



THE CITY OF ASPEN

CITY OF ASPEN

Citizen Survey

REPORT OF RESULTS

October 2014

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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. The City's baseline survey was conducted in 2006. Aspen first contracted with National Research Center, Inc. (NRC) to implement the survey in 2007; the 2014 survey was the ninth iteration.

A postcard was mailed to 1,750 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 7% 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 357 respondents to the survey, yielding a response rate of 22%, similar to 2013 (23%). The margin of error is plus or minus five percentage points around any given percent for the entire sample (357 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

Aspen voters continue to think highly of their quality of life.

- About 6 in 10 respondents gave "excellent" ratings to the overall quality of life in Aspen in 2014 and 35% felt it was "good"; only 5% gave a "fair" or "poor" rating.
- Ratings of quality of life have remained strong across all survey years.

Survey respondents gave positive evaluations to Aspen's recreation facilities.

- Of those who had experiences with the Aspen Recreation Center (ARC), 9 in 10 agreed with most of the positive statements. Nearly all agreed that they enjoyed their experience at the ARC and that the ARC Aquatics staff was helpful. Although fewer residents (76%) agreed that the ARC does a good job communicating program information, this was an increase from 2013 (63%).
- While agreement with most of the statements about the ARC remained stable from 2013 to 2014, increases were seen in the level of agreement that the ARC Guest Services staff was informative and able to handle all questions and the ARC Aquatics staff was helpful.
- More than 80% of respondents agreed with the positive statements about the Red Brick Recreation Center and its staff, with most agreeing that the service provided by the Red Brick Recreation Center staff was accurate, accessible, that staff was helpful and knowledgeable. Slightly fewer felt the communication of program information and schedules were very good (81%).
- Assessments of the Red Brick Recreation Center facilities and staff were similar between 2013 and 2014.

Parks, athletic fields, trails and open space were viewed favorably by voters. However, the City pursuing various actions related to open space was not a top priority for voters.

- In 2014, as in previous years, almost all respondents gave positive marks to the condition of parks, athletic fields and trails in Aspen.
- When asked about various aspects of City parks, open space and trails, about 8 in 10 respondents gave "good" or "excellent" reviews to most, including finding trail heads, the quality

and availability of open space events and programs and signage. Voters felt less positively about the quality of the enforcement of regulations and parking availability at trail heads and open space.

- Most survey respondents had visited Smuggler Mountain in the 12 months prior to the survey and 6 in 10 had visited the Marlot/Thomas open space. Only 9% had not visited any City-owned open space in the previous 12 month period. Voters most frequently used City-owned open space for hiking/walking, biking/mountain biking and viewing wildlife.
- About half or less of respondents felt it was “very important” or “essential” for the City to acquire new open space, develop new trails or secure funding for various open space and trail projects. When asked to indicate their level of support for funding options to secure funding for the various open space and trail projects, voters favored “some other funding source” (79% support) over tax increases or new user fees (between 26% and 35% support).

Although voter evaluations of most City services and departments remained strong and stable, a few receiving higher ratings in 2014 than 2013.

- In 2014, 89% of respondents were “somewhat” or “very” satisfied with services provided by the City of Aspen, which was similar to previous years.
- At least three-quarters of voters agreed that City streets were in good repair, smooth and potholes are fixed in a timely manner and that snow removal was timely and thorough. These ratings were similar between 2013 and 2014.
- Evaluations of Aspen City offices remained strong and stable from 2013 to 2014, with Utility Billing, the Finance Window and the Police staff receiving the most positive evaluations. More respondents in 2014 than in 2013 believed the Housing Authority staff was knowledgeable.
- Of those who had an opinion about the performance and responsiveness of City services, at least 7 in 10 were “somewhat” or “very” satisfied with most of the City services. In 2014, the City Clerk Office, the Aspen Recreation Center and the Police Department were given the most positive evaluations. Four City offices saw an increase in satisfaction ratings (Kids First, Housing Authority, engineering and new housing development), while one (Transportation and Parking) decreased.
- When assessing aspects of the City government performance, at least 7 in 10 voters 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. These ratings remained stable from 2013 to 2014.

Aspen voters felt that protecting the amount and quality of water in the Roaring Fork River and limiting building height and mass in the commercial core were priorities for the City.

- Survey respondents were asked to indicate how important it was for the City government to take action on 14 potential issues facing the community. At least 8 in 10 voters felt that protecting the amount and quality of water in the Roaring Fork River, limiting building height and mass in the commercial core were “very important” or “essential.” Three-quarters of respondents felt it was at least “very important” for the City to focus on minimizing construction impacts, ensuring the availability of affordable, wellness-centered community health care options and creating simpler, faster ways for small businesses to start in the City.
- Limiting the number of marijuana shops, encouraging the development of additional lodging and modifying the current design of Main Street were less important, with at least 3 in 10 saying each of these was “not at all important.”
- When asked to evaluate the importance of the City requiring new private homes or the expansion of existing private homes to include an affordable housing requirement, 6 in 10 voters

felt this action was “very important” or “essential.” Two in 10 felt it was “somewhat important” and a similar proportion said it was “not at all important.”

Newspapers, mailed materials and the City’s website remained 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 (96%), newspaper ads (93%), mailed materials (85%) and the City website (74%) as a “minor” or “major” source of information. City webcasts, social network sites and other local television broadcasts were less commonly used sources (42%, 40% and 40%, respectively).
- Use of mailed materials and email as sources of information about the City increased from 2013 to 2014, while the use of community government television decreased.
- About half of voters had watched City meetings on Channel 11 in the 12 months prior to the survey and one-third reported watching the City Matters show; these ratings were similar in 2014 compared to 2013.

Voters likelihood of accessing City information electronically varied.

- In a typical week, half of survey respondents reported using a smart phone or tablet to access information or services multiple times a day and another 29% did so at least once a week to once a day. When asked how likely they would be to access City information electronically if the City provided the capability, at least two-thirds or more of voters said they would be “somewhat” or “very” likely to seek information on transportation issues (81%), view a City calendar (79%), find city amenities on a map (69%) and find information on utility outages (67%).
- Four in 10 or fewer respondents reported that they were likely to access real-time information on energy use, request or track a City service visit or find information on the City’s energy usage.

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. The City's baseline survey was conducted in 2006.

National Research Center, Inc. (NRC) was selected in 2007 to administer Aspen's Citizen Survey and the 2014 survey is the ninth iteration. The 2014 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 1,750 registered voter households. In August 2014, 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 124 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 357 residents, for a response rate of 22%, similar to 2013 (23%).

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 V: 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 five percentage points around any given percent reported for the entire sample (357 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 11%.

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 2013 and 2014 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, 96% of residents felt it was "good" or "excellent," with about one-third saying it was "good" and about two-thirds saying it was "excellent." Four percent of voters reported that the overall quality of life in the City was "fair" and only 1% felt it was "poor." Ratings of the overall quality of life remained stable from 2013 to 2014 and were similar to ratings given in 2007.

Figure 1: Overall Quality of Life in Aspen, 2014

How do you rate the overall quality of life in Aspen?

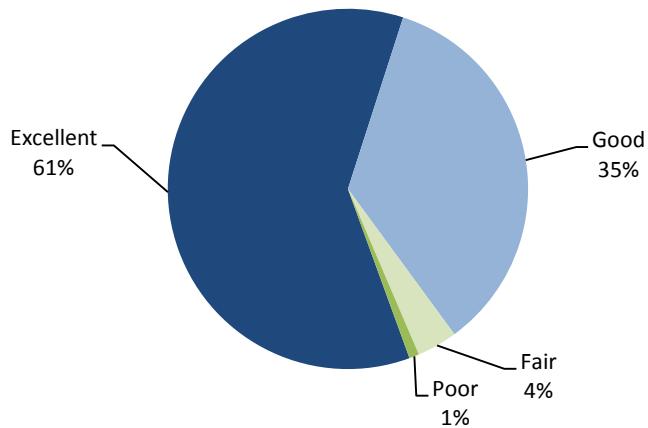
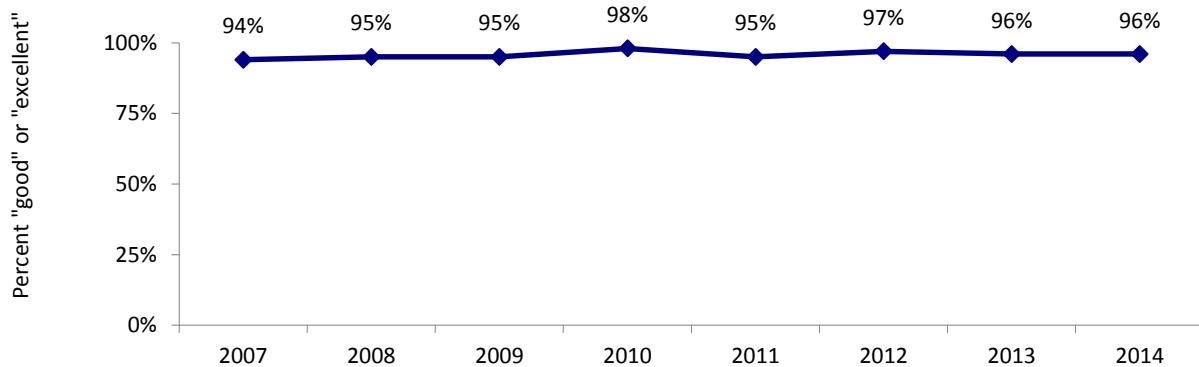


Figure 2: Overall Quality of Life Compared Over Time



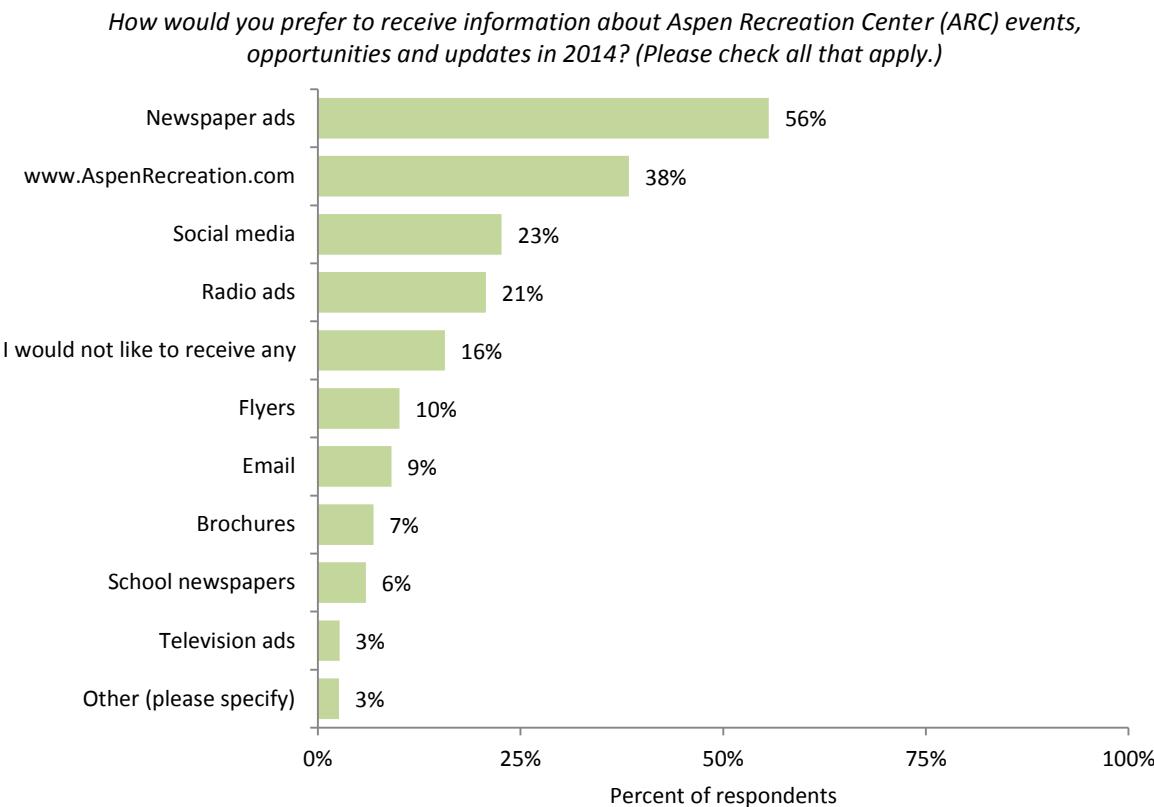
RECREATION FACILITIES

The Aspen Citizen Survey monitors the quality of various recreation facilities and amenities, including the Aspen Recreation Center (ARC), the Red Brick Recreation Center, parks, athletic fields, the trail system and open space. The ways in which respondents preferred to receive information about the ARC also was measured.

Aspen Recreation Center (ARC)

Just over half of respondents indicated that they preferred to receive information about the ARC via ads in the newspaper. About 4 in 10 preferred getting information about the ARC on the City's recreation website (www.AspenRecreation.com) and about 2 in 10 used social media and the radio (23% and 21%, respectively). One in 10 or fewer voters reported a preference for receiving ARC information from the other sources listed and 16% preferred to not receive information about the ARC.

Figure 3: Preferences for Receiving ARC Information, 2014



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

Responses to "other" can be found in Appendix III: Verbatim Responses.

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 39% and 67% of respondents selected “don’t know or “not applicable” when rating 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, about 9 in 10 agreed with the majority of the statements, with nearly all agreeing that they enjoyed their experience at the ARC (99% “agree” or “strongly agree”) and that the ARC Aquatics staff was helpful (99%). Ninety-eight percent agreed that they enjoyed their experience at the ARC Aquatics area. A slightly smaller proportion of voters agreed that the ARC does a good job of communicating program information (76%).

Generally, evaluations of the ARC staff and facilities were similar between 2013 and 2014. However, there were some notable increases in ratings from 2013 to 2014 in the following areas:

- The ARC does a good job of communicating program information (from 63% agreed in 2013 to 76% in 2014)
- The ARC Guest Services staff was informative and able to handle all questions (83% to 93%)
- The ARC Aquatics staff was helpful (86% to 99%)

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")	2014	2013	2012	2011	2010	2009	2008	2007	2006
The ARC does a good job of communicating program information	76%	63%	63%	66%	65%	61%	68%	62%	76%
The ARC Guest Services staff was helpful	96%	91%	92%	91%	95%	92%	94%	88%	93%
The ARC Guest Services staff was timely in handling requests	93%	88%	87%	87%	90%	91%	92%	88%	89%
The ARC Guest Services staff greeted me with a smile	95%	92%	90%	91%	92%	89%	92%	85%	93%
The ARC Guest Services staff was informative and able to handle all questions	93%	83%	85%	90%	88%	89%	88%	86%	87%
I enjoyed my experience at the ARC	99%	92%	95%	97%	96%	96%	99%	93%	96%
The ARC Aquatics staff was helpful	99%	86%	95%	93%	91%	90%	94%	92%	96%
The ARC Aquatics staff was timely in handling requests	96%	90%	93%	92%	86%	89%	92%	88%	93%
The ARC Aquatics staff greeted me with a smile	95%	87%	93%	93%	86%	90%	91%	86%	91%
The ARC Aquatics staff was informative and able to handle all questions	97%	89%	90%	95%	91%	87%	91%	89%	92%
The ARC Aquatics staff was polite and friendly during my visit	96%	90%	95%	95%	93%	92%	94%	87%	95%
The aquatic area, lockers and lawn were sufficiently clean during my visit	93%	91%	90%	91%	88%	94%	95%	93%	98%
The pools were clear, clean and inviting to swim in	96%	92%	97%	91%	95%	94%	95%	94%	97%
Swimming equipment and pool toys were available for use and in good condition	92%	91%	93%	91%	89%	91%	91%	89%	95%
I enjoyed my experience at the ARC Aquatics area	98%	94%	97%	96%	96%	96%	99%	94%	98%
The ARC fitness equipment was well-maintained	90%	87%	92%	NA	NA	NA	NA	NA	NA
The ARC fitness equipment was usually available when I wanted to use it	86%	82%	79%	NA	NA	NA	NA	NA	NA
The ARC climbing equipment was well-maintained	95%	94%	96%	NA	NA	NA	NA	NA	NA
The ARC climbing equipment was usually available when I wanted to use it	89%	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 evaluate 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).

Of those who had experience with the Red Brick Center in the last 12 months, more than 80% agreed with each statement. Most voters felt that the service provided by the Red Brick Recreation Center staff was accurate (97% “agree” or “strongly agree”), the service provided by the Red Brick Recreation Center staff was accessible (96%), the Red Brick Recreation Center staff was helpful (96%) and the Red Brick Recreation Center staff was knowledgeable (96%). Slightly fewer felt the communication of program information and schedules were very good (81%).

Ratings for all aspects of the Red Brick Recreation Center remained stable from 2013 to 2014.

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")	2014	2013	2012	2011	2010	2009	2008	2007	2006
The service provided by the Red Brick Recreation Center staff was accurate	97%	95%	90%	97%	96%	95%	95%	95%	97%
The service provided by the Red Brick Recreation Center staff was accessible	96%	89%	86%	95%	94%	95%	94%	92%	99%
The Red Brick Recreation Center staff was helpful	96%	92%	88%	93%	93%	94%	95%	91%	96%
The Red Brick Recreation Center staff was knowledgeable	96%	92%	90%	98%	92%	95%	98%	90%	98%
The communication of program information and schedules were very good	81%	84%	72%	85%	80%	92%	87%	82%	NA
The quality of the program(s) provided by the Red Brick Recreation Center were very good	92%	93%	90%	98%	89%	96%	93%	93%	98%
The condition of the gym at the Red Brick Recreation Center was very good	85%	83%	89%	89%	75%	90%	80%	86%	84%
The scheduling of events conducted by staff at the Red Brick Recreation Center was very good	92%	89%	85%	94%	88%	92%	89%	86%	89%
The cleanliness of the Red Brick Recreation Center gym and locker rooms was very good	88%	93%	82%	92%	84%	90%	86%	82%	NA
The enthusiasm of the Red Brick Recreation Center staff and coaches was very good	93%	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, Athletic Fields, Trail System and Open Space

Several questions on the 2014 Citizen Survey measured voter opinions about the quality of City of Aspen outdoor recreation facilities. Respondents also were asked which open space properties they had visited in the 12 months prior to the survey and the frequency with which they used City-owned open space for a variety of activities. The importance of the City acquiring, developing and securing funding for open space as well as preference for various funding sources was assessed.

Quality of Parks, Athletic Fields, Trails and Open Space

At least 9 in 10 respondents agreed with each statement about parks, athletic fields and trails, with at least 36% "strongly" agreeing with each. Nearly all voters agreed that the Nordic Trail System trails could be used for the purpose intended (99%), the Nordic Trail System trail grooming was very good (98%) and the condition of the athletic fields allowed me to have a safe and enjoyable experience (98%). Overall, 8% or less disagreed with each statement.

At least 27% of voters selected "don't know" or "not applicable" when assessing statements related to athletic fields and the Nordic Trail System trails. For a full set of responses to this question, please see *Appendix II: Complete Set of Survey Responses*.

Ratings for various aspects of parks, athletic fields and trails in Aspen have remained strong and stable since 2006.

Figure 6: Parks, Athletic Fields and Trail System 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 condition of City parks, fields and trails? (Percent "agree" or "strongly agree")	2014	2013	2012	2011	2010	2009	2008	2007	2006
The condition of the parks allowed me to have a safe and enjoyable experience	97%	95%	96%	98%	97%	97%	97%	98%	98%
The parks were free of litter	93%	93%	89%	94%	94%	92%	90%	92%	95%
The condition of the athletic fields allowed me to have a safe and enjoyable experience	98%	96%	95%	99%	94%	98%	99%	98%	97%
The athletic fields were free of litter	95%	95%	91%	97%	94%	93%	90%	96%	96%
The pedestrian/bike trail surfaces were free of debris/litter	95%	95%	91%	94%	95%	95%	96%	94%	94%
The pedestrian/bike trail surfaces were smooth enough for the intended purpose	97%	95%	95%	96%	NA	NA	NA	NA	NA
The pedestrian/bike trail could be used safely	94%	93%	91%	95%	95%	94%	95%	94%	95%
The pedestrian/bike trail signage was very good	94%	93%	91%	94%	NA	NA	NA	NA	NA
The Nordic Trail System trail grooming was very good	98%	98%	96%	98%	98%	96%	97%	97%	98%
The Nordic Trail System trails could be used for the purpose intended	99%	98%	96%	99%	99%	96%	99%	97%	98%
The Nordic Trail System trail signage was very good	96%	96%	94%	96%	96%	93%	95%	94%	89%

Prior to 2014, items related to the pedestrian/bike trails and Nordic Trail System were asked as separate question.

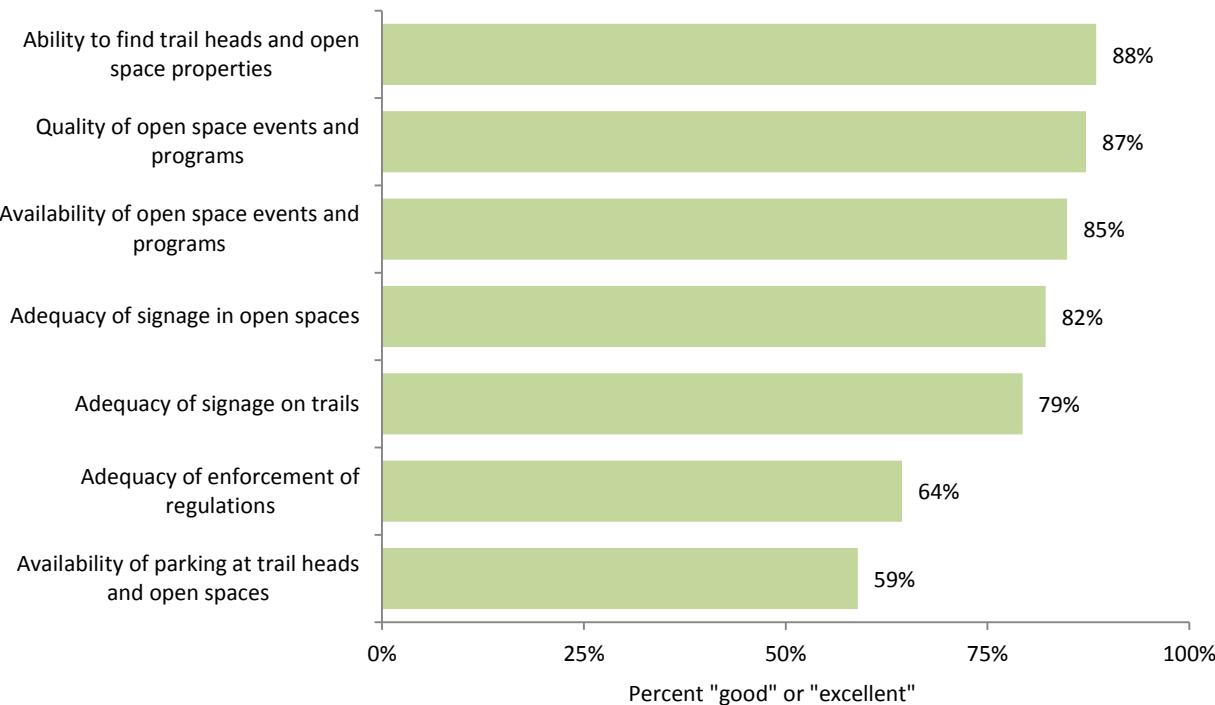
In 2007, some question wording was altered slightly to render all statements consistently past tense. The 2006 question, "The path and trail surfaces were free of debris and litter" was changed to "The pedestrian/bike trail surfaces were free of debris/litter" in 2007. The 2006 question, "The trail maintenance 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."

