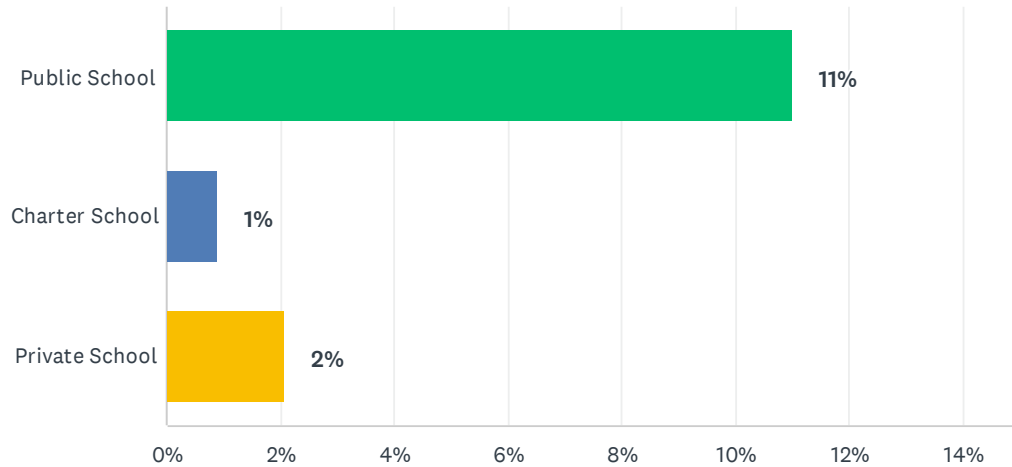
Q117 What type of school do the children attending K-8th Grade attend? (Check all that apply.)

Answered: 336 Skipped: 173



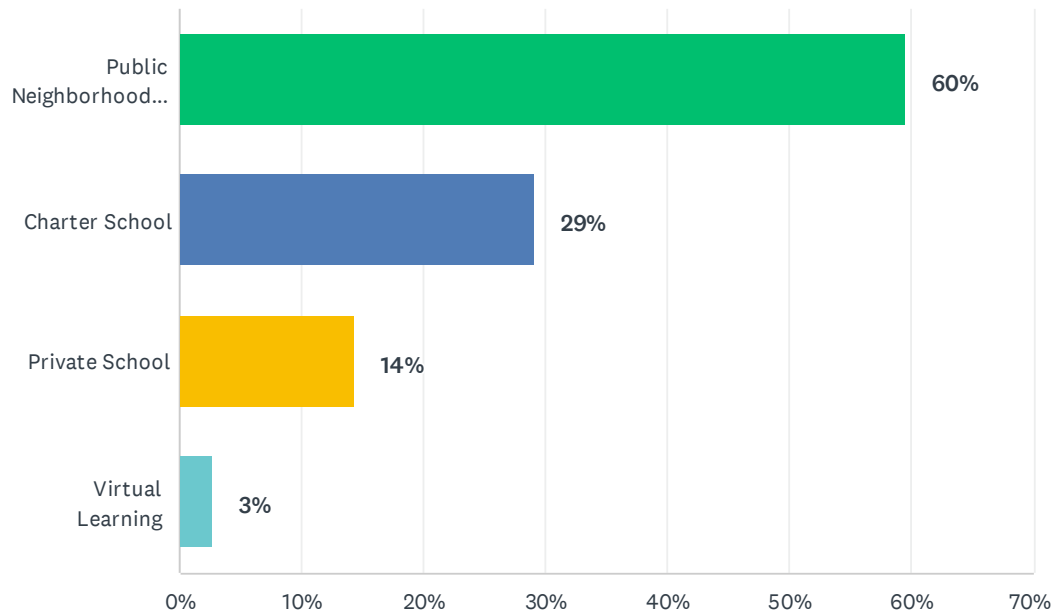
Q118 What type of school do the children attending 9th-12th Grade attend? (Check all that apply.)

