



THE CITY OF ASPEN

CITY OF ASPEN

Citizen Survey

REPORT OF RESULTS

October 2013

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EXECUTIVE SUMMARY

SURVEY BACKGROUND AND METHODS

In an effort to understand citizen attitudes about City facilities, services and policies, the City of Aspen conducts an annual resident survey. Aspen first contracted with National Research Center, Inc. (NRC) to implement the survey in 2007; the 2013 survey was the eighth iteration.

A postcard was mailed to 1,200 randomly selected registered voter households in the City of Aspen, notifying them that they had been chosen to participate in the survey. A survey followed in the mail after one week, with another arriving one week later. Approximately 9% of the mailed surveys were returned as undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. There were 252 respondents to the survey, yielding a response rate of 23%, a decrease from 2012 (31%) but similar to 2011 (25%). The margin of error is plus or minus six percentage points around any given percent for the entire sample (252 respondents). However, there were many questions where over half of the respondents indicated that the question was not applicable or that they did not know enough to answer the question. In these cases, the margin of error is higher.

The survey results were weighted to reflect the demographic profile of all registered voters in the City of Aspen.

SUMMARY OF RESULTS

Quality of life in Aspen remained high.

- Two-thirds of voters gave “excellent” ratings of the overall quality of life in Aspen in 2013; few gave “fair” or “poor” ratings.
- The high ratings of quality of life in 2013 were similar to previous years.

Voters lauded the quality of community recreation facilities.

- Nine in 10 respondents agreed that they had enjoyed their experience at the Aspen Recreation Center (ARC) and that the ARC Guest Services staff was helpful and timely in handling requests. Fewer residents (63%) agreed that the ARC does a good job communicating program information.
- Nine in 10 agreed that the quality of Red Brick Recreation Center programs was very good and that the Red Brick Recreation Center staff was knowledgeable and helpful.
- As in previous years, almost all respondents gave positive marks to the condition of parks, athletic fields and trails in Aspen.
- Resident concern about picking up after dogs in parks, in athletic fields and in the Commercial core increased from 2012 to 2013.

Voters continued to rate the quality of Aspen services favorably.

- Nine in 10 respondents were “somewhat” or “very” satisfied with services provided by the City of Aspen in 2013, similar to previous years.
- Voters gave favorable assessments of the streets in Aspen, with 9 in 10 agreeing that the streets were in good repair.
- As in previous years, the timeliness and thoroughness of snow removal in the Commercial Core received higher ratings than in the residential areas.

- Of the respondents who had contact with the City in the 12 months prior to the survey, at least 7 in 10 rated their experience favorably, with Utility Billing receiving the highest marks.
- The performance and responsiveness of City departments continued to receive high marks in 2013. Of the voters who had an opinion about each service, 8 in 10 or more were “somewhat” or “very” satisfied with 13 of the 20 City services, with the highest marks awarded to the Red Brick Recreation Center, parks, water and the City Clerk Office.
- Seven in 10 gave “excellent” or “good” ratings to the job the City does informing residents and to the quality of information the City provides to residents, while less than half gave such ratings to the job the City does listening to residents and matching expenditures to community priorities.

Newspapers and mailed materials were residents’ preferred sources of information.

- When asked if they used a number of sources of information to learn about the City of Aspen, most respondents reported that they used local newspaper articles (95%) and newspaper ads (90%) as a “minor” or “major” source of information. Three-quarters said they used mailed materials as at least a “minor” source of information about the City.
- Less than half of respondents received information about the City of Aspen via the Aspen/Pitkin County Housing Authority website, local television broadcasts, the City website or social media.
- Most survey respondents received information about the ARC via newspapers or the Internet.
- Of the residents who had heard about the Canary Initiative, most received their information from newspapers (69%).
- The most common suggestion for improving City communication with residents was to increase communication through newsletters, mailings and the Internet.

Survey respondents provided suggestions for improving the City’s website.

- Use of the website has steadily increased since 2009, with 65% in 2013 indicating they had used the website in the 12 months prior to the survey.
- Half or more voters gave positive ratings to six of the seven characteristics of the City’s website, with the highest ratings given to the information being current (76% “good” or “very good”). Lower ratings were given to the website’s search function (28% “bad” or “very bad”).
- Nine in 10 voters supported the City expanding the use of its website to handle transactions such as permit applications and fee payments, licenses and registration for classes in an effort to reduce City costs; more than half indicated “strong” support.
- Six in 10 respondents felt it was “very important” or “essential” for the City to add a service to the website for registering for City recreation classes and events.
- Respondents indicated that they would be more likely to use the City’s website if the City were to provide financial incentives such as discounted fees for use of online services.

Respondents cited water, construction and bike/pedestrian issues as potential concerns in 2013.

- Survey respondents were asked to indicate their level of concern with a list of 11 potential community issues and needs. In 2013, voters expressed the most concern about the following community issues: the amount of water in the Roaring Fork River (77% concerned), appropriate building height and mass in the commercial core (74%) and construction impacts such as noise, traffic and runoff (72%).

- When asked to rate the importance the City government taking action on these same 11 issues, voters felt that the amount and quality of water in the Roaring Fork River, appropriate building height and mass in the commercial core and pedestrian safety were most important.
- Overall, ratings of voter concern and the importance of City government action on the 11 issues were similar to previous years.

Voters felt safe in Aspen but worried about traffic.

- Most respondents reported that crime had stayed the same in the 12 months prior to the survey; few reported making changes to their activities in Aspen due to concerns about crime.
- Generally, Aspen voters reported feeling very safe in all areas of Aspen, with more than 9 in 10 feeling safe in and around Aspen as a whole, in their neighborhood and in the Commercial Core.
- Fewer respondents (65%) agreed that they felt safe crossing Main Street.
- When rating their level of concern with a number of safety-related issues in Aspen, voters were most concerned about traffic congestion (71% “very” or “somewhat” concerned), exposure of children to drugs (67%) and cars not yielding to pedestrians (65%). More than half also were concerned about bikes riding on sidewalks or in pedestrian malls, bikes not following traffic laws and pedestrians jay-walking.
- Few worried about trespassers on their property, burglary of their home or noise from businesses or events.

SURVEY BACKGROUND

SURVEY PURPOSE

The City of Aspen Citizen Survey serves as a consumer report card for Aspen by providing registered voters the opportunity to rate their satisfaction with the quality of life, local facilities and services and satisfaction with local government. The survey also gives registered voters an opportunity to provide feedback to government on what is working well and what is not.

Focus on the quality of service delivery and perception of facilities lays the groundwork for tracking community opinions about the core responsibilities of Aspen City government, helping to assure maximum service quality over time. This type of survey generates a reliable foundation of resident opinion that can be monitored periodically over the years, taking the community's pulse as the city changes and grows.

The City of Aspen takes resident perspectives seriously. The results of this annual survey are used to measure departmental performance according to performance standards set by the City.

National Research Center, Inc. (NRC) was selected in 2007 to administer Aspen's Citizen Survey and the 2013 survey is the eighth iteration. The 2013 results are compared with results from the previous surveys wherever possible.

SURVEY ADMINISTRATION

The City of Aspen survey was mailed to a random sample of 1,200 registered voter households. In August 2013, a pre-survey notification postcard was mailed to these households and about one week later surveys were mailed to the same residences. A reminder letter and a second survey were sent to the same households one week after the first survey packet mailed. The purpose of the second wave was to encourage those who had not yet completed a survey to do so. In NRC's experience, multiple contacts generate higher response rates.

Approximately 104 postcards were undeliverable because the housing unit was vacant or the postal service was unable to deliver it as addressed. Completed surveys were received from 252 residents, for a response rate of 23%, which was lower than 2012 (31%) and similar to 2011 (25%).

The survey results were weighted to reflect the demographic profile of all registered voters in Aspen. (For more information on the survey methodology and weighting, see *Appendix IV: Survey Methodology*.)

HOW THE RESULTS ARE REPORTED

For the most part, the "percent positive" and frequency distributions (the percent of respondents giving each possible response to a particular question) are presented in the body of the report. The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "strongly agree" and "agree," "very satisfied" and "somewhat satisfied").

On many of the questions in the survey, respondents could give an answer of "don't know" or "not applicable." The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix II: Complete Set of Survey Responses*. However, these responses have been removed from the analyses presented in the body of the report. 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 large percentage of residents (20% or more) chose "don't know" or "not applicable," those questions are noted in the text.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to percentages being rounded 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 level for this survey is generally no greater than plus or minus six percentage points around any given percent reported for the entire sample (252 completed surveys). However, there were many questions where over half of the respondents indicated that the question was not applicable or that they did not know enough to answer the question. In these cases, the margin of error rises to as much as plus or minus 9%.

COMPARING SURVEY RESULTS OVER TIME

The results in this report are compared to the results from the surveys conducted annually since 2007, whenever past data are available. Differences between 2012 and 2013 can be considered “statistically significant” if they are greater than eight percentage points. Any statistically significant differences between survey years are discussed in the text. Trend data for Aspen represent important comparisons 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.

SURVEY RESULTS

OVERALL QUALITY OF LIFE

When asked to rate the overall quality of life in Aspen, most residents believed it was “good” or “excellent,” with about one-third saying it was “good” and about two-thirds saying it was “excellent.” Three percent of voters reported that the overall quality of life in the City was “fair” and only 2% felt it was “poor.” Ratings of the overall quality of life remained stable from 2012 to 2013.

Figure 1: Overall Quality of Life in Aspen

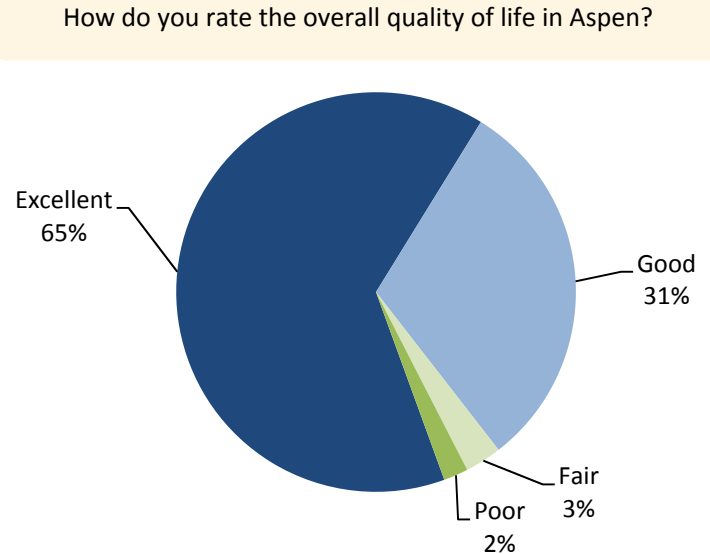
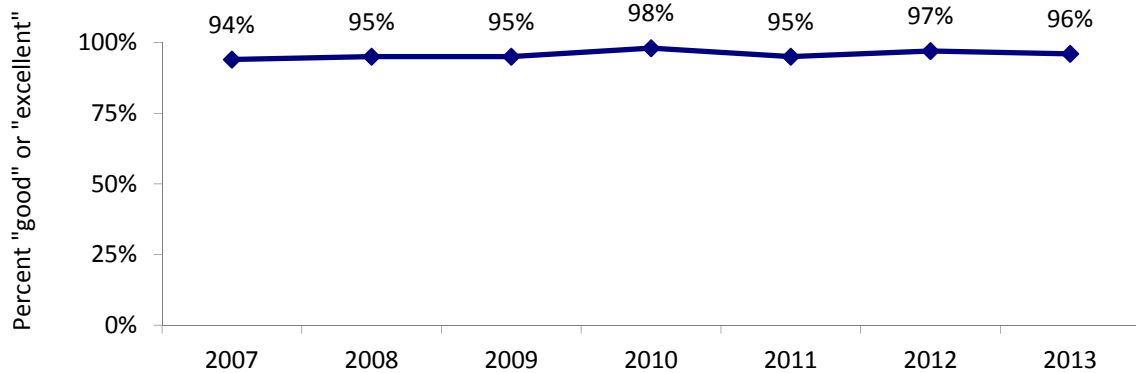


Figure 2: Overall Quality of Life Compared Over Time



RECREATION FACILITIES

As in previous years, a number of survey questions measured the quality of various recreation facilities and amenities, including the Aspen Recreation Center (ARC), the Red Brick Recreation Center, parks and athletic fields and the trail system. The ways in which respondents received information about the recreation centers also was assessed.

Aspen Recreation Center (ARC)

Four in 10 respondents indicated that they had not received any information about the ARC in 2013, similar to 2012. The most frequently mentioned source for getting information about the ARC was newspapers (36%), followed by the Internet (22%) and brochures (10%). Fewer than 10% of respondents reported that they received information about the ARC from any of the other sources listed. Ratings in 2013 were similar to 2012. A complete set of verbatim responses to “other” can be found in *Appendix III: Verbatim Responses*.

Figure 3: Ways of Receiving ARC Information Compared Over Time

How have you received information about the Aspen Recreation Center (ARC) in 2013? (Please check all that apply.)	2013	2012	2011	2010	2009	2008	2007	2006
Have not received any	41%	39%	45%	34%	33%	34%	26%	NA
Newspapers	36%	32%	38%	44%	50%	55%	57%	73%
Internet	22%	24%	18%	22%	20%	10%	11%	20%
Brochures	10%	9%	8%	8%	13%	15%	15%	40%
Radio	7%	9%	7%	11%	14%	9%	16%	NA
Flyers	6%	13%	7%	6%	11%	12%	12%	31%
Television	1%	3%	1%	2%	4%	5%	8%	17%
School newspapers	1%	4%	6%	3%	5%	4%	6%	21%
Other	8%	8%	5%	9%	14%	8%	12%	NA

Percentages may total to more than 100% as respondents could choose more than one answer.

In 2006, respondents were asked if they had received information about the ARC from each source on a yes/no scale.

Registered voters were given the opportunity to evaluate a variety of aspects of the ARC staff and facilities based on their experiences over the 12 months prior to the survey. It should be noted that between 50% and 71% of respondents selected “don’t know” or “not applicable” when asked to rate each statement about the ARC. The “don’t know” and “not applicable” responses have been removed from the analysis for the report body. However, a complete set of frequencies for this question and all other survey questions can be found in *Appendix II: Complete Set of Survey Responses*.

Of the voters who had an opinion about the ARC staff and facilities, approximately 9 in 10 agreed with the majority of the statements. Most respondents agreed that they enjoyed their experience at the ARC Aquatics area (94% “agree” or “strongly agree”) and that the ARC climbing equipment was well-maintained (94%). Ninety-two percent said they enjoyed their experience at the ARC. Almost two-thirds of those who had an opinion agreed that the ARC does a good job of communicating program information (63%).

Overall, evaluations of the ARC staff and facilities were similar between 2012 and 2013 (see Figure 4 on the following page).

Figure 4: ARC Staff and Facilities Compared Over Time

Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the ARC staff and facilities? (Percent "agree" or "strongly agree")	2013	2012	2011	2010	2009	2008	2007	2006
The ARC does a good job of communicating program information	63%	63%	66%	65%	61%	68%	62%	76%
The ARC Guest Services staff was helpful	91%	92%	91%	95%	92%	94%	88%	93%
The ARC Guest Services staff was timely in handling requests	88%	87%	87%	90%	91%	92%	88%	89%
The ARC Guest Services staff greeted me with a smile	92%	90%	91%	92%	89%	92%	85%	93%
The ARC Guest Services staff was informative and able to handle all questions	83%	85%	90%	88%	89%	88%	86%	87%
I enjoyed my experience at the ARC	92%	95%	97%	96%	96%	99%	93%	96%
The ARC Aquatics staff was helpful	86%	95%	93%	91%	90%	94%	92%	96%
The ARC Aquatics staff was timely in handling requests	90%	93%	92%	86%	89%	92%	88%	93%
The ARC Aquatics staff greeted me with a smile	87%	93%	93%	86%	90%	91%	86%	91%
The ARC Aquatics staff was informative and able to handle all questions	89%	90%	95%	91%	87%	91%	89%	92%
The ARC Aquatics staff was polite and friendly during my visit	90%	95%	95%	93%	92%	94%	87%	95%
The aquatic area, lockers and lawn were sufficiently clean during my visit	91%	90%	91%	88%	94%	95%	93%	98%
The pools were clear, clean and inviting to swim in	92%	97%	91%	95%	94%	95%	94%	97%
Swimming equipment and pool toys were available for use and in good condition	91%	93%	91%	89%	91%	91%	89%	95%
I enjoyed my experience at the ARC Aquatics area	94%	97%	96%	96%	96%	99%	94%	98%
The ARC fitness equipment was well-maintained	87%	92%	NA	NA	NA	NA	NA	NA
The ARC fitness equipment was usually available when I wanted to use it	82%	79%	NA	NA	NA	NA	NA	NA
The ARC climbing equipment was well-maintained	94%	96%	NA	NA	NA	NA	NA	NA
The ARC climbing equipment was usually available when I wanted to use it	87%	95%	NA	NA	NA	NA	NA	NA

In 2006, respondents were prompted to answer if "you or your family" had experience with the facility. In more recent years (2007-2012), the question asked about "your experiences." In previous survey years, the question "The ARC does a good job of communicating program information" was asked as a separate question. In 2010, this item was added to this grid asking respondents to rate a number of statements about the ARC.

Red Brick Recreation Center

Based on their experiences during the 12 months prior to the survey, respondents were asked to assess different aspects of the Red Brick Recreation Center. About 50% to 60% of respondents felt they could not answer each question and selected “don’t know” or “not applicable” (see *Appendix II: Complete Set of Survey Responses* for a full set of responses).

At least 8 in 10 voters who had an opinion agreed with each statement about the Red Brick Recreation Center. Most felt that the service provided by the Red Brick Recreation Center staff was accurate (95% “agree” or “strongly agree”), the quality of the program(s) were very good (93%) and the cleanliness of the Red Brick Recreation Center gym and locker rooms was very good (93%).

Ratings for all but two aspects of the Red Brick Recreation Center were stable from 2012 to 2013. Significant increases were seen for the following statements:

- The cleanliness of the Red Brick Recreation Center gym and locker rooms was very good (93% agreed in 2013 versus 82% in 2012).
- The communication program information and schedules were very good (84% versus 72%).

Figure 5: Red Brick Recreation Center Compared Over Time

Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the Red Brick Recreation Center? (Percent "agree" or "strongly agree")	2013	2012	2011	2010	2009	2008	2007	2006
The service provided by the Red Brick Recreation Center staff was accurate	95%	90%	97%	96%	95%	95%	95%	97%
The service provided by the Red Brick Recreation Center staff was accessible	89%	86%	95%	94%	95%	94%	92%	99%
The Red Brick Recreation Center staff was helpful	92%	88%	93%	93%	94%	95%	91%	96%
The Red Brick Recreation Center staff was knowledgeable	92%	90%	98%	92%	95%	98%	90%	98%
The communication program information and schedules were very good	84%	72%	85%	80%	92%	87%	82%	NA
The quality of the program(s) provided by the Red Brick Recreation Center were very good	93%	90%	98%	89%	96%	93%	93%	98%
The condition of the gym at the Red Brick Recreation Center was very good	83%	89%	89%	75%	90%	80%	86%	84%
The scheduling of events conducted by staff at the Red Brick Recreation Center was very good	89%	85%	94%	88%	92%	89%	86%	89%
The cleanliness of the Red Brick Recreation Center gym and locker rooms was very good	93%	82%	92%	84%	90%	86%	82%	NA
The enthusiasm of the Red Brick Recreation Center staff and coaches was very good	91%	87%	95%	95%	94%	96%	90%	94%

The 2006 question, “The cleanliness of the Red Brick Recreation Center is very good” was changed to “The cleanliness of the Red Brick Recreation Center gym and locker rooms was very good” in 2007; therefore, these questions were not compared between 2006 and 2007. The 2006 question, “The enthusiasm of the Red Brick Recreation Center staff and coaches is very high” was changed to “The enthusiasm of the Red Brick Recreation Center staff and coaches was very good” in 2007. These were judged sufficiently similar to compare across years. “The communication program information and schedules were very good” was not asked in 2006.

Parks and Athletic Fields

The cleanliness and safety of the neighborhood and pocket parks as well as the City's athletic fields were assessed on the survey. At least 93% of respondents agreed with each of the four statements about athletic fields, with about half "strongly" agreeing with each. Seven percent or less disagreed with each statement.

While most voters felt they could rate two of the statements about athletic fields, 20% or more of voters selected "don't know" or "not applicable" when asked if the condition of the athletic fields allowed them to have a safe and enjoyable experience and if the athletic fields were free of litter. For a full set of responses to this question, please see *Appendix II: Complete Set of Survey Responses*.

Ratings for the parks and athletic fields in Aspen remained stable from 2012 to 2013.

Figure 6: Parks and Athletic Fields Compared Over Time

Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the neighborhood and pocket parks as well as about the City's athletic fields (Iselin, Rotary, Wagner, Rio Grande, Moore and Middle School)? (Percent "agree" or "strongly agree")	2013	2012	2011	2010	2009	2008	2007	2006
The condition of the athletic fields allowed me to have a safe and enjoyable experience	96%	95%	99%	94%	98%	99%	98%	97%
The condition of the parks allowed me to have a safe and enjoyable experience	95%	96%	98%	97%	97%	97%	98%	98%
The athletic fields were free of litter	95%	91%	97%	94%	93%	90%	96%	96%
The parks were free of litter	93%	89%	94%	94%	92%	90%	92%	95%

Trail System

Survey respondents also gave positive evaluations to the City pedestrian/bike trails and Nordic Trail System, with 9 in 10 or more agreeing with each positive statement about these amenities. At least four in 10 voters “strongly” agreed with each statement and no more than 3% “strongly” disagreed.

It should be noted that about 40% of respondents selected “don’t know” or “not applicable” when rating items related to the Nordic Trail System (see *Appendix II: Complete Set of Survey Responses*).

Overall, ratings for pedestrian/bike trails and the Nordic Trail System have remained strong and stable over time.

Figure 7: City Pedestrian/Bike Trails and Nordic Trail System Compared Over Time

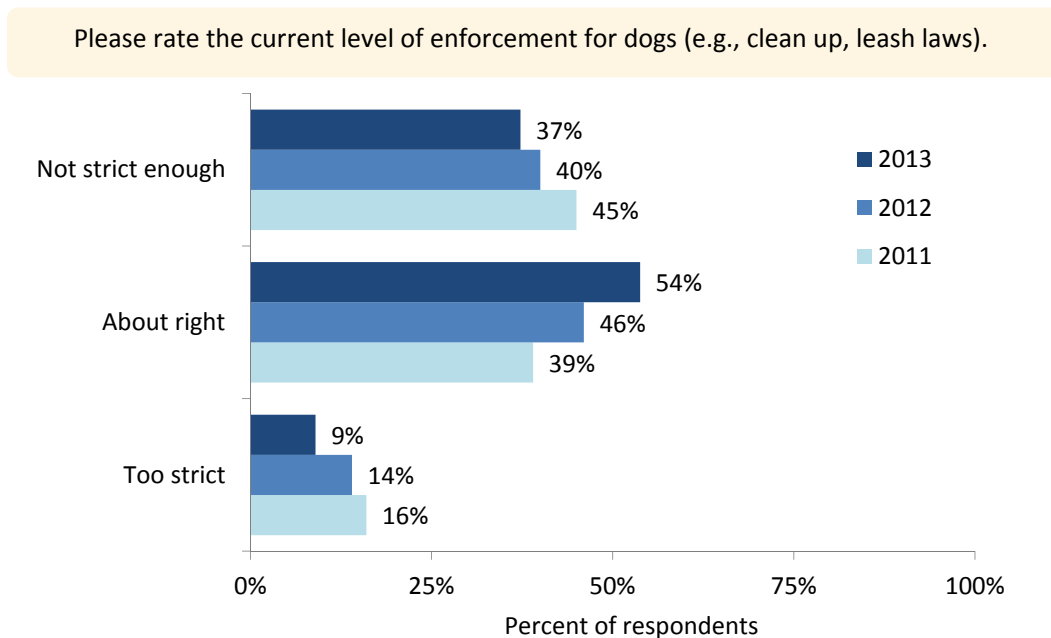
Based on your experiences during the last 12 months, to what extent do you agree or disagree with the following statements about the City pedestrian/bike trails and the City Nordic Trail System? (Percent "agree" or "strongly agree")	2013	2012	2011	2010	2009	2008	2007	2006
The Nordic Trail System trail grooming was very good	98%	96%	98%	98%	96%	97%	97%	98%
The Nordic Trail System trails could be used for the purpose intended	98%	96%	99%	99%	96%	99%	97%	98%
The Nordic Trail System trail signage was very good	96%	94%	96%	96%	93%	95%	94%	89%
The pedestrian/bike trail surfaces were smooth enough for the intended purpose	95%	95%	96%	NA	NA	NA	NA	NA
The pedestrian/bike trail surfaces were free of debris/litter	95%	91%	94%	95%	95%	96%	94%	94%
The pedestrian/bike trail signage was very good	93%	91%	94%	NA	NA	NA	NA	NA
The pedestrian/bike trail could be used safely	93%	91%	95%	95%	94%	95%	94%	95%

In 2007, some question wording was altered slightly to render all statements consistently past tense. The 2006 question, “The path and trail surfaces were free of debris and litter” was changed to “The pedestrian/bike trail surfaces were free of debris/litter” in 2007. The 2006 question, “The trail maintenance is very good” was changed to “The Nordic Trail System trail maintenance was very good” in the switch from phone to mail methodology in 2007, and in 2011, the wording was modified to “The Nordic Trail System trail grooming was very good.” Prior to 2011, “The pedestrian/bike trail surfaces were smooth enough for the intended purpose” was “The pedestrian/bike trail surfaces were smooth enough for the biking.” In 2011, “The pedestrian/bike trail could be used safely” was “The pedestrian/bike trail design allowed for safe usage” and “The Nordic Trail System trails could be used for the purpose intended” was “The Nordic Trail System trail design was very good.”

Dog-related Problems or Issues

The 2013 survey measured perspectives about the current level of enforcement for dogs as well as the level of concern about various dog-related issues in and around Aspen. A slight majority of voters felt that the current level of enforcement for dogs was “about right” (54%), while 37% believed it was “not strict enough.” Only 9% said that the current level of enforcement was “too strict.” Compared to 2012, ratings in 2013 were similar. However, while more respondents since 2011 have felt that the current level of enforcement was “about right,” the proportion of respondents feeling that the level of enforcement for dogs was “not strict enough” and those feeling it was “too strict” has been trending down since this question was first asked in 2011.

Figure 8: Current Level of Enforcement for Dogs Compared Over Time



Voters were asked to indicate how concerned, if at all, they were about eight dog-related issues. Two-thirds said that failure to pick up after a dog on trails was a “moderate” or “major” problem. Nearly as many (61%) felt that failure to pick up after dogs in parks was a “moderate” or “major” problem and half said that failure to pick up after dogs in the athletic fields was at least a “moderate” problem. Respondents were slightly less concerned about the failure to have dogs on leash in the Commercial Core, athletic fields and parks. About one in five voters said that most of the dog-related issues were “major” problems.