A new question on the 2014 survey gauged voter perceptions about characteristics related to City parks, open space and trails. Overall, a majority of respondents rated each aspect of parks, open space and trail as “good” or “excellent.” At least 8 in 10 gave positive reviews to the ability to find trail heads and open space, the quality and availability of open space events and programs and the adequacy of open space and trail signage. Slightly fewer gave favorable ratings to the adequacy of regulation enforcement (64%) and the availability of parking at trail heads and open spaces (59%).

Twenty-two percent of respondents said “don’t know” when evaluating the availability of open space events and programs (see *Appendix II: Complete Set of Survey Responses* for a complete set of responses.)

Figure 7: Quality of Aspects of City Parks, Open Space and Trails, 2014

Please rate each of the following characteristics related to City parks, open space and trails.

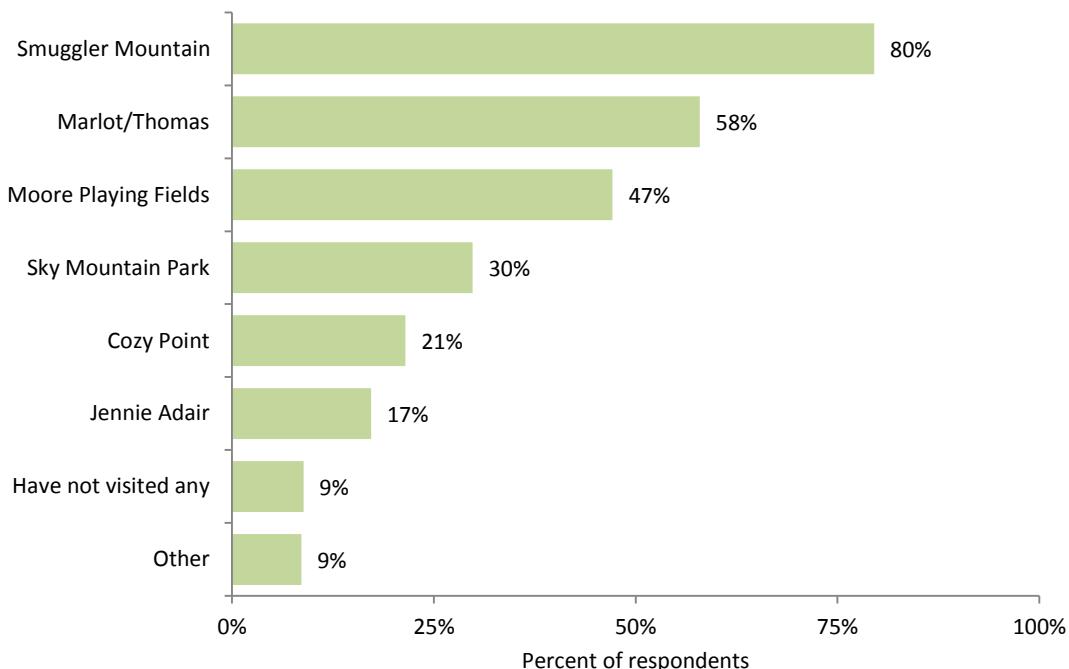


City-owned Open Space

In 2014, respondents were asked if they had visited City open space in the 12 months prior to the survey. Most reported visiting Smuggler Mountain (80%) and about 6 in 10 had visited Marlot/Thomas open space. Half had visited Moore Playing Fields and one-third visited Sky Mountain Park. About 20% or less had visited Cozy Point and Jennie Adair. Nine percent had not visited any City-owned open space and another 9% reported visited some other open space not mentioned on the survey.

Figure 8: Visitation of City-owned Open Space in Previous 12 Months, 2014

Which, if any, of the following City of Aspen owned open space properties have you visited in the past 12 months? (Please check all that apply.)



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

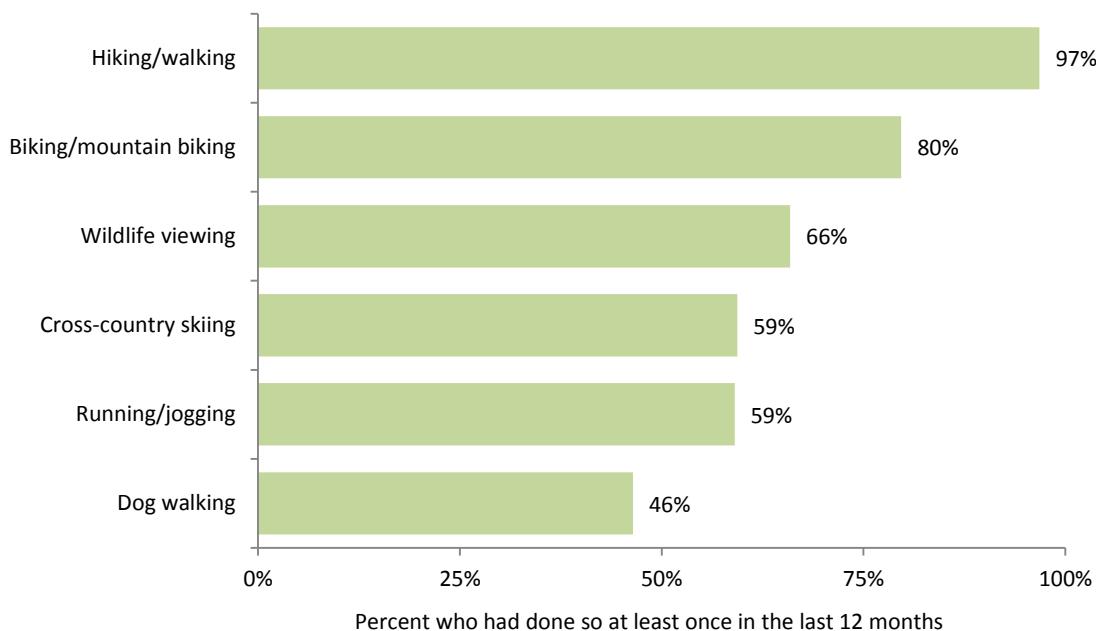
Responses to "other" can be found in Appendix III: Verbatim Responses.

When asked how frequently they did a number of recreational activities on City-owned open space properties, registered voters were most likely to have hiked or walked at least once in the 12 months prior to the survey (97%). Eight in 10 respondents reported biking or mountain biking on City open space in the last 12 months and two-thirds used open space to view wildlife. Six in 10 had used open space to cross-country ski or run and 46% walked their dogs. Respondents were most likely to participate in these activities on a weekly basis.

Respondents were able to write in some other activity they pursued on City open space (not shown in the figure below). About 27 respondents chose to write in a response and all indicated that they performed this activity daily. A list of those activities can be found in *Appendix III: Verbatim Responses*.

Figure 9: Frequency of Recreational Activities on City Open Space, 2014

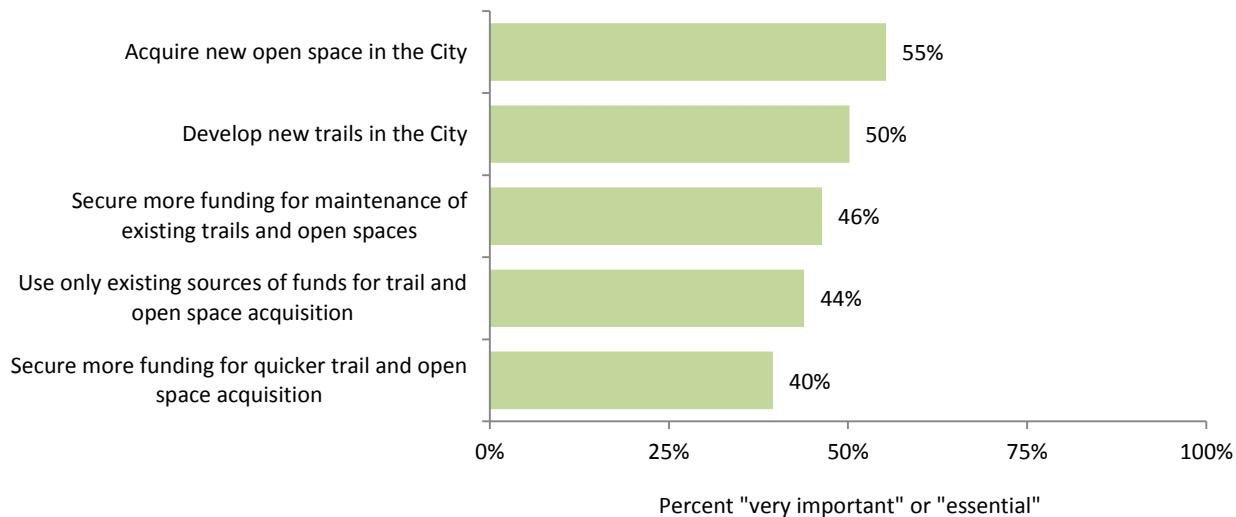
In the last 12 months, how often, if at all, did you do each of the following recreational activities (weather permitting) on City of Aspen owned open space properties?



The survey also measured the importance of the City pursuing various open space projects. Between 40% and 55% of respondents deemed each of the five potential initiatives as “very important” or “essential.” Acquiring new open space in the City was believed to be “very important” or “essential” by 55% of respondents and half felt that developing new trails in the City was at least “very important.” Fewer (40%) felt it was “very important” or “essential” for the city to secure more funding for quicker trail and open space acquisition, with 29% saying this was “not at all important.” About one in five respondents felt each of the other activities were “not at all important” for the City to pursue.

Figure 10: Importance of City Pursuing Various Open Space Initiatives, 2014

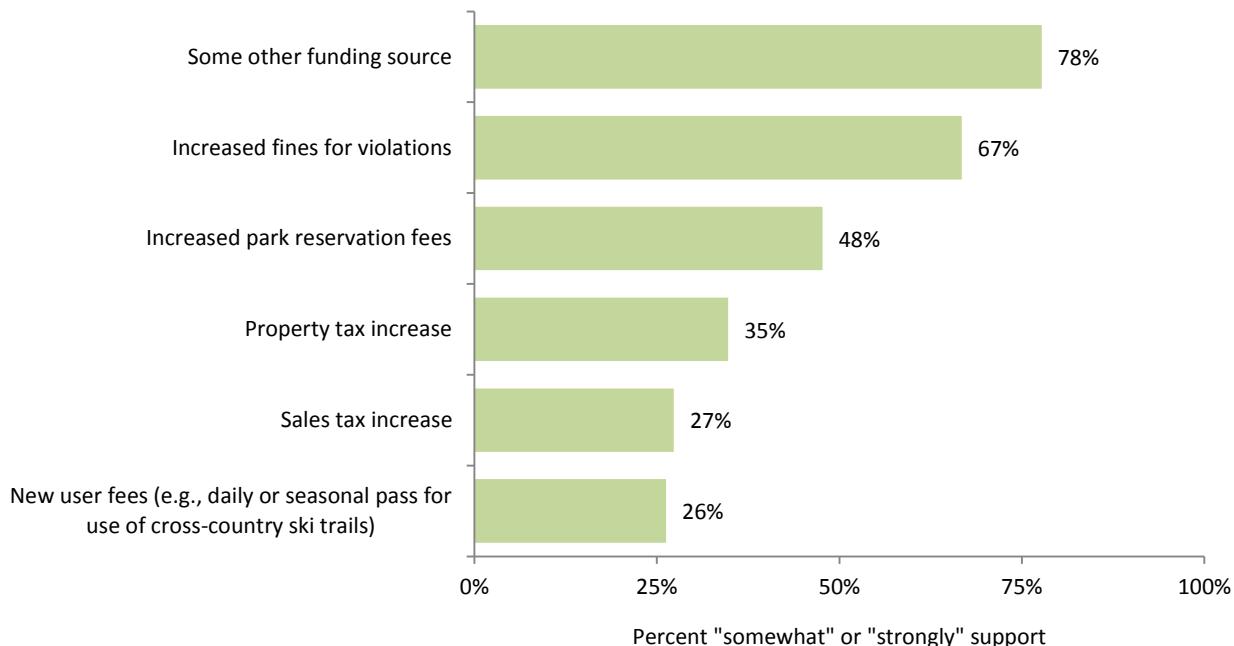
How important to you, if at all, is it that the City does each of the following?



Voters were asked to think about each of the open space actions previously mentioned and then to indicate their level of support for various funding options if the City were to pursue the various open space initiatives. About three-quarters of respondents favored the City finding other funding sources instead of using the other sources listed. Two-thirds supported increasing fines for violations (67%), and half supported increasing park reservation fees (48%). One-third or less supported increasing property taxes (35%), sales taxes (27%) and instituting new user fees (26%). Half of respondents "strongly opposed" a sales tax increase, property tax increase and new user fees.

Figure 11: Level of Support for Funding Options for Various City Open Space Initiatives, 2014

If the City were to secure more funding for the actions listed above, to what extent would you support or oppose each of the following funding sources?

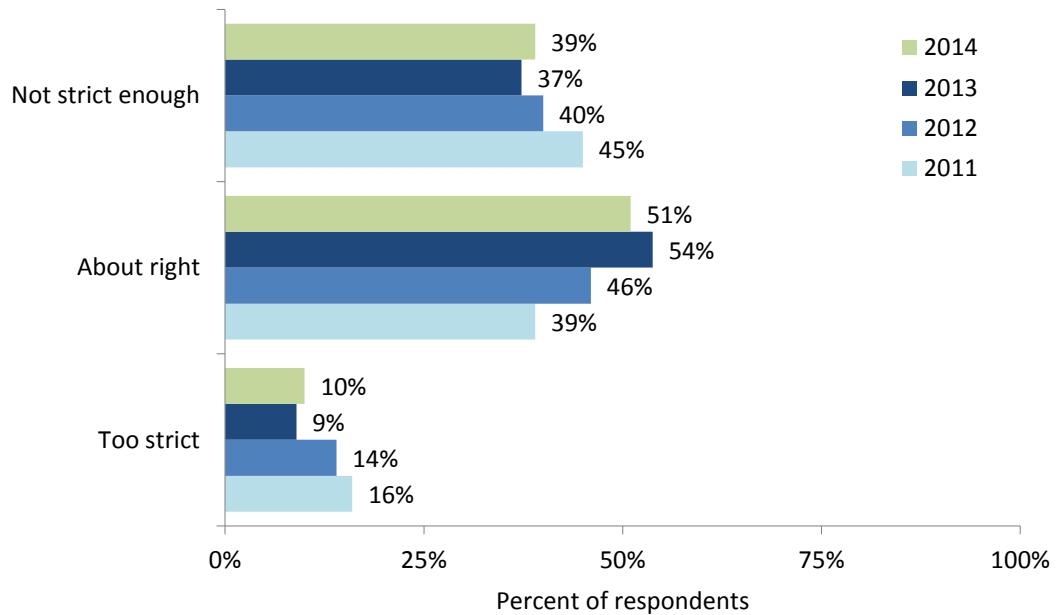


Enforcement for Dogs

Since 2011, the survey has gauged perceptions about the current level of enforcement for dogs. Half of voters felt that the current level of enforcement for dogs was “about right” (51%), while 39% believed it was “not strict enough.” One in 10 said that the current level of enforcement was “too strict.” Compared to 2013, ratings in 2014 were similar.

Figure 12: Current Level of Enforcement for Dogs Compared Over Time

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

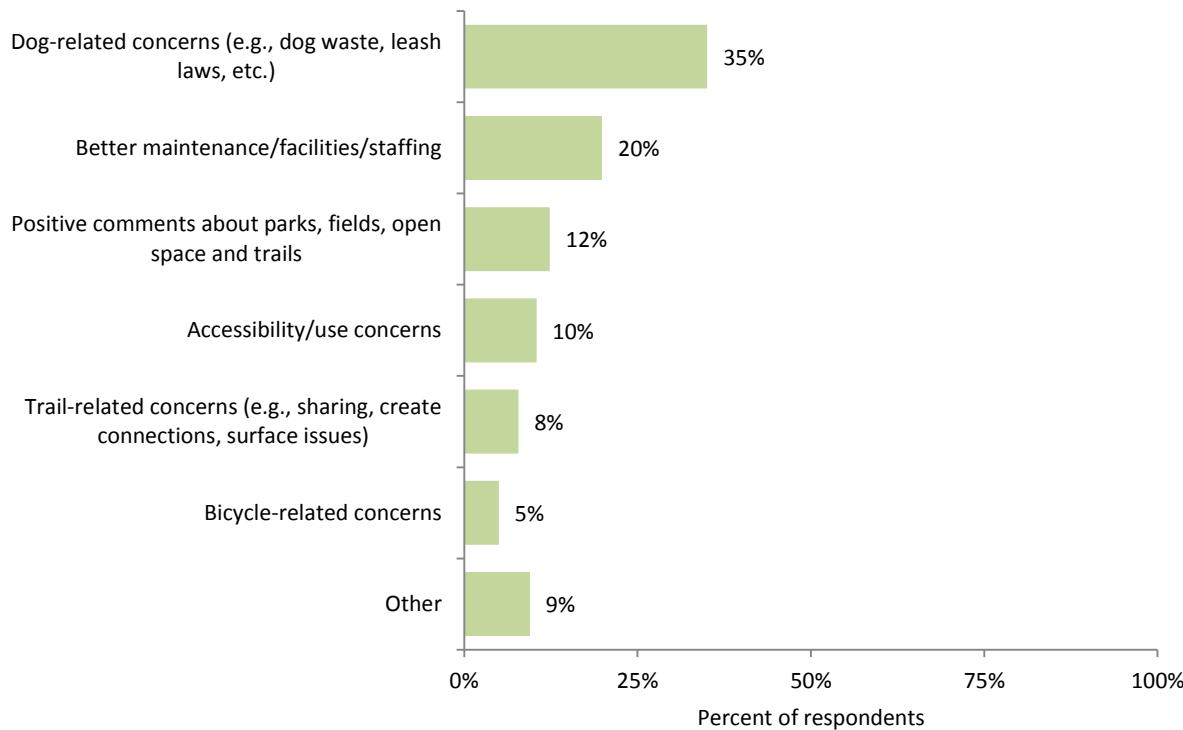


Other Parks, Fields, Open Space and Trail Concerns

Respondents were asked to write in their own words any other concerns they had related to City parks, fields, open space and trails. Of the 128 respondents who chose to write in a response, one-third provided comments related to concerns about dogs and 20% mentioned better maintenance, facilities and staffing. Twelve percent gave positive comments about the City's parks, fields, open space and trails. Ten percent or fewer mentioned the other concerns. A complete list of the written in comments can be found in *Appendix III: Verbatim Responses*.

Figure 13: Concerns Related to City Parks, Fields, Open Space and Trails, 2014

What other specific concerns do you have with City parks, fields, open space and trails?



Results in the figure above represent the 128 respondents who chose to write-in a response.

Responses to "other" can be found in Appendix III: Verbatim Responses.

WHEELER OPERA HOUSE

Aspen voters were asked how they received information about the Wheeler programs. About one-quarter of respondents reported not receiving information about Wheeler programs (see *Appendix II: Complete Set of Survey Responses*). Of those who had received information, 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 2014 reporting that they received information about the Wheeler programs from newspapers (79%). Between one-quarter and one-third reported getting information from the Internet (35%), the radio (31%) and blast emails (25%). Thirteen percent got information about the Wheeler programs from flyers and 11% from brochures. Only 3% got Wheeler program information from the television or other information sources. (A complete set of verbatim responses to “other” can be found in *Appendix III: Verbatim Responses*.)

Overall, the proportion of voters who received information about Wheeler programs from the various sources was similar in 2014 compared to 2013. However, an increase in use of the Internet was observed in 2014 compared to 2013 (from 35% to 24%, respectively).

Figure 14: Information Sources for Wheeler Programs Compared Over Time

How have you received information about the Wheeler programs? (Please check all that apply.)	2014	2013	2012	2011	2010	2009	2008	2007	2006
Newspapers	79%	75%	81%	83%	84%	86%	84%	81%	97%
Internet	35%	24%	30%	20%	25%	22%	21%	18%	23%
Radio	31%	27%	33%	34%	29%	28%	29%	35%	46%
Blast Email	25%	22%	29%	18%	20%	18%	13%	10%	24%
Flyers	13%	16%	23%	23%	23%	27%	30%	24%	60%
Brochures	11%	15%	17%	16%	16%	17%	16%	16%	46%
Television	3%	3%	4%	6%	8%	5%	8%	8%	NA
Other	3%	3%	7%	5%	2%	6%	6%	12%	NA

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

Responses to “other” can be found in Appendix III: Verbatim Responses.

CITY SERVICES

One goal of the Aspen Citizen Survey is to assess perspectives about the services the City provides to residents. Registered voters 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

As in previous years, in 2014 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" (46%) or "somewhat satisfied" (42%) with the services provided by the City of Aspen. Ten percent said they were "somewhat not satisfied" and 1% were "not at all satisfied" with the overall services provided by Aspen. Overall, ratings of the satisfaction with City services have remained stable since this question was first asked in 2007.

Figure 15: Overall Satisfaction with City of Aspen Services, 2014

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

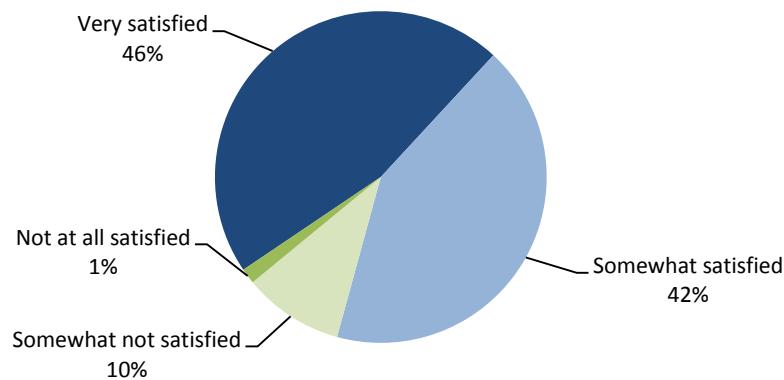
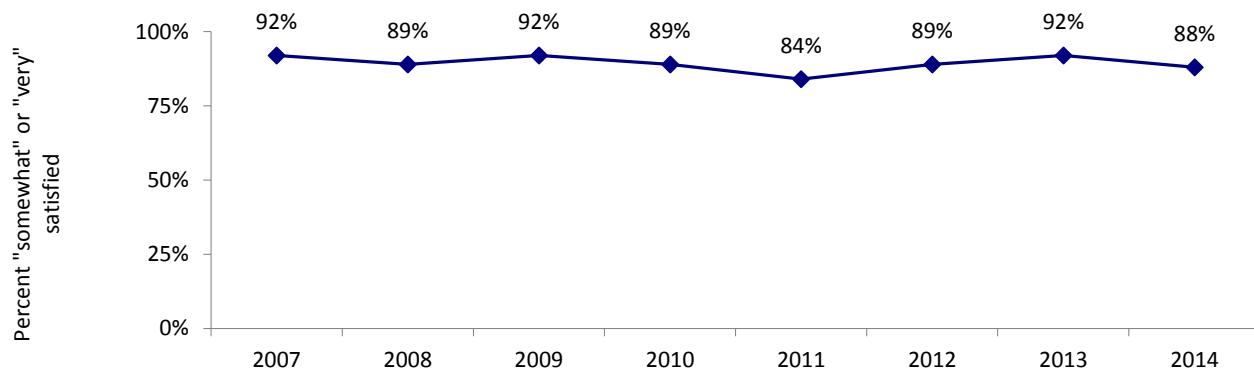


Figure 16: Overall Satisfaction with City of Aspen Services Compared Over Time



Street Maintenance and Snow Removal

Respondents gave favorable ratings to the three aspects of streets in Aspen. Nine out of 10 respondents agreed or “strongly” agreed that the City streets were in good repair (92%) and 86% agreed that the street surfaces were smooth. About 8 in 10 agreed that potholes were repaired in a timely manner (79%). Snow removal also was viewed positively by respondents, with at least three-quarters agreeing with each of the four statements about the timeliness and thoroughness of snow removal in the Commercial Core and residential areas.

