



# ASPEN CITIZEN SURVEY

Report of Results  
October 2015



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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 2015 survey was the tenth 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 9% of the mailed surveys were returned as undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. There were 371 respondents to the survey, yielding a response rate of 23%, similar to 2014 (22%). The margin of error is plus or minus five percentage points around any given percent for the entire sample (371 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 2015 and 33% felt it was “good”; only 5% gave a “fair” or “poor” rating.
- Ratings of quality of life in have remained strong across all survey years.
- Contributing to these high quality of life ratings are high safety ratings; almost all residents felt safe in various areas of the city including in their neighborhoods, in the commercial core and in Aspen overall.

### **Survey respondents give positive evaluations to Aspen's recreation facilities, parks, athletic fields, trails and open space.**

- 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 climbing equipment was well-maintained. Aspects of Guest Services, including

helpfulness, timeliness and greetings generally were well-received by a strong majority of survey respondents.

- While agreement with most of the statements about the ARC remained stable from 2014 to 2015, ratings of ARC Guest Services staff being informative and able to handle all questions have increased steadily since 2006.
- More than 80% of respondents agreed with the positive statements about the Red Brick Recreation Center and its staff. Staff at Red Brick received positive ratings for their accuracy of information, helpfulness and knowledge from nearly all survey respondents. Ratings for all aspects of the Red Brick Recreation Center remained stable since the baseline survey in 2006.
- In 2015, as in previous years, at least 9 in 10 respondents gave positive marks to the condition of parks, athletic fields and trails in Aspen. Respondents were equally positive in their assessments of the ability to find trail heads, the quality and availability of open space events and programs.

### **Although voter evaluations of most City services and departments remain strong and stable, a few receiving higher ratings in 2015 than 2014.**

- In 2015, 86% of respondents were “satisfied” or “somewhat 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 were fixed in a timely manner and that snow removal was timely and thorough. Ratings for streets being in good repair dropped slightly between 2014 and 2015.
- Evaluations of most Aspen City offices remained strong and stable from 2014 to 2015, however, ratings for the City Manager’s staff as accurate, prompt and responsive declined between survey years. The highest ratings were given to the services provided by the Utility Billing staff, the Finance Window staff and the Police staff.
- Of the voters who had an opinion about individual City services, the City Clerk Office, Red Brick Recreation Center and the Finance Window received the highest evaluations; at least half of respondents were “very” satisfied with each of these services. Overall, ratings for City services were stable between 2014 and 2015. However, declines between survey years were noted for City Manager Office, streets and the Housing Authority.
- 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 2014 to 2015.

## **Voters have high confidence in Aspen police officers and support a body-worn camera program.**

- Almost all Aspen voters were “very” or “somewhat” confident in the City’s police officers’ abilities to treat all people fairly, treat and handle suspects and enforce the law.
- Overall, about one-quarter of respondent “strongly” supported a body-worn camera program and about half “somewhat” supported the program. Twice as many “strongly supported” the program as “strongly opposed” it.
- A majority of voters felt the cameras would have a positive impact on providing objective evidence of interactions between officers and civilians, conflict between police and community members and the safety of the Aspen community; the biggest negative impact of the camera program would be on citizen’s privacy.

## **Newspapers and mailed materials, residents’ preferred sources of information, are of high quality.**

- When asked if they used a number of sources of information to learn about the City of Aspen, most respondents reported that they used newspaper ads (96%), local newspaper articles (95%), mailed materials (80%) and the City website (76%) as a “minor” or “major” source of information.
- The use of Community government television increased from 54% in 2014 to 63% in 2015; other local television broadcasts increased as well from 40% to 52%.
- About 9 in 10 Aspen voters were “very” or “somewhat” satisfied with the information they receive from community government television, local newspapers articles and newspapers ads.
- City webcasts and social network sites had lower levels of satisfaction and use.

# SURVEY BACKGROUND

## Survey Purpose

The City of Aspen Citizen Survey serves as a consumer report card for Aspen by providing residents the opportunity to rate their satisfaction with the quality of life, local facilities and services and satisfaction with local government. The survey also gives voter households 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 2015 survey is the tenth iteration. The 2015 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 2015, 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 151 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 371 residents, for a response rate of 23%, similar to 2014 (22%).

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 (25% 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 (371 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 2006, whenever past data are available. Differences between 2014 and 2015 can be considered “statistically significant” if they are greater than seven 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, 95% of residents felt it was “good” or “excellent.” Five percent of voters reported that the overall quality of life in the City was “fair” and no one felt it was “poor.” Ratings of the overall quality of life remained stable from 2014 to 2015 and were similar to ratings given in 2007.

Figure 1: Overall Quality of Life in Aspen, 2015

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

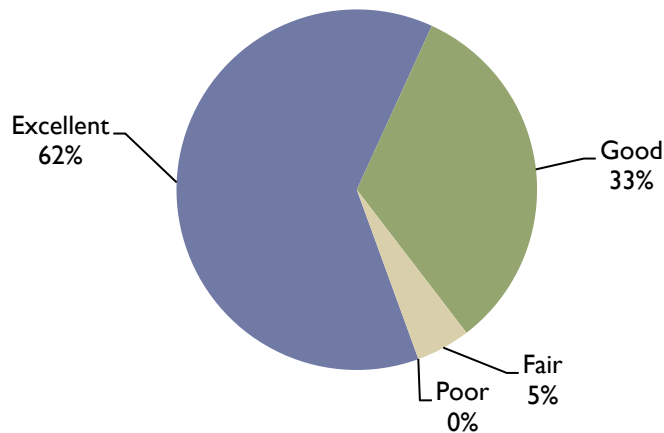
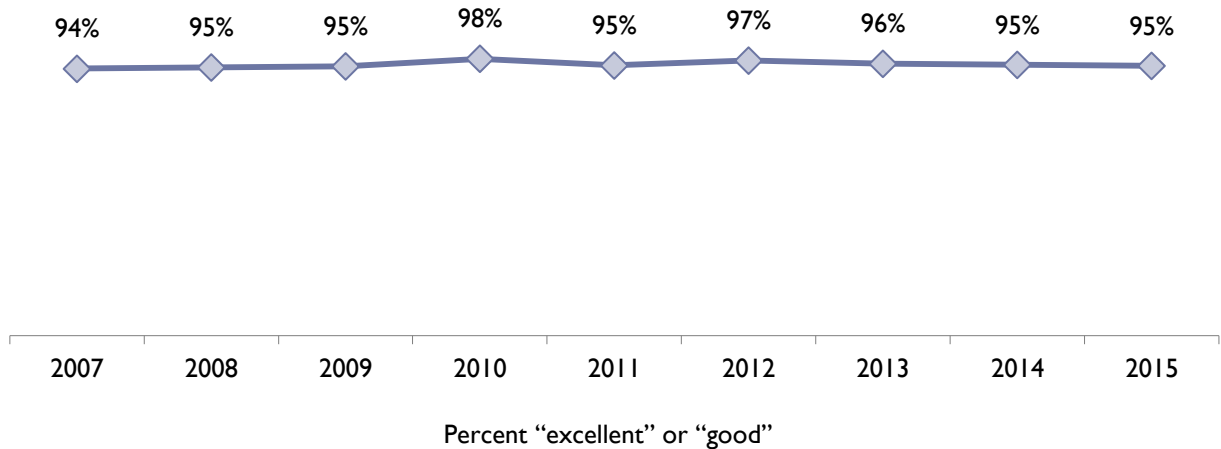


Figure 2: Overall Quality of Life Compared Over Time



The 2015 survey included a new question asking voter to rate their feelings of safety throughout different areas of Aspen. Overall, almost all residents felt safe in the various areas of the city. Compared to previous years, safety ratings in 2015 were similar.

Figure 3: Feelings of Safety in Aspen Compared Over Time

Based on your experiences during the last 12 months, to what extent do you agree or disagree with the following: (Percent “agree” or “strongly agree”)	2015	2013	2012	2011	2010	2009	2008	2007	2006
I feel safe in my neighborhood during the day	99%	NA	99%	100%	99%	100%	100%	100%	100%
I feel safe in the Commercial Core during the day	99%	NA	99%	100%	99%	100%	100%	100%	100%
I feel safe in Aspen as a whole	98%	96%	99%	99%	99%	100%	99%	99%	100%
I feel safe in the Commercial Core after dark	96%	NA	96%	99%	97%	97%	98%	98%	98%
I feel safe in my neighborhood after dark	95%	NA	92%	96%	97%	90%	97%	96%	97%

*This question was not included on the 2014 survey. In 2013, safety in neighborhoods and safety in the Commercial Core were asked as single items and not broken out by “during the day” and “after dark” so a comparison cannot be made.*

## Recreation Facilities

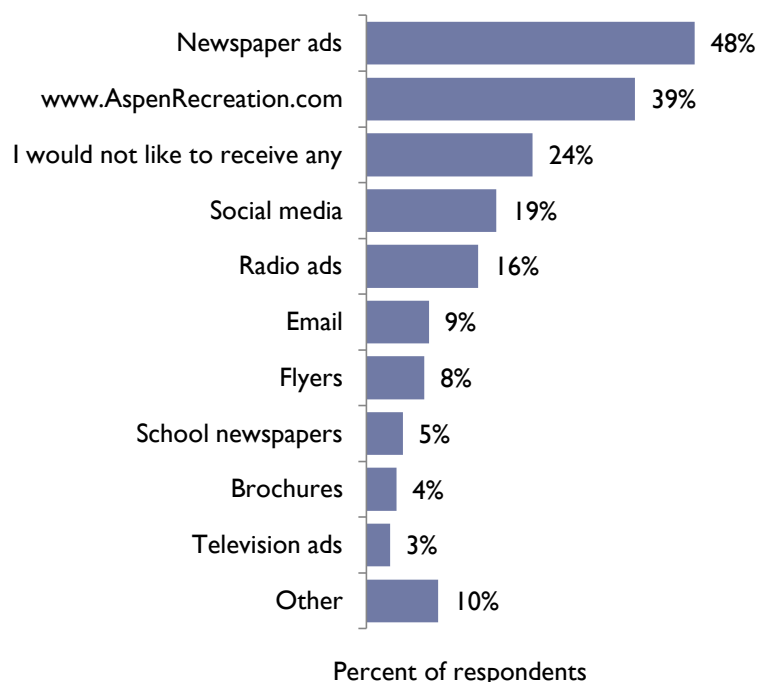
The Aspen Citizen Survey monitors the quality of various recreation facilities and amenities, including the Aspen Recreation Center (ARC), the Red Brick Recreation Center, parks, athletic fields, the trail system and open space. The ways in which respondents preferred to receive information about the 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](http://www.AspenRecreation.com)) and almost 2 in 10 used social media and the radio (19% and 16%, respectively). One in 10 or fewer reported a preference for receiving ARC information from the other sources listed and about one-quarter preferred to not receive information about the ARC.

**Figure 4: Preferences for Receiving ARC Information, 2015**

*How would you prefer to receive information about Aspen Recreation Center (ARC) events, opportunities and updates? (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.*

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 71% 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 (96% “agree” or “strongly agree”) and that the ARC climbing equipment was well-maintained (97%). Aspects of Guest Services, including helpfulness, timeliness and greetings generally were well-received by a strong majority of survey respondents. Just over three-quarters of voters (78%) agreed that the ARC does a good job of communicating program information.

Generally, evaluations of the ARC staff and facilities were similar between 2014 and 2015 and stable for the past nine years.

**Figure 5: ARC Staff and Facilities Compared Over Time**

<b>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")</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>	<b>2006</b>
The ARC does a good job of communicating program information	78%	76%	63%	63%	66%	65%	61%	68%	62%	76%
The ARC Guest Services staff was helpful	93%	96%	91%	92%	91%	95%	92%	94%	88%	93%
The ARC Guest Services staff was timely in handling requests	92%	93%	88%	87%	87%	90%	91%	92%	88%	89%
The ARC Guest Services staff greeted me with a smile	95%	95%	92%	90%	91%	92%	89%	92%	85%	93%
The ARC Guest Services staff was informative and able to handle all questions	94%	93%	83%	85%	90%	88%	89%	88%	86%	87%
I enjoyed my experience at the ARC	96%	99%	92%	95%	97%	96%	96%	99%	93%	96%
The ARC Aquatics staff was helpful	92%	99%	86%	95%	93%	91%	90%	94%	92%	96%
The ARC Aquatics staff was timely in handling requests	93%	96%	90%	93%	92%	86%	89%	92%	88%	93%
The ARC Aquatics staff greeted me with a smile	94%	95%	87%	93%	93%	86%	90%	91%	86%	91%
The ARC Aquatics staff was informative and able to handle all questions	92%	97%	89%	90%	95%	91%	87%	91%	89%	92%
The ARC Aquatics staff was polite and friendly during my visit	94%	96%	90%	95%	95%	93%	92%	94%	87%	95%
The aquatic area, lockers and lawn were sufficiently clean during my visit	92%	93%	91%	90%	91%	88%	94%	95%	93%	98%
The pools were clear, clean and inviting to swim in	93%	96%	92%	97%	91%	95%	94%	95%	94%	97%
Swimming equipment and pool toys were available for use and in good condition	89%	92%	91%	93%	91%	89%	91%	91%	89%	95%
I enjoyed my experience at the ARC Aquatics area	94%	98%	94%	97%	96%	96%	96%	99%	94%	98%
The ARC fitness equipment was well-maintained	90%	90%	87%	92%	NA	NA	NA	NA	NA	NA
The ARC fitness equipment was usually available when I wanted to use it	80%	86%	82%	79%	NA	NA	NA	NA	NA	NA
The ARC climbing equipment was well-maintained	97%	95%	94%	96%	NA	NA	NA	NA	NA	NA
The ARC climbing equipment was usually available when I wanted to use it	94%	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 56% to 67% 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 four in five agreed with each statement. Most voters felt that the service provided by the Red Brick Recreation Center staff was accurate (98% “agree” or “strongly agree”), the Red Brick Recreation Center staff was helpful (98%), the Red Brick Recreation Center staff was knowledgeable (97%) and the service provided by the Red Brick Recreation Center staff was accessible (96%). Slightly fewer felt the communication of program information and schedules were very good (86%).

Ratings for all aspects of the Red Brick Recreation Center remained stable from 2014 to 2015 and since the baseline survey in 2006.

Figure 6: 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")	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
The service provided by the Red Brick Recreation Center staff was accurate	98%	97%	95%	90%	97%	96%	95%	95%	95%	97%
The service provided by the Red Brick Recreation Center staff was accessible	96%	96%	89%	86%	95%	94%	95%	94%	92%	99%
The Red Brick Recreation Center staff was helpful	98%	96%	92%	88%	93%	93%	94%	95%	91%	96%
The Red Brick Recreation Center staff was knowledgeable	97%	96%	92%	90%	98%	92%	95%	98%	90%	98%
The communication of program information and schedules were very good	86%	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	94%	92%	93%	90%	98%	89%	96%	93%	93%	98%
The condition of the gym at the Red Brick Recreation Center was very good	86%	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	94%	92%	89%	85%	94%	88%	92%	89%	86%	89%
The cleanliness of the Red Brick Recreation Center gym and locker rooms was very good	87%	88%	93%	82%	92%	84%	90%	86%	82%	NA
The enthusiasm of the Red Brick Recreation Center staff and coaches was very good	95%	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 2015 Citizen Survey measured voter opinions about the quality of City of Aspen outdoor recreation facilities. Voters also provided their opinions on current dog enforcement laws.

### Quality of Parks, Athletic Fields, Trails and Open Space

About 9 in 10 respondents agreed with each statement about parks, athletic fields and trails, with at least 40% “strongly” agreeing with each. Nearly all voters agreed that the Nordic Trail System trails could be used for the purpose intended (96%), the Nordic Trail System trail grooming was very good (96%) and the condition of both athletic fields and parks allowed for safe and enjoyable experiences (93%). Overall, 4% or less strongly disagreed with each statement.

At least 25% of voters selected “don’t know” or “not applicable” when assessing statements related to condition of 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*.

In general, ratings for various aspects of parks, athletic fields and trails in Aspen have remained strong and stable since 2006. However, ratings of pedestrian/bike trail surfaces being smooth enough for the intended purpose were lower in 2015 than in 2014.

Figure 7: 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")	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
The condition of the parks allowed me to have a safe and enjoyable experience	93%	97%	95%	96%	98%	97%	97%	97%	98%	98%
The parks were free of litter	91%	93%	93%	89%	94%	94%	92%	90%	92%	95%
The condition of the athletic fields allowed me to have a safe and enjoyable experience	93%	98%	96%	95%	99%	94%	98%	99%	98%	97%
The athletic fields were free of litter	91%	95%	95%	91%	97%	94%	93%	90%	96%	96%
The pedestrian/bike trail surfaces were free of debris/litter	92%	95%	95%	91%	94%	95%	95%	96%	94%	94%
The pedestrian/bike trail surfaces were smooth enough for the intended purpose	89%	97%	95%	95%	96%	NA	NA	NA	NA	NA
The pedestrian/bike trail could be used safely	89%	94%	93%	91%	95%	95%	94%	95%	94%	95%
The pedestrian/bike trail signage was very good	89%	94%	93%	91%	94%	NA	NA	NA	NA	NA
The Nordic Trail System trail grooming was very good	96%	98%	98%	96%	98%	98%	96%	97%	97%	98%
The Nordic Trail System trails could be used for the purpose intended	96%	99%	98%	96%	99%	99%	96%	99%	97%	98%
The Nordic Trail System trail signage was very good	93%	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.

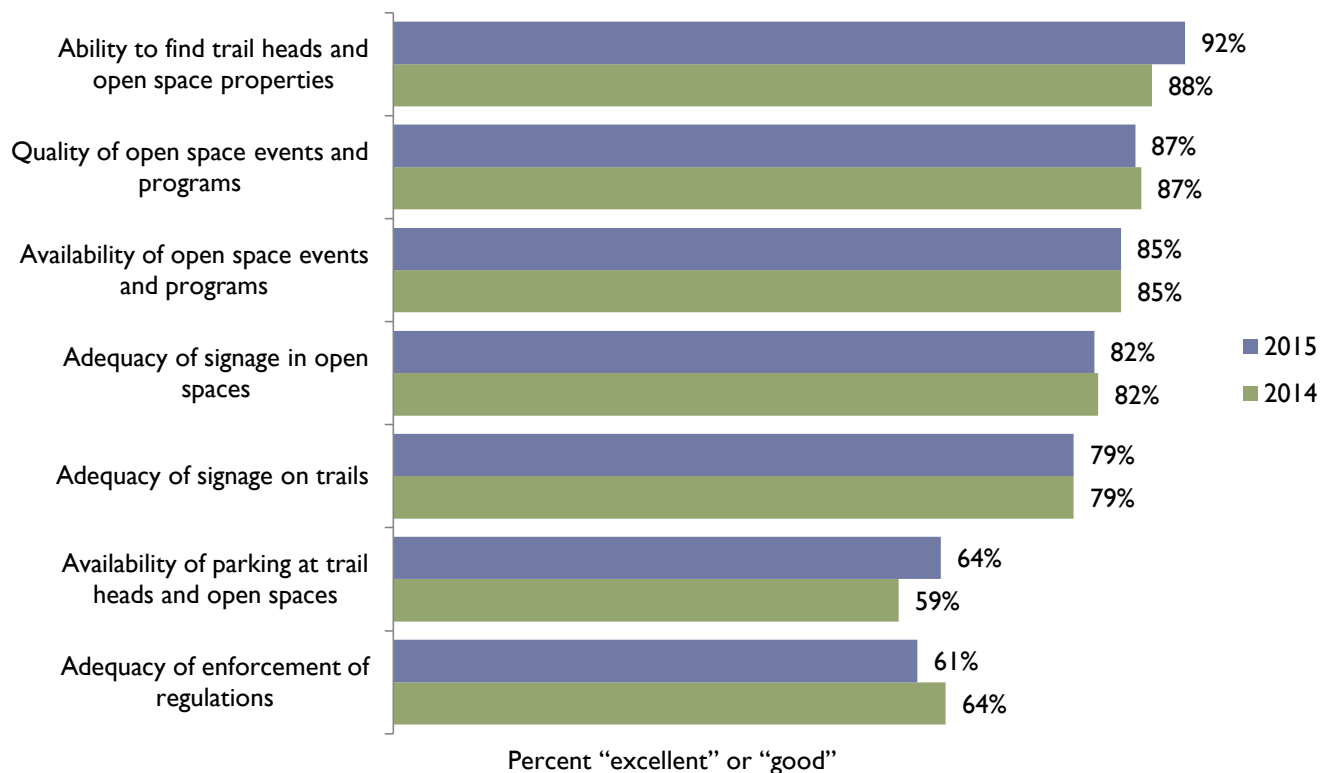
In 2007, some question wording was altered slightly to render all statements consistently past tense. The 2006 question, “The path and trail surfaces were free of debris and litter” was changed to “The pedestrian/bike trail surfaces were free of debris/litter” in 2007. The 2006 question, “The trail maintenance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

Voters rated 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 (61%) and the availability of parking at trail heads and open spaces (64%). Ratings were stable over time.

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

**Figure 8: Quality of Aspects of City Parks, Open Space and Trails Compared Over Time**

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

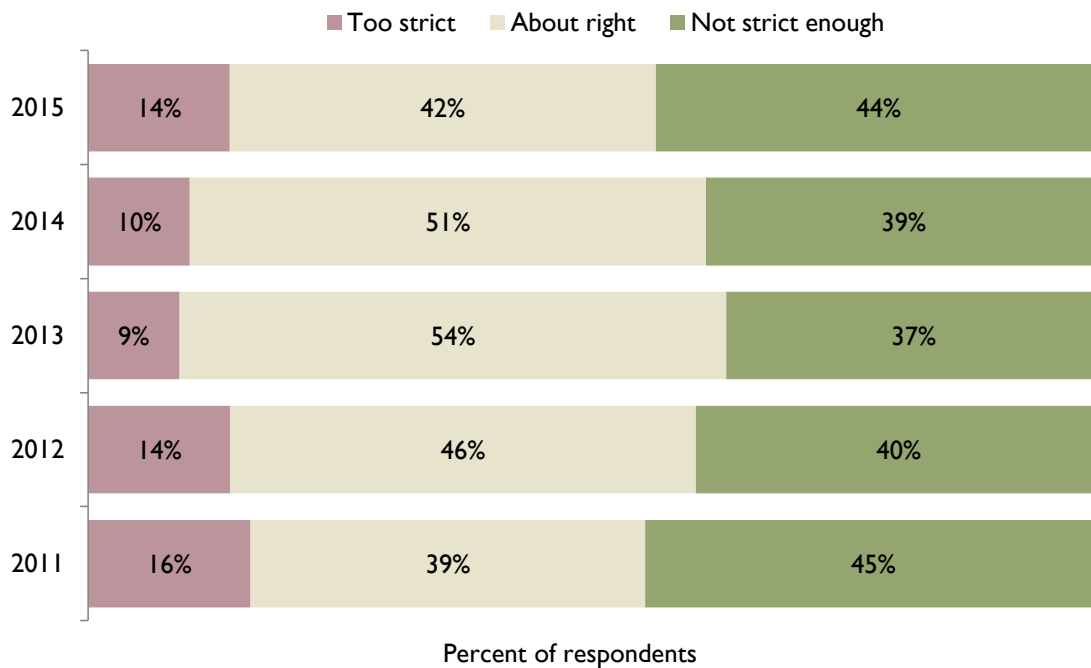


## Enforcement for Dogs

Since 2011, the survey has gauged perceptions about the current level of enforcement for dogs. Overall, voters were split between the enforcement being “about right” or “not strict enough,” with about two in five rating the enforcement either way. However, the proportion of voters rating enforcement as “about right” was lower in 2015 than in 2014 (42% compared to 51%). A small minority of voters felt enforcement was “too strict.”