When compared to 2012, more voters in 2013 were concerned about picking up after dogs in parks (61% in 2013 versus 52% in 2012), in athletic fields (53% versus 43%) and in the Commercial Core (40% versus 30%). All other ratings remained stable.

Figure 9: Dog Related Issues Compared Over Time

How much of a concern, if at all, is each of the following issues? (Percent "moderate" or "major" problem)	2013	2012	2011	2010	2009	2008
Failure to pick up after a dog on trails	65%	60%	61%	NA	NA	NA
Failure to pick up after a dog in parks	61%	52%	58%	NA	NA	NA
Failure to pick up after a dog in the athletic fields	53%	43%	52%	NA	NA	NA
Failure to pick up after a dog in the Commercial Core	40%	30%	38%	NA	NA	NA
Failure to have a dog on a leash on trails	46%	43%	52%	48%	46%	40%
Failure to have a dog on a leash in parks	36%	36%	45%	36%	41%	37%
Failure to have a dog on a leash in the athletic fields	35%	30%	41%	NA	NA	NA
Failure to have a dog on a leash in the Commercial Core	34%	36%	37%	41%	40%	42%

WHEELER OPERA HOUSE

Aspen voters were asked how they received information about the Wheeler programs and to indicate the extent to which they agreed or disagreed with a number of statements about the Wheeler Opera House. In general, the relative order of sources voters used most frequently to get information about Wheeler programs has remained the same over time, with most respondents in 2013 reporting that they received information about the Wheeler programs from newspapers (75%). Many residents also received information from the radio (27%), Internet (24%) and blast emails (22%). Less than 5% said they used television, friends/word of mouth or other information sources to learn about the Wheeler programs. (A complete set of verbatim responses to “other” can be found in *Appendix III: Verbatim Responses*.)

The proportion of voter who received information about Wheeler programs from the various sources was similar in 2013 compared to 2012.

Figure 10: Information Sources for Wheeler Programs Compared Over Time

How have you received information about the Wheeler programs? (Please check all that apply.)	2013	2012	2011	2010	2009	2008	2007	2006
Newspapers	75%	81%	83%	84%	86%	84%	81%	97%
Radio	27%	33%	34%	29%	28%	29%	35%	46%
Internet	24%	30%	20%	25%	22%	21%	18%	23%
Blast Email	22%	29%	18%	20%	18%	13%	10%	24%
Flyers	16%	23%	23%	23%	27%	30%	24%	60%
Brochures	15%	17%	16%	16%	17%	16%	16%	46%
Television	3%	4%	6%	8%	5%	8%	8%	NA
Friends/word of mouth	2%	3%	3%	3%	3%	4%	NA	NA
Other	3%	7%	5%	2%	6%	6%	12%	NA

Percentages may total to more than 100% as respondents could choose more than one answer.

CITY SERVICES

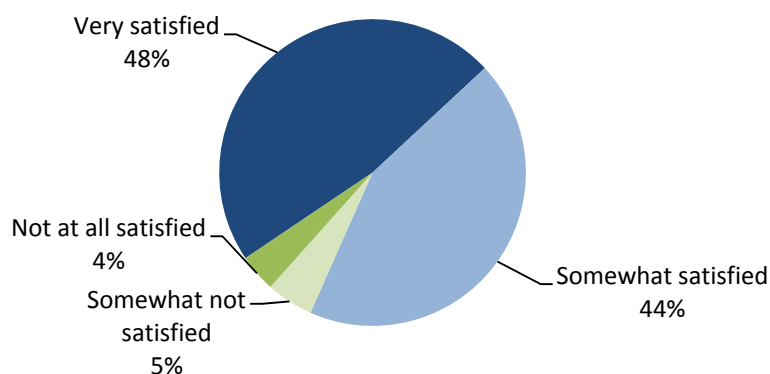
One of the main purposes of a survey such as this is to gauge perspectives about the services the City provides to residents. Respondents were asked to rate the overall quality of City services, various aspects of street maintenance and snow removal, customer service at City offices, the performance and responsiveness of City departments and aspects of Aspen City Government performance.

Overall Quality of Services

Aspen voters reported a high level of satisfaction with the services provided by the City. Similar proportions of respondents said that they were “very satisfied” (48%) or “somewhat satisfied” (44%) with the services provided by the City of Aspen. Five percent stated that they were “somewhat not satisfied” and 4% were “not at all satisfied” with the overall services provided by Aspen.

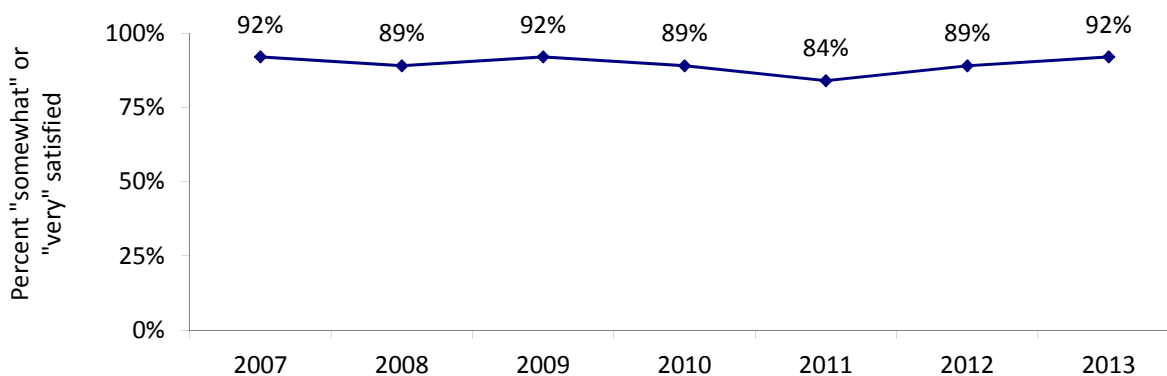
Figure 11: Overall Satisfaction with City of Aspen Services

Overall, how would you rate your satisfaction or dissatisfaction with services provided by the City of Aspen?



Overall, ratings of the satisfaction with City services in 2013 were similar to 2012 and have been steadily increasing since 2011.

Figure 12: Overall Satisfaction with City of Aspen Services Compared Over Time



Street Maintenance

Voters gave favorable assessments of three aspects of the street condition and services in Aspen. Nine out of 10 respondents agreed or “strongly” agreed that the City streets were in good repair (88%) and 85% agreed that the street surfaces were smooth. Eight in 10 agreed that potholes were repaired in a timely manner (78%).

Ratings of City streets declined slightly from 2012, but these differences were not statistically significant.

Figure 13: City Streets Compared Over Time

With the exception of Main Street and Highway 82, which are maintained by the State of Colorado, do you agree or disagree with the following statements concerning City streets? (Percent "agree" or "strongly agree")	2013	2012	2011	2010	2009	2008	2007	2006
City streets are in good repair	88%	93%	93%	90%	84%	84%	88%	87%
The street surfaces are smooth	85%	90%	90%	88%	81%	83%	87%	86%
Potholes are repaired in a timely manner	78%	86%	81%	77%	74%	70%	77%	81%

Snow Removal

As might be expected, the timeliness and thoroughness of snow removal in the Commercial Core received higher ratings than in the residential areas. At least 9 in 10 respondents agreed that last winter's snow removal in the Commercial Core was timely and thorough. Slightly fewer voters thought that snow removal in their residential area was timely and thorough (83% and 80%, respectively).

Overall, respondents' assessments of the timeliness and thoroughness of snow removal in the Commercial Core and in residential areas remained stable from 2012 to 2013.

Figure 14: Snow Removal Compared Over Time

With the exception of Main Street and Highway 82, which are maintained by the State of Colorado, snow on City streets is removed according to the following priorities: first - emergency routes; second - the Commercial Core; third - residential areas. Given these priorities, do you agree or disagree with the following statements concerning snow removal? (Percent "agree" or "strongly agree")								
	2013	2012	2011	2010	2009	2008	2007	2006
Last winter's snow removal in the Commercial Core was timely	95%	95%	94%	93%	91%	91%	92%	95%
Last winter's snow removal in the Commercial Core was thorough	90%	93%	92%	90%	86%	87%	90%	93%
Last winter's snow removal in my residential area was timely	83%	87%	78%	81%	78%	74%	83%	78%
Last winter's snow removal in my residential area was thorough	80%	86%	78%	77%	71%	71%	81%	76%

In 2007, there was a minor wording change in this section. The 2006 questions, "Last winter's snow removal was [timely/thorough] in [the Commercial Core/my residential area]" was changed to "Last winter's snow removal in [the Commercial Core/my residential area] was [timely/thorough]" in the switch from phone to mail methodology.

City Office Customer Service

The survey asked respondents if they had contact with five different City of Aspen offices in the 12 months prior to the survey. Of the 187 voters who reported having contact with at least one of the five City offices in the last 12 months, 57% said they had experience with the Police and another 45% reported contacting the Housing Authority. About one-third had contact with Utility Billing and another one-third had contact with the Finance Window. One-quarter had contact with the City Manager's Office. Among all survey respondents, twenty-two percent of respondents reported not having contact with any of the four offices (see *Appendix II: Complete Set of Survey Responses*).

Where a comparison of 2012 to 2013 was available, respondents reported similar rates of contact with the various City departments.

Figure 15: Contact with City Compared Over Time

	2013	2012	2011	2010	2009	2008	2007	2006
City Manager	26%	30%	38%	35%	28%	34%	30%	21%
Utility Billing	37%	37%	44%	42%	31%	44%	39%	27%
Finance Window	35%	NA	NA	NA	NA	NA	NA	NA
Housing Authority	45%	52%	59%	61%	62%	59%	57%	21%
Police	57%	65%	63%	64%	66%	68%	64%	41%

Percentages may total to more than 100% as respondents could choose more than one answer. Percentages shown in the figure above represent responses from the 187 registered voters who had contact with the City in the 12 months prior to the 2013 survey. Prior to 2013, "Finance Window" was included in "Utility Billing".

City Department Performance and Responsiveness

Respondents were asked how strongly they agreed or disagreed with several positive statements about each of the five City offices based on their experiences in the 12 months prior to the survey. Respondents could select “not applicable” if they did not have contact with an office. Therefore, each of these aspects was evaluated by about one-third to one-half of all respondents, as those who selected “don’t know” or “not applicable” did not provide evaluations of the five City offices. Of those who had an opinion, at least 7 in 10 gave positive feedback to the services they received from each department.

The highest ratings were given to the services provided by Utility Billing staff, the Finance Window staff and the Police staff, with at least 9 in 10 agreeing with each statement (see Figure 16). Aspen voters were slightly less likely to agree with statements about the Housing Authority Office and City Manager’s Office, although at least 75% agreed with each statement about the Housing Authority and at least 70% agreed with each statement regarding the City Manager’s Office. One in five respondents “strongly” disagreed with statements regarding the service provided by the City Manager’s Office.

Between 37% and 59% of voters had not had experience with a given City office in the 12 months prior to the survey and selected “not applicable” for each statement about that office. About 6 in 10 respondents had not had contact with the City Manager’s Office or Utility Billing and half had not had contact with the Finance Window or Housing Authority. Approximately 4 in 10 said “not applicable” when asked to rate their experiences with Police (see *Appendix II: Complete Set of Survey Responses*).

Overall, ratings for each department remained stable from 2012 to 2013. However, fewer respondents in 2013 than in 2012 believed the City Manager’s staff was responsive (73% in 2013 versus 82% in 2012) and prompt (74% in 2013 versus 84% in 2012). In addition, fewer voters in 2013 than in 2012 felt that the Housing Authority Staff was helpful (74% in 2013 versus 84% in 2012).

Figure 16: Quality of City of Aspen Services Compared Over Time

Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the quality of services City of Aspen offices provided? (Percent "agree" or "strongly agree")	2013	2012	2011	2010	2009	2008	2007	2006
The service provided by the City Manager's Office was accurate	75%	72%	79%	70%	78%	67%	86%	86%
The service provided by the City Manager's staff was prompt	74%	84%	82%	73%	84%	73%	78%	84%
The City Manager's staff was responsive	73%	82%	82%	75%	82%	67%	77%	83%
The City Manager's staff was helpful	76%	77%	83%	73%	78%	65%	82%	NA
The City Manager's staff was knowledgeable	73%	81%	80%	79%	82%	66%	84%	85%
The City Manager's staff was informative	71%	71%	84%	78%	81%	64%	79%	NA
The service provided by the Utility Billing staff was accurate	98%	97%	95%	93%	95%	92%	94%	92%
The service provided by the Utility Billing staff was timely	92%	94%	97%	92%	92%	96%	93%	96%
The Utility Billing staff was courteous in dealing with my situation or request	98%	95%	99%	93%	90%	96%	95%	97%
The Utility Billing staff was knowledgeable in dealing with my situation or request	98%	96%	94%	88%	88%	88%	93%	93%
The Finance Window staff was courteous in dealing with my situation or request	91%	94%	NA	NA	NA	NA	NA	NA
The Finance Window staff was knowledgeable in dealing with my situation or request	91%	94%	NA	NA	NA	NA	NA	NA
The service provided by the Housing Authority staff was accurate	77%	80%	78%	77%	81%	73%	83%	86%
The service provided by the Housing Authority staff was timely	87%	84%	79%	77%	84%	77%	79%	88%
The Housing Authority staff was helpful	74%	84%	80%	75%	86%	77%	78%	82%
The Housing Authority staff was knowledgeable	77%	83%	81%	79%	84%	75%	83%	82%
The services provided by the Police staff were accurate	88%	92%	90%	89%	93%	93%	88%	90%
The services provided by the Police staff were prompt	91%	94%	92%	91%	97%	94%	93%	91%
The Police staff was courteous	90%	95%	93%	91%	96%	97%	91%	93%
The Police staff was helpful	89%	92%	91%	90%	95%	95%	89%	NA
The Police staff was knowledgeable	90%	94%	91%	89%	94%	95%	92%	91%
The Police staff was informative	89%	95%	91%	92%	94%	95%	89%	NA

The 2006 question, "The police staff was courteous and helpful" was split by the City of Aspen into two separate questions in 2007, as was "The police staff was knowledgeable and informative." The 2006 question, "The City manager's staff was responsive and helpful" was split by the City of Aspen into two separate questions in 2007, as was "The City Manager's staff was knowledgeable and informative."

Respondent satisfaction with the overall performance and responsiveness of 20 different services of the City of Aspen government was assessed. Of the voters who had an opinion about each service, 8 in 10 or more stated they were “somewhat” or “very” satisfied with 13 of the 20 City services (see Figure 17). The Red Brick Recreation Center, parks, water and the City Clerk Office received the highest evaluations, with more than half of respondents saying they were “very” satisfied and one-third stating they were “somewhat” satisfied with each. The lowest rated service was new housing development (Burlingame II), with 50% of respondents reporting that they were “somewhat” or “very” satisfied with this service.

It should be noted that when rating satisfaction with these services, between 20% and 80% of respondents selected “don’t know” for all services except transportation and parking and streets (see *Appendix II: Complete Set of Survey Responses*).

While ratings for the majority of services remained stable from 2012 to 2013, a few changes were observed. Evaluations of transportation and parking increased (73% satisfied in 2013 versus 64% in 2012) and although it was the lowest rated service, ratings for new housing development also improved (50% versus 41%). A drop in ratings was seen for electric service from 2012 to 2013 (81% satisfied versus 92%).

Figure 17: Performance and Responsiveness of City of Aspen Government Compared Over Time

In general, how satisfied or dissatisfied are you with the overall performance and responsiveness of the following departments of the City of Aspen government? (Percent "somewhat satisfied" or "very satisfied")	2013	2012	2011	2010	2009	2008	2007	2006
Red Brick Recreation Center	92%	93%	90%	96%	95%	96%	94%	97%
Parks	91%	91%	91%	95%	95%	93%	97%	95%
Water	90%	88%	86%	92%	90%	92%	97%	98%
City Clerk Office	90%	92%	95%	91%	87%	98%	97%	97%
Aspen Recreation Center (ARC)	88%	89%	NA	NA	NA	NA	NA	NA
Police Department	88%	92%	93%	90%	92%	94%	88%	92%
Wheeler Opera House	88%	92%	86%	94%	92%	96%	97%	98%
Finance Window (RETT, sales tax, and other payments to the city)	86%	91%	77%	87%	NA	NA	NA	NA
Golf	84%	85%	88%	85%	89%	90%	84%	95%
GIS (Geographic Information System)	84%	86%	99%	87%	92%	95%	NA	NA
Streets	81%	83%	79%	88%	86%	79%	86%	91%
Electric	81%	92%	92%	92%	94%	94%	93%	100%
Environmental Health	80%	83%	83%	79%	90%	89%	83%	89%
Transportation and Parking	73%	64%	51%	59%	56%	59%	57%	74%
Kids First	71%	75%	98%	90%	90%	90%	94%	96%
City Manager Office	71%	72%	75%	74%	73%	63%	82%	88%
Engineering	61%	64%	68%	70%	75%	74%	78%	86%
Housing Authority (existing deed-restricted and rental units)	61%	67%	68%	72%	73%	67%	76%	77%
Community Development	58%	62%	67%	71%	63%	54%	68%	71%
New housing development (Burlingame II)	50%	41%	NA	NA	NA	NA	NA	NA

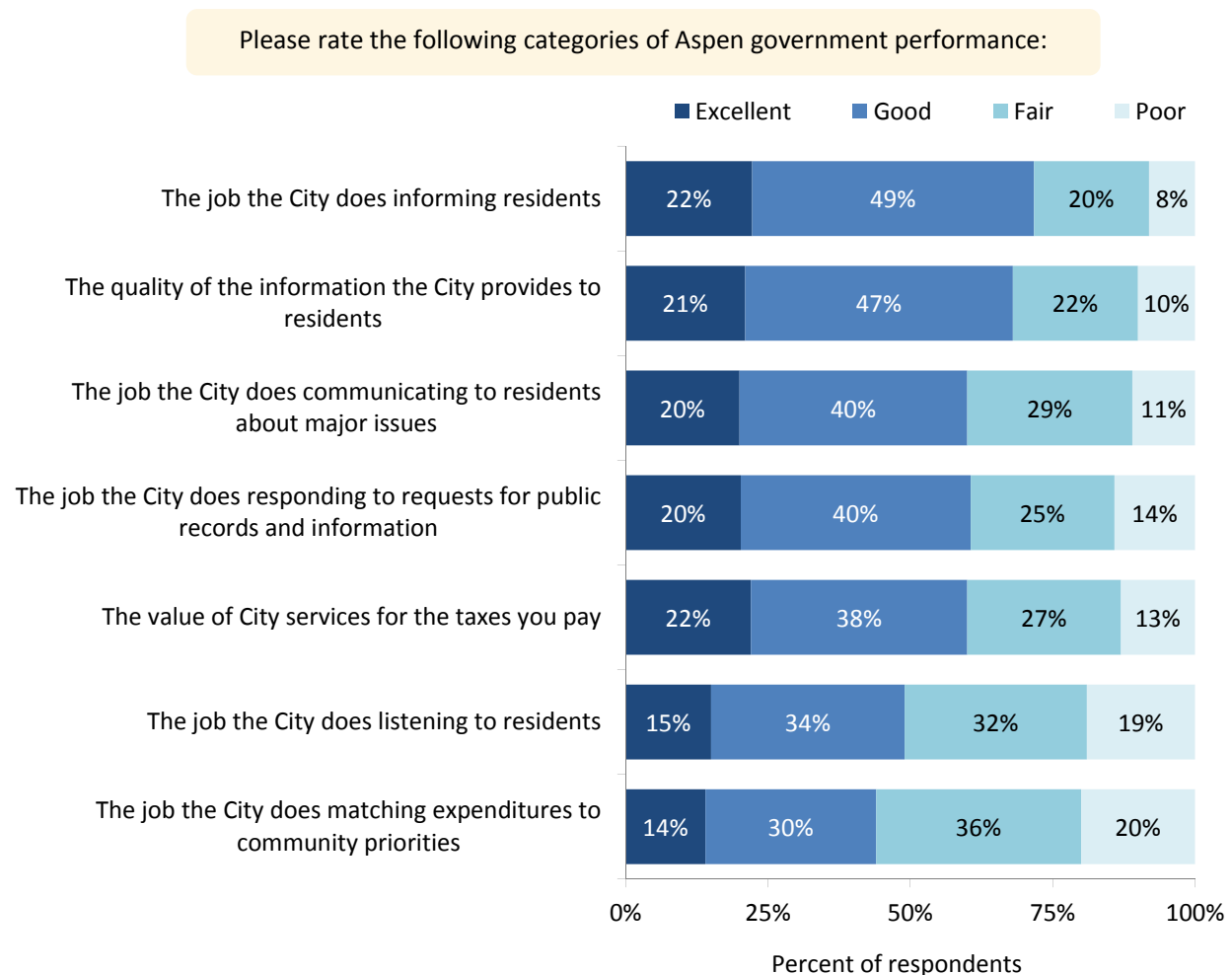
In 2006, the scale used in the telephone survey, "Very satisfied, Somewhat satisfied, Not very satisfied, Not at all satisfied" was changed to "Satisfied, Somewhat satisfied, Somewhat not satisfied, Not at all satisfied." In 2009, the scale was changed back to the original from 2006: "Very satisfied, Somewhat satisfied, Somewhat not satisfied, Not at all satisfied." In 2011, "Red Brick Recreation Center" was "Recreation" and "Housing Authority (existing deed-restricted and rental units)" was "Housing."

Public Trust

Aspen voters were asked to evaluate seven aspects of the City government's performance. About 7 in 10 respondents gave "good" or "excellent" evaluations to the job the City does informing its residents (71% "good" or "excellent") and the quality of the information the City provides to its residents (68%). About 6 in 10 gave positive evaluations of the job the City does at communicating major issues to residents (60%) the job the City does at responding to requests for public records and information (60%) and the value of City services for taxes paid (58%). About half believed that the City at least does a "good" job matching expenditures to community priorities (44%) and listening to residents (49%). One in five respondents gave "poor" evaluations to the job the City does at matching expenditures to community priorities and listening to residents.

It should be noted that about half of respondents said "don't know" when rating the job the City does responding to requests for public records and information.

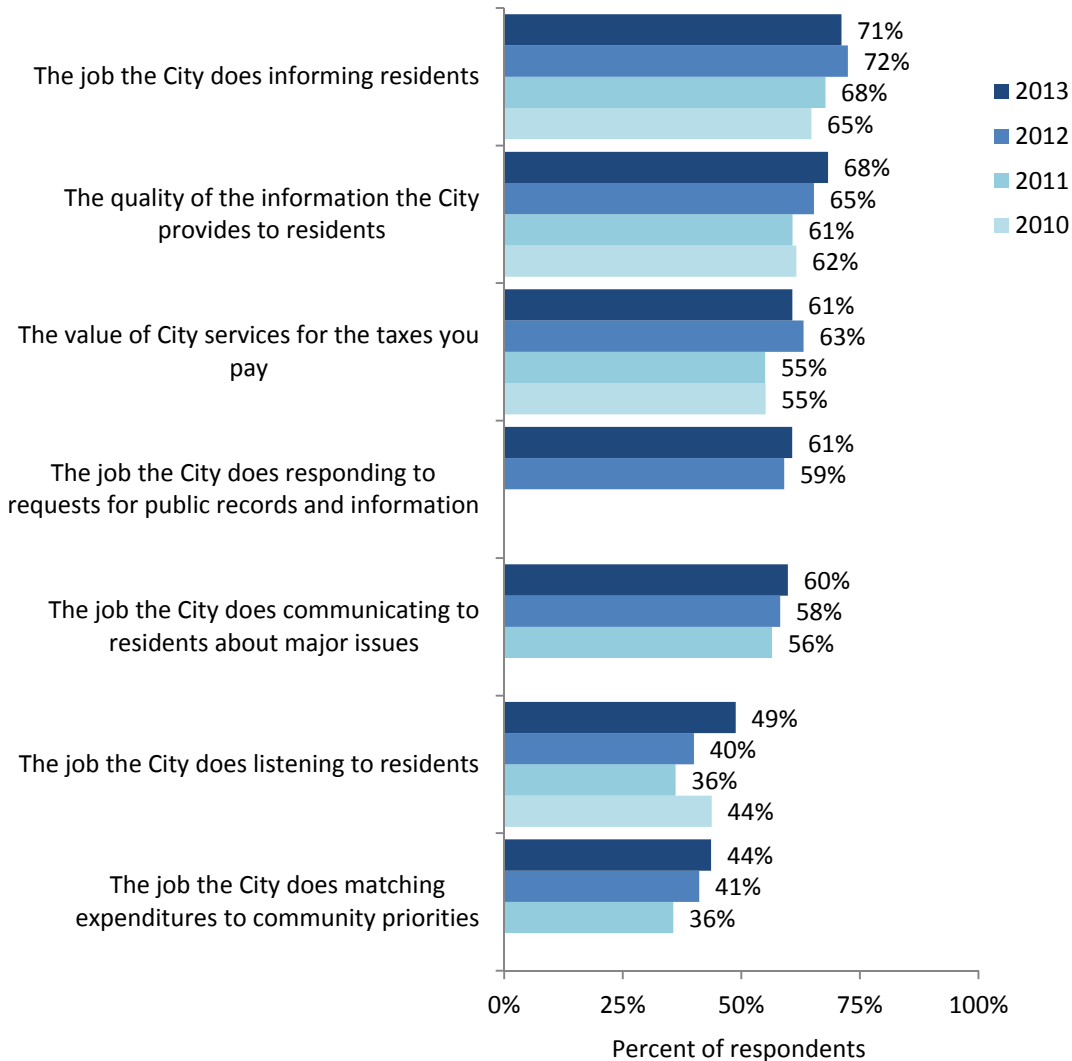
Figure 18: City of Aspen Government Performance



Ratings of City government performance generally remained stable from 2012 to 2013. However, voter evaluations of the job the City does listening to its residents increased from 2012 to 2013.