Evaluations of City streets and snow removal were similar from 2013 to 2014 and have remained stable since 2006.

Figure 17: City Streets and Snow Removal 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")	2014	2013	2012	2011	2010	2009	2008	2007	2006
City streets are in good repair	92%	88%	93%	93%	90%	84%	84%	88%	87%
The street surfaces are smooth	86%	85%	90%	90%	88%	81%	83%	87%	86%
Potholes are repaired in a timely manner	79%	78%	86%	81%	77%	74%	70%	77%	81%
Last winter's snow removal in the Commercial Core was timely	91%	95%	95%	94%	93%	91%	91%	92%	95%
Last winter's snow removal in the Commercial Core was thorough	89%	90%	93%	92%	90%	86%	87%	90%	93%
Last winter's snow removal in my residential area was timely	77%	83%	87%	78%	81%	78%	74%	83%	78%
Last winter's snow removal in my residential area was thorough	77%	80%	86%	78%	77%	71%	71%	81%	76%

Prior to 2014, items related to city streets and snow removal were asked as separate question.

In 2007, there was a minor wording change to the snow removal questions. 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 Department Performance and Responsiveness

Voters were asked how strongly they agreed or disagreed with 22 positive statements about each of the five City offices based on their experiences in the 12 months prior to the survey. Between one-quarter and two-thirds of respondents selected “not applicable” or “don’t know” when asked to evaluated aspects of these City offices. Of the 30% to 70% of respondents who had an opinion, at least 7 in 10 gave positive feedback to the services they received from each department (see *Appendix II: Complete Set of Survey Responses*).

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. About 8 in 10 Aspen voters agreed with statements about the Housing Authority Office staff and 7 in 10 agreed with the statements about the City Manager’s staff. About one in 10 respondents “strongly” disagreed with statements regarding the service provided by the Housing Authority staff and City Manager’s staff.

Overall, ratings for each department remained stable from 2013 to 2014. However, more respondents in 2014 than in 2013 believed the Housing Authority staff was knowledgeable (from 86% to 77%, respectively).

Figure 18: 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")	2014	2013	2012	2011	2010	2009	2008	2007	2006
The service provided by the City Manager's Office was accurate	71%	75%	72%	79%	70%	78%	67%	86%	86%
The service provided by the City Manager's staff was prompt	76%	74%	84%	82%	73%	84%	73%	78%	84%
The City Manager's staff was responsive	77%	73%	82%	82%	75%	82%	67%	77%	83%
The City Manager's staff was helpful	72%	76%	77%	83%	73%	78%	65%	82%	NA
The City Manager's staff was knowledgeable	74%	73%	81%	80%	79%	82%	66%	84%	85%
The City Manager's staff was informative	77%	71%	71%	84%	78%	81%	64%	79%	NA
The service provided by the Utility Billing staff was accurate	96%	98%	97%	95%	93%	95%	92%	94%	92%
The service provided by the Utility Billing staff was timely	95%	92%	94%	97%	92%	92%	96%	93%	96%
The Utility Billing staff was courteous in dealing with my situation or request	96%	98%	95%	99%	93%	90%	96%	95%	97%
The Utility Billing staff was knowledgeable in dealing with my situation or request	95%	98%	96%	94%	88%	88%	88%	93%	93%
The Finance Window staff was courteous in dealing with my situation or request	93%	91%	94%	NA	NA	NA	NA	NA	NA
The Finance Window staff was knowledgeable in dealing with my situation or request	92%	91%	94%	NA	NA	NA	NA	NA	NA
The service provided by the Housing Authority staff was accurate	82%	77%	80%	78%	77%	81%	73%	83%	86%
The service provided by the Housing Authority staff was timely	81%	87%	84%	79%	77%	84%	77%	79%	88%
The Housing Authority staff was helpful	80%	74%	84%	80%	75%	86%	77%	78%	82%
The Housing Authority staff was knowledgeable	86%	77%	83%	81%	79%	84%	75%	83%	82%
The services provided by the Police staff were accurate	93%	88%	92%	90%	89%	93%	93%	88%	90%
The services provided by the Police staff were prompt	92%	91%	94%	92%	91%	97%	94%	93%	91%
The Police staff was courteous	95%	90%	95%	93%	91%	96%	97%	91%	93%
The Police staff was helpful	94%	89%	92%	91%	90%	95%	95%	89%	NA
The Police staff was knowledgeable	92%	90%	94%	91%	89%	94%	95%	92%	91%
The Police staff was informative	91%	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.”

The overall performance and responsiveness of 20 different services of the City of Aspen government was evaluated on the survey. 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. The City Clerk Office, the ARC and the Police Department received the highest evaluations, with more than half of respondents saying they were “very” satisfied and at least one-third stating they were “somewhat” satisfied with each. Although new housing development (Burlingame II) has remained the lowest rated service since 2012 (when it was first included on the survey), with 59% of respondents reporting that they were “somewhat” or “very” satisfied with this service, ratings have been steadily increasing over the years.

It should be noted that when rating satisfaction with these services, between 25% and 75% of respondents selected “don’t know” for all services except transportation and parking, parks, police, streets and the Wheeler Opera House (see *Appendix II: Complete Set of Survey Responses*).

Ratings for the majority of services saw slight increases from 2013 to 2014, though only three of these were significant increases: Kids First (from 71% “somewhat” or “very” satisfied to 86%, respectively), Housing Authority (61% to 79%), engineering (61% to 73%) and new housing development (50% to 59%). A drop in ratings was seen for Transportation and Parking services from 2013 to 2014 (73% to 62%).

Figure 19: 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 services of the City of Aspen government? (Percent "somewhat satisfied" or "very satisfied")	2014	2013	2012	2011	2010	2009	2008	2007	2006
City Clerk Office	95%	90%	92%	95%	91%	87%	98%	97%	97%
Aspen Recreation Center (ARC)	94%	88%	89%	NA	NA	NA	NA	NA	NA
Police Department	93%	88%	92%	93%	90%	92%	94%	88%	92%
Parks	92%	91%	91%	91%	95%	95%	93%	97%	95%
Red Brick Recreation Center	92%	92%	93%	90%	96%	95%	96%	94%	97%
Wheeler Opera House	92%	88%	92%	86%	94%	92%	96%	97%	98%
Golf	90%	84%	85%	88%	85%	89%	90%	84%	95%
Electric	88%	81%	92%	92%	92%	94%	94%	93%	100%
Finance Window (RETT, sales tax, and other payments to the city)	88%	86%	91%	77%	87%	NA	NA	NA	NA
Water	87%	90%	88%	86%	92%	90%	92%	97%	98%
Kids First	86%	71%	75%	98%	90%	90%	90%	94%	96%
Environmental Health	85%	80%	83%	83%	79%	90%	89%	83%	89%
GIS (Geographic Information System)	85%	84%	86%	99%	87%	92%	95%	NA	NA
Housing Authority (existing deed-restricted and rental units)	79%	61%	67%	68%	72%	73%	67%	76%	77%
Streets	79%	81%	83%	79%	88%	86%	79%	86%	91%
City Manager Office	74%	71%	72%	75%	74%	73%	63%	82%	88%
Engineering	73%	61%	64%	68%	70%	75%	74%	78%	86%
Community Development	63%	58%	62%	67%	71%	63%	54%	68%	71%
Transportation and Parking	62%	73%	64%	51%	59%	56%	59%	57%	74%
New housing development (Burlingame II)	59%	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

Survey respondents were asked to evaluate seven aspects of the City government's performance. Three-quarters gave "good" or "excellent" evaluations to the job the City does informing its residents and 7 in 10 felt the quality of the information the City provides to its residents was at least "good." About 6 in 10 gave positive evaluations to the job the City does at responding to requests for public records and information (63%), the value of City services for taxes paid (59%) and the job the City does at communicating major issues to residents (59%). About 4 in 10 half believed that the City does at least a "good" job matching expenditures to community priorities (43%) and listening to residents (42%). One in five voters gave "poor" evaluations to the job the City does at matching expenditures to community priorities and listening to residents.

It should be noted that 44% of respondents said "don't know" when rating the job the City does responding to requests for public records and information.

Ratings of City government performance generally remained stable from 2013 to 2014.

Figure 20: City of Aspen Government Performance Compared Over Time

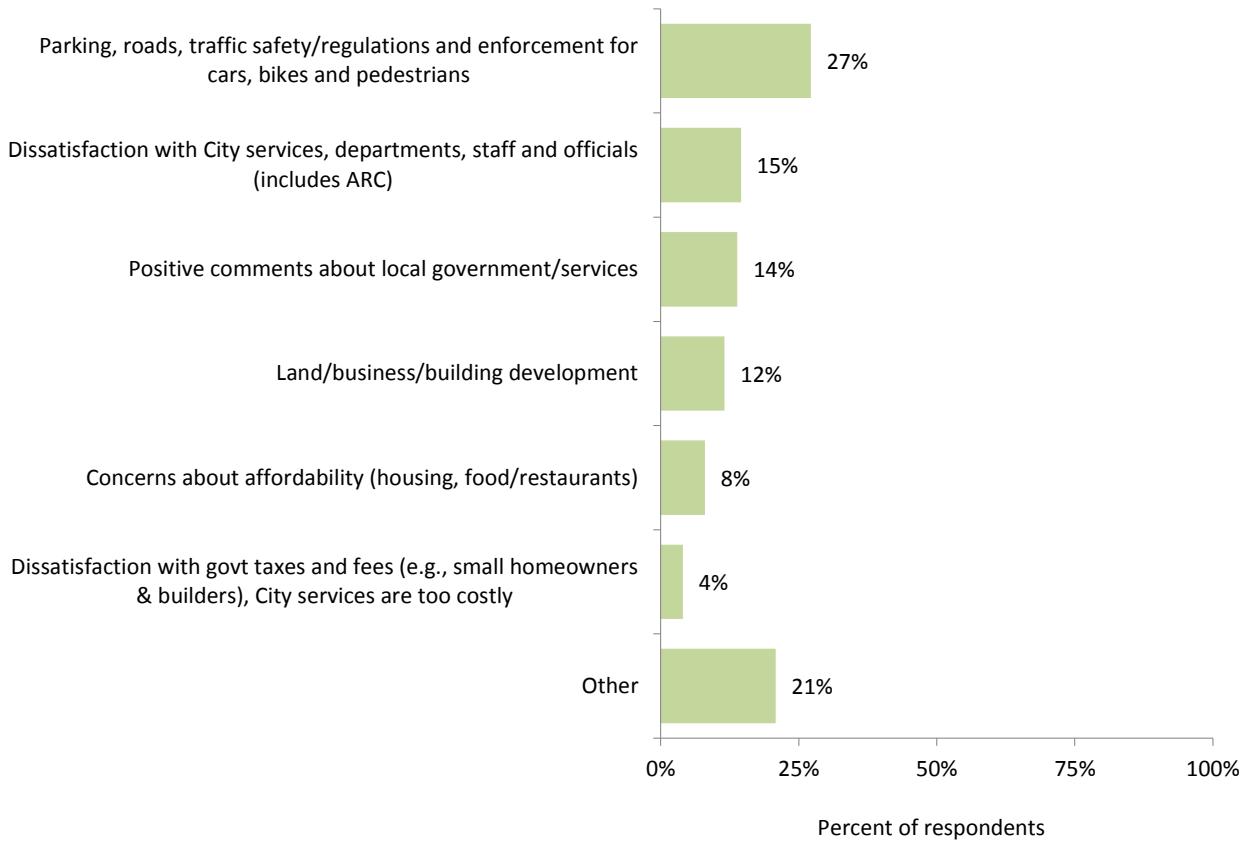
Please rate the following categories of Aspen government performance: (Percent "good" or "excellent")	2014	2013	2012	2011	2010
The job the City does informing residents	75%	71%	72%	68%	65%
The quality of the information the City provides to residents	70%	68%	65%	61%	62%
The job the City does responding to requests for public records and information	63%	61%	59%	NA	NA
The value of City services for the taxes you pay	59%	61%	63%	55%	55%
The job the City does communicating to residents about major issues	59%	60%	58%	56%	NA
The job the City does matching expenditures to community priorities	43%	44%	41%	36%	NA
The job the City does listening to residents	42%	49%	40%	36%	44%

Additional Comments about City Services

Survey respondents could provide feedback, in their own words, about “any City of Aspen services.” Of the 134 voters who chose to write-in a response, about one-quarter voiced concerns about parking, roads, traffic safety and enforcement of mobility-related regulations. Fifteen percent mentioned dissatisfaction with City departments, staff and officials and 14% percent of voters provided positive feedback about the City government and its services. Twelve percent or less mentioned other concerns and about one in five gave some “other” feedback. The written responses to this question, including the “other” responses, can be found in *Appendix III: Verbatim Responses*.

Figure 21: Additional Feedback about City Services, 2014

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



*Results in the figure above represent the 134 respondents who chose to write-in a response.
Responses to “other” can be found in Appendix III: Verbatim Responses.*

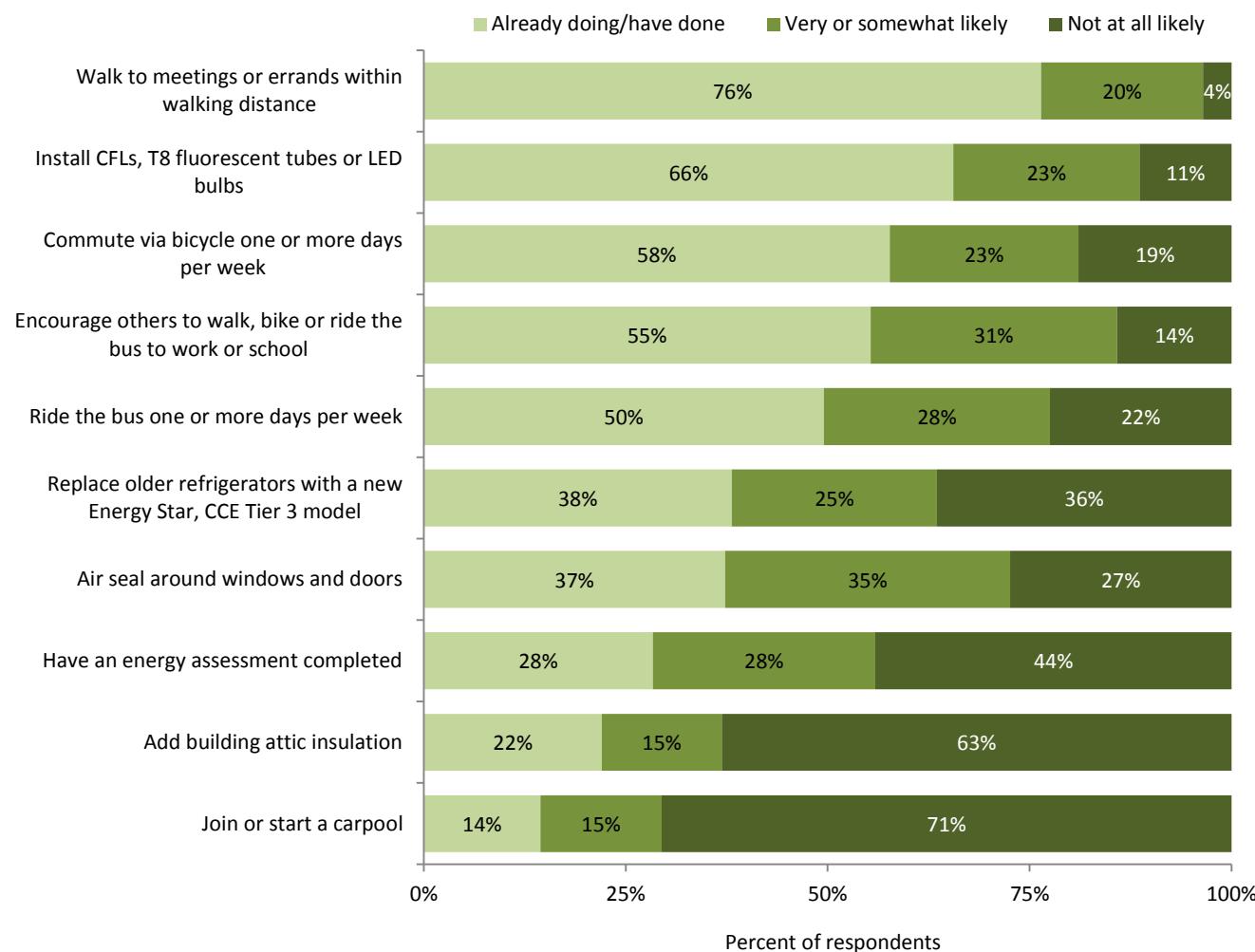
SUSTAINABILITY ACTIONS

A new question was added to the 2014 survey to measure voter's actions to reduce energy consumption and greenhouse gases. A majority of respondents already walked to meetings or errands within walking distance, installed energy efficient light bulbs (CFLs, T8 fluorescent tubes or LEDs) and commuted via bicycle one or more days per week. About half said they had encouraged others to walk, bike or ride the bus to work or school or rode the bus one or more days per week.

Those who were not already doing or had done each of the actions to reduce energy consumption or greenhouse gases were likely to air seal around windows and doors (35% said they would be "somewhat" or "very" likely to do this), encourage others to walk, bike or ride the bus to work or school (31%), ride the bus one or more days a week (28%) and have an energy assessment completed (28%). A majority of respondents reported that they were "not at all likely" to join or start a carpool (71%) or add building attic insulation (63%).

Figure 22: Actions Taken to Reduce Energy Consumption and Greenhouse Gases, 2014

In the next 12 months, how likely, if at all, are you to take each of the following additional actions to reduce energy consumption and greenhouse gases in your home or workplace?



IMPORTANCE OF POTENTIAL COMMUNITY ISSUES AND NEEDS

Voters were asked to rate how important, if at all, it is for the City government to take action on each of 14 potential issues facing the community. At least 8 in 10 voters felt that protecting the amount of water in the Roaring Fork River (88%), protecting the water quality in the Roaring Fork River (86%) and limiting the building height and mass in the commercial core (80%) were “very important” or “essential” actions the City should take. Limiting the number of marijuana shops (37%), encouraging the development of additional lodging (34%) and modifying the current design of Main Street (22%) were less important, with at least 3 in 10 saying each was “not at all important.”

Ratings of importance tended to increase from 2013 to 2014. However, this could be due in part to changes in question wording.

Figure 23: Importance of Actions the City Could Take Compared Over Time

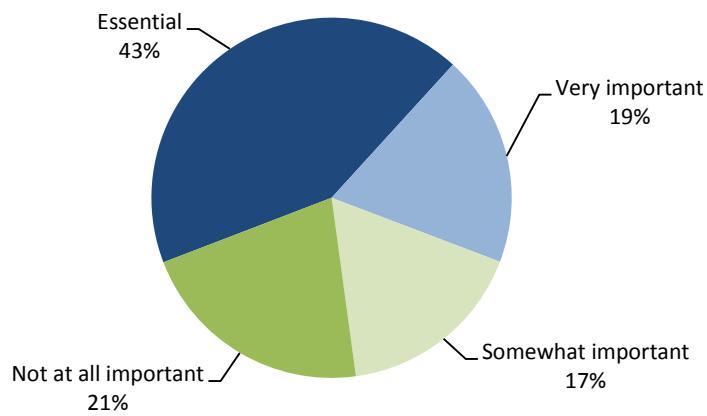
How important, if at all, is it for the City government to take action on each of the following: (Percent "very important" or "essential")	2014	2013	2012	2011
Protecting the amount of water in the Roaring Fork River	88%	70%	NA	NA
Protecting the water quality in the Roaring Fork River	86%	69%	72%	77%
Limiting height and mass in the commercial core	80%	68%	67%	NA
Minimizing construction impacts (i.e., noise, traffic, runoff, etc.)	75%	64%	60%	61%
Ensuring the availability of affordable, wellness-centered community health care options	75%	51%	61%	NA
Creating simpler, faster ways for small businesses to start in the City	74%	54%	60%	NA
Ensuring the availability of adequate workforce housing at a reasonable cost to rent/purchase	71%	59%	59%	54%
Minimizing the impacts of development activity in the Commercial Core	67%	NA	NA	NA
Increasing pedestrian safety	66%	66%	71%	71%
Creating a small-business incubator of some kind	49%	45%	NA	NA
Limiting the amount of lighting	45%	NA	NA	NA
Limiting the number of marijuana shops	37%	NA	NA	NA
Encouraging the development of additional lodging	34%	39%	39%	35%
Modifying the current design of Main Street (6 lanes wide on part of its length)	22%	NA	NA	NA

Several new items were added to this question in 2014: “Minimizing the impacts of development activity in the Commercial Core,” “Limiting the amount of lighting,” “Limiting the number of marijuana shops” and “Modifying the current design of Main Street (6 lanes wide on part of its length).” In addition, the items included on the 2013 survey were reworded from broad statements to more actionable activities that the City would take.

A new question was included on the 2014 survey asking respondents to evaluate the importance of the City requiring new private homes or the expansion of existing private homes to include an affordable housing requirement. Four in 10 voters felt this action was “essential” and 2 in 10 felt it was “very important.” Another 2 in 10 felt it was “somewhat important” and a similar proportion said it was “not at all important.”

Figure 24: Importance of City Requiring Affordable Housing Requirement, 2014

The City has traditionally required development (including single-family homes) to provide affordable housing as a condition of approval. How important is it to you, if at all, for the City to continue the practice of requiring new private homes, or the expansion of existing private homes, to include an affordable housing requirement?



PUBLIC INFORMATION

Knowing how residents prefer to receive information can assist local governments' communication and engagement with residents. The survey included a number of questions designed to measure how respondents get information about the City of Aspen, their use of the City's cable channel and Internet and their likelihood of accessing City information electronically.

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 (96%) and newspaper ads (93%) as a "minor" or "major" source of information. Eighty-five percent used mailed materials as a source of information about the City and about three-quarters reported using the City's website and email as sources of information. The sources less commonly used by voters to get information about the City were City webcasts (42%), social network sites (40%) and other local television broadcasts (40%).

The use of most sources of information stayed the same from 2013 to 2014, with a few increases and decreases. Use of mailed materials as a source of information about the City increased from 2013 to 2014 (from 75% "minor" or "major" source in 2013 to 85% in 2014). Email as an information source also increased from 2013 to 2014 (57% to 71%). Use of community government television decreased from 2013 to 2014 (63% to 54%).