**Figure 9: Current Level of Enforcement for Dogs Compared Over Time**

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



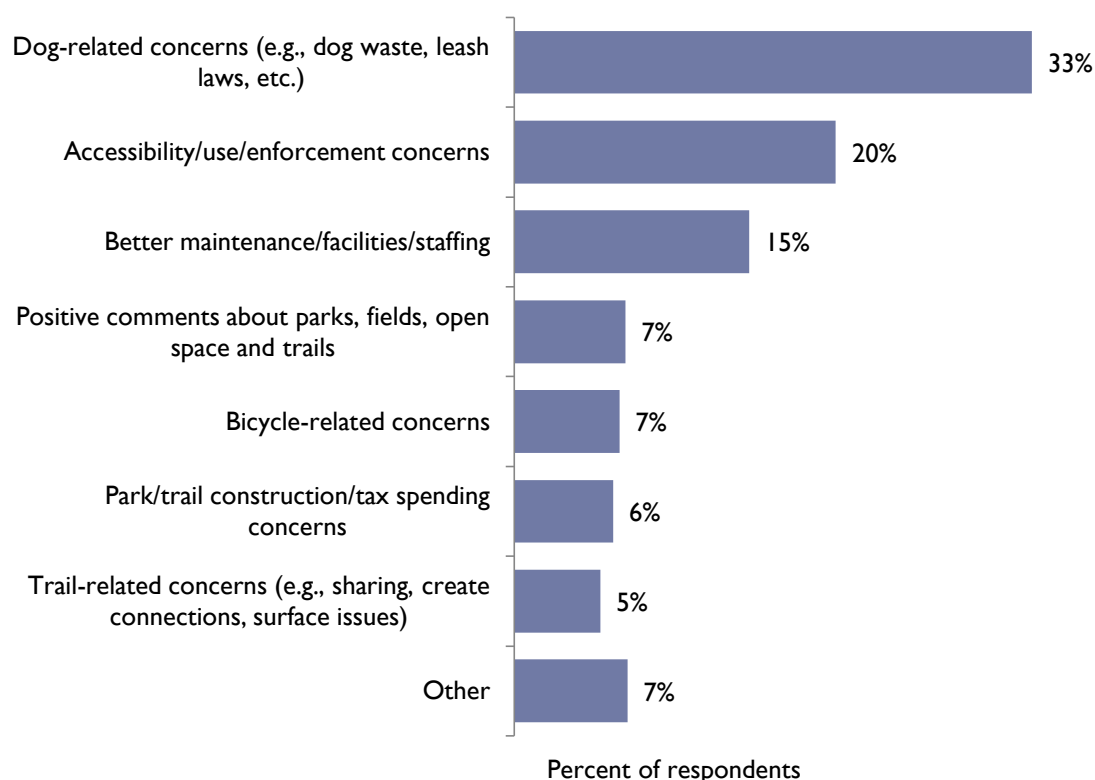


## Other Parks, Fields, Open Space and Trail Concerns

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 168 respondents who chose to write in a response, one-third provided comments related to concerns about dogs and 20% mentioned concerns with accessibility, use and enforcement. Fifteen percent mentioned improvements to maintenance, facilities and staffing. Less than 1 in 10 survey respondents mentioned the other concerns. A complete list of the written in comments can be found in *Appendix III: Verbatim Responses*.

**Figure 10: Concerns Related to City Parks, Fields, Open Space and Trails, 2015**

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



Results in the figure above represent the 168 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 2015 reporting that they received information about the Wheeler programs from newspapers (85%). Between 20% and 30% reported getting information from the Internet, the radio and blast emails. Less frequently used sources of information included flyers, brochures and television. (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 2015 compared to 2014.

Figure 11: Information Sources for Wheeler Programs Compared Over Time

How have you received information about the Wheeler programs? (Please check all that apply.)	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
Newspapers	85%	79%	75%	81%	83%	84%	86%	84%	81%	97%
Internet	31%	35%	24%	30%	20%	25%	22%	21%	18%	23%
Radio	27%	31%	27%	33%	34%	29%	28%	29%	35%	46%
Blast Email	21%	25%	22%	29%	18%	20%	18%	13%	10%	24%
Flyers	12%	13%	16%	23%	23%	23%	27%	30%	24%	60%
Brochures	10%	11%	15%	17%	16%	16%	17%	16%	16%	46%
Television	1%	3%	3%	4%	6%	8%	5%	8%	8%	NA
Other	7%	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

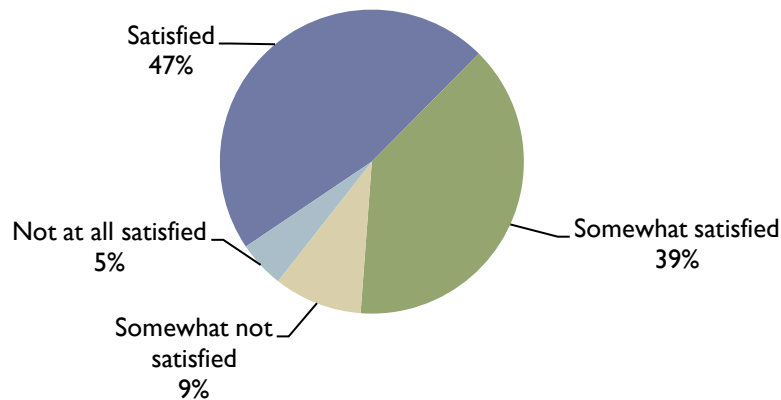
One goal of the Aspen Citizen Survey is to assess perspectives about the services the City provides to residents. Registered voters were asked to rate the overall quality of City services, various aspects of street maintenance and snow removal, customer service at City offices, the performance of City departments and aspects of Aspen City Government performance.

### Overall Quality of Services

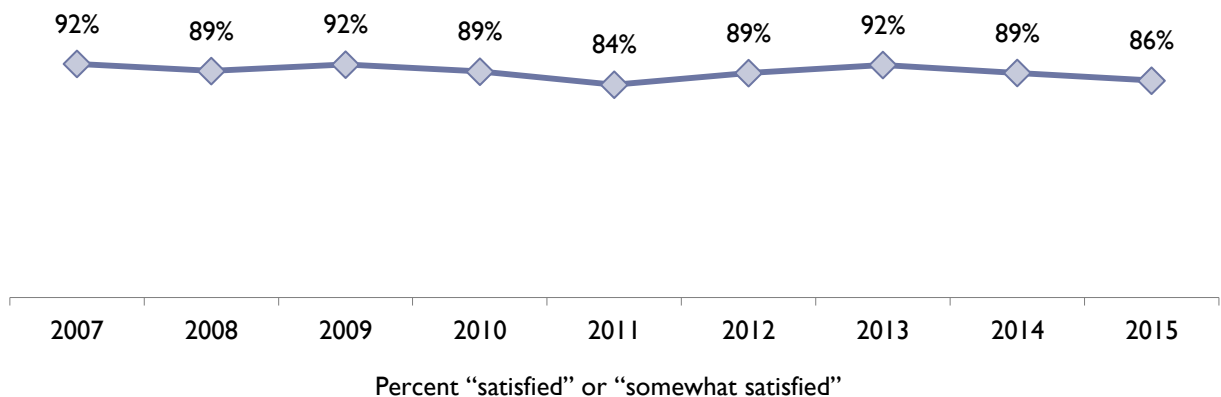
As in previous years, in 2015 Aspen voters reported a high level of satisfaction with the services provided by the City. Similar proportions of respondents said that they were “satisfied” (47%) or “somewhat satisfied” (39%) with the services provided by the City of Aspen. Nine percent said they were “somewhat not satisfied” and 5% 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 12: Overall Satisfaction with City of Aspen Services, 2015**

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



**Figure 13: 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. Four in five voters felt the City streets were in good repair and that street surfaces were smooth. Snow removal 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.

Other than a drop in rating of streets being in good repair, all other ratings of streets and snow removal in the City were similar from 2015 to 2014.

Figure 14: City Streets and Snow Removal Compared Over Time

<b>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")</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>	<b>2006</b>
Last winter's snow removal in the Commercial Core was timely	89%	91%	95%	95%	94%	93%	91%	91%	92%	95%
Last winter's snow removal in the Commercial Core was thorough	88%	89%	90%	93%	92%	90%	86%	87%	90%	93%
City streets are in good repair	84%	92%	88%	93%	93%	90%	84%	84%	88%	87%
The street surfaces are smooth	79%	86%	85%	90%	90%	88%	81%	83%	87%	86%
Last winter's snow removal in my residential area was thorough	78%	77%	80%	86%	78%	77%	71%	71%	81%	76%
Potholes are repaired in a timely manner	76%	79%	78%	86%	81%	77%	74%	70%	77%	81%
Last winter's snow removal in my residential area was timely	75%	77%	83%	87%	78%	81%	78%	74%	83%	78%

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

*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.*

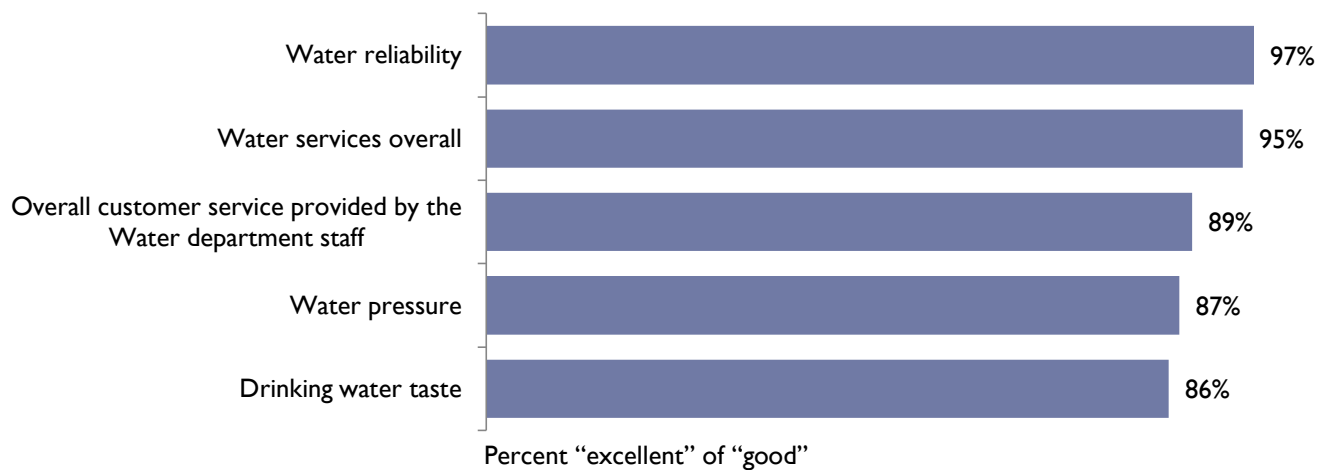
## Water Services

For the first time in 2015, residents rated several aspects of water services in the city including reliability, pressure and taste. Almost all respondents felt positively about water services overall and water reliability. Additionally, the customer service provided by staff, water pressure and drinking water taste were viewed as “excellent” or “good” by a strong majority of Aspen voters.

About one-third of respondents said “don’t know” when evaluating the customer service of department staff (see *Appendix II: Complete Set of Survey Responses* for a complete set of responses).

**Figure 15: Water Services, 2015**

*Based on your experience in the last 12 months, please rate the quality of each of the following.*



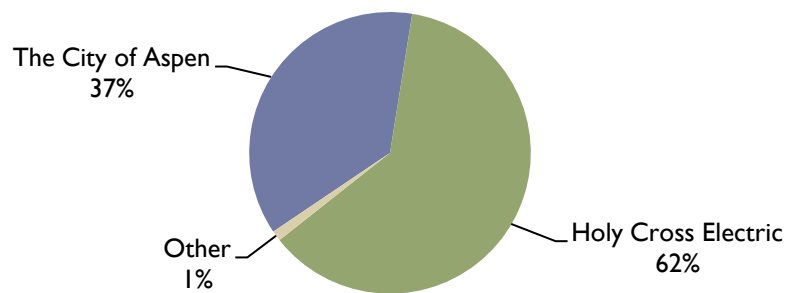
## Electric Utility

About two in five voters reported receiving their electricity from the City of Aspen and slightly more, about three in five, received electricity from Holy Cross Electric. When rating aspects of their electricity service from their respective providers, about 9 in 10 voters felt each aspect was “excellent” or “good.” These ratings included the areas of reliability, safety and customer service of staff, as well as the service overall. Ratings between the two service providers were similar.

About one-third of respondents said “don’t know” when evaluating the customer service of department staff (see *Appendix II: Complete Set of Survey Responses* for a complete set of responses).

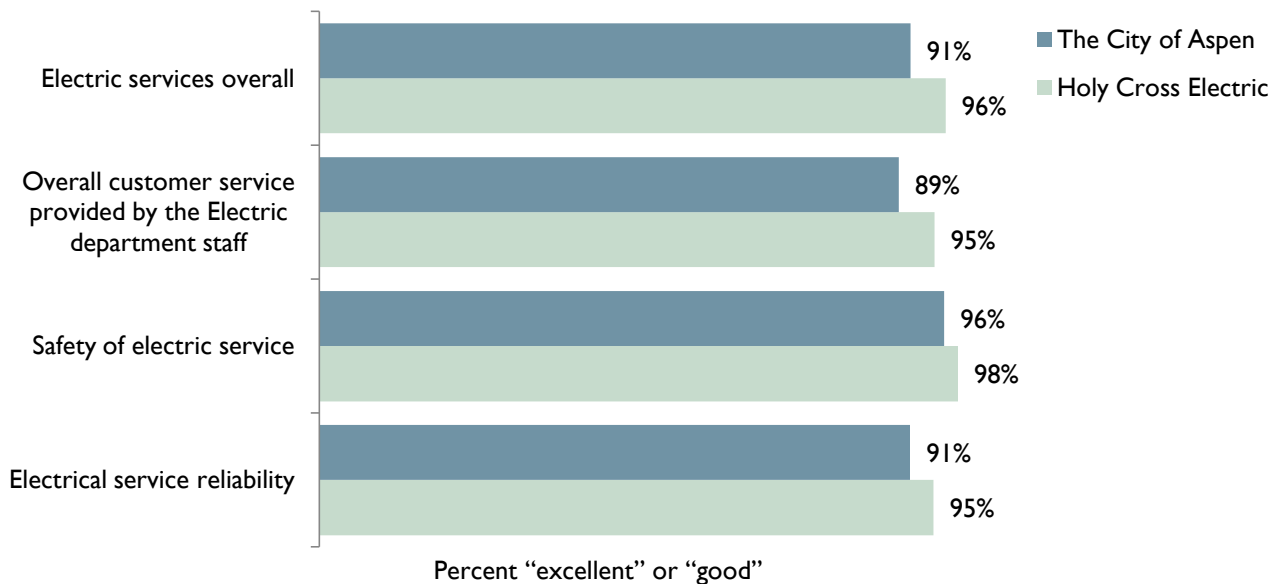
**Figure 16: Electrical Service Provider, 2015**

*Which of the following entities provides your electrical service?*



**Figure 17: Electric Services Compared by Provider, 2015**

*Based on your experience in the last 12 months, please rate the quality of each of the following:*

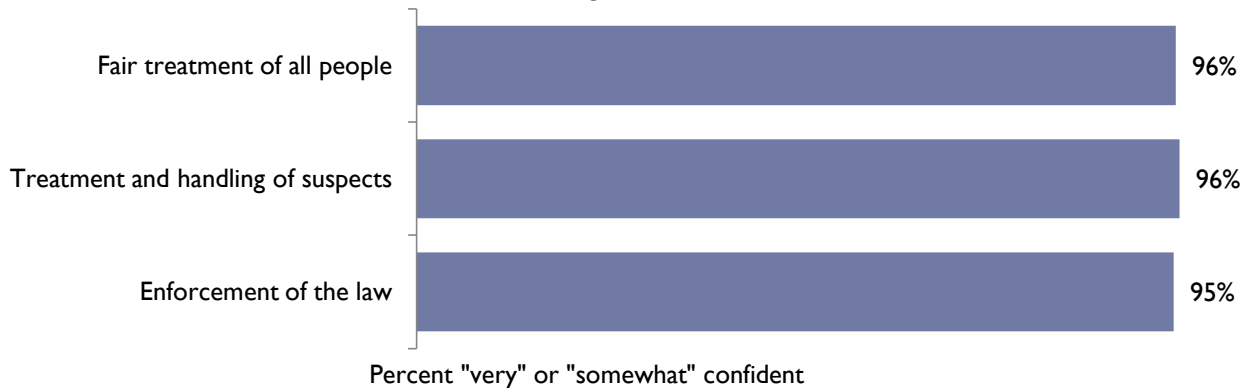


## Police and Public Safety

The 2015 survey included several new questions related to City police and a potential body-worn camera program. Almost all Aspen voters were “very” or “somewhat” confident in the City’s police officers’ abilities to treat all people fairly, treat and handle suspects and enforce the law. Overall, about one-quarter of respondent “strongly” supported a body-worn camera program and about half “somewhat” supported the program. About one-quarter of voters were opposed to the program.

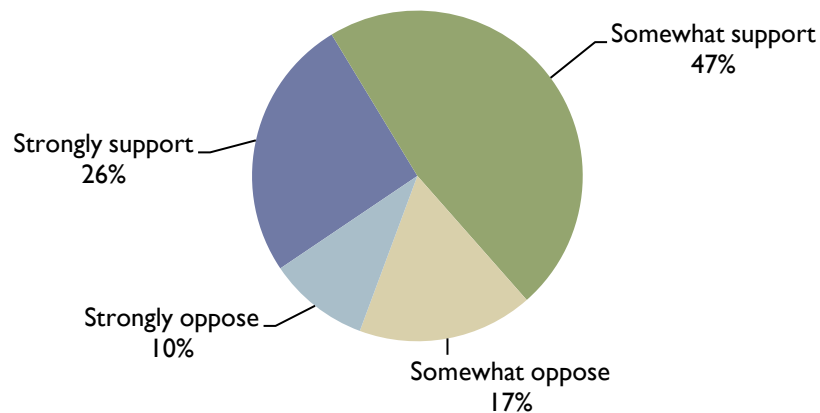
**Figure 18: Confidence in Aspen Police, 2015**

*How confident are you, if at all, with Aspen police officers’ abilities in each of the following areas*



**Figure 19: Overall Support for Body-worn Camera Program, 2015**

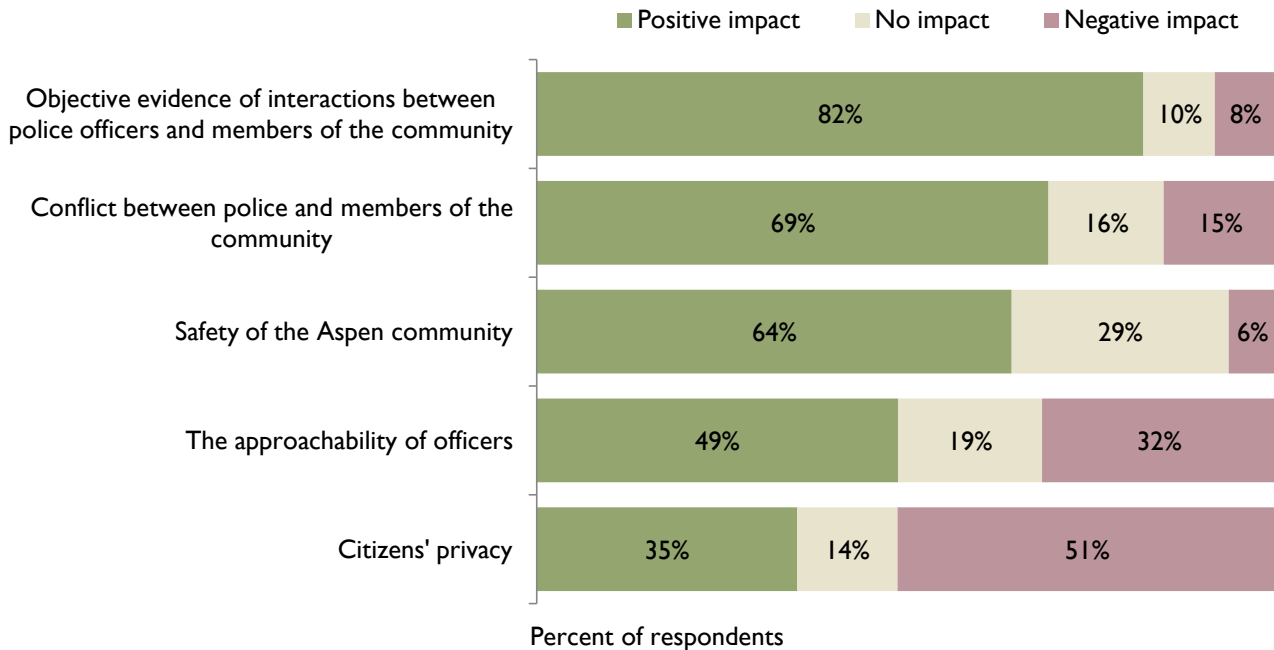
*To what extent would you support or oppose the Aspen Police Department implementing a body-worn camera program?*



When asked to assess the possible impacts of a body-worn camera program, a majority of voters felt the cameras would have a positive impact on providing objective evidence of interactions between officers and civilians, conflict between police and community members and the safety of the Aspen community. About half felt the cameras would have a positive impact on officers' approachability, but one-third felt the impact would be negative. Survey respondents felt the biggest negative impact of the camera program would be on citizen's privacy.

**Figure 20: Impact of Body-worn Cameras, 2015**

*The Aspen Police Department is considering implementing a body-worn camera program. All recorded materials would potentially be subject to open record requests. What kind of impact, if any, do you feel body-worn cameras would have on each of the following?*





## City Department Performance

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 30% and 60% of respondents selected “not applicable” or “don’t know” when asked to evaluate aspects of these City offices. Of the 40% to 70% of respondents who had an opinion, at least 6 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 most of the statements about the City Manager’s staff. About 15% of respondents “strongly” disagreed with statements regarding the services provided by the City Manager’s staff. Overall, ratings for most department remained stable from 2014 to 2015. However, ratings for the City Manager’s staff as accurate, prompt, responsive and informative declined from 2014 to 2015.

Figure 21: 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")	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
The service provided by the City Manager's Office was accurate	63%	71%	75%	72%	79%	70%	78%	67%	86%	86%
The service provided by the City Manager's staff was prompt	68%	76%	74%	84%	82%	73%	84%	73%	78%	84%
The City Manager's staff was responsive	69%	77%	73%	82%	82%	75%	82%	67%	77%	83%
The City Manager's staff was helpful	69%	72%	76%	77%	83%	73%	78%	65%	82%	NA
The City Manager's staff was knowledgeable	69%	74%	73%	81%	80%	79%	82%	66%	84%	85%
The City Manager's staff was informative	68%	77%	71%	71%	84%	78%	81%	64%	79%	NA
The service provided by the Utility Billing staff was accurate	91%	96%	98%	97%	95%	93%	95%	92%	94%	92%
The service provided by the Utility Billing staff was timely	92%	95%	92%	94%	97%	92%	92%	96%	93%	96%
The Utility Billing staff was courteous in dealing with my situation or request	91%	96%	98%	95%	99%	93%	90%	96%	95%	97%
The Utility Billing staff was knowledgeable in dealing with my situation or request	91%	95%	98%	96%	94%	88%	88%	88%	93%	93%
The Finance Window staff was courteous in dealing with my situation or request	95%	93%	91%	94%	NA	NA	NA	NA	NA	NA
The Finance Window staff was knowledgeable in dealing with my situation or request	96%	92%	91%	94%	NA	NA	NA	NA	NA	NA
The service provided by the Housing Authority staff was accurate	76%	82%	77%	80%	78%	77%	81%	73%	83%	86%
The service provided by the Housing Authority staff was timely	82%	81%	87%	84%	79%	77%	84%	77%	79%	88%
The Housing Authority staff was helpful	78%	80%	74%	84%	80%	75%	86%	77%	78%	82%
The Housing Authority staff was knowledgeable	80%	86%	77%	83%	81%	79%	84%	75%	83%	82%
The services provided by the Police staff were accurate	89%	93%	88%	92%	90%	89%	93%	93%	88%	90%
The services provided by the Police staff were prompt	94%	92%	91%	94%	92%	91%	97%	94%	93%	91%
The Police staff was courteous	97%	95%	90%	95%	93%	91%	96%	97%	91%	93%
The Police staff was helpful	94%	94%	89%	92%	91%	90%	95%	95%	89%	NA
The Police staff was knowledgeable	91%	92%	90%	94%	91%	89%	94%	95%	92%	91%
The Police staff was informative	90%	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 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, Red Brick Recreation Center and the Finance Window received the highest evaluations, with at least half of respondents saying they were “very” satisfied and at least one-third stating they were “somewhat” satisfied with each. The Wheeler Opera House also received favorable ratings from 9 in 10 residents.

It should be noted that when rating satisfaction with these services, between 28% and 70% 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*).

Overall, ratings for these services were stable between 2014 and 2015. However, declines between the two surveys years were noted for City Manager Office (74% satisfied in 2014 versus 66% in 2015), streets (79% versus 70%) and the Housing Authority (79% versus 68%).