Figure 19: City of Aspen Government Performance Compared Over Time

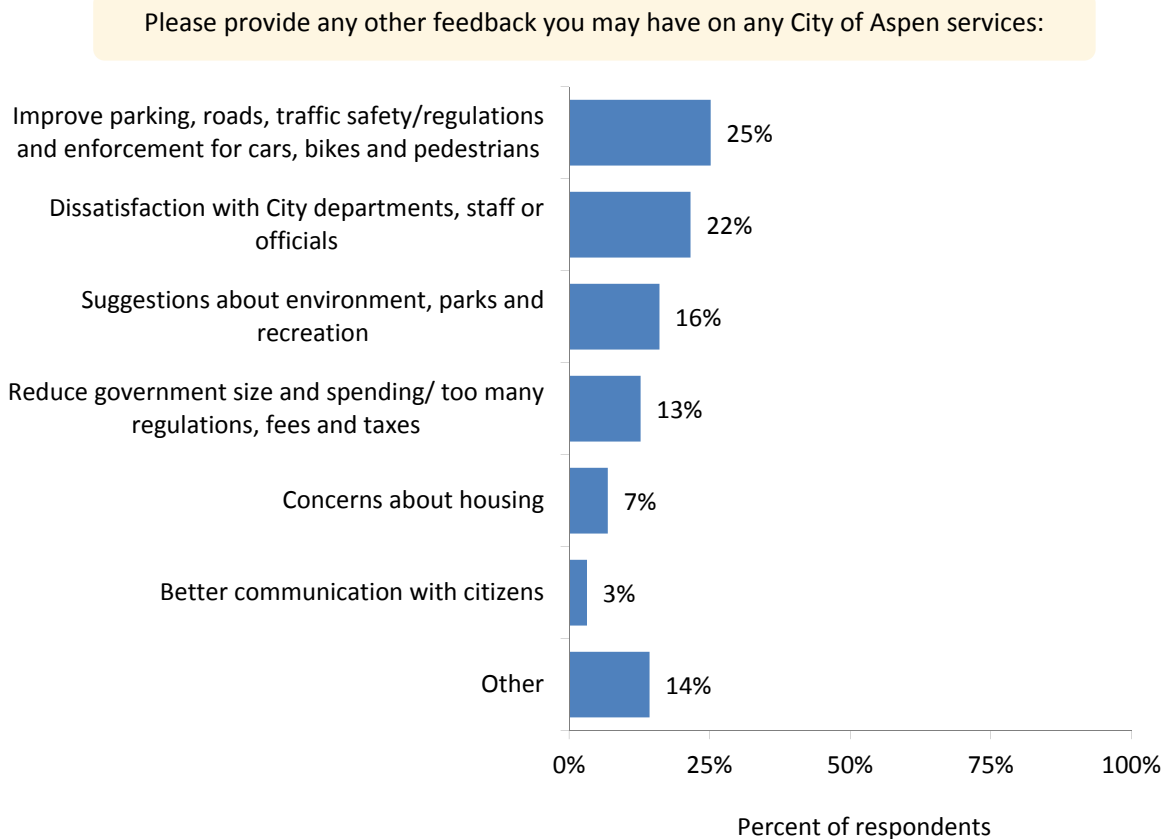
Please rate the following categories of Aspen government performance:



Additional Comments about City Services

Survey respondents could provide feedback, in their own words, about “any City of Aspen services.” Of the 95 voters who chose to write-in a response, about one in five voiced dissatisfaction with City departments, staff and officials. One in four said they would like to see improvements to transportation-related services such as parking, traffic safety or regulations and traffic enforcement for cars, bikes and pedestrians. Sixteen percent of voters who wrote a comment mentioned suggestions related to the environment, parks and recreation, while 12% felt that the government should curb spending, reduce its size or lower taxes and fees. Another 7% mentioned concerns about housing, and about one-quarter gave some “other” feedback. Responses to this question, including the “other” responses, can be found in *Appendix III: Verbatim Responses*.

Figure 20: Additional Feedback about City Services



Results in the figure above are of the 95 respondents who chose to write-in a response.

PUBLIC INFORMATION

Knowing how residents prefer to receive information and learning about their priorities for the community can help any local government communicate better with its constituents and guide decision-making so that the community is run in the best interests of the people it serves. The survey included a number of questions designed to measure how respondents got information about the City of Aspen, their use of the City's website and their knowledge of, and concern with, a number of issues facing the community.

Information Sources

When asked if they used a number of sources of information to learn about the City of Aspen, most respondents reported that they used local newspaper articles (95%) and newspaper ads (90%) as a "minor" or "major" source of information. Three-quarters said they used mailed materials as at least a "minor" source of information about the City. The sources less commonly used by voters to get information about the City were other local television broadcasts (43%), City webcasts (40%) and social network sites (35%).

Use of most sources of information stayed the same from 2012 to 2013 and the relative order of preferred sources stayed the same from 2010 to 2013. Use of mailed materials saw a decrease in use from 2012 to 2013 (75% "minor" or "major" source in 2013 versus 86% in 2012). Use of City meetings and open houses increased from 2012 to 2013, returning to levels similar to 2010 and 2011.

Figure 21: Sources of Information About the City of Aspen Compared Over Time

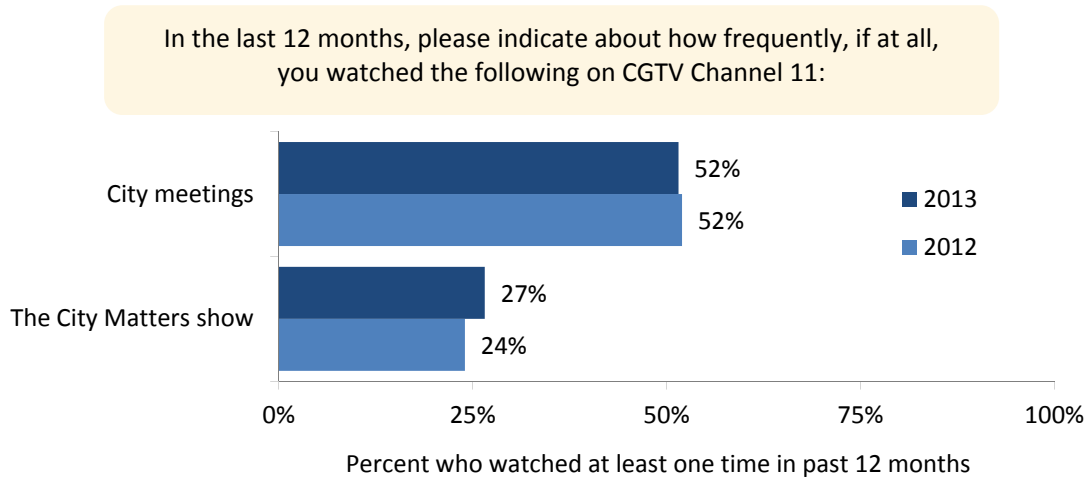
Please indicate whether each of the following is a major source, minor source or not a source of information for you when looking for information about the City of Aspen. (Percent using as "major" or "minor" source)	2013	2012	2011	2010
Local newspaper articles	95%	96%	97%	97%
Newspaper ads	90%	95%	94%	93%
Mailed materials (brochures, flyers, newsletters, updates)	75%	86%	80%	80%
City website (www.aspenpitkin.com)	67%	65%	65%	NA
City meetings and open houses	66%	54%	64%	65%
Radio news broadcasts	63%	67%	70%	63%
Radio ads	63%	62%	65%	61%
Community government television (Grassroots/CGTV, Channel 11)	63%	57%	66%	63%
Email (electronic newsletters, email updates)	57%	65%	61%	58%
Aspen/Pitkin County Housing Authority (APCHA) website (www.aspenhousingoffice.com)	48%	48%	NA	NA
Other local television broadcasts	43%	38%	47%	49%
City webcasts	40%	35%	41%	46%
Social network sites (Twitter, Facebook)	35%	35%	28%	30%

Prior to 2011, "Community government television (Grassroots/CGTV, Channel 11)" was "Community government television (CGTV, Channel 11)".

Survey respondents were asked how frequently in the last 12 months, if at all, they had watched specific programming on CGTV Channel 11 (the local government cable channel) and if they had any suggestions for improving City communication with residents. Half of voters indicated that they had watched a City meeting on CGTV at least once in the 12 months prior to the survey and one-quarter (27%) said they had watched the City Matters show in the last 12 months.

Viewership remained the same from 2012 and 2013.

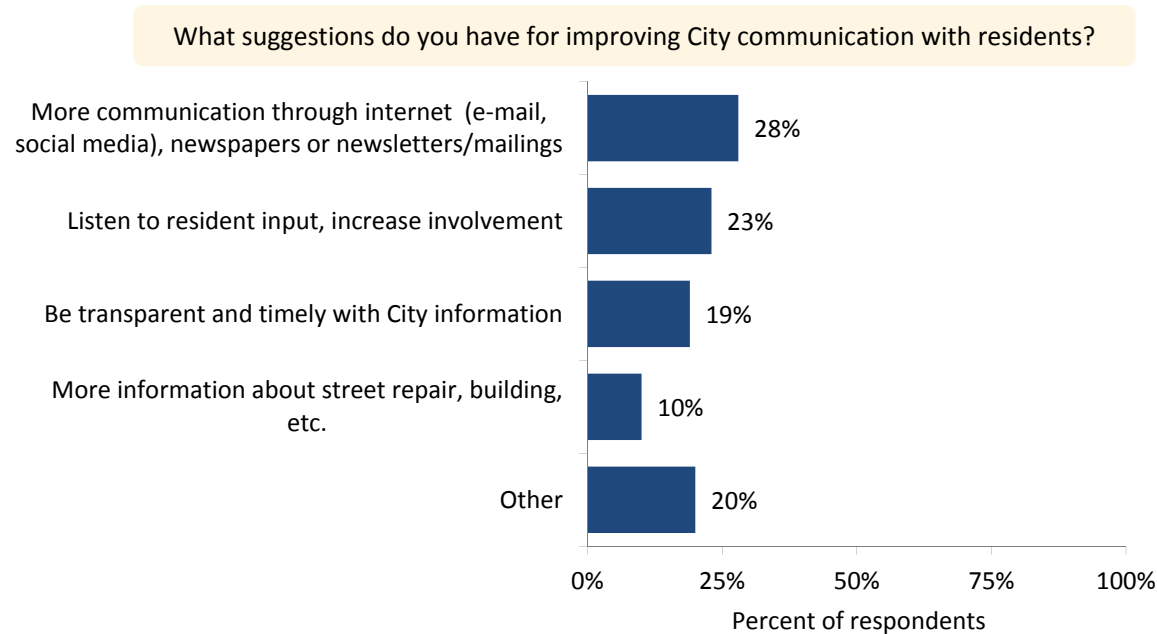
Figure 22: Watched Programming CGTV in the Past 12 Months



Respondents were able to write, in their own words, any suggestions they had for improving City communication with residents. Of those who wrote in a response (23% of all respondents), one-quarter mentioned increasing the amount of communication through the Internet and newsletters or mailings, and a similar proportion mentioned listening to resident input and increasing public involvement. One in 10 suggested that the City be more transparent and timely with information. Many respondents suggested some “other” way for the City to improve its communication with residents. These “other” responses as well as the full verbatim responses for the entire question can be found in *Appendix III: Verbatim Responses*.

Suggestions for improving City communication were similar in 2012 and 2013.

Figure 23: Suggestions for Improving City Communication with Residents

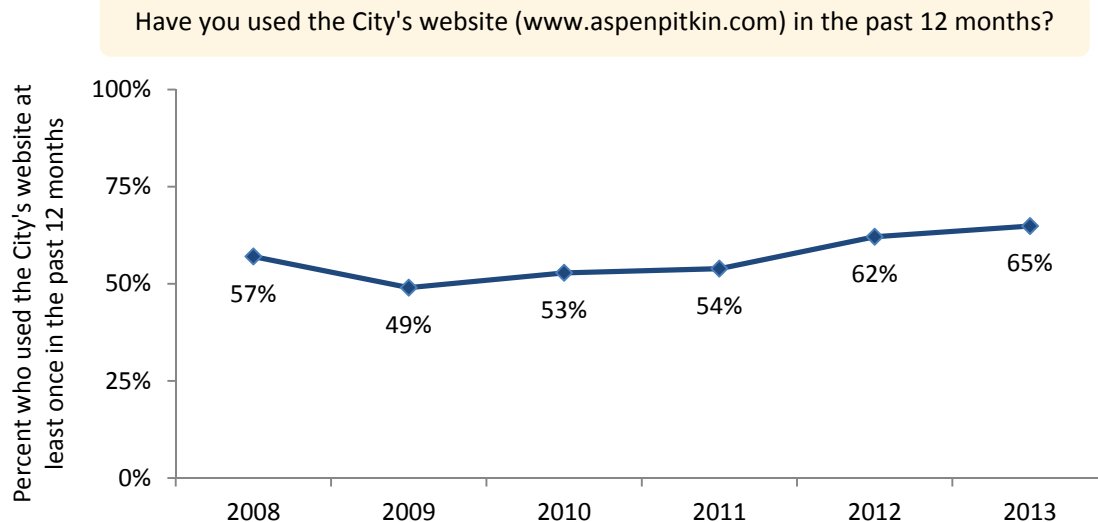


Results in the figure above are of the 65 respondents who chose to write-in a response.

City Website

As in previous years, the use and quality of the City's website was measured through the survey. Use of the website has continually increased from 2009, with 65% of voters in 2013 indicating they had used the website in the 12 months prior to the survey.

Figure 24: Use of City's Website Compared over Time



Prior to 2011, this question wording did not include the City's website address (www.AspenPitkin.com).

Those who used the City's website in the 12 months prior to the survey were asked to rate several characteristics of the site. Half or more voters gave positive ratings to six of the seven characteristics of the City's website, with the highest ratings given to the information being current (76% "good" or "very good") and the online services offered (67%). Fewer respondents gave "good" or "very good" reviews to the website's search function (46%) and roughly 3 in 10 gave "bad" or "very bad" ratings to the search function.

Twenty-six percent of respondents who had used the website selected "don't know" when evaluating the ease of requesting more information (see *Appendix II: Complete Set of Survey Responses*).

When compared to 2012, most 2013 ratings stayed the same. However, increases in ratings were noted for the online services offered on the City's site (67% "good" or "very good" in 2013 versus 55% in 2012) and the ease of requesting more information (56% versus 44%).

Figure 25: Quality of City's Website Compared Over Time

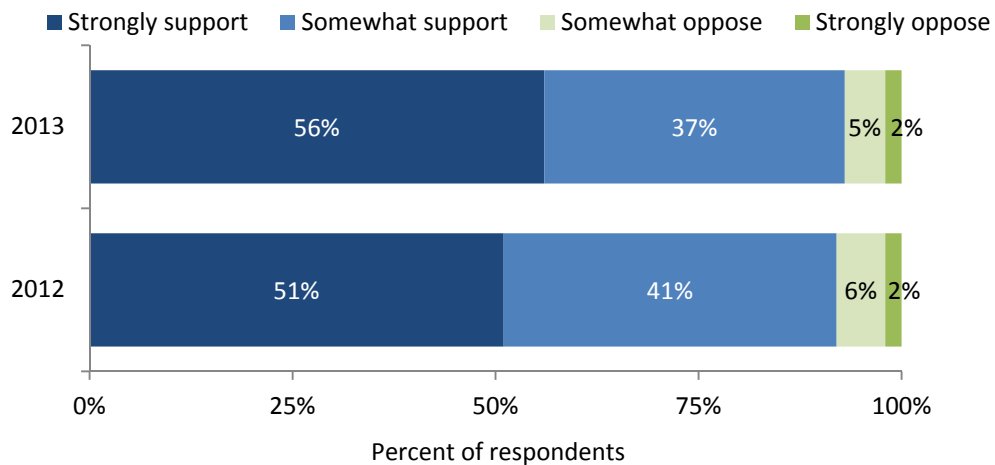
If you used the City's website in the last 12 months, please rate the following aspects. (Percent "good" or "very good")	2013	2012	2011	2010	2009	2008
Current information	76%	72%	78%	80%	77%	70%
Online services offered	67%	55%	65%	75%	62%	58%
Appearance	65%	63%	69%	75%	68%	58%
Ease of finding staff/elected officials contact information	63%	68%	64%	NA	NA	NA
Ease of requesting more information	56%	44%	50%	NA	NA	NA
Ease of navigation	50%	50%	54%	55%	52%	52%
Search function	46%	43%	50%	53%	51%	45%

As in 2012, in 2013 City staff wanted to gauge the extent to which residents supported or opposed expanding the use of its website to handle transactions in an effort to reduce City costs. Nearly all respondents (93%) supported this action, with more than half indicating strong support. Five percent “somewhat” opposed and 2% “strongly” opposed this measure.

Support for expanding use of the City’s website was similar in 2012 and 2013.

Figure 26: Expanding Use of City Website Compared Over Time

To what extent do you support or oppose the City expanding the use of its website to handle transactions such as permit applications and fee payments, licenses and registration for classes in an effort to reduce City costs?



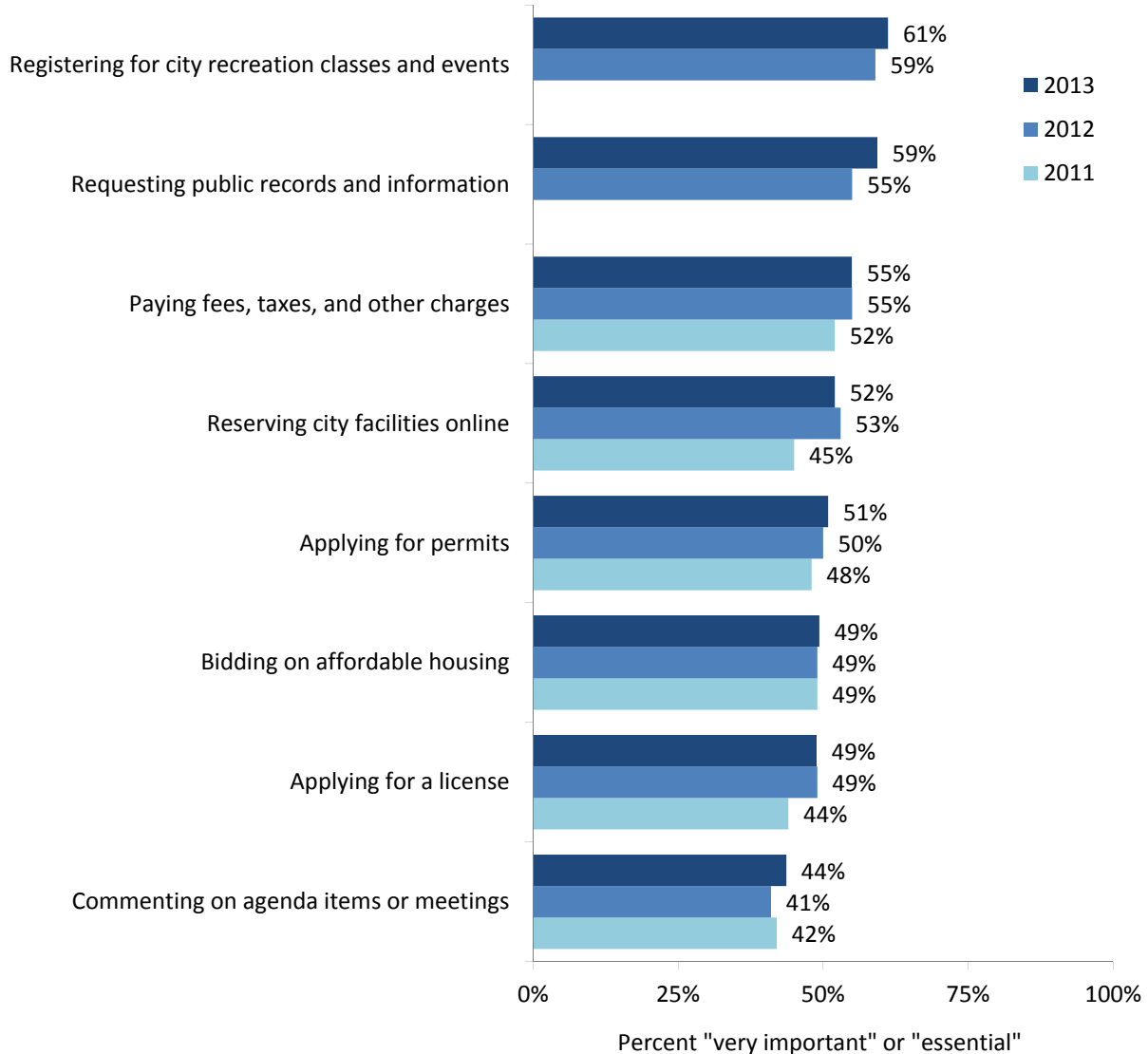
For the third time, Aspen voters were asked to indicate how important, if at all, it was to add or enhance a list of eight features or services on the City's website. At least half of respondents said that all but one of the additional or enhanced website features was "very important" or "essential." The website feature voters thought was most important to add was registering for city recreation classes and events (61% at least "very important") followed by requesting public records and information (59%). Of relatively less importance was adding a function that allowed users to comment on agenda items or meetings (44%).

About one-quarter of voters said "don't know" when rating the importance of adding a feature to allow bidding on affordable housing on the website (see *Appendix II: Complete Set of Survey Responses*).

Ratings for the importance of adding features or services to the City's website remained stable from 2012 to 2013.

Figure 27: Importance of City Website Features Compared Over Time

How important, if at all, is it to you that each of the following features or services be added to or enhanced on the City of Aspen website?

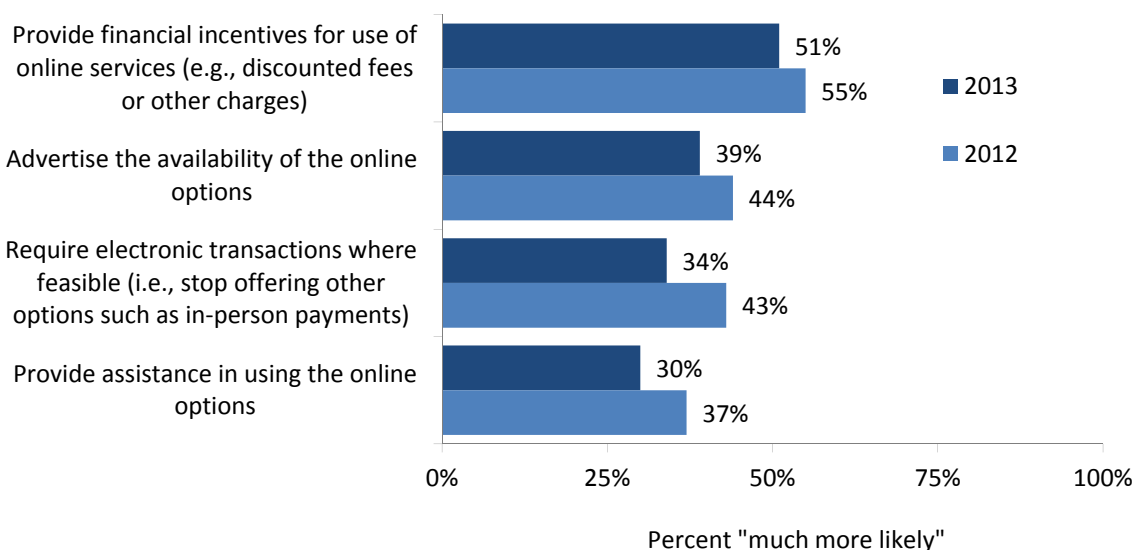


As a follow-up to measuring the importance of additional or enhanced features or services to the City's website, the survey asked voters if they would be "much more likely," "somewhat more likely" or "not at all likely" to conduct transactions on the City's website if the City took a number of actions to assist potential users. Between one-third and half of respondents said they would be "much more likely" to conduct transactions on the City's website if the City provided financial incentives for use of online services (51%), advertised the availability of the online options (39%), required electronic transactions where feasible (34%) and provided assistance in using the online options (30%).

Overall, evaluations in 2013 were similar to those in 2012. However, there was a significant decrease in the likelihood of conducting online transactions if the City were to require electronic transactions where feasible (34% "much more likely" to use the City's website in 2013 versus 43% in 2012).

Figure 28: Likelihood of Conducting Transactions on City Website Based on City Actions

How much more likely, if at all, would you be to conduct the types of transactions described in question 26 through the City's website if the City were to do each of the following?

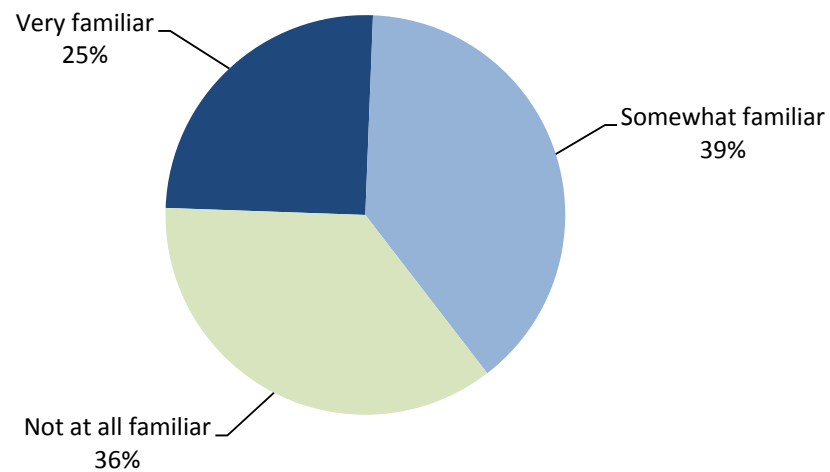


Canary Initiative

In 2013, voters were asked how familiar they were with the City's Canary Initiative. One-quarter of respondents indicated that they were "very" familiar with the initiative and 4 in 10 said they were "somewhat" familiar. Thirty-six percent were "not at all" familiar.

Figure 29: Familiarity with the Canary Initiative

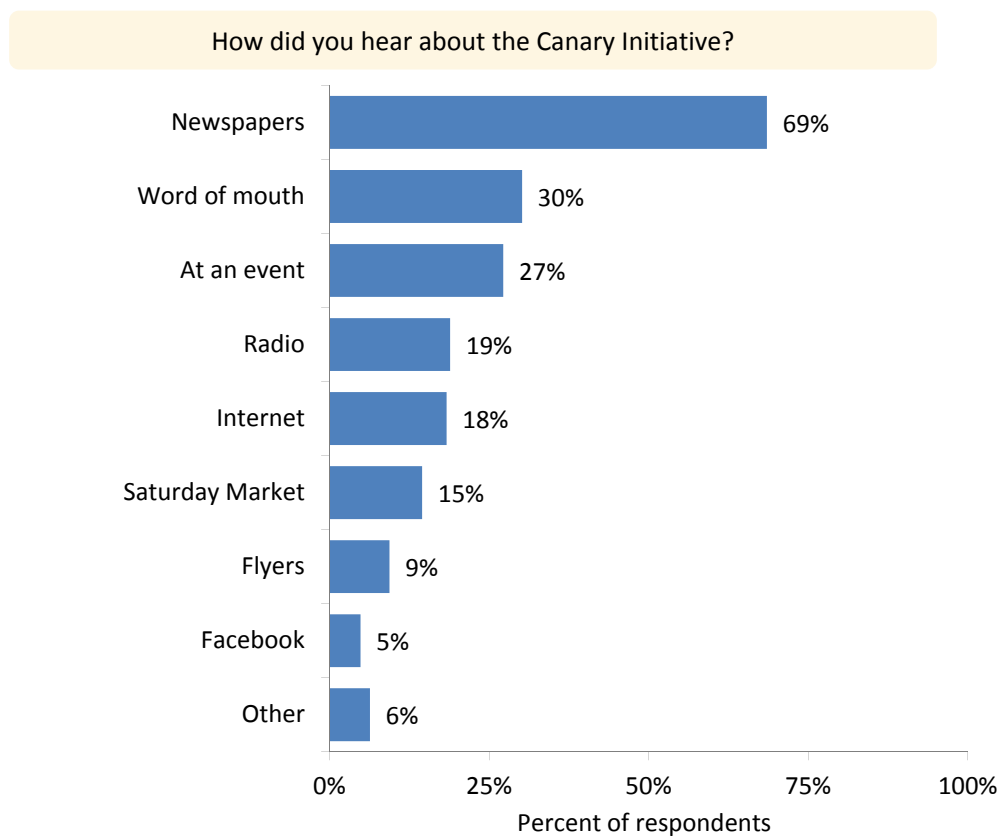
How familiar are you, if at all, with the City of Aspen's Canary Initiative?