Figure 25: Sources of Information About the City of Aspen Compared Over Time

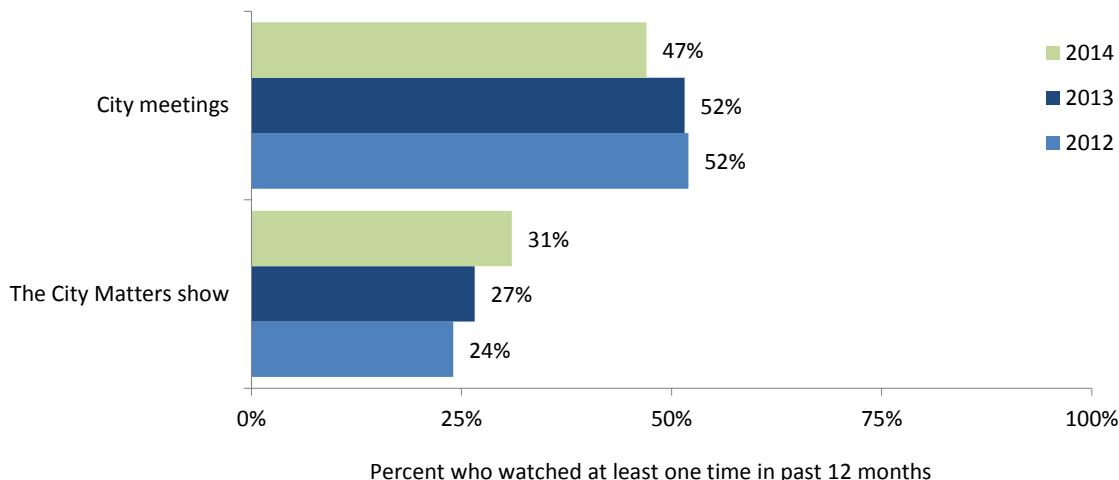
Please indicate whether each of the following is a major source, minor source or not a source of information for you when looking for information about the City of Aspen. (Percent using as "major" or "minor" source)	2014	2013	2012	2011	2010
Local newspaper articles	96%	95%	96%	97%	97%
Newspaper ads	93%	90%	95%	94%	93%
Mailed materials (brochures, flyers, newsletters, updates)	85%	75%	86%	80%	80%
City website (www.aspenpitkin.com)	74%	67%	65%	65%	NA
Email (electronic newsletters, email updates)	71%	57%	65%	61%	58%
Radio news broadcasts	63%	63%	67%	70%	63%
City meetings and open houses	62%	66%	54%	64%	65%
Radio ads	62%	63%	62%	65%	61%
Aspen/Pitkin County Housing Authority (APCHA) website (www.aspenhousingoffice.com)	55%	48%	48%	NA	NA
Community government television (Grassroots/CGTV, Channel 11)	54%	63%	57%	66%	63%
City webcasts	42%	40%	35%	41%	46%
Social network sites (Twitter, Facebook)	40%	35%	35%	28%	30%
Other local television broadcasts	40%	43%	38%	47%	49%

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). About half of voters (47%) indicated that they had watched a City meeting on CGTV at least once in the 12 months prior to the survey and one-third (31%) said they had watched the City Matters show in the last 12 months. Viewership remained the same from 2013 and 2014. Though not a significant change, viewership of the City Matters show has been trending upward since 2012.

Figure 26: Watched Programming on CGTV in the Past 12 Months

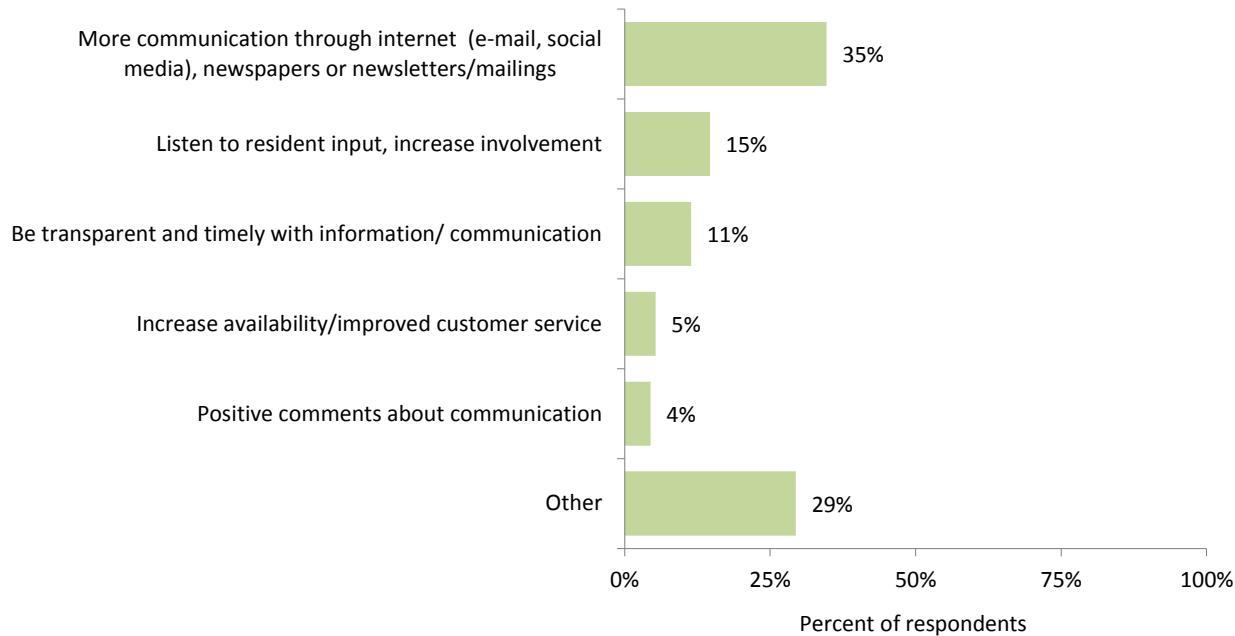
In the last 12 months, please indicate about how frequently, if at all, you watched the following on CGTV Channel 11:



Respondents were able to write, in their own words, any suggestions they had for improving City communication with residents. Of the 106 voters who wrote in a response (30% of all respondents), one-third mentioned increasing the amount of communication through the Internet, newsletters or mailings. Fifteen percent mentioned listening to resident input and increasing public involvement. About 1 in 10 suggested that the City be more transparent and timely with information and communications. About one-third of respondents suggested some “other” way for the City to improve its communication with residents that could not be grouped into a category. These “other” responses as well as all comments for this question can be found in *Appendix III: Verbatim Responses*.

Figure 27: Suggestions for Improving City Communication with Residents, 2014

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



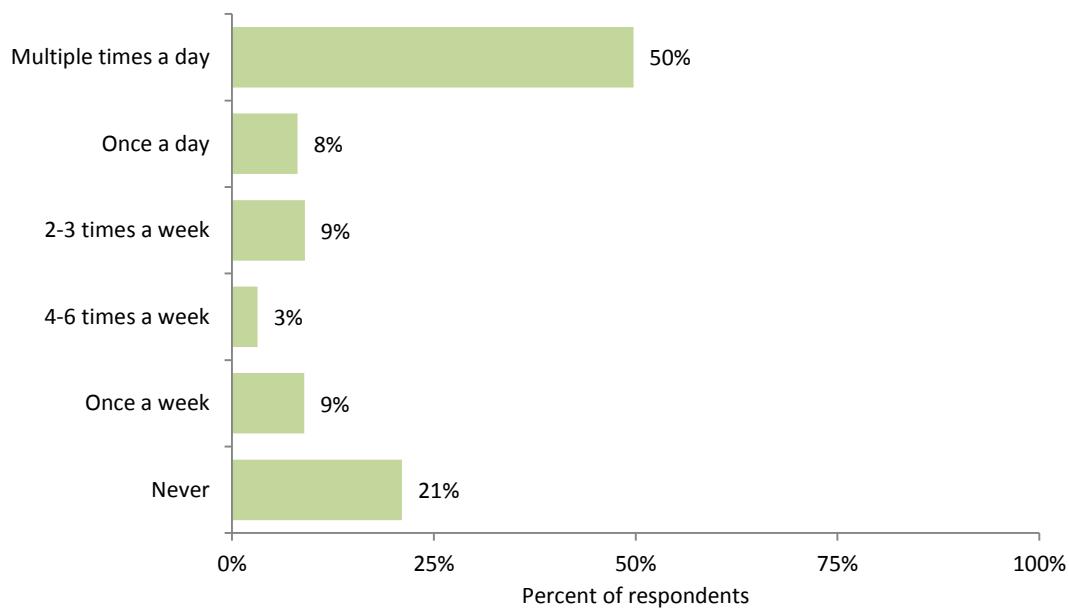
*Results in the figure above are of the 106 respondents who chose to write-in a response.
Responses to “other” can be found in Appendix III: Verbatim Responses.*

City Technology

The City added three new questions to the 2014 survey to measure residents' use of smart phones or tablets to access information, likelihood of accessing City information electronically and suggestions for additional electronic services or features the City should make available. In a typical week, 79% of voters indicated that they use a smart phone or tablet to access information or services, with 50% of voters doing so multiple times a day and 29% doing so at least once a week. However, about one-quarter (21%) reported never using a smart phone or tablet to get information.

Figure 28: Access Information or Services on Smart Phone or Tablet in Typical Week, 2014

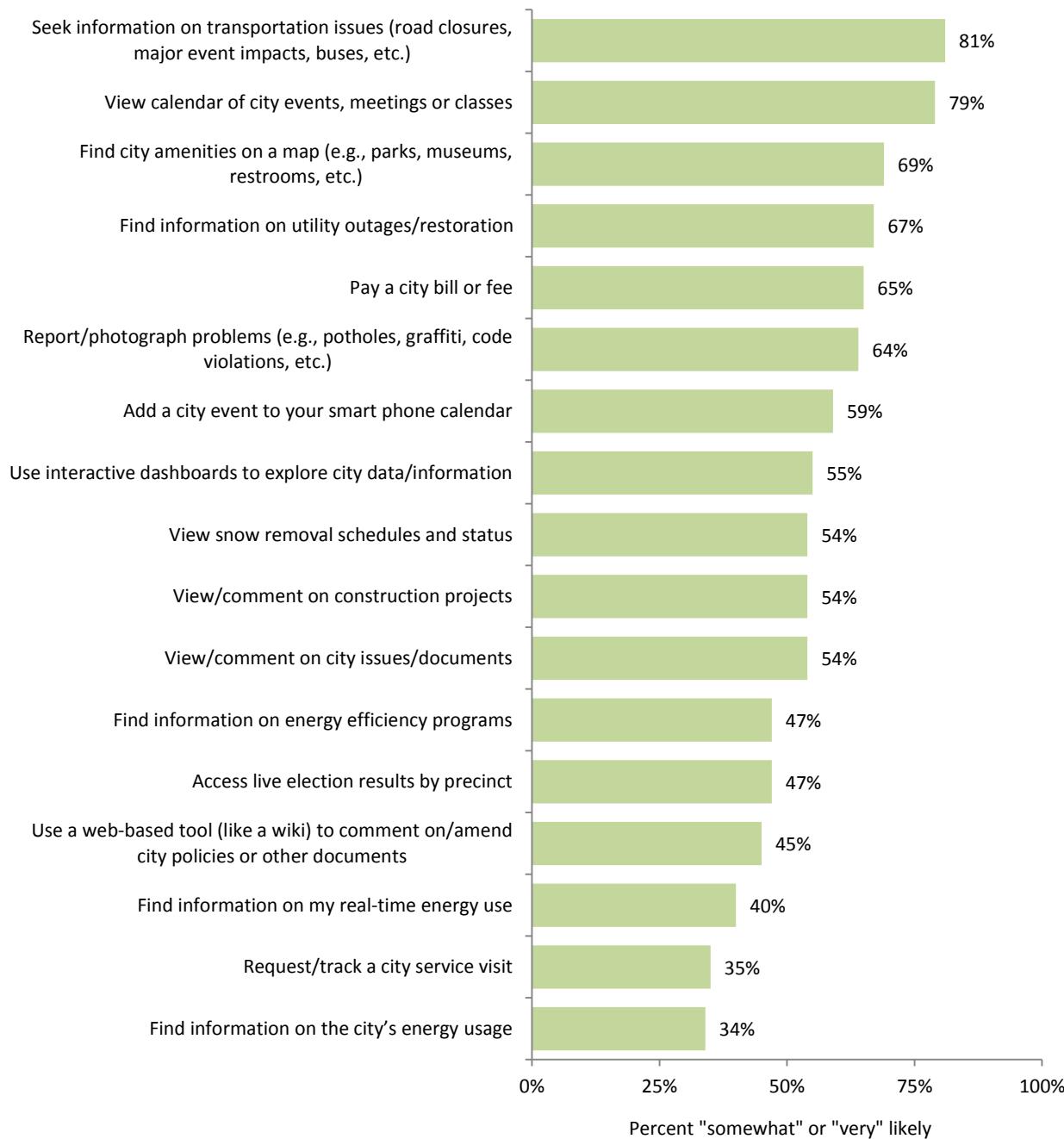
In a typical week, how often, if at all, do you use a smart phone or tablet to access information or services?



Survey respondents were asked how likely they would be to access information electronically if the City provided it. About two-thirds or more of voters said they would be “somewhat” or “very” likely to seek information on transportation issues, view a City calendar, find city amenities on a map, find information on utility outages, pay a city bill or fee and report or photograph problems. Respondents were less likely to find information on their real-time energy use (40%), request or track a city service visit (35%) and find information on the City’s energy usage (34%).

Figure 29: Likelihood of Accessing Information Electronically, 2014

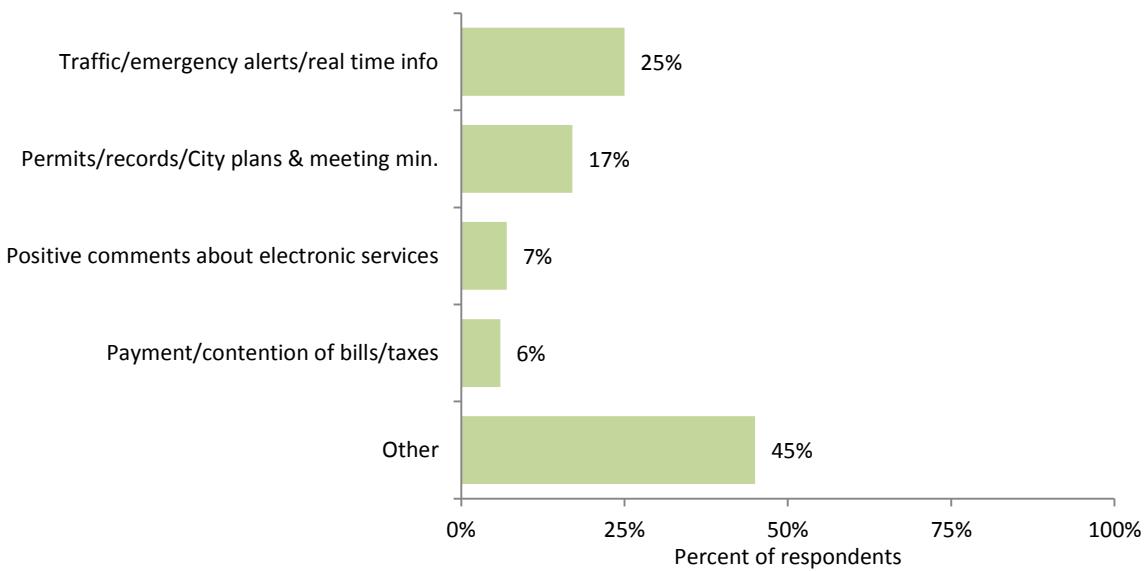
*How likely, if at all, are you to do each of the following electronically,
if the City provided the capability?*



Respondents were asked to write in their own words suggestions for other services, features or information they would like to access electronically. Of the 61 respondents who chose to write in a comment, 25% mentioned they would like to see traffic or emergency alerts available electronically and 17% wanted to see permits, records or City plans and meeting minutes electronically. Sixteen percent of respondents were not sure or did not have suggestions for the types of electronic services they would like available. Of those who wrote in a response, 45% provided some “other” suggestion for electronic services, which can be found along with the complete list of comments in *Appendix III: Verbatim Responses*.

Figure 30: Suggestions for Other Electronic Services, Features or Information, 2014

What other suggestions do you have for services, features or information you would like the City to provide electronically?



*Results in the figure above represent the 61 respondents who chose to write-in a response.
Responses to “other” can be found in Appendix III: Verbatim Responses.*

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 D1

About how long have you lived in Aspen?	Percent of respondents	Number of respondents
6-11 months	1%	N=5
1-2 years	3%	N=11
3-5 years	11%	N=39
6-10 years	14%	N=51
More than 10 years	70%	N=249
Total	100%	N=354

Table 2: Question D2

About how much was your household's total income before taxes for all of 2013? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents	Number of respondents
Less than \$25,000	4%	N=15
\$25,000 to under \$50,000	19%	N=65
\$50,000 to under \$75,000	22%	N=73
\$75,000 to under \$100,000	19%	N=64
\$100,000 to under \$150,000	17%	N=56
\$150,000 to under \$200,000	6%	N=20
\$200,000 or more	14%	N=46
Total	100%	N=338

Table 3: Question D3

In which category is your age?	Percent of respondents	Number of respondents
25-34	22%	N=76
35-44	14%	N=49
45-54	28%	N=100
55-64	16%	N=55
65-74	14%	N=49
75-84	6%	N=20
85 years or older	1%	N=4
Total	100%	N=353

Table 4: Question D4

What is your gender?	Percent of respondents	Number of respondents
Female	48%	N=164
Male	52%	N=182
Total	100%	N=346

Table 5: Question D5

Which best describes your housing status?	Percent of respondents	Number of respondents
Rent - free market	13%	N=44
Rent - employee/affordable housing	19%	N=68
Own - free market	35%	N=121
Own - employee/affordable housing	32%	N=112
Other	1%	N=4
Total	100%	N=350

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 of respondents	Number of respondents
Excellent	61%	N=201
Good	35%	N=116
Fair	4%	N=12
Poor	1%	N=3
Total	100%	N=332

Table 7: Question 2

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	Total
The service provided by the City Manager's Office was accurate	21% N=24	50% N=56	17% N=19	12% N=14	100% N=112
The service provided by the City Manager's staff was prompt	22% N=23	54% N=57	10% N=11	14% N=15	100% N=106
The City Manager's staff was responsive	19% N=20	58% N=61	12% N=13	11% N=12	100% N=105
The City Manager's staff was helpful	18% N=19	54% N=58	16% N=17	12% N=12	100% N=107
The City Manager's staff was knowledgeable	20% N=21	55% N=57	16% N=17	9% N=10	100% N=104
The City Manager's staff was informative	19% N=21	59% N=65	14% N=16	8% N=9	100% N=111
The service provided by the Utility Billing staff was accurate	36% N=66	60% N=112	2% N=4	2% N=3	100% N=185
The service provided by the Utility Billing staff was timely	35% N=62	60% N=108	4% N=8	1% N=1	100% N=180
The Utility Billing staff was courteous in dealing with my situation or request	39% N=57	56% N=81	1% N=2	3% N=4	100% N=143
The Utility Billing staff was knowledgeable in dealing with my situation or request	38% N=53	58% N=81	3% N=4	2% N=2	100% N=141
The Finance Window staff was courteous in dealing with my situation or request	43% N=64	50% N=74	2% N=3	5% N=8	100% N=149
The Finance Window staff was knowledgeable in dealing with my situation or request	41% N=60	51% N=74	3% N=4	5% N=7	100% N=146
The service provided by the Housing Authority staff was accurate	29% N=46	53% N=85	9% N=14	9% N=15	100% N=160
The service provided by the Housing Authority staff was timely	29% N=46	52% N=83	11% N=18	8% N=13	100% N=161
The Housing Authority staff was helpful	33% N=56	47% N=80	11% N=19	9% N=15	100% N=171
The Housing Authority staff was knowledgeable	32% N=53	54% N=90	8% N=13	7% N=11	100% N=167
The services provided by the Police staff were accurate	38% N=85	56% N=126	4% N=10	2% N=5	100% N=226
The services provided by the Police staff were prompt	41% N=92	51% N=114	5% N=12	2% N=5	100% N=223
The Police staff was courteous	46% N=114	49% N=123	3% N=8	2% N=4	100% N=249

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		Total	
	%	N	%	N	%	N	%	N	%	N
The Police staff was helpful	44%	N=108	50%	N=123	4%	N=9	2%	N=5	100%	N=245
The Police staff was knowledgeable	42%	N=100	50%	N=120	5%	N=13	2%	N=5	100%	N=238
The Police staff was informative	42%	N=99	49%	N=116	7%	N=16	2%	N=5	100%	N=236

Table 8: Question 3

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)	54%	N=137	40%	N=102	4%	N=11	2%	N=4	100%	N=255
City Clerk Office	60%	N=122	35%	N=72	4%	N=7	1%	N=3	100%	N=204
City Manager Office	32%	N=45	42%	N=59	11%	N=16	15%	N=22	100%	N=141
Community Development	27%	N=47	36%	N=62	22%	N=39	15%	N=27	100%	N=175
Electric	54%	N=78	35%	N=50	7%	N=10	5%	N=7	100%	N=145
Engineering	36%	N=45	36%	N=44	14%	N=17	13%	N=16	100%	N=123
Environmental Health	50%	N=76	35%	N=54	10%	N=15	5%	N=8	100%	N=152
Finance Window (RETT, sales tax, and other payments to the city)	51%	N=96	37%	N=69	8%	N=15	4%	N=7	100%	N=188
Golf	46%	N=59	44%	N=57	4%	N=5	6%	N=8	100%	N=129
GIS (Geographic Information System)	47%	N=47	38%	N=39	11%	N=11	4%	N=4	100%	N=101
Housing Authority (existing deed-restricted and rental units)	40%	N=74	40%	N=75	12%	N=22	9%	N=17	100%	N=188
Kids First	53%	N=44	33%	N=27	11%	N=9	3%	N=3	100%	N=83
New housing development (Burlingame II)	26%	N=34	33%	N=42	15%	N=19	26%	N=33	100%	N=128
Parks	59%	N=170	33%	N=97	6%	N=16	2%	N=5	100%	N=288
Police Department	56%	N=162	37%	N=105	5%	N=15	2%	N=6	100%	N=288
Red Brick Recreation Center	55%	N=131	37%	N=88	5%	N=12	3%	N=7	100%	N=238
Streets	39%	N=115	40%	N=118	16%	N=47	6%	N=17	100%	N=296
Transportation and Parking	28%	N=89	34%	N=108	20%	N=63	18%	N=56	100%	N=317
Water	56%	N=138	32%	N=79	9%	N=23	3%	N=8	100%	N=248
Wheeler Opera House	60%	N=168	32%	N=89	5%	N=13	4%	N=10	100%	N=280

Table 9: Question 4

Please rate the following categories of Aspen government performance:	Excellent		Good		Fair		Poor		Total	
The job the City does informing residents	22%	N=73	53%	N=176	19%	N=64	6%	N=20	100%	N=334
The quality of the information the City provides to residents	18%	N=60	52%	N=174	24%	N=80	6%	N=21	100%	N=335
The job the City does listening to residents	12%	N=40	30%	N=95	36%	N=116	22%	N=71	100%	N=321
The value of City services for the taxes you pay	20%	N=66	39%	N=129	31%	N=103	10%	N=34	100%	N=331
The job the City does communicating to residents about major issues	18%	N=61	41%	N=138	29%	N=97	12%	N=42	100%	N=339
The job the City does matching expenditures to community priorities	9%	N=28	34%	N=101	37%	N=111	20%	N=61	100%	N=301
The job the City does responding to requests for public records and information	19%	N=36	44%	N=82	22%	N=42	14%	N=27	100%	N=187

Table 10: Question 5

What suggestions do you have for improving City communication with residents?	Percent of respondents	Number of respondents
More communication through internet (e-mail, social media), newspapers or newsletters/mailings	35%	N=38
Be transparent and timely with information/ communication	11%	N=12
Listen to resident input, increase involvement	15%	N=16
Increase availability/improved customer service	5%	N=6
Positive comments about communication	4%	N=5
Other	29%	N=32
Total	100%	N=108

Table 11: Question 6

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	21%	N=73	70%	N=238	7%	N=24	1%	N=4	100%	N=338
The street surfaces are smooth	20%	N=68	66%	N=223	13%	N=46	1%	N=2	100%	N=339
Potholes are repaired in a timely manner	18%	N=60	60%	N=197	17%	N=57	4%	N=13	100%	N=327
Last winter's snow removal in the Commercial Core was timely	29%	N=97	62%	N=206	7%	N=24	2%	N=6	100%	N=334
Last winter's snow removal in the Commercial Core was thorough	28%	N=92	61%	N=199	8%	N=27	3%	N=10	100%	N=328
Last winter's snow removal in my residential area was timely	23%	N=77	54%	N=179	19%	N=63	4%	N=13	100%	N=333
Last winter's snow removal in my residential area was thorough	22%	N=72	55%	N=184	17%	N=57	6%	N=18	100%	N=331