**Figure 22: Performance of City of Aspen Government Compared Over Time**

<b>In general, how satisfied or dissatisfied are you with the overall performance of the following services of the City of Aspen government? (Percent "somewhat satisfied" or "very satisfied")</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>	<b>2006</b>
City Clerk Office	96%	95%	90%	92%	95%	91%	87%	98%	97%	97%
Red Brick Recreation Center	96%	92%	92%	93%	90%	96%	95%	96%	94%	97%
Wheeler Opera House	95%	92%	88%	92%	86%	94%	92%	96%	97%	98%
Finance Window (RETT, sales tax, and other payments to the city)	94%	88%	86%	91%	77%	87%	NA	NA	NA	NA
Aspen Recreation Center (ARC)	92%	94%	88%	89%	NA	NA	NA	NA	NA	NA
Electric	91%	88%	81%	92%	92%	92%	94%	94%	93%	100%
Police Department	89%	93%	88%	92%	93%	90%	92%	94%	88%	92%
Golf	88%	90%	84%	85%	88%	85%	89%	90%	84%	95%
Environmental Health	86%	85%	80%	83%	83%	79%	90%	89%	83%	89%
Water	86%	87%	90%	88%	86%	92%	90%	92%	97%	98%
Parks	85%	92%	91%	91%	91%	95%	95%	93%	97%	95%
GIS (Geographic Information System)	83%	85%	84%	86%	99%	87%	92%	95%	NA	NA
Kids First	83%	86%	71%	75%	98%	90%	90%	90%	94%	96%
Engineering	71%	73%	61%	64%	68%	70%	75%	74%	78%	86%
Streets	70%	79%	81%	83%	79%	88%	86%	79%	86%	91%
Housing Authority (existing deed-restricted and rental units)	68%	79%	61%	67%	68%	72%	73%	67%	76%	77%
City Manager Office	66%	74%	71%	72%	75%	74%	73%	63%	82%	88%
New housing development (Burlingame II)	62%	59%	50%	41%	NA	NA	NA	NA	NA	NA
Community Development	57%	63%	58%	62%	67%	71%	63%	54%	68%	71%
Transportation and Parking	57%	62%	73%	64%	51%	59%	56%	59%	57%	74%

Prior to 2015, the question asked about the “overall performance and responsiveness” for each department. 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. About 7 in 10 voters gave "good" or "excellent" evaluations to the job the City does informing its residents and two-thirds 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 (61%), the value of City services for taxes paid (60%) and the job the City does at communicating major issues to residents (56%). About 4 in 10 believed that the City does at least a "good" job matching expenditures to community priorities (43%) and listening to residents (42%). Over one-quarter of voters gave "poor" evaluations to the job the City does at matching expenditures to community priorities and listening to residents (see *Appendix II: Complete Set of Survey Responses*).

It should be noted that 46% 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 over time.

Figure 23: City of Aspen Government Performance Compared Over Time

Please rate the following categories of Aspen government performance: (Percent "good" or "excellent")	2015	2014	2013	2012	2011	2010
The job the City does informing residents	69%	75%	71%	72%	68%	65%
The quality of the information the City provides to residents	66%	70%	68%	65%	61%	62%
The job the City does responding to requests for public records and information	61%	63%	61%	59%	NA	NA
The value of City services for the taxes you pay	60%	59%	61%	63%	55%	55%
The job the City does communicating to residents about major issues	56%	59%	60%	58%	56%	NA
The job the City does matching expenditures to community priorities	43%	43%	44%	41%	36%	NA
The job the City does listening to residents	42%	42%	49%	40%	36%	44%

The 2015 survey included several questions to assess voters' interest in a Citizen Academy. Overall, about half of respondents "agreed" with each statement, with an additional one-quarter or less in "strong" agreement. About three-quarters of respondents were interested in learning about City Departments, City Council and Commissions and how to get information about City government. Two-thirds were interested in learning more about volunteering with the City, how to get involved with the City and a program to increase understanding of City government.

Despite the moderate level of interest in a Citizen Academy, 47% of respondents were "somewhat" likely to participate in a "Government 101" program but another 44% were "not at all likely" to participate. Less than 1 in 10 voters were "very likely" to participate in the Citizen Academy.

Figure 24: Citizen Academy, 2015

*The City of Aspen is developing a Citizen Academy (sometimes called a "Government 101" program) to introduce residents to City government and leadership. Please tell us the extent to which you agree or disagree with the following statements:*

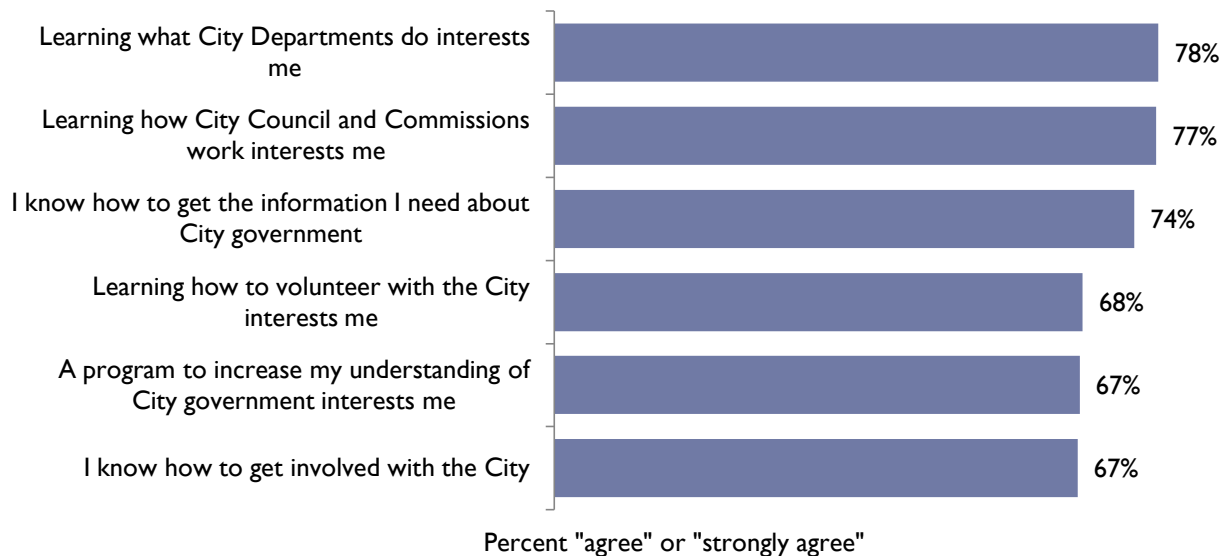
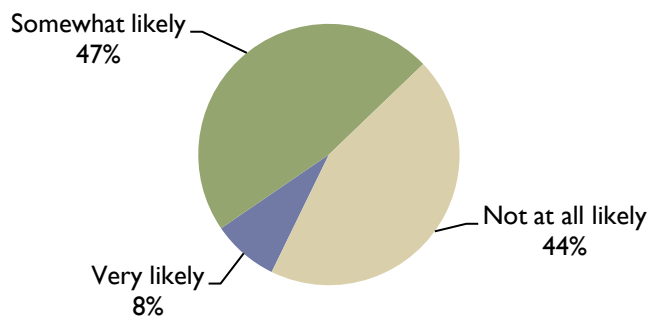


Figure 25: Likelihood of Participating in the Citizen Academy, 2015

*How likely, if at all, would you be to participate in a "Government 101" program to learn more about City government?*

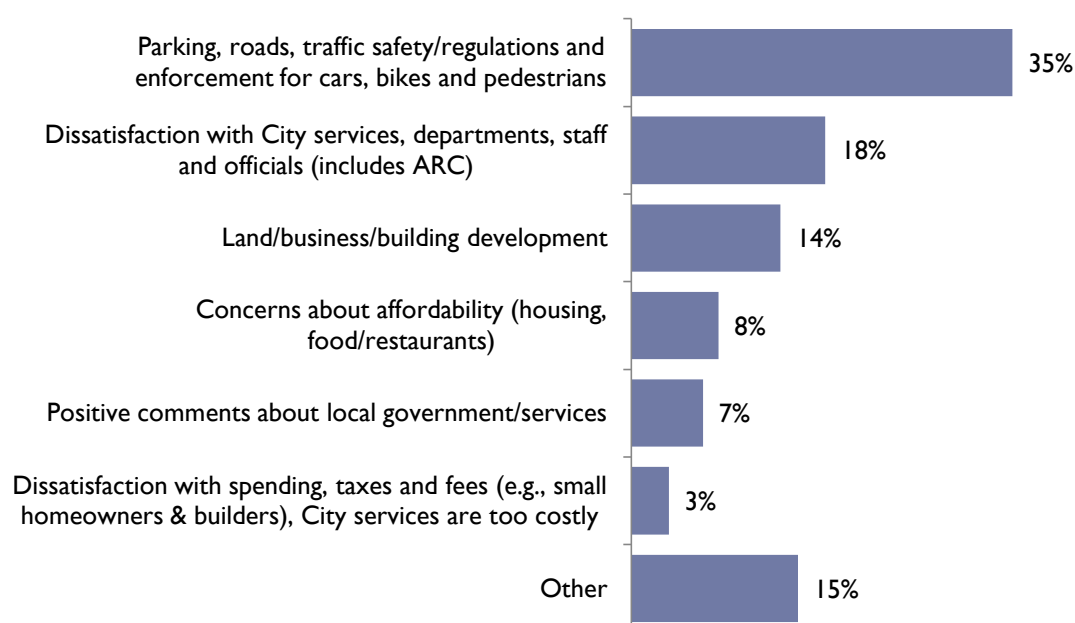


## Additional Comments about City Services

Survey respondents could provide feedback, in their own words, about “any City of Aspen services.” Of the 126 voters who chose to write-in a response, about one-third voiced concerns about parking, roads, traffic safety and enforcement of mobility-related regulations. Almost one in five voters mentioned dissatisfaction with City departments, staff and officials but almost 1 in 10 had positive things to say about City government or services. Fifteen percent provide some “other” feedback. The written responses to this question, including the “other” responses, can be found in *Appendix III: Verbatim Responses*.

**Figure 26: Additional Feedback about City Services, 2015**

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



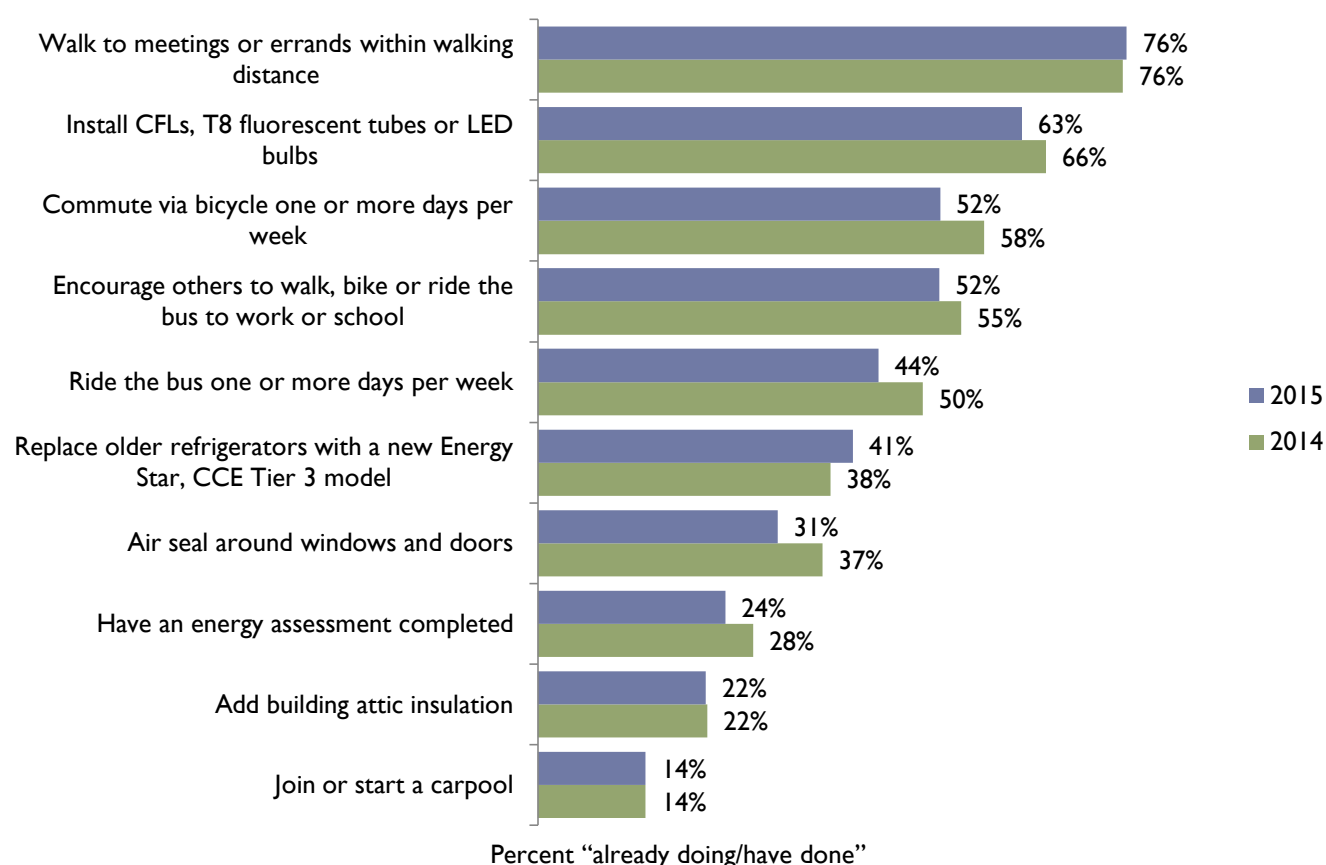
Results in the figure above represent the 126 respondents who chose to write-in a response. Responses to “other” can be found in *Appendix III: Verbatim Responses*.

## Sustainability Actions

For the past two survey iterations, a question has measured voter's actions to reduce energy consumption and greenhouse gases. A majority of respondents already walked to meetings or errands within walking distance and installed energy efficient light bulbs (CFLs, T8 fluorescent tubes or LEDs). About half said they had commuted via bicycle one or more days per week and encouraged others to walk, bike or ride the bus to work or school. Results in 2015 were similar to those in 2014.

**Figure 27: Actions Taken to Reduce Energy Consumption and Greenhouse Gases Compared Over Time**

*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 seven potential issues facing the community. About three-quarters of voters felt it was “very important” or “essential” ensure the availability of adequate workforce housing at a reasonable cost to rent/purchase and to manage traffic in town more effectively. Also important to a majority of voters was economic development without the (new physical) development and finding ways to decrease traffic in town; about two-thirds felt these areas were at least “very important.”

Figure 28: Importance of Actions the City Could Take Compared Over Time

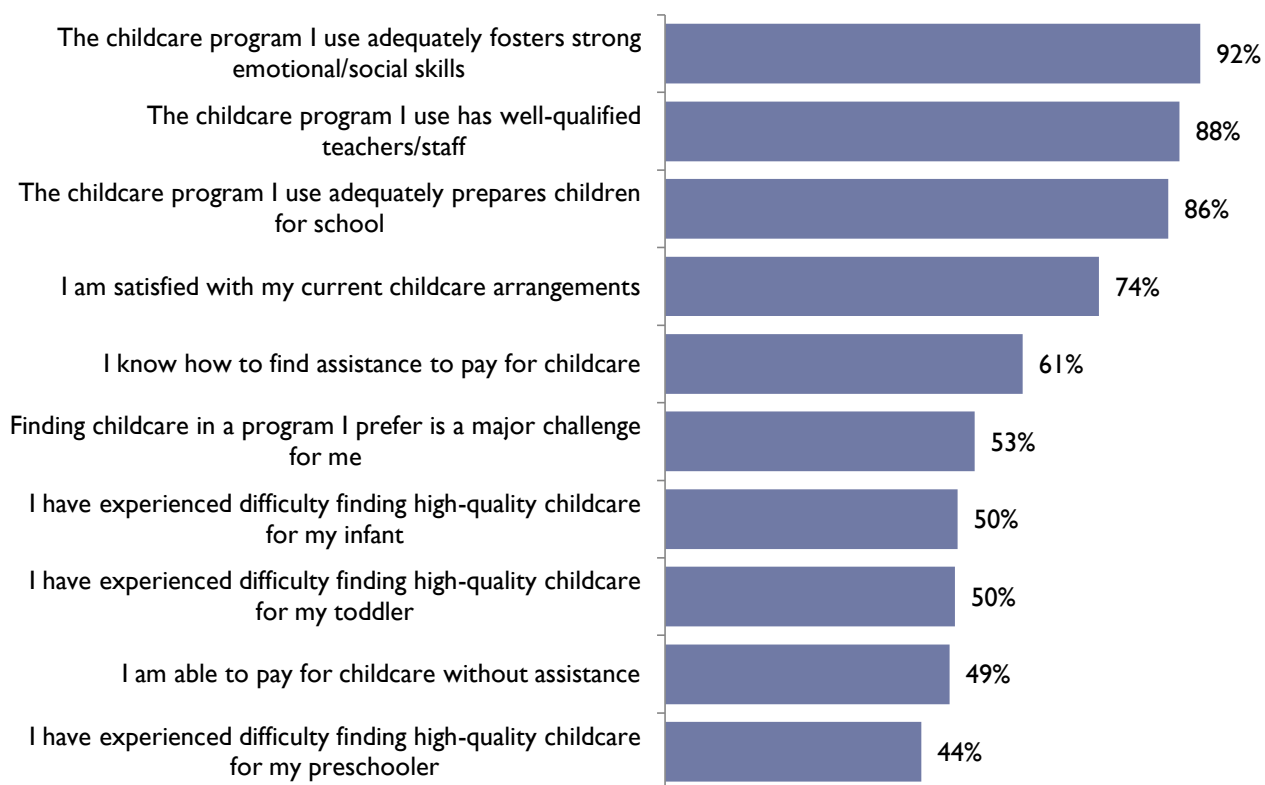
How important, if at all, is it for the City government to take action on each of the following: (Percent "very important" or "essential")	2015	2014	2013	2012	2011
Ensuring the availability of adequate workforce housing at a reasonable cost to rent/purchase	77%	71%	59%	59%	54%
Managing traffic in town more effectively	75%	NA	NA	NA	NA
Economic development without the development (without new physical development)	68%	NA	NA	NA	NA
Finding ways to decrease traffic in town	65%	NA	NA	NA	NA
Creating more bulb-outs on corners to increase pedestrian safety	37%	NA	NA	NA	NA
Encouraging the development of additional lodging	36%	34%	39%	39%	35%
Increasing places for pedestrians to dwell or gather	35%	NA	NA	NA	NA

Several new items were added to this question in 2015: “Managing traffic in town more effectively,” “Economic development without the development (without new physical development),” “Finding ways to decrease traffic in town” and “Increasing places for pedestrians to dwell or gather.” 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 on the survey asked voters to assess aspects of childcare in Aspen. While about 80% of respondents could not answer these questions (by responding “not applicable”), the remaining 20% of voters generally were satisfied with the quality of childcare programs. About 9 in 10 agreed that their current childcare programs adequately fosters strong emotional and social skills, has well-qualified teachers and staff and adequately prepares children for school. About half of voters experienced difficulty finding childcare for infants, toddlers and preschoolers as well as paying for childcare without assistance.

**Figure 29: Childcare in Aspen, 2015**

*Please tell us the extent to which you agree or disagree with the following statements regarding childcare in Aspen:*



Percent "agree" or "strongly agree"



## 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 and their satisfaction with these sources. Voters were also given the opportunity to express in their own words any concerns they had regarding the City's communications.

### Information Sources

When asked if they used a number of sources of information to learn about the City of Aspen, most respondents reported that they used local newspaper articles (95%) and newspaper ads (96%) as a "minor" or "major" source of information. At least three-quarters used mailed and 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 (49%), social network sites (40%) and other local television broadcasts (52%).

Overall, the use of the various sources of information stayed the same from 2014 to 2015, although use of community government television increased from 54% in 2014 to 63% in 2015; other local television broadcasts increased as well from 40% to 52%. In the past four or five years, the use of many electronic sources (websites, email and social networks) has increased significantly.

Figure 30: Sources of Information about the City of Aspen Compared Over Time

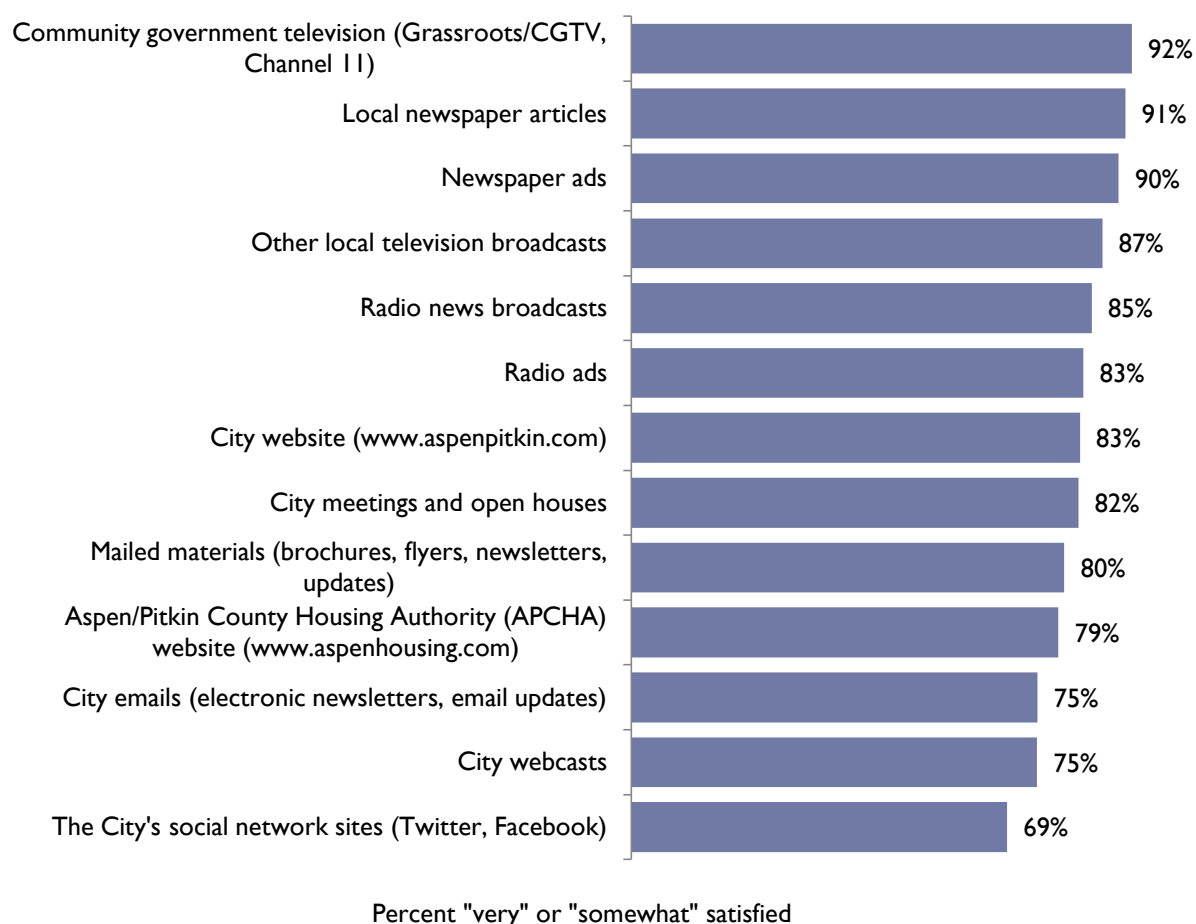
Please indicate whether each of the following is a major source, minor source or not a source of information for you when looking for information about the City of Aspen. (Percent using as "major" or "minor" source)	2015	2014	2013	2012	2011	2010
Newspaper ads	96%	93%	90%	95%	94%	93%
Local newspaper articles	95%	96%	95%	96%	97%	97%
Mailed materials (brochures, flyers, newsletters, updates)	80%	85%	75%	86%	80%	80%
City website (www.aspenpitkin.com)	76%	74%	67%	65%	65%	NA
Email (electronic newsletters, email updates)	70%	71%	57%	65%	61%	58%
City meetings and open houses	69%	62%	66%	54%	64%	65%
Radio news broadcasts	66%	63%	63%	67%	70%	63%
Radio ads	65%	62%	63%	62%	65%	61%
Community government television (Grassroots/CGTV, Channel 11)	63%	54%	63%	57%	66%	63%
Aspen/Pitkin County Housing Authority (APCHA) website (www.aspenhousingoffice.com)	57%	55%	48%	48%	NA	NA
Other local television broadcasts	52%	40%	43%	38%	47%	49%
City webcasts	49%	42%	40%	35%	41%	46%
Social network sites (Twitter, Facebook)	40%	40%	35%	35%	28%	30%

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

For the first time, voters rated their satisfaction with the City's information sources. Overall, 7 in 10 or more survey respondents were "very" or "somewhat" satisfied with each of the 13 sources available to them (although most sources received "don't know" ratings from at least one-third of respondents). Newspaper ads, local newspaper articles and community government television were among the most highly rated sources, followed closely by other local television and radio broadcasts. City webcasts and social network sites had lower levels of satisfaction, but also the highest percent of "don't know" responses (about 60% don't know).