This question was new to the 2013 survey.

Of the respondents who were at least “somewhat” familiar with the Canary Initiative, 7 in 10 had received their information from newspapers, while one-third had received it via word of mouth or at an event. Few had heard about the initiative through Facebook or flyers. Six percent of respondents had heard about the Canary Initiative from some “other” source. A full list of these “other” responses can be found in *Appendix III: Verbatim Responses*.

Figure 30: Information Sources for Canary Initiative

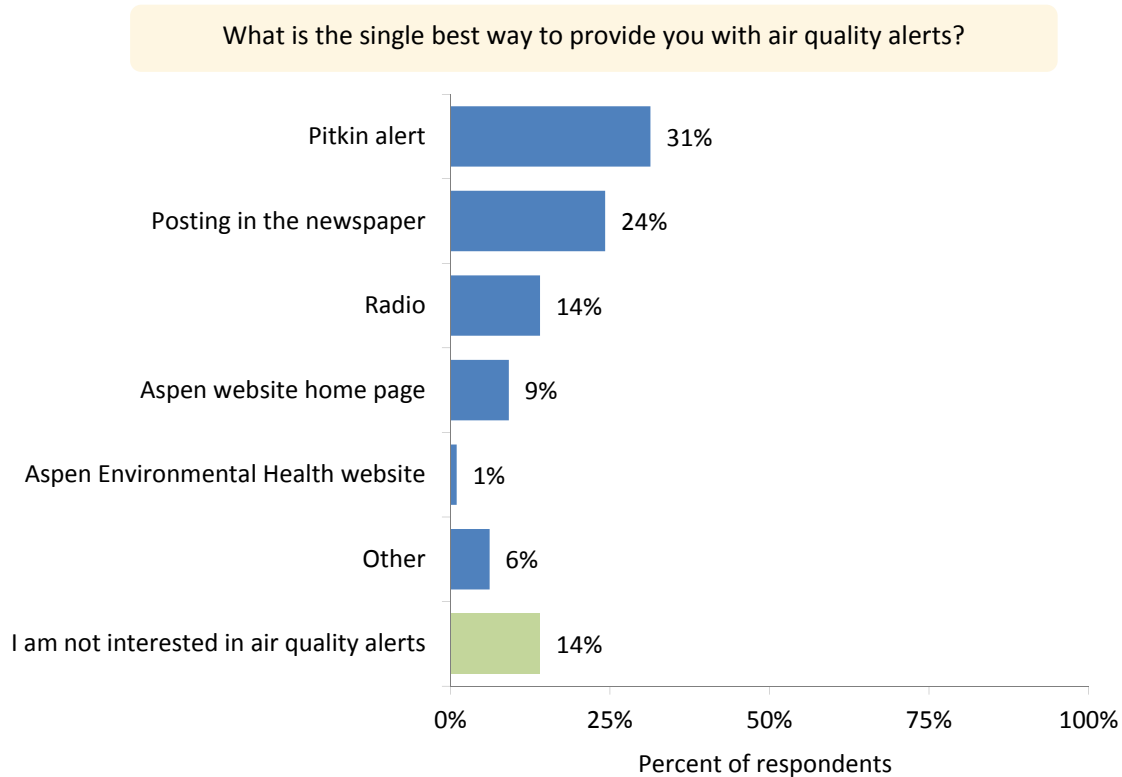


Results in the figure above are of those who were at least “somewhat” familiar with the Canary Initiative.
Total may exceed 100% as respondents could choose more than one answer.
This question was new to the 2013 survey.

Air Quality Alerts

Voters were asked to indicate the single best way for the City to provide alerts about poor air quality. Respondents indicated that Pitkin alerts (31%) and newspaper postings (24%) would be the best way to provide alerts. Fourteen percent said that radio would be the best way to provide alerts, while 1 in 10 selected the Aspen website home page. Fourteen percent of respondents said they were not interested in air quality alerts. Written “other” responses often mentioned email and mobile phone alerts; these responses can be found in *Appendix III: Verbatim Responses*.

Figure 31: Best Way for City to Provide Air Quality Alerts Compared Over Time



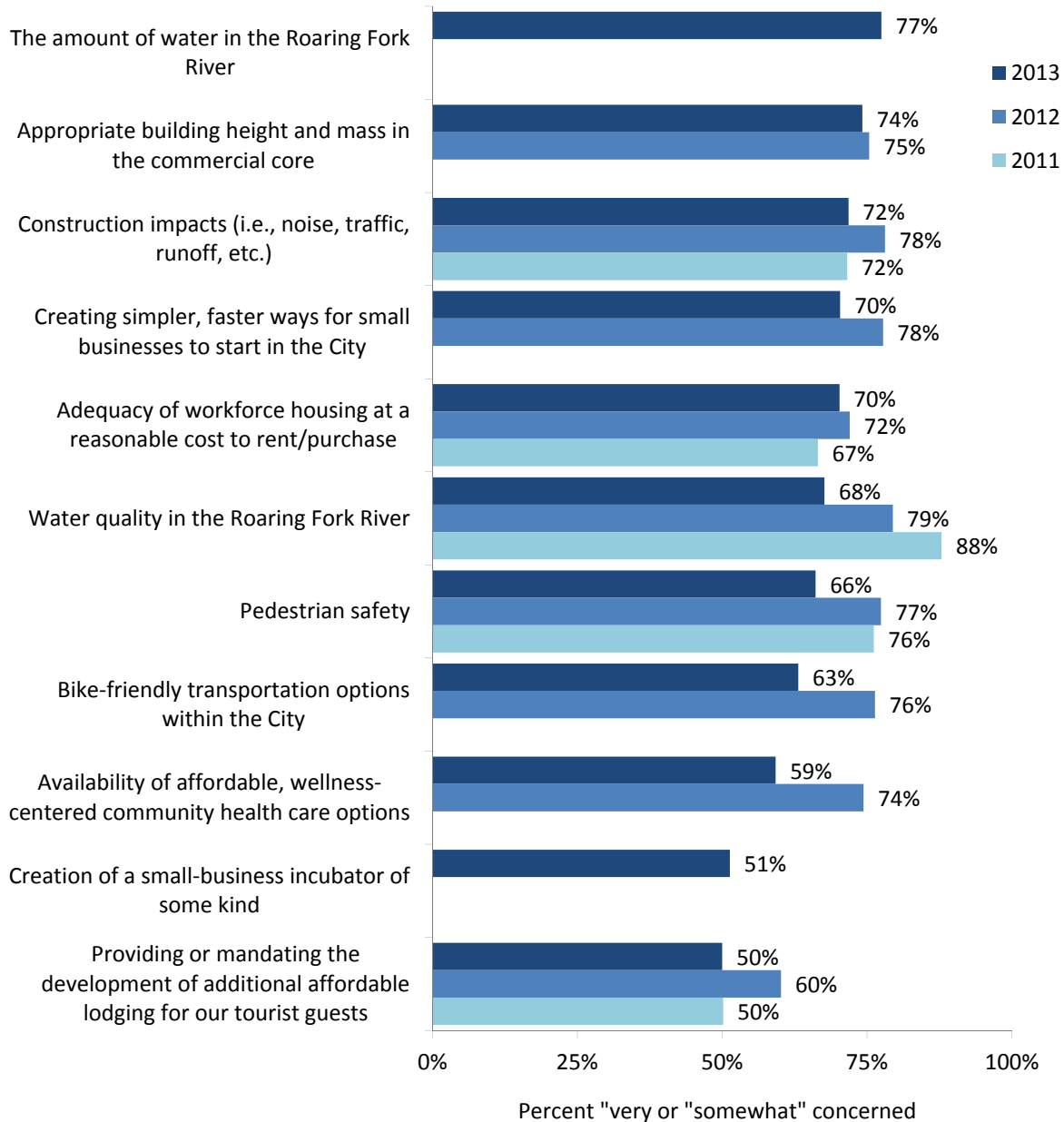
CONCERNS ABOUT COMMUNITY PROBLEMS

Since 2011, voters have been asked to indicate their level of concern with a list of potential community issues and needs (see Figure 32). Some items were removed from the question in 2013 and two new items were added. At least half of respondents were “somewhat” or “very” concerned about each issue. Voters were most concerned about the amount of water in the Roaring Fork River (77% concerned); appropriate building height and mass in the commercial core (74%); and construction impacts such as noise, traffic and runoff (72%). The issues that were of less concern to respondents, although about half were still concerned, were creating a small business incubator of some kind (51%) and providing or mandating the development of additional affordable lodging for tourists (50%).

Ratings for 9 of the 11 potential issues and needs could be compared to 2012. Fewer respondents were concerned in 2013 than in 2012 about water quality in the Roaring Fork River; pedestrian safety; bike-friendly transportation options within the City; availability of affordable, wellness-centered community health care options; and providing or mandating the development of additional affordable lodging for our tourist guests.

Figure 32: Concerns about Potential Community Issues and Needs Compared Over Time

Thinking about the Aspen community and its needs, how concerned, if at all, are you about each of the following:



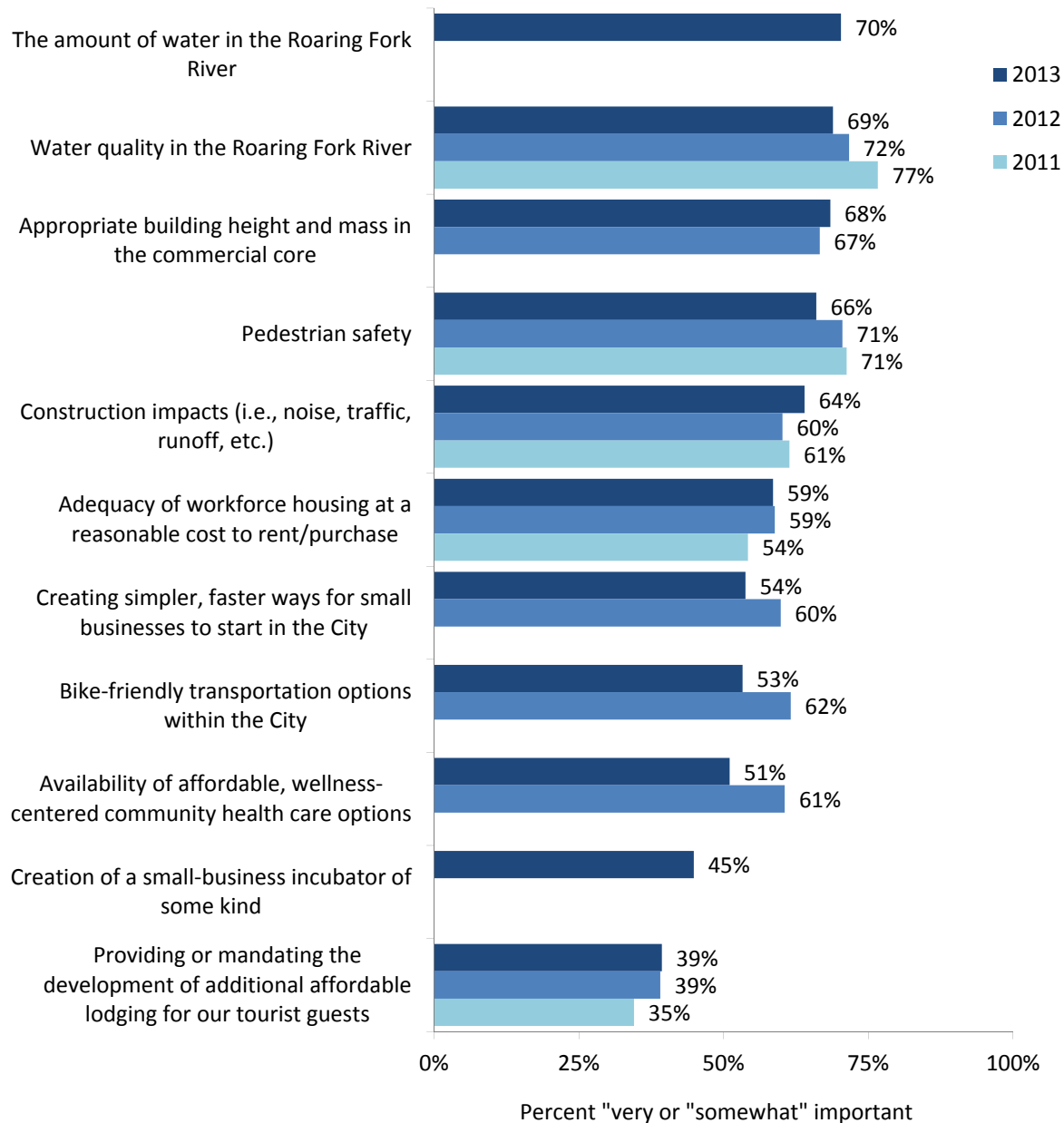
"The amount of water in the Roaring Fork River" and "Creation of a small-business incubator of some kind" were new items in 2013.

After rating their level of concern, voters were asked to rate how important, if at all, it is for the City government to take action on each of the potential issues. Voters' levels of concern about particular issues or needs tended to be greater than their feelings about the importance of the City taking action on it. A majority of voters felt that the amount of water in the Roaring Fork River (70% "very important" or "essential"), water quality in the Roaring Fork River (69%), appropriate building height and mass in the commercial core (68%) and pedestrian safety (66%) were the most important issues on which the City should take action. Creation of a small-business incubator of some kind (45% "very important" or "essential") and providing or mandating additional affordable lodging for tourists (39%) were important to fewer respondents, with 3 in 10 saying each was "not at all important."

As with the ratings of concern, evaluations of importance in 2013 for nine of the eleven issues or needs could be compared to 2012. Where comparisons were available, 2013 ratings were generally similar to 2012. However, fewer voters in 2013 compared to 2012 felt it was important for the City to take action on bike-friendly transportation options within the city and the availability of affordable, wellness-centered community health care options.

Figure 33: Importance of Potential Community Issues and Needs Compared Over Time

After thinking about how concerned you are, how important, if at all, is it for the City government take action on each of the following:



"The amount of water in the Roaring Fork River" and "Creation of a small-business incubator of some kind" were new items in 2013.

SAFETY

The safety of residents in various areas in and around Aspen was assessed on the survey. Generally, Aspen voters reported feeling very safe in all areas of Aspen both during the day and at night, with more than 9 in 10 agreeing with statements about safety in and around Aspen as a whole, in their neighborhood and in the Commercial Core; three-quarters “strongly” agreed with each of these statements. A smaller proportion of respondents (65%) agreed or “strongly” agreed that they felt safe crossing Main Street.

Four of the six statements regarding safety could be compared to 2012, and ratings for these statements were stable from 2012 to 2013.

Figure 34: Feelings of Safety in Aspen Compared Over Time

To what extent do you agree or disagree with the following statements about feeling safe in Aspen? (Percent "agree" or "strongly agree")	2013	2012	2011	2010	2009	2008	2007	2006
I feel safe in the Commercial Core	97%	99%	100%	99%	100%	100%	100%	100%
I feel safe in Aspen as a whole	96%	99%	99%	99%	100%	99%	99%	100%
I feel safe in my neighborhood	96%	99%	100%	99%	100%	100%	100%	100%
I think children in Aspen are safe overall	91%	NA	NA	NA	NA	NA	NA	NA
I feel safe driving through Aspen	85%	NA	NA	NA	NA	NA	NA	NA
I feel safe crossing Main Street	65%	67%	71%	65%	73%	65%	64%	75%

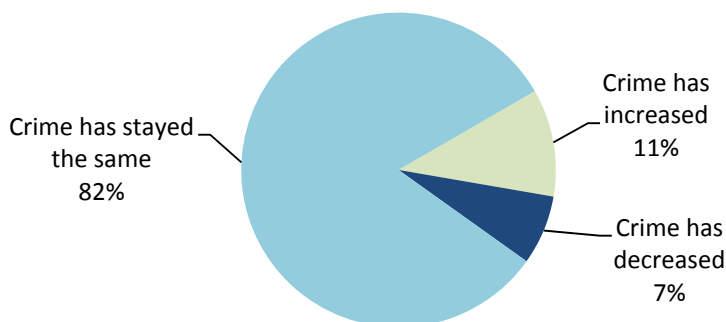
Prior to 2013, voters were asked about their feelings of safety in the Commercial Core and in their neighborhood both during the day and after dark. The percentages for 2006-2012 in the table above represent the proportion of respondents who agreed that they felt safe during the day (i.e., respondents who agreed with the statements, “I feel safe in the Commercial Core during the day” and “I feel safe in my neighborhood during the day”).

“I think children in Aspen are safe overall” and “I feel safe driving through Aspen” were new items in 2013.

In 2013, a question was added to gauge voters' perceptions of crime in Aspen. When asked about the level of crime in Aspen in the 12 months prior to the survey, 8 in 10 respondents said crime had stayed the same, 1 in 10 felt crime had increased and 1 in 10 felt crime had decreased.

Figure 35: Crime in Aspen

In the last 12 months, would you say crime in Aspen has increased, decreased or stayed about the same?

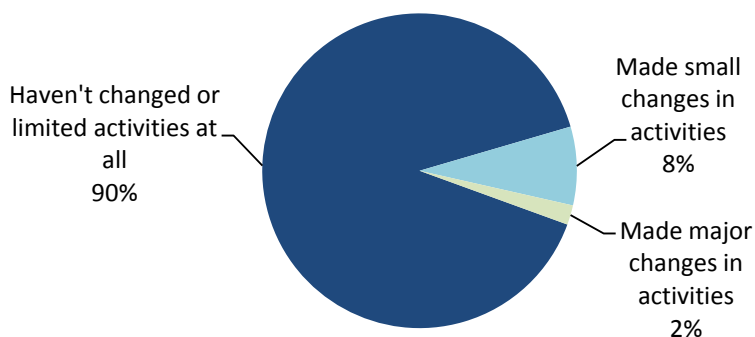


This question was new to the 2013 survey.

Voters also were asked whether they had changed their activities in Aspen as a result of concerns about crime. Most respondents had not changed or limited their activities at all (90%); 8% said they had made small changes in activities, while just 2% said they had made major changes.

Figure 36: Changing Activities Due to Crime

In the last 12 months, how much, if at all, have you changed or limited your activities in Aspen because you were concerned about crime?

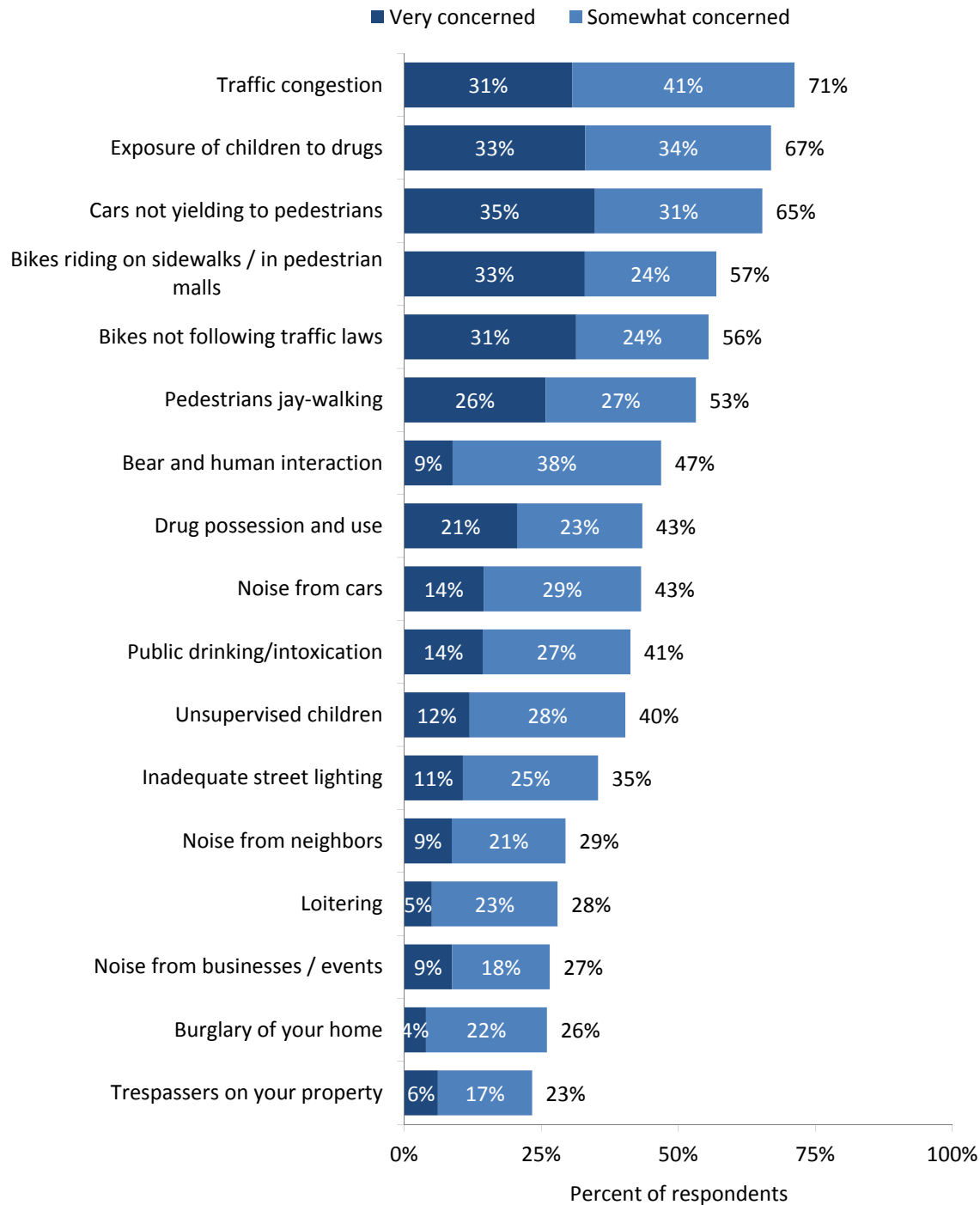


This question was new to the 2013 survey.

Also new to the 2013 survey was a question asking voters to rate their level of concern about safety-related issues in Aspen. Survey respondents indicated that they were most concerned about traffic congestion (71% “very” or “somewhat” concerned), exposure of children to drugs (67%) and cars not yielding to pedestrians (65%). Just over half were at least “somewhat” concerned about bikes riding on sidewalks or in pedestrian malls, bikes not following traffic laws and pedestrians jay-walking. Fewer voters expressed concern about trespassers on their property, burglary of their home and noise from businesses and events, with one-quarter voicing concern. About half of respondents were “very unconcerned” about burglary of their home and trespassers on their property.

Figure 37: Safety Concerns in Aspen

Thinking about the Aspen Community, how concerned, if at all, are you about each of the following:



This question was new to the 2013 survey.

GROWTH

Survey participants were shown five potential policies on growth, as well as an option to write in an “other” policy, and asked to indicate which growth policy they would endorse. Most voters wanted to see “about the same rate of growth” (35%), while one-quarter wanted “less growth” and one-fifth wanted to see “more growth with some control.” Sixteen percent endorsed “zero growth,” while only 2% wanted “more growth with no control.” Three percent wanted some “other” growth policy not listed on the survey. These “other” responses can be found in *Appendix III: Verbatim Responses*.

Overall, feelings about growth in 2013 were similar to 2012.

Figure 38: Growth in Aspen Compared Over Time

Regarding growth in Aspen, please indicate which policy you would endorse:	2013	2012	2011	2010	2009	2008
Zero growth	16%	10%	12%	14%	14%	13%
Less growth	24%	32%	27%	19%	23%	35%
About the same rate of growth	35%	35%	33%	32%	33%	25%
More growth with some control	21%	17%	23%	30%	23%	22%
More growth with no control	2%	1%	3%	3%	3%	2%
Other	3%	4%	2%	3%	3%	4%

APPENDIX I: RESPONDENT DEMOGRAPHICS

Characteristics of the survey respondents are displayed in the tables in this appendix. The percent and number of respondents is shown in each table.

Table 1: Question 36

About how long have you lived in Aspen?	Percent	Number
Fewer than six months	3%	N=7
6-11 months	4%	N=9
1-2 years	5%	N=12
3-5 years	10%	N=25
6-10 years	16%	N=39
More than 10 years	64%	N=160
Total	100%	N=252

Table 2: Question 37

About how much was your household's total income before taxes for all of 2012? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	8%	N=19
\$25,000 to under \$50,000	21%	N=49
\$50,000 to under \$75,000	12%	N=29
\$75,000 to under \$100,000	13%	N=30
\$100,000 to under \$150,000	21%	N=48
\$150,000 to under \$200,000	8%	N=18
\$200,000 or more	17%	N=40
Total	100%	N=234

Table 3: Question 38

In which category is your age?	Percent	Number
18-24 years	1%	N=2
25-34 years	22%	N=56
35-44 years	18%	N=45
45-54 years	24%	N=60
55-64 years	14%	N=36
65-74 years	14%	N=35
75-84 years	5%	N=13
85 years or older	2%	N=4
Total	100%	N=251

Table 4: Question 39

What is your gender?	Percent	Number
Female	47%	N=117
Male	53%	N=132
Total	100%	N=249

Table 5: Question 40

Which best describes your housing status?	Percent	Number
Rent - free market	18%	N=44
Rent - employee/affordable housing	16%	N=40
Own - free market	34%	N=86
Own - employee/affordable housing	31%	N=78
Other	0%	N=0
Don't know	1%	N=2
Total	100%	N=251

APPENDIX II: COMPLETE SET OF SURVEY RESPONSES

COMPLETE SET OF FREQUENCIES EXCLUDING “DON’T KNOW”

The following pages contain responses to each question on the survey, excluding the “don’t know” responses. Each table contains both the percent and number of respondents giving a particular response.