Answered: 336 Skipped: 173



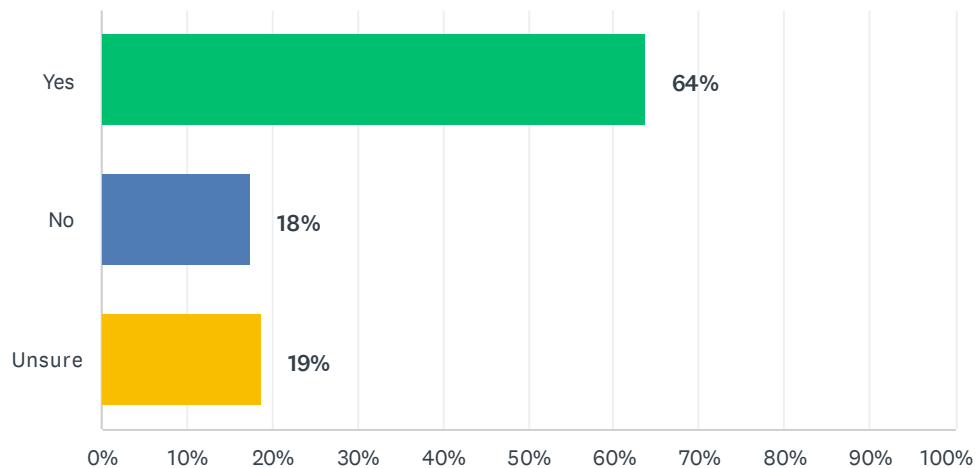
Q119 What types of schools would you like to see in Sterling Ranch?

Answered: 336 Skipped: 173



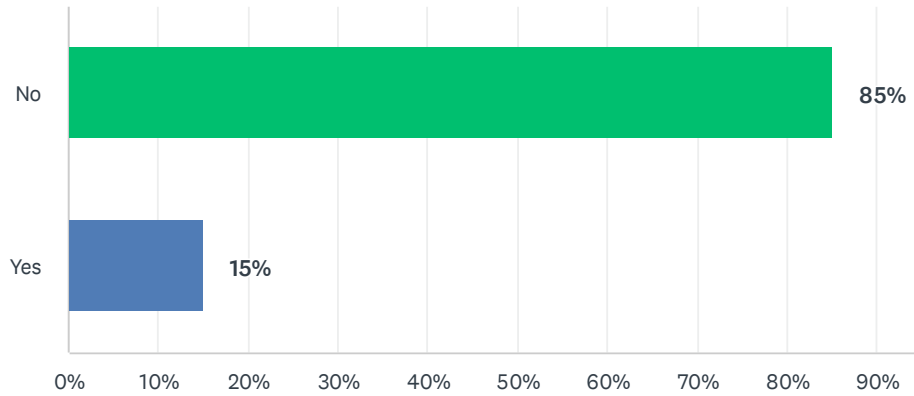
Q120 In order for Sterling Ranch to have a public neighborhood school, it is likely the Douglas County School District would have to pass a bond measure to fund building a school. Regardless if you have school aged children in your home, or not, would you support a bond initiative to build a school in Sterling Ranch?