Table 12: Question 7

How have you received information about the Wheeler programs? (Please check all that apply.)	Percent of respondents	Number of respondents
Have not received information	22%	N=74
Radio	25%	N=84
Flyers	10%	N=34
Blast email	20%	N=67
Internet	28%	N=94
Television	3%	N=9
Newspapers	62%	N=211
Brochures	8%	N=28
Other	2%	N=8

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

Table 13: Question 8

How would you prefer to receive information about Aspen Recreation Center (ARC) events, opportunities and updates in 2014? (Please check all that apply.)	Percent of respondents	Number of respondents
I would not like to receive any	16%	N=53
Newspaper ads	56%	N=189
Radio ads	21%	N=70
Television ads	3%	N=9
School newspapers	6%	N=20
Brochures	7%	N=23
Flyers	10%	N=34
www.AspenRecreation.com	38%	N=130
Social media	23%	N=77
Other (please specify)	3%	N=9
Email	9%	N=31

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

Table 14: Question 9

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?	Strongly agree		Agree		Disagree		Strongly disagree		Total	
	%	N	%	N	%	N	%	N	%	
The ARC does a good job of communicating program information	15%	N=31	61%	N=122	23%	N=47	1%	N=2	100%	N=201
The ARC Guest Services staff was helpful	35%	N=68	61%	N=120	3%	N=6	1%	N=2	100%	N=197
The ARC Guest Services staff was timely in handling requests	31%	N=54	62%	N=108	5%	N=8	2%	N=4	100%	N=174
The ARC Guest Services staff greeted me with a smile	39%	N=78	56%	N=110	4%	N=9	1%	N=1	100%	N=198
The ARC Guest Services staff was informative and able to handle all questions	30%	N=58	62%	N=119	5%	N=10	2%	N=4	100%	N=191
I enjoyed my experience at the ARC	41%	N=85	57%	N=118	1%	N=1	1%	N=1	100%	N=206
The ARC Aquatics staff was helpful	36%	N=58	63%	N=102	0%	N=1	1%	N=1	100%	N=161
The ARC Aquatics staff was timely in handling requests	35%	N=48	61%	N=84	3%	N=4	1%	N=1	100%	N=137
The ARC Aquatics staff greeted me with a smile	39%	N=60	57%	N=88	5%	N=7	0%	N=0	100%	N=155
The ARC Aquatics staff was informative and able to handle all questions	39%	N=55	58%	N=83	3%	N=4	1%	N=1	100%	N=143
The ARC Aquatics staff was polite and friendly during my visit	40%	N=63	56%	N=88	4%	N=6	0%	N=0	100%	N=158
The aquatic area, lockers and lawn were sufficiently clean during my visit	33%	N=57	59%	N=102	6%	N=10	1%	N=2	100%	N=172
The pools were clear, clean and inviting to swim in	39%	N=64	57%	N=95	4%	N=6	1%	N=1	100%	N=167
Swimming equipment and pool toys were available for use and in good condition	31%	N=49	61%	N=94	8%	N=12	0%	N=1	100%	N=155
I enjoyed my experience at the ARC Aquatics area	44%	N=73	54%	N=90	1%	N=2	1%	N=1	100%	N=166
The ARC fitness equipment was well-maintained	27%	N=38	63%	N=90	9%	N=13	1%	N=2	100%	N=143
The ARC fitness equipment was usually available when I wanted to use it	27%	N=37	59%	N=83	10%	N=14	4%	N=6	100%	N=140
The ARC climbing equipment was well-maintained	37%	N=41	58%	N=64	1%	N=1	3%	N=3	100%	N=110
The ARC climbing equipment was usually available when I wanted to use it	38%	N=40	51%	N=55	7%	N=7	4%	N=5	100%	N=107

Table 15: Question 10

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 agree		Agree		Disagree		Strongly disagree		Total	
	%	N	%	N	%	N	%	N	%	
The service provided by the Red Brick Recreation Center staff was accurate	36%	N=56	60%	N=93	3%	N=5	0%	N=0	100%	N=154
The service provided by the Red Brick Recreation Center staff was accessible	35%	N=55	61%	N=96	3%	N=5	1%	N=1	100%	N=156
The Red Brick Recreation Center staff was helpful	38%	N=60	58%	N=91	4%	N=6	1%	N=1	100%	N=158
The Red Brick Recreation Center staff was knowledgeable	38%	N=59	57%	N=88	4%	N=5	1%	N=1	100%	N=154
The communication of program information and schedules were very good	35%	N=54	46%	N=71	17%	N=26	2%	N=3	100%	N=154
The quality of the program(s) provided by the Red Brick Recreation Center were very good	41%	N=61	52%	N=79	6%	N=9	1%	N=2	100%	N=151
The condition of the gym at the Red Brick Recreation Center was very good	33%	N=43	52%	N=68	10%	N=13	5%	N=6	100%	N=131
The scheduling of events conducted by staff at the Red Brick Recreation Center was very good	35%	N=45	58%	N=75	6%	N=7	2%	N=2	100%	N=130
The cleanliness of the Red Brick Recreation Center gym and locker rooms was very good	33%	N=42	55%	N=70	5%	N=7	6%	N=8	100%	N=127
The enthusiasm of the Red Brick Recreation Center staff and coaches was very good	40%	N=51	53%	N=68	6%	N=7	1%	N=2	100%	N=128

Table 16: Question 11

Which, if any, of the following City of Aspen owned open space properties have you visited in the past 12 months? (Please check all that apply.)	Percent of respondents	Number of respondents
Have not visited any	9%	N=31
Moore Playing Fields	47%	N=163
Jennie Adair	17%	N=59
Sky Mountain Park	30%	N=103
Marlot/Thomas	58%	N=200
Smuggler Mountain	80%	N=274
Cozy Point	21%	N=74
Other (please specify)	9%	N=30

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

Table 17: Question 12

In the last 12 months, how often, if at all, did you do each of the following recreational activities (weather permitting) on City of Aspen owned open space properties?	Daily		Weekly		Monthly		Less than once a month		Never		Total	
Running/jogging	15%	N=47	23%	N=72	7%	N=21	14%	N=42	41%	N=126	100%	N=308
Hiking/walking	25%	N=87	53%	N=182	15%	N=51	4%	N=14	3%	N=11	100%	N=344
Biking/mountain biking	15%	N=51	42%	N=139	13%	N=44	9%	N=29	20%	N=67	100%	N=330
Dog walking	22%	N=70	12%	N=39	5%	N=17	7%	N=24	54%	N=172	100%	N=322
Cross-country skiing	3%	N=10	22%	N=69	13%	N=42	21%	N=68	41%	N=130	100%	N=319
Wildlife viewing	13%	N=41	23%	N=72	17%	N=54	13%	N=42	34%	N=108	100%	N=315
Some other activity (please specify)	100%	N=27	0%	N=0	0%	N=0	0%	N=0	0%	N=0	100%	N=27

Table 18: Question 13

Based on your experiences during the last 12 months, to what extent do you agree or disagree with the following statements about the condition of City parks, fields and trails?	Strongly agree		Agree		Disagree		Strongly disagree		Total	
The condition of the parks allowed me to have a safe and enjoyable experience	53%	N=174	44%	N=145	3%	N=9	0%	N=1	100%	N=329
The parks were free of litter	41%	N=137	51%	N=169	7%	N=22	1%	N=2	100%	N=330
The condition of the athletic fields allowed me to have a safe and enjoyable experience	47%	N=112	51%	N=120	2%	N=5	0%	N=1	100%	N=237
The athletic fields were free of litter	47%	N=111	48%	N=114	5%	N=12	0%	N=1	100%	N=238
The pedestrian/bike trail surfaces were free of debris/litter	43%	N=137	52%	N=165	5%	N=16	0%	N=1	100%	N=318
The pedestrian/bike trail surfaces were smooth enough for the intended purpose	41%	N=133	56%	N=181	3%	N=9	1%	N=2	100%	N=325
The pedestrian/bike trail could be used safely	42%	N=137	51%	N=167	5%	N=18	1%	N=3	100%	N=325
The pedestrian/bike trail signage was very good	36%	N=114	57%	N=179	5%	N=16	1%	N=3	100%	N=312
The Nordic Trail System trail grooming was very good	46%	N=92	52%	N=105	2%	N=4	0%	N=0	100%	N=200
The Nordic Trail System trails could be used for the purpose intended	47%	N=94	52%	N=105	1%	N=2	0%	N=0	100%	N=201
The Nordic Trail System trail signage was very good	42%	N=80	54%	N=104	4%	N=8	0%	N=0	100%	N=192

Table 19: Question 14

Please rate each of the following characteristics related to City parks, open space and trails.		Excellent		Good		Fair		Poor		Total	
Ability to find trail heads and open space properties		35%	N=114	53%	N=174	11%	N=34	1%	N=3	100%	N=325
Availability of parking at trail heads and open spaces		19%	N=57	40%	N=123	33%	N=101	8%	N=25	100%	N=306
Adequacy of enforcement of regulations		19%	N=57	45%	N=137	24%	N=74	11%	N=34	100%	N=302
Adequacy of signage on trails		25%	N=82	54%	N=174	18%	N=59	2%	N=8	100%	N=323
Adequacy of signage in open spaces		26%	N=78	56%	N=172	16%	N=49	2%	N=5	100%	N=305
Availability of open space events and programs		28%	N=74	57%	N=150	12%	N=32	3%	N=8	100%	N=263
Quality of open space events and programs		31%	N=81	56%	N=149	11%	N=28	2%	N=6	100%	N=264

Table 20: Question 15

Please rate the current level of enforcement for dogs (e.g., clean up; leash laws).		Percent of respondents		Number of respondents	
Too strict			10%		N=33
About right			51%		N=169
Not strict enough			39%		N=131
Total			100%		N=333

Table 21: Question 16

What other specific concerns do you have with City parks, fields, open space and trails?		Percent of respondents		Number of respondents	
Dog-related concerns (e.g., dog waste, leash laws, etc.)			35%		N=45
Trail-related concerns (e.g., sharing, create connections, surface issues)			8%		N=10
Better maintenance/facilities/staffing			20%		N=26
Accessibility/use concerns			10%		N=13
Bicycle-related concerns			5%		N=6
Positive comments about parks, fields, open space and trails			12%		N=16
Other			9%		N=12
Total			100%		N=128

Table 22: Question 17

How important to you, if at all, is it that the City does each of the following?		Essential		Very important		Somewhat important		Not at all important		Total	
Acquire new open space in the City		24%	N=78	32%	N=105	28%	N=93	17%	N=55	100%	N=331
Develop new trails in the City		19%	N=63	31%	N=100	33%	N=107	17%	N=54	100%	N=324
Use only existing sources of funds for trail and open space acquisition		18%	N=51	26%	N=77	40%	N=116	16%	N=48	100%	N=293
Secure more funding for quicker trail and open space acquisition		17%	N=53	22%	N=67	32%	N=97	29%	N=87	100%	N=304
Secure more funding for maintenance of existing trails and open spaces		17%	N=53	29%	N=87	35%	N=105	19%	N=57	100%	N=302

Table 23: Question 18

If the City were to secure more funding for the actions listed in Question 17 above, to what extent would you support or oppose each of the following funding sources?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
	Support	N	Support	N	Oppose	N	Oppose	N	Support	N
Increased park reservation fees	18%	N=53	30%	N=90	22%	N=67	30%	N=90	100%	N=300
New user fees (e.g., daily or seasonal pass for use of cross-country ski trails)	6%	N=19	20%	N=62	21%	N=65	53%	N=165	100%	N=311
Sales tax increase	6%	N=20	21%	N=68	21%	N=67	52%	N=167	100%	N=321
Property tax increase	8%	N=26	27%	N=85	14%	N=44	51%	N=164	100%	N=319
Increased fines for violations	32%	N=103	35%	N=113	14%	N=44	20%	N=64	100%	N=324
Some other funding source	28%	N=56	50%	N=101	8%	N=16	14%	N=29	100%	N=201

Table 24: Question 19

In the next 12 months, how likely, if at all, are you to take each of the following additional actions to reduce energy consumption and greenhouse gases in your home or workplace?	Already doing/have done		Very likely		Somewhat likely		Not at all likely		Total	
	Likely	N	Likely	N	Likely	N	Likely	N	Support	N
Install CFLs, T8 fluorescent tubes or LED bulbs	66%	N=226	14%	N=49	9%	N=31	11%	N=39	100%	N=344
Replace older refrigerators with a new Energy Star, CCE Tier 3 model	38%	N=131	9%	N=31	16%	N=56	36%	N=125	100%	N=342
Have an energy assessment completed	28%	N=96	8%	N=29	19%	N=65	44%	N=149	100%	N=339
Air seal around windows and doors	37%	N=127	14%	N=49	21%	N=71	27%	N=94	100%	N=342
Add building attic insulation	22%	N=72	6%	N=19	9%	N=30	63%	N=205	100%	N=325
Join or start a carpool	14%	N=46	5%	N=15	10%	N=33	71%	N=226	100%	N=320
Ride the bus one or more days per week	50%	N=165	15%	N=50	13%	N=43	22%	N=75	100%	N=333
Walk to meetings or errands within walking distance	76%	N=264	14%	N=49	6%	N=20	4%	N=12	100%	N=345
Commute via bicycle one or more days per week	58%	N=196	13%	N=43	11%	N=36	19%	N=64	100%	N=340
Encourage others to walk, bike or ride the bus to work or school	55%	N=191	16%	N=56	14%	N=49	14%	N=49	100%	N=346

Table 25: Question 20

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	
	Never	N	Once or twice	N	3 to 12 times	N	13 to 26 times	N	More than 26 times	N	Total	N
City meetings	53%	N=175	25%	N=83	15%	N=49	5%	N=15	3%	N=9	100%	N=331
The City Matters show	69%	N=236	20%	N=68	7%	N=26	3%	N=10	1%	N=2	100%	N=342

Table 26: Question 21

In a typical week, how often, if at all, do you use a smart phone or tablet to access information or services?	Percent of respondents	Number of respondents
Never	21%	N=73
Multiple times a day	50%	N=173
Once a day	8%	N=28
2-3 times a week	9%	N=31
4-6 times a week	3%	N=11
Once a week	9%	N=31
Total	100%	N=349

Table 27: Question 22

How likely, if at all, are you to do each of the following electronically, if the City provided the capability?	Very likely	Somewhat likely	Not at all likely	Total
Use interactive dashboards to explore city data/information	23%	N=69	32%	N=94
Use a web-based tool (like a wiki) to comment on/amend city policies or other documents	18%	N=56	27%	N=82
View calendar of city events, meetings or classes	36%	N=117	43%	N=142
Add a city event to your smart phone calendar	27%	N=87	32%	N=104
Find city amenities on a map (e.g., parks, museums, restrooms, etc.)	34%	N=111	34%	N=111
Access live election results by precinct	19%	N=60	28%	N=87
Report/photograph problems (e.g., potholes, graffiti, code violations, etc.)	25%	N=77	40%	N=123
View/comment on city issues/documents	15%	N=48	39%	N=120
View/comment on construction projects	18%	N=54	36%	N=112
Seek information on transportation issues (road closures, major event impacts, buses, etc.)	37%	N=120	44%	N=144
View snow removal schedules and status	25%	N=78	30%	N=95
Find information on utility outages/restoration	28%	N=91	39%	N=124
Request/track a city service visit	13%	N=38	22%	N=65
Pay a city bill or fee	38%	N=119	27%	N=84
Find information on my real-time energy use	17%	N=51	23%	N=68
Find information on energy efficiency programs	15%	N=46	32%	N=99
Find information on the city's energy usage	11%	N=31	24%	N=71

Table 28: Question 23

What other suggestions do you have for services, features or information you would like the City to provide electronically?	Percent of respondents	Number of respondents
Traffic/emergency alerts/real time info	25%	N=16
Payment/contention of bills/taxes	6%	N=4
Permits/records/City plans & meeting min.	17%	N=11
Positive comments about electronic services	7%	N=5
Other	45%	N=29
Total	100%	N=65

Table 29: Question 24

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	19% N=63	43% N=144	38% N=126	100% N=333
City webcasts	10% N=32	32% N=107	58% N=190	100% N=328
Email (electronic newsletters, email updates)	35% N=115	36% N=120	29% N=96	100% N=332
Social network sites (Twitter, Facebook)	12% N=40	28% N=93	60% N=201	100% N=335
Radio ads	23% N=77	38% N=128	38% N=128	100% N=332
Radio news broadcasts	25% N=84	38% N=126	37% N=121	100% N=331
Community government television (Grassroots/CGTV, Channel 11)	15% N=49	39% N=131	46% N=154	100% N=333
Other local television broadcasts	8% N=27	32% N=103	60% N=196	100% N=325
Newspaper ads	67% N=230	26% N=91	7% N=23	100% N=344
Local newspaper articles	78% N=266	18% N=62	4% N=12	100% N=341
Mailed materials (brochures, flyers, newsletters, updates)	37% N=124	48% N=161	15% N=50	100% N=336
City website (www.aspenpitkin.com)	32% N=107	42% N=142	26% N=87	100% N=337
Aspen/Pitkin County Housing Authority (APCHA) website (www.aspenhousingoffice.com)	24% N=78	32% N=105	45% N=149	100% N=332

Table 30: Question 25

How important, if at all, is it for the City government to take action on each of the following:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	
Modifying the current design of Main Street (6 lanes wide on part of its length)	9%	N=30	13%	N=42	22%	N=69	56%	N=176	100%	N=316
Limiting the number of marijuana shops	22%	N=74	15%	N=49	23%	N=76	41%	N=137	100%	N=336
Limiting the amount of lighting	18%	N=60	27%	N=87	35%	N=112	20%	N=65	100%	N=324
Minimizing the impacts of development activity in the Commercial Core	40%	N=137	27%	N=91	26%	N=88	7%	N=24	100%	N=340
Ensuring the availability of adequate workforce housing at a reasonable cost to rent/purchase	46%	N=157	24%	N=83	22%	N=75	7%	N=25	100%	N=340
Protecting the water quality in the Roaring Fork River	61%	N=211	25%	N=85	14%	N=46	0%	N=1	100%	N=343
Protecting the amount of water in the Roaring Fork River	62%	N=209	27%	N=90	9%	N=32	2%	N=8	100%	N=339
Encouraging the development of additional lodging	16%	N=53	18%	N=61	37%	N=126	29%	N=99	100%	N=339
Increasing pedestrian safety	37%	N=126	29%	N=99	24%	N=83	9%	N=32	100%	N=340
Minimizing construction impacts (i.e., noise, traffic, runoff, etc.)	42%	N=145	33%	N=112	22%	N=74	3%	N=10	100%	N=342
Limiting height and mass in the commercial core	62%	N=212	18%	N=62	16%	N=54	4%	N=13	100%	N=342
Creating simpler, faster ways for small businesses to start in the City	39%	N=130	36%	N=119	22%	N=75	3%	N=10	100%	N=334
Ensuring the availability of affordable, wellness-centered community health care options	40%	N=135	35%	N=121	19%	N=66	6%	N=20	100%	N=341
Increasing bike-friendly transportation options within the City	39%	N=133	29%	N=98	22%	N=75	10%	N=36	100%	N=341
Creating a small-business incubator of some kind	24%	N=77	25%	N=79	33%	N=104	19%	N=61	100%	N=321

Table 31: Question 26

The City has traditionally required development (including single-family homes) to provide affordable housing as a condition of approval. How important is it to you, if at all, for the City to continue the practice of requiring <i>new private homes, or the expansion of existing private homes</i> , to include an affordable housing requirement?	Percent of respondents	Number of respondents
Essential	43%	N=145
Very important	19%	N=65
Somewhat important	17%	N=58
Not at all important	21%	N=73
Total	100%	N=341

Table 32: Question 27

Overall, how would you rate your satisfaction or dissatisfaction with services provided by the City of Aspen?	Percent of respondents	Number of respondents
Satisfied	46%	N=158
Somewhat satisfied	42%	N=144
Somewhat not satisfied	10%	N=33
Not at all satisfied	1%	N=5
Total	100%	N=340

Table 33: Question 28

Please provide any other feedback you may have on any City of Aspen services:	Percent of respondents	Number of respondents
Parking, roads, traffic safety/regulations and enforcement for cars, bikes and pedestrians.	27%	N=36
Dissatisfaction with City services, departments, staff and officials (includes ARC)	15%	N=19
Concerns about affordability (housing, food/restaurants)	8%	N=11
Dissatisfaction with government taxes and fees (e.g., small homeowners & builders), City services are too costly	4%	N=5
Land/business/building development	12%	N=15
Positive comments about local government/services	14%	N=18
Other	21%	N=28
Total	100%	N=132

Table 34: Question D1

About how long have you lived in Aspen?	Percent of respondents	Number of respondents
6-11 months	1%	N=5
1-2 years	3%	N=11
3-5 years	11%	N=39
6-10 years	14%	N=51
More than 10 years	70%	N=249
Total	100%	N=354

Table 35: Question D2

About how much was your household's total income before taxes for all of 2013? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents	Number of respondents
Less than \$25,000	4%	N=15
\$25,000 to under \$50,000	19%	N=65
\$50,000 to under \$75,000	22%	N=73
\$75,000 to under \$100,000	19%	N=64
\$100,000 to under \$150,000	17%	N=56
\$150,000 to under \$200,000	6%	N=20
\$200,000 or more	14%	N=46
Total	100%	N=338

Table 36: Question D3

In which category is your age?	Percent of respondents	Number of respondents
25-34	22%	N=76
35-44	14%	N=49
45-54	28%	N=100
55-64	16%	N=55
65-74	14%	N=49
75-84	6%	N=20
85 years or older	1%	N=4
Total	100%	N=353

Table 37: Question D4

What is your gender?	Percent of respondents	Number of respondents
Female	48%	N=164
Male	52%	N=182
Total	100%	N=346

Table 38: Question D5

Which best describes your housing status?	Percent of respondents	Number of respondents
Rent - free market	13%	N=44
Rent - employee/affordable housing	19%	N=68
Own - free market	35%	N=121
Own - employee/affordable housing	32%	N=112
Other	1%	N=4
Total	100%	N=350

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 39: Question 1

How do you rate the overall quality of life in Aspen?	Percent of respondents						Number of respondents					
Excellent	61%						N=201					
Good	35%						N=116					
Fair	4%						N=12					
Poor	1%						N=3					
Total	100%						N=332					

Table 40: Question 2

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	Total
The service provided by the City Manager's Office was accurate	7% N=24	17% N=56	6% N=19	4% N=14	31% N=105	36% N=120	100% N=337
The service provided by the City Manager's staff was prompt	7% N=23	17% N=57	3% N=11	4% N=15	32% N=106	37% N=122	100% N=334
The City Manager's staff was responsive	6% N=20	18% N=61	4% N=13	4% N=12	32% N=107	36% N=121	100% N=333
The City Manager's staff was helpful	6% N=19	17% N=58	5% N=17	4% N=12	31% N=104	37% N=121	100% N=332
The City Manager's staff was knowledgeable	6% N=21	17% N=57	5% N=17	3% N=10	31% N=104	37% N=122	100% N=330
The City Manager's staff was informative	6% N=21	20% N=65	5% N=16	3% N=9	29% N=94	36% N=115	100% N=321
The service provided by the Utility Billing staff was accurate	20% N=66	34% N=112	1% N=4	1% N=3	17% N=56	27% N=89	100% N=331
The service provided by the Utility Billing staff was timely	19% N=62	33% N=108	2% N=8	0% N=1	16% N=54	29% N=97	100% N=331
The Utility Billing staff was courteous in dealing with my situation or request	17% N=57	24% N=81	1% N=2	1% N=4	19% N=63	38% N=126	100% N=333
The Utility Billing staff was knowledgeable in dealing with my situation or request	16% N=53	25% N=81	1% N=4	1% N=2	19% N=64	38% N=125	100% N=331
The Finance Window staff was courteous in dealing with my situation or request	19% N=64	22% N=74	1% N=3	2% N=8	19% N=64	36% N=118	100% N=332
The Finance Window staff was knowledgeable in dealing with my situation or request	18% N=60	23% N=74	1% N=4	2% N=7	20% N=64	36% N=117	100% N=326
The service provided by the Housing Authority staff was accurate	14% N=46	26% N=85	4% N=14	4% N=15	16% N=54	36% N=119	100% N=333
The service provided by the Housing Authority staff was timely	14% N=46	25% N=83	6% N=18	4% N=13	16% N=53	35% N=117	100% N=331
The Housing Authority staff was helpful	17% N=56	24% N=80	6% N=19	4% N=15	15% N=52	34% N=115	100% N=338
The Housing Authority staff was knowledgeable	16% N=53	27% N=90	4% N=13	3% N=11	16% N=52	34% N=113	100% N=331
The services provided by the Police staff were accurate	25% N=85	38% N=126	3% N=10	1% N=5	10% N=33	23% N=76	100% N=335
The services provided by the Police staff were prompt	28% N=92	34% N=114	3% N=12	2% N=5	10% N=35	23% N=76	100% N=334