Table 6: Question 1

How do you rate the overall quality of life in Aspen?	Percent	Number
Excellent	65%	N=160
Good	31%	N=76
Fair	3%	N=6
Poor	2%	N=4
Total	100%	N=245

Table 7: Question 2

Which of the following offices within the City of Aspen, if any, have you had contact with in the past 12 months?	Percent	Number
City Manager	26%	N=48
Utility Billing	37%	N=69
Finance Window	35%	N=65
Housing Authority	45%	N=85
Police	57%	N=107

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

Table 8: Question 3

Based on your experiences during the past 12 months, to what extent do you agree or disagree with the following statements about the quality of services the City of Aspen offices provided?	Strongly agree		Agree		Disagree		Strongly disagree		Total	
The service provided by the City Manager's Office was accurate	35%	N=22	39%	N=25	8%	N=5	18%	N=11	100%	N=63
The service provided by the City Manager's staff was prompt	34%	N=22	40%	N=25	7%	N=4	19%	N=12	100%	N=64
The City Manager's staff was responsive	37%	N=23	36%	N=23	7%	N=4	20%	N=12	100%	N=63
The City Manager's staff was helpful	41%	N=26	35%	N=22	3%	N=2	21%	N=13	100%	N=62
The City Manager's staff was knowledgeable	41%	N=25	32%	N=20	6%	N=4	20%	N=12	100%	N=61
The City Manager's staff was informative	43%	N=26	27%	N=16	8%	N=5	21%	N=12	100%	N=59
The service provided by the Utility Billing staff was accurate	50%	N=39	48%	N=37	1%	N=0	2%	N=1	100%	N=78
The service provided by the Utility Billing staff was timely	52%	N=40	40%	N=31	7%	N=5	2%	N=1	100%	N=78
The Utility Billing staff was courteous in dealing with my situation or request	50%	N=40	47%	N=37	1%	N=0	2%	N=1	100%	N=79
The Utility Billing staff was knowledgeable in dealing with my situation or request	47%	N=36	51%	N=39	1%	N=0	2%	N=1	100%	N=76
The Finance Window staff was courteous in dealing with my situation or request	49%	N=38	42%	N=33	2%	N=2	6%	N=5	100%	N=78
The Finance Window staff was knowledgeable in dealing with my situation or request	48%	N=37	43%	N=34	3%	N=2	6%	N=5	100%	N=78
The service provided by the Housing Authority staff was accurate	33%	N=28	45%	N=38	6%	N=5	17%	N=14	100%	N=85
The service provided by the Housing Authority staff was timely	34%	N=30	53%	N=46	6%	N=5	7%	N=6	100%	N=88
The Housing Authority staff was helpful	37%	N=33	37%	N=33	9%	N=8	17%	N=15	100%	N=89
The Housing Authority staff was knowledgeable	40%	N=36	37%	N=33	5%	N=4	19%	N=17	100%	N=90
The services provided by the Police staff were accurate	58%	N=58	30%	N=31	2%	N=2	9%	N=9	100%	N=100
The services provided by the Police staff were prompt	63%	N=63	28%	N=27	2%	N=2	7%	N=7	100%	N=99
The Police staff was courteous	63%	N=77	28%	N=34	2%	N=3	7%	N=9	100%	N=123
The Police staff was helpful	65%	N=77	24%	N=29	2%	N=2	9%	N=11	100%	N=120
The Police staff was knowledgeable	61%	N=72	29%	N=35	3%	N=3	8%	N=9	100%	N=119
The Police staff was informative	61%	N=71	28%	N=33	2%	N=3	8%	N=10	100%	N=117

Table 9: Question 4

In general, how satisfied or dissatisfied are you with the overall performance and responsiveness of the following services of the City of Aspen government?	Very satisfied		Somewhat satisfied		Somewhat not satisfied		Not at all satisfied		Total	
Aspen Recreation Center (ARC)	59%	N=96	29%	N=48	5%	N=8	7%	N=11	100%	N=162
City Clerk Office	60%	N=75	29%	N=37	7%	N=8	4%	N=5	100%	N=124
City Manager Office	43%	N=38	28%	N=24	10%	N=9	19%	N=16	100%	N=87
Community Development	21%	N=21	37%	N=37	15%	N=15	27%	N=27	100%	N=98
Electric	51%	N=43	30%	N=26	11%	N=9	8%	N=7	100%	N=86
Engineering	34%	N=26	27%	N=20	14%	N=10	25%	N=19	100%	N=75
Environmental Health	47%	N=45	33%	N=31	14%	N=14	6%	N=6	100%	N=95
Finance Window (RETT, sales tax, and other payments to the city)	46%	N=53	40%	N=47	7%	N=8	7%	N=8	100%	N=115
Golf	44%	N=33	40%	N=30	7%	N=6	9%	N=6	100%	N=75
GIS (Geographic Information System)	49%	N=22	35%	N=16	9%	N=4	7%	N=3	100%	N=45
Housing Authority (existing deed-restricted and rental units)	32%	N=38	29%	N=34	15%	N=18	24%	N=28	100%	N=118
Kids First	37%	N=19	34%	N=17	17%	N=9	12%	N=6	100%	N=50
New housing development (Burlingame II)	32%	N=25	17%	N=13	12%	N=9	38%	N=29	100%	N=77
Parks	62%	N=114	29%	N=53	5%	N=8	4%	N=8	100%	N=182
Police Department	62%	N=112	26%	N=47	6%	N=12	6%	N=10	100%	N=182
Red Brick Recreation Center	57%	N=89	35%	N=55	5%	N=7	3%	N=5	100%	N=157
Streets	36%	N=72	45%	N=89	13%	N=27	5%	N=10	100%	N=197
Transportation and Parking	35%	N=70	38%	N=75	15%	N=29	13%	N=25	100%	N=199
Water	56%	N=93	34%	N=55	4%	N=7	6%	N=10	100%	N=165
Wheeler Opera House	62%	N=121	25%	N=49	6%	N=12	6%	N=12	100%	N=194

Table 10: Question 5

Please rate the following categories of Aspen government performance:	Excellent		Good		Fair		Poor		Total	
The job the City does informing residents	22%	N=51	49%	N=115	20%	N=47	8%	N=20	100%	N=232
The quality of the information the City provides to residents	21%	N=49	47%	N=108	22%	N=51	10%	N=23	100%	N=231
The job the City does listening to residents	15%	N=33	34%	N=73	32%	N=69	19%	N=42	100%	N=217
The value of City services for the taxes you pay	22%	N=52	38%	N=89	27%	N=62	13%	N=29	100%	N=232
The job the City does communicating to residents about major issues	20%	N=47	40%	N=92	29%	N=68	11%	N=26	100%	N=233
The job the City does matching expenditures to community priorities	14%	N=30	30%	N=63	36%	N=77	20%	N=43	100%	N=213
The job the City does responding to requests for public records and information	20%	N=27	40%	N=53	25%	N=33	14%	N=19	100%	N=132

Table 11: Question 6

What suggestions do you have for improving City communication with residents?	Percent	Number
More communication through internet (e-mail, social media), newspapers or newsletters/mailings	28%	N=15
Be transparent and timely with City information	19%	N=10
Listen to resident input, increase involvement	23%	N=12
More information about street repair, building, etc.	10%	N=5
Other	20%	N=11
Total	100%	N=54

Table 12: Question 7

Regarding growth in Aspen, please indicate which policy you would endorse:	Percent	Number
Zero growth	16%	N=38
Less growth	24%	N=58
About the same rate of growth	35%	N=84
More growth with some control	21%	N=50
More growth with no control	2%	N=4
Other	3%	N=6
Total	100%	N=241

Table 13: Question 8

With the exception of Main Street and Highway 82, which are maintained by the State of Colorado, do you agree or disagree with the following statements concerning City streets?	Strongly agree		Agree		Disagree		Strongly disagree		Total	
City streets are in good repair	33%	N=83	55%	N=136	9%	N=23	2%	N=6	100%	N=248
The street surfaces are smooth	30%	N=75	55%	N=135	13%	N=32	2%	N=5	100%	N=248
Potholes are repaired in a timely manner	27%	N=66	51%	N=125	17%	N=42	5%	N=11	100%	N=244

Table 14: Question 9

With the exception of Main Street and Highway 82, which are maintained by the State of Colorado, snow on City streets is removed according to the following priorities: first - emergency routes; second - the Commercial Core; third - residential areas. Given these priorities, do you agree or disagree with the following statements concerning snow removal?	Strongly agree		Agree		Disagree		Strongly disagree		Total	
Last winter's snow removal in the Commercial Core was timely	43%	N=99	52%	N=118	3%	N=7	2%	N=5	100%	N=229
Last winter's snow removal in the Commercial Core was thorough	42%	N=94	48%	N=107	8%	N=17	3%	N=6	100%	N=223
Last winter's snow removal in my residential area was timely	34%	N=81	49%	N=115	12%	N=29	5%	N=11	100%	N=235
Last winter's snow removal in my residential area was thorough	36%	N=84	43%	N=102	15%	N=34	6%	N=13	100%	N=234

Table 15: Question 10

How have you received information about the Aspen Recreation Center (ARC) in 2013?	Percent	Number
Have not received any	41%	N=94
Newspapers	36%	N=83
Radio	7%	N=15
Television	1%	N=2
Internet	22%	N=51
Brochures	10%	N=23
Flyers	6%	N=14
School newspapers	1%	N=2
Other	8%	N=19

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

Table 16: Question 11

Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the ARC staff and facilities?	Strongly agree		Agree		Disagree		Strongly disagree		Total	
The ARC does a good job of communicating program information	30%	N=36	32%	N=39	26%	N=31	11%	N=13	100%	N=119
The ARC Guest Services staff was helpful	43%	N=53	47%	N=58	4%	N=5	6%	N=7	100%	N=122
The ARC Guest Services staff was timely in handling requests	40%	N=43	47%	N=51	7%	N=8	5%	N=5	100%	N=107
The ARC Guest Services staff greeted me with a smile	45%	N=54	46%	N=55	2%	N=3	6%	N=7	100%	N=120
The ARC Guest Services staff was informative and able to handle all questions	40%	N=45	44%	N=50	12%	N=14	5%	N=5	100%	N=114
I enjoyed my experience at the ARC	43%	N=52	49%	N=59	4%	N=5	4%	N=5	100%	N=120
The ARC Aquatics staff was helpful	44%	N=40	43%	N=39	7%	N=6	7%	N=7	100%	N=92
The ARC Aquatics staff was timely in handling requests	47%	N=39	42%	N=35	3%	N=2	8%	N=7	100%	N=83
The ARC Aquatics staff greeted me with a smile	45%	N=39	42%	N=37	6%	N=6	7%	N=6	100%	N=87
The ARC Aquatics staff was informative and able to handle all questions	43%	N=37	46%	N=40	3%	N=3	8%	N=7	100%	N=86
The ARC Aquatics staff was polite and friendly during my visit	49%	N=42	41%	N=35	4%	N=3	7%	N=6	100%	N=87
The aquatic area, lockers and lawn were sufficiently clean during my visit	39%	N=40	52%	N=54	5%	N=6	4%	N=4	100%	N=104
The pools were clear, clean and inviting to swim in	42%	N=45	49%	N=53	5%	N=5	4%	N=4	100%	N=107
Swimming equipment and pool toys were available for use and in good condition	47%	N=44	44%	N=42	5%	N=5	4%	N=4	100%	N=94
I enjoyed my experience at the ARC Aquatics area	48%	N=49	46%	N=47	2%	N=2	4%	N=5	100%	N=102
The ARC fitness equipment was well-maintained	45%	N=36	43%	N=34	6%	N=5	7%	N=6	100%	N=81
The ARC fitness equipment was usually available when I wanted to use it	44%	N=38	38%	N=33	9%	N=8	9%	N=8	100%	N=87
The ARC climbing equipment was well-maintained	45%	N=32	49%	N=35	1%	N=0	6%	N=4	100%	N=72
The ARC climbing equipment was usually available when I wanted to use it	44%	N=30	43%	N=29	5%	N=4	8%	N=5	100%	N=69

Table 17: Question 12

Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the Red Brick Recreation Center?	Strongly agree		Agree		Disagree		Strongly disagree		Total	
The service provided by the Red Brick Recreation Center staff was accurate	49%	N=56	46%	N=53	1%	N=1	4%	N=5	100%	N=115
The service provided by the Red Brick Recreation Center staff was accessible	49%	N=56	40%	N=46	7%	N=8	4%	N=5	100%	N=115
The Red Brick Recreation Center staff was helpful	46%	N=52	46%	N=53	5%	N=6	3%	N=3	100%	N=113
The Red Brick Recreation Center staff was knowledgeable	48%	N=56	44%	N=52	5%	N=5	3%	N=4	100%	N=117
The communication program information and schedules were very good	37%	N=42	47%	N=52	11%	N=13	4%	N=5	100%	N=112
The quality of the program(s) provided by the Red Brick Recreation Center were very good	40%	N=43	53%	N=58	6%	N=6	2%	N=2	100%	N=110
The condition of the gym at the Red Brick Recreation Center was very good	41%	N=38	42%	N=39	12%	N=11	4%	N=4	100%	N=92
The scheduling of events conducted by staff at the Red Brick Recreation Center was very good	39%	N=37	51%	N=48	7%	N=7	4%	N=3	100%	N=96
The cleanliness of the Red Brick Recreation Center gym and locker rooms was very good	43%	N=37	49%	N=43	3%	N=2	5%	N=4	100%	N=86
The enthusiasm of the Red Brick Recreation Center staff and coaches was very good	50%	N=46	41%	N=38	6%	N=5	3%	N=3	100%	N=92

Table 18: Question 13

Based on your experiences in the last 12 months, to what extent do you agree or disagree with the following statements about the neighborhood and pocket parks, as well as about the City's athletic fields (Iselin, Rotary, Wagner, Rio Grand Moore and Middle School)?	Strongly agree		Agree		Disagree		Strongly disagree		Total	
The condition of the parks allowed me to have a safe and enjoyable experience	56%	N=133	39%	N=93	2%	N=4	3%	N=7	100%	N=237
The parks were free of litter	49%	N=117	44%	N=105	5%	N=11	2%	N=5	100%	N=238
The condition of the athletic fields allowed me to have a safe and enjoyable experience	57%	N=114	38%	N=77	2%	N=3	3%	N=5	100%	N=199
The athletic fields were free of litter	56%	N=112	39%	N=77	3%	N=6	2%	N=5	100%	N=199

Table 19: Question 14

Based on your experiences during the last 12 months, to what extent do you agree or disagree with the following statements about the City pedestrian/bike trails and the City Nordic Trail System?	Strongly agree		Agree		Disagree		Strongly disagree		Total	
The pedestrian/bike trail surfaces were free of debris/litter	52%	N=122	43%	N=102	3%	N=8	2%	N=5	100%	N=236
The pedestrian/bike trail surfaces were smooth enough for the intended purpose	47%	N=110	48%	N=113	3%	N=7	2%	N=5	100%	N=235
The pedestrian/bike trail could be used safely	48%	N=113	45%	N=105	4%	N=10	3%	N=7	100%	N=235
The pedestrian/bike trail signage was very good	43%	N=97	50%	N=115	5%	N=11	2%	N=5	100%	N=229
The Nordic Trail System trail grooming was very good	56%	N=89	42%	N=66	1%	N=2	1%	N=2	100%	N=158
The Nordic Trail System trails could be used for the purpose intended	57%	N=88	41%	N=63	1%	N=2	1%	N=2	100%	N=154
The Nordic Trail System trail signage was very good	54%	N=82	42%	N=65	2%	N=3	2%	N=3	100%	N=154

Table 20: Question 15

How much of a concern, if at all, is each of the following issues?	Major problem		Moderate problem		Somewhat a problem		Not a problem at all		Total	
Failure to pick up after a dog on trails	28%	N=66	37%	N=89	23%	N=55	12%	N=28	100%	N=238
Failure to pick up after a dog in parks	27%	N=63	34%	N=79	25%	N=58	14%	N=32	100%	N=232
Failure to pick up after a dog in the athletic fields	17%	N=28	37%	N=63	19%	N=33	27%	N=46	100%	N=171
Failure to pick up after a dog in the Commercial Core	16%	N=35	25%	N=54	22%	N=49	37%	N=82	100%	N=221
Failure to have a dog on a leash on trails	25%	N=59	21%	N=49	19%	N=44	35%	N=82	100%	N=234
Failure to have a dog on a leash in parks	23%	N=53	13%	N=30	22%	N=52	42%	N=96	100%	N=231
Failure to have a dog on a leash in the athletic fields	20%	N=36	15%	N=28	19%	N=34	46%	N=84	100%	N=183
Failure to have a dog on a leash in the Commercial Core	19%	N=43	15%	N=35	21%	N=49	45%	N=104	100%	N=231

Table 21: Question 16

Please rate the current level of enforcement for dogs (e.g., clean up, leash laws).	Percent	Number
Too strict	9%	N=21
About right	54%	N=126
Not strict enough	37%	N=88
Total	100%	N=235

Table 22: Question 17

What is the single best way to provide you with air quality alerts? (Please check only one.)	Percent	Number
I am not interested in air quality alerts	14%	N=34
Aspen website home page	9%	N=22
Aspen Environmental Health website	1%	N=2
Pitkin alert	31%	N=76
Radio	14%	N=34
Posting in the newspaper	24%	N=59
Other	6%	N=15
Total	100%	N=242

Table 23: Question 18

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 Aspen.	Major source		Minor source		Not a source		Total	
City meetings and open houses	21%	N=50	45%	N=106	34%	N=81	100%	N=237
City webcasts	14%	N=33	26%	N=61	60%	N=141	100%	N=235
Email (electronic newsletters, email updates)	36%	N=84	21%	N=50	43%	N=100	100%	N=233
Social network sites (Twitter, Facebook)	17%	N=38	18%	N=43	65%	N=150	100%	N=231
Radio ads	26%	N=62	36%	N=84	37%	N=87	100%	N=233
Radio news broadcasts	32%	N=74	31%	N=72	37%	N=86	100%	N=232
Community government television (Grassroots/CGTV, Channel 11)	18%	N=42	45%	N=104	37%	N=87	100%	N=233
Other local television broadcasts	11%	N=26	32%	N=73	57%	N=132	100%	N=231
Newspaper ads	62%	N=147	28%	N=67	10%	N=23	100%	N=237
Local newspaper articles	80%	N=189	15%	N=35	5%	N=12	100%	N=236
Mailed materials (brochures, flyers, newsletters, updates)	32%	N=74	43%	N=100	25%	N=58	100%	N=232
City website (www.aspenpitkin.com)	28%	N=64	40%	N=92	33%	N=76	100%	N=232
Aspen/Pitkin County Housing Authority (APCHA) website (www.aspenhousingoffice.com)	24%	N=54	24%	N=55	52%	N=120	100%	N=230

Table 24: Question 19

How have you received information about the Wheeler programs?	Percent	Number
Have not received information	26%	N=63
Radio	20%	N=50
Flyers	12%	N=30
Blast email	17%	N=41
Internet	18%	N=43
Television	2%	N=5
Newspapers	56%	N=137
Brochures	11%	N=27
Other	2%	N=5

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

Table 25: Question 20

How familiar are you, if at all, with the City of Aspen's Canary Initiative?	Percent	Number
Very familiar	25%	N=61
Somewhat familiar	39%	N=96
Not at all familiar	36%	N=88
Total	100%	N=245

Table 26: Question 21

How did you hear about the Canary Initiative?	Percent	Number
Have not heard of it	1%	N=1
Newspapers	68%	N=106
Word of mouth	30%	N=47
Radio	19%	N=29
Flyers	9%	N=15
At an event	27%	N=42
Facebook	5%	N=8
Saturday Market	14%	N=22
Internet	18%	N=28
Other	6%	N=10

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

Asked only of those respondents who were "very" or "somewhat familiar" with the Canary Initiative.

Table 27: Question 22

In the last 12 months, please indicate about how frequently, if at all, you watched the following on CGTV Channel 11:	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
City meetings	48%	N=118	24%	N=58	20%	N=49	5%	N=12	3%	N=7	100%	N=243
The City Matters show	73%	N=176	20%	N=48	5%	N=12	1%	N=2	1%	N=2	100%	N=240

Table 28: Question 23

Have you used the City's website (www.aspenpitkin.com) in the past 12 months?	Percent	Number
Yes	65%	N=155
No	35%	N=84
Total	100%	N=239

Table 29: Question 24

If you used the City's website in the last 12 months, please rate the following aspects.	Very good		Good		Neither good nor bad		Bad		Very bad		Total	
Current information	20%	N=30	56%	N=87	19%	N=29	2%	N=4	3%	N=5	100%	N=154
Appearance	19%	N=29	47%	N=72	28%	N=43	3%	N=4	4%	N=7	100%	N=155
Online services offered	18%	N=27	49%	N=72	26%	N=38	2%	N=3	4%	N=7	100%	N=146
Ease of navigation	11%	N=18	39%	N=60	31%	N=48	15%	N=24	4%	N=6	100%	N=155
Search function	11%	N=17	35%	N=55	26%	N=41	18%	N=27	10%	N=15	100%	N=154
Ease of finding staff/elected officials contact information	26%	N=36	37%	N=50	33%	N=46	2%	N=3	2%	N=3	100%	N=137
Ease of requesting more information	20%	N=24	35%	N=42	35%	N=42	5%	N=6	4%	N=4	100%	N=118

Asked only of those respondents who had used the City's website in the 12 months prior to the survey.

Table 30: Question 25

To what extent do you support or oppose the City expanding the use of its website to handle transactions such as permit applications and fee payments, licenses and registration for classes in an effort to reduce City costs?	Percent	Number
Strongly support	56%	N=130
Somewhat support	37%	N=86
Somewhat oppose	5%	N=13
Strongly oppose	2%	N=5
Total	100%	N=234

Table 31: Question 26

How important, if at all, is it to you that each of the following features or services be added to or enhanced on the City of Aspen website?	Essential		Very important		Somewhat important		Not at all important		Total	
Applying for a license	22%	N=47	31%	N=66	30%	N=64	16%	N=35	100%	N=211
Paying fees, taxes, and other charges	25%	N=53	33%	N=72	30%	N=64	12%	N=26	100%	N=216
Applying for permits	25%	N=51	30%	N=62	29%	N=61	16%	N=33	100%	N=206
Commenting on agenda items or meetings	18%	N=38	30%	N=63	31%	N=66	20%	N=43	100%	N=210
Bidding on affordable housing	23%	N=42	28%	N=51	27%	N=49	23%	N=42	100%	N=183
Reserving city facilities online	26%	N=53	33%	N=67	27%	N=55	15%	N=30	100%	N=204
Registering for city recreation classes and events	30%	N=64	33%	N=70	26%	N=55	11%	N=23	100%	N=212
Requesting public records and information	34%	N=72	30%	N=63	26%	N=54	10%	N=21	100%	N=211

Table 32: Question 27

How much more likely, if at all, would you be to conduct the types of transactions described in question 26 through the City's website if the City were to do each of the following?	Much more likely		Somewhat more likely		Not at all more likely		Total	
Require electronic transactions where feasible (i.e., stop offering other options such as in-person payments)	34%	N=78	34%	N=79	32%	N=74	100%	N=231
Provide financial incentives for use of online services (e.g., discounted fees or other charges)	51%	N=118	30%	N=68	20%	N=46	100%	N=232
Provide assistance in using the online options	30%	N=69	43%	N=100	27%	N=64	100%	N=232
Advertise the availability of the online options	39%	N=89	35%	N=81	26%	N=61	100%	N=232

Table 33: Question 28

To what extent do you agree or disagree with the following statements about feeling safe in Aspen?	Strongly agree		Agree		Disagree		Strongly disagree		Total	
I feel safe in the Commercial Core	75%	N=187	23%	N=57	1%	N=3	2%	N=4	100%	N=251
I feel safe in Aspen as a whole	75%	N=189	21%	N=52	2%	N=5	2%	N=5	100%	N=251
I feel safe in my neighborhood	74%	N=184	22%	N=55	2%	N=5	2%	N=6	100%	N=250
I feel safe crossing Main Street	36%	N=90	28%	N=70	23%	N=58	12%	N=30	100%	N=247
I feel safe driving through Aspen	46%	N=114	38%	N=95	12%	N=29	3%	N=9	100%	N=247
I think children in Aspen are safe overall	54%	N=131	37%	N=89	3%	N=8	6%	N=14	100%	N=242

Table 34: Question 29

In the last 12 months, would you say crime in Aspen has increased, decreased or stayed about the same?	Percent	Number
Crime has increased	11%	N=26
Crime has decreased	7%	N=17
Crime has stayed the same	82%	N=194
Total	100%	N=238

Table 35: Question 30

In the last 12 months, how much, if at all, have you changed or limited your activities in Aspen because you were concerned about crime?	Percent	Number
Haven't changed or limited activities at all	90%	N=223
Made small changes in activities	8%	N=20
Made major changes in activities	2%	N=5
Total	100%	N=248

Table 36: Question 31

Thinking about the Aspen community, how concerned, if at all, are you about each of the following:	Very concerned		Somewhat concerned		Somewhat unconcerned		Very unconcerned		Total	
Burglary of your home	4%	N=10	22%	N=55	27%	N=66	47%	N=117	100%	N=248
Trespassers on your property	6%	N=15	17%	N=43	30%	N=75	47%	N=116	100%	N=248
Bear and human interaction	9%	N=22	38%	N=95	27%	N=67	26%	N=65	100%	N=249
Loitering	5%	N=12	23%	N=56	30%	N=73	42%	N=102	100%	N=244
Public drinking/intoxication	14%	N=35	27%	N=66	24%	N=59	35%	N=84	100%	N=244
Drug possession and use	21%	N=51	23%	N=56	24%	N=58	33%	N=81	100%	N=246
Exposure of children to drugs	33%	N=77	34%	N=79	13%	N=31	20%	N=46	100%	N=234
Unsupervised children	12%	N=28	28%	N=67	31%	N=73	29%	N=68	100%	N=236
Noise from cars	14%	N=36	29%	N=71	27%	N=66	30%	N=73	100%	N=246
Noise from businesses / events	9%	N=22	18%	N=44	31%	N=76	43%	N=106	100%	N=247
Noise from neighbors	9%	N=21	21%	N=50	26%	N=62	45%	N=109	100%	N=243
Inadequate street lighting	11%	N=26	25%	N=61	22%	N=53	43%	N=105	100%	N=245
Traffic congestion	31%	N=76	41%	N=100	10%	N=24	19%	N=47	100%	N=247
Pedestrians jay-walking	26%	N=64	27%	N=68	15%	N=37	32%	N=78	100%	N=247
Cars not yielding to pedestrians	35%	N=87	31%	N=76	14%	N=35	21%	N=52	100%	N=249
Bikes not following traffic laws	31%	N=78	24%	N=60	14%	N=34	31%	N=76	100%	N=248
Bikes riding on sidewalks / in pedestrian malls	33%	N=82	24%	N=60	16%	N=40	27%	N=67	100%	N=248