Answered: 336 Skipped: 173



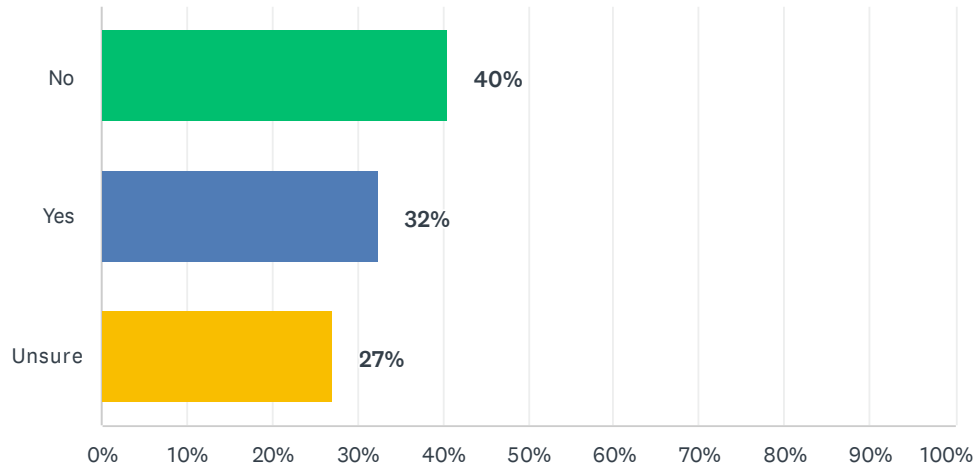
Q121 Since you would support a bond initiative, would you be willing to assist in gathering voter support to pass a bond initiative?

Answered: 214 Skipped: 295



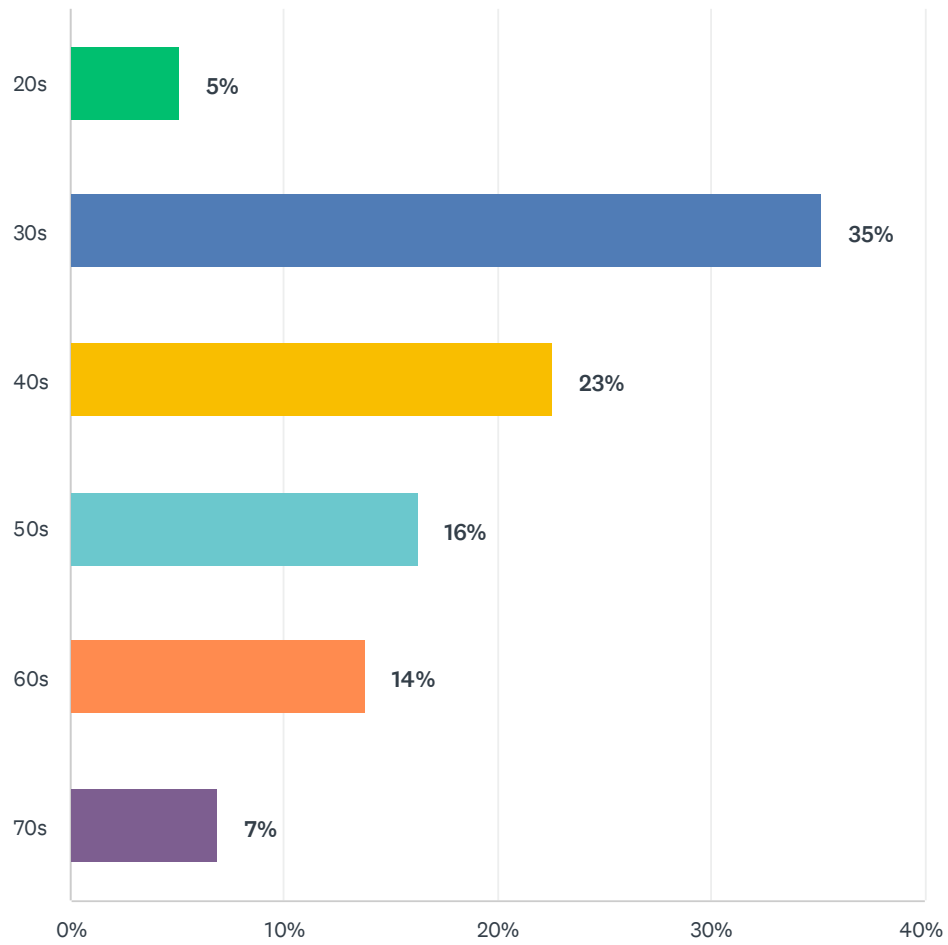
Q123 Would you consider enrolling your child(ren) in a charter school located in Sterling Ranch?