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		Total	
The Police staff was courteous	33%	N=114	36%	N=123	2%	N=8	1%	N=4	7%	N=25	19%	N=66	100%	N=341
The Police staff was helpful	32%	N=108	36%	N=123	3%	N=9	2%	N=5	7%	N=25	20%	N=67	100%	N=338
The Police staff was knowledgeable	29%	N=100	35%	N=120	4%	N=13	2%	N=5	10%	N=34	20%	N=67	100%	N=340
The Police staff was informative	29%	N=99	34%	N=116	5%	N=16	1%	N=5	10%	N=33	20%	N=69	100%	N=337

Table 41: Question 3

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)	40%	N=137	30%	N=102	3%	N=11	1%	N=4	25%	N=87	100%	N=341
City Clerk Office	37%	N=122	22%	N=72	2%	N=7	1%	N=3	39%	N=129	100%	N=333
City Manager Office	13%	N=45	18%	N=59	5%	N=16	6%	N=22	58%	N=192	100%	N=333
Community Development	14%	N=47	19%	N=62	12%	N=39	8%	N=27	46%	N=150	100%	N=325
Electric	24%	N=78	15%	N=50	3%	N=10	2%	N=7	56%	N=183	100%	N=328
Engineering	14%	N=45	13%	N=44	5%	N=17	5%	N=16	63%	N=207	100%	N=331
Environmental Health	24%	N=76	17%	N=54	5%	N=15	2%	N=8	53%	N=170	100%	N=322
Finance Window (RETT, sales tax, and other payments to the city)	29%	N=96	21%	N=69	5%	N=15	2%	N=7	43%	N=143	100%	N=330
Golf	18%	N=59	17%	N=57	2%	N=5	2%	N=8	61%	N=198	100%	N=326
GIS (Geographic Information System)	15%	N=47	12%	N=39	3%	N=11	1%	N=4	69%	N=224	100%	N=325
Housing Authority (existing deed-restricted and rental units)	22%	N=74	22%	N=75	7%	N=22	5%	N=17	44%	N=147	100%	N=335
Kids First	14%	N=44	8%	N=27	3%	N=9	1%	N=3	75%	N=245	100%	N=328
New housing development (Burlingame II)	10%	N=34	13%	N=42	6%	N=19	10%	N=33	62%	N=207	100%	N=334
Parks	50%	N=170	29%	N=97	5%	N=16	2%	N=5	15%	N=50	100%	N=339
Police Department	48%	N=162	31%	N=105	4%	N=15	2%	N=6	15%	N=51	100%	N=339
Red Brick Recreation Center	39%	N=131	26%	N=88	3%	N=12	2%	N=7	29%	N=98	100%	N=336
Streets	34%	N=115	35%	N=118	14%	N=47	5%	N=17	13%	N=43	100%	N=340
Transportation and Parking	26%	N=89	31%	N=108	18%	N=63	16%	N=56	8%	N=28	100%	N=345
Water	41%	N=138	24%	N=79	7%	N=23	2%	N=8	25%	N=84	100%	N=333
Wheeler Opera House	49%	N=168	26%	N=89	4%	N=13	3%	N=10	19%	N=65	100%	N=345

Table 42: Question 4

Please rate the following categories of Aspen government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The job the City does informing residents	22%	N=73	52%	N=176	19%	N=64	6%	N=20	2%	N=7	100%	N=341
The quality of the information the City provides to residents	18%	N=60	51%	N=174	24%	N=80	6%	N=21	2%	N=6	100%	N=341
The job the City does listening to residents	12%	N=40	28%	N=95	34%	N=116	20%	N=71	7%	N=24	100%	N=345
The value of City services for the taxes you pay	19%	N=66	38%	N=129	30%	N=103	10%	N=34	3%	N=10	100%	N=341
The job the City does communicating to residents about major issues	18%	N=61	40%	N=138	28%	N=97	12%	N=42	1%	N=4	100%	N=343
The job the City does matching expenditures to community priorities	8%	N=28	30%	N=101	33%	N=111	18%	N=61	11%	N=37	100%	N=338
The job the City does responding to requests for public records and information	11%	N=36	25%	N=82	13%	N=42	8%	N=27	44%	N=147	100%	N=334

Table 43: Question 5

What suggestions do you have for improving City communication with residents?	Percent of respondents	Number of respondents
More communication through internet (e-mail, social media), newspapers or newsletters/mailings	35%	N=38
Be transparent and timely with information/ communication	11%	N=12
Listen to resident input, increase involvement	15%	N=16
Increase availability/improved customer service	5%	N=6
Positive comments about communication	4%	N=5
Other	29%	N=32
Total	100%	N=108

Table 44: Question 6

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	21%	N=73	70%	N=238	7%	N=24	1%	N=4	1%	N=2	100%	N=341
The street surfaces are smooth	20%	N=68	65%	N=223	13%	N=46	1%	N=2	1%	N=2	100%	N=342
Potholes are repaired in a timely manner	17%	N=60	57%	N=197	17%	N=57	4%	N=13	5%	N=17	100%	N=343
Last winter's snow removal in the Commercial Core was timely	28%	N=97	60%	N=206	7%	N=24	2%	N=6	3%	N=9	100%	N=343
Last winter's snow removal in the Commercial Core was thorough	27%	N=92	58%	N=199	8%	N=27	3%	N=10	3%	N=12	100%	N=340
Last winter's snow removal in my residential area was timely	23%	N=77	52%	N=179	19%	N=63	4%	N=13	3%	N=9	100%	N=342
Last winter's snow removal in my residential area was thorough	21%	N=72	54%	N=184	17%	N=57	5%	N=18	2%	N=8	100%	N=340

Table 45: Question 7

How have you received information about the Wheeler programs? (Please check all that apply.)	Percent of respondents	Number of respondents
Have not received information	22%	N=74
Radio	25%	N=84
Flyers	10%	N=34
Blast email	20%	N=67
Internet	28%	N=94
Television	3%	N=9
Newspapers	62%	N=211
Brochures	8%	N=28
Other	2%	N=8

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

Table 46: Question 8

How would you prefer to receive information about Aspen Recreation Center (ARC) events, opportunities and updates in 2014? (Please check all that apply.)	Percent of respondents	Number of respondents
I would not like to receive any	16%	N=53
Newspaper ads	56%	N=189
Radio ads	21%	N=70
Television ads	3%	N=9
School newspapers	6%	N=20
Brochures	7%	N=23
Flyers	10%	N=34
www.AspenRecreation.com	38%	N=130
Social media	23%	N=77
Other (please specify)	3%	N=9
Email	9%	N=31

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

Table 47: Question 9

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?	Strongly agree	Agree		Disagree		Strongly disagree	Don't know		Not applicable		Total	
The ARC does a good job of communicating program information	9% N=31	37% N=122		14% N=47		1% N=2	12% N=38		27% N=89		100% N=327	
The ARC Guest Services staff was helpful	21% N=68	36% N=120		2% N=6		1% N=2	9% N=30		31% N=102		100% N=329	
The ARC Guest Services staff was timely in handling requests	17% N=54	33% N=108		3% N=8		1% N=4	12% N=38		35% N=115		100% N=326	
The ARC Guest Services staff greeted me with a smile	24% N=78	33% N=110		3% N=9		0% N=1	9% N=29		31% N=103		100% N=330	
The ARC Guest Services staff was informative and able to handle all questions	18% N=58	36% N=119		3% N=10		1% N=4	9% N=30		33% N=107		100% N=328	
I enjoyed my experience at the ARC	26% N=85	36% N=118		0% N=1		0% N=1	7% N=24		31% N=101		100% N=331	

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?	Strongly agree		Agree		Disagree		Strongly disagree		Don't know		Not applicable		Total	
The ARC Aquatics staff was helpful	18%	N=58	31%	N=102	0%	N=1	0%	N=1	12%	N=39	38%	N=125	100%	N=326
The ARC Aquatics staff was timely in handling requests	15%	N=48	26%	N=84	1%	N=4	0%	N=1	14%	N=46	44%	N=143	100%	N=326
The ARC Aquatics staff greeted me with a smile	18%	N=60	27%	N=88	2%	N=7	0%	N=0	12%	N=39	41%	N=133	100%	N=327
The ARC Aquatics staff was informative and able to handle all questions	17%	N=55	25%	N=83	1%	N=4	0%	N=1	14%	N=45	42%	N=138	100%	N=326
The ARC Aquatics staff was polite and friendly during my visit	19%	N=63	27%	N=88	2%	N=6	0%	N=0	12%	N=41	39%	N=128	100%	N=326
The aquatic area, lockers and lawn were sufficiently clean during my visit	18%	N=57	31%	N=102	3%	N=10	1%	N=2	10%	N=34	37%	N=122	100%	N=328
The pools were clear, clean and inviting to swim in	20%	N=64	29%	N=95	2%	N=6	0%	N=1	11%	N=36	38%	N=125	100%	N=328
Swimming equipment and pool toys were available for use and in good condition	15%	N=49	29%	N=94	4%	N=12	0%	N=1	11%	N=37	41%	N=135	100%	N=327
I enjoyed my experience at the ARC Aquatics area	22%	N=73	27%	N=90	1%	N=2	0%	N=1	11%	N=38	38%	N=124	100%	N=328
The ARC fitness equipment was well-maintained	12%	N=38	27%	N=90	4%	N=13	1%	N=2	13%	N=43	43%	N=141	100%	N=327
The ARC fitness equipment was usually available when I wanted to use it	11%	N=37	25%	N=83	4%	N=14	2%	N=6	13%	N=43	44%	N=144	100%	N=328
The ARC climbing equipment was well-maintained	13%	N=41	20%	N=64	0%	N=1	1%	N=3	16%	N=53	50%	N=163	100%	N=326
The ARC climbing equipment was usually available when I wanted to use it	12%	N=40	17%	N=55	2%	N=7	1%	N=5	16%	N=51	51%	N=167	100%	N=325

Table 48: Question 10

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 agree		Agree		Disagree		Strongly disagree		Don't know		Not applicable		Total	
The service provided by the Red Brick Recreation Center staff was accurate	17%	N=56	28%	N=93	2%	N=5	0%	N=0	15%	N=50	38%	N=127	100%	N=331
The service provided by the Red Brick Recreation Center staff was accessible	17%	N=55	29%	N=96	1%	N=5	0%	N=1	14%	N=46	38%	N=126	100%	N=329
The Red Brick Recreation Center staff was helpful	18%	N=60	28%	N=91	2%	N=6	0%	N=1	15%	N=48	37%	N=123	100%	N=329
The Red Brick Recreation Center staff was knowledgeable	18%	N=59	27%	N=88	2%	N=5	0%	N=1	14%	N=47	38%	N=125	100%	N=326
The communication of program information and schedules were very good	16%	N=54	22%	N=71	8%	N=26	1%	N=3	15%	N=51	37%	N=122	100%	N=327
The quality of the program(s) provided by the Red Brick Recreation Center were very good	19%	N=61	24%	N=79	3%	N=9	1%	N=2	16%	N=51	38%	N=127	100%	N=329
The condition of the gym at the Red Brick Recreation Center was very good	13%	N=43	21%	N=68	4%	N=13	2%	N=6	17%	N=57	43%	N=141	100%	N=329
The scheduling of events conducted by staff at the Red Brick Recreation Center was very good	14%	N=45	23%	N=75	2%	N=7	1%	N=2	19%	N=62	41%	N=135	100%	N=327
The cleanliness of the Red Brick Recreation Center gym and locker rooms was very good	13%	N=42	21%	N=70	2%	N=7	2%	N=8	18%	N=60	43%	N=141	100%	N=328
The enthusiasm of the Red Brick Recreation Center staff and coaches was very good	16%	N=51	21%	N=68	2%	N=7	1%	N=2	17%	N=54	44%	N=143	100%	N=326

Table 49: Question 11

Which, if any, of the following City of Aspen owned open space properties have you visited in the past 12 months? (Please check all that apply.)	Percent of respondents	Number of respondents
Have not visited any	9%	N=31
Moore Playing Fields	47%	N=163
Jennie Adair	17%	N=59
Sky Mountain Park	30%	N=103
Marlot/Thomas	58%	N=200
Smuggler Mountain	80%	N=274
Cozy Point	21%	N=74
Other (please specify)	9%	N=30

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

Table 50: Question 12

In the last 12 months, how often, if at all, did you do each of the following recreational activities (weather permitting) on City of Aspen owned open space properties?	Daily		Weekly		Monthly		Less than once a month		Never		Total	
Running/jogging	15%	N=47	23%	N=72	7%	N=21	14%	N=42	41%	N=126	100%	N=308
Hiking/walking	25%	N=87	53%	N=182	15%	N=51	4%	N=14	3%	N=11	100%	N=344
Biking/mountain biking	15%	N=51	42%	N=139	13%	N=44	9%	N=29	20%	N=67	100%	N=330
Dog walking	22%	N=70	12%	N=39	5%	N=17	7%	N=24	54%	N=172	100%	N=322
Cross-country skiing	3%	N=10	22%	N=69	13%	N=42	21%	N=68	41%	N=130	100%	N=319
Wildlife viewing	13%	N=41	23%	N=72	17%	N=54	13%	N=42	34%	N=108	100%	N=315
Some other activity (please specify)	100%	N=27	0%	N=0	0%	N=0	0%	N=0	0%	N=0	100%	N=27

Table 51: Question 13

Based on your experiences during the last 12 months, to what extent do you agree or disagree with the following statements about the condition of City parks, fields and trails?	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	51%	N=174	42%	N=145	3%	N=9	0%	N=1	1%	N=4	3%	N=9	100%	N=342
The parks were free of litter	40%	N=137	49%	N=169	6%	N=22	1%	N=2	2%	N=5	2%	N=8	100%	N=343
The condition of the athletic fields allowed me to have a safe and enjoyable experience	34%	N=112	36%	N=120	2%	N=5	0%	N=1	7%	N=23	22%	N=73	100%	N=333
The athletic fields were free of litter	34%	N=111	35%	N=114	4%	N=12	0%	N=1	7%	N=25	20%	N=67	100%	N=330
The pedestrian/bike trail surfaces were free of debris/litter	40%	N=137	49%	N=165	5%	N=16	0%	N=1	2%	N=7	4%	N=13	100%	N=338
The pedestrian/bike trail surfaces were smooth enough for the intended purpose	39%	N=133	53%	N=181	3%	N=9	1%	N=2	2%	N=6	3%	N=12	100%	N=343
The pedestrian/bike trail could be used safely	40%	N=137	49%	N=167	5%	N=18	1%	N=3	2%	N=6	3%	N=12	100%	N=343
The pedestrian/bike trail signage was very good	34%	N=114	53%	N=179	5%	N=16	1%	N=3	3%	N=9	5%	N=16	100%	N=337
The Nordic Trail System trail grooming was very good	27%	N=92	31%	N=105	1%	N=4	0%	N=0	9%	N=29	32%	N=109	100%	N=338

Based on your experiences during the last 12 months, to what extent do you agree or disagree with the following statements about the condition of City parks, fields and trails?	Strongly agree	Agree		Disagree		Strongly disagree	Don't know		Not applicable		Total	
The Nordic Trail System trails could be used for the purpose intended	28% N=94	31%	N=105	1%	N=2	0%	N=0	8%	N=29	32%	N=109	100% N=339
The Nordic Trail System trail signage was very good	24% N=80	31%	N=104	2%	N=8	0%	N=0	10%	N=35	33%	N=109	100% N=336

Table 52: Question 14

Please rate each of the following characteristics related to City parks, open space and trails.	Excellent	Good		Fair		Poor		Don't know		Total	
Ability to find trail heads and open space properties	33% N=114	51%	N=174	10%	N=34	1%	N=3	5%	N=18	100%	N=343
Availability of parking at trail heads and open spaces	17% N=57	36%	N=123	29%	N=101	7%	N=25	11%	N=37	100%	N=344
Adequacy of enforcement of regulations	17% N=57	40%	N=137	22%	N=74	10%	N=34	12%	N=40	100%	N=342
Adequacy of signage on trails	24% N=82	51%	N=174	17%	N=59	2%	N=8	5%	N=17	100%	N=340
Adequacy of signage in open spaces	24% N=78	52%	N=172	15%	N=49	2%	N=5	9%	N=28	100%	N=334
Availability of open space events and programs	22% N=74	44%	N=150	9%	N=32	2%	N=8	22%	N=73	100%	N=337
Quality of open space events and programs	24% N=81	44%	N=149	8%	N=28	2%	N=6	21%	N=72	100%	N=337

Table 53: Question 15

Please rate the current level of enforcement for dogs (e.g., clean up; leash laws).	Percent of respondents	Number of respondents
Too strict	10%	N=33
About right	48%	N=169
Not strict enough	38%	N=131
Don't know	4%	N=16
Total	100%	N=349

Question 16

What other specific concerns do you have with City parks, fields, open space and trails?	Percent of respondents	Number of respondents
Dog-related concerns (e.g., dog waste, leash laws, etc.)	35%	N=45
Trail-related concerns (e.g., sharing, create connections, surface issues)	8%	N=10
Better maintenance/facilities/staffing	20%	N=26
Accessibility/use concerns	10%	N=13
Bicycle-related concerns	5%	N=6
Positive comments about parks, fields, open space and trails	12%	N=16
Other	9%	N=12
Total	100%	N=128

Table 54: Question 17

How important to you, if at all, is it that the City does each of the following?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Acquire new open space in the City	23%	N=78	31%	N=105	27%	N=93	16%	N=55	3%	N=12	100%	N=342
Develop new trails in the City	18%	N=63	29%	N=100	32%	N=107	16%	N=54	5%	N=16	100%	N=339
Use only existing sources of funds for trail and open space acquisition	15%	N=51	23%	N=77	35%	N=116	14%	N=48	12%	N=39	100%	N=333
Secure more funding for quicker trail and open space acquisition	16%	N=53	20%	N=67	29%	N=97	26%	N=87	9%	N=32	100%	N=335
Secure more funding for maintenance of existing trails and open spaces	16%	N=53	26%	N=87	31%	N=105	17%	N=57	10%	N=32	100%	N=334

Table 55: Question 18

If the City were to secure more funding for the actions listed in Question 17 above, to what extent would you support or oppose each of the following funding sources?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
Increased park reservation fees	16%	N=53	27%	N=90	20%	N=67	27%	N=90	10%	N=32	100%	N=332
New user fees (e.g., daily or seasonal pass for use of cross-country ski trails)	6%	N=19	19%	N=62	19%	N=65	49%	N=165	7%	N=23	100%	N=334
Sales tax increase	6%	N=20	21%	N=68	20%	N=67	50%	N=167	3%	N=11	100%	N=332
Property tax increase	8%	N=26	25%	N=85	13%	N=44	49%	N=164	5%	N=15	100%	N=334
Increased fines for violations	30%	N=103	33%	N=113	13%	N=44	19%	N=64	5%	N=16	100%	N=341
Some other funding source	18%	N=56	33%	N=101	5%	N=16	10%	N=29	34%	N=103	100%	N=304

Table 56: Question 19

In the next 12 months, how likely, if at all, are you to take each of the following additional actions to reduce energy consumption and greenhouse gases in your home or workplace?	Already doing/have done		Very likely		Somewhat likely		Not at all likely		Total	
Install CFLs, T8 fluorescent tubes or LED bulbs	66%	N=226	14%	N=49	9%	N=31	11%	N=39	100%	N=344
Replace older refrigerators with a new Energy Star, CCE Tier 3 model	38%	N=131	9%	N=31	16%	N=56	36%	N=125	100%	N=342
Have an energy assessment completed	28%	N=96	8%	N=29	19%	N=65	44%	N=149	100%	N=339
Air seal around windows and doors	37%	N=127	14%	N=49	21%	N=71	27%	N=94	100%	N=342
Add building attic insulation	22%	N=72	6%	N=19	9%	N=30	63%	N=205	100%	N=325
Join or start a carpool	14%	N=46	5%	N=15	10%	N=33	71%	N=226	100%	N=320
Ride the bus one or more days per week	50%	N=165	15%	N=50	13%	N=43	22%	N=75	100%	N=333
Walk to meetings or errands within walking distance	76%	N=264	14%	N=49	6%	N=20	4%	N=12	100%	N=345
Commute via bicycle one or more days per week	58%	N=196	13%	N=43	11%	N=36	19%	N=64	100%	N=340
Encourage others to walk, bike or ride the bus to work or school	55%	N=191	16%	N=56	14%	N=49	14%	N=49	100%	N=346

Table 57: Question 20

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	53%	N=175	25%	N=83	15%	N=49	5%	N=15	3%	N=9	100%	N=331
The City Matters show	69%	N=236	20%	N=68	7%	N=26	3%	N=10	1%	N=2	100%	N=342

Table 58: Question 21

In a typical week, how often, if at all, do you use a smart phone or tablet to access information or services?	Percent of respondents		Number of respondents
Never		21%	N=73
Multiple times a day		50%	N=173
Once a day		8%	N=28
2-3 times a week		9%	N=31
4-6 times a week		3%	N=11
Once a week		9%	N=31
Total		100%	N=349

Table 59: Question 22

How likely, if at all, are you to do each of the following electronically, if the City provided the capability?	Very likely	Somewhat likely	Not at all likely	Don't know	Total
Use interactive dashboards to explore city data/information	20%	N=69	28%	N=94	40%
Use a web-based tool (like a wiki) to comment on/amend city policies or other documents	17%	N=56	24%	N=82	49%
View calendar of city events, meetings or classes	34%	N=117	41%	N=142	21%
Add a city event to your smart phone calendar	25%	N=87	30%	N=104	39%
Find city amenities on a map (e.g., parks, museums, restrooms, etc.)	32%	N=111	32%	N=111	29%
Access live election results by precinct	18%	N=60	26%	N=87	48%
Report/photograph problems (e.g., potholes, graffiti, code violations, etc.)	23%	N=77	36%	N=123	33%
View/comment on city issues/documents	14%	N=48	35%	N=120	42%
View/comment on construction projects	16%	N=54	33%	N=112	42%
Seek information on transportation issues (road closures, major event impacts, buses, etc.)	35%	N=120	42%	N=144	18%
View snow removal schedules and status	23%	N=78	28%	N=95	42%
Find information on utility outages/restoration	27%	N=91	36%	N=124	31%
Request/track a city service visit	11%	N=38	19%	N=65	55%
Pay a city bill or fee	35%	N=119	24%	N=84	32%
Find information on my real-time energy use	15%	N=51	20%	N=68	54%
Find information on energy efficiency programs	14%	N=46	29%	N=99	47%
Find information on the city's energy usage	9%	N=31	21%	N=71	58%
				N=195	12%
				N=39	100%
				N=337	