Table 37: Question 32

Thinking about the Aspen community and its needs, how concerned, if at all, are you about each of the following:	Very concerned		Somewhat concerned		Somewhat unconcerned		Very unconcerned		Total	
Adequacy of workforce housing at a reasonable cost to rent/purchase	37%	N=89	34%	N=81	14%	N=33	16%	N=39	100%	N=242
Water quality in the Roaring Fork River	39%	N=95	28%	N=68	21%	N=50	12%	N=28	100%	N=241
The amount of water in the Roaring Fork River	47%	N=113	31%	N=74	17%	N=40	6%	N=14	100%	N=242
Providing or mandating the development of additional affordable lodging for our tourist guests	23%	N=55	27%	N=67	21%	N=51	29%	N=71	100%	N=244
Pedestrian safety	32%	N=77	35%	N=85	20%	N=50	13%	N=33	100%	N=245
Construction impacts (i.e., noise, traffic, runoff, etc.)	38%	N=93	34%	N=84	18%	N=45	10%	N=25	100%	N=247
Appropriate building height and mass in the commercial core	50%	N=124	24%	N=60	14%	N=33	12%	N=30	100%	N=247
Creating simpler, faster ways for small businesses to start in the City	33%	N=81	37%	N=90	18%	N=43	12%	N=29	100%	N=243
Availability of affordable, wellness-centered community health care options	28%	N=68	32%	N=78	23%	N=56	18%	N=44	100%	N=246
Bike-friendly transportation options within the City	32%	N=80	31%	N=76	18%	N=45	18%	N=46	100%	N=247
Creation of a small-business incubator of some kind	25%	N=57	27%	N=61	20%	N=46	29%	N=66	100%	N=231

Table 38: Question 33

After thinking about how concerned you are, how important, if at all, is it for the City government take action on each of the following:	Essential		Very important		Somewhat important		Not at all important		Total	
Adequacy of workforce housing at a reasonable cost to rent/purchase	36%	N=88	23%	N=56	27%	N=66	15%	N=36	100%	N=246
Water quality in the Roaring Fork River	40%	N=97	29%	N=71	24%	N=57	8%	N=18	100%	N=243
The amount of water in the Roaring Fork River	42%	N=98	29%	N=68	23%	N=55	6%	N=15	100%	N=236
Providing or mandating the development of additional affordable lodging for our tourist guests	21%	N=50	18%	N=45	30%	N=73	30%	N=73	100%	N=241
Pedestrian safety	31%	N=78	35%	N=86	26%	N=64	8%	N=20	100%	N=248
Construction impacts (i.e., noise, traffic, runoff, etc.)	31%	N=76	33%	N=80	27%	N=65	9%	N=22	100%	N=243
Appropriate building height and mass in the commercial core	45%	N=111	23%	N=57	19%	N=46	13%	N=31	100%	N=244
Creating simpler, faster ways for small businesses to start in the City	25%	N=59	29%	N=68	28%	N=65	19%	N=44	100%	N=237
Availability of affordable, wellness-centered community health care options	24%	N=58	28%	N=67	26%	N=63	23%	N=57	100%	N=245
Bike-friendly transportation options within the City	26%	N=64	27%	N=66	27%	N=65	20%	N=48	100%	N=243
Creation of a small-business incubator of some kind	22%	N=50	23%	N=52	27%	N=62	28%	N=63	100%	N=227

Table 39: Question 34

Overall, how would you rate your satisfaction or dissatisfaction with services provided by the City of Aspen?	Percent	Number
Very satisfied	48%	N=116
Somewhat satisfied	44%	N=106
Somewhat not satisfied	5%	N=11
Not at all satisfied	4%	N=9
Total	100%	N=242

Table 40: Question 35

Please provide any other feedback you may have on any City of Aspen services	Percent	Number
Improve parking, roads, traffic safety/regulations and enforcement for cars, bikes and pedestrians	25%	N=26
Suggestions about environment, parks and recreation	16%	N=17
Dissatisfaction with City departments, staff or officials	22%	N=22
Reduce government size and spending/ too many regulations, fees and taxes	13%	N=13
Concerns about housing	7%	N=7
Better communication with citizens	3%	N=3
Other	14%	N=15
Total	100%	N=104

COMPLETE SET OF FREQUENCIES INCLUDING “DON’T KNOW”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent and number of respondents is shown in each table.

Table 41: Question 1

How do you rate the overall quality of life in Aspen?	Percent	Number
Excellent	65%	N=160
Good	31%	N=76
Fair	3%	N=6
Poor	2%	N=4
Total	100%	N=245

Table 42: Question 2

Which of the following offices within the City of Aspen, if any, have you had contact with in the past 12 months?	Percent	Number
City Manager	20%	N=48
Utility Billing	28%	N=69
Finance Window	27%	N=65
Housing Authority	35%	N=85
Police	44%	N=107
Don't know	0%	N=1
None	22%	N=54

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

Table 43: Question 3

Based on your experiences during the past 12 months, to what extent do you agree or disagree with the following statements about the quality of services the City of Aspen offices provided?	Strongly agree		Agree		Disagree		Strongly disagree		Don't know		Not applicable		Total	
The service provided by the City Manager's Office was accurate	10%	N=22	12%	N=25	2%	N=5	5%	N=11	11%	N=24	59%	N=125	100%	N=211
The service provided by the City Manager's staff was prompt	10%	N=22	12%	N=25	2%	N=4	6%	N=12	11%	N=23	59%	N=126	100%	N=213
The City Manager's staff was responsive	11%	N=23	11%	N=23	2%	N=4	6%	N=12	12%	N=24	59%	N=124	100%	N=211
The City Manager's staff was helpful	12%	N=26	10%	N=22	1%	N=2	6%	N=13	11%	N=24	59%	N=125	100%	N=211
The City Manager's staff was knowledgeable	12%	N=25	9%	N=20	2%	N=4	6%	N=12	12%	N=26	59%	N=124	100%	N=211
The City Manager's staff was informative	12%	N=26	8%	N=16	2%	N=5	6%	N=12	13%	N=27	59%	N=122	100%	N=208
The service provided by the Utility Billing staff was accurate	19%	N=39	18%	N=37	0%	N=0	1%	N=1	7%	N=15	55%	N=112	100%	N=205
The service provided by the Utility Billing staff was timely	20%	N=40	15%	N=31	3%	N=5	1%	N=1	7%	N=15	55%	N=114	100%	N=207
The Utility Billing staff was courteous in dealing with my situation or request	19%	N=40	18%	N=37	0%	N=0	1%	N=1	8%	N=16	55%	N=116	100%	N=211
The Utility Billing staff was knowledgeable in dealing with my situation or request	17%	N=36	18%	N=39	0%	N=0	1%	N=1	8%	N=17	56%	N=119	100%	N=212
The Finance Window staff was courteous in dealing with my situation or request	18%	N=38	16%	N=33	1%	N=2	2%	N=5	10%	N=22	53%	N=112	100%	N=211
The Finance Window staff was knowledgeable in dealing with my situation or request	18%	N=37	16%	N=34	1%	N=2	2%	N=5	10%	N=21	53%	N=111	100%	N=209
The service provided by the Housing Authority staff was accurate	13%	N=28	17%	N=38	2%	N=5	7%	N=14	11%	N=25	50%	N=107	100%	N=217
The service provided by the Housing Authority staff was timely	14%	N=30	22%	N=46	2%	N=5	3%	N=6	11%	N=24	48%	N=103	100%	N=214
The Housing Authority staff was helpful	15%	N=33	15%	N=33	4%	N=8	7%	N=15	11%	N=23	48%	N=104	100%	N=217
The Housing Authority staff was knowledgeable	16%	N=36	15%	N=33	2%	N=4	8%	N=17	11%	N=24	47%	N=103	100%	N=217
The services provided by the Police staff were accurate	28%	N=58	15%	N=31	1%	N=2	5%	N=9	9%	N=18	43%	N=89	100%	N=208

Based on your experiences during the past 12 months, to what extent do you agree or disagree with the following statements about the quality of services the City of Aspen offices provided?	Strongly agree		Agree		Disagree		Strongly disagree		Don't know		Not applicable		Total	
The services provided by the Police staff were prompt	31%	N=63	13%	N=27	1%	N=2	3%	N=7	9%	N=19	42%	N=87	100%	N=204
The Police staff was courteous	35%	N=77	15%	N=34	1%	N=3	4%	N=9	7%	N=15	37%	N=83	100%	N=221
The Police staff was helpful	35%	N=77	13%	N=29	1%	N=2	5%	N=11	7%	N=16	38%	N=84	100%	N=220
The Police staff was knowledgeable	33%	N=72	16%	N=35	1%	N=3	4%	N=9	8%	N=16	38%	N=84	100%	N=219
The Police staff was informative	33%	N=71	15%	N=33	1%	N=3	4%	N=10	7%	N=16	39%	N=84	100%	N=218

Table 44: Question 4

In general, how satisfied or dissatisfied are you with the overall performance and responsiveness of the following services of the City of Aspen government?	Very satisfied		Somewhat satisfied		Somewhat not satisfied		Not at all satisfied		Don't know		Total	
Aspen Recreation Center (ARC)	39%	N=96	20%	N=48	3%	N=8	4%	N=11	34%	N=82	100%	N=244
City Clerk Office	32%	N=75	16%	N=37	4%	N=8	2%	N=5	47%	N=109	100%	N=234
City Manager Office	16%	N=38	10%	N=24	4%	N=9	7%	N=16	63%	N=148	100%	N=234
Community Development	9%	N=21	16%	N=37	6%	N=15	11%	N=27	58%	N=134	100%	N=232
Electric	19%	N=43	11%	N=26	4%	N=9	3%	N=7	63%	N=145	100%	N=230
Engineering	11%	N=26	9%	N=20	4%	N=10	8%	N=19	67%	N=155	100%	N=229
Environmental Health	19%	N=45	13%	N=31	6%	N=14	2%	N=6	59%	N=134	100%	N=229
Finance Window (RETT, sales tax, and other payments to the city)	23%	N=53	20%	N=47	3%	N=8	4%	N=8	50%	N=113	100%	N=229
Golf	14%	N=33	13%	N=30	2%	N=6	3%	N=6	67%	N=155	100%	N=231
GIS (Geographic Information System)	10%	N=22	7%	N=16	2%	N=4	1%	N=3	80%	N=177	100%	N=222
Housing Authority (existing deed-restricted and rental units)	16%	N=38	15%	N=34	8%	N=18	12%	N=28	49%	N=115	100%	N=233
Kids First	8%	N=19	7%	N=17	4%	N=9	3%	N=6	78%	N=178	100%	N=228
New housing development (Burlingame II)	11%	N=25	6%	N=13	4%	N=9	13%	N=29	66%	N=148	100%	N=225
Parks	49%	N=114	23%	N=53	4%	N=8	3%	N=8	22%	N=51	100%	N=234
Police Department	47%	N=112	20%	N=47	5%	N=12	4%	N=10	24%	N=57	100%	N=239
Red Brick Recreation Center	37%	N=89	23%	N=55	3%	N=7	2%	N=5	35%	N=83	100%	N=240
Streets	30%	N=72	38%	N=89	11%	N=27	4%	N=10	17%	N=39	100%	N=237
Transportation and Parking	29%	N=70	31%	N=75	12%	N=29	10%	N=25	18%	N=43	100%	N=241
Water	40%	N=93	24%	N=55	3%	N=7	4%	N=10	30%	N=70	100%	N=235
Wheeler Opera House	50%	N=121	20%	N=49	5%	N=12	5%	N=12	20%	N=47	100%	N=241

Table 45: Question 5

Please rate the following categories of Aspen government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The job the City does informing residents	20%	N=51	47%	N=115	19%	N=47	8%	N=20	6%	N=14	100%	N=247
The quality of the information the City provides to residents	20%	N=49	44%	N=108	20%	N=51	9%	N=23	7%	N=18	100%	N=248
The job the City does listening to residents	14%	N=33	30%	N=73	28%	N=69	17%	N=42	11%	N=27	100%	N=244
The value of City services for the taxes you pay	21%	N=52	36%	N=89	25%	N=62	12%	N=29	6%	N=14	100%	N=246
The job the City does communicating to residents about major issues	19%	N=47	37%	N=92	28%	N=68	10%	N=26	5%	N=13	100%	N=246
The job the City does matching expenditures to community priorities	12%	N=30	26%	N=63	32%	N=77	18%	N=43	12%	N=28	100%	N=241
The job the City does responding to requests for public records and information	11%	N=27	22%	N=53	14%	N=33	8%	N=19	46%	N=111	100%	N=243

Table 46: Question 6

What suggestions do you have for improving City communication with residents?	Percent	Number
More communication through internet (e-mail, social media), newspapers or newsletters/mailings	25%	N=15
Be transparent and timely with City information	17%	N=10
Listen to resident input, increase involvement	20%	N=12
More information about street repair, building, etc.	8%	N=5
None or not sure	12%	N=8
Other	18%	N=11
Total	100%	N=62

Table 47: Question 7

Regarding growth in Aspen, please indicate which policy you would endorse:	Percent	Number
Zero growth	16%	N=38
Less growth	24%	N=58
About the same rate of growth	35%	N=84
More growth with some control	21%	N=50
More growth with no control	2%	N=4
Other	3%	N=6
Total	100%	N=241

Table 48: Question 8

With the exception of Main Street and Highway 82, which are maintained by the State of Colorado, do you agree or disagree with the following statements concerning City streets?	Strongly agree		Agree		Disagree		Strongly disagree		Don't know		Total	
City streets are in good repair	33%	N=83	55%	N=136	9%	N=23	2%	N=6	0%	N=0	100%	N=248
The street surfaces are smooth	30%	N=75	54%	N=135	13%	N=32	2%	N=5	0%	N=0	100%	N=248
Potholes are repaired in a timely manner	27%	N=66	50%	N=125	17%	N=42	5%	N=11	2%	N=4	100%	N=248

Table 49: Question 9

With the exception of Main Street and Highway 82, which are maintained by the State of Colorado, snow on City streets is removed according to the following priorities: first - emergency routes; second - the Commercial Core; third - residential areas. Given these priorities, do you agree or disagree with the following statements concerning snow removal?	Strongly agree		Agree		Disagree		Strongly disagree		Don't know		Total	
Last winter's snow removal in the Commercial Core was timely	39%	N=99	47%	N=118	3%	N=7	2%	N=5	9%	N=22	100%	N=250
Last winter's snow removal in the Commercial Core was thorough	38%	N=94	43%	N=107	7%	N=17	2%	N=6	10%	N=25	100%	N=249
Last winter's snow removal in my residential area was timely	32%	N=81	46%	N=115	11%	N=29	4%	N=11	6%	N=14	100%	N=249
Last winter's snow removal in my residential area was thorough	34%	N=84	41%	N=102	14%	N=34	5%	N=13	6%	N=15	100%	N=249

Table 50: Question 10

How have you received information about the Aspen Recreation Center (ARC) in 2013?	Percent	Number
Have not received any	41%	N=94
Newspapers	36%	N=83
Radio	7%	N=15
Television	1%	N=2
Internet	22%	N=51
Brochures	10%	N=23
Flyers	6%	N=14
School newspapers	1%	N=2
Other	8%	N=19

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

Table 51: Question 11

Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the ARC staff and facilities?	Strongly agree		Agree		Disagree		Strongly disagree		Don't know		Not applicable		Total	
The ARC does a good job of communicating program information	15%	N=36	16%	N=39	13%	N=31	6%	N=13	14%	N=35	36%	N=87	100%	N=241
The ARC Guest Services staff was helpful	22%	N=53	24%	N=58	2%	N=5	3%	N=7	11%	N=27	39%	N=94	100%	N=242
The ARC Guest Services staff was timely in handling requests	18%	N=43	21%	N=51	3%	N=8	2%	N=5	12%	N=29	43%	N=102	100%	N=238
The ARC Guest Services staff greeted me with a smile	23%	N=54	23%	N=55	1%	N=3	3%	N=7	10%	N=25	40%	N=97	100%	N=241
The ARC Guest Services staff was informative and able to handle all questions	19%	N=45	21%	N=50	6%	N=14	2%	N=5	10%	N=25	42%	N=99	100%	N=237
I enjoyed my experience at the ARC	22%	N=52	25%	N=59	2%	N=5	2%	N=5	10%	N=23	40%	N=96	100%	N=239
The ARC Aquatics staff was helpful	17%	N=40	17%	N=39	3%	N=6	3%	N=7	12%	N=29	49%	N=118	100%	N=239
The ARC Aquatics staff was timely in handling requests	17%	N=39	15%	N=35	1%	N=2	3%	N=7	12%	N=29	53%	N=126	100%	N=238
The ARC Aquatics staff greeted me with a smile	16%	N=39	16%	N=37	2%	N=6	2%	N=6	12%	N=28	51%	N=122	100%	N=237
The ARC Aquatics staff was informative and able to handle all questions	16%	N=37	17%	N=40	1%	N=3	3%	N=7	12%	N=29	52%	N=122	100%	N=238
The ARC Aquatics staff was polite and friendly during my visit	18%	N=42	15%	N=35	1%	N=3	2%	N=6	12%	N=29	51%	N=122	100%	N=238
The aquatic area, lockers and lawn were sufficiently clean during my visit	17%	N=40	22%	N=54	2%	N=6	2%	N=4	11%	N=27	45%	N=108	100%	N=238
The pools were clear, clean and inviting to swim in	19%	N=45	22%	N=53	2%	N=5	2%	N=4	11%	N=25	44%	N=106	100%	N=239
Swimming equipment and pool toys were available for use and in good condition	18%	N=44	18%	N=42	2%	N=5	2%	N=4	12%	N=29	48%	N=114	100%	N=238
I enjoyed my experience at the ARC Aquatics area	21%	N=49	20%	N=47	1%	N=2	2%	N=5	11%	N=25	46%	N=107	100%	N=235
The ARC fitness equipment was well-maintained	15%	N=36	15%	N=34	2%	N=5	2%	N=6	15%	N=36	51%	N=121	100%	N=237

Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the ARC staff and facilities?	Strongly agree		Agree		Disagree		Strongly disagree		Don't know		Not applicable		Total	
The ARC fitness equipment was usually available when I wanted to use it	16%	N=38	14%	N=33	3%	N=8	3%	N=8	14%	N=34	49%	N=117	100%	N=238
The ARC climbing equipment was well-maintained	14%	N=32	15%	N=35	0%	N=0	2%	N=4	14%	N=33	56%	N=131	100%	N=236
The ARC climbing equipment was usually available when I wanted to use it	13%	N=30	12%	N=29	2%	N=4	2%	N=5	15%	N=34	56%	N=133	100%	N=237

Table 52: Question 12

Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the Red Brick Recreation Center?	Strongly agree		Agree		Disagree		Strongly disagree		Don't know		Not applicable		Total	
The service provided by the Red Brick Recreation Center staff was accurate	24%	N=56	22%	N=53	0%	N=1	2%	N=5	13%	N=31	39%	N=93	100%	N=239
The service provided by the Red Brick Recreation Center staff was accessible	23%	N=56	20%	N=46	3%	N=8	2%	N=5	13%	N=30	39%	N=93	100%	N=237
The Red Brick Recreation Center staff was helpful	22%	N=52	22%	N=53	3%	N=6	1%	N=3	11%	N=27	41%	N=98	100%	N=238
The Red Brick Recreation Center staff was knowledgeable	24%	N=56	22%	N=52	2%	N=5	2%	N=4	11%	N=27	39%	N=93	100%	N=237
The communication program information and schedules were very good	18%	N=42	22%	N=52	5%	N=13	2%	N=5	13%	N=30	40%	N=96	100%	N=238
The quality of the program(s) provided by the Red Brick Recreation Center were very good	18%	N=43	25%	N=58	3%	N=6	1%	N=2	12%	N=29	42%	N=100	100%	N=238
The condition of the gym at the Red Brick Recreation Center was very good	16%	N=38	16%	N=39	5%	N=11	2%	N=4	14%	N=34	47%	N=111	100%	N=237
The scheduling of events conducted by staff at the Red Brick Recreation Center was very good	16%	N=37	20%	N=48	3%	N=7	1%	N=3	14%	N=33	46%	N=109	100%	N=237
The cleanliness of the Red Brick Recreation Center gym and locker rooms was very good	16%	N=37	18%	N=43	1%	N=2	2%	N=4	16%	N=37	48%	N=114	100%	N=237
The enthusiasm of the Red Brick Recreation Center staff and coaches was very good	19%	N=46	16%	N=38	2%	N=5	1%	N=3	15%	N=36	46%	N=109	100%	N=237

Table 53: Question 13

Based on your experiences in the last 12 months, to what extent do you agree or disagree with the following statements about the neighborhood and pocket parks, as well as about the City's athletic fields (Iselin, Rotary, Wagner, Rio Grand Moore and Middle School)?	Strongly agree		Agree		Disagree		Strongly disagree		Don't know		Not applicable		Total	
The condition of the parks allowed me to have a safe and enjoyable experience	53%	N=133	37%	N=93	2%	N=4	3%	N=7	2%	N=4	4%	N=9	100%	N=250
The parks were free of litter	47%	N=117	42%	N=105	5%	N=11	2%	N=5	2%	N=4	3%	N=7	100%	N=249
The condition of the athletic fields allowed me to have a safe and enjoyable experience	46%	N=114	31%	N=77	1%	N=3	2%	N=5	5%	N=12	15%	N=38	100%	N=249
The athletic fields were free of litter	45%	N=112	31%	N=77	2%	N=6	2%	N=5	5%	N=13	15%	N=37	100%	N=250

Table 54: Question 14

Based on your experiences during the last 12 months, to what extent do you agree or disagree with the following statements about the City pedestrian/bike trails and the City Nordic Trail System?	Strongly agree		Agree		Disagree		Strongly disagree		Don't know		Not applicable		Total	
The pedestrian/bike trail surfaces were free of debris/litter	49%	N=122	41%	N=102	3%	N=8	2%	N=5	2%	N=5	4%	N=9	100%	N=251
The pedestrian/bike trail surfaces were smooth enough for the intended purpose	44%	N=110	45%	N=113	3%	N=7	2%	N=5	2%	N=5	4%	N=10	100%	N=250
The pedestrian/bike trail could be used safely	45%	N=113	42%	N=105	4%	N=10	3%	N=7	2%	N=5	3%	N=8	100%	N=249
The pedestrian/bike trail signage was very good	39%	N=97	46%	N=115	5%	N=11	2%	N=5	2%	N=5	6%	N=15	100%	N=250
The Nordic Trail System trail grooming was very good	36%	N=89	26%	N=66	1%	N=2	1%	N=2	8%	N=19	29%	N=71	100%	N=248
The Nordic Trail System trails could be used for the purpose intended	36%	N=88	26%	N=63	1%	N=2	1%	N=2	8%	N=19	29%	N=72	100%	N=246
The Nordic Trail System trail signage was very good	33%	N=82	26%	N=65	1%	N=3	1%	N=3	8%	N=20	30%	N=74	100%	N=248

Table 55: Question 15

How much of a concern, if at all, is each of the following issues?	Major problem		Moderate problem		Somewhat a problem		Not a problem at all		Don't know		Total	
Failure to pick up after a dog on trails	26%	N=66	35%	N=89	22%	N=55	11%	N=28	5%	N=13	100%	N=250
Failure to pick up after a dog in parks	25%	N=63	31%	N=79	23%	N=58	13%	N=32	8%	N=19	100%	N=251
Failure to pick up after a dog in the athletic fields	11%	N=28	25%	N=63	13%	N=33	19%	N=46	32%	N=80	100%	N=251
Failure to pick up after a dog in the Commercial Core	14%	N=35	22%	N=54	20%	N=49	33%	N=82	11%	N=28	100%	N=249
Failure to have a dog on a leash on trails	24%	N=59	20%	N=49	18%	N=44	33%	N=82	6%	N=15	100%	N=248
Failure to have a dog on a leash in parks	21%	N=53	12%	N=30	21%	N=52	39%	N=96	7%	N=16	100%	N=248
Failure to have a dog on a leash in the athletic fields	15%	N=36	11%	N=28	14%	N=34	34%	N=84	25%	N=62	100%	N=246
Failure to have a dog on a leash in the Commercial Core	17%	N=43	14%	N=35	20%	N=49	42%	N=104	7%	N=17	100%	N=248

Table 56: Question 16

Please rate the current level of enforcement for dogs (e.g., clean up, leash laws).	Percent	Number
Too strict	9%	N=21
About right	52%	N=126
Not strict enough	36%	N=88
Don't know	4%	N=9
Total	100%	N=244

Table 57: Question 17

What is the single best way to provide you with air quality alerts? (Please check only one.)	Percent	Number
I am not interested in air quality alerts	14%	N=34
Aspen website home page	9%	N=22
Aspen Environmental Health website	1%	N=2
Pitkin alert	31%	N=76
Radio	14%	N=34
Posting in the newspaper	24%	N=59
Other	6%	N=15
Total	100%	N=242

Table 58: Question 18

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 Aspen.	Major source		Minor source		Not a source		Total	
City meetings and open houses	21%	N=50	45%	N=106	34%	N=81	100%	N=237
City webcasts	14%	N=33	26%	N=61	60%	N=141	100%	N=235
Email (electronic newsletters, email updates)	36%	N=84	21%	N=50	43%	N=100	100%	N=233
Social network sites (Twitter, Facebook)	17%	N=38	18%	N=43	65%	N=150	100%	N=231
Radio ads	26%	N=62	36%	N=84	37%	N=87	100%	N=233
Radio news broadcasts	32%	N=74	31%	N=72	37%	N=86	100%	N=232
Community government television (Grassroots/CGTV, Channel 11)	18%	N=42	45%	N=104	37%	N=87	100%	N=233
Other local television broadcasts	11%	N=26	32%	N=73	57%	N=132	100%	N=231
Newspaper ads	62%	N=147	28%	N=67	10%	N=23	100%	N=237
Local newspaper articles	80%	N=189	15%	N=35	5%	N=12	100%	N=236
Mailed materials (brochures, flyers, newsletters, updates)	32%	N=74	43%	N=100	25%	N=58	100%	N=232
City website (www.aspenpitkin.com)	28%	N=64	40%	N=92	33%	N=76	100%	N=232
Aspen/Pitkin County Housing Authority (APCHA) website (www.aspenhousingoffice.com)	24%	N=54	24%	N=55	52%	N=120	100%	N=230

Table 59: Question 19

How have you received information about the Wheeler programs?	Percent	Number
Have not received information	26%	N=63
Radio	20%	N=50
Flyers	12%	N=30
Blast email	17%	N=41
Internet	18%	N=43
Television	2%	N=5
Newspapers	56%	N=137
Brochures	11%	N=27
Other	2%	N=5

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

Table 60: Question 20

How familiar are you, if at all, with the City of Aspen's Canary Initiative?	Percent	Number
Very familiar	25%	N=61
Somewhat familiar	39%	N=96
Not at all familiar	36%	N=88
Total	100%	N=245

Table 61: Question 21

How did you hear about the Canary Initiative?	Percent	Number
Newspapers	68%	N=106
Word of mouth	30%	N=47
Radio	19%	N=29
Flyers	9%	N=15
At an event	27%	N=42
Facebook	5%	N=8
Saturday Market	14%	N=22
Internet	18%	N=28
Other	6%	N=10

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

Asked only of those respondents who were "very" or "somewhat familiar" with the Canary Initiative.