Answered: 336 Skipped: 173



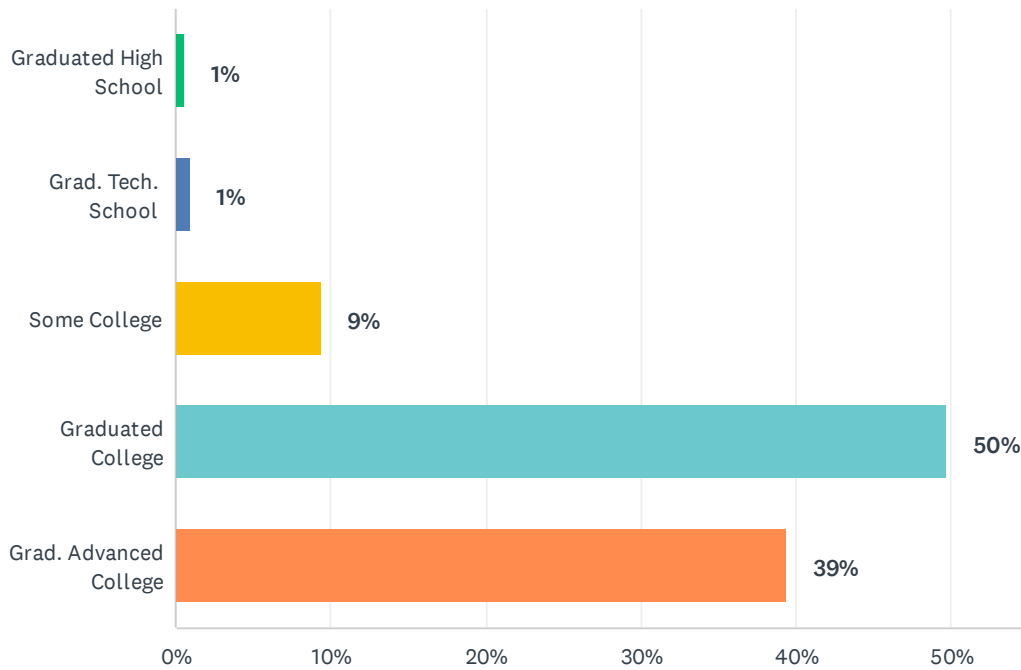
Q125 I am in my (select your age range).

Answered: 332 Skipped: 177



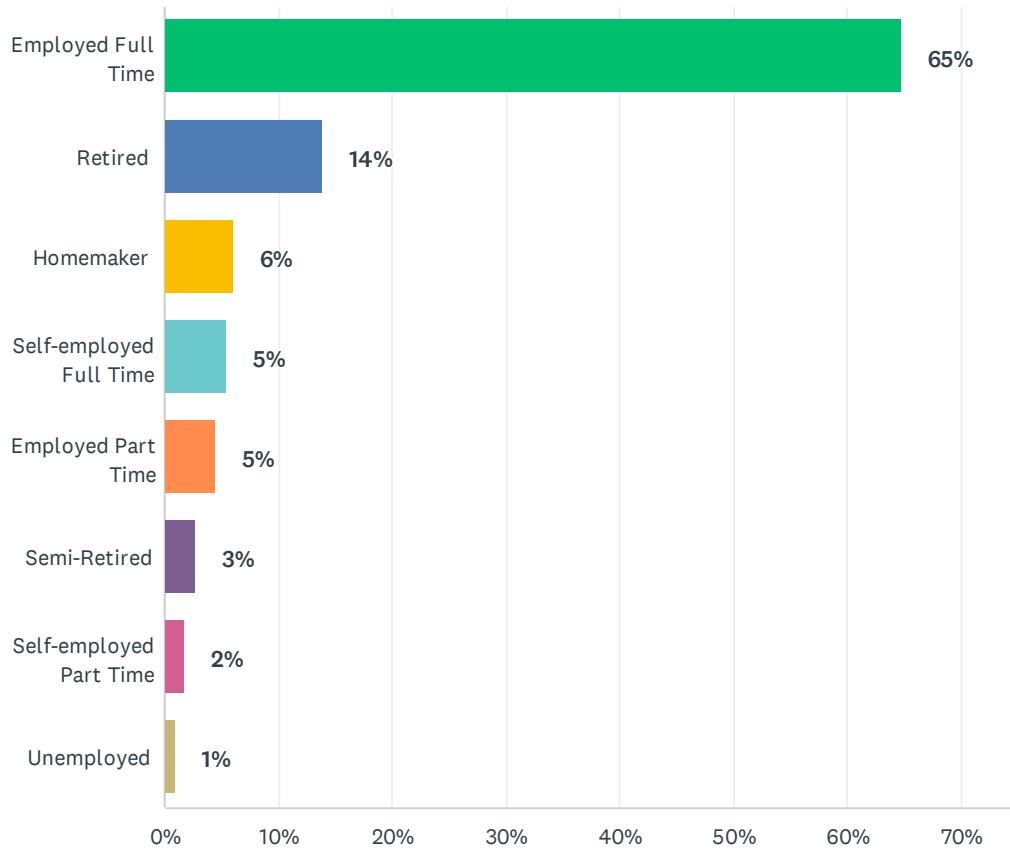
Q126 What is the highest level of education that you have completed.