Table 60: Question 23

What other suggestions do you have for services, features or information you would like the City to provide electronically?	Percent of respondents	Number of respondents
Traffic/emergency alerts/real time info	25%	N=16
Payment/contention of bills/taxes	6%	N=4
Permits/records/City plans & meeting min.	17%	N=11
Positive comments about electronic services	7%	N=5
Other	45%	N=29
Total	100%	N=65

Table 61: Question 24

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	19% N=63	43% N=144	38% N=126	100% N=333
City webcasts	10% N=32	32% N=107	58% N=190	100% N=328
Email (electronic newsletters, email updates)	35% N=115	36% N=120	29% N=96	100% N=332
Social network sites (Twitter, Facebook)	12% N=40	28% N=93	60% N=201	100% N=335
Radio ads	23% N=77	38% N=128	38% N=128	100% N=332
Radio news broadcasts	25% N=84	38% N=126	37% N=121	100% N=331
Community government television (Grassroots/CGTV, Channel 11)	15% N=49	39% N=131	46% N=154	100% N=333
Other local television broadcasts	8% N=27	32% N=103	60% N=196	100% N=325
Newspaper ads	67% N=230	26% N=91	7% N=23	100% N=344
Local newspaper articles	78% N=266	18% N=62	4% N=12	100% N=341
Mailed materials (brochures, flyers, newsletters, updates)	37% N=124	48% N=161	15% N=50	100% N=336
City website (www.aspenpitkin.com)	32% N=107	42% N=142	26% N=87	100% N=337
Aspen/Pitkin County Housing Authority (APCHA) website (www.aspenhousingoffice.com)	24% N=78	32% N=105	45% N=149	100% N=332

Table 62: Question 25

How important, if at all, is it for the City government to take action on each of the following:	Essential	Very important	Somewhat important	Not at all important	Don't know	Total
Modifying the current design of Main Street (6 lanes wide on part of its length)	9% N=30	12% N=42	21% N=69	52% N=176	6% N=19	100% N=335
Limiting the number of marijuana shops	21% N=74	14% N=49	22% N=76	39% N=137	4% N=13	100% N=349
Limiting the amount of lighting	18% N=60	26% N=87	33% N=112	19% N=65	4% N=13	100% N=337
Minimizing the impacts of development activity in the Commercial Core	40% N=137	26% N=91	26% N=88	7% N=24	1% N=4	100% N=344
Ensuring the availability of adequate workforce housing at a reasonable cost to rent/purchase	46% N=157	24% N=83	22% N=75	7% N=25	2% N=5	100% N=345
Protecting the water quality in the Roaring Fork River	61% N=211	24% N=85	13% N=46	0% N=1	1% N=4	100% N=347
Protecting the amount of water in the Roaring Fork River	61% N=209	26% N=90	9% N=32	2% N=8	1% N=4	100% N=343

How important, if at all, is it for the City government to take action on each of the following:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Encouraging the development of additional lodging	15%	N=53	18%	N=61	36%	N=126	29%	N=99	2%	N=7	100%	N=346
Increasing pedestrian safety	36%	N=126	29%	N=99	24%	N=83	9%	N=32	2%	N=6	100%	N=346
Minimizing construction impacts (i.e., noise, traffic, runoff, etc.)	42%	N=145	32%	N=112	22%	N=74	3%	N=10	1%	N=4	100%	N=346
Limiting height and mass in the commercial core	61%	N=212	18%	N=62	16%	N=54	4%	N=13	1%	N=5	100%	N=347
Creating simpler, faster ways for small businesses to start in the City	38%	N=130	35%	N=119	22%	N=75	3%	N=10	2%	N=7	100%	N=341
Ensuring the availability of affordable, wellness-centered community health care options	39%	N=135	35%	N=121	19%	N=66	6%	N=20	2%	N=8	100%	N=349
Increasing bike-friendly transportation options within the City	38%	N=133	28%	N=98	21%	N=75	10%	N=36	2%	N=7	100%	N=348
Creating a small-business incubator of some kind	22%	N=77	23%	N=79	30%	N=104	18%	N=61	7%	N=23	100%	N=344

Table 63: Question 26

The City has traditionally required development (including single-family homes) to provide affordable housing as a condition of approval. How important is it to you, if at all, for the City to continue the practice of requiring <i>new private homes, or the expansion of existing private homes</i> , to include an affordable housing requirement?	Percent of respondents	Number of respondents
Essential	42%	N=145
Very important	19%	N=65
Somewhat important	17%	N=58
Not at all important	21%	N=73
Don't know	2%	N=6
Total	100%	N=347

Table 64: Question 27

Overall, how would you rate your satisfaction or dissatisfaction with services provided by the City of Aspen?	Percent of respondents	Number of respondents
Satisfied	46%	N=158
Somewhat satisfied	42%	N=144
Somewhat not satisfied	10%	N=33
Not at all satisfied	1%	N=5
Don't know	1%	N=3
Total	100%	N=343

Table 65: Question 28

Please provide any other feedback you may have on any City of Aspen services:	Percent of respondents	Number of respondents
Parking, roads, traffic safety/regulations and enforcement for cars, bikes and pedestrians.	27%	N=36
Dissatisfaction with City services, departments, staff and officials (includes ARC)	15%	N=19
Concerns about affordability (housing, food/restaurants)	8%	N=11
Dissatisfaction with government taxes and fees (e.g., small homeowners & builders), City services are too costly	4%	N=5
Land/business/building development	12%	N=15
Positive comments about local government/services	14%	N=18
Other	21%	N=28
Total	100%	N=132

Table 66: Question D1

About how long have you lived in Aspen?	Percent of respondents	Number of respondents
6-11 months	1%	N=5
1-2 years	3%	N=11
3-5 years	11%	N=39
6-10 years	14%	N=51
More than 10 years	70%	N=249
Total	100%	N=354

Table 67: Question D2

About how much was your household's total income before taxes for all of 2013? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents	Number of respondents
Less than \$25,000	4%	N=15
\$25,000 to under \$50,000	19%	N=65
\$50,000 to under \$75,000	22%	N=73
\$75,000 to under \$100,000	19%	N=64
\$100,000 to under \$150,000	17%	N=56
\$150,000 to under \$200,000	6%	N=20
\$200,000 or more	14%	N=46
Total	100%	N=338

Table 68: Question D3

In which category is your age?	Percent of respondents	Number of respondents
25-34	22%	N=76
35-44	14%	N=49
45-54	28%	N=100
55-64	16%	N=55
65-74	14%	N=49
75-84	6%	N=20
85 years or older	1%	N=4
Total	100%	N=353

Table 69: Question D4

What is your gender?	Percent of respondents	Number of respondents
Female	48%	N=164
Male	52%	N=182
Total	100%	N=346

Table 70: Question D5

Which best describes your housing status?	Percent of respondents	Number of respondents
Rent - free market	12%	N=44
Rent - employee/affordable housing	19%	N=68
Own - free market	35%	N=121
Own - employee/affordable housing	32%	N=112
Other	1%	N=4
Don't know	0%	N=1
Total	100%	N=351

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

More communication through Internet (e-mail, social media), newspapers or newsletters/mailings

- A weekly insert in the local papers.
- Bigger articles in the newspaper.
- City council should communicate with residents via email.
- City-only website with access to all records.
- Communicate issues through the newspapers.
- Don't make us rely on reporters for the 2 newspapers - They are both really bad.
- Electronic.
- Email & social networking to increase communication in Denver.
- Email / Text.
- Expanded programming on local TV & "Gov" section in times.
- Facebook, notices @ home.
- FB/Twitter - use it - it's free.
- I don't have time to read the paper daily - mail important info - dates happenings.
- Larger font in newspapers notices.
- Mailings
- Money spent doesn't always make sense. For example - door handle pamphlets about pro challenge too much & unnecessary. Simple flyer or similar better.
- Monthly letter.
- More notices in newspapers & internet.
- More simply written articles in the papers.
- More use of Pitkin alerts for noisy events: (private fireworks, etc)
- Need email newsletters.
- Newspaper, channel TV, Radio.
- Reach out to the everyday worker-media.
- Regular, detailed e-mail newsletter!!!
- Something similar to Pitkin alert.
- Text / email.
- Text messages.
- Use more email & texting features.
- Use Pitkin county alerts to communicate more info.
- Use the internet - nobody uses radio anymore.
- We need a digital portal to citizenry that's all - inclusive.
- Weekly summary in local papers.

Be transparent and timely with information/communication

- Be honest and tell the whole story (pros & cons).
- Be more truthful & forthcoming with information.
- Better communication (Transparency!!) No taxation without representation!
- Eliminate closed door council meetings with private entities.
- I think the city staff are self servicing and block access and truth to elected officer.
- Include considered alternatives & why not adopted.

- I think it's important that the city manager create an atmosphere of open communication and transparency for city staff and the public.
- More open meetings to public.
- Please warn us way ahead of time before all major & community changing development.
- Return calls in a timely manner.
- Take care of employees of the city, that pay city staff salaries. Stop putting out false information on employee housing projects.
- Tell the truth; stop "executive sessions".
- Too many city staffers spending time for special events; how do we know if the info we get is accurate? No the city does not tell us about why?
- Too many services, too many employees, too big a budget, too big taxes. Tell us real facts, before we read it in the paper and why are you doing something.
- Truthful.
- when controversial measures passed/passing, more explanation from both sides in newspaper!!

Listen to resident input, increase involvement

- All parties listen to each other.
- Allow more public opinion.
- City should listen to residents concerns, especially regarding, construction.
- Communicate and listen - vs - current acting without support.
- Follow-up to neighborhood caucus recommendation. What will be implemented?
- How can I do anything ? St Light out near Obermeyer Sign on Spring St called 2xs waiting 6 Mos now.
- Listen instead of arguing.
- Listen listen listen, too much talk no listen.
- Listen to full time residents.
- Listen to residents re awful art museum.
- Meetings on issues.
- More open dialogue between City Council and residents.
- Public forum stop jamming projects through without consent of public.
- Stop ignoring requests for height limitations.
- The city needed to let the community have a voice interact museum construction & mall oversized buildings putting an eye sore in our community. A burden an already burdened parking.
- The community development dept should consider local individuals concerns regarding new big development.
- Waste of time, stop having committees work, make suggestions & the ignore them.

Increase availability/improved customer service

- Answer the phone - any times you get transferred to the dept. Is a "recorded message".
- Friendlier.
- Go door to door to talk to residents. Set it up ahead of time so residents know in advance.
- Make it more appealing for all residents to communicate with city not just the complainers.
- More small "area" meetings based on "issues".
- Nicer people in parking dept & front info window of city hall / & use twitter.

Positive comments about communication

- Communication fine with me.
- I like the "alerts" very helpful.
- I think you do a great job - I feel well informed.
- Keep it up! Good job.
- Nothing - Job well done.

Other

- Be able to do this survey online!
- Costs - especially water - exceeding inflation.

- Do a better job managing affordable housing rather than just building more!
- Ease traffic!
- Efficient use of tax dollars? Don't waste \$ on studies like the one for safety on Cemetery Lane when 2 or 3 people could brainstorm the solution for free!
- Enforce 15-04.570 old founders are homophobic - they get by with murder - discrimination.
- Fix Burlingame phase 1, before building any more!
- For major events, main street is a chaotic, mess. Logistics must be improved.
- Get a new mayor & city council.
- Get more info to public for big events going on in town, they're not just for visitors.
- I came to Aspen because of the charm, improve: by stopping (growth).
- I suggest that if some information is bilingual more Hispanics will participate in surveys.
- Keep trying - there's a need at Ruby to make clear where, when for busses.
- Let us know when you plan to build a modern building in a classic town.
- More Common Sense.
- More free parking in the off seasons.
- Note that the Aspen Art Museum and hydroelectric issues drag rating from what would otherwise be excellent.
- Parking seems to diminish every day.
- Practice what preach & regulate.
- Provide services at lower cost, especially community development is punitive.
- Short frequent survey (anonymous).
- Still too large buildings.
- Take care of employee housing. Stop buying new & fix what is already built.
- The info is available but people need to try also.
- Too many exotic programs, i.e. free bikes, hydro plant, excessive employee housing.
- Too much construction!!! Figure out where you can put all the contractor & worker trucks outside of Aspen so people can park & shop & eat!!!
- Use grass roots, radio and
- Use more public radio.
- Use street banner for major voting issues.
- When you change a law - like the speed limit - put up more than two (!!) signs.

Question 7: How have you received information about the Wheeler programs? ("Other" responses)

- Adds at wheeler
- Aspen historical society
- Can be more effective
- Front Desk
- go to wheeler
- Long time resident going there.
- Magazine ads
- My own interest.
- Posters at wheeler window.
- Volunteers Park
- walk by signage
- Wheeler Lobby
- Word of mouth wheeler itself.
- Word of mouth.
- Word of mouth.

Question 8: How would you prefer to receive information about Aspen Recreation Center (ARC) events, opportunities and updates in 2014? (“Other” responses)

- bulletins by mail
- call us back
- Internet
- internet
- Mail
- Mail
- Mailer Monthly
- Make website mobile friendly!!!
- Senior Newsletter

Question 11: Which, if any, of the following City of Aspen owned open space properties have you visited in the past 12 months? (“Other” responses)

- All trails.
- Arc fields
- Aspen Mall
- Bike trails, Hiking trails
- Burlingame.
- D/T parks
- Denver/ Stien
- Don't know any
- Glory Hole
- Golf Course
- Government
- Herron Park
- Herron park Newberry park
- hunter creek
- Hunter Creek
- Hunter creek little bear.
- Hunter Mts.
- Hunter, Sunnyside
- John Denver Sanctuary
- John Denver Wetlands
- Koch
- Koch Park
- Koch, [?], Triangle, Aspen MT-Trails
- Koch, Rio Grande
- Little cloud/ ute
- Love the food production!
- Maroon Bells
- Mollie Gibson
- Molly Gibson
- Moore Open Space.
- Move open space X-C Ski trails.
- Parks
- Please make, Clay Hole Park [?]
- Rio Grande
- Rio grande trail
- Rio Grande Trail.
- Rio Grande Trails

- Rio Grande, Wagner.
- Shadow Mountain Mine Claims.
- Snyder Park
- Stonybrook Trail.
- The nature reserve hyway 82 East.
- Theater Aspen Park
- Trails
- Ute Trail
- Wagner, Rio Grande, Koch.
- X Country

Question 12: In the last 12 months, how often, if at all, did you do each of the following recreational activities (weather permitting) on City of Aspen owned open space properties? ("Some other activity" responses)

- Busking
- Canoeing
- Climbing
- Deep Breathing
- Dirt Biking.
- Golf
- golfing
- Golfing skiing
- gym
- Hockey @ outdoor ARC pond.
- Horseback riding where permitted.
- I work for Pitkin OST.
- kayaking
- Marolt Holden museum
- Motorcycling
- NA
- Organized Sports
- Park Picnic
- Physical training Aspen out.
- Picnic in parks
- Pienicking
- Playing with grandkids.
- Rivers - Playing.
- Rock climbing
- Skateboarding
- Skiing
- Skiing
- Snowshoeing
- Swimming
- Swimming, Biking, Dancing.
- Tennis
- work
- Zumba, Spinning

Question 16: What other specific concerns do you have with City parks, fields, open space and trails?

Dog-related concerns (e.g., dog waste, leash laws, etc.)'

- Animals under voice control non-aggressive & within sight should not be required on leash.
- Aspen needs a fenced, secure dog park. How about the Delensik property when it is acquired. It already has the fence! It's a perfect small-dog park.
- Clean up good. Leash terrible. Dangerous for bikes when dogs not on leash (Daily!) Needs better signage for this.
- Dog owners do not pick up after themselves after enough.
- Dog parks, dogs running free.
- Dog poop & dog poop bags on side of trails.
- Dog Poop.
- Dog poop. Would be nice to have a shade, temporary structure for picnics & yoga.
- Dog poop; dog chasing wildlife - awful! Dog off lease big problem.
- Dog shit.
- Dogs must be leashed!!; Owners must pick up dog waste!!
- Dogs off leash.
- Dogs without leashes, it's dangerous w/ small kids and unleashed dogs.
- Enforce dog leash laws & clean up of poop bags. May need another trash receptacle higher up on Smuggler. Fewer annoying signs. Much better trail signage, Thanks.
- Enforcement of leash laws & clean up & park out (not leave bags...)
- Full dog poop bags left on the trail for who? Is there a dog poop man?
- Harmony park @ Burlingame need "No dog" signage.
- Having your pet/dogs at special events should be discourage.
- How can parents let kids play in the grass when it is full of dog poop?
- I am very unhappy with how "patrolled" the dogs are.
- In off season more trials should be off leash.
- It's not the dogs. It's the dog owners! "Pick up" the poop!!!
- Leash laws are overlooked, dog waste bags sitting on/by trail poor.
- Let's have a park or area fenced in for Dogs like NYC!
- More dog Nordic trails please.
- More receptacles to collect "dog poop" bags.
- Mostly dogs off leash.
- Mostly, it is a shame that too many people> dog owners> just don't pick up the poop.
- Need more dog parks.
- Need more off leash dog parks.
- Need more off leash dog trails.
- Observe many unleashed dogs. Most likely visitors unaware of laws.
- People cleaning up after their dogs
- People leaving poop bags on trails.
- Remove leash requirement from Lani White/Hunter Creek Trail. It is too dangerous to hold on to dog & effectively hike.
- Should have some off lease besides Smuggler i.e. Hunts Creek.
- Smuggler is an ongoing poop fest. Rich / people from out of town leave poop bags & don't clean up after their dogs. Locals do pick up the doo!
- The condition of Glory Hole park due to dog poop is disgusting.
- The requirement for dogs to be on a leash is ignored which is a problem for those of us who comply.
- They should have small dog, big dog.
- Too many dogs off - leash.
- Too many dogs.
- Volleyball Park - People don't always pick up dog poop. Also my son found a used condom there.
- We need dog park in Aspen.

Trail-related concerns (e.g., sharing, create connections, surface issues)

- Bumps on bike paths make my purse jump out of the basket!
- Increasing/fostering biking options (trails) is important.
- It's only safe for professional events not everyday riders!!!

- Make trail connections along shadow mtn & N/S on roaring fork.
- Need master list to find new trails.
- People sharing the trails/bikers/walkers.
- People walking on wrong side.
- Please build more MTB trails like Sky Mtn. Park, especially to access Hunter Creek Valley. (i.e. getting up Smuggler Mtn.)
- Terrific open space! Cemetery Ln. bike trail is dangerous with drive ways.
- They are planning on grating the Aspen MTN trail for large development.

Better maintenance/facilities/staffing

- All big events should protect grass w/ the plastic runners.
- Ball fields could be groomed and watered down more often.
- Finish work at @ Denver Memorial - chill on Boulders!!
- Golf course management & Club house staff is terrible.
- Grass is too long & too wet - always.
- I am concerned about the homeless people sleeping under the bridges.
- I have concern that while parks and open space are fabulous. They are heavily staffed expensive and have been over designing e.g. the new area around theatre Aspen.
- Just the grading at RIO Grande Park could be more even.
- More places to drink water, (ball fields) that work!!
- More rock climbing options. Artificial boulders in a few parks!!!
- More trash receptacles & better clean up.
- No enforcement at all.
- Personal experience - money/taxes spent to install & plant trees & shrubs. These are then not adequately watered or maintained, they then die - waste of money!!!
- Port-a-Potty @ Herron Park is always nasty!
- Rio Grande's pavement is a mess!
- Spent too much money on theater Aspen part (overkill).
- Stricter enforcement.
- The ARC is a joke, there should be better rock climbing options. Red brick is too small. Outdoor bouldering in the parks!
- The concern that I have is more supervision-or-security from authorities, due to violence victims.
- There is a homeless camp under the bridge by old art museum. I repeatedly requested removal, did 5 bags myself and no action from trails manager.
- Too many homeless(?) tents/train on/near trails.
- Too many weeds, when I was a kid we had great grass with no weeds. Wagner park should be open more. Closed because of rugby is a waste.
- You need to fix cozy point, its a dump!

Accessibility/use concerns

- Access through easements blocked by property owners.
- Close Wagner for events - Should open only to public all year.
- Constant disruptive construction/improvement too much & mostly unnecessary closed for private events too often.
- Do not allow commercial or long use of tents on open space & parks i.e. Art Cruise[?] should not have been allowed.
- Don't close area payed for trail to the [?] who want them for themself.
- Keep care wilderness open (that we the taxes payer paid for, we should be able to use what we pay for).
- Less special events in parks.
- Open wagner park to public use in the summer/closed too much for special events.
- Overuse by non-athletic special events, eg. Food & Wine, Art show these have nothing to do with recreation and destroy surfaces.
- Overuse of parks for commercial events.

- Parks are overrun with special events, enforcement of noise ordinances in other party regulations is way too lax.
- Too many closures.
- Wagner closed too often.
- Wagner is closed to often in spring/early summer.
- Wagner Park for public use.

Bicycle-related concerns

- Bicyclists not announcing to Pedestrians.
- Bicyclists not riding single file in traffic.
- Bikers not "announcing" (Bikes walkers) groups too large, dog leashes too long; no center line dividing trail, large group demand all width.
- If bike park is necessary.
- Much more bike signage around the schools & toward the Bells.
- People riding bikes on sidewalks & pedestrian malls.
- Signage all directed at cyclists but no instructions to walkers not to blocks entire trail or that on your left means move to right & unblock trail.
- Stop bikers at night.
- Use of passing signals, bike lights & people leaving dog bags along the trails!

Positive comments about parks, fields, open space and trails

- Awesome job with John Denver Park!
- Beautiful - no concerns.
- Excellent maintenance ! Probably too much time & money spent, however.
- Great job!
- Great!
- I am a regular user of Wagner & Koch parks, which I find excellently maintained etc.
- I enjoy city, city parks nothing amiss.
- I think they are doing a good job.
- Love the Nordic Trails - Thank you!
- No concerns - parks, etc are excellent resource.
- Parks & Rec are part of what makes Aspen special.
- The city does a great job with maintenance & security. They are a joy!
- The Pitkin outside app is awesome.
- We love them & use them every day - thank you!

Other

- Build an outdoor pool.
- Do not use 2-4 D & related chemicals on them.
- Don't be like xxxx when it comes to enforcement.
- Don't use - this is to long!!!
- I don't have 1st hand knowledge of #15 but I read about the complaints.
- Kids smoking pot at Skate Park.
- Maybe some don't go into people privacy.
- No paving 2 miles from Stain Park down, no more special events on Marolt that involve compacting, destroying meadow.
- Online trail map/interface dated & hard to use. Trails are in great shape!
- Safety.
- Spraying of herbicides & other toxic chemicals & endocrine disruptors.
- The Boogies Buddy event on the Marolt property needed more control. Parking enforcement was inadequate as were directions for parking. The events on Marolt open space should be required to end loud noise by 10 p.m.
- With sales tax revenue up so high why would the city need other sources?

Question 23: What other suggestions do you have for services, features or information you would like the City to provide electronically?**Traffic/emergency alerts/real time info**

- A weekly/monthly newsletter highlighting big events/changes. Better website!
- Email blasts regarding power outages, road closures etc.
- Emergency announcements.
- GPS bus route (like major cities).
- I find weather alert important.
- More communication on live traffic in/out of Aspen & Pitkin Co.
- Real time traffic info on events, like Pro cycling challenge.
- Report people idling in town - who enforces this rule?
- Status of Nordic track grooming, both Nordic & dog track.
- Text alerts for major impacts.
- Traffic.
- TV - Grass racks - Snow days, emergencies.

Payment/contention of bills/taxes

- Do not charge \$3 to pay water/elec bill. This discourages use & costs city more.
- Parking ticket violation protests.
- Pay all bills & taxes.
- Pay bills online w/o additional fees.
- Payment to sanitation district.

Permits/records/City plans & meeting min.