Table 62: Question 22

In the last 12 months, please indicate about how frequently, if at all, you watched the following on CGTV Channel 11:	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
City meetings	48%	N=118	24%	N=58	20%	N=49	5%	N=12	3%	N=7	100%	N=243
The City Matters show	73%	N=176	20%	N=48	5%	N=12	1%	N=2	1%	N=2	100%	N=240

Table 63: Question 23

Have you used the City's website (www.aspenpitkin.com) in the past 12 months?	Percent	Number
Yes	65%	N=155
No	35%	N=84
Total	100%	N=239

Table 64: Question 24

If you used the City's website in the last 12 months, please rate the following aspects.	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
Current information	19%	N=30	53%	N=87	18%	N=29	2%	N=4	3%	N=5	5%	N=8	100%	N=162
Appearance	18%	N=29	44%	N=72	26%	N=43	3%	N=4	4%	N=7	5%	N=7	100%	N=162
Online services offered	17%	N=27	45%	N=72	24%	N=38	2%	N=3	4%	N=7	8%	N=12	100%	N=158
Ease of navigation	11%	N=18	37%	N=60	29%	N=48	15%	N=24	4%	N=6	5%	N=7	100%	N=163
Search function	10%	N=17	34%	N=55	25%	N=41	17%	N=27	9%	N=15	4%	N=7	100%	N=161
Ease of finding staff/elected officials contact information	22%	N=36	32%	N=50	29%	N=46	2%	N=3	2%	N=3	14%	N=22	100%	N=159
Ease of requesting more information	15%	N=24	26%	N=42	26%	N=42	4%	N=6	3%	N=4	26%	N=41	100%	N=159

Asked only of those respondents who visited the City's website in the 12 months prior to the survey.

Table 65: Question 25

To what extent do you support or oppose the City expanding the use of its website to handle transactions such as permit applications and fee payments, licenses and registration for classes in an effort to reduce City costs?	Percent	Number
Strongly support	56%	N=130
Somewhat support	37%	N=86
Somewhat oppose	5%	N=13
Strongly oppose	2%	N=5
Total	100%	N=234

Table 66: Question 26

How important, if at all, is it to you that each of the following features or services be added to or enhanced on the City of Aspen website?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Applying for a license	19%	N=47	27%	N=66	26%	N=64	14%	N=35	13%	N=33	100%	N=244
Paying fees, taxes, and other charges	22%	N=53	30%	N=72	26%	N=64	11%	N=26	12%	N=28	100%	N=244
Applying for permits	21%	N=51	25%	N=62	25%	N=61	13%	N=33	15%	N=38	100%	N=244
Commenting on agenda items or meetings	16%	N=38	26%	N=63	27%	N=66	17%	N=43	14%	N=35	100%	N=244
Bidding on affordable housing	17%	N=42	21%	N=51	20%	N=49	17%	N=42	24%	N=59	100%	N=243
Reserving city facilities online	22%	N=53	28%	N=67	23%	N=55	12%	N=30	16%	N=38	100%	N=242
Registering for city recreation classes and events	27%	N=64	29%	N=70	23%	N=55	10%	N=23	12%	N=29	100%	N=242
Requesting public records and information	30%	N=72	26%	N=63	22%	N=54	9%	N=21	13%	N=32	100%	N=243

Table 67: Question 27

How much more likely, if at all, would you be to conduct the types of transactions described in question 26 through the City's website if the City were to do each of the following?	Much more likely		Somewhat more likely		Not at all more likely		Total	
Require electronic transactions where feasible (i.e., stop offering other options such as in-person payments)	34%	N=78	34%	N=79	32%	N=74	100%	N=231
Provide financial incentives for use of online services (e.g., discounted fees or other charges)	51%	N=118	30%	N=68	20%	N=46	100%	N=232
Provide assistance in using the online options	30%	N=69	43%	N=100	27%	N=64	100%	N=232
Advertise the availability of the online options	39%	N=89	35%	N=81	26%	N=61	100%	N=232

Table 68: Question 28

To what extent do you agree or disagree with the following statements about feeling safe in Aspen?	Strongly agree		Agree		Disagree		Strongly disagree		Don't know		Total	
I feel safe in the Commercial Core	74%	N=187	23%	N=57	1%	N=3	2%	N=4	0%	N=0	100%	N=251
I feel safe in Aspen as a whole	75%	N=189	21%	N=52	2%	N=5	2%	N=5	0%	N=0	100%	N=251
I feel safe in my neighborhood	74%	N=184	22%	N=55	2%	N=5	2%	N=6	0%	N=0	100%	N=250
I feel safe crossing Main Street	36%	N=90	28%	N=70	23%	N=58	12%	N=30	0%	N=1	100%	N=248
I feel safe driving through Aspen	46%	N=114	38%	N=95	12%	N=29	3%	N=9	1%	N=3	100%	N=249
I think children in Aspen are safe overall	52%	N=131	36%	N=89	3%	N=8	6%	N=14	4%	N=9	100%	N=251

Table 69: Question 29

In the last 12 months, would you say crime in Aspen has increased, decreased or stayed about the same?	Percent	Number
Crime has increased	11%	N=26
Crime has decreased	7%	N=17
Crime has stayed the same	82%	N=194
Total	100%	N=238

Table 70: Question 30

In the last 12 months, how much, if at all, have you changed or limited your activities in Aspen because you were concerned about crime?	Percent	Number
Haven't changed or limited activities at all	90%	N=223
Made small changes in activities	8%	N=20
Made major changes in activities	2%	N=5
Total	100%	N=248

Table 71: Question 31

Thinking about the Aspen community, how concerned, if at all, are you about each of the following:	Very concerned		Somewhat concerned		Somewhat unconcerned		Very unconcerned		Don't know		Total	
Burglary of your home	4%	N=10	22%	N=55	27%	N=66	47%	N=117	0%	N=1	100%	N=249
Trespassers on your property	6%	N=15	17%	N=43	30%	N=75	47%	N=116	0%	N=0	100%	N=248
Bear and human interaction	9%	N=22	38%	N=95	27%	N=67	26%	N=65	0%	N=1	100%	N=250
Loitering	5%	N=12	23%	N=56	30%	N=73	41%	N=102	2%	N=4	100%	N=248
Public drinking/intoxication	14%	N=35	26%	N=66	24%	N=59	34%	N=84	2%	N=5	100%	N=249
Drug possession and use	20%	N=51	23%	N=56	23%	N=58	32%	N=81	1%	N=4	100%	N=249
Exposure of children to drugs	31%	N=77	32%	N=79	13%	N=31	19%	N=46	6%	N=14	100%	N=248
Unsupervised children	11%	N=28	27%	N=67	29%	N=73	27%	N=68	5%	N=13	100%	N=249
Noise from cars	14%	N=36	29%	N=71	27%	N=66	30%	N=73	0%	N=0	100%	N=246
Noise from businesses / events	9%	N=22	18%	N=44	30%	N=76	43%	N=106	1%	N=1	100%	N=249
Noise from neighbors	9%	N=21	21%	N=50	25%	N=62	45%	N=109	1%	N=3	100%	N=245
Inadequate street lighting	11%	N=26	25%	N=61	22%	N=53	43%	N=105	0%	N=0	100%	N=245
Traffic congestion	31%	N=76	40%	N=100	10%	N=24	19%	N=47	0%	N=0	100%	N=247
Pedestrians jay-walking	26%	N=64	27%	N=68	15%	N=37	32%	N=78	0%	N=0	100%	N=247
Cars not yielding to pedestrians	35%	N=87	31%	N=76	14%	N=35	21%	N=52	0%	N=0	100%	N=249
Bikes not following traffic laws	31%	N=78	24%	N=60	14%	N=34	31%	N=76	0%	N=0	100%	N=248
Bikes riding on sidewalks / in pedestrian malls	33%	N=82	24%	N=60	16%	N=40	27%	N=67	1%	N=2	100%	N=251

Table 72: Question 32

Thinking about the Aspen community and its needs, how concerned, if at all, are you about each of the following:	Very concerned		Somewhat concerned		Somewhat unconcerned		Very unconcerned		Don't know		Total	
Adequacy of workforce housing at a reasonable cost to rent/purchase	36%	N=89	33%	N=81	13%	N=33	16%	N=39	2%	N=6	100%	N=248
Water quality in the Roaring Fork River	39%	N=95	28%	N=68	20%	N=50	11%	N=28	2%	N=6	100%	N=247
The amount of water in the Roaring Fork River	46%	N=113	30%	N=74	16%	N=40	6%	N=14	2%	N=4	100%	N=246
Providing or mandating the development of additional affordable lodging for our tourist guests	22%	N=55	27%	N=67	21%	N=51	29%	N=71	1%	N=3	100%	N=247
Pedestrian safety	32%	N=77	35%	N=85	20%	N=50	13%	N=33	0%	N=0	100%	N=245
Construction impacts (i.e., noise, traffic, runoff, etc.)	38%	N=93	34%	N=84	18%	N=45	10%	N=25	0%	N=0	100%	N=247
Appropriate building height and mass in the commercial core	50%	N=124	24%	N=60	14%	N=33	12%	N=30	0%	N=0	100%	N=248
Creating simpler, faster ways for small businesses to start in the City	33%	N=81	37%	N=90	17%	N=43	12%	N=29	1%	N=4	100%	N=247
Availability of affordable, wellness-centered community health care options	27%	N=68	31%	N=78	23%	N=56	18%	N=44	1%	N=2	100%	N=248
Bike-friendly transportation options within the City	32%	N=80	31%	N=76	18%	N=45	18%	N=46	1%	N=1	100%	N=248
Creation of a small-business incubator of some kind	23%	N=57	25%	N=61	19%	N=46	27%	N=66	7%	N=16	100%	N=248

Table 73: Question 33

After thinking about how concerned you are, how important, if at all, is it for the City government take action on each of the following:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Adequacy of workforce housing at a reasonable cost to rent/purchase	35%	N=88	23%	N=56	26%	N=66	15%	N=36	1%	N=2	100%	N=248
Water quality in the Roaring Fork River	39%	N=97	28%	N=71	23%	N=57	7%	N=18	2%	N=5	100%	N=248
The amount of water in the Roaring Fork River	40%	N=98	28%	N=68	22%	N=55	6%	N=15	4%	N=10	100%	N=246
Providing or mandating the development of additional affordable lodging for our tourist guests	20%	N=50	18%	N=45	30%	N=73	30%	N=73	2%	N=5	100%	N=246
Pedestrian safety	31%	N=78	35%	N=86	26%	N=64	8%	N=20	0%	N=0	100%	N=248
Construction impacts (i.e., noise, traffic, runoff, etc.)	31%	N=76	33%	N=80	27%	N=65	9%	N=22	1%	N=2	100%	N=245
Appropriate building height and mass in the commercial core	45%	N=111	23%	N=57	19%	N=46	13%	N=31	1%	N=2	100%	N=246
Creating simpler, faster ways for small businesses to start in the City	25%	N=59	28%	N=68	27%	N=65	18%	N=44	2%	N=5	100%	N=241
Availability of affordable, wellness-centered community health care options	23%	N=58	27%	N=67	25%	N=63	23%	N=57	1%	N=2	100%	N=247
Bike-friendly transportation options within the City	26%	N=64	27%	N=66	26%	N=65	20%	N=48	2%	N=4	100%	N=247
Creation of a small-business incubator of some kind	20%	N=50	21%	N=52	25%	N=62	26%	N=63	8%	N=20	100%	N=247

Table 74: Question 34

Overall, how would you rate your satisfaction or dissatisfaction with services provided by the City of Aspen?	Percent	Number
Very satisfied	48%	N=116
Somewhat satisfied	44%	N=106
Somewhat not satisfied	5%	N=11
Not at all satisfied	4%	N=9
Don't know	0%	N=1
Total	100%	N=243

Table 75: Question 35

Please provide any other feedback you may have on any City of Aspen services	Percent	Number
Improve parking, roads, traffic safety/regulations and enforcement for cars, bikes and pedestrians	25%	N=26
Suggestions about environment, parks and recreation	16%	N=17
Dissatisfaction with City departments, staff or officials	22%	N=22
Reduce government size and spending/ too many regulations, fees and taxes	13%	N=13
Concerns about housing	7%	N=7
Better communication with citizens	3%	N=3
Other	14%	N=15
Total	100%	N=104

APPENDIX III: VERBATIM RESPONSES

All write-in responses are presented below verbatim (without corrections to respondents' spelling or punctuation). The responses to open-ended survey questions were coded thematically. Any coded responses are displayed by category.

Question 6: What suggestions do you have for improving City communication with residents?

More communication through Internet and newsletters/mailings

- Citizen advisory panel is share event dates asap; email/posts w/ points after business mtgs; education about cim budget
- Do survey on line?
- Email
- Expand internet - voting, Hsg Auth [Housing Authority] Rent
- Face book pages with comments & questions
- Mailings
- Make new info available by e - mail to residents
- May be a welcoming letter to new owners informing them about bears dog noise other things outsiders may not have clue about. (with couples for there enters property managements services)
- Publish officials email addresses in the paper according to the issue being discussed
- Put info in the papers
- Put it in the local papers
- Regular column in local papers
- Send letters
- Stop communicating only on web sites. I dont do web sites
- The website could be more user friendly.
- Town halls, news letters on issues/major
- Website and internet ease of use and conciseness

Be transparent and timely with information

- Against city/county purchasing open space (droste) with tax dollars, then not allowing tax payers to use property. stipulation of non use should have been disclosed prior to purchase
- Be more transparent about expenditures and net benefits from events e.g. USA pro cycling is a net negative for the city but the city won't say that and I am a cyclist.
- Create a way to communicate with low income residents. Too not only the wealthy
- More openness
- Stop with the strategic misrepresentation of budget estimates when the city is on one side of an election campaign. In other words, stop lying.
- Tell us up front how much the bike race will cost. The real cost.
- There needs to be a single clear, regular form of communication
- When promoting a policy, tell both sides, not just the city's propaganda.

Listen to resident input/ increase public involvement

- City continually does not listen to citizens. We say no and you still keep spending. Burlingame phase II, hydro, art museum, library, etc. Longer comment sections!
- City department heads often decide priorities (without citizen input)
- City staff completely ignore suggestions by the residents
- City staff needs trinity to learn to care about resident.

- Do something about citizen objection to art museum
- Have real answers not just information during community meetings. Listen
- Inform voters about elections-officially, not via newspapers
- Listen to them, don't be arrogant or condescending
- Listen, and stop cramming city agenda down our throats
- More transparency and concern for residents views and opinions. Less pandering to whiners.
- Please get more feedback & do more outreach before you close the city for 3 days for a pro cycling race' More on special events.
- Stop government employees from voting their personal view points
- Taxes - construction & roads - underpasses it happens without a vote

More information about streets, traffic, construction, etc.

- Be realistic with building process and how long it rec to build.
- Clarify parking in wested signs and how many vehicles you can park streets and for how long some there for months
- Improve parking violations in the west end
- More detailed info on areas to park driving large events (pro bike race)
- Much more info on ped / bike responsibilities & rights
- Pro bicycle race planning / street blockages-changes a real mess too much disorganization
- Repair side walk/ramps west end of parking garage. Outside children's entrance/exit at library.

None/positive feedback or not sure

- Do not know
- Don't know
- I do not know
- None
- None
- None
- None-you do a good job now. People must read what you put out!
- The city does a very good job. It is up to residents to read / listen and / or attend meetings.
- The communication is good

Other

- Eliminate all paper from city hall
- I am 75 & retired so I am basically enjoying the benefits of owning my property for 54 years!
- Please have housing authority maintain washer / dryer better-they are broken a lot.
- Put close caption on the TV meetings aired on channel 12
- Quit printing in color & spend money communicating more
- Reduce staff-too many people trying to justify their job!
- Senior-participation for shows & theater
- Stop this "we " verses "they" dynamic
- What is growth change population? Change built square feet or just any change?

Question 10: How have you received information about the Aspen Recreation Center (ARC) in 2012? (“Other” responses)

- Aspen times
- Constantly there
- Don't use it
- Email
- Email
- Email
- Emails
- Facebook
- Friends
- Friends
- Friends & family
- Haven't noticed any
- In person @ arc
- Internet
- Letters
- Mail, email monitors at the ARC.
- Member 307 they don't email very much
- My phone calls
- Neighbors
- None, no interest
- On site
- Phone call to arc
- Senior center
- Senior center news better
- Signs at arc
- Wom
- Word of mouth from full time local

Question 17: What is the single best way to provide you with air quality alerts? (“Other” responses)

- A post it note on my front door
- An app for my phone
- Aspen seems to have good air quality
- By e-mail
- Email
- Email
- Email
- Email
- Email
- E-mail
- Email list / test
- Internet alerts
- Internet or email
- Mobile alert
- Please don't waste our money
- Put notice on the weather Channel 42!
- Smart phone alerts!
- Social media / email

- Stop car use
- T.V
- Text
- TV
- TV aspen channel
- Useless-only air quality issues are, airport and backed up traffic, Hoppers every day.
- We live in Aspen, this should not be an issue for Aspen govt

**Question 19: How have you received information about the Wheeler programs?
("Other" responses)**

- 60 physically to wheeler box office
- Board member
- Direct mail
- Friends
- Friends
- Looking at schedule in wheeler
- Organizations sponsoring programs @ the wheeler
- Wheeler (tourist area)
- Wheeler website aspenshowtickets.com
- Wife
- Window posters, mail
- Word of worth

Question 21: How did you hear about the Canary Initiative? ("Other" responses)

- Bus
- City cannel
- City council meetings
- Don't Know
- Email
- Email.
- Friends
- It's been so long- can't remember.
- Mailings
- Meeting
- On the buses
- Side of RFIA bus
- Waste of time & money

Question 35: Please provide any other feedback you may have on any City of Aspen services.

Improve parking, roads, traffic safety/regulations and enforcement for cars, bikes and pedestrians

- 36- snowmass for 5 years previous
- Better response of golf course stop light - less at B-game light
- Bicycles do not have more education on bicycle rights & responsibilities for public
- Construction this summer downtown has been extremely disruptive
- Either put in on overpass above mon @6th st. Or make it illegal for idiots to cross the street there
- Engineer dept does not know where the correct alignment of streets lie!
- Fix the sidewalks at bus depot & park

- Focus on pedestrian / bike safety, convenience first, automobile last
- Get the damn bicycles off the sidewalks \$100 fine minimum, for 1st offense.
- Main st. Traffic lights are pedestrian/bike unfriendly. Also cars frequently block cross walks at red lights
- Maintaining curbs had fallen by the ways. De-nov somewhat ok
- Make parking free-behind ruby-fill in landscaping at ARC
- Police need to ticket/stop more people for not yielding to
- Round about-needs to go, dangerous.
- Roundabout needs to be bigger & better signage coming into aspen bigger yield signs or lights
- Snow removal is poor, build-up on curb snow piles freeze & thaw sidewalk ice
- So many people still drive-provide incentives/disincentives to reduce.
- Traffic not yielding-almost hit several times-larges concern

Suggestions about environment, parks and recreation

- Be dog friendly
- I hope we can build the hydro electric plant on castle creek
- I wish more attention was paid to making the arc as nice as aspen
- Isla park tennis courts need repairs/improvements
- More better quality water in river is important, building dept is way too slow in permitting.
- More pollution control on large trucks-city should not be biggest developer (Burlingame)
- More trash cars & dog bags - Hopkins bridge need a good age east end-bus stop & dogs!
- Need 1 reliable trash service-
- Need dog bags & sealed trash can @ cemetary lane /si/ working bus stop.
- Need to prevent RAFTA buses from idling. Buses causing too much noise pollution.
- No fluoride in water! no ticketing for locals during off season!
- Outdoor pool for the arc
- Replace the RFTA bus fleet for aspen routes. They're old and loud! RFTA busses too loud!
- Time to improve the ARC's cardio & weight areas! Too small & inconvenient
- We must limit building laws/need more green speed rd new construction
- Why aren't you doing anything about recycling!!? Is sheriff same as police? What show all?

Dissatisfaction with City departments, staff or officials

- A strong community is a reflection of paying attention to people at every demographic level & keep striving for a balance
- Aspen staff totally disregarded opinion of locals & ignores our suggestions for improvement.
- City staff is never open to recommendations of locals re parking more speeding
- ARC and red brick employees are consistently race and unhelpful, rolling their eyes and giving mis - information. I dread dealing with these employees
- Hire someone to answer the phones at the arc.
- I don't trust the heads of the city depts that oversee renovations new construction & here people do not seem to care about keeping Aspens historical charms
- I think community development planning are arrogant! And are not trying to help people.
- I would love to see the police department in a better location.
- Improve the quality of personnel providing services
- Engineering & Water departments need a total re-do.
- Lack of response after formal complaints and documentation to community development re: property-river encroachment.
- Need adequate police facility
- Stop the lien "enforcement" officer from harassing local businesses
- The housing authority lets rd to be bought & rented out all yr long & nothing is done owner lives in Denver
- The police are way too hard ass compared to the sheriff dept

- The police department doesn't take privacy seriously and is too laid back in enforcing the law. The closed door meetings for the art museum and approval of buildings that violate the height codes have lessened my trust in the city.
- When someone is not in office-someone else should be able to answer questions
- Worse dept is ARC

Reduce government size and spending/ too many regulations, fees and taxes

- Building dept has ridiculous fees for small homeowners / builders
- City attempts to provide to many services and regulation at high cost.
- City government is too big!
- City should keep its nose out of over regulations
- I do not like the city subsidizing the webikes - large expense for the program
- Minimum concern for free market residents or second homeowners
- Parks & recreation wasting money with new like paths and too many new rangers end strict w/ dogs
- Past experience recently in obtaining a building permit to remodel a bathroom. St take 6 lack are a permits total papers. 2000- for numbers 60-70 space treat a space way few experience and time
- Planning & zoning, parks, engineering depts are out of control too much regulation & no common sense
- Please carefully review special event permits/activities-aspen feels like a western disney land losing small town charm and it is so noisy here we feel assaulted on every level
- Reduce staff. Put the people left to work!
- Review the real impact of special events & growth of the department city
- Satisfied with essential city services (snow removal, street repair etc.) Dissatisfied with expensive city planners that secure them my old unapproved one
- Stop the bag tax it is illegal
- Too much grows on in the city in services
- Too many special events!!
- Too much \$ spent a hospital-housing
- Too much governance and far left policies.
- Too much taxpayer money for city lunches and some other events, not everybody wants.
- When the community takes money from free mark residential the trade off over

Concerns about housing

- Affordable eats & local housing essential
- Affordable housing authority is entrenched, unapproachable, distinctly unfriendly!
- Affordable housing program is too big-too many units not maintained not enforced.
- House authority is in need of better mgt-my neighbor hasn't lived in her unit for 12 yrs
- Housing, housing, housing - we continue to lose ground
- More upward mobility housing ops; more emp. On handicapped issues.
- The city should not build housing-look @Burlingame! Now we are paying to re-side

Better communication with citizens

- Like an online survey option
- Rec center could provide better internet info on holiday hours it's challenging to find hours that swim lanes are available on rec center web site
- Truthful non bias dissemination of facts
- Welcome packets to new homeowners & their renters re special is bears, Dogs noise & services to call.

Other

- Allowing building of art museum - very offensive
- Keep up a lot of wonderful work
- Overall, good job

- Please address high incidence of cancer in aspen
- Please see back page.
- Please stop servicing out this
- See last page
- Stop rampant growth
- We need to support the next generation in Aspen that make Aspen.

Question 40: Which best describes your housing status? (“Other, please specify” response)

- Own my own
- R-O
- Summer resident only

APPENDIX IV: SURVEY METHODOLOGY

INSTRUMENT DEVELOPMENT

General citizen surveys, such as this one, ask recipients their perspectives about the quality of life in the city, their use of City amenities, their opinion on policy issues facing the city and their assessment of City service delivery. The Aspen Citizen Survey was first administered in 2006 by telephone. In 2007, the telephone survey was converted to a mail survey format, and the mail format has been used for the subsequent surveys.

The 2013 Citizen Survey for Aspen was based on the 2012 survey, with a few additional questions and a few questions removed. Topics for potential new questions were gathered from City staff and new questions were crafted for the 2013 survey. In an iterative process between City staff and NRC staff, a final six-page questionnaire was created for 2013.

SAMPLE SELECTION

The sampling frame that was used for the City of Aspen sample was registered voters. The decision was made to use a registered voter list to focus on gathering input from primary homeowners living in Aspen. A registered voter list was obtained from the Pitkin County Clerk and Recorder, which contained a total of about 6,400 names. As in previous years, the survey was mailed to both active and inactive¹ registered voter households that have mailing addresses in Aspen in an effort to include the largest potential survey respondent pool of full-time Aspen residents (approximately 4,000 voter households). NRC randomly selected 1,200 registered voter households from this list to participate in the survey – 100 inactive voter households and 1,100 active voter households.

SURVEY ADMINISTRATION AND RESPONSE RATE

Voter households received three mailings in August 2013. The first was a postcard notifying them that they had been selected to participate in the City of Aspen Citizen Survey. The postcard was signed by the Mayor. A week later a survey was mailed with a cover letter signed by the Mayor. Approximately one week after the first survey was mailed, a second survey was mailed, with a cover letter asking those who had not yet participated to do so, while informing those who had already completed the survey not to do so again.

Of the 1,200 households that were mailed the survey, 104 were undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed, approximately 9% of mailings. Of the remaining 1,096 delivered surveys, 252 individuals completed the survey, providing a response rate of 23%, which was lower than the 2012 response rate (31%) but similar to the 2011 response rate (25%).

Confidence Intervals

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

¹ The County Clerk’s Office constitutes a voter as “inactive” if they had not voted in the past two general elections.

households will decline participation in the survey (potentially introducing non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error).

While the 95 percent confidence level for the survey is generally no greater than plus or minus six percentage points around any given percent reported for the entire sample (252 responses), results for subgroups will have wider confidence intervals. Where estimates are given for subgroups, they are less precise. For each subgroup from the survey, the margin of error rises to as much as plus or minus 14% for a sample size of 50 to plus or minus 7% for 200 completed surveys.

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 all surveys were assigned a unique identification number, they 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.