Answered: 332 Skipped: 177



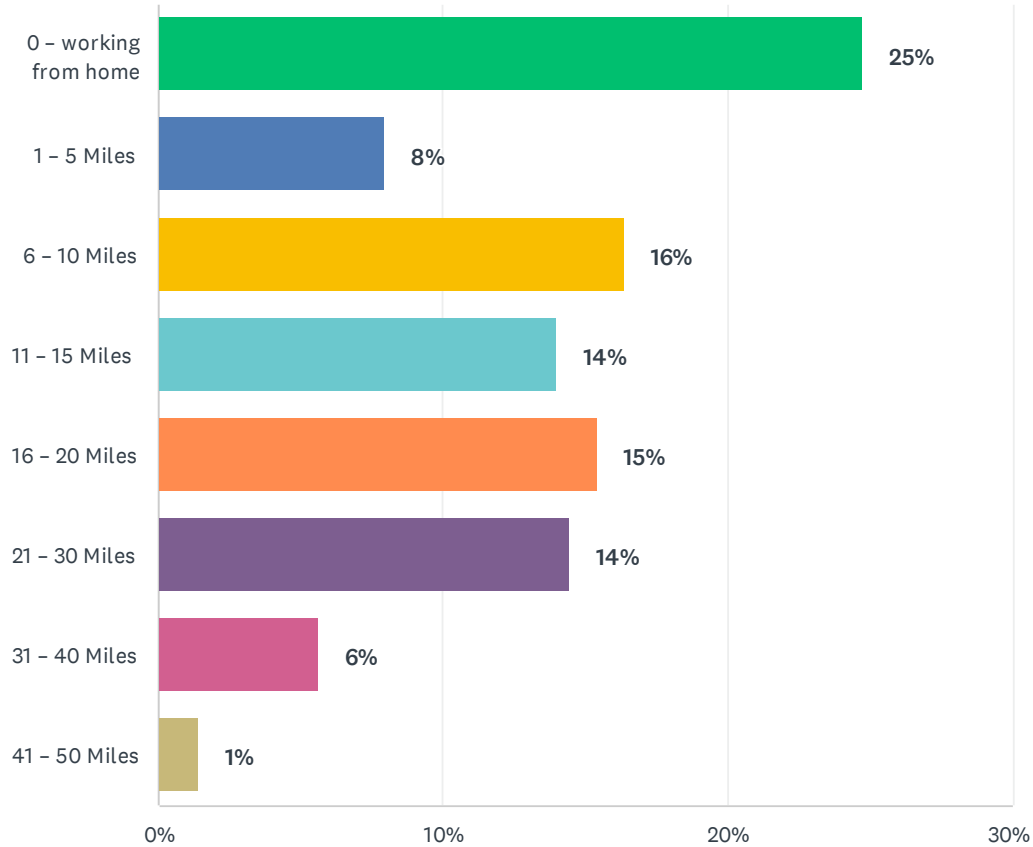
Q127 Which of the following best describes your employment status?