**Figure 31: Satisfaction with Information Sources, 2015**

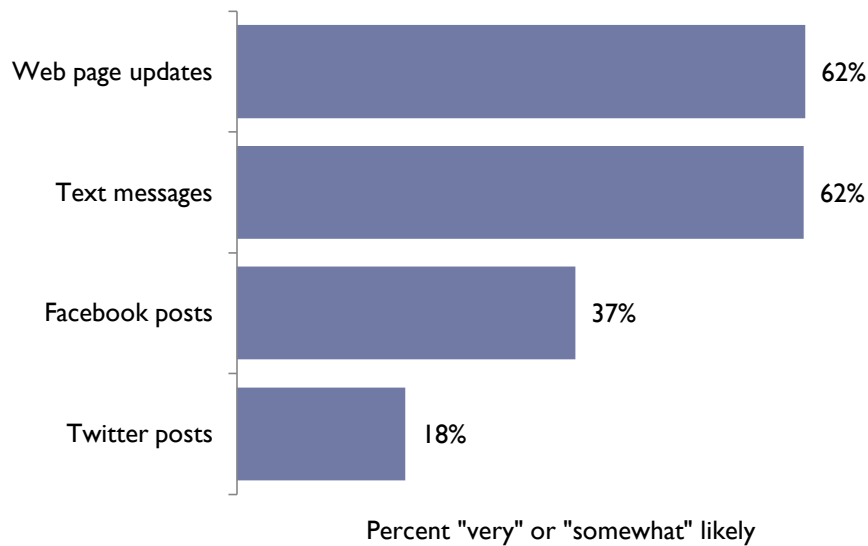
*Please tell us how satisfied or dissatisfied you are with the information you receive about the City from each of the following sources.*



Exploring electronic information sources further, the 2015 survey asked voters to rate how likely they would be to use various “real time” information sources to find out about special events that may impact them (like road closures, parking, etc.). Respondents were most likely to use web page updates and text messages; almost two-thirds of voters were likely to use these sources. About one-third would look to Facebook and less than one in five would use Twitter for updates.

**Figure 32: Likelihood of Using “Real Time” Information Sources for Special Events, 2015**

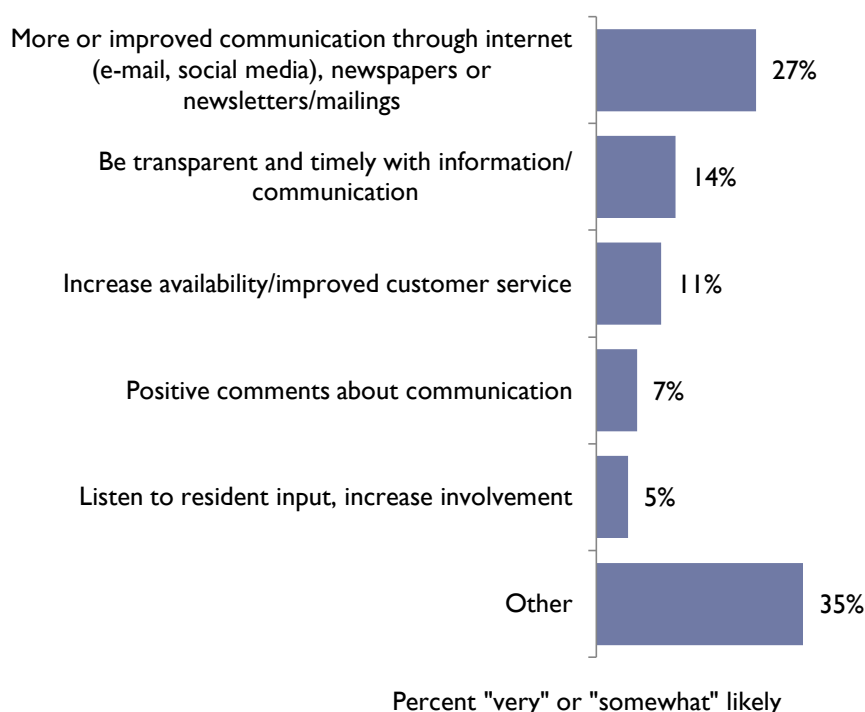
*How likely, if at all, would you be to use each of the following to find out in “real time” information about special events in Aspen that may impact you (e.g., road closures, where to park, waiting times, etc.)?*



Respondents were able to write, in their own words, any concerns they had about City communications. Of the 73 voters who wrote in a response (20% of all respondents), about one-quarter mentioned increasing or improving communication through the internet, newsletters or mailings. Fifteen percent of voters suggested the City be more transparent and timely with information and communications and 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 33: Concerns about City Communications, 2015**

*If you have concerns about the city’s communication, please tell us what changes we can make to improve:*



Results in the figure above are of the 73 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
Fewer than 6 months	0%	N=2
6-11 months	1%	N=3
1-2 years	3%	N=12
3-5 years	9%	N=34
6-10 years	11%	N=41
More than 10 years	75%	N=275
Total	100%	N=367

Table 2: Question D2

How much do you anticipate your household's total income before taxes will be for the current year? (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=14
\$25,000 to under \$50,000	16%	N=53
\$50,000 to under \$75,000	22%	N=76
\$75,000 to under \$100,000	17%	N=58
\$100,000 to under \$150,000	20%	N=67
\$150,000 to under \$200,000	9%	N=31
\$200,000 or more	12%	N=41
Total	100%	N=341

Table 3: Question D3

In which category is your age?	Percent of respondents	Number of respondents
18-24 years	0%	N=2
25-34 years	22%	N=80
35-44 years	15%	N=55
45-54 years	26%	N=95
55-64 years	14%	N=50
65-74 years	17%	N=62
75-84 years	5%	N=18
85 years or older	1%	N=5
Total	100%	N=368

Table 4: Question D4

What is your gender?	Percent of respondents	Number of respondents
Female	49%	N=177
Male	51%	N=187
Total	100%	N=364

Table 5: Question D5

Which best describes your housing status?	Percent of respondents	Number of respondents
Rent - free market	10%	N=36
Rent - employee/affordable housing	16%	N=58
Own - free market	34%	N=124
Own - employee/affordable housing	39%	N=141
Other	2%	N=7
Total	100%	N=366

# 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	62%	N=214
Good	33%	N=113
Fair	5%	N=17
Poor	0%	N=0
Total	100%	N=344

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=29	42%	N=58	22%	N=30	16%	N=22	100%	N=139
The service provided by the City Manager's staff was prompt	20%	N=27	48%	N=66	17%	N=23	15%	N=20	100%	N=137
The City Manager's staff was responsive	23%	N=31	46%	N=61	15%	N=20	16%	N=21	100%	N=133
The City Manager's staff was helpful	23%	N=30	46%	N=60	19%	N=24	12%	N=16	100%	N=131
The City Manager's staff was knowledgeable	22%	N=29	47%	N=63	14%	N=19	17%	N=23	100%	N=134
The City Manager's staff was informative	21%	N=28	46%	N=62	21%	N=27	12%	N=15	100%	N=133
The service provided by the Utility Billing staff was accurate	31%	N=56	59%	N=105	7%	N=13	2%	N=4	100%	N=177
The service provided by the Utility Billing staff was timely	33%	N=56	59%	N=102	6%	N=11	2%	N=3	100%	N=172
The Utility Billing staff was courteous in dealing with my situation or request	31%	N=43	60%	N=82	8%	N=11	1%	N=2	100%	N=137
The Utility Billing staff was knowledgeable in dealing with my situation or request	32%	N=44	59%	N=83	7%	N=10	2%	N=3	100%	N=140

<b>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?</b>	<b>Strongly agree</b>		<b>Agree</b>		<b>Disagree</b>		<b>Strongly disagree</b>		<b>Total</b>	
The Finance Window staff was courteous in dealing with my situation or request	36%	N=62	59%	N=101	4%	N=6	1%	N=2	100%	N=171
The Finance Window staff was knowledgeable in dealing with my situation or request	39%	N=66	57%	N=96	3%	N=5	1%	N=2	100%	N=169
The service provided by the Housing Authority staff was accurate	33%	N=64	44%	N=86	17%	N=34	6%	N=13	100%	N=196
The service provided by the Housing Authority staff was timely	36%	N=67	46%	N=87	12%	N=22	6%	N=11	100%	N=187
The Housing Authority staff was helpful	33%	N=66	44%	N=88	11%	N=22	11%	N=21	100%	N=197
The Housing Authority staff was knowledgeable	36%	N=68	45%	N=86	15%	N=28	5%	N=10	100%	N=191
The services provided by the Police staff were accurate	42%	N=92	47%	N=104	8%	N=18	3%	N=7	100%	N=221
The services provided by the Police staff were prompt	47%	N=107	47%	N=107	3%	N=7	3%	N=8	100%	N=229
The Police staff was courteous	52%	N=131	44%	N=111	2%	N=5	1%	N=3	100%	N=251
The Police staff was helpful	52%	N=128	42%	N=104	4%	N=11	2%	N=4	100%	N=246
The Police staff was knowledgeable	50%	N=120	40%	N=96	7%	N=18	2%	N=5	100%	N=238
The Police staff was informative	51%	N=120	39%	N=91	8%	N=19	2%	N=4	100%	N=235

Table 8: Question 3

<b>In general, how satisfied or dissatisfied are you with the overall performance and responsiveness of the following services of the City of Aspen government?</b>	<b>Very satisfied</b>		<b>Somewhat satisfied</b>		<b>Somewhat not satisfied</b>		<b>Not at all satisfied</b>		<b>Total</b>	
Aspen Recreation Center (ARC)	57%	N=142	35%	N=86	7%	N=17	1%	N=3	100%	N=248
City Clerk Office	60%	N=132	36%	N=79	3%	N=7	1%	N=2	100%	N=220
City Manager Office	29%	N=47	37%	N=59	16%	N=26	18%	N=29	100%	N=160
Community Development	26%	N=50	30%	N=58	25%	N=47	19%	N=36	100%	N=191
Electric	47%	N=71	44%	N=66	7%	N=11	2%	N=3	100%	N=152
Engineering	34%	N=52	36%	N=56	18%	N=28	11%	N=17	100%	N=152
Environmental Health	40%	N=73	46%	N=84	9%	N=17	5%	N=9	100%	N=182
Finance Window (RETT, sales tax, and other payments to the city)	48%	N=85	46%	N=80	4%	N=7	2%	N=4	100%	N=177
Golf	55%	N=74	33%	N=44	6%	N=8	6%	N=7	100%	N=133
GIS (Geographic Information System)	35%	N=37	48%	N=51	8%	N=9	9%	N=9	100%	N=106
Housing Authority (existing deed-restricted and rental units)	35%	N=75	33%	N=71	19%	N=40	13%	N=28	100%	N=213
Kids First	47%	N=48	36%	N=36	12%	N=12	5%	N=5	100%	N=102
New housing development (Burlingame II)	29%	N=40	33%	N=45	20%	N=27	19%	N=26	100%	N=138
Parks	53%	N=158	33%	N=98	9%	N=27	6%	N=17	100%	N=299



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	
Police Department	56%	N=162	33%	N=96	7%	N=21	3%	N=9	100%	N=289
Red Brick Recreation Center	56%	N=129	39%	N=90	3%	N=7	1%	N=3	100%	N=229
Streets	33%	N=106	37%	N=118	21%	N=66	9%	N=28	100%	N=319
Transportation and Parking	22%	N=71	35%	N=113	23%	N=72	20%	N=64	100%	N=319
Water	52%	N=130	33%	N=82	10%	N=26	4%	N=10	100%	N=248
Wheeler Opera House	56%	N=164	39%	N=113	2%	N=5	3%	N=8	100%	N=291

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	18%	N=64	51%	N=178	22%	N=76	9%	N=30	100%	N=348
The quality of the information the City provides to residents	16%	N=56	49%	N=169	23%	N=80	11%	N=38	100%	N=343
The job the City does listening to residents	13%	N=44	29%	N=96	26%	N=87	31%	N=104	100%	N=331
The value of City services for the taxes you pay	25%	N=83	35%	N=116	22%	N=73	18%	N=62	100%	N=333
The job the City does communicating to residents about major issues	16%	N=54	40%	N=136	30%	N=101	15%	N=50	100%	N=341
The job the City does matching expenditures to community priorities	12%	N=36	32%	N=98	29%	N=90	28%	N=87	100%	N=311
The job the City does responding to requests for public records and information	23%	N=45	37%	N=72	25%	N=49	14%	N=27	100%	N=193

Table 10: Question 5

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	23%	N=83	60%	N=216	13%	N=46	4%	N=13	100%	N=359
The street surfaces are smooth	24%	N=84	55%	N=197	15%	N=54	5%	N=20	100%	N=356
Potholes are repaired in a timely manner	20%	N=69	56%	N=195	20%	N=69	4%	N=13	100%	N=347
Last winter's snow removal in the Commercial Core was timely	29%	N=101	60%	N=207	8%	N=28	3%	N=10	100%	N=346
Last winter's snow removal in the Commercial Core was thorough	28%	N=97	60%	N=205	9%	N=30	3%	N=11	100%	N=342
Last winter's snow removal in my residential area was timely	24%	N=84	51%	N=174	19%	N=66	5%	N=18	100%	N=342
Last winter's snow removal in my residential area was thorough	24%	N=80	54%	N=185	15%	N=50	7%	N=25	100%	N=341

Table 11: Question 6

How have you received information about the Wheeler programs? (Please check all that apply.)	Percent of respondents	Number of respondents
Have not received information	26%	N=92
Radio	20%	N=71
Flyers	9%	N=33
Blast email	15%	N=55
Internet	23%	N=81
Television	1%	N=4
Newspapers	63%	N=225
Brochures	7%	N=25
Other	5%	N=18

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

Table 12: Question 7

How would you prefer to receive information about Aspen Recreation Center (ARC) events, opportunities and updates? (Please check all that apply.)	Percent of respondents	Number of respondents
I would not like to receive any	24%	N=85
Newspaper ads	48%	N=169
Radio ads	16%	N=58
Television ads	3%	N=12
School newspapers	5%	N=19
Brochures	4%	N=15
Flyers	8%	N=30
www.AspenRecreation.com	39%	N=138
Social media	19%	N=67
Other (please specify)	10%	N=37
Email	9%	N=32

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

Table 13: Question 8

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	
The ARC does a good job of communicating program information	21%	N=45	57%	N=120	21%	N=44	1%	N=3	100%	N=211
The ARC Guest Services staff was helpful	43%	N=93	50%	N=109	5%	N=10	2%	N=5	100%	N=216
The ARC Guest Services staff was timely in handling requests	41%	N=77	51%	N=95	5%	N=9	3%	N=6	100%	N=188
The ARC Guest Services staff greeted me with a smile	43%	N=88	53%	N=110	4%	N=7	1%	N=2	100%	N=207
The ARC Guest Services staff was informative and able to handle all questions	40%	N=82	53%	N=107	4%	N=8	2%	N=5	100%	N=202
I enjoyed my experience at the ARC	42%	N=88	53%	N=111	2%	N=5	2%	N=4	100%	N=208
The ARC Aquatics staff was helpful	41%	N=65	50%	N=79	5%	N=7	4%	N=6	100%	N=157
The ARC Aquatics staff was timely in handling requests	42%	N=63	50%	N=74	7%	N=10	1%	N=1	100%	N=148
The ARC Aquatics staff greeted me with a smile	40%	N=62	54%	N=83	4%	N=7	1%	N=2	100%	N=153
The ARC Aquatics staff was informative and able to handle all questions	41%	N=61	51%	N=76	3%	N=5	4%	N=7	100%	N=148
The ARC Aquatics staff was polite and friendly during my visit	42%	N=67	52%	N=85	4%	N=7	2%	N=3	100%	N=162
The aquatic area, lockers and lawn were sufficiently clean during my visit	36%	N=66	56%	N=104	6%	N=10	3%	N=5	100%	N=185
The pools were clear, clean and inviting to swim in	37%	N=66	56%	N=101	4%	N=8	2%	N=4	100%	N=179
Swimming equipment and pool toys were available for use and in good condition	34%	N=54	55%	N=89	10%	N=16	1%	N=2	100%	N=162
I enjoyed my experience at the ARC Aquatics area	43%	N=77	52%	N=94	4%	N=8	1%	N=2	100%	N=182
The ARC fitness equipment was well-maintained	21%	N=30	69%	N=97	9%	N=12	2%	N=2	100%	N=141
The ARC fitness equipment was usually available when I wanted to use it	17%	N=23	63%	N=89	18%	N=25	2%	N=3	100%	N=140
The ARC climbing equipment was well-maintained	33%	N=36	64%	N=71	2%	N=2	1%	N=1	100%	N=110
The ARC climbing equipment was usually available when I wanted to use it	26%	N=26	69%	N=70	4%	N=4	1%	N=1	100%	N=102

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 Red Brick Recreation Center?	Strongly agree		Agree		Disagree		Strongly disagree		Total	
The service provided by the Red Brick Recreation Center staff was accurate	35%	N=50	63%	N=91	2%	N=2	1%	N=1	100%	N=145
The service provided by the Red Brick Recreation Center staff was accessible	39%	N=57	57%	N=82	4%	N=5	1%	N=1	100%	N=145
The Red Brick Recreation Center staff was helpful	42%	N=61	56%	N=82	1%	N=2	1%	N=1	100%	N=146
The Red Brick Recreation Center staff was knowledgeable	41%	N=57	56%	N=79	2%	N=3	1%	N=1	100%	N=140
The communication of program information and schedules were very good	34%	N=52	53%	N=81	8%	N=12	6%	N=9	100%	N=154
The quality of the program(s) provided by the Red Brick Recreation Center were very good	39%	N=57	55%	N=79	5%	N=8	1%	N=1	100%	N=144
The condition of the gym at the Red Brick Recreation Center was very good	29%	N=38	57%	N=74	13%	N=17	0%	N=1	100%	N=129
The scheduling of events conducted by staff at the Red Brick Recreation Center was very good	37%	N=50	57%	N=76	5%	N=7	1%	N=1	100%	N=133
The cleanliness of the Red Brick Recreation Center gym and locker rooms was very good	28%	N=34	59%	N=72	11%	N=13	2%	N=3	100%	N=122
The enthusiasm of the Red Brick Recreation Center staff and coaches was very good	46%	N=54	49%	N=57	5%	N=5	0%	N=0	100%	N=116

Table 15: Question 10

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	47%	N=159	46%	N=155	5%	N=17	2%	N=7	100%	N=338
The parks were free of litter	40%	N=135	51%	N=170	7%	N=25	2%	N=6	100%	N=336
The condition of the athletic fields allowed me to have a safe and enjoyable experience	43%	N=117	50%	N=133	5%	N=12	2%	N=7	100%	N=269
The athletic fields were free of litter	41%	N=112	50%	N=134	6%	N=17	2%	N=7	100%	N=270
The pedestrian/bike trail surfaces were free of debris/litter	42%	N=142	50%	N=167	6%	N=20	2%	N=6	100%	N=335
The pedestrian/bike trail surfaces were smooth enough for the intended purpose	44%	N=151	45%	N=154	9%	N=31	2%	N=7	100%	N=343
The pedestrian/bike trail could be used safely	43%	N=145	46%	N=154	9%	N=29	3%	N=9	100%	N=336
The pedestrian/bike trail signage was very good	42%	N=139	47%	N=155	7%	N=24	4%	N=13	100%	N=332
The Nordic Trail System trail grooming was very good	50%	N=109	46%	N=101	3%	N=6	1%	N=3	100%	N=219
The Nordic Trail System trails could be used for the purpose intended	52%	N=114	44%	N=97	2%	N=5	1%	N=3	100%	N=219
The Nordic Trail System trail signage was very good	47%	N=101	46%	N=100	4%	N=9	2%	N=5	100%	N=216

Table 16: Question 11

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	44%	N=147	48%	N=160	6%	N=22	1%	N=4	100%	N=333
Availability of parking at trail heads and open spaces	28%	N=87	36%	N=114	29%	N=91	7%	N=23	100%	N=316
Adequacy of enforcement of regulations	26%	N=84	35%	N=112	21%	N=66	18%	N=59	100%	N=320
Adequacy of signage on trails	33%	N=110	46%	N=151	18%	N=58	3%	N=10	100%	N=330
Adequacy of signage in open spaces	34%	N=109	48%	N=152	16%	N=52	2%	N=6	100%	N=318
Availability of open space events and programs	34%	N=94	51%	N=138	12%	N=34	3%	N=8	100%	N=273
Quality of open space events and programs	36%	N=97	50%	N=135	12%	N=31	2%	N=5	100%	N=268

Table 17: Question 12

Please rate the current level of enforcement for dogs (e.g., clean up; leash laws).	Percent of respondents	Number of respondents
Too strict	14%	N=49
About right	42%	N=148
Not strict enough	44%	N=154
Total	100%	N=351

Table 18: Question 13

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.)	33%	N=51
Trail-related concerns (e.g., sharing, create connections, surface issues)	5%	N=8
Better maintenance/facilities/staffing	15%	N=23
Accessibility/use/enforcement concerns	20%	N=31
Bicycle-related concerns	7%	N=10
Park/trail construction/tax spending concerns	6%	N=10
Positive comments about parks, fields, open space and trails	7%	N=11
Other	7%	N=11
Total	100%	N=155

Table 19: Question 14

Based on your experiences during the last 12 months, to what extent do you agree or disagree with the following:	Strongly agree		Agree		Disagree		Strongly disagree		Total	
I feel safe in my neighborhood after dark	62%	N=228	33%	N=121	4%	N=15	0%	N=1	100%	N=365
I feel safe in my neighborhood during the day	75%	N=274	25%	N=90	1%	N=2	0%	N=0	100%	N=367
I feel safe in the Commercial Core after dark	63%	N=229	32%	N=117	3%	N=12	1%	N=4	100%	N=362
I feel safe in the Commercial Core during the day	73%	N=267	26%	N=93	1%	N=3	0%	N=0	100%	N=364
I feel safe in Aspen as a whole	69%	N=251	29%	N=104	2%	N=8	0%	N=0	100%	N=363

Table 20: Question 15

How confident are you, if at all, with Aspen police officers' abilities in each of the following areas:	Very confident		Somewhat confident		Not at all confident		Total	
Enforcement of the law	69%	N=246	26%	N=91	5%	N=17	100%	N=354
Treatment and handling of suspects	66%	N=223	30%	N=103	4%	N=14	100%	N=339
Fair treatment of all people	66%	N=231	29%	N=101	4%	N=16	100%	N=347

Table 21: Question 16

The Aspen Police Department is considering implementing a body-worn camera program. All recorded materials would potentially be subject to open record requests. What kind of impact, if any, do you feel body-worn cameras would have on each of the following?	Positive impact		Somewhat positive impact		No impact		Somewhat negative impact		Negative impact		Total	
Safety of the Aspen community	39%	N=131	25%	N=86	29%	N=99	3%	N=11	3%	N=11	100%	N=338
Conflict between police and members of the community	39%	N=131	30%	N=101	16%	N=52	10%	N=33	6%	N=19	100%	N=336
Objective evidence of interactions between police officers and members of the community	51%	N=175	31%	N=108	10%	N=33	5%	N=18	3%	N=11	100%	N=345
The approachability of officers	34%	N=116	15%	N=51	19%	N=67	21%	N=73	10%	N=35	100%	N=343
Citizens' privacy	22%	N=73	14%	N=46	14%	N=46	32%	N=107	20%	N=66	100%	N=337

Table 22: Question 17

To what extent would you support or oppose the Aspen Police Department implementing a body-worn camera program?	Percent of respondents	Number of respondents
Strongly support	26%	N=85
Somewhat support	47%	N=155
Somewhat oppose	17%	N=56
Strongly oppose	10%	N=32
Total	100%	N=328

Table 23: Question 18

Which of the following entities provides your electrical service?	Percent of respondents	Number of respondents
The City of Aspen	37%	N=121
Holy Cross Electric	62%	N=202
Other	1%	N=4
Total	100%	N=326