- Building permit applications digital!
- City Council meetings - Minutes pasted online.
- Find city amenities/snow removal and any major, there's no consideration for people that either has 2 or 3 jobs, between Aspen and down valley. The bike race is a good example of what needs to be improved.
- Records access real-time, Access to cameras.
- The construction plan for next 5 yrs so I know when I can sleep.
- Tracking status of permits & submit permits electronically.
- Ways to engage civically.

Positive comments about electronic services

- I already use Pitkin alert - it works well.
- I already use Pitkin alert for snow / school closures seems like a good tool.
- I am satisfied with city management.
- Love the Pitkin Alerts -
- Via my computer, the city's websites have been responsive.

Other

- A mobile website for the ARC.
- Any info would have to be kept very up to date & accurate !
- As many as possibly makes sense.
- Better information about park permits, info on regulations, & a listing of whom to call if a violation is in progress.
- Don't spend a lot of money on this stuff.
- Everything should be electronic, get with the times!
- Everything they can!
- Follow up calls like lights out on streets etc. Why can't they put a light back on spring St? at Obermeyer@spring? 6 Mos of calls.
- Housing website is terrible, stop colored text! Get a new modern website.
- How to find public health services/

- I don't like cell phone tablet or electronically. I like to read book watch TV and go to movie.
- I pay my utility bill by ACH - There is no need to waste paper & postage by sending my bill & return envelope. Send my bill by email. This is the 21st century.
- I prefer local TV station & local newspaper.
- If I could, I might educate myself - But, I find direct contact most rewarding.
- I'm an old lady - new to the new technology.
- Make internet availability available to all at an affordable rate.
- Mental health hot line - We have had 4 suicides and/murder since Christmas, Mediation board.
- No one watches TV. Using public funds for this is a waste.
- Online voting!
- Park closures/schedules.
- Perhaps a general e-mail newsletter with links to the topics. I read the daily newspapers, but sometimes have to search to read the article again or if it already exists, how do I sign up.
- Schedule for channel 11- have no idea what is on & when!!!
- Shorter surveys!!
- Specific info on best re-cycle, composting, energy efficiency, events.
- Stop building! Plug that into your electronics!
- Text message or voice mail to home or cell phones.
- This survey online.
- Too bad city can't provide less expensive technology usage; Internet/Phone/TV.
- When you need our information have the city everyday "Answer" the phone - instead to always go to a message reader. Who does work at city hall?
- WiFi citywide.
- Wish the Aspen Times would get a better web-site, its terrible.
- Would use city website more frequently for information if it was more intuitive/use friendly.

Question 28: Please provide any other feedback you may have on any City of Aspen services.

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

- Allowing AAM-terrible, problem with snow plows plowing in parked cars on side streets.
- Better enforcement of people running stop signs.
- Busses purchased by the city are too old and noisy. They are an embarrassment to Aspen.
- City issues too many parking permits for construction, contractor's in commercial core these people do not buy retail items, make them find, other parking options!
- Do not allow construction parking to take up space of paid parking downtown.
- Don't know what modify design of Mn St. means. If you're talking about the S curves, then - Essential.
- Eliminate parking on main street, create bike lanes & expanded sidewalk.
- Entrance to Aspen needs immediate attention/ more parking not less!!
- Fix the entrance to Aspen 4-6 lanes for in & out - ASAP!
- Free parking in off season & less Enforcement.
- I would like to see matchless drive paved.
- Ignoring noise & parking solutions, Aspen needs parking lot beneath Wagner Park.
- Increase lights on dark streets for safety; enforce snow shoveling laws.
- Inexpensive & effective remedy, good idea for Park Cir. & Brown Ln. Put in more stop signs where pedestrian safety most needed (not Main St - Ped. activated flashy lights are good).
- Main St. needs to be more pedestrian friendly, median in middle less lanes.
- Main street does not need 6 lanes!
- Main street should be narrowed to be more pedestrian friendly and encourage slower traffic speeds, especially in the west end. Speed humps at crossing would help.
- More parking!
- More Sidewalks.

- More street parking - Bike safety - New rules are dangerous.
- Need a parking garage built under Wagner Park, then put park back on top of garage. Put underpass under round about and new round about NY Cemetery Ln.
- No mention of parking please, regular new commercial building to supply parking! Example: The AAM. They took spaces away!!
- Park and streets inadequate for number of council - This year [?].
- Pedestrian safety - help tourist be aware.
- Please police the "no bikes" in the mall or on core sidewalks.
- Please work on a straight shot into Aspen!!
- Police presence/ mall area & skateboard , dog supervision. Vipeal[?] - bikes should stop at intersections
- RFTA - Require bus drivers to adhere to speed limit!
- Round about is dangerous!! Needs to be bigger & lit up to yeild!!
- Safety issues solve for pedestrian on main street, aggressive drivers in a hurry.
- S-Curve.
- Stop trying to turn this little town into New York City. Limit traffic. Put a people mover along base of Aspen MTN. Control Development (You've lost it).
- The city's management of streets in the winter is awful. Icy roads are scary.
- The manually operated flashing lights at pedestrian crossing are a good idea. Too many expensive "planner" pushing expenditure like Cemetery Lane.
- The new bicycle law at roaring through stop signs is a disaster waiting to happen. Ditto raising higher standards in city core.
- The parking, stop removing parking spaces!! Availability & expenses totally wrong too much are unacceptable.
- Too many roads load the city with [?] out too much.
- We must provide parking above & below & in all new structures.

Dissatisfaction with City services, departments, staff and officials (includes ARC)

- Aspen Police Dept needs to enforce traffic laws / auto and Pitkin bicycle.
- Building department could use more staff or go digital for permits.
- Get the "Developers" off the city council!
- I think it's very important that with a budget the size of Aspen's, that the city provide support for health & human services-community health and homeless for example.
- Improve, expand and make more affordable ARC cardio facilities esp. for seniors.
- Let's get a city manager that wants to live here!
- Need a new police department building.
- Parking dept. are rude people/ All others are nice!
- Put in salt water for pool & hot tub at ARC.
- Quit wasting water & gas with street cleaning!!!
- Reign in parking nazis; give DTCHA more enforcement power.
- Review xxxx as an employee with the city!
- Street cleaning should not be done in middle of night.
- The community development dept needs complete overhaul!
- The parking dept. is rude & arrogant!
- The street sweeping program & schedule seem in need of review - too loud - not necessary - not effective - poorly scheduled.
- Their street sweepers working at 3-4 Am in summer months sucks!
- When I contact the city (mostly ARC & bike trail issues) somebody politely listen but nothing ever changes or improves.
- Your finance dept is a disaster. Too many COA workers in jobs too long & no longer qualified or useful. xxxx is an outcast & unresponsive.

Concerns about affordability (housing, food/restaurants)

- All affordable housing option should be made public, all, not just the few that APCHA makes known.

- As a single person or couple without children. I would like to have the option for better quality and larger affordable housing units income level & years of employment or position should play a role in obtaining quality affordable housing.
- Community development is punitive & only affordable to rich.
- Essential to require businesses & especially lodges to provide affordable housing.
- Housing? How do people buy & rent RO's & never live here? xxxx never lived here & uses it for sale with a long term renter he lives in Denver this is not fair!
- I would sacrifice quantity/quality of some services for lower single family home development fees.
- Please provide more affordable rentals as well as purchases. Please stop all huge & excessive development.
- Requiring affordable housing as condition of approval & proof the housing is truly occupied by qualified employee.
- The middle class is getting to a point of not affording anything.
- The only reason for all the employee housing is wages are too low. Quit the subsidy!
- There needs to be a cap on rent for small business.
- To affordable housing fee / requirement smacks of extortion, I'm not a developer or R.E. broker. I do resent the affordable housing program as currently operating

Dissatisfaction with government taxes and fees (e.g., small homeowners & builders), City services are too costly

- Bldg. dept. fees outrageous for service (or lack thereof) provided!!
- City provides too many services - too many employees.
- I think subsidizing the bike share program is ridiculous.
- Spend less money!
- The constant washing of streets (even on rainy days is still).
- We are wasting money on continually replacing curb & gutter that functions even though it may not be cosmetically in good shape. Also - Pro cycle race needs to take a year break!
- Why not publicizing & enforce tax on 30 day or less rental income.

Land/business/building development

- Ask contractors, engineers, construction mgrs (about) for their experience with water dept.
- Be more consistent/stop favoring developers.
- City has failed badly on limiting height & mass in core.
- City needs to reduce construction impacts on individuals!!
- Downtown was a construction zone. This summer if you won't stop development - stagger permits.
- Focus on local small business - who needs another high end boutique.
- I am not for 7 story apt (we should keep some old).
- Impacts of construction projects need to be lessened.
- No growth, no more special events, don't wreck what we have.
- No more monster buildings.
- Private homes shouldn't have to provide housing unless they are on a minimum amt of land- how can you house someone in an expanded condo????
- Should depend on size of home, whether or not additions realistically generate new employees
- Some private deed-restricted rentals have ambiguous rents bare in poor shape.
- The design style of buildings in comm core should be more closely monitored to preserve the character of our town.
- There is too much construction & too many people!!!!
- To take care of employer housing they now have - not build more low quality.
- Too much commercial development.
- We must build the Castle Creek Hydropower plant! We do not need more lodges!

Positive comments about local government/services

- Good.
- Great job guys!
- Great work!

- I feel lucky to live here & enjoy this level of civic services.
- I love this city! Thank you all so much for helping make it all so wonderful.
- I use lots of your services and I'm very satisfied.
- Love the Pro challenge & events in town.
- People surprisingly helpful and friendly.
- xxxx very helpful with 4th parade entry.
- Thank you all!
- Thanks City of Aspen! All in all you guys do a great job especially kids 1st!
- The unique historical heritage of Aspen is what makes it special.
- This survey was a bit too long... but Aspen rocks!!!
- Utility billing & finance dept. Staff are very helpful!
- We are lucky to live in this community with such a great city.

Other

- Aspen is unique - Small community with many "free" activities - Let's welcome all, work to keep traffic limited, housing diversified and that includes lodging.
- Burlingame = mostly failure, BMC purchase = stupid, Art museum = abject disgrace. Sky mountain ranch/trails = outstanding; Rio Grande park/watershed = excellent.
- Do not have bike races until after Aspen Music School is over rude & thoughtless in 2013 & 2014.
- I am banned from employee housing based on false reporting by xxxx with homophobia.
- I know it was well financed but the Art museum is huge and ugly
- I think the city should put more support into the Ballet company.
- Just think about the town and not the money.
- Keeping C. of A. services friendly and with small town values communicated.
- Lies & misrepresentations Re Centennial by staff.
- More dog-friendly housing for the workforce.
- Mostly good, would like more fun opportunities for engagement & ways to keep younger people & businesses that support locals here. It looks like 5th ave & that isn't serving locals.
- Museum of art sucks. Raising hght to 65 sucks & is wrong.
- Openness
- Practice what you preach, i.e. Art Museum is horrible especially when you hold others to different standards.
- Remove the basket eye sore around the art museum.
- Schedule for channels 11, 12 (now, nobody watches). Publish every week or e-mail. Huge bear & Dog violation fines, city & historic councils with the guts to say no to developers. New special destruction crew to demolish the new art museum & hecht monstrosity nearby
- Shorter surveys, again!!
- Snow removal in east end neighborhoods not substantial enough to include all sidewalk forcing pedestrian to walk in street . Midland Ave
- Stop Rio Grande rock world! Stop! Stop! Stop!
- The Aspen art museum.... How was that possible? !!!!!
- The number of Boulders in Rio Grande/John Denver Park is absurd.
- Too main Roul [?]. Zone levels make it very to exist
- Too many dogs per household in employee housing units.
- Too much bureaucracy.
- Trees are growing too high harming views & sunlight.

Question D5: Which best describes your housing status? ("Other, please specify" response)

- caretaker free rent.
- employee/Open market
- Family Ownership
- Tipi.

APPENDIX IV: SELECT SURVEY RESULTS COMPARED BY RESPONDENT CHARACTERISTICS

The following tables show results of selected survey questions compared by respondent age, length of residency in Aspen and household income. Cells shaded grey indicate statistically significant differences between subgroups ($p \leq 0.05$).

Table 71: Overall Quality of Life Compared by Respondent Age, Length of Residency and Household Income

Percent "good" or "excellent"	Age			Length of residency		Household income		Overall
	18-34	35-54	55+	10 years or less	More than 10 years	Under \$75,000	\$75,000 or more	
How do you rate the overall quality of life in Aspen?	97%	96%	94%	95%	96%	94%	96%	95%

Table 72: Quality of City Services Compared by Respondent Age, Length of Residency and Household Income

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")	Age			Length of residency		Household income		Overall
	18-34	35-54	55+	10 years or less	More than 10 years	Under \$75,000	\$75,000 or more	
The service provided by the City Manager's Office was accurate	65%	70%	76%	68%	72%	72%	70%	71%
The service provided by the City Manager's staff was prompt	75%	77%	75%	85%	72%	74%	77%	76%
The City Manager's staff was responsive	77%	79%	74%	84%	74%	78%	75%	77%
The City Manager's staff was helpful	77%	71%	72%	77%	71%	75%	72%	72%
The City Manager's staff was knowledgeable	77%	73%	75%	77%	73%	76%	73%	74%
The City Manager's staff was informative	86%	73%	77%	84%	75%	79%	76%	77%
The service provided by the Utility Billing staff was accurate	100%	96%	94%	95%	96%	96%	97%	96%
The service provided by the Utility Billing staff was timely	93%	97%	93%	93%	96%	93%	97%	95%
The Utility Billing staff was courteous in dealing with my situation or request	100%	96%	93%	97%	96%	97%	95%	96%
The Utility Billing staff was knowledgeable in dealing with my situation or request	100%	96%	91%	97%	95%	97%	95%	95%
The Finance Window staff was courteous in dealing with my situation or request	89%	91%	99%	89%	95%	92%	94%	93%
The Finance Window staff was knowledgeable in dealing with my situation or request	80%	92%	98%	86%	94%	89%	96%	92%
The service provided by the Housing Authority staff was accurate	77%	88%	77%	78%	84%	79%	86%	82%
The service provided by the Housing Authority staff was timely	81%	84%	75%	77%	82%	82%	79%	81%
The Housing Authority staff was helpful	79%	85%	71%	78%	81%	79%	80%	80%
The Housing Authority staff was knowledgeable	82%	90%	81%	83%	87%	84%	87%	86%
The services provided by the Police staff were accurate	100%	90%	94%	99%	91%	95%	92%	93%
The services provided by the Police staff were prompt	96%	90%	94%	99%	90%	89%	95%	92%
The Police staff was courteous	97%	93%	97%	100%	93%	94%	96%	95%
The Police staff was helpful	96%	92%	96%	100%	92%	92%	96%	94%
The Police staff was knowledgeable	95%	91%	92%	97%	91%	93%	94%	92%
The Police staff was informative	95%	89%	92%	97%	89%	91%	94%	91%

Table 73: Performance and Responsiveness of City Government Compared by Respondent Age, Length of Residency and Household Income

In general, how satisfied or dissatisfied are you with the overall performance and responsiveness of the following services of the City of Aspen government? (Percent "somewhat satisfied" or "very satisfied")	Age			Length of residency		Household income		Overall
	18-34	35-54	55+	10 years or less	More than 10 years	Under \$75,000	\$75,000 or more	
Aspen Recreation Center (ARC)	94%	94%	93%	94%	94%	96%	92%	94%
City Clerk Office	90%	96%	97%	89%	98%	94%	96%	95%
City Manager Office	81%	72%	71%	81%	70%	78%	69%	74%
Community Development	60%	66%	60%	65%	62%	61%	65%	63%
Electric	89%	88%	88%	85%	90%	88%	88%	88%
Engineering	87%	76%	60%	84%	67%	82%	65%	73%
Environmental Health	95%	88%	76%	95%	82%	89%	84%	85%
Finance Window (RETT, sales tax, and other payments to the city)	70%	89%	96%	84%	89%	82%	92%	88%
Golf	96%	86%	91%	96%	88%	88%	92%	90%
GIS (Geographic Information System)	94%	82%	79%	93%	81%	86%	85%	85%
Housing Authority (existing deed-restricted and rental units)	81%	82%	74%	84%	77%	77%	83%	79%
Kids First	77%	92%	87%	79%	91%	82%	91%	86%
New housing development (Burlingame II)	51%	70%	52%	65%	56%	67%	50%	59%
Parks	94%	91%	93%	96%	91%	94%	92%	92%
Police Department	97%	89%	94%	96%	91%	93%	93%	93%
Red Brick Recreation Center	90%	91%	95%	95%	91%	88%	97%	92%
Streets	80%	80%	76%	78%	79%	80%	78%	79%
Transportation and Parking	58%	65%	63%	65%	61%	63%	62%	62%
Water	86%	85%	91%	88%	87%	84%	89%	87%
Wheeler Opera House	96%	90%	91%	96%	90%	93%	90%	92%

Table 74: City Government Performance Compared by Respondent Age, Length of Residency and Household Income

Please rate the following categories of Aspen government performance: (Percent "good" or "excellent")	Age			Length of residency		Household income		Overall
	18-34	35-54	55+	10 years or less	More than 10 years	Under \$75,000	\$75,000 or more	
The job the City does informing residents	78%	72%	77%	80%	73%	74%	76%	75%
The quality of the information the City provides to residents	74%	65%	73%	75%	68%	67%	73%	70%
The job the City does listening to residents	54%	37%	43%	49%	39%	46%	40%	42%
The value of City services for the taxes you pay	68%	52%	62%	68%	55%	61%	59%	59%
The job the City does communicating to residents about major issues	77%	53%	56%	67%	56%	59%	60%	59%
The job the City does matching expenditures to community priorities	59%	40%	38%	57%	37%	47%	41%	43%
The job the City does responding to requests for public records and information	73%	64%	57%	77%	58%	65%	62%	63%

Table 75: City Streets and Snow Removal Compared by Respondent Age, Length of Residency and Household Income

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")	Age			Length of residency		Household income		Overall
	18-34	35-54	55+	10 years or less	More than 10 years	Under \$75,000	\$75,000 or more	
City streets are in good repair	94%	93%	88%	95%	90%	92%	92%	92%
The street surfaces are smooth	92%	86%	82%	90%	84%	85%	88%	86%
Potholes are repaired in a timely manner	79%	77%	81%	79%	79%	76%	81%	79%
Last winter's snow removal in the Commercial Core was timely	89%	91%	92%	93%	90%	88%	93%	91%
Last winter's snow removal in the Commercial Core was thorough	89%	88%	91%	93%	87%	87%	90%	89%
Last winter's snow removal in my residential area was timely	81%	77%	74%	80%	76%	73%	80%	77%
Last winter's snow removal in my residential area was thorough	91%	75%	71%	89%	72%	77%	78%	77%

Table 76: Current Level of Enforcement for Dogs Compared by Respondent Age, Length of Residency and Household Income

Please rate the current level of enforcement for dogs (e.g., clean up; leash laws).	Age			Length of residency		Household income		Overall
	18-34	35-54	55+	10 years or less	More than 10 years	Under \$75,000	\$75,000 or more	
Too strict	13%	8%	10%	14%	8%	10%	11%	10%
About right	62%	50%	43%	56%	48%	52%	50%	51%
Not strict enough	24%	41%	47%	31%	43%	38%	39%	39%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Table 77: Importance of Actions the City Could Take Compared by Respondent Age, Length of Residency and Household Income

How important, if at all, is it for the City government to take action on each of the following: (Percent "very important" or "essential")	Age			Length of residency		Household income		Overall
	18-34	35-54	55+	10 years or less	More than 10 years	Under \$75,000	\$75,000 or more	
Modifying the current design of Main Street (6 lanes wide on part of its length)	14%	28%	22%	19%	24%	23%	22%	22%
Limiting the number of marijuana shops	21%	40%	42%	31%	39%	27%	42%	37%
Limiting the amount of lighting	45%	46%	45%	38%	48%	47%	44%	45%
Minimizing the impacts of development activity in the Commercial Core	69%	61%	73%	66%	68%	70%	64%	67%
Ensuring the availability of adequate workforce housing at a reasonable cost to rent/purchase	87%	75%	55%	83%	66%	83%	63%	71%
Protecting the water quality in the Roaring Fork River	93%	80%	88%	92%	83%	92%	81%	86%
Protecting the amount of water in the Roaring Fork River	89%	83%	94%	91%	87%	90%	86%	88%
Encouraging the development of additional lodging	23%	33%	40%	33%	34%	30%	37%	34%
Increasing pedestrian safety	79%	63%	63%	77%	62%	70%	63%	66%
Minimizing construction impacts (i.e., noise, traffic, runoff, etc.)	73%	74%	77%	74%	76%	81%	71%	75%
Limiting height and mass in the commercial core	79%	78%	84%	80%	80%	84%	77%	80%
Creating simpler, faster ways for small businesses to start in the City	77%	74%	73%	84%	71%	78%	72%	74%
Ensuring the availability of affordable, wellness-centered community health care options	87%	68%	76%	84%	71%	84%	68%	75%
Increasing bike-friendly transportation options within the City	82%	64%	64%	77%	64%	77%	61%	68%
Creating a small-business incubator of some kind	61%	48%	43%	54%	46%	54%	43%	49%

Table 78: Importance of City Requiring Affordable Housing Requirement Compared by Respondent Age, Length of Residency and Household Income

Percent "very important" or "essential"	Age			Length of residency		Household income		Overall
	18-34	35-54	55+	10 years or less	More than 10 years	Under \$75,000	\$75,000 or more	
The City has traditionally required development (including single-family homes) to provide affordable housing as a condition of approval. How important is it to you, if at all, for the City to continue the practice of requiring new private homes, or the expansion of existing private homes, to include an affordable housing requirement?	81%	64%	46%	70%	58%	73%	54%	62%

Table 79: Overall Satisfaction with City Services Compared by Respondent Age, Length of Residency and Household Income

Percent "somewhat" or "very" satisfied	Age			Length of residency		Household income		Overall
	18-34	35-54	55+	10 years or less	More than 10 years	Under \$75,000	\$75,000 or more	
Overall, how would you rate your satisfaction or dissatisfaction with services provided by the City of Aspen?	90%	89%	88%	93%	87%	87%	90%	89%

APPENDIX V: 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 2014 Citizen Survey for Aspen was based on the 2012 survey, with several questions added and several removed. Topics for potential new questions were gathered from City staff and new questions were crafted for the 2014 survey. In an iterative process between City staff and NRC staff, a final six-page questionnaire was created for 2014.

SELECTING SURVEY RECIPIENTS

City of Aspen registered voters were those eligible to complete the 2014 survey. 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 6,500 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 3,600 voter households). NRC randomly selected 1,750 registered voter households from this list to participate in the survey – 145 inactive voter households and 1,605 active voter households.

SURVEY ADMINISTRATION AND RESPONSE RATE

Voter households received three mailings in August 2014. 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 1,750 households that were mailed the survey, 124 were undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed, approximately 7% of mailings. Of the remaining 1,626 delivered surveys, 357 individuals completed the survey, providing a response rate of 22%, similar to the 2013 response rate (23%).

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 five 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 voter households, some selected 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).

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

While the 95 percent confidence level for the survey is generally no greater than plus or minus five percentage points around any given percent reported for the entire sample (357 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, surveys were 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	48%	48%	51%	48%
Male	52%	52%	49%	52%
Age 18-34	28%	22%	11%	22%
Age 35-54	41%	42%	32%	42%
Age 55 and over	31%	36%	57%	36%
Female 18-34	14%	10%	4%	10%
Female 35-54	19%	19%	16%	19%
Female 55 and over	15%	18%	30%	18%
Male 18-34	14%	12%	7%	12%
Male 35-54	22%	23%	16%	23%
Male 55 and over	16%	18%	27%	18%

¹ Source: 2010 Census

² Source: Pitkin County Registered Voter List, purchased July, 2014.

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 VI: SURVEY MATERIALS

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