Answered: 332 Skipped: 177



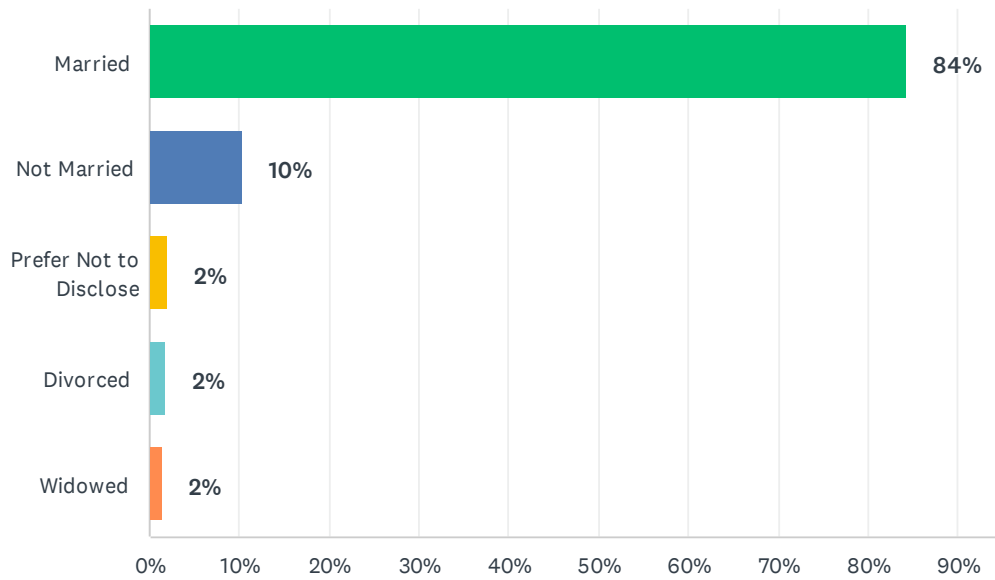
Q128 If you are working or going to school, how far is your current one-way commute to school or work?

Answered: 332 Skipped: 177



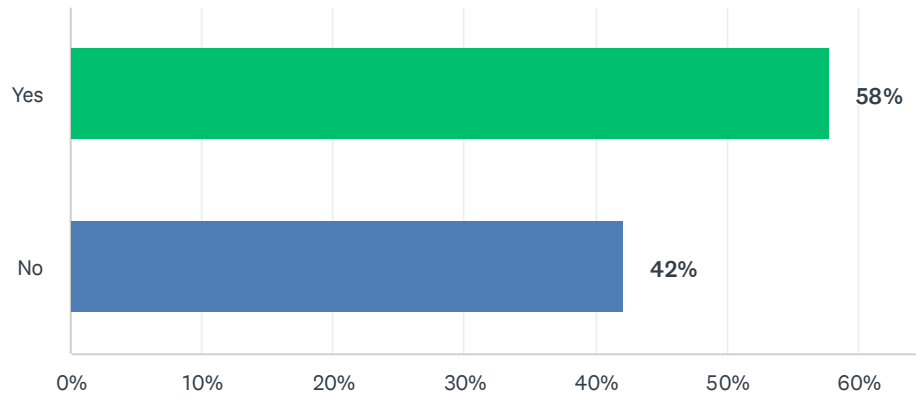
Q129 What is your current marital status?