Table 24: Question 19

Based on your experience in the last 12 months, please rate the quality of each of the following.	Excellent		Good		Fair		Poor		Total	
Drinking water taste	51%	N=183	35%	N=126	11%	N=38	3%	N=12	100%	N=360
Water pressure	49%	N=176	39%	N=140	9%	N=31	4%	N=15	100%	N=362
Water reliability	58%	N=211	38%	N=139	2%	N=8	1%	N=4	100%	N=362
Water services overall	54%	N=194	41%	N=149	4%	N=13	1%	N=4	100%	N=360
Overall customer service provided by the Water department staff	50%	N=125	39%	N=97	9%	N=23	2%	N=5	100%	N=250
Electrical service reliability	54%	N=175	40%	N=132	6%	N=18	1%	N=2	100%	N=327
Safety of electric service	57%	N=178	40%	N=125	2%	N=5	1%	N=2	100%	N=310
Overall customer service provided by the Electric department staff	54%	N=124	39%	N=91	6%	N=14	1%	N=2	100%	N=231
Electric services overall	53%	N=171	41%	N=132	4%	N=14	1%	N=2	100%	N=320

Table 25: Question 20

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	63%	N=223	10%	N=36	12%	N=44	15%	N=52	100%	N=354
Replace older refrigerators with a new Energy Star, CCE Tier 3 model	41%	N=145	8%	N=27	13%	N=45	39%	N=137	100%	N=354
Have an energy assessment completed	24%	N=86	8%	N=29	18%	N=65	49%	N=173	100%	N=353
Air seal around windows and doors	31%	N=111	13%	N=46	25%	N=88	31%	N=111	100%	N=355
Add building attic insulation	22%	N=74	5%	N=18	9%	N=29	64%	N=217	100%	N=338
Join or start a carpool	14%	N=48	5%	N=16	10%	N=33	72%	N=243	100%	N=339
Ride the bus one or more days per week	44%	N=156	15%	N=51	12%	N=42	29%	N=104	100%	N=353
Walk to meetings or errands within walking distance	76%	N=272	12%	N=43	5%	N=17	7%	N=24	100%	N=356
Commute via bicycle one or more days per week	52%	N=185	15%	N=52	9%	N=32	24%	N=85	100%	N=355
Encourage others to walk, bike or ride the bus to work or school	52%	N=185	15%	N=55	14%	N=48	19%	N=67	100%	N=355

Table 26: Question 21

The City of Aspen is developing a Citizen Academy (sometimes called a “Government 101” program) to introduce residents to City government and leadership. Please tell us the extent to which you agree or disagree with the following statements:	Strongly agree		Agree		Disagree		Strongly disagree		Total	
Learning how City Council and Commissions work interests me	24%	N=76	54%	N=172	15%	N=50	7%	N=23	100%	N=321
Learning what City Departments do interests me	23%	N=73	54%	N=170	16%	N=50	6%	N=20	100%	N=314
Learning how to volunteer with the City interests me	17%	N=53	51%	N=156	23%	N=72	9%	N=27	100%	N=308
I know how to get the information I need about City government	18%	N=58	57%	N=183	19%	N=63	6%	N=20	100%	N=323
I know how to get involved with the City	16%	N=51	51%	N=162	25%	N=78	8%	N=26	100%	N=316
A program to increase my understanding of City government interests me	18%	N=57	49%	N=154	24%	N=74	9%	N=28	100%	N=312

Table 27: Question 22

How likely, if at all, would you be to participate in a “Government 101” program to learn more about City government?	Percent of respondents	Number of respondents
Very likely	8%	N=27
Somewhat likely	47%	N=158
Not at all likely	44%	N=148
Total	100%	N=334



Table 28: Question 23

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	23%	N=81	46%	N=158	31%	N=108	100%	N=347
City webcasts	12%	N=41	37%	N=127	51%	N=178	100%	N=346
Email (electronic newsletters, email updates)	35%	N=122	35%	N=122	30%	N=103	100%	N=348
Social network sites (Twitter, Facebook)	16%	N=55	24%	N=83	60%	N=203	100%	N=340
Radio ads	24%	N=83	41%	N=141	35%	N=123	100%	N=348
Radio news broadcasts	27%	N=95	39%	N=135	34%	N=117	100%	N=346
Community government television (Grassroots/CGTV, Channel 11)	23%	N=80	40%	N=140	37%	N=129	100%	N=350
Other local television broadcasts	14%	N=48	37%	N=127	48%	N=164	100%	N=339
Newspaper ads	66%	N=233	30%	N=104	4%	N=15	100%	N=353
Local newspaper articles	77%	N=271	18%	N=64	5%	N=17	100%	N=352
Mailed materials (brochures, flyers, newsletters, updates)	33%	N=115	47%	N=162	20%	N=71	100%	N=349
City website (www.aspenpitkin.com)	39%	N=135	37%	N=130	24%	N=84	100%	N=349
Aspen/Pitkin County Housing Authority (APCHA) website (www.aspenhousingoffice.com)	28%	N=97	29%	N=102	43%	N=151	100%	N=350

Table 29: Question 24

Please tell us how satisfied or dissatisfied you are with the information you receive about the City from each of the following sources.	Very satisfied		Somewhat satisfied		Somewhat not satisfied		Not at all satisfied		Total	
City meetings and open houses	24%	N=55	58%	N=132	13%	N=30	5%	N=10	100%	N=227
City webcasts	21%	N=32	53%	N=79	20%	N=30	5%	N=8	100%	N=149
City emails (electronic newsletters, email updates)	28%	N=59	47%	N=100	21%	N=44	4%	N=10	100%	N=213
The City's social network sites (Twitter, Facebook)	18%	N=25	51%	N=69	18%	N=24	13%	N=18	100%	N=135
City website (www.aspenpitkin.com)	23%	N=51	60%	N=135	11%	N=24	7%	N=15	100%	N=225
Aspen/Pitkin County Housing Authority (APCHA) website (www.aspenhousing.com)	26%	N=52	52%	N=104	14%	N=27	7%	N=15	100%	N=198
Radio ads	23%	N=47	60%	N=123	9%	N=18	8%	N=16	100%	N=205
Radio news broadcasts	29%	N=60	56%	N=115	9%	N=19	6%	N=12	100%	N=205
Community government television (Grassroots/CGTV, Channel 11)	26%	N=52	66%	N=135	5%	N=9	3%	N=7	100%	N=203
Other local television broadcasts	19%	N=30	68%	N=106	11%	N=17	2%	N=3	100%	N=156
Newspaper ads	36%	N=113	53%	N=167	8%	N=25	2%	N=7	100%	N=312
Local newspaper articles	42%	N=133	49%	N=158	5%	N=16	4%	N=13	100%	N=320
Mailed materials (brochures, flyers, newsletters, updates)	28%	N=77	52%	N=141	13%	N=36	7%	N=20	100%	N=273

Table 30: Question 25

If you have concerns about the city's communication, please tell us what changes we can make to improve:	Percent of respondents	Number of respondents
More or improved communication through internet (e-mail, social media), newspapers or newsletters/mailings	27%	N=22
Be transparent and timely with information/ communication	14%	N=11
Listen to resident input, increase involvement	5%	N=4
Increase availability/improved customer service	11%	N=9
Positive comments about communication	7%	N=6
Other	35%	N=28
Total	100%	N=79

Table 31: Question 26

How likely, if at all, would you be to use each of the following to find out in "real time" information about special events in Aspen that may impact you (e.g., road closures, where to park, waiting times, etc.)?	Very likely		Somewhat likely		Not at all likely		Total	
Facebook posts	21%	N=67	16%	N=51	63%	N=201	100%	N=319
Twitter posts	9%	N=29	9%	N=29	82%	N=258	100%	N=316
Text messages	40%	N=130	22%	N=73	38%	N=125	100%	N=327
Web page updates	24%	N=80	38%	N=124	38%	N=125	100%	N=329

Table 32: Question 27

Please tell us the extent to which you agree or disagree with the following statements regarding childcare in Aspen:	Strongly agree		Agree		Disagree		Strongly disagree		Total	
I am satisfied with my current childcare arrangements	40%	N=29	34%	N=24	15%	N=11	11%	N=8	100%	N=71
I have experienced difficulty finding high-quality childcare for my infant	29%	N=16	21%	N=12	34%	N=19	16%	N=9	100%	N=55
I have experienced difficulty finding high-quality childcare for my toddler	30%	N=15	20%	N=10	37%	N=18	14%	N=7	100%	N=50
I have experienced difficulty finding high-quality childcare for my preschooler	18%	N=9	26%	N=14	39%	N=20	17%	N=9	100%	N=52
I am able to pay for childcare without assistance	7%	N=5	41%	N=27	40%	N=26	11%	N=7	100%	N=65
I know how to find assistance to pay for childcare	22%	N=14	39%	N=25	21%	N=14	18%	N=11	100%	N=64
Finding childcare in a program I prefer is a major challenge for me	36%	N=22	17%	N=10	42%	N=26	5%	N=3	100%	N=62
The childcare program I use adequately prepares children for school	52%	N=29	34%	N=19	13%	N=7	1%	N=1	100%	N=55
The childcare program I use adequately fosters strong emotional/social skills	48%	N=29	44%	N=27	7%	N=4	1%	N=1	100%	N=61
The childcare program I use has well-qualified teachers/staff	49%	N=29	39%	N=24	12%	N=7	0%	N=0	100%	N=60

Table 33: Question 28

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	
Economic development without the development (without new physical development)	33%	N=105	35%	N=109	21%	N=65	12%	N=36	100%	N=315
Ensuring the availability of adequate workforce housing at a reasonable cost to rent/purchase	51%	N=175	26%	N=91	16%	N=56	7%	N=23	100%	N=345
Encouraging the development of additional lodging	16%	N=53	20%	N=69	31%	N=107	33%	N=114	100%	N=344
Creating more bulb-outs on corners to increase pedestrian safety	15%	N=48	22%	N=70	18%	N=58	45%	N=147	100%	N=323
Increasing places for pedestrians to dwell or gather	14%	N=48	21%	N=71	26%	N=90	38%	N=130	100%	N=339
Finding ways to decrease traffic in town	42%	N=151	23%	N=81	25%	N=89	10%	N=37	100%	N=358
Managing traffic in town more effectively	50%	N=178	25%	N=89	21%	N=73	4%	N=14	100%	N=354

Table 34: Question 29

Overall, how would you rate your satisfaction or dissatisfaction with services provided by the City of Aspen?	Percent of respondents	Number of respondents
Satisfied	47%	N=163
Somewhat satisfied	39%	N=135
Somewhat not satisfied	9%	N=33
Not at all satisfied	5%	N=17
Total	100%	N=347

Table 35: Question 30

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.	35%	N=45
Dissatisfaction with City services, departments, staff and officials (includes ARC)	18%	N=23
Concerns about affordability (housing, food/restaurants)	8%	N=10
Dissatisfaction with spending, taxes and fees (e.g., small homeowners & builders), City services are too costly	3%	N=4
Land/business/building development	14%	N=18
Positive comments about local government/services	7%	N=8
Other	15%	N=20
Total	100%	N=128

## 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 36: Question 1

How do you rate the overall quality of life in Aspen	Percent of respondents	Number of respondents
Excellent	62%	N=214
Good	33%	N=113
Fair	5%	N=17
Poor	0%	N=0
Total	100%	N=344

Table 37: 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	8%	N=29	17%	N=58	9%	N=30	6%	N=22	21%	N=72	40%	N=139	100%	N=351
The service provided by the City Manager's staff was prompt	8%	N=27	19%	N=66	7%	N=23	6%	N=20	20%	N=69	41%	N=144	100%	N=350
The City Manager's staff was responsive	9%	N=31	18%	N=61	6%	N=20	6%	N=21	19%	N=66	43%	N=148	100%	N=346
The City Manager's staff was helpful	9%	N=30	17%	N=60	7%	N=24	5%	N=16	20%	N=69	42%	N=145	100%	N=345
The City Manager's staff was knowledgeable	8%	N=29	18%	N=63	5%	N=19	7%	N=23	19%	N=67	42%	N=147	100%	N=348
The City Manager's staff was informative	8%	N=28	18%	N=62	8%	N=27	5%	N=15	17%	N=58	43%	N=147	100%	N=338
The service provided by the Utility Billing staff was accurate	16%	N=56	30%	N=105	4%	N=13	1%	N=4	12%	N=41	37%	N=130	100%	N=348
The service provided by the Utility Billing staff was timely	16%	N=56	29%	N=102	3%	N=11	1%	N=3	12%	N=41	39%	N=136	100%	N=348
The Utility Billing staff was courteous in dealing with my situation or request	12%	N=43	23%	N=82	3%	N=11	1%	N=2	13%	N=47	47%	N=165	100%	N=349
The Utility Billing staff was knowledgeable in dealing with my situation or request	13%	N=44	24%	N=83	3%	N=10	1%	N=3	14%	N=48	46%	N=159	100%	N=348
The Finance Window staff was courteous in dealing with my situation or request	18%	N=62	29%	N=101	2%	N=6	0%	N=2	11%	N=39	40%	N=139	100%	N=348

<b>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?</b>	<b>Strongly agree</b>		<b>Agree</b>		<b>Disagree</b>		<b>Strongly disagree</b>		<b>Don't know</b>		<b>Not applicable</b>		<b>Total</b>	
The Finance Window staff was knowledgeable in dealing with my situation or request	19%	N=66	28%	N=96	1%	N=5	1%	N=2	11%	N=38	40%	N=138	100%	N=344
The service provided by the Housing Authority staff was accurate	18%	N=64	25%	N=86	10%	N=34	4%	N=13	11%	N=37	33%	N=116	100%	N=349
The service provided by the Housing Authority staff was timely	19%	N=67	25%	N=87	6%	N=22	3%	N=11	13%	N=46	33%	N=116	100%	N=349
The Housing Authority staff was helpful	19%	N=66	25%	N=88	6%	N=22	6%	N=21	10%	N=36	33%	N=116	100%	N=350
The Housing Authority staff was knowledgeable	20%	N=68	25%	N=86	8%	N=28	3%	N=10	11%	N=40	33%	N=116	100%	N=347
The services provided by the Police staff were accurate	26%	N=92	30%	N=104	5%	N=18	2%	N=7	8%	N=28	29%	N=100	100%	N=349
The services provided by the Police staff were prompt	31%	N=107	31%	N=107	2%	N=7	2%	N=8	7%	N=24	28%	N=98	100%	N=351
The Police staff was courteous	37%	N=131	31%	N=111	1%	N=5	1%	N=3	6%	N=20	24%	N=84	100%	N=355
The Police staff was helpful	36%	N=128	29%	N=104	3%	N=11	1%	N=4	6%	N=22	24%	N=85	100%	N=353
The Police staff was knowledgeable	34%	N=120	27%	N=96	5%	N=18	1%	N=5	7%	N=24	25%	N=89	100%	N=352
The Police staff was informative	34%	N=120	26%	N=91	5%	N=19	1%	N=4	7%	N=26	26%	N=93	100%	N=354

Table 38: Question 3

<b>In general, how satisfied or dissatisfied are you with the overall performance and responsiveness of the following services of the City of Aspen government?</b>	<b>Very satisfied</b>		<b>Somewhat satisfied</b>		<b>Somewhat not satisfied</b>		<b>Not at all satisfied</b>		<b>Don't know</b>		<b>Total</b>	
Aspen Recreation Center (ARC)	40%	N=142	24%	N=86	5%	N=17	1%	N=3	30%	N=106	100%	N=354
City Clerk Office	38%	N=132	23%	N=79	2%	N=7	0%	N=2	37%	N=130	100%	N=350
City Manager Office	14%	N=47	17%	N=59	8%	N=26	9%	N=29	52%	N=176	100%	N=336
Community Development	14%	N=50	17%	N=58	13%	N=47	10%	N=36	46%	N=160	100%	N=352
Electric	21%	N=71	19%	N=66	3%	N=11	1%	N=3	56%	N=192	100%	N=344
Engineering	15%	N=52	16%	N=56	8%	N=28	5%	N=17	56%	N=193	100%	N=345
Environmental Health	21%	N=73	24%	N=84	5%	N=17	3%	N=9	47%	N=163	100%	N=346
Finance Window (RETT, sales tax, and other payments to the city)	25%	N=85	23%	N=80	2%	N=7	1%	N=4	49%	N=168	100%	N=345
Golf	21%	N=74	13%	N=44	2%	N=8	2%	N=7	62%	N=213	100%	N=346
GIS (Geographic Information System)	11%	N=37	15%	N=51	3%	N=9	3%	N=9	68%	N=229	100%	N=335
Housing Authority (existing deed-restricted and rental units)	22%	N=75	20%	N=71	11%	N=40	8%	N=28	39%	N=133	100%	N=346

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	
Kids First	14%	N=48	11%	N=36	4%	N=12	2%	N=5	70%	N=238	100%	N=339
New housing development (Burlingame II)	12%	N=40	13%	N=45	8%	N=27	7%	N=26	60%	N=207	100%	N=344
Parks	45%	N=158	28%	N=98	8%	N=27	5%	N=17	14%	N=50	100%	N=349
Police Department	46%	N=162	27%	N=96	6%	N=21	3%	N=9	18%	N=64	100%	N=352
Red Brick Recreation Center	37%	N=129	26%	N=90	2%	N=7	1%	N=3	34%	N=120	100%	N=349
Streets	30%	N=106	33%	N=118	19%	N=66	8%	N=28	10%	N=37	100%	N=355
Transportation and Parking	20%	N=71	32%	N=113	20%	N=72	18%	N=64	11%	N=38	100%	N=357
Water	38%	N=130	24%	N=82	7%	N=26	3%	N=10	28%	N=99	100%	N=347
Wheeler Opera House	46%	N=164	32%	N=113	2%	N=5	2%	N=8	18%	N=63	100%	N=354

Table 39: 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	18%	N=64	50%	N=178	21%	N=76	9%	N=30	2%	N=9	100%	N=357
The quality of the information the City provides to residents	16%	N=56	47%	N=169	22%	N=80	11%	N=38	4%	N=13	100%	N=356
The job the City does listening to residents	12%	N=44	27%	N=96	24%	N=87	29%	N=104	7%	N=27	100%	N=358
The value of City services for the taxes you pay	23%	N=83	33%	N=116	20%	N=73	17%	N=62	6%	N=23	100%	N=356
The job the City does communicating to residents about major issues	15%	N=54	38%	N=136	29%	N=101	14%	N=50	3%	N=11	100%	N=353
The job the City does matching expenditures to community priorities	10%	N=36	28%	N=98	25%	N=90	24%	N=87	12%	N=44	100%	N=355
The job the City does responding to requests for public records and information	13%	N=45	20%	N=72	14%	N=49	8%	N=27	46%	N=162	100%	N=355

Table 40: Question 5

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	23%	N=83	60%	N=216	13%	N=46	4%	N=13	1%	N=3	100%	N=361
The street surfaces are smooth	23%	N=84	55%	N=197	15%	N=54	5%	N=20	1%	N=5	100%	N=361
Potholes are repaired in a timely manner	19%	N=69	54%	N=195	19%	N=69	4%	N=13	4%	N=13	100%	N=360
Last winter's snow removal in the Commercial Core was timely	28%	N=101	58%	N=207	8%	N=28	3%	N=10	4%	N=13	100%	N=359

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	
Last winter's snow removal in the Commercial Core was thorough	27%	N=97	57%	N=205	8%	N=30	3%	N=11	4%	N=15	100%	N=357
Last winter's snow removal in my residential area was timely	23%	N=84	49%	N=174	18%	N=66	5%	N=18	5%	N=17	100%	N=358
Last winter's snow removal in my residential area was thorough	22%	N=80	52%	N=185	14%	N=50	7%	N=25	5%	N=17	100%	N=358

Table 41: Question 6

How have you received information about the Wheeler programs? (Please check all that apply.)	Percent of respondents	Number of respondents
Have not received information	26%	N=92
Radio	20%	N=71
Flyers	9%	N=33
Blast email	15%	N=55
Internet	23%	N=81
Television	1%	N=4
Newspapers	63%	N=225
Brochures	7%	N=25
Other	5%	N=18

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

Table 42: Question 7

How would you prefer to receive information about Aspen Recreation Center (ARC) events, opportunities and updates? (Please check all that apply.)	Percent of respondents	Number of respondents
I would not like to receive any	24%	N=85
Newspaper ads	48%	N=169
Radio ads	16%	N=58
Television ads	3%	N=12
School newspapers	5%	N=19
Brochures	4%	N=15
Flyers	8%	N=30
www.AspenRecreation.com	39%	N=138
Social media	19%	N=67
Other (please specify)	10%	N=37
Email	9%	N=32

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

Table 43: Question 8

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	13%	N=45	34%	N=120	12%	N=44	1%	N=3	14%	N=48	27%	N=93	100%	N=353
The ARC Guest Services staff was helpful	26%	N=93	31%	N=109	3%	N=10	1%	N=5	10%	N=36	29%	N=103	100%	N=356
The ARC Guest Services staff was timely in handling requests	22%	N=77	27%	N=95	3%	N=9	2%	N=6	13%	N=45	34%	N=120	100%	N=353
The ARC Guest Services staff greeted me with a smile	25%	N=88	31%	N=110	2%	N=7	1%	N=2	10%	N=37	31%	N=111	100%	N=355
The ARC Guest Services staff was informative and able to handle all questions	23%	N=82	30%	N=107	2%	N=8	1%	N=5	12%	N=41	31%	N=110	100%	N=353
I enjoyed my experience at the ARC	25%	N=88	32%	N=111	1%	N=5	1%	N=4	9%	N=32	32%	N=112	100%	N=352
The ARC Aquatics staff was helpful	18%	N=65	22%	N=79	2%	N=7	2%	N=6	15%	N=54	40%	N=142	100%	N=354
The ARC Aquatics staff was timely in handling requests	18%	N=63	21%	N=74	3%	N=10	0%	N=1	16%	N=57	42%	N=148	100%	N=352
The ARC Aquatics staff greeted me with a smile	17%	N=62	23%	N=83	2%	N=7	1%	N=2	16%	N=55	41%	N=145	100%	N=354
The ARC Aquatics staff was informative and able to handle all questions	17%	N=61	22%	N=76	1%	N=5	2%	N=7	15%	N=54	42%	N=149	100%	N=351
The ARC Aquatics staff was polite and friendly during my visit	19%	N=67	24%	N=85	2%	N=7	1%	N=3	14%	N=51	40%	N=141	100%	N=354



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 aquatic area, lockers and lawn were sufficiently clean during my visit	19%	N=66	29%	N=104	3%	N=10	1%	N=5	11%	N=41	37%	N=130	100%	N=356
The pools were clear, clean and inviting to swim in	19%	N=66	28%	N=101	2%	N=8	1%	N=4	13%	N=46	36%	N=129	100%	N=354
Swimming equipment and pool toys were available for use and in good condition	15%	N=54	25%	N=89	5%	N=16	1%	N=2	15%	N=54	39%	N=138	100%	N=355
I enjoyed my experience at the ARC Aquatics area	22%	N=77	27%	N=94	2%	N=8	1%	N=2	11%	N=38	38%	N=134	100%	N=354
The ARC fitness equipment was well-maintained	8%	N=30	27%	N=97	3%	N=12	1%	N=2	15%	N=54	45%	N=159	100%	N=354
The ARC fitness equipment was usually available when I wanted to use it	7%	N=23	25%	N=89	7%	N=25	1%	N=3	16%	N=55	45%	N=158	100%	N=353
The ARC climbing equipment was well-maintained	10%	N=36	20%	N=71	1%	N=2	0%	N=1	16%	N=57	52%	N=184	100%	N=351
The ARC climbing equipment was usually available when I wanted to use it	7%	N=26	20%	N=70	1%	N=4	0%	N=1	17%	N=59	54%	N=189	100%	N=350

Table 44: 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 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	14%	N=50	26%	N=91	1%	N=2	0%	N=1	15%	N=53	44%	N=155	100%	N=353
The service provided by the Red Brick Recreation Center staff was accessible	16%	N=57	23%	N=82	1%	N=5	0%	N=1	15%	N=53	44%	N=155	100%	N=352
The Red Brick Recreation Center staff was helpful	17%	N=61	23%	N=82	1%	N=2	0%	N=1	15%	N=53	44%	N=154	100%	N=352
The Red Brick Recreation Center staff was knowledgeable	16%	N=57	23%	N=79	1%	N=3	0%	N=1	16%	N=56	44%	N=154	100%	N=350
The communication of program information and schedules were very good	15%	N=52	23%	N=81	4%	N=12	3%	N=9	15%	N=52	41%	N=144	100%	N=350
The quality of the program(s) provided by the Red Brick Recreation Center were very good	16%	N=57	23%	N=79	2%	N=8	0%	N=1	16%	N=55	43%	N=151	100%	N=351
The condition of the gym at the Red Brick Recreation Center was very good	11%	N=38	21%	N=74	5%	N=17	0%	N=1	18%	N=62	46%	N=160	100%	N=351
The scheduling of events conducted by staff at the Red Brick Recreation Center was very good	14%	N=50	22%	N=76	2%	N=7	0%	N=1	17%	N=61	45%	N=157	100%	N=351
The cleanliness of the Red Brick Recreation Center gym and	10%	N=34	20%	N=72	4%	N=13	1%	N=3	19%	N=67	46%	N=163	100%	N=352