COMPARING SURVEY RESULTS AND WEIGHTING THE DATA

The demographic characteristics of the sample were compared to the registered voters list for the City of Aspen and were statistically adjusted to reflect the larger population when necessary. Sample results were weighted using the registered voter norms to reflect the appropriate percent of residents by age and gender in the Aspen registered voter population. The results of the weighting scheme are presented in the table below.

2013 Aspen Citizen Survey Weighting Table				
	Population Norm ¹	Registered Voter List Norm ²	Unweighted	Weighted
Female	46%	47%	57%	47%
Male	54%	53%	43%	53%
Age 18-34	39%	23%	9%	23%
Age 35-54	41%	42%	29%	42%
Age 55 and over	20%	35%	62%	35%
Female 18-34	16%	10%	6%	11%
Female 35-54	21%	19%	16%	20%
Female 55 and over	10%	17%	36%	17%
Male 18-34	23%	12%	3%	13%
Male 35-54	21%	23%	14%	23%
Male 55 and over	10%	18%	25%	18%

¹ Source: 2010 Census

² Source: Pitkin County Registered Voter List, purchased July, 2013.

DATA ANALYSIS

The electronic dataset was analyzed by NRC staff using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix II: Complete Set of Survey Responses*.

APPENDIX V: SURVEY MATERIALS

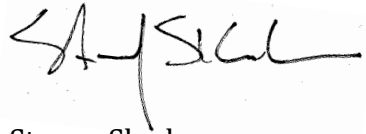
The following pages contain the survey materials that were mailed to randomly selected registered voter households in the City of Aspen.

Dear Aspen Resident,

Your household has been selected at random to participate in an anonymous survey about your experiences in the past year with the services the City of Aspen provides.

You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us find out "how we did!"

Sincerely,

A handwritten signature in black ink, appearing to read "S. Skadron", with a stylized flourish at the end.

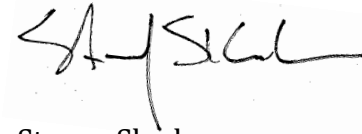
Steven Skadron
Mayor, City of Aspen

Dear Aspen Resident,

Your household has been selected at random to participate in an anonymous survey about your experiences in the past year with the services the City of Aspen provides.

You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us find out "how we did!"

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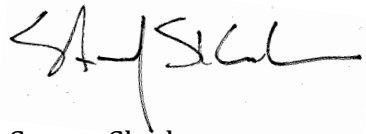
Steven Skadron
Mayor, City of Aspen

Dear Aspen Resident,

Your household has been selected at random to participate in an anonymous survey about your experiences in the past year with the services the City of Aspen provides.

You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us find out "how we did!"

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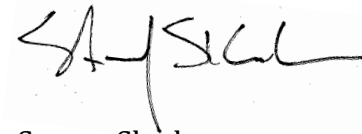
Steven Skadron
Mayor, City of Aspen

Dear Aspen Resident,

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You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us find out "how we did!"

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Steven Skadron
Mayor, City of Aspen



THE CITY OF ASPEN

130 S. Galena
Aspen, CO 81611

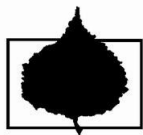
Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



THE CITY OF ASPEN

130 S. Galena
Aspen, CO 81611

Presorted
First Class Mail
US Postage
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THE CITY OF ASPEN
OFFICE OF THE MAYOR

August, 2013

Dear Fellow Aspen Resident:

"How are we doing?" This is what any organization that cares about meeting the needs and expectations of its customers asks. The City of Aspen is no different. We try to focus our efforts on understanding who our customers and stakeholders are, what they expect of us, and whether or not we meet those expectations. This annual citizen survey is one way of finding out "how we did" from the perspective of our residents.

National Research Center, Inc. of Boulder, Colorado is conducting the survey on our behalf. Your household is one of 1,200 randomly selected to receive the enclosed survey. With your help, we will identify those aspects of City of Aspen services that are working well and those that need improvement.

Over the years, some of the ways we have responded to the survey feedback include:

- ✓ developing a variety of ways to engage citizens in policy discussions and choices, including focus groups and community-wide keypad sessions
- ✓ revamping the City-County Website, launching social media initiatives like Facebook and Twitter, and offering various email newsletters to interested citizens, workers and resort guests
- ✓ increasing communication about snow removal efforts outside of the downtown core
- ✓ ramping up enforcement of "failure to pick up after dogs" on our trails and park spaces
- ✓ initiating a construction management program to lessen the effects of construction on the community
- ✓ formulating proposals to improve the pedestrian experience along the Main Street, Galena Street and Mill Street corridors

When you return your survey, which we hope you will do at your earliest convenience, National Research Center, Inc. will compile the data and present it to us. The anonymity of every respondent is guaranteed. The information gathered will not be used for any purpose other than to help the City of Aspen improve the quality of life in our community.

Please take a few moments, right now, to complete the survey. Thank you!

Sincerely,

Steven Skadron
Mayor, City of Aspen



THE CITY OF ASPEN
OFFICE OF THE MAYOR

August, 2013

Dear Fellow Aspen Resident:

About a week ago we sent you the enclosed survey that asks for your opinion about certain services available in the City of Aspen. If you already completed the survey and returned it, we thank you and ask you to disregard this letter. **Do not complete the survey a second time.**

If you haven't had a chance to complete the survey, we are very interested in obtaining your input and invite you to complete the survey now.

For nearly a decade, the City of Aspen has annually asked its residents for feedback on how we have done in delivering services to the community. Your household is one of 1,200 homes randomly selected to receive the enclosed survey. With your help, we will identify those things we are doing well and those that need improvement.

Over the years, some of the ways we have responded to the survey feedback include:

- ✓ developing a variety of ways to engage citizens in policy discussions and choices, including focus groups and community-wide keypad sessions
- ✓ revamping the City-County Website, launching social media initiatives like Facebook and Twitter, and offering various email newsletters to interested citizens, workers and resort guests
- ✓ increasing communication about snow removal efforts outside of the downtown core
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When you return your survey, which we hope you will do at your earliest convenience, National Research Center, Inc. will compile the data and present it to us. The anonymity of every respondent is guaranteed. The information gathered will not be used for any purpose other than to help the City of Aspen improve the quality of life in our community.

Please take a few moments, right now, to complete the survey. Thank you!

Sincerely,

Steven Skadron
Mayor, City of Aspen

2013 City of Aspen Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Your responses are anonymous and will be reported in group form only.

1. How do you rate the overall quality of life in Aspen?
- | | | | |
|------------------|-------------|-------------|-------------|
| <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> |
| 1 | 2 | 3 | 4 |

2. Which of the following offices within the City of Aspen, if any, have you had contact with in the past 12 months. (Please mark all that apply.)

☐ City Manager ☐ Utility Billing ☐ Finance Window ☐ Housing Authority ☐ Police ☐ Don't know ☐ None

3. Based on your experiences during the past 12 months, to what extent do you agree or disagree with the following statements about the quality of services City of Aspen offices provided?

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Not applicable
The service provided by the City Manager's Office was accurate	1	2	3	4	5	6
The service provided by the City Manager's staff was prompt	1	2	3	4	5	6
The City Manager's staff was responsive	1	2	3	4	5	6
The City Manager's staff was helpful	1	2	3	4	5	6
The City Manager's staff was knowledgeable	1	2	3	4	5	6
The City Manager's staff was informative	1	2	3	4	5	6
The service provided by the Utility Billing staff was accurate	1	2	3	4	5	6
The service provided by the Utility Billing staff was timely	1	2	3	4	5	6
The Utility Billing staff was courteous in dealing with my situation or request	1	2	3	4	5	6
The Utility Billing staff was knowledgeable in dealing with my situation or request ..	1	2	3	4	5	6
The Finance Window staff was courteous in dealing with my situation or request	1	2	3	4	5	6
The Finance Window staff was knowledgeable in dealing with my situation or request ..	1	2	3	4	5	6
The service provided by the Housing Authority staff was accurate	1	2	3	4	5	6
The service provided by the Housing Authority staff was timely	1	2	3	4	5	6
The Housing Authority staff was helpful	1	2	3	4	5	6
The Housing Authority staff was knowledgeable	1	2	3	4	5	6
The services provided by the Police staff were accurate	1	2	3	4	5	6
The services provided by the Police staff were prompt	1	2	3	4	5	6
The Police staff was courteous	1	2	3	4	5	6
The Police staff was helpful	1	2	3	4	5	6
The Police staff was knowledgeable	1	2	3	4	5	6
The Police staff was informative	1	2	3	4	5	6

4. In general, how satisfied or dissatisfied are you with the overall performance and responsiveness of the following services of the City of Aspen government?

	Very satisfied	Somewhat satisfied	Somewhat not satisfied	Not at all satisfied	Don't know
Aspen Recreation Center (ARC)	1	2	3	4	5
City Clerk Office	1	2	3	4	5
City Manager Office	1	2	3	4	5
Community Development	1	2	3	4	5
Electric	1	2	3	4	5
Engineering	1	2	3	4	5
Environmental Health	1	2	3	4	5
Finance Window (RETT, sales tax, and other payments to the city)	1	2	3	4	5
Golf	1	2	3	4	5
GIS (Geographic Information System)	1	2	3	4	5
Housing Authority (existing deed-restricted and rental units)	1	2	3	4	5
Kids First	1	2	3	4	5
New housing development (Burlingame II)	1	2	3	4	5
Parks	1	2	3	4	5
Police Department	1	2	3	4	5
Red Brick Recreation Center	1	2	3	4	5
Streets	1	2	3	4	5
Transportation and Parking	1	2	3	4	5
Water	1	2	3	4	5
Wheeler Opera House	1	2	3	4	5

5. Please rate the following categories of Aspen government performance:	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The job the City does informing residents.....	1	2	3	4	5
The quality of the information the City provides to residents	1	2	3	4	5
The job the City does listening to residents.....	1	2	3	4	5
The value of City services for the taxes you pay.....	1	2	3	4	5
The job the City does communicating to residents about major issues	1	2	3	4	5
The job the City does matching expenditures to community priorities	1	2	3	4	5
The job the City does responding to requests for public records and information	1	2	3	4	5

6. What suggestions do you have for improving City communication with residents?

7. Regarding growth in Aspen, please indicate which policy you would endorse (please mark only one):

- ☐ Zero growth
 ☐ About the same rate of growth
 ☐ More growth with no control
☐ Less growth
 ☐ More growth with some control
 ☐ Other

8. With the exception of Main Street and Highway 82, which are maintained by the State of Colorado, do you agree or disagree with the following statements concerning City streets?

	<u>Strongly agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly disagree</u>	<u>Don't know</u>
City streets are in good repair.....	1	2	3	4	5
The street surfaces are smooth.....	1	2	3	4	5
Potholes are repaired in a timely manner	1	2	3	4	5

9. With the exception of Main Street and Highway 82, which are maintained by the State of Colorado, snow on City streets is removed according to the following priorities: first – emergency routes; second – the Commercial Core; third – residential areas. Given these priorities, do you agree or disagree with the following statements concerning snow removal?

	<u>Strongly agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly disagree</u>	<u>Don't know</u>
Last winter's snow removal in the Commercial Core was timely	1	2	3	4	5
Last winter's snow removal in the Commercial Core was thorough	1	2	3	4	5
Last winter's snow removal in my residential area was timely.....	1	2	3	4	5
Last winter's snow removal in my residential area was thorough.....	1	2	3	4	5

10. How have you received information about the Aspen Recreation Center (ARC) in 2013? (Please check all that apply.)

- ☐ Have not received any
 ☐ Television
 ☐ Flyers
☐ Newspapers
 ☐ Internet
 ☐ School newspapers
☐ Radio
 ☐ Brochures
 ☐ Other (please specify: _____)

11. Based on your experiences in the last 12 months, to what extent do you agree or disagree with the following statements about the ARC staff and facilities?

	<u>Strongly agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly disagree</u>	<u>Don't know</u>	<u>Not applicable</u>
The ARC does a good job of communicating program information.....	1	2	3	4	5	6
The ARC Guest Services staff was helpful	1	2	3	4	5	6
The ARC Guest Services staff was timely in handling requests.....	1	2	3	4	5	6
The ARC Guest Services staff greeted me with a smile	1	2	3	4	5	6
The ARC Guest Services staff was informative and able to handle all questions.....	1	2	3	4	5	6
I enjoyed my experience at the ARC.....	1	2	3	4	5	6
The ARC Aquatics staff was helpful.....	1	2	3	4	5	6
The ARC Aquatics staff was timely in handling requests.....	1	2	3	4	5	6
The ARC Aquatics staff greeted me with a smile	1	2	3	4	5	6
The ARC Aquatics staff was informative and able to handle all questions	1	2	3	4	5	6
The ARC Aquatics staff was polite and friendly during my visit.....	1	2	3	4	5	6
The aquatic area, lockers and lawn were sufficiently clean during my visit	1	2	3	4	5	6
The pools were clear, clean and inviting to swim in.....	1	2	3	4	5	6
Swimming equipment and pool toys were available for use and in good condition ..	1	2	3	4	5	6
I enjoyed my experience at the ARC Aquatics area.	1	2	3	4	5	6
The ARC fitness equipment was well-maintained.....	1	2	3	4	5	6
The ARC fitness equipment was usually available when I wanted to use it	1	2	3	4	5	6
The ARC climbing equipment was well-maintained	1	2	3	4	5	6
The ARC climbing equipment was usually available when I wanted to use it.....	1	2	3	4	5	6

12. Based on your experiences in the last 12 months, to what extent do you agree or disagree with the following statements about the Red Brick Recreation Center?

	Strongly <u>agree</u>	<u>Agree</u>	<u>Disagree</u>	Strongly <u>disagree</u>	Don't <u>know</u>	Not <u>applicable</u>
The service provided by the Red Brick Recreation Center staff was accurate	1	2	3	4	5	6
The service provided by the Red Brick Recreation Center staff was accessible	1	2	3	4	5	6
The Red Brick Recreation Center staff was helpful	1	2	3	4	5	6
The Red Brick Recreation Center staff was knowledgeable	1	2	3	4	5	6
The communication program information and schedules were very good	1	2	3	4	5	6
The quality of the program(s) provided by the Red Brick Recreation Center were very good.....	1	2	3	4	5	6
The condition of the gym at the Red Brick Recreation Center was very good	1	2	3	4	5	6
The scheduling of events conducted by staff at the Red Brick Recreation Center was very good	1	2	3	4	5	6
The cleanliness of the Red Brick Recreation Center gym and locker rooms was very good.....	1	2	3	4	5	6
The enthusiasm of the Red Brick Recreation Center staff and coaches was very good	1	2	3	4	5	6

13. Based on your experiences in the last 12 months, to what extent do you agree or disagree with the following statements about the neighborhood and pocket parks, as well as about the City's athletic fields (Iselin, Rotary, Wagner, Rio Grand Moore and Middle School)?

	Strongly <u>agree</u>	<u>Agree</u>	<u>Disagree</u>	Strongly <u>disagree</u>	Don't <u>know</u>	Not <u>applicable</u>
The condition of the parks allowed me to have a safe and enjoyable experience	1	2	3	4	5	6
The parks were free of litter	1	2	3	4	5	6
The condition of the athletic fields allowed me to have a safe and enjoyable experience	1	2	3	4	5	6
The athletic fields were free of litter	1	2	3	4	5	6

14. Based on your experiences during the last 12 months, to what extent do you agree or disagree with the following statements about the City pedestrian/bike trails and the City Nordic Trail System?

	Strongly <u>agree</u>	<u>Agree</u>	<u>Disagree</u>	Strongly <u>disagree</u>	Don't <u>know</u>	Not <u>applicable</u>
The pedestrian/bike trail surfaces were free of debris/litter	1	2	3	4	5	6
The pedestrian/bike trail surfaces were smooth enough for the intended purpose...	1	2	3	4	5	6
The pedestrian/bike trail could be used safely.....	1	2	3	4	5	6
The pedestrian/bike trail signage was very good	1	2	3	4	5	6
The Nordic Trail System trail grooming was very good.....	1	2	3	4	5	6
The Nordic Trail System trails could be used for the purpose intended.....	1	2	3	4	5	6
The Nordic Trail System trail signage was very good.....	1	2	3	4	5	6

15. How much of a concern, if at all, is each of the following issues?

	Major <u>problem</u>	Moderate <u>problem</u>	Somewhat <u>a problem</u>	Not a <u>problem at all</u>	Don't <u>know</u>
Failure to pick up after a dog on trails	1	2	3	4	5
Failure to pick up after a dog in parks	1	2	3	4	5
Failure to pick up after a dog in the athletic fields	1	2	3	4	5
Failure to pick up after a dog in the Commercial Core	1	2	3	4	5
Failure to have a dog on a leash on trails	1	2	3	4	5
Failure to have a dog on a leash in parks	1	2	3	4	5
Failure to have a dog on a leash in the athletic fields	1	2	3	4	5
Failure to have a dog on a leash in the Commercial Core	1	2	3	4	5

16. Please rate the current level of enforcement for dogs (e.g., clean up; leash laws).

- ☐ Too strict
- ☐ About right
- ☐ Not strict enough
- ☐ Don't know

17. What is the single best way to provide you with air quality alerts? (Please check only one.)

- ☐ I am not interested in air quality alerts
 ☐ Radio
☐ Aspen website home page
 ☐ Posting in the newspaper
☐ Aspen Environmental Health website
 ☐ Other (please specify: _____)
☐ Pitkin alert

18. 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 Aspen.

	<u>Major source</u>	<u>Minor source</u>	<u>Not a source</u>
City meetings and open houses	1	2	3
City webcasts	1	2	3
Email (electronic newsletters, email updates)	1	2	3
Social network sites (Twitter, Facebook)	1	2	3
Radio ads	1	2	3
Radio news broadcasts	1	2	3
Community government television (Grassroots/CGTV, Channel 11)	1	2	3
Other local television broadcasts	1	2	3
Newspaper ads	1	2	3
Local newspaper articles	1	2	3
Mailed materials (brochures, flyers, newsletters, updates)	1	2	3
City website (www.aspenpitkin.com)	1	2	3
Aspen/Pitkin County Housing Authority (APCHA) website (www.aspenhousingoffice.com)	1	2	3

19. How have you received information about the Wheeler programs? (Please check all that apply.)

- ☐ Have not received information
 ☐ Radio
 ☐ Blast email
 ☐ Television
 ☐ Brochures
☐ Flyers
 ☐ Internet
 ☐ Newspapers
 ☐ Other _____

20. How familiar are you, if at all, with the City of Aspen's Canary Initiative?

- ☐ Very familiar → GO TO QUESTION 21
☐ Somewhat familiar → GO TO QUESTION 21
☐ Not at all familiar → GO TO QUESTION 22

21. How did you hear about the Canary Initiative? (Please check all that apply.)

- ☐ Have not heard of it
 ☐ Word of mouth
 ☐ Flyers
 ☐ Facebook
 ☐ Internet
☐ Newspapers
 ☐ Radio
 ☐ At an event
 ☐ Saturday Market
 ☐ Other _____

22. In the last 12 months, please indicate about how frequently, if at all, you watched the following on CGTV Channel 11:

	<u>Never</u>	<u>Once or twice</u>	<u>3 to 12 times</u>	<u>13 to 26 times</u>	<u>More than 26 times</u>
City meetings	1	2	3	4	5
The City Matters show	1	2	3	4	5

23. Have you used the City's website (www.aspenpitkin.com) in the past 12 months?

- ☐ Yes → GO TO QUESTION 24
 ☐ No → GO TO QUESTION 25

24. If you used the City's website in the last 12 months, please rate the following aspects. Circle the number that best represents your opinion.

	<u>Very good</u>	<u>Good</u>	<u>Neither good nor bad</u>	<u>Bad</u>	<u>Very bad</u>	<u>Don't know</u>
Current information	1	2	3	4	5	6
Appearance	1	2	3	4	5	6
Online services offered	1	2	3	4	5	6
Ease of navigation	1	2	3	4	5	6
Search function	1	2	3	4	5	6
Ease of finding staff/elected officials' contact information	1	2	3	4	5	6
Ease of requesting more information	1	2	3	4	5	6

25. To what extent do you support or oppose the City expanding the use of its website to handle transactions such as permit applications and fee payments, licenses and registration for classes in an effort to reduce City costs?

- ☐ Strongly support
 ☐ Somewhat support
 ☐ Somewhat oppose
 ☐ Strongly oppose

26. How important, if at all, is it to you that each of the following features or services be added to or enhanced on the City of Aspen website?

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>	<u>Don't know</u>
Applying for a license	1	2	3	4	5
Paying fees, taxes, and other charges	1	2	3	4	5
Applying for permits	1	2	3	4	5
Commenting on agenda items or meetings.....	1	2	3	4	5
Bidding on affordable housing	1	2	3	4	5
Reserving city facilities online	1	2	3	4	5
Registering for city recreation classes and events	1	2	3	4	5
Requesting public records and information.....	1	2	3	4	5

27. How much more likely, if at all, would you be to conduct the types of transactions described in question 26 through the City's website if the City were to do each of the following?

	<u>Much more likely</u>	<u>Somewhat more likely</u>	<u>Not at all more likely</u>
Require electronic transactions where feasible (i.e., stop offering other options such as in-person payments)	1	2	3
Provide financial incentives for use of online services (e.g., discounted fees or other charges)	1	2	3
Provide assistance in using the online options	1	2	3
Advertise the availability of the online options.....	1	2	3

28. To what extent do you agree or disagree with the following statements about feeling safe in Aspen?

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>Don't know</u>
I feel safe in the Commercial Core.....	1	2	3	4	5
I feel safe in Aspen as a whole	1	2	3	4	5
I feel safe in my neighborhood	1	2	3	4	5
I feel safe crossing Main Street.....	1	2	3	4	5
I feel safe driving through Aspen	1	2	3	4	5
I think children in Aspen are safe overall.....	1	2	3	4	5

29. In the last 12 months, would you say crime in Aspen has increased, decreased or stayed about the same?

☐ Crime has increased ☐ Crime has decreased ☐ Crime has stayed the same

30. In the last 12 months, how much, if at all, have you changed or limited your activities in Aspen because you were concerned about crime?

☐ Haven't changed or limited activities at all ☐ Made small changes in activities ☐ Made major changes in activities

31. Thinking about the Aspen community, how concerned, if at all, are you about each of the following:

	<u>Very concerned</u>	<u>Somewhat concerned</u>	<u>Somewhat unconcerned</u>	<u>Very unconcerned</u>	<u>Don't know</u>
Burglary of your home.....	1	2	3	4	5
Trespassers on your property	1	2	3	4	5
Bear and human interaction.....	1	2	3	4	5
Loitering	1	2	3	4	5
Public drinking/intoxication.....	1	2	3	4	5
Drug possession and use	1	2	3	4	5
Exposure of children to drugs.....	1	2	3	4	5
Unsupervised children	1	2	3	4	5
Noise from cars.....	1	2	3	4	5
Noise from businesses / events	1	2	3	4	5
Noise from neighbors.....	1	2	3	4	5
Inadequate street lighting	1	2	3	4	5
Traffic congestion.....	1	2	3	4	5
Pedestrians jay-walking.....	1	2	3	4	5
Cars not yielding to pedestrians	1	2	3	4	5
Bikes not following traffic laws.....	1	2	3	4	5
Bikes riding on sidewalks / in pedestrian malls	1	2	3	4	5

32. Thinking about the Aspen community and its needs, how concerned, if at all, are you about each of the following:

	Very <u>concerned</u>	Somewhat <u>concerned</u>	Somewhat <u>unconcerned</u>	Very <u>unconcerned</u>	Don't <u>know</u>
Adequacy of workforce housing at a reasonable cost to rent/purchase	1	2	3	4	5
Water quality in the Roaring Fork River	1	2	3	4	5
The amount of water in the Roaring Fork River	1	2	3	4	5
Providing or mandating the development of additional affordable lodging for our tourist guests	1	2	3	4	5
Pedestrian safety	1	2	3	4	5
Construction impacts (i.e., noise, traffic, runoff, etc.).....	1	2	3	4	5
Appropriate building height and mass in the commercial core.....	1	2	3	4	5
Creating simpler, faster ways for small businesses to start in the City.....	1	2	3	4	5
Availability of affordable, wellness-centered community health care options.....	1	2	3	4	5
Bike-friendly transportation options within the City	1	2	3	4	5
Creation of a small-business incubator of some kind	1	2	3	4	5

33. After thinking about how concerned you are, how important, if at all, is it for the City government take action on each of the following:

	Essential	Very <u>important</u>	Somewhat <u>important</u>	Not at all <u>important</u>	Don't <u>know</u>
Adequacy of workforce housing at a reasonable cost to rent/purchase	1	2	3	4	5
Water quality in the Roaring Fork River	1	2	3	4	5
The amount of water in the Roaring Fork River	1	2	3	4	5
Providing or mandating the development of additional affordable lodging for our tourist guests	1	2	3	4	5
Pedestrian safety	1	2	3	4	5
Construction impacts (i.e., noise, traffic, runoff, etc.).....	1	2	3	4	5
Appropriate building height and mass in the commercial core.....	1	2	3	4	5
Creating simpler, faster ways for small businesses to start in the City.....	1	2	3	4	5
Availability of affordable, wellness-centered community health care options.....	1	2	3	4	5
Bike-friendly transportation options within the City	1	2	3	4	5
Creation of a small-business incubator of some kind	1	2	3	4	5

34. Overall, how would you rate your satisfaction or dissatisfaction with services provided by the City of Aspen?

☐ Satisfied ☐ Somewhat satisfied ☐ Somewhat not satisfied ☐ Not at all satisfied ☐ Don't know

35. Please provide any other feedback you may have on any City of Aspen services:

Our last questions are about you and your household. Again, your responses are anonymous and will be reported in group form only.

36. About how long have you lived in Aspen?

- ☐ Fewer than six months
☐ 6-11 months
☐ 1-2 years
☐ 3-5 years
☐ 6-10 years
☐ More than 10 years

37. About how much was your household's total income before taxes for all of 2012? (Please include in your total income money from all sources for all persons living in your household.)

- ☐ Less than \$25,000
☐ \$25,000 to under \$50,000
☐ \$50,000 to under \$75,000
☐ \$75,000 to under \$100,000
☐ \$100,000 to under \$150,000
☐ \$150,000 to under \$200,000
☐ \$200,000 or more

38. In which category is your age?

- ☐ 18-24 years
☐ 25-34 years
☐ 35-44 years
☐ 45-54 years
☐ 55-64 years
☐ 65-74 years
☐ 75-84 years
☐ 85 years or older

39. What is your gender?

- ☐ Female ☐ Male

40. Which best describes your housing status?

- ☐ Rent – free market
☐ Rent – employee/affordable housing
☐ Own – free market
☐ Own - employee/affordable housing
☐ Other (please specify: _____)
☐ Don't know

**Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502-0549**