Answered: 332 Skipped: 177



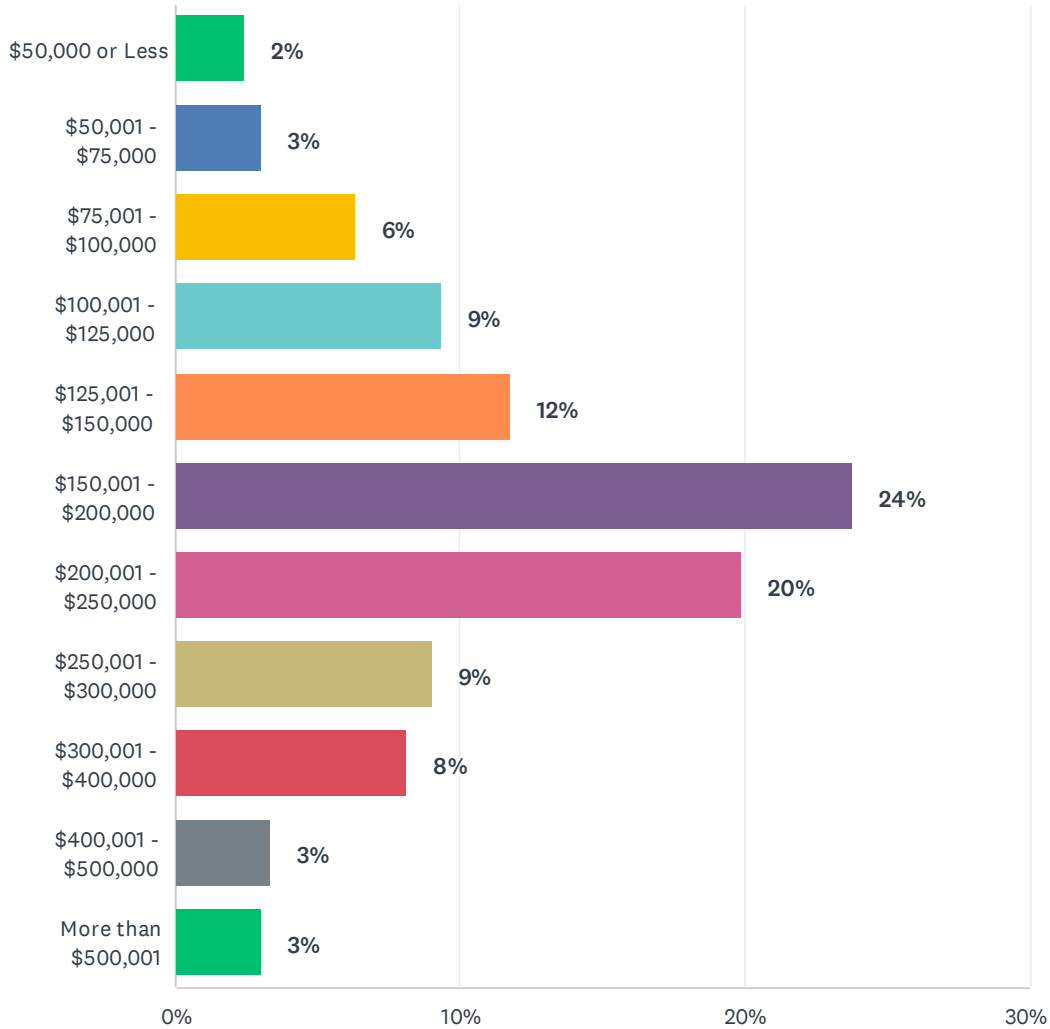
Q130 Are you the head of household defined as the person in the house who is the primary money earner? There is one head of household per home.

Answered: 332 Skipped: 177



Q131 What was the combined income range of all persons living in your household for 2020?

Answered: 332 Skipped: 177



Q132 Do multiple generations permanently live in your home?

Answered: 332 Skipped: 177