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	
locker rooms was very good														
The enthusiasm of the Red Brick Recreation Center staff and coaches was very good	15%	N=54	16%	N=57	2%	N=5	0%	N=0	20%	N=70	47%	N=164	100%	N=350

Table 45: Question 10

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	44%	N=159	43%	N=155	5%	N=17	2%	N=7	2%	N=8	4%	N=15	100%	N=361
The parks were free of litter	38%	N=135	47%	N=170	7%	N=25	2%	N=6	3%	N=10	4%	N=13	100%	N=359
The condition of the athletic fields allowed me to have a safe and enjoyable experience	33%	N=117	37%	N=133	3%	N=12	2%	N=7	6%	N=20	19%	N=69	100%	N=359
The athletic fields were free of litter	32%	N=112	38%	N=134	5%	N=17	2%	N=7	7%	N=24	17%	N=60	100%	N=355
The pedestrian/bike trail surfaces were free of debris/litter	40%	N=142	47%	N=167	6%	N=20	2%	N=6	3%	N=12	3%	N=9	100%	N=356
The pedestrian/bike trail surfaces were smooth enough for the intended purpose	41%	N=151	42%	N=154	9%	N=31	2%	N=7	3%	N=11	3%	N=10	100%	N=364
The pedestrian/bike trail could be used safely	40%	N=145	43%	N=154	8%	N=29	2%	N=9	4%	N=13	3%	N=11	100%	N=360
The pedestrian/bike trail signage was very good	39%	N=139	43%	N=155	7%	N=24	4%	N=13	3%	N=12	4%	N=15	100%	N=358
The Nordic Trail System trail grooming was very good	30%	N=109	28%	N=101	2%	N=6	1%	N=3	16%	N=57	23%	N=83	100%	N=358
The Nordic Trail System trails could be used for the purpose intended	32%	N=114	27%	N=97	1%	N=5	1%	N=3	16%	N=57	23%	N=83	100%	N=360
The Nordic Trail System trail signage was very good	28%	N=101	28%	N=100	3%	N=9	1%	N=5	16%	N=56	24%	N=86	100%	N=358

Table 46: Question 11

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	42%	N=147	45%	N=160	6%	N=22	1%	N=4	6%	N=21	100%	N=354
Availability of parking at trail heads and open spaces	24%	N=87	32%	N=114	26%	N=91	6%	N=23	12%	N=41	100%	N=357
Adequacy of enforcement of regulations	24%	N=84	32%	N=112	19%	N=66	17%	N=59	9%	N=31	100%	N=351

Please rate each of the following characteristics related to City parks, open space and trails.	Excellent		Good		Fair		Poor		Don't know		Total	
Adequacy of signage on trails	31%	N=110	43%	N=151	16%	N=58	3%	N=10	7%	N=26	100%	N=356
Adequacy of signage in open spaces	31%	N=109	43%	N=152	15%	N=52	2%	N=6	9%	N=33	100%	N=351
Availability of open space events and programs	26%	N=94	39%	N=138	9%	N=34	2%	N=8	23%	N=82	100%	N=355
Quality of open space events and programs	27%	N=97	38%	N=135	9%	N=31	1%	N=5	24%	N=86	100%	N=354

Table 47: Question 12

Please rate the current level of enforcement for dogs (e.g., clean up; leash laws).	Percent of respondents	Number of respondents
Too strict	13%	N=49
About right	41%	N=148
Not strict enough	42%	N=154
Don't know	4%	N=13
Total	100%	N=363

Table 48: Question 13

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.)	30%	N=51
Trail-related concerns (e.g., sharing, create connections, surface issues)	5%	N=8
Better maintenance/facilities/staffing	14%	N=23
Accessibility/use/enforcement concerns	19%	N=31
Bicycle-related concerns	6%	N=10
Park/trail construction/tax spending concerns	6%	N=10
Positive comments about parks, fields, open space and trails	6%	N=11
Other	7%	N=11
None or not sure	7%	N=12
Total	100%	N=167

Table 49: Question 14

Based on your experiences during the last 12 months, to what extent do you agree or disagree with the following:	Strongly agree		Agree		Disagree		Strongly disagree		Don't know		Total	
I feel safe in my neighborhood after dark	62%	N=228	33%	N=121	4%	N=15	0%	N=1	0%	N=0	100%	N=365
I feel safe in my neighborhood during the day	75%	N=274	25%	N=90	1%	N=2	0%	N=0	0%	N=0	100%	N=367
I feel safe in the Commercial Core after dark	63%	N=229	32%	N=117	3%	N=12	1%	N=4	0%	N=1	100%	N=364
I feel safe in the Commercial Core during the day	73%	N=267	26%	N=93	1%	N=3	0%	N=0	0%	N=0	100%	N=364
I feel safe in Aspen as a whole	69%	N=251	29%	N=104	2%	N=8	0%	N=0	0%	N=0	100%	N=363

Table 50: Question 15

How confident are you, if at all, with Aspen police officers' abilities in each of the following areas:	Very confident		Somewhat confident		Not at all confident		Don't know		Total	
Enforcement of the law	67%	N=246	25%	N=91	5%	N=17	3%	N=11	100%	N=365
Treatment and handling of suspects	61%	N=223	28%	N=103	4%	N=14	6%	N=24	100%	N=363
Fair treatment of all people	64%	N=231	28%	N=101	4%	N=16	4%	N=14	100%	N=361

Table 51: Question 16

The Aspen Police Department is considering implementing a body-worn camera program. All recorded materials would potentially be subject to open record requests. What kind of impact, if any, do you feel body-worn cameras would have on each of the following?	Positive impact		Somewhat positive impact		No impact		Somewhat negative impact		Negative impact		Don't know		Total	
Safety of the Aspen community	37%	N=131	24%	N=86	28%	N=99	3%	N=11	3%	N=11	6%	N=21	100%	N=360
Conflict between police and members of the community	37%	N=131	29%	N=101	15%	N=52	9%	N=33	5%	N=19	6%	N=20	100%	N=356
Objective evidence of interactions between police officers and members of the community	49%	N=175	30%	N=108	9%	N=33	5%	N=18	3%	N=11	3%	N=12	100%	N=357
The approachability of officers	32%	N=116	14%	N=51	19%	N=67	20%	N=73	10%	N=35	5%	N=17	100%	N=360
Citizens' privacy	20%	N=73	13%	N=46	13%	N=46	30%	N=107	18%	N=66	6%	N=21	100%	N=358

Table 52: Question 17

To what extent would you support or oppose the Aspen Police Department implementing a body-worn camera program?	Percent of respondents	Number of respondents
Strongly support	24%	N=85
Somewhat support	43%	N=155
Somewhat oppose	16%	N=56
Strongly oppose	9%	N=32
Don't know	9%	N=31
Total	100%	N=359

Table 53: Question 18

Which of the following entities provides your electrical service?	Percent of respondents	Number of respondents
The City of Aspen	34%	N=121
Holy Cross Electric	57%	N=202
Other	1%	N=4
Don't know	9%	N=31
Total	100%	N=357

Table 54: Question 19

Based on your experience in the last 12 months, please rate the quality of each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
Drinking water taste	50%	N=183	35%	N=126	11%	N=38	3%	N=12	1%	N=5	100%	N=365
Water pressure	48%	N=176	38%	N=140	8%	N=31	4%	N=15	1%	N=3	100%	N=365
Water reliability	58%	N=211	38%	N=139	2%	N=8	1%	N=4	1%	N=2	100%	N=364
Water services overall	53%	N=194	41%	N=149	4%	N=13	1%	N=4	1%	N=4	100%	N=363
Overall customer service provided by the Water department staff	35%	N=125	27%	N=97	6%	N=23	1%	N=5	30%	N=109	100%	N=360
Electrical service reliability	49%	N=175	37%	N=132	5%	N=18	1%	N=2	9%	N=32	100%	N=359
Safety of electric service	50%	N=178	35%	N=125	1%	N=5	1%	N=2	14%	N=49	100%	N=359
Overall customer service provided by the Electric department staff	35%	N=124	25%	N=91	4%	N=14	1%	N=2	35%	N=126	100%	N=357
Electric services overall	47%	N=171	37%	N=132	4%	N=14	1%	N=2	11%	N=41	100%	N=360

Table 55: Question 20

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	63%	N=223	10%	N=36	12%	N=44	15%	N=52	100%	N=354
Replace older refrigerators with a new Energy Star, CCE Tier 3 model	41%	N=145	8%	N=27	13%	N=45	39%	N=137	100%	N=354
Have an energy assessment completed	24%	N=86	8%	N=29	18%	N=65	49%	N=173	100%	N=353
Air seal around windows and doors	31%	N=111	13%	N=46	25%	N=88	31%	N=111	100%	N=355
Add building attic insulation	22%	N=74	5%	N=18	9%	N=29	64%	N=217	100%	N=338
Join or start a carpool	14%	N=48	5%	N=16	10%	N=33	72%	N=243	100%	N=339
Ride the bus one or more days per week	44%	N=156	15%	N=51	12%	N=42	29%	N=104	100%	N=353
Walk to meetings or errands within walking distance	76%	N=272	12%	N=43	5%	N=17	7%	N=24	100%	N=356
Commute via bicycle one or more days per week	52%	N=185	15%	N=52	9%	N=32	24%	N=85	100%	N=355
Encourage others to walk, bike or ride the bus to work or school	52%	N=185	15%	N=55	14%	N=48	19%	N=67	100%	N=355

Table 56: Question 21

The City of Aspen is developing a Citizen Academy (sometimes called a “Government 101” program) to introduce residents to City government and leadership. Please tell us the extent to which you agree or disagree with the following statements:	Strongly agree		Agree		Disagree		Strongly disagree		Don't know		Total	
Learning how City Council and Commissions work interests me	21%	N=76	49%	N=172	14%	N=50	7%	N=23	10%	N=34	100%	N=355
Learning what City Departments do interests me	21%	N=73	48%	N=170	14%	N=50	6%	N=20	11%	N=40	100%	N=353
Learning how to volunteer with the City interests me	15%	N=53	44%	N=156	20%	N=72	8%	N=27	12%	N=43	100%	N=351
I know how to get the information I need about City government	16%	N=58	51%	N=183	18%	N=63	6%	N=20	9%	N=33	100%	N=355
I know how to get involved with the City	14%	N=51	46%	N=162	22%	N=78	7%	N=26	11%	N=38	100%	N=355
A program to increase my understanding of City government interests me	16%	N=57	44%	N=154	21%	N=74	8%	N=28	11%	N=39	100%	N=351

Table 57: Question 22

How likely, if at all, would you be to participate in a “Government 101” program to learn more about City government?	Percent of respondents	Number of respondents
Very likely	8%	N=27
Somewhat likely	45%	N=158
Not at all likely	42%	N=148
Don't know	5%	N=18
Total	100%	N=351

Table 58: Question 23

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	23%	N=81	46%	N=158	31%	N=108	100%	N=347
City webcasts	12%	N=41	37%	N=127	51%	N=178	100%	N=346
Email (electronic newsletters, email updates)	35%	N=122	35%	N=122	30%	N=103	100%	N=348
Social network sites (Twitter, Facebook)	16%	N=55	24%	N=83	60%	N=203	100%	N=340
Radio ads	24%	N=83	41%	N=141	35%	N=123	100%	N=348
Radio news broadcasts	27%	N=95	39%	N=135	34%	N=117	100%	N=346
Community government television (Grassroots/CGTV, Channel 11)	23%	N=80	40%	N=140	37%	N=129	100%	N=350
Other local television broadcasts	14%	N=48	37%	N=127	48%	N=164	100%	N=339
Newspaper ads	66%	N=233	30%	N=104	4%	N=15	100%	N=353
Local newspaper articles	77%	N=271	18%	N=64	5%	N=17	100%	N=352
Mailed materials (brochures, flyers, newsletters, updates)	33%	N=115	47%	N=162	20%	N=71	100%	N=349
City website (www.aspenpitkin.com)	39%	N=135	37%	N=130	24%	N=84	100%	N=349
Aspen/Pitkin County Housing Authority (APCHA) website (www.aspenhousingoffice.com)	28%	N=97	29%	N=102	43%	N=151	100%	N=350

Table 59: Question 24

Please tell us how satisfied or dissatisfied you are with the information you receive about the City from each of the following sources.	Very satisfied		Somewhat satisfied		Somewhat not satisfied		Not at all satisfied		Don't know		Total	
City meetings and open houses	16%	N=55	38%	N=132	9%	N=30	3%	N=10	34%	N=118	100%	N=345
City webcasts	9%	N=32	23%	N=79	9%	N=30	2%	N=8	57%	N=195	100%	N=344
City emails (electronic newsletters, email updates)	17%	N=59	29%	N=100	13%	N=44	3%	N=10	38%	N=133	100%	N=346
The City's social network sites (Twitter, Facebook)	7%	N=25	20%	N=69	7%	N=24	5%	N=18	61%	N=208	100%	N=343
City website (www.aspenpitkin.com)	15%	N=51	40%	N=135	7%	N=24	4%	N=15	34%	N=117	100%	N=342
Aspen/Pitkin County Housing Authority (APCHA) website (www.aspenhousing.com)	15%	N=52	30%	N=104	8%	N=27	4%	N=15	43%	N=149	100%	N=347
Radio ads	14%	N=47	36%	N=123	5%	N=18	5%	N=16	40%	N=135	100%	N=340
Radio news broadcasts	18%	N=60	34%	N=115	6%	N=19	4%	N=12	40%	N=135	100%	N=340
Community government television (Grassroots/CGTV, Channel 11)	15%	N=52	39%	N=135	3%	N=9	2%	N=7	41%	N=139	100%	N=342
Other local television broadcasts	9%	N=30	31%	N=106	5%	N=17	1%	N=3	54%	N=181	100%	N=337

Please tell us how satisfied or dissatisfied you are with the information you receive about the City from each of the following sources.	Very satisfied		Somewhat satisfied		Somewhat not satisfied		Not at all satisfied		Don't know		Total	
Newspaper ads	33%	N=113	48%	N=167	7%	N=25	2%	N=7	10%	N=36	100%	N=349
Local newspaper articles	38%	N=133	45%	N=158	4%	N=16	4%	N=13	9%	N=30	100%	N=350
Mailed materials (brochures, flyers, newsletters, updates)	22%	N=77	41%	N=141	10%	N=36	6%	N=20	21%	N=72	100%	N=346

Table 60: Question 25

If you have concerns about the city's communication, please tell us what changes we can make to improve:	Percent of respondents	Number of respondents
More or improved communication through internet (e-mail, social media), newspapers or newsletters/mailings	26%	N=22
Be transparent and timely with information/ communication	13%	N=11
Listen to resident input, increase involvement	5%	N=4
Increase availability/improved customer service	10%	N=9
Positive comments about communication	6%	N=6
Other	33%	N=28
None or not sure	6%	N=5
Total	100%	N=85

Table 61: Question 26

How likely, if at all, would you be to use each of the following to find out in "real time" information about special events in Aspen that may impact you (e.g., road closures, where to park, waiting times, etc.)?	Very likely		Somewhat likely		Not at all likely		Don't know		Total	
Facebook posts	19%	N=67	15%	N=51	58%	N=201	8%	N=27	100%	N=347
Twitter posts	8%	N=29	8%	N=29	75%	N=258	8%	N=28	100%	N=344
Text messages	37%	N=130	21%	N=73	36%	N=125	6%	N=21	100%	N=348
Web page updates	23%	N=80	35%	N=124	35%	N=125	7%	N=24	100%	N=352



Table 62: Question 27

Please tell us the extent to which you agree or disagree with the following statements regarding childcare in Aspen:	Strongly agree		Agree		Disagree		Strongly disagree		Not applicable		Total	
I am satisfied with my current childcare arrangements	8%	N=29	7%	N=24	3%	N=11	2%	N=8	80%	N=281	100%	N=352
I have experienced difficulty finding high-quality childcare for my infant	5%	N=16	3%	N=12	5%	N=19	3%	N=9	84%	N=295	100%	N=351
I have experienced difficulty finding high-quality childcare for my toddler	4%	N=15	3%	N=10	5%	N=18	2%	N=7	86%	N=300	100%	N=350
I have experienced difficulty finding high-quality childcare for my preschooler	3%	N=9	4%	N=14	6%	N=20	3%	N=9	85%	N=297	100%	N=349
I am able to pay for childcare without assistance	1%	N=5	8%	N=27	8%	N=26	2%	N=7	81%	N=281	100%	N=346
I know how to find assistance to pay for childcare	4%	N=14	7%	N=25	4%	N=14	3%	N=11	81%	N=281	100%	N=345
Finding childcare in a program I prefer is a major challenge for me	6%	N=22	3%	N=10	8%	N=26	1%	N=3	82%	N=285	100%	N=347
The childcare program I use adequately prepares children for school	8%	N=29	5%	N=19	2%	N=7	0%	N=1	84%	N=292	100%	N=347
The childcare program I use adequately fosters strong emotional/social skills	8%	N=29	8%	N=27	1%	N=4	0%	N=1	83%	N=286	100%	N=347
The childcare program I use has well-qualified teachers/staff	9%	N=29	7%	N=24	2%	N=7	0%	N=0	82%	N=285	100%	N=345

Table 63: Question 28

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	
Economic development without the development (without new physical development)	30%	N=105	32%	N=109	19%	N=65	11%	N=36	9%	N=30	100%	N=345
Ensuring the availability of adequate workforce housing at a reasonable cost to rent/purchase	50%	N=175	26%	N=91	16%	N=56	6%	N=23	2%	N=8	100%	N=353
Encouraging the development of additional lodging	15%	N=53	20%	N=69	30%	N=107	32%	N=114	3%	N=9	100%	N=353
Creating more bulb-outs on corners to increase pedestrian safety	14%	N=48	20%	N=70	17%	N=58	42%	N=147	7%	N=24	100%	N=347
Increasing places for pedestrians to dwell or gather	14%	N=48	20%	N=71	25%	N=90	37%	N=130	4%	N=14	100%	N=353
Finding ways to decrease traffic in town	42%	N=151	22%	N=81	24%	N=89	10%	N=37	1%	N=4	100%	N=362
Managing traffic in town more effectively	49%	N=178	25%	N=89	20%	N=73	4%	N=14	2%	N=6	100%	N=360

Table 64: Question 29

Overall, how would you rate your satisfaction or dissatisfaction with services provided by the City of Aspen?	Percent of respondents	Number of respondents
Satisfied	47%	N=163
Somewhat satisfied	38%	N=135
Somewhat not satisfied	9%	N=33
Not at all satisfied	5%	N=17
Don't know	1%	N=2
Total	100%	N=350

Table 65: Question 30

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.	35%	N=45
Dissatisfaction with City services, departments, staff and officials (includes ARC)	18%	N=23
Concerns about affordability (housing, food/restaurants)	8%	N=10
Dissatisfaction with spending, taxes and fees (e.g., small homeowners & builders), City services are too costly	3%	N=4
Land/business/building development	14%	N=18
Positive comments about local government/services	7%	N=8
Other	15%	N=20
None or not sure	0%	N=0
Total	100%	N=128

## APPENDIX III: VERBATIM RESPONSES

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

**Question 6: How have you received information about the Wheeler programs? (Please check all that apply.) ("Other, please specify" response)**

- Word of mouth.
- Word of mouth.
- Word of mouth.
- Wheeler assoc.
- Walk by every day.
- Ushering.
- Posters in town.
- Newspapers are never accurate.
- Lobby posters.
- Go to wheeler.
- Go to wheeler office.
- Friends
- Email newsletter.
- Call in.
- Box office.
- Box office

**Question 7: How would you prefer to receive information about Aspen Recreation Center (ARC) events, opportunities and updates? (Please check all that apply.) ("Other, please specify" response)**

- Posters(3).
- Poor work out equipment rusty & smelly.
- Do not use ARC.
- Mail to residence.
- Newsletter.
- Newsletter.
- Daycare news letters.
- On site
- On site.

**Question 13: 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.)**

- 1- Enforce leash laws near Tot park (Bonita drive).2- Trim trees/bushes so street signage is visible.3- Request that house night lights be dimmed or use lower-wattage light bulbs-current situation interferes with observing night sky and stars.

- A dog park- please! NYC & big cities can do it- everyone has a dog in Aspen-also a safe swim area for dogs.
- Aspen lacks a safe fenced dog park-needed badly!!!
- Bearnaise however it's spilled on golf course in winter is loaded with poop. Poor dog owners!
- Dog crap.
- Dog crap; dogs not on leashes.
- Dog off leash, dog forces, no consequences.
- Dog owner not "picking up" & not leashing their animals. Bikers not announcing when coming from behind.
- Dog poop enforcement & dogs leash - enforcement is letting dogs on trails like utelias should not be permitted. They run w/o supervision & push hikers aside. This trail is too steep, rocky & narrow and crowded for dogs.
- Dog poop everywhere (sick of it).
- Dog poop!
- Dog poop, homeless sleeping/drinking-intimidating the young & old.
- Dog poop.
- Dog-bike interface.
- Dogs off leash prevent us from using the trails!
- Dogs on reel leashes-dangerous to bikers poop everywhere especially smuggler road and trash at North star.
- Dogs on retractable leashes are dangerous, bikers and walkers walking/riding in groups & not in single file.
- Dogs on trails/must be on a leash-very unsafe for bikers paths.
- Dogs should be able to hike hunter creek without a leash.
- Dogs should be allowed off leash on Rio Grande Oct-May.
- Dogs were not supposed to be allowed in Burlingame now they are many.
- Dogs, trash & dog trash! F & W & other big events damage parks!!!
- Dogs-it really is the people (dog owners) that need to be regulated more.
- Enforce the dog laws (leash & picking up).
- Have a dog park-otherwise dogs on leash all the time.
- Hygiene at parks with so many dogs peeing & even when poop is picked up some left overs on grass. It would be nice to have a couple people/kid only areas or parks where babies can crawl, run, get wet without concern of dogs & their waste. Perhaps child's play water area @ Rio Grande & the amphitheater area @ John Denver could be dog free as they have Rio Grande & Heron Park. Have 1/2 Rio Grande dog free for kid sports & likewise w/ field in town (Wagner). People put down doggie bags & forget to pick up on way back. There are little pretty odor proof bags people could connect on leash to put plastic poop bag & until get to trash: ~~~~~ on amazon.
- Inconsiderate dog-owners people who use trails while the JRC closed for wildlife, etc. If by of trails & space for staff to adequately oversee more staff?
- Issues with dog poop need more attention (trails).
- It would be great to have a program like Boulder. Dogs could pass testing and be certified to be off leash in some areas.
- It's have dog owners I have no problems with the dogs! It's was with bikes not following car rules especially [?]. Bikes need to follow some rules as the.
- I've been here for 46 yrs & have always had a dog- the ranger level has really put a big damper on our hiking together (leashes are not fun to hike with, especially with a good voice-command controlled dog. They should save their harassment & fines for the poop-abusers.
- Leash laws are too stringent, enforcement of poo pickup is not good at all.
- Make the dog enforcement people do something like work on the trails. Rather than check their ipads and give tickets.

- Many people w/ big dogs don't have them on leashes & my tiny dog is on a leash but the big dog charge at her (friendly or not) & it scares both of us. She's been hurt badly by big dogs.
- Need a fenced dog park.
- Need more signage on multi-purpose paths to have dogs on leashes.
- Need to educate people on walking dogs on short leashes w people no more than 2 abreast. Encourage people not to stop to chat in middle of trails! Remind people to keep to the right.
- No litter, but so much dog poop everywhere!
- Not enough voice control areas for dogs.
- Open east side trails to dog on leashes (same rules as smuggler).
- Open space should be us by everyone's even the people with dogs, we pay for the land we should be able to be use it with respect leashes and pick up after then, we are people too.
- People cleaning up after their dogs in the winter.
- People don't clean up after their dogs during the winter months.
- Pick up your dogs poop or be fined \$1000.
- Please provide a fenced dog park in Aspen.
- Smuggler dog pooh.
- Stronger enforcement on ticketing not cleaning up dog poop.
- There are so many dogs off leash on trails. My dog was picked up by a larger dog. I don't think I've ever seen enforcement. Why have a law that is not enforced. My lawn is a respectful for dog waste. Please do something!
- There should be more places where dogs can be off leash.
- Too many dogs off leads. And still, crap everywhere.
- Too many dogs!
- Too many unleashed dogs.
- Unfortunately, the enforcement/forces for failure to perhaps after dogs must be for greater[?]? Nordic trails- high use on weekends, but little/no grooming. It's a resort town, plenty of us need to work evenings & weekends.

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

- Bike trails need updated, accurate signage.
- I am bummed about Hummingbird trail because that was one of very few places (in HC valley) where dogs can be off leash without worrying about bikers.
- Lots of trail junction w/o signs as smuggler/hunter creek.
- Overcrowding on trails; lack of trail etiquette, dogs off leash!
- Rio Grande trail should be fully paved.
- Still bits & pieces-no continuity/trail to streets-find your way to next trail still no river trail all the way through town big mistake!
- To reduce traffic, plow trails (paths) in winter. Keep bike ways open in winter. People in crested butte ride everywhere in winter.
- Too much refinement! Too many signs. You are making it very too easy for people who are not in fit condition to access areas they should not be in, you cannot put enough signs, paved trails, directions, etc. To protect people from themselves- case in point- it is easy to ride a bike from town to WC tavern-not so easy to get back...
- We'd like to see bike path seems smoothed out for safety.

#### **Better maintenance/facilities/staffing**

- Bathrooms at Heron Park rather than a porta potty. There are probably & 100 dogs a week on smuggler people do a pretty good job picking up.
- Don't use 2-4-D or weed control it is toxic especially to dogs.

- Find better nets that don't quit in the middle of soccer season & find management that comes up with solutions instead of cancelling the league!
- Loved what has been done at John Denver parks something spectacular for years to come. High level bathroom weird and not rebuilt.
- Maintenance has room for improvement including trail side landscape maintenance such as cemetery lane, entrance to Aspen. Extensive use of boulders not attractive, appropriate. Park projects take too long to complete such as Rio Grande.
- Make a water park! So the N. star preserve is not the only open space used.
- Need better focus on outfield of all ball fields. For safety need new fences put up!
- Need covered turf for kids and adults. Need gym in town for indoor basketball.
- Need more fields/turf for kids. Not enough fields in fall/spring w/out more turf.
- Need more playing fields.
- Need to clear branches & shrubs from sidewalks and trails. Please build the castle creek bridge improvements & 7th street bike connection.
- Need to improve trails on Hallam street @ castle creek bridge (long overdue!); trim vegetation along trails more frequently.
- Recycling waste options are resistant, Dog leash laws are a joke, signs are difficult to follow.
- Rio Grand park new side walk too dark from theater in park to old power house and from theater to Mill Street bus stop (bus cannot see you standing there at night).
- Sprinklers on the bike path at night.
- Sprinklers water street. Toilets stinks & are messy. Way too many dogs & dog poop on smuggler, dog walkers on Silverlode/Williams Ranch let their dogs run loose and poop on our lawns.
- Strongly am against spraying plants with toxic material.
- The ARC needs more staffing for phones. I am continuously being transferred or not connected to a person.
- Trash cans not cleaned smelly/dog bags not restocked.
- Weed control-the thistles and other weeds seem to be seriously out of control this year.
- When a trail is built and vegetation is planted, the plants are poorly maintained. They are not adequately watered and then die - a waste of \$\$\$.
- When spraying chemicals (weed control, etc) please flag the areas so we as dog walkers are notified. Thank you.

#### Accessibility/use/enforcement concerns

- "Wagner park" has too many special events, especial the food and wine in late, spring. The park should be used by locals not by the city for special events!!!! Long time local-46 years.
- Big concerns with north star over use (not city).
- Closed to often for repair or events.
- Do not lease parks out to private camps, especially small ones like tot lot. Residents cannot use them when camps dominate them.
- Enforcement of rules.
- Enforcement of walking only on mall is lacking.
- Have food & wine replace sad annually in Wagner and keep park open. No excuse to have park fenced off for months only to have grass destroyed by intense usage followed by more closure. It's a public park not a commercial venue. Fungus & cold/damp weather don't match facts that grass died.
- Less litter, more fires for people treating parks with disregard.
- No more snow polo!!!
- North star was a zoo at times this summer.
- Often closed or under constant construction.
- Parking spots eliminated up pass & at bells/conundrum!! Back packers exempt?

- Parking terrible signage. Dogs not on leashes, parking during special event. Pro challenge cycling!! Terrible city does not care about locals.
- Please enforce time and idle engine reqs at Aspendale garden they have woken us in early morning.
- Please keep parks as parks not a space for commercial uses.
- Pot smoking needs more policing.
- Protect north star & other nature preserves more clearly & firmly population is threatening.
- Seems often to not be enough parking.
- Stay away from Wagner park-relocate food and wine.
- Stop using them for private events. They should be available to taxpayers not for profit entities!!
- The food and wine event does too much damage for too long. "Art crash" should be at museum; not city park. Dog poop!
- The parks are off limits too many times.
- They are given to outside commercial corps for then profit this is bull stop selling our town.
- They need to stop using them for private for profit events.
- Too many events this summer/concierge's at large hotels should not deliver & pick-up so many guests- not only North star but all trails, guests need to learn rules & respect too.
- Too crowded.
- Too many events in the parks!!!
- Too many events!!!!
- Trails-good work parks maintain rather than look for new projects open space events- mega events cause mega damage & long lasting damage to open space-use the 2 big parks. The money you may get isn't worth it! No slack line- Patron Newbury park trim dead weed trees, shrubs, removes dead trees no maintenance shad/Wagner park major adjustments (Newbury park) inform involve public.
- Wagner park can't handle the crush of food & wine. The closure of the park before during and after is too long.
- Wagner park got trashed by food/wine unacceptable!!
- Wagner park is closed too often, and then opened to be destroyed in a few days by food & wine, art, rugby events. Mother lode volleyball is only event. That doesn't destroy park.
- Wagner park is over used and destroyed every year by food & wine. Food & wine should be set up on the streets/hard top-to not destroy the grass our city spent so much money & time growing. It is ridiculous and I am tired of seeing the grass turn yellow every year when food & wine packs up on Monday following the event. The park is there for residents & tourists, not.

### Bicycle-related concerns

- As a senior citizen who walks trails, it is dangerous with bikers who do not slow down or announce before passing.
- Bicyclists are often dangerous. There should be no bike riders on the mall- why don't police enforce the law of no bike riding on the mall.
- Bicyclists are on streets, not trails.
- Bike path through the schools needs better signage and route.
- Bikers on trails that don't let you know they are passing.
- Bikes fly by and never announce their passing. When they hit us or our leashed dogs they keep on going. They never stop at stop signs and we see constant accidents near the Marolt barn. The bike ride for speed should be after the pedestrian walk way, on the road. Our tourists complain often of our local biker etiquette, or lack thereof. Look around trip advisor for guest comments.
- Cyclist go too fast on bike trails where there are also pedestrians.
- Have less areas where bikes can go have more areas where dogs can go off leash.
- How fast bikers ride along Rio Grande.

- I wish the city would continue to look into a safe bike route over castle creek bridge into town. It is very bike unfriendly right now.
- More single track beginner/intermediate like new hummingbird!
- Need more mat bike flow trails.
- On both city and back-country trails, cyclists do not announce themselves. This is a very dangerous situation. I have witnessed many close calls.
- Perhaps in the signage, areas where casual strolling or biking is not appropriate could be posted (such as where more athletic people are running or biking more aggressively).
- Too many new trails! Lack of bicycle rule enforcement on popular trails!

#### **Park/trail construction/tax spending concerns**

- Far too much has been spent on park 'enhancements'-looks 1/2 a million was spent on flowers alone- beautiful but excessive!
- Get the job done on Mill St taking way to long.
- Mill street why cant they finish (across from clarks) two summers of orange fencing & green tarps. Usually I am so tired of looking at mess!!
- Need to keep more open space like mountain chalet & skies chalet.
- Out of control Rio Grande park development way way too many rocks surrounding a playing field not well considered.
- Plans for Lift IA park?
- Ridiculous amount of construction & money spent on Rio Grande. Excessive use of public \$ to haul in tons of boulders. And bathrooms @ Rio Grande stink-are inadequate-- after spending \$500,000!
- Rio grande park update is taking too long to complete.
- The water park on Mill St is a complete waste of money. Over 2 years construction now. What was the budget and how much over are you? The city needs to build a parking garage under the athletic field in center of town. 1000 paid spaces would solve our parking problem.
- Think the new divided thing down by Clarks/P.O. with the wind things are tacky ridiculous, dangerous and a total waste of tax payer's money!!
- Too many big rocks-finish Rio Grande park before you commit to working on another project-quit changing the flow of water in the parks & redesigning them. They no longer look natural.
- Use North Star mostly and all very unhappy w/whats going on there.

#### **Positive comments about parks, fields, open space and trails**

- Good job on parks.
- I am very pleased w/ our parks and trails one of the best parts about living in Aspen.
- Keep up the good work! Rio Grande park and Mill St. stream are awesome!
- Love the trails both summer and winter-huge city asset!
- None. Amazing job. Thank you.
- Overall trails are great and very well maintained.
- Parks & rec & open space/trails do a magnificent job!
- Suggestions (1) Perhaps from parks could give a quick public seminar on lawn maintenance. The playing field are so beautifully maintained.(2) Wonder if the city landscape architect would be willing to do an Aspen garden planning public seminar? That would be great. The County gives various, popular seminars at the landfill vain cool!
- The new biking trails- skyline/deadline. Hummingbird are fabulous!
- This is the best department in the city.
- Very good.



## Other

- Busy periods seem to have no awareness of "others."
- City council has abandoned city residents.
- City should produce overall map for visitors, etc.
- Core outdoor recreation is outside the town, not much in the city. From using the parks w/kids, I have no concern.
- Does it matter? When was the last time you gave a ticket?
- Don't like tacky median on Mill St near John Denver park.
- How to find them.
- I always wonder if we get a fair day's work for a fair day's pay.
- I am concerned that still water is going to be restricted.
- The "affordable housing" is a joke- it is "given" to people who can well afford to pay market \$\$\$. It is totally corrupt- and based on "who you know" favoritism.
- There's a lot of needs. Needs more awareness and a bounty or compensation for there removal.
- Wagner park disgraceful.
- Why don't you ask this? For other departments?

## None or not sure

- N.A.
- N/A.
- None.
- None.
- None.
- None.
- None.
- None.

## Question 25: If you have concerns about the city's communication, please tell us what changes we can make to improve:

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

- APCHA & Aspenpitkin.com seriously need a remodel.
- Better/more frequent social media engagement/posts/info.
- Current information posted on website, deletion of 'cached' pages with incorrect information.
- Develop an interactive app.
- Get-in email newsletters/notifications emails.
- How to get on an email list? Not spam!!
- I'm web savvy better city & rec center websites are hard to use and lack real info.
- More newspaper ads.
- More on social media.
- More self selected email newsletters like 'development news'.
- More service direct emails.
- Printed material best for me- mail or newspaper.
- Test website with normal citizens trying to find a few random choice pieces of info-no coaching just see what happens- no defensiveness!
- Typically, like to see things in print- newspaper mainly.
- Use email more.
- Web-only if current.

- Website could be improved need more info about trails, park, rec.

#### **Be transparent and timely with information/ communication**

- Be truthful- as in the art museum screw-up.
- If you are painting murals or art in the middle of the night then please reach out to neighbors. You should communicate better about parking closing & notify people before towing.
- Just facts, staff bias obnoxious.
- More help in transacting (put in layman's terms) issues before city council.
- No more closed city council meet (no closes door be open) with us.
- Notify property owners @ meetings leading to ordinances where in they are going to lose their property rights.
- Quito king projects behind our backs i.e. old power plant use.
- Tell city council to not meet in secret.
- Tell the truth.
- The hidden agenda of the city employees & officials to grow all aspects of the [?].
- Transparency and honesty.

#### **Listen to resident input, increase involvement**

- City council needs to represent the citizens not business groups.
- I don't need to be 'educated' by the city if I don't agree-gov need to be educated!
- Listen, listen, listen! Listen to the working class community more.
- They do not listen to what people want.
- You need to listen to city employees; when they tell you that you have a lying; nasty; harassing supervisor you should do something about it.

#### **Increase availability/improved customer service**

- City govt has become so big that communication is decreased.
- Council meetings should be on grassroots.
- I try to search online for future events to plan for friends visitor our outings and can't find anything until the week off. Who to contact about what concerns we have (emails & phone work). It seems I'm often directed to tell someone else rather than them giving them the info.
- If you call you never get a real person and no one calls you back.
- I'm not sure all pertinent info is posted in the times schedule listings in Monday's announcements.
- Make sure city residents receive city communications.
- More outreach meetings outside of city hall.
- Somehow do informations do not follow us.
- The parking department needs an attitude change- very difficult to communicate.
- Word of mouth through HOA's, property managers, rec centers.

#### **Positive comments about communication**

- City communicates well, their policies are the issue, out of touch with residents.
- I like receiving notices texting.
- I love the usually events and about.
- Love meetings, open houses at different times of day so workers can attend.
- Pitkin alerts works!
- The weekly emails are amazing.

## Other

- APCHA regularly makes determinations which do not appear to be based on policy. Policy should be closely stated.
- As a green city, please stop sending mass mail, files & so on- they clog my mail and create waste.
- Boring.
- Continue to post election results on blue screen or crawler for 24 hrs!
- Don't waste money- no newsletters, etc- sending this survey twice.
- Forget social network sites, webcasts and local TV-eliminate those paid positions.
- Get rid of the U.S.A pro challenge bike race, and make bikes stop at stop signs.
- I use the Pitkin County translator system - grass roots & gov't channel don't come in.
- I wish a local internet site was affordable (provided by local gov.)
- I'm concerned about how to vote for development commitment passes this year & how to get info to vote.
- Keep variances down- like the court system.
- Like the idea of 'sharing' re spring cafe.
- No need to print additional materials.
- Not proactive.
- Parking- for special events cycling pro challenge. Bad signage.
- Require all new construction to include more than adequate parking!!
- See attached sheet.
- The bike race just show up, [?] connection with community, long before it happen.
- There's so many studies/surveys/separate websites-please do one way to see all.
- This questionnaire does not ask the questions that I want to respond to.
- This survey is far too long.
- Too much wasted paper via mail (flyers, brochures, etc).

## None or not sure

- N/A.
- N/A.
- N/A.
- None.
- None.

## Question 30: 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.

- Additional underground parking would be helpful.
- Build a round-about @ cemetery lane & get rid of the light there!
- Bulb-outs and changes on N. Mill Street only make things worse.
- City hall needs to get realistic about needing parking spaces.
- Commuter traffic is awful.
- Enforce traffic laws and bicyclists especially parents with children. The city has to be a better communicator be exactly butterfly.
- Finding a better way for traffic & pedestrians to mix without aggravating either group.
- Fix 3yr old 4-5 inch black top collapse on side of hyman in front of hearthstone.
- Full fledged campaign to re educate people of the rules of the road. Emphasize the importance of paying attention when walking & driving.
- Get rid of bike race, keep bikes off highways, make bikes abide traffic laws.
- Get rid of rocks & pin wheels on mill st / Blinking lights on an main st for peds great idea.

- Give us back the Summer Galena shuttle.
- Have police control traffic- never never see them crosswalks & going one way near peaches all the time.
- I all most killed myself walking from the theater in PK to bus stop on Mill st. There are no light on path and bus could not see me! Get some lighting out there.
- I am extremely upset with the newish rule for bikers to "yield" I am a cyclist and appreciate the effort but too many cyclist shoot out of streets without yielding and yell at cars that they have the right of way. Even as a cyclist, I can not stand this and would like to see it go back to signs including cyclist. Please think about this before someone gets seriously injured.
- Increase bus service availability. Especially in off-season.
- Increase the "peace and quite" elimination old noisy buses, soutable the traffic, more police supervision!!
- Last winter there was no snow removal in West End until crosstown shuttle resumed operation.
- Less parking and more bikes!!
- Mill street Rock & pinwheel feature is awful. Mill St. turn lanes are wrong.
- More parking- new development must include excess parking!!
- More parking!!
- Narrow roads with same traffic levels does not work less cars.
- Need more parking. Rio Grand lot is full most of the time.
- Need to re-rout entrance to Aspen- not try and defer by making harder to drive.
- No more "bulb" outs- visit all parks.
- One way to encourage less traffic is to create more continuous bike routes & sidewalks & keep them plowed. Also galena shuttle could be ever 20 min. instead of 10 as almost same time/place as hunter creek bus, saving \$ & pollution. In summer RFTH town buses could be galena size shuttles b/c less busy, less gas & pollution.
- Parking in the core needs to be addressed taking parking out/away is malpractice (e.g. art museum).
- Parking is not user friendly and the spaces lot!
- Parking- pro challenge info and signage-terrible city does not care.
- People/drivers enter town @ high rates of speed -how about rumble. Strips especially by 8th main people fly into town have almost been hit many times crossing w/ ped. lights even.
- Provide more parking. Why was city mkt underground pkg. not approved?
- Provide parking and provide shuttle buses as around town not huge ski buses in summer!
- Quit removing parking-we need more parking. No bulb outs!!! Ugly-in the way-sitting in the street is not attractive.
- Reduce parking enforcement in off-season. No development without on site parking!
- Reduce trips- many bike routes, pedestrian enhancements, congestion pricing (trip pricing), intercept lot, plow bike paths in winter. Bike crossing buttons don't work- too hard to reach, then ride across.
- Sick and tired of risking my life because we won't enforce traffic laws.
- Stop paving paradise, increase recycling, decrease physical development, decrease private transit.
- S-turns/entrance to Aspen/traffic is unacceptable!
- The "bump-outs" are silly- please get rid of them!
- The bulb outs scare me, I'm afraid cars will hit people sitting there!
- The parking dept is rigid and very "non-satisfying".
- The volume of traffic in summer has become unbearable-this needs to be addressed.
- Traffic seriously needs to be addressed. Get rid of S curves. Straight shot 2 lines into town. It is only going to get worse.
- Traffic/entrance must be mitigated!!!
- Trying to make town "safer" for pedestrians by taking away car lanes (Mill & Main) increases down.
- Why didn't you put underground parking beneath the new bus terminal building site.
- You are now continuing to pedestrians at the expense of cyclists esp w/ regard to bulb outs putting riders into the traffic lanes at intersections.

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

- Current city council out of touch with year-round citizens.
- Departments are good but as are services but need better leadership.
- Don't put fluoride in water unsafe for adults.
- Enough special events. Aspen is becoming an "over crowded theme park".
- Find ways to enforce housing rules-so many buses 1.Income over max 2.Sub-letting3 .Occupancy minimum time spend in town each year.
- Have engineering revise drainage regulations to meet practical reality. Also stop replacing perfectly decent curb & gutter- waste of \$.
- Help the people at centennial.
- Hire people that have very good "experience" instead of hiring outsider.
- Housing program has poor enforcement.
- I find myself always disagreeing with -----.
- Inform citizens of construction & inform police on city ordinances such as noise violations & make sure they know proper permits. Noise in alleys prohibited between 5pm & 7am.
- It is not the department I have issue with. It is council if I disagree I am a nimbly & ignored.
- Please assist the planned food service at Brew Pub (old art museum) to offer healthy, low cost medicines to seniors/disabled, even to locals!
- Please improve yoga, weight lifting area in rec center. Extend climbing hour at Red Brick.
- Police are corrupt [?].
- Stop educating & start enforcing (and ticketing) the land & ordinances.
- The post office is terrible-by for the worst thing about living here.
- The water department needs a personnel overhaul.
- This area should be larger.1. Quit watering city grass when raining!!! (2) Downtown mall dirty. (3) No bikes on mall!!!! Teach kids- if old enough to ride they should be off mall. (4) Aspen needs "city planner" not zoning developer. If we had one the bus terminal would not be rebuilt where it is- Main St would be good.(5) Too big hospital without mental health. (6) Library total waste of money!!(7) Watch out city council- don't built so big. Why why why does city need more beer in old museum area??? There is the entire mall. Science would have been great.
- Turf Moore- we also need a sports bubble for winter.
- Water dept staff is surly and overly bureaucratic.
- Way too many departments and highly-paid staff

**Concerns about affordability (housing, food/restaurants)**

- (1)Affordable housing! No other issue is comparable. (2) Lodging- remember short term rental condos is lodging.
- Affordable housing fees are absurd cheap hotels on the opposite of what Aspen needs.
- Child care is way too expensive; too tough on my employees.
- More affordable housing for families 3x and more.
- Most important: more housing! Buy land! There needs to be more affordable housing to allow people who want to build family & lives here to do so. It is really tough-nothing available for months & months!
- Need more rentals and low end hotels, not condos for seldom used/ visited wealthy owners.
- Regarding childcare, it greatly impacts my staff in my business and it is horrible/too expensive. One of the biggest issues facing the city. Very limiting option-lots of opps to improve pedestrian safety!

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

- City spends to much money, excess regulation, endless projects.
- I object to having my tax \$ pay for pro biked race that closes roads and causes many people to lose wages due to not being able to get to jobs.

- One of the highest participants spending in the world-very poor budget increase mgmt.
- The city should trim its budget.
- What \$ spent on silly benches in road should be spent elsewhere.

#### Land/business/building development

- Buildings too high not local friendly enough.
- Condo[?] is down to review plans, fees are too high for minor applications.
- Economic development with development (1).
- I find the choice to give power than bld to more land and developing despicable.
- If restaurants weren't allowed on the mall you would have enough seating to gather.
- Let growth happen.
- Make main street safer for pedestrians without the need to build medians.
- More employee housing to buy within the city limits.
- "Please consider excluding anyone who stands to make a profit on a development from public outreaches. This includes the usual suspects: architects, developers, SkiCo, and land-use consultants (planners). Their motive to make sure that a development is approved by City Council is motivated by greed and profit. This is unlike us ordinary folks who don't have a "dog in the fight" except saving Aspen from overdevelopment and development that asks for so many of variances that it is obvious it is not good for the City."
- Please re-consider the hydro plant- install the turbine!
- Referendum 1 is a waste of time, \$ effort, we have elected city officials for a reason lets let them work.
- Some politicians are too pro-growth. This is a small but crowded town/city my favorite time here was '70,'80.
- Stop building new employee housing until the city can manage it's current inventory.
- The food & wine take over too much of the town it's too big we live here too.
- Too much construction approved-too many constant vehicles and city keeps removing parking for individuals.
- Too much urban development, we are not boulder, Colorado! Do a survey.
- Town is rapidly growing without the resources to support the growth, i.e. schools overcrowded, traffic, limited worker for workforce.
- We need more employee long term housing. Renting here sucks.

#### Positive comments about local government/services

- A lot being done and one can see it- Thanks.
- I love Aspen!
- Keep up the good work!
- Thank you! Awesome job!
- Thanks ARC- great service. //love USA pro challenge & we-cycle.
- The city leadership does a wonderful job, keep it up.

#### Other

- City council-down zone & repeat infill- Do a survey on this topic!
- Free farming in town and ski mts. 4 lanes into out of town!
- I rent so much of this is not applicable.
- Just some input- good idea- but survey is way too long.
- Lots off issues- I fear the desire to make \$ overshadows the responsibility to look after the city for the people who live here.
- My safety responses are due to wildlife in the area. Otherwise feel safe.

- Shorter survey.
- Signs in other languages, such as Spanish & Portuguese.
- Stop outsourcing work like this survey to non-local companies.
- Stop trying to fix things that aren't broken!
- The city has become the biggest dog owner in the west! Dial it back!!
- The environment in Aspen is getting worse not better more noise, more can't good there close to you!
- The locals are not considered the primary responsibilities of the city the tourists are.
- Too many employees for [?].
- You need to take action on sexual harassers! Not allow them to fire their victims. You should have been saved!

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

- Assisted living.
- Own commercial building.
- RO.
- Variable.
- Provided.
- House for work.
- Smuggler not so mobile home park.

# 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 66: 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?	93%	97%	95%	95%	95%	94%	96%	95%

Table 67: 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	73%	64%	55%	79%	58%	67%	63%	63%
The service provided by the City Manager's staff was prompt	73%	71%	63%	81%	64%	80%	65%	68%
The City Manager's staff was responsive	73%	68%	68%	81%	66%	77%	68%	69%
The City Manager's staff was helpful	73%	72%	64%	85%	65%	80%	66%	69%
The City Manager's staff was knowledgeable	73%	73%	62%	86%	64%	78%	67%	69%
The City Manager's staff was informative	73%	67%	66%	76%	65%	76%	67%	68%
The service provided by the Utility Billing staff was accurate	90%	92%	90%	85%	92%	94%	91%	91%
The service provided by the Utility Billing staff was timely	100%	91%	88%	94%	91%	94%	94%	92%
The Utility Billing staff was courteous in dealing with my situation or request	87%	96%	87%	85%	92%	93%	89%	91%
The Utility Billing staff was knowledgeable in dealing with my situation or request	88%	96%	86%	87%	92%	97%	89%	91%
The Finance Window staff was courteous in dealing with my situation or request	100%	95%	93%	100%	94%	95%	96%	95%
The Finance Window staff was knowledgeable in dealing with my situation or request	100%	96%	92%	100%	94%	98%	95%	96%
The service provided by the Housing Authority staff was accurate	71%	80%	77%	70%	79%	82%	71%	76%



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 Housing Authority staff was timely	87%	84%	73%	87%	80%	83%	82%	82%
The Housing Authority staff was helpful	77%	82%	71%	86%	73%	81%	76%	78%
The Housing Authority staff was knowledgeable	79%	86%	71%	82%	79%	79%	82%	80%
The services provided by the Police staff were accurate	83%	93%	88%	87%	89%	87%	90%	89%
The services provided by the Police staff were prompt	90%	96%	93%	92%	94%	96%	93%	94%
The Police staff was courteous	100%	97%	94%	100%	95%	95%	99%	97%
The Police staff was helpful	97%	94%	92%	98%	92%	94%	95%	94%
The Police staff was knowledgeable	81%	95%	92%	84%	93%	91%	90%	91%
The Police staff was informative	81%	92%	93%	85%	92%	89%	90%	90%

Table 68: 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)	84%	95%	95%	88%	93%	92%	91%	92%
City Clerk Office	92%	98%	96%	100%	94%	98%	95%	96%
City Manager Office	72%	66%	62%	84%	61%	72%	65%	66%
Community Development	59%	64%	47%	56%	57%	57%	60%	57%
Electric	90%	93%	89%	87%	92%	94%	91%	91%
Engineering	81%	76%	59%	77%	67%	81%	67%	71%
Environmental Health	84%	88%	85%	85%	86%	86%	86%	86%
Finance Window (RETT, sales tax, and other payments to the city)	95%	93%	93%	95%	93%	92%	97%	94%
Golf	90%	87%	88%	88%	88%	88%	88%	88%
GIS (Geographic Information System)	79%	83%	86%	85%	82%	86%	81%	83%
Housing Authority (existing deed-restricted and rental units)	57%	76%	69%	63%	71%	73%	66%	68%
Kids First	81%	81%	86%	90%	79%	82%	84%	83%
New housing development (Burlingame II)	79%	56%	57%	76%	55%	68%	61%	62%
Parks	85%	87%	85%	83%	86%	85%	87%	85%
Police Department	83%	91%	93%	86%	90%	87%	91%	89%
Red Brick Recreation Center	93%	98%	95%	94%	96%	98%	94%	96%

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	
Streets	63%	77%	68%	62%	73%	62%	77%	70%
Transportation and Parking	48%	67%	53%	49%	61%	50%	64%	57%
Water	79%	86%	90%	81%	87%	91%	82%	86%
Wheeler Opera House	95%	95%	96%	98%	94%	98%	94%	95%

Table 69: 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	73%	71%	65%	73%	68%	67%	71%	69%
The quality of the information the City provides to residents	76%	68%	56%	74%	62%	65%	66%	66%
The job the City does listening to residents	58%	44%	33%	58%	37%	37%	47%	42%
The value of City services for the taxes you pay	60%	65%	54%	64%	58%	57%	63%	60%
The job the City does communicating to residents about major issues	63%	59%	49%	59%	54%	54%	58%	56%
The job the City does matching expenditures to community priorities	51%	47%	33%	56%	38%	36%	48%	43%
The job the City does responding to requests for public records and information	50%	66%	59%	67%	58%	51%	66%	61%

Table 70: 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	84%	86%	80%	87%	82%	80%	86%	84%
The street surfaces are smooth	84%	82%	73%	87%	76%	75%	82%	79%
Potholes are repaired in a timely manner	79%	77%	74%	83%	74%	78%	76%	76%
Last winter's snow removal in the Commercial Core was timely	81%	93%	89%	83%	91%	87%	91%	89%
Last winter's snow removal in the Commercial Core was thorough	84%	92%	88%	85%	89%	88%	89%	88%
Last winter's snow removal in my residential area was timely	65%	82%	73%	68%	77%	79%	73%	75%
Last winter's snow removal in my residential area was thorough	73%	84%	73%	77%	78%	85%	73%	78%

Table 71: 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	25%	12%	10%	18%	13%	14%	14%	14%
About right	43%	45%	38%	41%	42%	36%	46%	42%
Not strict enough	32%	44%	53%	41%	45%	50%	40%	44%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Table 72: Confidence in Aspen Police Compared by Respondent Age, Length of Residency and Household Income

How confident are you, if at all, with Aspen police officers' abilities in each of the following areas: (Percent "very" or "somewhat" confident)	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	
Enforcement of the law	91%	98%	95%	92%	96%	97%	95%	95%
Treatment and handling of suspects	100%	94%	96%	99%	95%	95%	97%	96%
Fair treatment of all people	100%	94%	94%	100%	94%	94%	97%	96%

Table 73: Support for Body-worn Camera Program Compared by Respondent Age, Length of Residency and Household Income

Percent "somewhat" or "strongly" support	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	
To what extent would you support or oppose the Aspen Police Department implementing a body-worn camera program?	78%	69%	76%	84%	69%	75%	73%	73%

Table 74: Likelihood of Participating in the Citizen Academy Compared by Respondent Age, Length of Residency and Household Income

Percent "somewhat" or "very" likely	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 likely, if at all, would you be to participate in a "Government 101" program to learn more about City government?	71%	53%	42%	64%	49%	62%	47%	53%

Table 75: 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	
Economic development without the development (without new physical development)	76%	71%	59%	75%	66%	76%	64%	68%
Ensuring the availability of adequate workforce housing at a reasonable cost to rent/purchase	86%	83%	64%	84%	75%	89%	72%	77%
Encouraging the development of additional lodging	39%	37%	32%	33%	37%	39%	35%	36%
Creating more bulb-outs on corners to increase pedestrian safety	43%	36%	34%	43%	35%	35%	39%	37%
Increasing places for pedestrians to dwell or gather	37%	37%	32%	40%	34%	37%	35%	35%
Finding ways to decrease traffic in town	65%	65%	65%	74%	62%	71%	63%	65%
Managing traffic in town more effectively	71%	75%	79%	80%	74%	77%	75%	75%

Table 76: 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?	91%	86%	82%	89%	84%	86%	88%	86%

# 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 2015 Citizen Survey for Aspen was based on the 2014 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 revised survey. In an iterative process between City staff and NRC staff, a final six-page questionnaire was created for 2015.

## Selecting Survey Recipients

City of Aspen registered voter households were those eligible to complete the 2015 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 6,200 names. As in previous years, the survey was mailed to both active and inactive<sup>1</sup> 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 3,500 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 2015. 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. This first survey packet included an incentive, a three-day pass to the City's bike share program, WE-cycle. 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. A "split ballot" also was tested to ascertain the effect of including a trivia question on the mailing envelope as a way of increasing the response rate. Half the mailing sample received a plain mailing envelope while the other half received the trivia question.

Of the 1,750 households that were mailed the survey, 151 were undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed, approximately 9% of

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<sup>1</sup> The County Clerk's Office constitutes a voter as "inactive" if they had not voted in the past two general elections.

mailings. Of the remaining 1,599 delivered surveys, 371 individuals completed the survey, providing a response rate of 23%, similar to the 2014 response rate (22%).

## 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).

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 (371 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 also were 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. Survey 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.

**Table 77: 2015 Aspen Citizen Survey Weighting Table**

	<b>Population Norm<sup>1</sup></b>	<b>Registered Voter List Norm<sup>2</sup></b>	<b>Unweighted</b>	<b>Weighted</b>
Age 18-34	28%	23%	9%	22%
Age 35-54	41%	41%	35%	41%
Age 55 and over	31%	37%	56%	37%
Female	48%	49%	56%	49%
Male	52%	51%	44%	51%
Female 18-34	14%	11%	6%	11%
Female 35-54	19%	19%	19%	19%
Female 55 and over	15%	19%	31%	19%
Male 18-34	14%	12%	3%	12%
Male 35-54	22%	22%	16%	22%
Male 55 and over	16%	18%	25%	18%

<sup>1</sup> Source: 2010 Census

<sup>2</sup> Source: Pitkin County Registered Voter List, purchased July, 2015.

## 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 or the percent positive (e.g., the percent “strongly agree” and “agree”) 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.

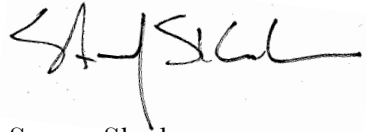


Dear Aspen Resident,

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

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

Sincerely,

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

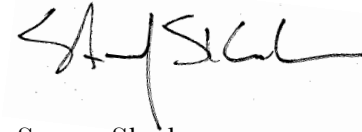
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Mayor, City of Aspen

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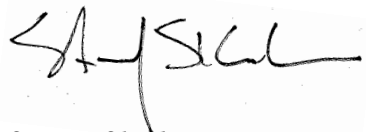
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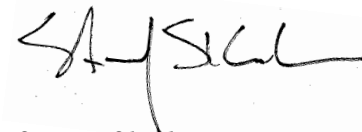
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Mayor, City of Aspen



THE CITY OF ASPEN

130 S. Galena  
Aspen, CO 81611

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



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Aspen, CO 81611

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Boulder, CO  
Permit NO.94



**Who is this prominent Aspen resident? Open the survey to find out and to find your free 3-day pass for WE-cycle!**



THE CITY OF ASPEN  
OFFICE OF THE MAYOR

August, 2015

Dear Fellow Aspen Resident:

Please help us shape the future of the City of Aspen! You are one of 1,750 randomly selected households to participate in the 2015 Aspen Citizen Survey.

This survey is one way of finding out “how we did” from the perspective of our residents, and with your help, we will identify those aspects of City of Aspen services that are working well and those that need improvement.

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

- ✓ Developing a variety of ways to engage citizens in policy discussions and choices, including focus groups and community-wide keypad sessions
- ✓ Revamping the City Website, launching social media initiatives like Facebook and Twitter, and offering various email newsletters to interested citizens, workers and resort guests
- ✓ Initiating a construction management program to lessen the effects of construction on the community
- ✓ Designing proposals to improve the pedestrian experience along the Main Street, Galena Street and Mill Street corridors
- ✓ Designing improvements and techniques to increase pedestrian safety
- ✓ Changing the way we send you information about City programs and events

The anonymity of every respondent is guaranteed. The information gathered will not be used for any purpose other than to help the City of Aspen improve the quality of life in our community.

Please take a few moments, right now, to complete the survey. If you should have any questions, call us at (970) 429-2756. Thank you!

Sincerely,

Steven Skadron  
Mayor, City of Aspen



Answer: It's Mayor Steve Skadron!



THE CITY OF ASPEN  
OFFICE OF THE MAYOR

August, 2015

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About a week ago we sent you the enclosed survey, which asks for your opinion about certain services available in the City of Aspen. If you already completed the survey and returned it, we thank you and ask you to disregard this letter. **Do not complete the survey a second time.** If you haven't had a chance to complete the survey, we are very interested in obtaining your input and invite you to complete the survey now.

The City uses the survey results to help identify ways to improve. Over the years, some of the ways we have responded to the survey feedback include:

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Aspen, CO 81611

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US Postage Paid  
Boulder, CO  
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Mayor, City of Aspen



# 2015 City of Aspen Citizen Survey

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

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

<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
1	2	3	4
  
2. 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?
 

	<u>Strongly agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly disagree</u>	<u>Don't know</u>	<u>Not applicable</u>
--	-----------------------	--------------	-----------------	--------------------------	-------------------	-----------------------

The service provided by the City Manager's Office was accurate .....	1	2	3	4	5	6
The service provided by the City Manager's staff was prompt.....	1	2	3	4	5	6
The City Manager's staff was responsive .....	1	2	3	4	5	6
The City Manager's staff was helpful.....	1	2	3	4	5	6
The City Manager's staff was knowledgeable.....	1	2	3	4	5	6
The City Manager's staff was informative.....	1	2	3	4	5	6
The service provided by the Utility Billing staff was accurate .....	1	2	3	4	5	6
The service provided by the Utility Billing staff was timely.....	1	2	3	4	5	6
The Utility Billing staff was courteous in dealing with my situation or request.....	1	2	3	4	5	6
The Utility Billing staff was knowledgeable in dealing with my situation or request.....	1	2	3	4	5	6
The Finance Window staff was courteous in dealing with my situation or request.....	1	2	3	4	5	6
The Finance Window staff was knowledgeable in dealing with my situation or request..	1	2	3	4	5	6
The service provided by the Housing Authority staff was accurate .....	1	2	3	4	5	6
The service provided by the Housing Authority staff was timely .....	1	2	3	4	5	6
The Housing Authority staff was helpful.....	1	2	3	4	5	6
The Housing Authority staff was knowledgeable.....	1	2	3	4	5	6
The services provided by the Police staff were accurate .....	1	2	3	4	5	6
The services provided by the Police staff were prompt.....	1	2	3	4	5	6
The Police staff was courteous .....	1	2	3	4	5	6
The Police staff was helpful .....	1	2	3	4	5	6
The Police staff was knowledgeable .....	1	2	3	4	5	6
The Police staff was informative .....	1	2	3	4	5	6
  
3. In general, how satisfied or dissatisfied are you with the overall performance of the following services of the City of Aspen government?
 

	<u>Very satisfied</u>	<u>Somewhat satisfied</u>	<u>Somewhat not satisfied</u>	<u>Not at all satisfied</u>	<u>Don't know</u>
--	-----------------------	---------------------------	-------------------------------	-----------------------------	-------------------

Aspen Recreation Center (ARC) .....	1	2	3	4	5
City Clerk Office.....	1	2	3	4	5
City Manager Office .....	1	2	3	4	5
Community Development.....	1	2	3	4	5
Electric .....	1	2	3	4	5
Engineering.....	1	2	3	4	5
Environmental Health .....	1	2	3	4	5
Finance Window (RETT, sales tax, and other payments to the city) .....	1	2	3	4	5
Golf.....	1	2	3	4	5
GIS (Geographic Information System) .....	1	2	3	4	5
Housing Authority (existing deed-restricted and rental units) .....	1	2	3	4	5
Kids First .....	1	2	3	4	5
New housing development (Burlingame II) .....	1	2	3	4	5
Parks .....	1	2	3	4	5
Police Department.....	1	2	3	4	5
Red Brick Recreation Center .....	1	2	3	4	5
Streets .....	1	2	3	4	5
Transportation and Parking .....	1	2	3	4	5
Water .....	1	2	3	4	5
Wheeler Opera House .....	1	2	3	4	5

4. Please rate the following categories of Aspen government performance:

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

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

	<u>Strongly agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly disagree</u>	<u>Don't know</u>
City streets are in good repair .....	1	2	3	4	5
The street surfaces are smooth.....	1	2	3	4	5
Potholes are repaired in a timely manner.....	1	2	3	4	5
Last winter's snow removal in the Commercial Core was timely.....	1	2	3	4	5
Last winter's snow removal in the Commercial Core was thorough .....	1	2	3	4	5
Last winter's snow removal in my residential area was timely .....	1	2	3	4	5
Last winter's snow removal in my residential area was thorough .....	1	2	3	4	5

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

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

7. How would you prefer to receive information about Aspen Recreation Center (ARC) events, opportunities and updates? (Please check all that apply.)

- ☐ I would not like to receive any     
 ☐ Television ads     
 ☐ Flyers     
 ☐ Other (please specify: \_\_\_\_\_)  
☐ Newspaper ads     
 ☐ School newspaper     
 ☐ www.AspenRecreation.com  
☐ Radio ads     
 ☐ Brochures     
 ☐ Social media

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

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

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

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

**10. 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 <u>agree</u>	<u>Agree</u>	<u>Disagree</u>	Strongly <u>disagree</u>	Don't <u>know</u>	Not <u>applicable</u>
The condition of the parks allowed me to have a safe and enjoyable experience .....	1	2	3	4	5	6
The parks were free of litter.....	1	2	3	4	5	6
The condition of the athletic fields allowed me to have a safe and enjoyable experience.....	1	2	3	4	5	6
The athletic fields were free of litter .....	1	2	3	4	5	6
The pedestrian/bike trail surfaces were free of debris/litter .....	1	2	3	4	5	6
The pedestrian/bike trail surfaces were smooth enough for the intended purpose...	1	2	3	4	5	6
The pedestrian/bike trail could be used safely.....	1	2	3	4	5	6
The pedestrian/bike trail signage was very good.....	1	2	3	4	5	6
The Nordic Trail System trail grooming was very good.....	1	2	3	4	5	6
The Nordic Trail System trails could be used for the purpose intended .....	1	2	3	4	5	6
The Nordic Trail System trail signage was very good .....	1	2	3	4	5	6

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Ability to find trail heads and open space properties .....	1	2	3	4	5
Availability of parking at trail heads and open spaces.....	1	2	3	4	5
Adequacy of enforcement of regulations .....	1	2	3	4	5
Adequacy of signage on trails .....	1	2	3	4	5
Adequacy of signage in open spaces.....	1	2	3	4	5
Availability of open space events and programs.....	1	2	3	4	5
Quality of open space events and programs.....	1	2	3	4	5

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

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

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

---

14. Based on your experiences during the last 12 months, to what extent do you agree or disagree with the following:

	Strongly <u>agree</u>	<u>Agree</u>	<u>Disagree</u>	Strongly <u>disagree</u>	Don't <u>know</u>
I feel safe in my neighborhood after dark.....	1	2	3	4	5
I feel safe in my neighborhood during the day .....	1	2	3	4	5
I feel safe in the Commercial Core after dark .....	1	2	3	4	5
I feel safe in the Commercial Core during the day .....	1	2	3	4	5
I feel safe in Aspen as a whole.....	1	2	3	4	5

15. How confident are you, if at all, with Aspen police officers' abilities in each of the following areas:

	Very <u>confident</u>	Somewhat <u>confident</u>	Not at all <u>confident</u>	Don't <u>know</u>
Enforcement of the law .....	1	2	3	4
Treatment and handling of suspects .....	1	2	3	4
Fair treatment of all people .....	1	2	3	4

16. The Aspen Police Department is considering implementing a body-worn camera program. All recorded materials would potentially be subject to open record requests. What kind of impact, if any, do you feel body-worn cameras would have on each of the following?

	Positive <u>impact</u>	Somewhat positive <u>impact</u>	No <u>impact</u>	Somewhat negative <u>impact</u>	Negative <u>impact</u>	Don't <u>know</u>
Safety of the Aspen community .....	1	2	3	4	5	6
Conflict between police and members of the community.....	1	2	3	4	5	6
Objective evidence of interactions between police officers and members of the community.....	1	2	3	4	5	6
The approachability of officers.....	1	2	3	4	5	6
Citizens' privacy .....	1	2	3	4	5	6

17. To what extent would you support or oppose the Aspen Police Department implementing a body-worn camera program?

☐ Strongly support      ☐ Somewhat support      ☐ Somewhat oppose      ☐ Strongly oppose      ☐ Don't know

18. Which of the following entities provides your electrical service?

☐ The City of Aspen      ☐ Holy Cross Electric      ☐ Other      ☐ Don't know

19. Based on your experience in the last 12 months, please rate the quality of each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Drinking water taste .....	1	2	3	4	5
Water pressure.....	1	2	3	4	5
Water reliability .....	1	2	3	4	5
Water services overall.....	1	2	3	4	5
Overall customer service provided by the Water department staff .....	1	2	3	4	5
Electrical service reliability .....	1	2	3	4	5
Safety of electric service.....	1	2	3	4	5
Overall customer service provided by the Electric department staff .....	1	2	3	4	5
Electric services overall.....	1	2	3	4	5

20. 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/ <u>have done</u>	Very <u>likely</u>	Somewhat <u>likely</u>	Not at all <u>likely</u>
Install CFLs, T8 fluorescent tubes or LED bulbs .....	1	2	3	4
Replace older refrigerators with a new Energy Star, CCE Tier 3 model.....	1	2	3	4
Have an energy assessment completed .....	1	2	3	4
Air seal around windows and doors .....	1	2	3	4
Add building attic insulation .....	1	2	3	4
Join or start a carpool.....	1	2	3	4
Ride the bus one or more days per week .....	1	2	3	4
Walk to meetings or errands within walking distance .....	1	2	3	4
Commute via bicycle one or more days per week .....	1	2	3	4
Encourage others to walk, bike or ride the bus to work or school.....	1	2	3	4

21. The City of Aspen is developing a Citizen Academy (sometimes called a “Government 101” program) to introduce residents to City government and leadership. Please tell us the extent to which you agree or disagree with the following statements:

	Strongly <u>agree</u>	<u>Agree</u>	<u>Disagree</u>	Strongly <u>disagree</u>	Don't <u>know</u>
Learning how City Council and Commissions work interests me .....	1	2	3	4	5
Learning what City Departments do interests me .....	1	2	3	4	5
Learning how to volunteer with the City interests me .....	1	2	3	4	5
I know how to get the information I need about City government.....	1	2	3	4	5
I know how to get involved with the City .....	1	2	3	4	5
A program to increase my understanding of City government interests me .....	1	2	3	4	5

22. How likely, if at all, would you be to participate in a “Government 101” program to learn more about City government?

☐ Very likely      ☐ Somewhat likely      ☐ Not at all likely      ☐ Don't know

23. Please indicate whether each of the following is a major source, minor source or not a source of information for you when looking for information about the City of Aspen.

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

24. Please tell us how satisfied or dissatisfied you are with the information you receive about the City from each of the following sources.

	Very <u>satisfied</u>	Somewhat <u>satisfied</u>	Somewhat <u>not satisfied</u>	Not at all <u>satisfied</u>	Don't <u>know</u>
City meetings and open houses .....	1	2	3	4	5
City webcasts .....	1	2	3	4	5
City emails (electronic newsletters, email updates) .....	1	2	3	4	5
The City's social network sites (Twitter, Facebook).....	1	2	3	4	5
City website (www.aspenpitkin.com).....	1	2	3	4	5
Aspen/Pitkin County Housing Authority (APCHA) website (www.aspenhousing.com) ..	1	2	3	4	5
Radio ads.....	1	2	3	4	5
Radio news broadcasts.....	1	2	3	4	5
Community government television (Grassroots/CGTV, Channel 11) .....	1	2	3	4	5
Other local television broadcasts.....	1	2	3	4	5
Newspaper ads .....	1	2	3	4	5
Local newspaper articles .....	1	2	3	4	5
Mailed materials (brochures, flyers, newsletters, updates) .....	1	2	3	4	5

25. If you have concerns about the city's communication, please tell us what changes we can make to improve:

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26. How likely, if at all, would you be to use each of the following to find out in “real time” information about special events in Aspen that may impact you (e.g., road closures, where to park, waiting times, etc.)?

	Very <u>likely</u>	Somewhat <u>likely</u>	Not at all <u>likely</u>	Don't <u>know</u>
Facebook posts .....	1	2	3	4
Twitter posts.....	1	2	3	4
Text messages.....	1	2	3	4
Web page updates.....	1	2	3	4

**27. Please tell us the extent to which you agree or disagree with the following statements regarding childcare in Aspen:**

	Strongly agree	Agree	Disagree	Strongly disagree	Not applicable
I am satisfied with my current childcare arrangements.....	1	2	3	4	5
I have experienced difficulty finding high-quality childcare for my infant .....	1	2	3	4	5
I have experienced difficulty finding high-quality childcare for my toddler.....	1	2	3	4	5
I have experienced difficulty finding high-quality childcare for my preschooler.....	1	2	3	4	5
I am able to pay for childcare without assistance .....	1	2	3	4	5
I know how to find assistance to pay for childcare .....	1	2	3	4	5
Finding childcare in a program I prefer is a major challenge for me .....	1	2	3	4	5
The childcare program I use adequately prepares children for school.....	1	2	3	4	5
The childcare program I use adequately fosters strong emotional/social skills.....	1	2	3	4	5
The childcare program I use has well-qualified teachers/staff .....	1	2	3	4	5

**28. 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
Economic development without the development (without new physical development) .....	1	2	3	4	5
Ensuring the availability of adequate workforce housing at a reasonable cost to rent/purchase.....	1	2	3	4	5
Encouraging the development of additional lodging.....	1	2	3	4	5
Creating more bulb-outs on corners to increase pedestrian safety .....	1	2	3	4	5
Increasing places for pedestrians to dwell or gather.....	1	2	3	4	5
Finding ways to decrease traffic in town.....	1	2	3	4	5
Managing traffic in town more effectively .....	1	2	3	4	5

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

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

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

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**Our last questions are about you and your household. Responses are anonymous and will be reported in group form only.**

**D1. About how long have you lived in Aspen?**

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

**D2. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**

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

**D3. In which category is your age?**

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

**D4. What is your gender?**

- ☐ Female
- ☐ Male

**D5. Which best describes your housing status?**

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

**Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to:**

**National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502-0549**